
CALHOUN COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Fiscal Year 2016-2021

Prepared by the

*Calhoun County
Transportation Disadvantaged Coordinating Board*

*Calhoun County Senior Citizens Association, Inc.
d.b.a. Calhoun Transit
the Community Transportation Coordinator*

*Apalachee Regional Planning Council
the Designated Official Planning Agency*

Approved by the

*Calhoun County Transportation Disadvantaged Coordinating Board
On November 8, 2016
Updated June 6, 2017*

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Apalachee Regional Planning Council

Serving Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson
Liberty, Leon and Wakulla Counties and their municipalities

Calhoun County Coordinating Board Membership Certification

The Apalachee Regional Planning Council certifies that:

1. The membership of the local coordinating board, established pursuant to rule 41-2.012(3), F. A. C., does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Representation	Member's Name	Alternate's Name	Term
Chairman	Gene Bailey	Woodrow Shelton, Carla Hand	
Elderly	Thelma Batson		July 2015 – June 2018
Disabled	Evelyn Walker		Nov 2016 – June 2018
Citizen Advocate	Kristy Terry		July 2017 – June 2020
Citizen Advocate/User	Loretha Jones	Chester Tilson	July 2017 – June 2020
Veterans	Tammy Rushing		July 2016 – June 2019
Community Action	Clarissa Medina		July 2017 – June 2020
Public Education	Vicki Davis	Willy Pitts	July 2015 – June 2018
Children at Risk	Debra Jones		July 2015 – June 2018
Workforce Dvp Board	Raymond Russell		July 2017 – June 2020
Medical	Marissa Barfield		July 2016 – June 2019
FDOT	Vanessa Strickland	Kathy Rudd	
FDCF	Sandra Register		
FDOE/VR	Karsen Spradlin	Keith Sutton	
FDEA	Ruth Waterman	Richard Waterman	
AHCA	Tayna Hand		
Private Trans. Industry	Not Applicable		
Mass/Public Transit	Not Applicable		

Signature:



Randy Merritt

Date: May 18, 2017

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**CALHOUN COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN
UPDATE TABLE
June 6, 2017**

Updated/amended areas are indicated with a "✓".

**LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION
ROLL CALL VOTE PAGE**

✓
✓

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**CALHOUN COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
November 8, 2016**

**ADOPTION OF
TRANSPORTATION DISADVANTAGED SERVICE PLAN
FOR THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

ROLL CALL VOTE

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairman	Lee Lee Brown	✓		
Elderly	Thelma Batson	✓		
Disabled	(Vacant)			
Citizen Advocate	Kristy Terry			✓
Citizen Advocate/User	Loretha Jones			✓
Veterans	Tammy Rushing			✓
Community Action	Clarissa Medina	✓		
Public Education	Vicki Davis			✓
Children at Risk	Debra Jones			✓
Workforce Dvp Board	Raymond Russell	✓		
Medical	Marissa Barfield			✓
FDOT	Vanessa Strickland	✓		
FDCF	Sandra Register	✓		
FDOE/VR	Karsen Spradlin	✓		
FDEA	Ruth Waterman			✓
AHCA	John Vinski	✓		
Private Trans. Industry	<i>Not Applicable</i>			
Mass/Public Transit	<i>Not Applicable</i>			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator 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 Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the 8th day of November, 2016.

Coordinating Board Chairperson _____

* * * *

Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged Program

Transportation is often the vital link between not only quality of life, but also, jobs, access to medical care, and other life sustaining needs for some of the most vulnerable citizens. The Florida Legislature created the Florida Commission for the Transportation Disadvantaged (Commission) in 1989 to coordinate the transportation services provided to the transportation disadvantaged. The authority of the Commission derives from Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. The Commission is an independent agency located within the Department of Transportation for administrative and fiscal purposes. In all respects, the Commission operates independently, with rule making and budget authority. The Commission employs staff to administer and monitor the statutory requirements for the program.

Florida's transportation disadvantaged are defined in Chapter 427, Florida Statutes, 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 other life-sustaining activities, or children who are handicapped or high-risk or at-risk. Chapter 427, Florida Statutes was created to promote the delivery of transportation services to the transportation disadvantaged in a coordinated manner that is cost effective, efficient, and reduces fragmentation and duplication of services, as well as, increase planning for transportation services.

In 1990, the Apalachee Regional Planning Council applied for the designation as the official planning agency for the county. In the application, the Apalachee Regional Planning Council noted its qualifications, experienced personnel and knowledge of planning. Also, the Apalachee Regional Planning Council demonstrated how it would comply with the duties and responsibilities of the designated official planning agency for various activities.

Once appointed by the Commission for the Transportation Disadvantaged as the designated official planning agency for the county, the Apalachee Regional Planning Council applied for and received funding from the Commission through the Transportation Disadvantaged Trust Fund. Since then, the Council has continued to serve as the designated official planning agency for the county.

2. Community Transportation Coordinator Designation Date/History

The Apalachee Regional Planning Council, as the designated official planning agency for the county, initiated a procedure for the selection of a community transportation coordinator in 1990. The Apalachee Regional Planning Council, in consultation with the local transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community transportation coordinator position in public buildings in the county. Staff also contacted current providers of transportation services. There was only one response related to the position, Calhoun County Senior Citizens Association, Inc. The Apalachee Regional Planning Council and the local transportation disadvantaged coordinating board then evaluated the provider of transportation services and determined that Calhoun County Senior Citizens Association, Inc. was the best source of providing the needed transportation due to its years of experience and its fleet of vehicles to provide the services in a cost competitive method. The local transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council Calhoun County Senior Citizens Association, Inc. as the community transportation coordinator on September 5, 1990. Calhoun County Senior Citizens Association, Inc. was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Calhoun County Senior Citizens Association, Inc. has continued to serve as the community transportation coordinator for Calhoun County since that

date. The most recent community transportation coordinator designation was made by the Commission for the Transportation Disadvantaged on October 28, 2011, effective January 1, 2012, for a five year term.

3. Organizational Chart

The Florida Coordinated Transportation System is made up of many components. The principal participants in the delivery of transportation disadvantaged services in Florida are described below.

Commission for the Transportation Disadvantaged was created to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency within the Department of Transportation. It administers the Transportation Disadvantaged Trust Fund for the Commission's operations and a statewide local grants program for the delivery of transportation services. The Commission appoints the community transportation coordinators and the designated official planning agency in each service area. The mission statement of the Commission is to "Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons".

Designated Official Planning Agencies have the responsibility for transportation disadvantaged planning. They recommend to the Commission the community transportation coordinator to serve in the service area. The designated official planning agency also appoints and staffs the local coordinating board.

Transportation Disadvantaged Coordinating Board provides local assistance to the community transportation coordinator. They identify local service needs and provide information, advice and direction to the coordinator on the coordination of services. Each coordinating board is recognized as an advisory body in its service area and is composed of local representatives from different sectors of the community, such as the elderly, the disabled, the economically disadvantaged, veterans, users, public education, agencies that purchase transportation services, transportation industry/providers, and local government.

Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services for transportation disadvantaged persons in a service area. All agencies and transportation operators that receive federal, state, or local government transportation funds are required to contract with the community transportation coordinator for transportation services. The coordinator may contract with local transportation operators to provide transportation or, if none exist, may provide all the transportation services.

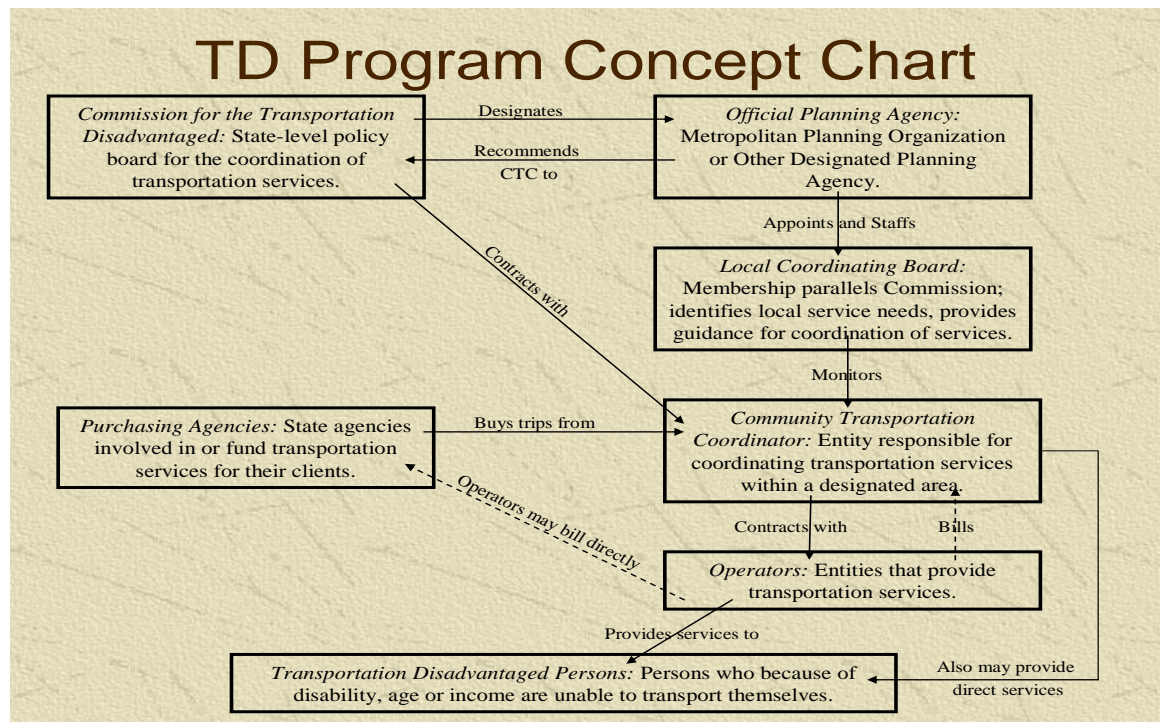
Transportation Operators are the actual providers of transportation services. Any public, private for-profit, or private non-profit provider of transportation services under contract with a community transportation coordinator is considered a transportation operator. Any social service agency that operates its own vehicles for the delivery of transportation service is also considered a transportation operator if the vehicles are purchased or operated with federal, state, or local government funds, and it must contract with the community transportation coordinator. The community transportation coordinator is itself a transportation operator if it provides some or all of the service.

Purchasing and Funding Agencies are those agencies receiving federal, state, or local government funds for transportation. These agencies must purchase service from the community transportation coordinator.

Transportation Disadvantaged Persons are defined in Chapter 427, Florida Statutes, 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 other life-sustaining

activities. The legislation also includes children who are “high-risk” or “at-risk” of developmental disabilities.

