JACKSON COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Fiscal Year 2013-2018

Prepared by the

Jackson County
Transportation Disadvantaged Coordinating Board

Jackson Transportation, Inc.
d.b.a. JTrans
the Community Transportation Coordinator

Apalachee Regional Planning Council
the Designated Official Planning Agency

Approved by the

Jackson County Transportation Disadvantaged Coordinating Board
on June 10, 2013
Update June 16, 2014
Update November 10, 2014
Update June 8, 2015
Update May 4, 2016

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Apalachee Regional Planning Council

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

Jackson 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	Clint Pate		
Elderly	Carrie Crawford		July 2014 – June 2017
Disabled	Susie Small		July 2015 – June 2017
Citizen Advocate	Mandy Griffin		July 2015 – June 2017
Citizen Advocate/User	Evelyn Rainey		July 2015 – June 2016
Veterans	Ernest McNeil		July 2015 – June 2018
Community Action	Lisa Lamar	Shareta Wright-Green	July 2014 – June 2017
Public Education	Charlotte Gardner	Stacey Goodson	July 2013 – June 2016
Children at Risk	Adrianne Jenkins	Donna Carnley	July 2015 – June 2018
Workforce Dvp Board	Kenny Griffin	Richard Williams	July 2015 – June 2018
Medical	Mary Beth Gurganus	Karen Edwards	Jan. 2015 – June 2018
FDOT	Kathy Rudd	Vanessa Strickland	
FDCF	Sandra Register		
FDOE/VR	Roymonia R. Wilson	Keith Sutton	
FDEA	Denease Rhynes		
AHCA	John Vinski		
Private Trans. Industry	*Not Applicable*		
Mass/Public Transit	*Not Applicable*		

Signature:

Randy Merritt
Date: July 30, 2015

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July 2015

JACKSON COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN
UPDATE TABLE
May 4, 2016

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

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION ✓
ROLL CALL VOTE PAGE ✓

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JACKSON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
May 4, 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	Clint Pate			
Elderly	Carrie Crawford			
Disabled	Susie Small			
Citizen Advocate	Mandy Griffin			
Citizen Advocate/User	Evelyn Rainey			
Veterans	Ernest McNeil			
Community Action	Lisa Lamar			
Public Education	Charlotte Gardner			
Children at Risk	Adrianne Jenkins			
Workforce Dvp Board	Kenny Griffin			
Medical	Mary Beth Gurganus			
FDOT	Kathy Rudd			
FDCF	Sandra Register			
FDOE/VR	Roymonia R. Wilson			
FDEA	Denease Rhynes			
AHCA	John Vinski			
Private Trans. Industry	Not Applicable			
Mass/Public Transit	Not Applicable			

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 5th day of May, 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. In addition, 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. Jackson County ARC was selected as the community transportation coordinator.

November 15, 1994 the community transportation coordinator for Jackson County resigned due to the restructuring of the organization. The Apalachee Regional Planning Council, as the official planning agency for Jackson County, initiated a procedure for the selection of a community transportation coordinator. The Apalachee Regional Planning Council, in consultation with the Jackson County transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community 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, Jackson County Transportation, Inc. The Apalachee Regional Planning Council and the Jackson County transportation disadvantaged coordinating board then evaluated the provider of transportation services and determined that Jackson County Transportation, Inc. was the best source of providing the needed transportation

due to its years of experience and its large fleet of vehicles to provide the services in a cost competitive fashion. Jackson County Transportation, Inc. demonstrated itself to be a reliable transportation service for Jackson County while under the umbrella of Jackson County Association for Retarded Citizens. The Jackson County transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council Jackson County Transportation, Inc. as the community transportation coordinator on October 11, 1994. Jackson County Transportation, Inc. was then designated by the Commission on October 27, 1994, as the community transportation coordinator. Jackson County Transportation, Inc. has continued to serve as the community transportation coordinator for Jackson County since that date. The most recent designation was made by the Commission for the Transportation Disadvantaged on May 21, 2013 for the continuation of Jackson County Transportation, Inc. as the community transportation coordinator, effective July 1, 2013 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.