COORDINATED TRANSPORTATION SYSTEM



Official Planning Agency:
 Local Coordinating Board:
 Community Transportation Coordinator:

 Operator:

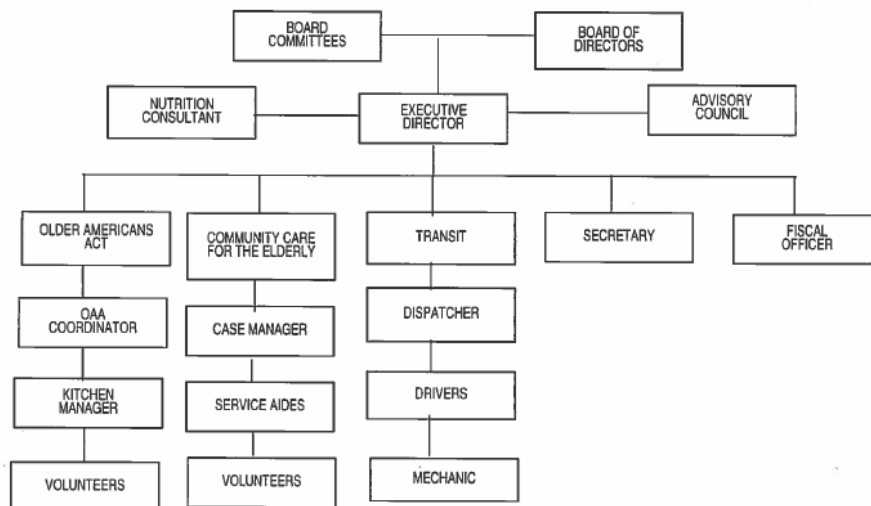
 Purchasing Agencies:

Apalachee Regional Planning Council
 See Certification
 Calhoun County Senior Citizens Assn., Inc./
 d.b.a. Calhoun Transit
 Calhoun County Senior Citizens Assn., Inc./
 d.b.a. Calhoun Transit
 Florida Commission for the Transportation
 Disadvantaged,
 Agency for Persons with Disabilities,
 Florida Department of Elder Affairs,
 Prestige Health Choice/Access2Care,
 Staywell/MTM,
 Magellan Complete Care/Logisticare
 Miscellaneous others,
 General Public

CTC ORGANIZATIONAL CHART

Organizational Chart

Calhoun County Senior Citizens Association, Inc.



*SECRETARY, FISCAL OFFICER, KITCHEN MANAGER, AND EXECUTIVE DIRECTOR ARE COST-SHARED POSITIONS.

4. Consistency Review of Other Plans

This Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following approved documents.

Local Government Comprehensive Plan

Pursuant to Chapter 163, Florida Statutes, each local government in Florida must prepare and adopt a comprehensive plan which inventories existing land uses, infrastructure, housing conditions, transportation systems and establishes goals, objectives and policies designed to manage growth during the planning period, which must be, at a minimum, ten years. Local comprehensive plans must contain at least one or more specific objectives which would “coordinate with the plans of any appropriate metropolitan planning organization, any public transportation authority, any appropriate resource planning and management plan prepared pursuant to Chapter 380, Florida Statutes, and approved by the Governor and Cabinet, and the Florida Department of Transportation’s 5-Year Transportation Plan”.

Apalachee Strategic Regional Policy Plan

The Apalachee Strategic Regional Policy Plan, adopted June 1996, establishes a goal to reduce the number of transportation disadvantaged persons not served by the coordinated system. Included within this goal are policies and implementation strategies necessary for achieving the goal.

Transit Development Plan

This plan is not applicable to this area.

Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

The statewide five-year plan, mandated by Chapter 427, Florida Statutes projects the demand for transportation disadvantaged services over the next five years and compares the cost of meeting that demand with the projected availability of funds. The plan also develops goals, objectives and implementation strategies for meeting the needs of the transportation disadvantaged. The plan is

comprised of many sections; among them are descriptions of the transportation disadvantaged services.

Metropolitan Planning Organization Long Range Transportation Plan

The county is not located within a metropolitan planning organization and, therefore, this plan is not applicable to this area.

Transportation Improvement Program

The county is not located within a metropolitan planning organization and, therefore, this plan is not applicable to this area.

5. Public Participation

It is important that stakeholders be included in the development and implementation of the transportation disadvantaged service plan. A public hearing is held annually to allow residents the opportunity to discuss unmet transportation needs, or any other areas that relate to the local transportation services. All board and committee meetings are advertised in the local newspapers. The quarterly meeting agendas include an opportunity for public comments.

The Apalachee Regional Planning Council selects the transportation disadvantaged coordinating board's membership from a cross section of the local community to include representation from (a) transportation partners, (b) passengers and advocates, (c) human service partners and (d) others. The Apalachee Regional Planning Council contacts agencies and community human services programs and requests their nominations to the transportation disadvantaged coordinating board. User group nominations such as the disabled, users and the elderly are received by recommendation from community advocates in the community. The Apalachee Regional Planning Council submits the transportation disadvantaged coordinating board membership certification to the Commission and certifies that the membership of the local coordinating board, established pursuant to Rule 41-2.012(3), F.A.C., does in fact represent the appropriate parties. The membership varies throughout the year due to term expirations, resignations, and member's inability to attend meetings on a regular basis. Amendments are provided as needed throughout the year.

LOCAL COORDINATING BOARD CERTIFICATION

Representation	Member's Name	Alternate's Name	Term
Chairman	Gene Bailey	Woodrow Shelton, Carla Hand	
Elderly	Thelma Batson		July 2015 – June 2018
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FDCF	Sandra Register		
FDOE/VR	Karsen Spradlin	Keith Sutton	
FDEA	Ruth Waterman	Richard Waterman	
AHCA	Tayna Hand		
Private Trans. Industry	Not Applicable		
Mass/Public Transit	<i>Not Applicable</i>		

Dated: June 2017

B. County Profile/Demographics

1. Service Area Description

Calhoun County is located in northwest Florida and is bordered on the south by Gulf County, on the north by Jackson County, on the east by Liberty County and on the west by Bay County. Calhoun County has 567.33 square miles of land and 6.98 square miles of water for a total area of 574.31 square miles. There are two incorporated municipalities within the county, the Town of Altha and the City of Blountstown. Blountstown is the county seat. Concentrated, unincorporated residential areas include Carr, Clarksville, Chason, Frink, Hugh Creek, Kinard, Ocheesee, St. Rose, Scotts Ferry and Shelton's Corner. Much of the southwestern portion of the county is a wildlife management area.

2. Demographics

a. Land Use

The fundamental purpose of any transportation system is to move people between specific points. Therefore, the transportation system has considerable influence on the distribution of land uses, population and activities. Furthermore, the greater the efficiency of and access to a transportation system, the more vital and productive the economy. An adequate system consists of many different modes, including mass transit, paratransit transportation, and individual travel.

In Florida, the allocation and management of land is governed by Chapter 163, Florida Statutes, which is known as the Local Government Comprehensive Planning and Land Development Regulation Act. Chapter 163, Florida Statutes, required local governments to prepare a comprehensive plan that allocates land by uses (e.g., residential, commercial, industrial, etc.) and establishes density and intensity standards for development. The amount of land assigned by a local government usually correlates to past development trends, population changes, the available transportation network and other public infrastructure, such as potable water, and centralized sewer, and expectations of future behavior and trends.

The comprehensive plans for the municipalities and towns indicate that residential land within the municipalities occupies the largest percentage of developed land. Future land use maps indicate that moderate residential growth will occur in areas presently designated as residential. Other areas were designated as commercial, industrial and public which would contain retail opportunities, employment centers, and governmental services. The future land use allocations indicate that origination points may change within the next ten years while destination points remain similar.

The roadways of the county have been classified according to their primary function or use utilizing standards developed by the Florida Department of Transportation. The existing level of service indicates that traffic flow within the county is relatively stable and free flowing. These factors indicate that travel time within the county will be influenced primarily by distance.

A key factor affecting the use of alternative means of travel is land use. Locating housing in close proximity to services, shopping, employment and other facilities can provide accessibility for those who can't or choose not to drive, reducing vehicle trips and reducing trip lengths for those who do drive. Furthermore, a long distance drive to work increases cost to the employee and the transportation system. The reverse, increasing the availability of services, shopping and employment within the rural county, increases accessibility and reduces traffic impacts in the larger counties.

Staff of the community transportation coordinator has indicated that the majority of inter-county trips is medical trips and has Tallahassee and Panama City as their primary destinations. Based on the existing and adopted Level of Service standards, travel time should be primarily influenced by distance. Within the City of Tallahassee, traffic volumes are higher and may increase the travel time to medical care.

b. Population/Composition

The 2010 Census reported the county's population as 14,625. The *2010 Florida Statistical Abstract*, compiled by the Bureau of Economic and Business Research, University of Florida, provides quick, yet comprehensive, overviews of current economic and demographic characteristics of the county. The information provided is the most recent data available. Overview of current economic and demographic characteristics of the county is provided in the following tables.

POPULATION GROWTH

	Total	0-14	15-24	25-44	45-64	65+	18+
1990	11,011	2,397	1,626	3,243	2,149	1,586	8,140
2000	13,017	2,453	1,742	4,098	2,908	1,816	9,996
2010	14,625	2,609	1,764	4,021	3,973	2,258	11,493

SOURCE: U. S. Census Bureau

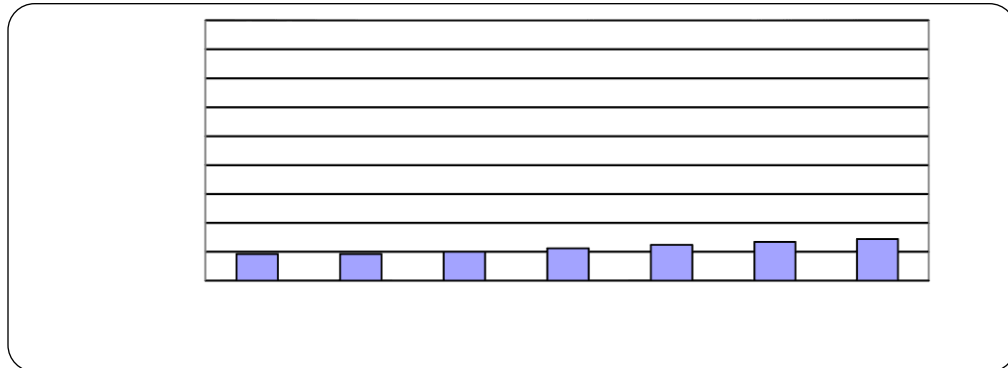
COMPOSITION

Men	7,955
Women	6,670
Veterans	1,331
Disabled	2,749
Density (Persons/Square Mile)	25.8
Median age (years)	39.7
Public School Enrollment	2,736
High School Graduate or Higher	72%
Bachelor's Degree or Higher	10.9%

SOURCE: U. S. Census Bureau

POPULATION PROJECTIONS

This chart indicates the anticipated county growth in population based on census counts, estimates and projections.



SOURCE: 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida, Table 1.41

POPULATION DISTRIBUTION

Location	1990 Census	2000 Census	Percentage of Change 1990-2000	Estimates 2009	Percentage of Change 2000-2009
Altha	497	506	1.8	533	5.34
Blountstown	2,404	2,444	1.7	2,488	1.80
Unincorporated	8,110	10,067	24.1	11,580	15.03
County	11,011	13,017	18.2	14,601	12.17

SOURCES: 2007 & 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida, Table 1.25

Housing Classifications and Patterns

As the region continues to grow, additional housing will be needed in every county. Where this housing should be located is a major planning issue. Local, state and federal government regulations can have a major impact on the location of affordable housing. In some instances, there are regulations encourage the provision of affordable housing, while in other instances they discourage and sometimes prohibit housing in various locations. Government expenditures, for example on roads, schools and parks, do the same. Nevertheless, local governments are required in their comprehensive plans to ensure the provision of adequate sites for affordable housing for existing residents and anticipated population growth.

Accessibility to facilities such as shopping, schools, mass and paratransit, recreation and employment is a critical issue. The lack of access to these facilities adversely affects independence, costs, and ability to participate as a member of society, especially for individuals who are unable to drive. For many working Floridians, inaccessibility of affordable housing with respect to their place of employment is a major problem. The longer the distance to work, the higher the cost to the employee, the fewer the transportation choices, and the lower the reliability of available means of transportation. An imbalance in the location of jobs and housing isolates those without automobiles from new employment opportunities; increases traffic congestion; and artificially inflates the value of housing located near employment centers. The failure to conduct land use planning that is sensitive to affordable housing in the areas of density, jobs-housing balance, and urban mobility is directly contributing to the growing affordable housing shortages.