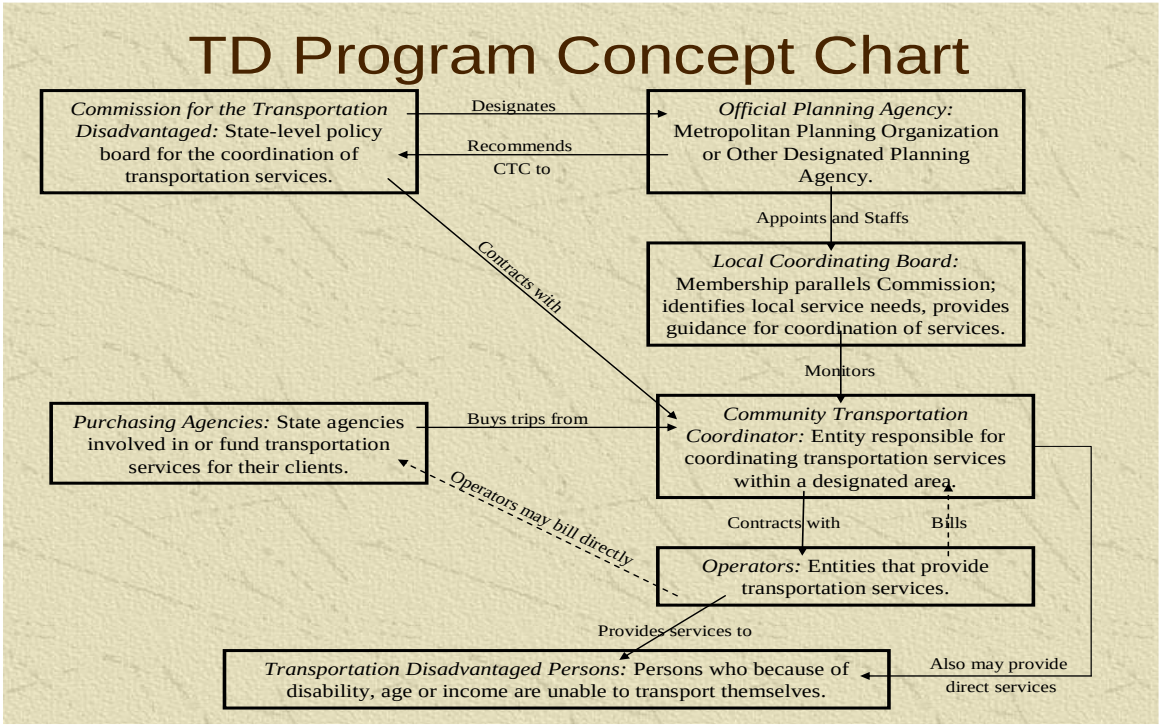
Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services 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 exists, 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:	Apalachee Regional Planning Council
Local Coordinating Board:	See Certification
Community Transportation Coordinator:	Jackson Co. Transportation, Inc.
Operator:	Jackson Co. Transportation, Inc.
Purchasing Agencies:	Florida Commission for the Transportation Disadvantaged (CTD), Agency for Persons with Disabilities (APD), Department of Community Affairs (DCA), Department of Elder Affairs (DEA), Department of Health (DOH), Local Government, Prestige Health Choice/Access2Care, Magellan Complete Care/Logisticare, Staywell/MTM, General Public, Miscellaneous others

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	Clint Pate		
Elderly	Carrie Crawford		July 2014 – June 2017
Disabled	Susie Small		July 2015 – June 2017
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AHCA	John Vinski		
Private Trans. Industry	*Not Applicable*		
Mass/Public Transit	*Not Applicable*		

Update May 2016

B. County Profile/Demographics

1. Service Area Description

Jackson County is located in north Florida and is bordered by Holmes, Washington, Calhoun, Gadsden and Bay Counties in Florida; Seminole County, Georgia; and Geneva and Houston Counties in Alabama. Jackson County is the only county in Florida to border two states. The county has 917.76 square miles of land and 36.80 square miles of water for a total area of 954.56 square miles. There are 11 municipalities in the county - Alford, Bascom, Campbellton, Cottondale, Graceville, Grand Ridge, Greenwood, Jacob, Malone, Marianna and Sneads. The City of Marianna serves as the county seat. Concentrated, residential areas include Cypress and Two Egg.

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 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 49,746. The *2011 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	41,375	8,215	6,637	12,156	8,197	6,170	31,096
2000	46,755	8,319	6,662	13,820	11,150	6,804	36,306
2010	49,746	8,076	6,407	13,431	14,031	7,801	39,839

SOURCE: U. S. Census Bureau

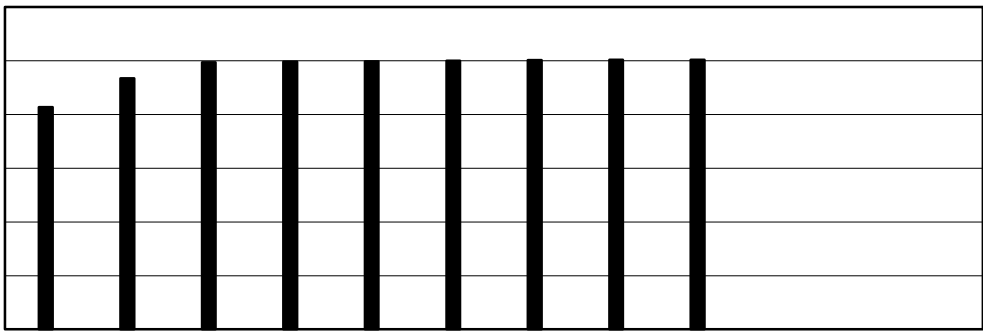
COMPOSITION

Men	27,252
Women	22,494
Veterans	5,420
Density (Persons/Square Mile)	54.2
Median age (years)	40.5
Public School Enrollment	7,161
Percentage High School Graduate or Higher	79.1%
Percentage Bachelor's Degree or Higher	13.6%

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

POPULATION PROJECTIONS

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



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

POPULATION DISTRIBUTION

Location	Census 2000	Census 2010	Percentage Change 2000-2009
Alford	466	489	4.94%
Bascom	106	121	14.15%
Campbelton	212	230	8.49%
Cottondale	869	933	7.36%
Graceville	2,402	2,278	- 5.16%
Grand Ridge	792	892	12.63%
Greenwood	735	686	- 6.67%
Jacob City	281	250	- 11.03%
Malone	2,007	2,088	4.04%
Marianna	6,230	6,102	- 2.05%
Sneads	1,919	1,849	- 3.65%
Unincorporated	30,736	33,828	10.06%
County	46,755	49,746	6.40%

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

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.

	2000	2010	Percentage of Change 2000-2010
Households	16,620	17,417	4.8%
Average Household Size	2.44	2.40	

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

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

Eighty-five percent of Jackson County workers drove to work alone in 2010, 10 percent carpooled, less than 1 percent used public transportation, 2 percent walked and 1 percent used other means. The remaining 2 percent worked at home. Among those who commuted to work, it took them on average 24 minutes to get to work.

AUTOMOBILE OWNERSHIP & USE
2009 – 2010

Total Tags Purchased	54,549
Passenger Car Tags	34,500
Households with no Vehicle Available	1,034

SOURCE: U. S. Census Bureau; Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

Historic Traditions/Cultural Descriptions

Jackson 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 eleven local governments in Jackson County --- 10 incorporated communities and the unincorporated area, which is governed by the Jackson 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, for the employed population 16 years and older, the leading industries in Jackson County were trade, transportation and utilities (20.6%), public administration (20%), leisure and hospitality (8.%), construction (5.1%), manufacturing (4.1%), financial activities (3.4%), professional and business services (3.3%), other services (1.7%), natural resources and mining (1.3%), information (1.0%), education and health services (.2%) and unclassified employment (not determined). 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.

2010 EMPLOYMENT STATISTICS

Labor Force	22,415
Employment	20,567
Unemployment Rate	8.2%
Employed Working Outside of County of Residence	20.9%
Persons Below Poverty Level	15.1%
Median Household Income	$39,869
Mean Travel Time to Work (minutes)	24

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

LARGEST EMPLOYERS

COMPANY	PRODUCT/SERVICE	EMPLOYEES
Family Dollar Distribution Center	Distribution Center	500
Walmart	Retail	410
Rex Lumber Company	Wood Products Production	145
Anderson Columbia, Inc.	Highway Contracts	140
Mowery Elevator Company, Inc.	Elevator Manufacturing & Servicing	125
Spanish Trail lumber	Wood Products Production	120
Green Circle Bio Energy	Renewable Energy	72
Tri-States Automotive	Auto Parts Distribution	65
Baxter's Asphalt and Concrete	Asphalt/Concrete Distributor	50
David Melvin Engineering	Civil Engineering Services	36

SOURCE: Florida County Profile, Enterprise Florida

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 were identified by the planning agency and the community transportation coordinator and are listed below.