An additional means of measuring demand for housing is to determine the ratio of existing jobs to existing housing units. According to one study, a mismatch between the location of jobs and the location of affordable housing is forcing employees to reside farther from their work place than they would otherwise choose. This study states that a “balanced” community has a ratio of jobs to housing units within a range of 0.75-1.50. A high ratio suggests that there is an insufficient supply of available housing within the community so employees must live elsewhere. This analysis has its limits. The jobs must match the workforce skills in that community and the housing costs must generally match the income. Also, there will always be residents who work outside the community, regardless of the jobs/housing ratio. Despite these limits, the ratio does provide a comparative indicator of housing availability.

	1990	2000	Percentage of Change 1990 - 2000	Estimates 2009	Percentage of Change 2000 – 2009
Households	379.3	4,468	17.8	4,978	11.4
Average Household Size	2.64	2.53		2.51	

SOURCE: 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida, Table 2.05

Automobile Ownership and Use

Historically, automobiles have been used primarily for commuting to work. Not only are the preponderate of American automotive trips employment related, and people in the county do not differ from this norm, the majority of these trips are single occupancy. An analysis of data indicates that person who is defined as transportation disadvantaged may be under represented in the labor market, since this segment of the population does not own transportation or is unable to provide its own transportation. Although the Census data indicates that opportunities exist for the provision of employment related trips through the transportation disadvantaged system, the demand for these trips have not been significant in the county.

Means of Transportation for Work Related Trips

Seventy-eight percent of Calhoun County workers drove to work alone in 2005-2009, 14 percent carpooled, less than 0.5 percent took public transportation, and 6 percent used other means. The remaining 3 percent worked at home. Among those who commuted to work, it took them on average 26.4 minutes to get to work.

AUTOMOBILE OWNERSHIP & USE

2008 – 2009

Total Tags Purchased	14,852
Passenger Car Tags	5,726
Households with no Vehicle Available	297

SOURCE: 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida,

Table 13.31

Historic Traditions/Cultural Descriptions

Calhoun County is part of the least populous planning region in the State, the Apalachee Region. Although the region has not seen the phenomenal growth experienced by much of the rest of the state, the rate of growth has increased steadily and is projected to continue.

The slower rate of growth in the Apalachee Region has resulted in the preservation of many of the natural, historic, and cultural resources. There are many special features in the region, some of which are unique in the state: wetlands; springs and sinkholes; ridge and ravine systems; and the numerous state and national parks, reserves and forests. Wetlands cover more than 25 percent of the region's land area and constitute an important natural feature. Wildlife of many species relies on these areas for habitat and cover. In addition, these areas serve a vital function in the hydrologic cycle by acting as a buffer zone for floodwaters, recharging and discharging the aquifer, and filtering debris and pollutants from run-off. Freshwater springs and sinks are features that enhance the region. Five of the ten largest first magnitude springs in the state are in the Apalachee Region. These crystal clear springs and sinkholes are important local recreational and aesthetic resources. Some are open to the public, many are privately owned. The ridge and ravine systems of north Liberty and west Gadsden Counties are unique in the state, and the endangered *Torreya* tree is found only in this specific local area and in parts of California and China. In addition to numerous local recreational facilities, the Apalachee Region is home to many state parks and recreation areas; the Apalachee National Forest, the largest national forest in the state; two national wildlife refuges and aquatic preserves; and over 80 historic and archaeological sites. These numerous natural features contribute to the maintenance of a quality of life that includes natural resource harvesting (such as agriculture and silviculture), hunting, outdoor recreation, and low-density development.

Government Descriptions

There are three local governments in Calhoun County --- 2 incorporated communities and the unincorporated area, which is governed by the Calhoun County Board of Commissioners. Due to the inclusion of the state capital within the Apalachee Region virtually every state agency has an office within the region. Most federal agencies have a state headquarters office in Tallahassee, as well. As is to be expected because of the proximity of the state capital, government is one of the primary employment sectors.

c. Employment

In 2010-2014, for the employed population 16 years and older, the leading industries in Calhoun County were educational services, and health care, and social assistance, 22.5 percent, public administration, 15.5 percent and retail trade, 12.2 percent. These employers are dispersed throughout the county making the provision of transportation services for employment difficult. The number of persons employed by the employers is relatively small when commuter ratios are considered.

EMPLOYMENT STATISTICS

Labor Force	5,883
Employment	5,371
Unemployment Rate	8.7%
Employed Working Outside of County of Residence	41.7%
Families Below Poverty Level	20.8%
Median Household Income,	\$32,920

SOURCES: U. S. Census Bureau; 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida, table 6.11

EMPLOYMENT BY INDUSTRY IN 2005-2009

Type of Industry	Percent of employed people 16 years and over	Type of Industry	Percent of employed people 16 years and over
Agriculture, forestry, fishing and hunting, and mining	7.9	Finance and insurance, and real estate and rental and leasing	3.5
Construction	8.1	Professional, scientific, and management, and administrative and waste management services	4.7
Manufacturing	5	Educational services, and health care and social assistance	22.5
Wholesale trade	2.5	Arts, entertainment, and recreation, and accommodation and food services	18.3
Retail trade	12.2	Other Services, except public administration	4.9
Transportation and warehousing, and utilities	2.9	Public administration	15.5
Information	2.0		

SOURCE: American Community Survey, 2010-2014

Occupations and Types of Employer

Among the most common occupations were management, business, science and arts occupations- 25 percent; service occupations - 29 percent; sales and office occupations - 21 percent; production, transportation, and material moving occupations - 11 percent; and construction, extraction, maintenance, and repair occupations - 16 percent. 63 percent of the people employed were private wage and salary workers; 29 percent was federal, state, or local government workers; and 8 percent was self-employed.

d. Major Trip Generators/Attractors

Trip generators are land use from which trips originate, such as residential areas and group homes, while trip attractors are land uses which serve as the destinations of trips. Types of attractors include shopping areas, employment centers, medical facilities, educational facilities, governmental offices and recreational areas.

While many of the trips made by clients occur within the confines of the county, the majority of the trips are located in neighboring counties or even more distant communities such as Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling is required on the part of the community transportation coordinator in order to deliver these services efficiently.

TRIP GENERATORS AND ATTRACTORS

Education	Vista (Literary program)	16908 NE Pear Street, Blountstown
	Adult School	16651 SE River Street, Blountstown
	Blountstown Elementary School	20883 NE Fuller Warren Drive, Blountstown
	Blountstown Middle School	17586 Main Street, North, Blountstown
	Blountstown High School	Hwy 69 North, Blountstown
	North Florida Child Development Inc.	20382 NW Pennington Avenue, Blountstown
	Altha Public School	25793 North Main Street, Altha
	Carr School	18987 NW SR 73, Clarksville
Libraries	Calhoun County Public Library	17731 NE Pear St, Blountstown
	Calhoun County Public Library	25622 NE Central Avenue, Altha
	Calhoun County Public Library	5416 SW SR 73, Kinard
	Calhoun County Public Library	11442 SE CR 69, Hugh Creek
Child Care	April's Earth Angels	25676 NE Evans Street, Altha
	Altha Church of God Child Day Care	25545 NW 5 th Street, Altha
	Gateway Baptist Child Care	17667 Main Street, North, Blountstown
	Kid's Kingdom	17617 SR 20 West, Blountstown
	Around the Way Child Care	16875 NW Maple Street, Blountstown
Health Care Facilities	Calhoun County Health Department	19611 SR 20 West, Blountstown
	Calhoun-Liberty Hospital	20370 NE Burns Avenue, Blountstown
	TMH	17352 Main Street, North, Blountstown
	Blountstown Health & Rehabilitation	16690 SW Chipola Road, Blountstown
	Life Management Center	16869 NE Pear Street, Blountstown
	Panhandle Alcoholism Council	20859 SE Central Avenue, Rm G-8, Blountstown
Physicians	Tallahassee Memorial Family Medicine - Dr. Gerald Skipper	17808 NE Charlie Johns Street, Blountstown
	Calhoun-Liberty Primary Care Clinic	20370 NE Burns Avenue, Blountstown
	PanCare	16875 NE Cayson Street, Blountstown
	Medical Center of Blountstown (family practice) Dr. Iqbal A. Faruqui Dr. Misbah Farooqui	20454 NE Finlay Avenue, Blountstown
	Dr. Todd McClellan (chiropractic)	17390 Main Street, North, Blountstown
	Dr. Barry Edewaard (eyes)	17521 Main Street, North, Blountstown
	Dr. Layne (dental)	19606 SR 20 West, Blountstown
	Dr. Myron Schrock (dental)	19606 SR 20 West, Blountstown
	Dr. Glenwood Cobb (dental)	17338 Main Street, North, Blountstown
Pharmacies	Golden Pharmacy	17324 Main Street, North, Blountstown
	Blountstown Drugs	20370 Central Avenue West, Blountstown
Shopping Centers	Ramsey's Cash Saver	20118 Central Avenue West, Blountstown
	Harvey's Supermarket	17932 Main Street, North, Blountstown
	Dollar General Store	16919 NE Pear Street, Blountstown
	Family Dollar Store	20118 Central Avenue West, Blountstown
	Tatum Hardware	19668 Central Avenue West, Blountstown
	Altha Farmers Coop	18453 Main Street North, Blountstown
	Altha Farmers Coop	15543 NE Mt. Olive Cemetery Road, Altha
	Waldorff Ace Hardware	25615 North Main Street, Altha
	Smith's Supermarket	25868 North Main Street, Altha
	Shelton's Store	25314 NW SR 73, Altha
	Dollar General Store	26014 N. Main Street, Altha
	Family Dollar	Hwy 71 North, Altha

Social Activities & Organizations	American Assn. of Retired Persons (AARP)	Blountstown
	W. T. Neal Civic Center	17773 NE Pear Street, Blountstown
	Blountstown Scimitar Club	Highway 73 North, Blountstown
	Blountstown Shrine Club	Highway 73 North, Blountstown
	Blountstown Eastern Star, Ch. 179	Blountstown
	Masonic Lodge, Dixie Lodge 109	Blountstown
	Blountstown Rotary Club	16859 NE Cayson Street, Blountstown
	Torreya Garden Club	20370 NE Burns Avenue, Blountstown
	Women's Club	18946 SR 71 N, Lot 13, Blountstown
	Helping Hands	20729 Central Avenue East, Blountstown
	Panhandle Pioneer Settlement	16303 NW Willard Smith Road, Blountstown
	Retired Teachers Assn.	15844 NE Calvin Martin Road, Altha
Housing	Blountstown Health & Rehabilitation	16690 SW Chipola Road, Blountstown
	River Valley	17884 NE Crozier Street, Blountstown
	River Town Senior Community	17112 NW Charlie Johns Street, Blountstown
	Sutton Creek Apartments	16978 NW Mayo Street, Blountstown
	Chipola Manor	17854 NE Charlie Johns Street, Blountstown
	Layne Sub-Division	18069 Main Street, North, Blountstown
	Hidden Creek Mobile Home Park	19339 SW Hidden Creek Road, Blountstown
	Fuqua Circle Public Housing	Azalea Street, Blountstown
	Trailer City Mobile Home Community	18946 SR 71 North, Blountstown
	M & W Trailer Park	25537 N. Main Street, Altha
Nutrition	Burger King	20407 Central Avenue West, Blountstown
	Connie's Kitchen	20684 Central Avenue East, Blountstown
	Hungry Howie's	19838 Central Avenue West, Blountstown
	Subway	20521 Central Avenue West, Blountstown
	McDonalds	20495 Central Avenue West, Blountstown
	Pizza Hut	19926 Central Avenue West, Blountstown
	Tiger's Den	17294 NW Charlie Johns Street, Blountstown
	El Jalisco	16919 Pear Street NE, Blountstown
	Main Street Station Restaurant	17415 Main Street North, Blountstown
	The Callahan	19900 SR 20 West, Blountstown
	King House	20118 Central Avenue West, Blountstown
	Lindy's Chicken	19390 SR 20 West, Blountstown
	MJ's Restaurant	22121 SR 20 East, Blountstown
	Parramore's Too	16438 SW Chipola Road, Blountstown
	The Pitt BBQ	15859 SE CR 69, Scotts Ferry
	The Wildcat Den	25673 SR 71 North, Altha
Banks	Ameris Bank	16763 SE Pear Street, Blountstown
	Centennial Bank	20734 Central Avenue East, Blountstown
	Calhoun-Liberty Employees Credit Union	17394 NW Charlie Johns Street, Blountstown
	Regions Bank	16723 SE Pear Street, Blountstown
	Cadence Bank	20455 West Central Avenue, Blountstown
Public Service	Dept. of Children & Families	17415 N. Main Street, Blountstown
	Capital Area Community Action Agency, Inc.	20859 Central Avenue, Rm 319, Blountstown
	Food Stamp Program	17415 N. Main Street, Blountstown
	Weatherization	20859 Central Avenue, Rm G-35, Blountstown
	Chamber of Commerce	20816 Central Avenue East, Blountstown
	Apalachee Regional Planning Council	2507 Callaway Road, Suite 200, Tallahassee
	Calhoun County Extension Service	20816 Central Avenue East, Blountstown
	Calhoun Correctional Institute	19562 SE Institution Drive, Blountstown
	Calhoun Co. Sr. Citizens Center	16859 NE Cayson Street, Blountstown
	Legal Services of N. Florida, Inc.	16859 NE Cayson Street, Blountstown
	Blountstown Post Office	17621 Main Street, North, Blountstown
	Altha Post Office	25934 North Main Street, Altha
	Clarksville Post Office	11351 SR 20 West, Clarksville