TRIP GENERATORS AND ATTRACTORS

Education	Baptist College of Florida	5400 College Drive, Graceville
	Chipola College	3094 Indian Circle, Marianna
	Graceville Extension Center	1121 Sanders Avenue, Graceville
	Cottondale Elementary School	2766 Levy Street, Cottondale
	Cottondale High School	2680 Levy Street, Cottondale
	Graceville Elementary School	5331 Alabama Street, Graceville
	Graceville High School	5539 Brown Street, Graceville
	Grand Ridge School (PK-8)	6925 Florida Street, Grand Ridge
	Malone School	5361 9th Street, Malone
	Riverside Elementary School	2958 Cherokee Street, Marianna
	Golson Elementary School	4258 Second Avenue, Marianna
	Marianna Middle School	4144 South Street, Marianna
	Marianna High School	3546 Caverns Road, Marianna
	Sneads Elementary School	1961 Lockey Drive, Sneads
	Sneads High School	8066 Old Spanish Trail Road, Sneads
	Adult Education	2971 Guyton Street, Marianna
	Jackson Alternative School	2701 Technology Drive, Marianna
	Family Services Center	4283 Kelson Avenue, Marianna
	Hope School	2031 Hope School Drive, Marianna
	Sunland School	3700 Connally Drive, Marianna
	Pre-K Programs	2950 Cherokee Street, Marianna
Child Care	Along the Way	2351 Highway 73 South, Marianna
	Along the Way Cottondale	2751 Levy Street, Cottondale
	Along the Way Youth Center	2350 Highway 73 South, Marianna
	Bakers Daycare Center	2837 Barnes Street, Marianna
	C & M Christian Learning center	3383 Caverns Road, Marianna
	Dee's Earth Angels Child Development Center	8007 Church Street, Sneads
	Elias Childcare	4235 Lillianette Street, Marianna
	Kids Kingdom Childcare & Learning center	3654 Highway 71, Marianna
	Mary's Day Care Center	4955 Basswood Road, Bascom
	Raggedy Ann Day Care & Pre-School	4305 South Street, Marianna
	White's Family Day Care	2657 Highway 73, Marianna
Nutrition	Greenwood Supermarket	4193 Bryan Street, Greenwood
	IGA Supermarket	5355 Cotton Street, Graceville
	Jay's Dixie Dandy	1771 Georgia Street, Alford
	McDaniel Grocery	8166 Highway 90, Sneads
	Patro Foods	7953 Highway 90, Sneads
	Peterson's Grocery	3071 Carters Mill Road, Marianna
	Winn Dixie	4478 Market Street, Marianna
	Grocery Outlet	4230 Lafayette Street, Marianna
	Sav-A-Lot	4746 Highway 90, Marianna
	Piggly Wiggly	5355 Cotton Street, Graceville
	Beulah Land Health Foods of Marianna	4189 Lafayette Street, Marianna
	Sunshine Herbs	2822 Highway 71, Marianna
	Jackson County Senior Citizens Center	Marianna
	Jackson County Senior Citizens Center	Graceville
	Farmer's Market	Corner of Madison/Clinton Streets

Health Care Facility	Auto Accident & Injury Clinic	6664 Old Spanish Trail, Grand Ridge
	Lambe Chiropractic Center	3894 West Highway 90, Marianna
	Marianna Pediatric Asso.	4230 Hospital Drive, Marianna
	North Florida Pediatrics	7997 Highway 90, Sneads
	Marianna Ankle & Foot Clinic	4299 Lafayette Street, Marianna
	Dermatology Asso. Of Tallahassee	3025 Sixth Street, Marianna
	Doctor's Office, PA	4295 Third Avenue, Marianna
	Panhandle Medical Society	3009 Fourth Street, Marianna
	Southeast Cardiology Clinic, Inc.	4230 Hospital Drive, Marianna
	Tallahassee Orthopedic Clinic	4284 Kelson Avenue, Marianna
	Women's Healthcare of the Panhandle	4298 Fifth Avenue, Marianna
	Everest Medical Care & Sleep Disorder Center	4296 Fifth Avenue, Marianna
	Graceville Medical LLC	5422 Cliff Street, Graceville
	Marianna Medical Asso.	4351 Lafayette Street, Marianna
	Panhandle Orthopedics	3051 Sixth Street, Marianna 3030 Fourth Street, Marianna
	Internal Medicine Asso. Of Marianna	4318 Fifth Avenue, Marianna
	Marianna Family Care Center	2928 Daniels Street, Marianna
	Marianna OB-GYN Asso.	4230 Hospital Drive, Marianna
	North Florida Cancer Care	3031 Carters Mill Road, Marianna
	Panhandle Family Care Asso. Inc.	4284 Kelson Avenue, Marianna
	Chipola Medical Asso.	4230 Hospital Drive, Marianna
	Airis Open MRI of Marianna	3015 Jefferson Street, Marianna
	Davis Optometry Group, PA	2922 Jefferson Street, Marianna
	Life Management Center of NW Florida	4094 Lafayette Street, Marianna
	Davis Optometry	2922 Jefferson Street, Marianna
	North Florida Eye Institute, PA	3009 Fourth Street, Marianna
	Chemical Addictions Recovery Effort	4150 Hollis Drive, Marianna
	Fitness Center of Marianna	4966 Highway 90, Marianna
	Miracle Ear center	Jackson Square, Marianna
	Watson Hearing Aid Center	4422 Lafayette Street, Marianna
	Advanced Medical Equipment	4308 Fifth Avenue, Marianna
	Southern Home Respiratory	5426 Cliff Street, Graceville
	Watson Medequip Plus	4422 Lafayette Street, Marianna
	Campbellton-Graceville Hospital	1305 College Drive, Graceville
	Jackson Hospital	4250 Hospital Drive, Marianna
	DaVita Marianna Dialysis Center	2930 Optimist Drive, Marianna
	Marianna Medical Associates	4315 Lafayette Street, Marianna
	Marianna Health & Rehab center	4295 Fifth Avenue, Marianna
	North Florida Rehab & Nursing Center	Graceville
	Graceville Physical Therapy	951 Prim Avenue #7, Graceville
	Integras Corporate Office	3015 Jefferson Street, Marianna
	Jackson Hospital Therapy center	4230 Lafayette Street, Marianna
	Patients First Physical Therapy	4966 Highway 90, Marianna
	Rehabworks At Marianna	4295 Fifth Avenue, Marianna
	Rotech Oxygen Medical Equipment	2886 Jefferson Street, Marianna
	Jackson Co. Public Health Dept.	4979 Healthy Way, Marianna
	MOC/TOC	3051 Sixth Street, Marianna
	Southern Uriological Center	4306-A Third Avenue, Marianna
	Digestive Disease Clinic	4306-B Third Avenue, Marianna
	Veterans Administration Clinic	4970 Highway 90, Marianna
Pharmacy	Cook Discount Drugs	5324 Brown Street, Graceville
	Paramore's Pharmacy & Gifts	4314 Fifth Avenue, Marianna
	Waco Gift Shop	4154 East Lafayette Street, Marianna
	Kelson Discount Drugs	3008 Jefferson Street, Marianna
	Yates Pharmacy	5336 Tenth Street, Malone
	Winn Dixie Pharmacy	4478 Market Street, Marianna