County Government	County Courthouse (government offices)	20859 Central Avenue, Blountstown
	Public Defender, Circuit Court Judge, State Attorney	20859 Central Avenue, Blountstown
	Veteran Services	20859 Central Avenue, Rm. 350, Blountstown
	Civil Defense Office	20859 Central Avenue, Rm G-35, Blountstown
	Sheriff's Department/Jail	20776 Central Avenue East, Suite 2, Blountstown
Blountstown City Government	Blountstown City Hall	20591 Central Avenue, West, Blountstown
	Blountstown City Inspector Office	17262 NW Angle Street, Blountstown
	Blountstown Fire Department	17276 NW Angle Street, Blountstown
	Blountstown Police Department	20580 Central Avenue West, Blountstown
Altha City Government	Altha Town Hall	25621 NW First Street, Altha
	Altha Fire Department	15227 NW JP Peacock Road, Altha
	Altha Police Department	25586 N. Main Street, Altha
Kinard Community	Kinard Fire Department	4966 John Daniels Road, Kinard

e. Inventory of Available Transportation Services

The following is a list of all identifiable transportation services that are currently available in the service area. This includes public, private, non-profit and local commuter service providers.

Name:	Calhoun County Senior Citizens Association, Inc.- d.b.a. Calhoun County Transit	Calhoun County School Board	Premier Care Services
Telephone Number:	850-674-4163	850-674-8661	850-597-4158
Contact Person & Title:	Marilyn Russell, Executive Director	Keith Summers, Transportation Director	Johnny Kirk
Number Vehicles:	15 (6 wheelchair accessible, 1 stretcher equipped)	35 buses (4 wheelchair accessible), 2 vans	1
Provider Type:	Private, Not For Profit	Government	Medicaid Broker
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes	Yes
Does the provider provide transportation services to the general public?	Yes	No	No
What are the criteria for passenger eligibility?	Program participants and general public	School children	Program participants
Is the provider part of the coordinated transportation program?	Yes, CTC	No	No

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C. Service Analysis

In working to ensure service availability, an estimate of the total transportation disadvantaged population and the estimated total demand for trips for the service area must be known. In the coordinated system, the population eligible for program-sponsored trips is larger than the population eligible for trips funded by the Transportation Disadvantaged Trust Fund. Separate population and demand estimates are needed for each of these categories.

This section attempts to estimate the need and demand for transportation services by the various transportation disadvantaged populations. It will provide a quantitative transportation needs profile for the various transportation disadvantaged population segments and will estimate the unmet need for transportation in the service area.

Potential Transportation Disadvantaged Population and the Transportation Disadvantaged Population (formerly referred to as “Category I” and “Category II”)

The *Potential Transportation Disadvantaged Population (Category I)* refers to the total population of persons who are eligible for trips through the coordinated transportation program (i.e., persons who have a disability, are elderly, children at-risk, and/or are low income). This population is eligible for trips purchased by social service agencies.

The *Transportation Disadvantaged Population (Category II)* is a subset of the Potential Transportation Disadvantaged Population and includes those persons who, because of their disability, income status, or age, are unable to transport themselves or to purchase transportation, and children who are “high-risk” or “at risk”. Persons who are included in the Transportation Disadvantaged Population are eligible for trips funded through the Transportation Disadvantaged Trust Fund. This population is eligible for trips purchased through the Transportation Disadvantaged Trust Fund as well as for trips purchased by social service agencies.

Program and General Trips

Program trips are trips made by clients of social service agencies for the purpose of participating in programs of the agencies. Examples of program trips are trips to congregate dining facilities, sheltered workshops, job training facilities, and Medicaid services. Generally, these trips are purchased by the agencies for their clients. Members of both Transportation Disadvantaged populations are eligible for program trips.

General trips are trips made by transportation disadvantaged persons to destinations of their choice, not to agency programs. Examples of general trips are trips to work or grocery stores, and non-Medicaid medical trips. Most general trips are purchased through the Transportation Disadvantaged Trust Fund, although social service agencies purchase some general trips for their clients. Only persons in the transportation disadvantaged population are eligible for general trips purchased through the Transportation Disadvantaged Trust Fund.

Sponsored and Non-Sponsored

In the transportation disadvantaged system, trips are commonly referred to as either sponsored or non-sponsored. These terms should not be confused with program and general. “Sponsored” and “non-sponsored” refer to the funding source for the trip. Sponsored trips are subsidized by social service agencies, while non-sponsored trips are subsidized with the Transportation Disadvantaged Trust Fund. “Program” and “general” refer to the purpose of a trip. All program trips are sponsored because they are trips funded by social service agencies for transportation to agency programs. General trips can be either sponsored or non-sponsored.

1. Forecasts of Transportation Disadvantaged Population

TRANSPORTATION DISADVANTAGED POTENTIAL POPULATION (Category I) FORECAST

MARKET SEGMENT	2011	2012	2013	2014	2015	2016
Disabled Non-Elderly Low Income	177	178	179	180	181	182
Disabled Non-Elderly Non-Low Income	846	851	856	861	866	871
Disabled Elderly Low Income	360	371	382	393	405	417
Disabled Elderly Non-Low Income	1,064	1,096	1,128	1,161	1,196	1,231
Non-Disabled Elderly Low Income	383	394	406	418	430	442
Non-Disabled Elderly Non-Low Income	1,130	1,163	1,197	1,233	1,269	1,307
Non-Disabled Non-Elderly Low Income	1,746	1,756	1,766	1,777	1,787	1,798
TOTAL	5,706	5,809	5,914	6,023	6,134	6,248

SOURCE: Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2025 Supplemental Information (2/8/99), Center for Urban Transportation Research

TRANSPORTATION DISADVANTAGED POPULATION (Category II) FORECAST

MARKET SEGMENT	2011	2012	2013	2014	2015	2016
Transp. Disabled Non-Elderly Low Income	81	81	82	82	83	83
Transp. Disabled Non-Elderly Non-Low Income	386	389	390	393	395	398
Transp. Disabled Elderly Low Income	224	230	237	244	251	259
Transp. Disabled Elderly Non-Low Income	660	680	700	721	742	763
Non-Transp. Disabled Low Income No Auto, No Fixed Route	627	633	638	644	650	656
TOTAL	1,978	2,013	2,047	2,084	2,121	2,159
Non-TD Low Income No Automobile	627	633	638	644	650	656

SOURCE: Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2025 Supplemental Information (2/8/99), Center for Urban Transportation Research

2. Needs Assessment

The need for transportation is not the same as the demand for transportation. Travel need is the amount of travel necessary to provide an adequate standard of living, a quantity not affected by the price of travel. People may have a need to travel independent of their ability or willingness to pay. On the other hand, demand is based on economic willingness to pay and is related to users' income levels. Demand can be measured by the number of people who will use a service at a given price. Need and demand exists in proportion to each other. High levels of need and low levels of demand more typically characterize rural areas.

Techniques to estimate need are not completely successful, particularly when used in rural areas. The Center for Urban Transportation Research has used an approach that estimates demand based on a correlation between ridership and market characteristics of similar services provided in other areas. The approach uses trip rates derived in a study of paratransit demand in San Francisco, California. This approach was chosen because the trip rates are based on actual experiences of paratransit systems that are meeting most or all of the trip demand in their service areas. The Federal Transit Administration also has recommended this approach for use in estimating demand for Americans with Disabilities Act requirements for complementary paratransit services.

Program trips and general trips will be supplied by operators within the coordinated transportation disadvantaged system and by operators currently outside of the coordinated system. The demand for program trips is a derived demand -- the demand depends on the existence of social service programs. Therefore, assuming that these programs provide sufficient funding to transport their clients to their programs, the supply of program trips will equal the demand for the trips. It is assumed that the demand and supply of program trips within the coordinated system and outside of it will increase at the same rate of growth as the potential transportation disadvantaged population.

General trips will be purchased through the Transportation Disadvantaged Trust Fund, through local subsidies, and by local service agencies. Within the coordinated system, it is assumed that the supply of general trips purchased through the Transportation Disadvantaged Trust Fund will increase at the same rate as the transportation disadvantaged population and that the supply of general trips purchased through local subsidies and by social service agencies will increase at the same rate as the potential transportation disadvantaged population.

The forecasted unmet demand for transportation disadvantaged trips is the difference between the demand and the supply of these trips. All of the unmet demand consists of demand for general trips.

Since virtually all program trips are sponsored, all demand for "program" trips should be able to be met. A primary objective for the community transportation coordinator is to meet as much demand as possible, although the supply of general trips is dependant on funding from the Transportation Disadvantaged Trust Fund established for non-sponsored trips and other sources.

To solicit concerns and comments regarding the transportation needs and the program, a public hearing is held annually. Concerns can be expressed verbally or written. All concerns are noted in the minutes of the public hearing and responded to in a timely manner.

During the annual evaluation of the community transportation coordinator, the local coordinating board will survey riders of the system. The survey evaluates the transportation program and the services it provides, but it also addresses unmet needs of the users. Rider surveys may be conducted by telephone or on-board during a scheduled trip during a designated period of time.

FORECAST OF TRANSPORTATION DISADVANTAGED TRIPS

CALHOUN	Supply in System	Supply out of System	Unmet Demand	Total Demand
2011	33,095	11,031	17,813	61,940
2012	33,492	11,164	18,027	62,683
2013	33,894	11,298	18,244	63,435
2014	34,301	11,433	18,462	64,197
2015				
2016				

SOURCE: Methodology Guidelines for Forecasting Transportation Disadvantaged Demand at the County Level and the Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2025 Supplemental Information (2/8/99), Center for Urban Transportation Research; Apalachee Regional Planning Council

The Transportation Disadvantaged Improvement Program identifies transportation improvements (such as capital purchases, renovations to buildings), indicates the transportation disadvantaged coordinating board's priorities, groups improvements into staging periods, and includes realistic estimates of costs and revenues for the program period.

New vehicles will be needed to replace old vehicles and to allow for the service expansion that is necessary to provide the increasing number of transportation disadvantaged trips that are forecast during the study period. Transportation disadvantaged trips are provided by a variety of vehicles including automobiles, buses and vans. Each type of vehicle has unique operating characteristics and replacement cycles. The number of new vehicles required to replace old vehicles was forecasted based on the assumption of the average useful life, increase in vehicle miles required to supply the additional trips forecasted during the period, current average trip lengths and current average service efficiency.

FIVE-YEAR TRANSPORTATION DISADVANTAGED IMPROVEMENT PLAN

	PROJECT	IMPROVEMENT	ESTIMATED COST	ESTIMATED REVENUE SOURCE
1	Purchase replacement paratransit vehicles to provide transportation for the elderly and disabled passengers.	3 Vans with Lift Equipment 4 12-Passenger Vans 2 Mid Sized Sedans	\$ 220,000 \$ 140,000 \$ 60,000	FTA/DOT Section 5310, CTD
2	Provide paratransit transportation service to the elderly, handicapped and disadvantaged citizens residing in the county.	Operating Assistance	\$ 250,000	FTA/DOT Section 5311
3	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	3 12-Passenger Vans	\$ 105,000	RCAP
4	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	1 8-Passenger Van	\$ 35,000	FTA/DOT Section 5311 RCAP
5	Purchase replacement office equipment.	10 Computers with monitors, printers, keyboards, software and installation.	\$ 20,000	FTA/DOT Section 5310, RCAP, CTC
6	Purchase of vehicle maintenance equipment and tools to reduce the down time of repairs.	Shop Equipment (Lift, Tire Changing Equipment, Air Tools, and other equipment as needed to make repairs.)	\$ 10,000	FTA/DOT/CTC Section 5310, RCAP
7	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	Type E Transit Bus	\$ 75,000	FTA/DOT Section 5310
8	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	Type D Transit Bus	\$ 90,000	FTA/DOT Section 5310

3. Barriers to Coordination

The community transportation coordinator and the local transportation disadvantaged coordinating board have worked together to address and eliminate known barrier to coordination of transportation disadvantaged trips within their control.

Known Barriers

The need to transport out of the service area is the primary barrier. The need for specialized medical services, medical services for veterans, and employment opportunities are not as available in the rural counties as in the urban. Transportation to neighboring urban areas to supply these needs is increasing at a remarkable rate. Grouping trips and purposes is difficult and becomes more intricate when going out of the service area.

The lack of funding continues to be a barrier to coordination. Additional funds are needed to increase the availability of core transportation needs such as employment and shopping trips for the non-sponsored.

Local Efforts to Eliminate Barriers

The community transportation coordinator and the local transportation disadvantaged coordinating board will:

- ❖ communicate to the public the various routes and schedules. Information about transportation services will continually be provided through brochures, public service announcements, public speaking engagements, interagency affiliations, and attendance at County Commission and Regional Planning Council meetings;
- ❖ monitor the performance of the system;
- ❖ continue to educate the public about the Voluntary Dollar Program when purchasing and renewing automobile tags so that these donations can be used to increase local revenues for expanded services;
- ❖ continue to advocate for transportation disadvantaged persons with local and state government leaders regarding the need for additional funds;
- ❖ monitor spending of the non-sponsored funds and work with agencies to include transportation when developing its budget;
- ❖ reach out to non-traditional partners that has a desire to improve transportation in the county;
- ❖ work cooperatively with local WAGES coalitions to provide assistance in the development of innovative transportation services for WAGES participants; and
- ❖ continue coordinating out-of-service-area trips to destinations such as Gainesville, Lake City, Dothan, Pensacola, etc.

D. Goals, Objectives, and Strategies

Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan and each component. They are important policy statements that have been carefully considered by the community transportation coordinator, the designated official planning council with the direction and support of the transportation disadvantaged 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 goals and objectives are based on requirements of Chapter 427, Florida Statutes, and those of the Commission, but are adapted to the local planning area. It should also be noted the goals and objectives would be used, in conjunction with findings of the needs/demands analysis, to develop strategies for goal attainment.

The goals and objectives will be evaluated annually with the required Commission for the Transportation Disadvantaged evaluation elements, noting deficiencies and corrective actions, service improvements and expansions. Information will be based on the most recent annual operating report.

GOAL: Increase the number of transportation disadvantaged persons served by the coordinated system.

OBJECTIVE 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

- * Increase the number of sponsored and non-sponsored trips
- * Maintain and expand the client data base relating to the clients' needs and capabilities
- * Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds
- * Prepare a user's guide and update when needed
- * Provide announcements to local newspapers announcing public hearings

MEASURES:

- * Percentage of change in the number of sponsored and non-sponsored trips provided
- * Percentage of change in the number of passengers
- * Availability of the user's guide in the community
- * Number of persons in attendance at public hearings

OBJECTIVE 2: Ensure that service is delivered in the most cost effective and efficient manner.

- * Maintain an operational fleet of vehicles to meet all needs
- * Evaluate and revise routes and schedules when needed
- * Develop a workable budget and keep within budget expectations
- * Review driver logs for areas of inefficient use of time, drivers, and miles
- * Review driver non-revenue hours and reduce when possible
- * Review routes, schedules and type of services being provided
- * Contract with an adequate number of operators to meet the needs

MEASURES:

- * Operating cost/passenger trip
- * Operating cost/vehicle mile
- * Operating cost/driver hour
- * Reduced average trip length
- * Passenger trips/vehicle
- * Passenger trips/driver hour
- * Passenger trips/vehicle mile
- * Miles/trip
- * Miles/passengers

OBJECTIVE 3: Ensure that safe and quality service is provided.

- * Provide training on customer satisfaction
- * Provide training on passenger assistance techniques
- * Maintain an operational fleet of vehicles to meet all needs
- * Review routes, schedules and type of services being provided
- * Report accidents and roadcalls to the LCB
- * Review operator contracts for compliance with safety requirements
- * Annually review SSPP and amend as needed
- * Provide opportunities for riders to express concerns and suggestions on service delivery
- * Sponsor at least one public hearing each year for public comment
- * Schedule an opportunity for public comments on all LCB agendas
- * Address public organizations and agencies regarding services

MEASURES:

- * Completion of training programs
- * Number of grievances filed
- * Complaints/trips
- * Number of Ombudsman calls recorded regarding service
- * Percent of on-time pick-ups to meet or exceed standard
- * Percent of on-time to destinations to meet or exceed standard
- * Accidents/vehicle miles
- * Vehicle miles between roadcalls
- * Satisfactory review of operator contracts
- * Proof of an annual review of SSPP and updated as needed
- * Percent of trip requests denied/unmet
- * Satisfactory rider survey results (80% or better)
- * Number of persons attending the public hearing

OBJECTIVE 4: Secure necessary funding to support the TD program.

-
- * Address public organizations and agencies on the need of local financial support
 - * Promote the Voluntary Dollar Program

MEASURES:

- * Percent of local funds are of total operating revenue
- * Increase in voluntary dollars donated
- * Increase in funding from new sponsors/sources

OBJECTIVE 5: Ensure program accountability.

-
- * Provide copies of reports to the LCB for review
 - * Provide, at least quarterly, operational and financial information to the LCB
 - * Provide a copy of audit or annual financial report to LCB
 - * Provide copies of purchasing agency evaluation/monitoring reports to LCB
 - * Perform annual evaluation of CTC

MEASURES:

- * Submittal of accurate AOR
- * Submittal of on-time MOA
- * Submittal of on-time TDSP
- * Submittal of TDTF Trip/Equipment grant application
- * Submittal of accurate reports to LCB
- * Satisfactory audit or annual financial report
- * Compliance with annual evaluation findings and recommendations
- * Compliance with sponsoring agency's monitoring/evaluations findings and recommendations

E. Implementation Plan

The Implementation Schedule reiterates the goals and objectives discussed previously. Each goal and objective will be reviewed annually at the time of the community transportation coordinator's evaluation to determine progress made in each area. A determination will be made in each area as to whether the component was met satisfactorily or unsatisfactorily. Unsatisfactory responses will be followed with a corrective action plan.

OBJECTIVE 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Increase the number of sponsored and non-sponsored trips	CTC	July 1, 2016 – June 30, 2021
Maintain and expand the client data base relating to the clients' needs and capabilities	CTC	July 1, 2016 – June 30, 2021
Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds	CTC	July 1, 2016 – June 30, 2021
Prepare a user's guide and update when needed	CTC, LCB	July 1, 2016 – June 30, 2021
Provide announcements to local newspapers announcing public hearings	PA	July 1, 2016 – June 30, 2021

OBJECTIVE 2: Ensure that service is delivered in the most cost effective and efficient manner.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2016 – June 30, 2021
Evaluate and revise routes and schedules when needed	CTC, LCB	July 1, 2016 – June 30, 2021
Develop a workable budget and keep within budget expectations	CTC	July 1, 2016 – June 30, 2021
Review driver logs for areas of inefficient use of time, drivers, and miles	CTC, LCB	July 1, 2016 – June 30, 2021
Review driver non-revenue hours and reduce when possible	CTC, LCB	July 1, 2016 – June 30, 2021
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2016 – June 30, 2021
Contract with an adequate number of operators to meet the needs	CTC	July 1, 2016 – June 30, 2021

(CTC/Community Transportation Coordinator, LCB/Local Coordinating Board, PA/Planning Agency)

OBJECTIVE 3: Ensure that safe and quality service is provided.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Provide training on customer satisfaction	CTC	July 1, 2016 – June 30, 2021
Provide training on passenger assistance techniques	CTC	July 1, 2016 – June 30, 2021
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2016 – June 30, 2021
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2016 – June 30, 2021
Report accidents and roadcalls to the LCB	CTC	July 1, 2016 – June 30, 2021
Review operator contracts for compliance with safety requirements	CTC, LCB	July 1, 2016 – June 30, 2021
Annually review SSPP and amend as needed	CTC	July 1, 2016 – June 30, 2021
Provide opportunities for riders to express concerns and suggestions on service delivery	CTC, LCB	July 1, 2016 – June 30, 2021
Sponsor at least one public hearing each year for public comment	PA	July 1, 2016 – June 30, 2021
Schedule an opportunity for public comments on all LCB agendas	PA	July 1, 2016 – June 30, 2021
Address public organizations and agencies regarding services	CTC, LCB, PA	July 1, 2016 – June 30, 2021

OBJECTIVE 4: Secure necessary funding to support the TD program.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Address public organizations and agencies on the need of local financial support	CTC, LCB, PA	July 1, 2016 – June 30, 2021
Promote the Voluntary Dollar Program	CTC, LCB, PA	July 1, 2016 – June 30, 2021

OBJECTIVE 5: Ensure program accountability.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Provide copies of reports to the LCB for review.	CTC, PA	July 1, 2016 – June 30, 2021
Provide, at least quarterly, operational and financial information to the LCB	CTC	July 1, 2016 – June 30, 2021
Provide a copy of audit or annual financial report to LCB	CTC	July 1, 2016 – June 30, 2021
Provide copies of purchasing agency evaluation/monitoring reports to LCB	CTC	July 1, 2016 – June 30, 2021
Perform annual evaluation of CTC	LCB, PA	July 1, 2016 – June 30, 2021

(CTC/Community Transportation Coordinator, LCB/Local Coordinating Board, PA/Planning Agency)

SERVICE PLAN

A. OPERATION

Calhoun County Senior Citizens Association, Inc. DBA Calhoun County Transit is the Community Transportation Coordinator, which was designated originally in July, 1986 by the Calhoun County Board of County Commissioners. Since this time, Calhoun County Transit has been re-designated as the current Community Transportation Coordinator for Calhoun County.