Physician	Dr. John W. Kurpa	6664 Old Spanish Trail, Grand Ridge
	Dr. Jana Calhan, DMD	3053 Fourth Avenue, Marianna
	Dr. James Campbell	3015 Jefferson Street, Marianna
	Dr. Larry J. Cook, DMD, PA	4307 Third Avenue, Marianna
	Dr. Alexander Jr. Dudley, DMD	2937 Jefferson Street, Marianna
	Dr. Henry A Knowles, Jr., DMD	4318 Kelson Avenue, Marianna
	Dr. Terry Nichols, DMD	966 Seventh Avenue, Graceville
	Dr. Matthew R. Payne, DMD	3015 Jefferson Street, Marianna
	Dr. Ben Saunders, DMD Pediatric Dentistry	4711 Highway 90, Marianna
	Dr. Michael Stripling, DDS	4297 Third Avenue, Marianna
	Dr. Heather Burch, DMD, MS,PA	4477 Lafayette Street, Marianna
	Dr. Daniel Feitz, DPM, MS	3025 Sixth Street, Marianna
	Dr. Robert Steigler, DPM, MS	3025 Sixth Street, Marianna
	Dr. Dyle Flesher, DPM	4299 Lafayette Street, Marianna
	Dr. Mark Akerson, MD	4284 Kelson Avenue, Marianna
	Dr. Doyle Bosse, MD	4230 Hospital Drive, Marianna
	Dr. Richard Brunner, MD, FACS	4215-A Kelson Avenue, Marianna
	Dr. Chin, MD	4296 Fifth Avenue, Marianna
	Dr. Edward Fletcher, MD	5470 College Drive, Graceville
	Dr. Joseph Sherrel, MD	4316 Fifth Avenue, Marianna
	Dr. L. Tan, MD	2915 Madison Street, Marianna
	Dr. James J. Urdaneta, MD	4298 Fifth Avenue, Marianna
	MOC/TOC	3051 Sixth Street, Marianna
	Dr. Richard Goff, MD	3031 Sixth Street, Marianna
	Dr. Val Harmon-Sheffield, MD	4215-A Kelson Avenue, Marianna
	Dr. Gordon Low, MD	3025 Sixth Street, Marianna
	Dr. Orlando Muniz	Marianna
	Dr. Boo Hee Dak, MD	4641 The Oaks Drive, Marianna
	Dr. Rita Rodgers, ARNP, MSN	4251 Lafayette Street, Marianna
	Dr. George Sanchez, MD	4230 Hospital Drive, Marianna
Shopping	Dollar General Store	4154 Lafayette Street, Marianna
	Big Lots	4700 Highway 90, Marianna
	Family Dollar Stores	5353 Cotton Street, Graceville
	Family Dollar Stores	8174 Highway 90, Sneads
	Wal-Mart Supercenter	2255 Highway 71 South, Marianna
Bank	First Federal Bank of Florida	2914 Green Street, Marianna
	Superior Bank	2258 Highway 71, Marianna
	Wells Fargo	4393 Lafayette Street, Marianna
	Bank of Jackson County	4285 Lafayette Street, Marianna
	Bank of Jackson County	5381 Cliff Street, Graceville
	First Capital Bank	4701 Highway 90, Marianna
	Focus Credit Union	4942 Highway 90, Marianna
	Peoples Bank of Graceville	5306 Brown Street, Graceville
	Hancock Bank	2900 North Jefferson Street, Marianna
	Peoples South Bank	2546 Commercial Park Drive, Marianna
	Peoples South Bank	5408 Tenth Street, Malone
	Peoples South Bank	4192 Bryan, Greenwood
	Regions Bank	2889 Green Street, Marianna
Social Activity	Jackson County Senior Citizens Center	Marianna
	Jackson County Senior Citizens Center	Graceville

Housing	Cedar Creek Apartments	3131 Willow Street, Cottondale
	Chipola Apartments	4401 Constitution Lane, Marianna
	Chipola River Townhouses	3196 Townhouse Drive, Marianna
	College Square Apartments	1198 Sanders Avenue, Graceville
	Cottondale village Apartments	4052 Old Cottondale Road, Marianna
	Gib Marianna Village	2933 Milton Avenue, Marianna
	Graceland Manor Apartments	5445 Brown Street, Graceville
	Graceville Estates	1082 Sanders Avenue, Graceville
	Graceville Villas	1116 Sanders Avenue, Graceville
	Marianna Garden Apartments	3070 Carters Mill Road, Marianna
	Marianna Holly Hill RRH	4414 Holly Hill Drive, Marianna
	Quality Homes for Rent - Pickett Fence Rentals	Marianna
	Southside Apartments	4367 Kent Drive, Marianna
	Spring Gate Manor Apartments	4380 Kent Drive, Marianna
	Villas Apartments	3111 Willow Street, Cottondale
	Willow Bend Apartments	1966 Willow Bend Court, Sneads
	Southern Home Assisted Living	3854 Highway 2, Graceville
Public Service	Graceville Library	5314 Brown Street, Graceville
	Panhandle Public Library Consortium	4487 Lafayette Street, Marianna
	Department of Social Security Administration	4125 Jireh Court, Marianna
County Government	Clerk of Court, Judge, Property Appraiser, Supervisor of Elections	Courthouse, 4445 Lafayette Street, Marianna
	Tax Collector	4445 Lafayette Street, Marianna
	Tax Collector	5386 Cliff Street, Graceville
	Tax Collector	8087 Highway 90, Sneads
City Government	Alford City Hall	1768 Georgia Street, Alford
	Cottondale City Hall	2659 Front Street, Cottondale
	Greenwood City Hall	4207 Bryan Street, Greenwood 5014 Knapp Street, Greenwood
	Marianna City Hall	2898 Green Street, Marianna
	Marianna Housing Authority	2912 Albert Street, Marianna
	Marianna Police Department	2890 Green Street, Marianna
	Sneads City Hall	2028 Third Avenue, Sneads

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:	**Jackson County Transportation, Inc. d.b.a. JTrans**	**Jackson County School Board**	**Bolin International Luxury Transportation**	**H & H Non-Emergency Medical Transportation**
Telephone Number:	850-482-7433	850-482-1323	918-919-0234	863-859-9711
Contact Person & Title:	Sharon Peeler Executive Director	Randy Ward Transportation Administrator	Shelley Pruitt	Brian Arthur
Number Vehicles:	26 (9 wheelchair accessible, 1 stretcher equipped)	115 buses, 7 vans	25	7
Provider Type:	Private, Not For Profit	Government	Medicaid Broker	Medicaid Broker
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes	Yes	Yes
Does the provider provide transportation services to the general public?	Yes	No	No	No
What are the criteria for passenger eligibility?	Program participants and general public	School children	Program participants	Program participants
Is the provider part of the coordinated transportation program?	Yes, CTC	No	No	No

May 2015

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	2013	2014	2015	2016	2017	2018
Disabled Non-Elderly Low Income	1,231	1,238	1,245	1,252	1,258	1,265
Disabled Non-Elderly Non-Low Income	4,577	4,602	4,627	4,652	4,678	4,703
Disabled Elderly Low Income	1,285	1,300	1,314	1,329	1,345	1,360
Disabled Elderly Non-Low Income	3,304	3,341	3,380	3,419	3,457	3,497
Non-Disabled Elderly Low Income	1,375	1,391	1,407	1,423	1,439	1,455
Non-Disabled Elderly Non-Low Income	3,537	3,577	3,618	3,659	3,701	3,743
Non-Disabled Non-Elderly Low Income	7,564	7,605	7,646	7,688	7,730	7,772
T O T A L	**22,873**	**23,054**	**23,237**	**23,422**	**23,608**	**23,795**

SOURCES: Methodology Guidelines for Forecasting Transportation Disadvantaged Demand at the County Level and the Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 Supplemental Information (2/8/99), Center for Urban Transportation Research

TRANSPORTATION DISADVANTAGED POPULATION (Category II) FORECAST

MARKET SEGMENT	2013	2014	2015	2016	2017	2018
Transp. Disabled Non-Elderly Low Income	396	398	400	402	404	407
Transp. Disabled Non-Elderly Non-Low Income	1,471	1,479	1,487	1,496	1,504	1,511
Transp. Disabled Elderly Low Income	920	931	942	952	963	974
Transp. Disabled Elderly Non-Low Income	2,367	2,394	2,421	2,449	2,477	2,505
Non-Transp. Disabled Low Income No Auto, No Fixed Route	4,007	4,031	4,056	4,081	4,107	4,131
T O T A L	**9,161**	**9,233**	**9,306**	**9,380**	**9,455**	**9,528**
Non-TD Low Income No Automobile	4,007	4,031	4,056	4,081	4,107	4,131

SOURCES: Methodology Guidelines for Forecasting Transportation Disadvantaged Demand at the County Level and the Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 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 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 of the 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.

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

Purchase replacement paratransit vehicle to provide transportation for the elderly and disabled.	3 10-passenger vans 6 vans, lift equipped 7 14-passenger buses 2 sedans 10 8-passenger vans	$ 69,000 $408,000 $448,000 $ 53,000 $200,000	FTA/DOT Sec. 5310
Provide public transportation in the rural area of the county.	Operating assistance	$1,000,000	FTA/DOT Sec. 5311
Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	4 14-passenger buses 4 vans, lift equipped	$254,000 $256,000	CTD,CTC, FTA/DOT Sec. 5310
Purchase paratransit vehicles for the expansion of transportation services for the disadvantaged citizens residing in the county.	2 22'8-ambulatory passenger and 2 wheelchair position seat bus 3 18' 8-ambulatory passenger bus 1 4x4 service truck	$134,730 $61,563 $28,195	FTA/DOT Sec 5339

Update June 2014

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 for agencies' use 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 agency 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 database 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.