1. TYPES, HOURS AND DAYS OF SERVICE

Transportation services are available to recipients 24 hours/day, seven days/week. Calhoun County Transit provides ambulatory, non-ambulatory and stretcher paratransit service on an advance reservation and subscription type basis. Will calls are accepted for emergencies or for hospital releases at a minimal level. This service is more expensive for the purchaser. Services are available Monday-Friday between the hours of 7:00 AM and 5:00 PM. After hours, holidays and weekend hours of service are negotiated prior to provision of transportation.

Calhoun County Transit will close the office on the following holidays:

New Year's Day	Veteran's Day	Memorial Day
Good Friday	Christmas (2 Days)	Labor Day
Independence Day	Martin Luther King Day	Thanksgiving (2 Days)

Demand response service is available for non-ambulance related emergencies. Clients are required to call the Sheriff's Department (after hours 674-5049). Every effort is made by the Sheriff's Department to secure transport through family members or friends. If no outside help is available, then the dispatcher from Calhoun County Transit is notified to arrange transport. Calhoun County Transit provides door-to-door service for all types of transportation service.

2. ACCESSING SERVICES

Subscription Service:

This is a regular and recurring service in which routes and schedules are prearranged, through a one time arrangement, to meet the travel needs of riders who sign up for the service in advance. The sign up time must be 24-hours in advance. The clients will remain on this service until the sponsoring agency removes their names from the route.

This service may be scheduled by calling (850) 674-4496 or 1-800-391-6134 between the hours of 7:00 AM-5:00 PM CST, Monday-Friday. Cancellations for this service must be made by 2:00 PM CST the day before the scheduled transportation. There will not be a charge for cancellations. Also, cancellations are accepted the morning of the scheduled transportation, if the vehicle has not left the garage.

Alternative communications for the hearing impaired may use the Florida Relay Service by calling 1 (800) 955-8770 (Voice) or 1 (800) 955-8771 (TTY). Other accessible formats are available upon request.

Reservation Service:

This service may be accessed by calling the office at (850) 674-4496 or toll free at 1-800-391-6134 no later than 2:00 PM CST, the day before transportation is needed. The office hours are Monday-Friday from 7:00 AM-5:00 PM CST. There will not be a charge for cancellations. Cancellations are accepted the morning of the scheduled transportation, if the vehicle has not left the garage.

Demand Response:

A 24-hour advance notice is *not* required for demand response service. This transportation may be scheduled by calling the office at (850) 674-4496 or 1-800-391-6134 after 7:00 AM and before 5:00 PM CST. Demand response calls are for non-ambulance related emergencies. After hours, the service may be accessed by calling the Sheriff's Department at (850) 674-5049. If family or friends are not available

to do the transportation, then the dispatcher from Calhoun County Transit is notified. If after talking with the dispatcher and the dispatcher determines this is not an emergency and can wait until the next business day, then the client is asked to schedule transportation in the required time frame. If the client's transportation is declared an emergency, then transport will be arranged without the client waiting the appropriate time.

Will Calls:

This is the return trip requests on a demand-response basis. This is usually for hospital releases or certain emergencies that cannot wait for the required 24-hour advance notice. Transportation is arranged through the dispatcher by calling the office at (850) 674-4496 or 1-800-391-6134, Monday-Friday, from 7:00 AM-5:00 PM CST. After hours, trips may be arranged by calling the Sheriff's Department at (850) 674-5049. The dispatcher for Calhoun County Transit will be notified if family or friends are not available to do the transportation.

Escorts:

Providing an escort for a client who is non-ambulatory, illiterate, or incapable of functioning on their own will be the responsibility of the passenger. Children under the age of 16 will be required to have an escort who is capable of caring for the minor and filling out required paperwork for the passenger.

Waiting Policy:

Calhoun County Transit transports many clients with special needs and requests. The waiting time for each client will be from five (5) to ten (10) minutes depending on the situation. If a passenger is not ready to board after ten (10) minutes, another appointment will need to be arranged. When dealing with a group home or nursing home facility, a designated pick-up area will be arranged. Clients in these settings are required to be dressed, fed, and ready to go at the designated pick-up time.

Clients will be notified of their scheduled pick-up time the day prior to their appointment. If a client does not have a telephone, it will be their responsibility to contact the office to inquire of this pick-up time.

Pick-Up Window:

There will be a 30-minute window for pick-up times. This means, if the driver is scheduled to pick-up a client at a certain time, this may be either 30 minutes before or 30 minutes after the scheduled pick-up time. This gives the driver some flexibility in the route.

No-Show Policy:

Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. Please see NO-SHOW POLICY in Section 12, Service Standards.

Eligibility:

Transportation service under non-sponsored will be available for all residents of Calhoun County "who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities," and as such are "transportation disadvantaged" as defined by Chapter 427, Florida Statutes.

Intake Eligibility Form

Calhoun County Transit requires individuals needing non-sponsored transportation service to complete an Intake Eligibility Form. The dispatcher will screen individuals requesting transportation at the time of the reservation to see if they qualify for non-sponsored transportation services. The criteria being followed is based on the eligibility requirements set forth by the Commission for the Transportation Disadvantaged. If budget restraints apply, then Calhoun County Transit will receive reservations based on a first come, first served basis.

Individuals eligible for transportation must not be eligible for transportation funded by any other sponsoring agency.

Services will be provided for whatever service is needed, i.e. kidney dialysis, grocery shopping, etc.

The funds from this grant will be allocated on a monthly basis. No service will be provided when the demand for service exceeds the available allocated funds.

3. TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

Currently, Calhoun County Transit does not contract with any transportation operators or coordination contractors. Calhoun County Transit can provide transportation as needed in the county.

4. PUBLIC TRANSIT UTILIZATION

Calhoun County does not have a public transit system; therefore, this portion of the service plan is not applicable.

5. SCHOOL BUS UTILIZATION

Calhoun County Senior Citizens Association has in place a Joint-Use Agreement with the Calhoun County School District to utilize their buses for group trips as deemed necessary by the coordinator. Group trips are for 15 or more people going to the same destination. The most recently negotiated school bus utilization rates are included in the TDSP.

Calhoun County Transit obtains insurance coverage for these group trips at no-charge from the insurance company that provides fleet insurance for other transit vehicles. A volunteer from the School Board is the driver for the bus. At the end of the trip, the Agency refills the gas tank for the School Board.

6. VEHICLE INVENTORY

The most current vehicle inventory is included in the TDSP.

7. SYSTEM SAFETY PROGRAM PLAN CERTIFICATION

The most recent System Safety Program Plan Certification is included in the TDSP.

8. INTERCOUNTY SERVICES

Calhoun County Transit has a verbal agreement with neighboring counties to assist, if needed, with their transportation needs.

9. EMERGENCY PREPAREDNESS AND RESPONSE

Calhoun County Transit works closely with the Calhoun County Emergency Management in the event of a disaster or emergency. Calhoun County Transit is listed in the county plan as the transit system being used for paratransit individuals. If another county should need assistance at this time, the system will respond to the need. This Agency also assists the nursing homes with evacuation of residents and is listed as the transportation system in their evacuation plans.

10. EDUCATIONAL EFFORTS/MARKETING

Calhoun County Transit advertises the types of services available, funding and transit schedules through the local newspaper and media. Brochures are available with procedures for scheduling or canceling transportation. Advertisements are also published in the Agency's newsletter. Presentations at civic groups also market the program.

11. ACCEPTABLE ALTERNATIVES

The Local Coordinating Board and Calhoun County Transit have not identified any alternatives for transportation that could be used in the coordinated system.

FLORIDA DEPARTMENT OF EDUCATION DIVISION OF PUBLIC SCHOOLS

Semi-Annual Report of Vehicle Available for Coordinated Disadvantaged Transportation

Send one copy of this form, prior to October 1 and April 30, of each year to the Coordinated Transportation Board, Community Transportation Coordinator and one copy to:
 Florida Department of Education
 School Transportation Section
 824 Florida Education Center
 Tallahassee, Florida 32399-0400
 (950) 488-4405, SunCom 278-4405

District Name/Number	Calhoun / 07
Mark "x" One:	
Period from Apr. 15 to Oct. 15	<input checked="" type="checkbox"/>
Period from Oct. 15 to Apr. 15	<input checked="" type="checkbox"/>

In accordance with Section 427.0158, Florida Statutes, Calhoun District School is providing

Community Transportation Coordinator, with the following information for all vehicles not scheduled 100 percent of time for student transportation which may be used for disadvantaged transportation.

(A) Number of Vehicles	(B) Adult Capacity	(C) Day(s) of Week Available	(D) Time of Day	(E) No. of Vehicles Lift Equipment in Column A	(F)* Cost Per Mile Per Hire Excluding Driver Salary	(G)* Cost of Driver Per Hour	(H)* Additional Cost for Night/Weekend	(I) Lead Time Required for Vehicle Use
8	40	Anytime	Anytime	0				1 week
(J) Does district wish to contribute a portion of the cost over the 6 month period? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Amount \$					(K) Does district wish to specify a client group? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No. Please specify name of group, contribution by school board and limits of service.			

*(F) (G) (H) — The organization using the bus takes care of this. Calhoun County School Board does not charge them anything for the use of the bus.

Signed: Willie A. Pitts Willie Pitts Transportation Director

School District Designee Title

Date Signed: June 14, 2016 Telephone: (850) 674-8734

CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (B)

Name of Applicant: Calhoun County Senior Citizens Assn., Inc.

Date of Inventory: 05/2017

Agency Vehicle #	Model Yr. (b)	Make/size/type (c)	FDOT Control # or VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12 + 2)	Avg. miles / Yr.	Current Mileage	Expected retirement date	Cost New	Funding Source (f)
21	2009	Ford Van	68328	Stretcher	3	10,000	40,282	2020	19,250	Rural Transit Grant
14	2012	Ford Flex	19564		7	10,000	114,675	2018	28,887	Rural Transit Grant
12	2007	Ford Van	11687		12	5,000	92,475	2018	17,575	Rural Transit Grant
9	2008	Caliber	18326		4	14,000	93,392	2018	15,930	Rural Transit Grant
7	2010	Chev. Bus	71661	Lift	8 + 2	15,000	153,322	2017	65,227	AARA
15	2010	Eldorado Van	92312	Ramp	3 + 1	15,000	182,524	2017	36,911	5310
3	2011	Ford Van	92324		12	10,000	95,904	2018	23,351	5310
4	2011	Ford Van	92331		12	10,000	59,558	2018	23,351	5310
1	2015	Chevy Traverse	77698		7	20,000	53,725	2022	32,566	Rural Transit Grant
8	2013	Chev. Bus	98369	Lift	8 + 3	10,000	88,408	2018	66,077	5310
2	2016	Chev. Bus	44048	Lift	8 + 2	20,000	17,165	2023	70,199	Rural Transit Grant
10	2016	Chev. Bus	93344	Lift	8 + 2	20,000	16,239	2023	70,199	5310
16	2016	Dodge Van	58439	Ramp	3 + 1	15,000	6,031	2023	48,227	Rural Transit Grant
17	2017	Ford Van	62576		12	20,000	2,017	2024	28,723	5310
18	2017	Ford Van	62575		12	20,000	795	2024	28,723	5310

- (a) A computerized in-house inventory providing the same information as this form is acceptable.
- (b) Identify vehicles to be replaced with this or other grant by placing an asterisk (*) next to the model year. In Exhibit B of the application, provide the name of the lessee or contractor, if applicable.
- (c) For example, Ford 22' bus; Dodge converted van.
- (d) Show FDOT control number if bought with grant through FDOT; otherwise, show last 5 or 6 digits of Vehicle Identification Number (VIN).
- (e) Include computer hardware and software, copiers, printers, mobile radios, communication systems, etc.
- (f) Identify the grant or other funding source used for purchasing the vehicle/equipment.

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE 14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2016.

DATE: 01/04/2017

TRANSIT SYSTEM: Calhoun County Senior Citizens Association, Inc.

ADDRESS: 16859 NE Cayson Street, Blountstown, Florida 32424

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

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

Signature: 

Name: Marilyn Russell Title: Executive Director
(Type or Print)

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

Name/Company: Calhoun County Senior Citizens Association, Inc. / Joe 'Mike' Barton

Address: 16859 NE Cayson Street, Blountstown, Florida 32424

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

12. SERVICE STANDARDS

Service standards are an integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The Transportation Disadvantaged Coordinating Board will annually evaluate the Community Transportation Coordinator's compliance of the established service standards. The Transportation Disadvantaged Coordinating Board will accept any agency's review of the Community Transportation Coordinator, which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards.

DRUG AND ALCOHOL POLICY.....41-2.006(4)(a)

Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

ESCORTS AND CHILDREN.....41-2.006(4)(b)

An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.

Children under age 16 and individuals requiring special loading assistance will be required to be accompanied by an escort. The passengers must provide their own escort. The escort must be able to provide the necessary assistance to the passenger.

CHILD RESTRAINTS.....41-2.006(4)(c)

Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

Children 3 and younger must be secured in a federally approved child-restraint seat. Children aged 4 - 5 must be secured by either a federally approved child restraint seat or child booster seat. The passenger will provide child restraint devices. All passengers under age 18 must wear a seat belt.

PASSENGER PROPERTY.....41-2.006(4)(d)

Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Passengers shall be allowed to have unlimited pieces of personal property which they can stow in the rear of the vehicle. Passengers must be able to independently carry all items brought onto the vehicle. Drivers shall be allowed to carry packages as individually needed by the passenger.

VEHICLE TRANSFER POINTS.....41-2.006(4)(e)

Vehicle transfer points shall provide shelter, security, and safety of passengers.

LOCAL TOLL FREE TELEPHONE NUMBER FOR CONSUMER COMMENT.....41-2.006(4)(f)

A local toll free telephone number for complaints or grievances shall be posted inside the vehicles. The TD Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local coordinating board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.

OUT-OF-SERVICE AREA TRIPS.....41-2.006(4)(g)

Out of service area trips shall be provided when determined locally and approved by the local coordinating board, except in instances where local ordinances prohibit such trips.

The community transportation coordinator will provide pre-arranged trips out-of-the-service area Monday – Friday.

VEHICLE CLEANLINESS.....41-2.006(4)(h)

Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

Exterior of all vehicles shall be free from dirt, grime or oil. Any dents and/or scratches shall be repaired. Agency logo shall be clearly visible to the public.

BILLING REQUIREMENTS TO CONTRACTED OPERATORS.....41-2.006(4)(i)

Billing requirements of the community transportation coordinator to subcontractors shall be determined locally by the local coordinating board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the community transportation coordinator, in accordance with Section 287.0585, F.S.

Currently, Calhoun County Transit does not have any subcontractors.

PASSENGER/TRIP DATA BASE..... 41-2.006(4)(j)

Passenger/trip database must be maintained or accessible by the community transportation coordinator on each rider being transported within the system.

Rider information shall contain emergency contact numbers for passengers, detailed physical directions to home, type of transportation request and other items as required by the CTD. Trip data shall include passenger's name, departure time, pick up time, return time, mileage and other items as deemed necessary by the CTC. Data must be "in detail" in order to gather data necessary for the Annual Operating Report.

ADEQUATE SEATING.....41-2.006(4)(k)

Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

DRIVER IDENTIFICATION.....41-2.006(4)(l)

Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

PASSENGER ASSISTANCE.....41-2.006(4)(m)

The paratransit drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

Drivers may not assist wheelchairs up or down more than three (3) steps.

SMOKING, EATING AND DRINKING ON VEHICLES.....41-2.006(4)(n)

Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

The use of any tobacco products on the vehicles is prohibited. In general, eating and drinking on board the vehicle will not be allowed. Reasonable accommodation for eating or drinking on board a vehicle shall be provided where it does not fundamentally alter service, pose a direct safety threat and where an undue administrative or financial burden is experienced. If a passenger with a medical condition requests to eat or drink aboard a vehicle in order to avoid adverse health consequences, the request will be granted. Stops will be made to accommodate the needs of the passengers as pre-determined by the dispatcher. The driver will determine comfort stops.

NO-SHOW POLICIES.....41-2.006(4)(o)

The community transportation coordinator and the local coordinating board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. On the first occurrence, the driver will leave a notice on the passenger's house door. On the second occurrence, a letter of warning will be sent from the coordinator. If a third infraction occurs within 60 days, a letter notifying the passenger that they have been suspended from service for a 30-day period will be sent by the coordinator. When the passenger is again reinstated to the program, and if three infractions occur within 60 days, the suspension will be 45 days. When the passenger is again reinstated to the program and if three infractions occur within 60 days, the suspension will be 60 days.

No-Shows will not exceed 1% of the requested trips.

COMMUNICATION EQUIPMENT.....41-2.006(4)(p)

All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

All vehicles shall have two-way communication. Drivers have cellular telephones in circumstances where the radios will not pick up service. At no time, when the vehicle is in motion shall the driver answer cellular telephone calls. If the telephone rings, the driver must pull over or wait until he/she is at their destination before returning the call.

VEHICLE AIR CONDITIONING AND HEATING EQUIPMENT..... 41-2.006(4)(q)

All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

FIRST AID POLICY.....41-2.006(4)(r)

First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

All drivers shall be certified in First Aid.

CARDIOPULMONARY RESUSCITATION (CPR).....41-2.006(4)(s)

Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

All drivers shall be certified in CPR.

DRIVER BACKGROUND SCREENING.....41-2.006(4)(t)

Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan.

PUBLIC TRANSIT RIDERSHIP.....41-2.006(4)(u)

In areas where fixed route transportation is available, the community transportation coordinator should jointly establish with the local coordinating board a percentage of total trips that will be placed on the fixed route system.

This standard is not applicable to this service area.

PICK-UP WINDOW.....41-2.006(4)(v)

The community transportation coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

There is a thirty (30) minutes pick-up window in place for all trips. The coordinator shall have at least a 93% on-time performance for all scheduled pick-up times within the established window.

ON-TIME PERFORMANCE.....41-2.006(4)(w)

The community transportation coordinator and the local coordinating board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the community transportation coordinator's evaluation of its contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

The coordinator shall have at least a 95% on-time performance rate for all completed trips.

ADVANCE RESERVATION REQUIREMENTS.....41-2.006(4)(x)

The community transportation coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

There shall be a 24-hour notice requirement for all trips scheduled within the coordinated system, except under special circumstances.

ACCIDENTS.....41-2.006(4)(y)

The community transportation coordinator and the local coordinating board should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

1 chargeable accident per 100,000 miles shall be the maximum allowable number of accidents for the evaluation period.

ROADCALLS.....41-2.006(4)(z)

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

There should be no less than 10,000 miles between each roadcall.

CALL HOLD TIME.....41-2.006(4)(aa)

This performance measure can be used to address the accessibility of the service. The community transportation coordinator and the local coordinating board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local coordinating board's evaluation of the community transportation coordinator.

90% of all incoming calls will be answered within an average of one (1) minute.

COMPLAINTS.....41-2.006(4)(bb)

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

1 complaint for 10,000 trips shall be the maximum number of complaints for the evaluation period.

13. LOCAL COMPLAINT AND GRIEVANCE PROCEDURE/PROCESS

- a. The aggrieved person is to present a formal (written) grievance to the Community Transportation Coordinator **within 10 working days of the incident**.
- b. The Community Transportation Coordinator will have **10 working days from the date of receipt of the grievance** to respond in writing to the aggrieved person. The response will include the right to appeal to the Transportation Disadvantaged Coordinating Board Grievance Committee. The Community Transportation Coordinator shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee.
- c. The aggrieved person, dissatisfied with the response from the Community Transportation Coordinator, has **5 working days of the received response** to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee.
- d. The Transportation Disadvantaged Coordinating Board Grievance Committee has **10 working days from the date of receipt of the request** to hear the grievance and recommend to the Community Transportation Coordinator in writing any actions that may assist in dealing with the stated grievance. The Grievance Committee will report to the Transportation Disadvantaged Coordinating Board at the next regular meeting.
- e. The aggrieved person, dissatisfied with the advice of the Grievance Committee, has **10 working days from the date of receipt of the response** to request in writing a hearing before the Transportation Disadvantaged Coordinating Board.
- f. The Transportation Disadvantaged Coordinating Board will hear the grievance **within 60 calendar days**, either at its next regular meeting or special called meeting as requested by the Grievance Committee Chairman, based on severity of the issue. The findings, explanations and recommendations of the Transportation Disadvantaged Coordinating Board will be in written form, recorded and transmitted to the aggrieved person and the Community Transportation Coordinator **within 10 working days following the hearing**. The determination of the Transportation Disadvantaged Coordinating Board is final.
- g. The Community Transportation Coordinator will have **10 working days from receipt of the recommendations** to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.
- h. The Transportation Disadvantaged Coordinating Board will review the Community Transportation Coordinator's response to the recommendations at **the next meeting** of the Transportation Disadvantaged Coordinating Board. A record of the grievances, their status (i.e., resolved, unresolved) and the response to the Transportation Disadvantaged Coordinating Board's recommendations will be included in the Community Transportation Coordinator's annual evaluation. The grievance record will also be reviewed during the development of the Community Transportation Coordinator's service plan.
- i. The customer, dissatisfied with the advice of the Transportation Disadvantaged Coordinating Board, can file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450 or through the TD Helpline (1-800-983-2435), or by email (www.dot.state.fl.us/ctd). Upon request of the customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.
- j. If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

k. **FAIR HEARING REQUIREMENTS:** In addition to the appeals process described above, Medicaid beneficiaries who have been denied non-emergency transportation services have an additional avenue of relieve available to them. The beneficiary has the right to request a Medicaid Fair Hearing at anytime during the appeals process from the Office of Public Assistance Appeals Hearings at the Department of Children and Families (DCF). The beneficiary, or their representative, must request a Medicaid Fair Hearing within 90 calendar days of the date of the notice of action by contacting the Department of Children and Families, Office of Public Assistance Appeals Hearings, 1317 Winewood Boulevard, Building 5, Room 203, Tallahassee, Florida 32399-0700 or by telephone at (850) 488-1429 or by facsimile at (850) 487-0662.

Aggrieved persons with proper standing may also have recourse through the Chapter 120, Florida Statutes administrative hearing process. Nothing in this process is intended to preclude the aggrieved person from pursuing legal action. Aggrieved persons may contact the Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

14. COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

The Coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the Coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the coordinator will be used annually to evaluate the operators.

15. COORDINATION CONTRACT EVALUATION CRITERIA

The same criteria used to evaluate the Coordinator will be used annually to evaluate the Coordination Contractors. The evaluation results will be provided to the Transportation Disadvantaged Coordinating Board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

B. Cost/Revenue Allocation and Rate Structure Justification

The Rate Calculation Model established by the Commission is being used by the CTC to develop rates for transportation services. The Rate Calculation Model is reviewed and updated on an annual basis. The Service Rates Summary page follows. In addition, a copy of the Rate Calculation Model worksheets is also included as backup documentation.

SERVICE RATES SUMMARY

Effective Date: July 1, 2017

TYPE OF SERVICE TO BE PROVIDED	UNIT	COST PER UNIT
Ambulatory	Passenger Mile	\$1.42
Wheelchair	Passenger Mile	\$2.44
Stretcher	Passenger Mile	\$5.07

Preliminary Information Worksheet

Version 1.4

CTC Name: Calhoun County Senior Citizens
County (Service Area): Calhoun
Contact Person: Marilyn Russell
Phone # 850-674-4163

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☒ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☐ Partially Brokered
- ☒ Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Calhoun County Senior Citizens
County: Calhoun

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

	Prior Year's ACTUALS from July 1st of 2015 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	\$ 5,385	\$ 6,372	\$ 6,640	18.3%	4.2%	Projected collected revenue to be used as system subsidy
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						Projected revenue provided by the county to use as match for the trip & equipment grant.
Compl. ADA Services						
County Cash	\$ 26,377	\$ 33,344	\$ 10,648	26.4%	-68.1%	
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	\$ 167,634	\$ 104,097	\$ 186,480	-37.9%	79.1%	Trip & Equipment grant funds to be used for the purchase of a portion of the cost of the trip as generated by the rate model (subsidized rate) and/or capital equipment. Calhoun: \$186,480, this grant requires a 10% match
Non-Spons. Capital Equipment		\$ 29,115			-100.0%	
Rural Capital Equipment	\$ 63,179	\$ 45,958		-27.3%	-100.0%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						Section 5311 is being applied for salaries and fringes. The source of the 50% match comes from salaries and fringes. We have not been notified about the 5310 capital for year 2017-2018.
49 USC 5310		\$ 43,325			-100.0%	
49 USC 5311 (Operating)	\$ 111,717	\$ 98,251	\$ 98,251	-12.1%	0.0%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid						Other: Projected revenue source for services provided to transportation brokers (MMA/LTC). Trips are provided at a different rate than the subsidized rate generated by the rate model.
Other AHCA (specify in explanation)	\$ 252,101	\$ 249,769	\$ 248,457	-0.9%	-0.5%	
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						
DCEA						
Older Americans Act	\$ 2,287	\$ 2,702	\$ 2,900	18.1%	7.3%	Projected revenue source for services provided for senior program. Trips are provided at a different rate than the subsidized rate generated by the rate model.
Community Care for Elderly						
Other DCEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						
APD						
Office of Disability Determination	\$ 300	\$ 300	\$ 300	0.0%	0.0%	Projected revenue source for services provided. Trips are provided at a different rate than the subsidized rate generated by the rate model.
Developmental Services	\$ 27,062	\$ 26,420	\$ 26,862	-2.4%	1.7%	
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
DEPT OF REVENUE	\$ 4,524	\$ 4,700	\$ 4,800	3.9%	2.1%	Fuel Tax Refund. Projected revenue to be used as subsidy
SSS						
SSS						
Bus Pass Program Revenue						
Other Revenues						

Interest Earnings	\$ 1,580	\$ 1,280	\$ 1,310	-19.0%	2.3%	Projected revenue to be used as subsidy
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 =	\$662,146	\$645,633	\$586,648	-2.5%	-9.1%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)					
Operating Expenditures					
Labor	\$ 314,233	\$ 351,630	\$ 358,662	11.9%	2.0%
Fringe Benefits	\$ 75,178	\$ 85,551	\$ 87,262	13.8%	2.0%
Services	\$ 23,350	\$ 22,412	\$ 23,100	-4.0%	3.1%
Materials and Supplies	\$ 68,968	\$ 61,266	\$ 65,100	-11.2%	6.3%
Utilities	\$ 14,134	\$ 19,124	\$ 19,506	35.3%	2.0%
Casualty and Liability	\$ 26,501	\$ 27,799	\$ 30,458	4.9%	9.6%
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services					
Other					
Miscellaneous	\$ 3,433	\$ 2,455	\$ 2,560	-28.5%	4.3%
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					
Capital Expenditures					
Equip. Purchases with Grant Funds	\$ 63,179	\$ 72,161.50	\$ -	14.2%	-100.0%
Equip. Purchases with Local Revenue		\$ 3,234			-100.0%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
ACTUAL YEAR GAIN					
	\$73,672				
Total Expenditures =	\$588,976	\$645,633	\$586,648	9.6%	-9.1%
See NOTES Below.					

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Calhoun County Senior Citizens

County: Calhoun

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

Upcoming Year's BUDGETED Revenues		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?
from July 1st of 2017 to June 30th of 2018				
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 6,640
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	\$ 10,648
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	\$ 186,480
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 98,251
49 USC 5311 (Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ 248,457
Bus Pass Program Revenue	\$ -

DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Older Americans Act	\$ 2,900
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

APD

Office of Disability Determination	\$ 300
Developmental Services	\$ 26,862
Other APD	\$ -
Bus Pass Program Revenue	\$ -

DJJ

DJJ	\$ -
Bus Pass Program Revenue	\$ -

Other Fed or State

	\$ 6,640	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	

	\$ -	
	\$ -	
	\$ 10,648	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	

	\$ 186,480	\$ -
	\$ -	\$ -
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	\$ 248,457	\$ -
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	\$ 2,900	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ 300	\$ -
	\$ 26,862	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ -	\$ -
	\$ -	\$ -

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

local match req.

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.

DEPT OF REVENUE	\$ 4,800		\$ 4,800	
XXXX	\$ -		\$ -	
XXXX	\$ -		\$ -	
Bus Pass Program Revenue	\$ -		\$ -	
Other Revenues				
Interest Earnings	\$ 1,310		\$ 1,310	
XXXX	\$ -		\$ -	
XXXX	\$ -		\$ -	
Bus Pass Program Revenue	\$ -		\$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -		\$ -	
Total Revenues =	\$ 586,648		\$ 475,647	\$ 111,001

EXPENDITURES (CTC/Operators ONLY)		
Operating Expenditures		
Labor	\$ 358,662	
Fringe Benefits	\$ 87,262	
Services	\$ 23,100	
Materials and Supplies	\$ 65,100	
Utilities	\$ 19,506	
Casualty and Liability	\$ 30,458	
Taxes	\$ -	
Purchased Transportation:		
Purchased Bus Pass Expenses	\$ -	
School Bus Utilization Expenses	\$ -	
Contracted Transportation Services	\$ -	
Other	\$ -	
Miscellaneous	\$ 2,560	
Operating Debt Service - Principal & Interest	\$ -	
Leases and Rentals	\$ -	
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	\$ -	
	\$ -	
Total Expenditures =	\$ 586,648	
minus: EXCLUDED Subsidy Revenue =	\$ 111,001	
Budgeted Total Expenditures	\$ 475,647	
INCLUDED in Rate Base =	\$ 475,647	
Rate Base Adjustment ¹ s		
Adjusted Expenditures Included in Rate Base =	\$ 475,647	

\$ 111,001

Amount of Budgeted Operating Rate Subsidy Revenue

¹ Rate Base Adjustment Cell

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

¹The Difference between Expenses and Revenues for Fiscal Year: 2015 - 2016

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

Worksheet for Program-wide Rates

CTC: Calhoun County Version 1.4
County: Calhoun

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	294,600
Rate Per Passenger Mile =	\$ 1.61
Total Projected Passenger Trips =	11,518
Rate Per Passenger Trip =	\$41.30

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile =	\$ 1.99
Rate Per Passenger Trip =	#####

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length ### Miles

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: Calhoun County Version 1.4
County: Calhoun

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

SECTION II: Contracted Services

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

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

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
			Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	

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

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?.....

<input type="checkbox"/> Pass. Trip <input checked="" type="checkbox"/> 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
Loading Rate 0.00 to 100

..... And what is the projected total number of Group Vehicle Revenue Miles?

--

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: 2017 - 2018				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	294,600	244,147	48,233	2,220	Leave Blank	0
Rate per Passenger Mile =		\$1.42	\$2.44	\$5.07	\$0.00	\$0.00
		per passenger per group				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	11,518	9,875	1,562	81	Leave Blank	
Rate per Passenger Trip =		\$37.04	\$63.49	\$132.28	\$0.00	\$0.00
		per passenger per group				
2. If you answered # 1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate				
		Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) =					Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$1.42	\$2.44	\$5.07	\$0.00	\$0.00
		per passenger per group				

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =		\$1.75	\$3.00	\$6.26	\$0.00	\$0.00
		per passenger per group				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =		\$45.68	\$78.31	\$163.15	\$0.00	\$0.00
		per passenger per group				
		Program These Rates Into Your Medicaid Encounter Data				

QUALITY ASSURANCE

The Quality Assurance element contains the steps the transportation disadvantaged coordinating board will take to monitor and evaluate the services provided by or coordinated through the community transportation coordinator, based on the locally established service standards consistent with those of the Commission for the Transportation Disadvantaged.

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The transportation disadvantaged coordinating board will annually evaluate the community transportation coordinator's compliance of the established service standards. The community transportation coordinator and any transportation operator from whom service is purchased or arranged by the community transportation coordinator shall adhere to Commission approved standards.

1. Coordinator Evaluation Process

Annually, the transportation disadvantaged coordinating board evaluates the community transportation coordinator to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner. The transportation disadvantaged coordinating board makes a recommendation to the Apalachee Regional Planning Council. The Apalachee Regional Planning Council reviews the evaluation and the recommendation of the transportation disadvantaged coordinating board and recommends to the Commission for the Transportation Disadvantaged the designation of the community transportation coordinator for the next fiscal year.

The evaluation of the coordinator is conducted utilizing the Commission for the Transportation Disadvantaged approved format. A copy of the most recent coordinator evaluation follows.

The transportation disadvantaged coordinating board has agreed to not evaluate any area of service delivery that was recently evaluated by a purchasing/sponsoring agency or the Commission for the Transportation Disadvantaged. The board will appraise the results of the reviews and, if satisfactory, the board will incorporate the results into their evaluation.

2. Coordinator Monitoring Procedures of Operators and Coordination Contractors

The coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the coordinator will be used annually to evaluate the operators.

3. Coordination Contract Evaluation Criteria

The same criteria used to evaluate the coordinator will be used annually to evaluate the coordination contractors. The evaluation results will be provided to the transportation disadvantaged coordinating board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

4. Planning Agency Evaluation Process

The transportation disadvantaged coordinating board will participate and assist the Commission for the Transportation Disadvantaged in its quality assurance review of the planning agency.

**LOCAL COORDINATING BOARD ANNUAL REVIEW
COMMUNITY TRANSPORTATION COORDINATOR
FINDINGS AND RECOMMENDATIONS
REVIEW PERIOD: FY 15-16**

CTC Being Reviewed

Calhoun Co. Sr. Citizens Assn., Inc.
d.b.a. Calhoun Transit

Review Date

1/31/17

General Information

Calhoun Co. Sr. Citizens Assn., Inc./Calhoun Transit was designated as the CTC for Calhoun County for Fiscal Years July 1, 2016 – June 30, 2021. The CTC is a private non-profit organization, operating as a sole provider in a rural area.

Findings and Recommendations

Compliance with Chapter 427, F.S.	Area of Noncompliance: None
Compliance with Rule 41-2, F.A.C.	Area of Noncompliance: None
On-Site Observation of the System	Area of Noncompliance: None
Rider/Beneficiary Survey Summary	Area of Noncompliance: None
Contractor Survey Summary	Area of Noncompliance: None
Purchasing Agency Survey Summary	Area of Noncompliance: None
Level of Cost – Worksheet 1	Area of Noncompliance: None
Level of Competition – Worksheet 2	Area of Noncompliance: None
Level of Coordination – Worksheet 3	Area of Noncompliance: None
Status Report Follow-Up From Last Review	Area of Noncompliance: None
Review of Transportation Disadvantaged Service Plan – Barriers, Goals, Objectives and Strategies, Section II. Service Plan, Service Standards, Service Rates	Area of Noncompliance: None

Report completed by: Kwentin Eastberg, LCB/ARPC staff

Date: February 6, 2017