Strategies	***Responsible Party for Accomplishment***	***Anticipated Beginning & Ending Dates***
Increase the number of sponsored and non-sponsored trips	CTC	July 1, 2013 – June 20, 2018
Maintain and expand the client data base relating to the clients' needs and capabilities	CTC	July 1, 2013 – June 20, 2018
Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds	CTC	July 1, 2013 – June 20, 2018
Prepare a user's guide and update when needed	CTC, LCB	July 1, 2013 – June 20, 2018
Provide announcements to local newspapers announcing public hearings	PA	July 1, 2013 – June 20, 2018

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

Strategies	***Responsible Party for Accomplishment***	***Anticipated Beginning & Ending Dates***
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2013 – June 20, 2018
Evaluate and revise routes and schedules when needed	CTC, LCB	July 1, 2013 – June 20, 2018
Develop a workable budget and keep within budget expectations	CTC	July 1, 2013 – June 20, 2018
Review driver logs for areas of inefficient use of time, drivers, and miles	CTC, LCB	July 1, 2013 – June 20, 2018
Review driver non-revenue hours and reduce when possible	CTC, LCB	July 1, 2013 – June 20, 2018
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2013 – June 20, 2018
Contract with an adequate number of operators to meet the needs	CTC	July 1, 2013 – June 20, 2018

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

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

Strategies	***Responsible Party for Accomplishment***	***Anticipated Beginning & Ending Dates***
Provide training on customer satisfaction	CTC	July 1, 2013 – June 20, 2018
Provide training on passenger assistance techniques	CTC	July 1, 2013 – June 20, 2018
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2013 – June 20, 2018
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2013 – June 20, 2018
Report accidents and roadcalls to the LCB	CTC	July 1, 2013 – June 20, 2018
Review operator contracts for compliance with safety requirements	CTC, LCB	July 1, 2013 – June 20, 2018
Annually review SSPP and amend as needed	CTC	July 1, 2013 – June 20, 2018
Provide opportunities for riders to express concerns and suggestions on service delivery	CTC, LCB	July 1, 2013 – June 20, 2018
Sponsor at least one public hearing each year for public comment	PA	July 1, 2013 – June 20, 2018
Schedule an opportunity for public comments on all LCB agendas	PA	July 1, 2013 – June 20, 2018
Address public organizations and agencies regarding services	CTC, LCB, PA	July 1, 2013 – June 20, 2018

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

Strategies	***Responsible Party for Accomplishment***	***Anticipated Beginning & Ending Dates***
Address public organizations and agencies on the need of local financial support	CTC, LCB, PA	July 1, 2013 – June 20, 2018
Promote the Voluntary Dollar Program	CTC, LCB, PA	July 1, 2013 – June 20, 2018

OBJECTIVE 5: Ensure program accountability.

Strategies	***Responsible Party for Accomplishment***	***Anticipated Beginning & Ending Dates***
Provide copies of reports to the LCB for review.	CTC, PA	July 1, 2013 – June 20, 2018
Provide, at least quarterly, operational and financial information to the LCB	CTC	July 1, 2013 – June 20, 2018
Provide a copy of audit or annual financial report to LCB	CTC	July 1, 2013 – June 20, 2018
Provide copies of purchasing agency evaluation/monitoring reports to LCB	CTC	July 1, 2013 – June 20, 2018
Perform annual evaluation of CTC	LCB, PA	July 1, 2013 – June 20, 2018

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

SERVICE PLAN

1. Types, Hours and Days of Service

Transportation reservations can be made Monday through Friday from 8:00 a.m. to 4:00 p.m.

Transportation services are available Monday through Saturday from 5:00 a.m. to 6:00 p.m. Requests for services outside the normal operating hours will be scheduled based on need and availability.

Offices are closed in observance of the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day. If the holiday falls on a weekend, it will be observed on the nationally recognized day.

Transportation services are provided to all municipalities of Jackson County. JTrans provides curb-to-curb, door-to-door or door-through-door depending on the need of those persons who are ambulatory, wheelchair, or stretcher bound. Drivers may not assist wheelchairs up and down more than one step unless it can be performed safely as determined by the driver and JTrans staff. Drivers are not required to act as personal care attendants, baby sitters, or to provide any medical service. Services are provided on vans and mini-buses for both ambulatory and non-ambulatory passengers at the approved mileage rate. Passenger mileage costs are assigned from first passenger pickup to last passenger drop-off.

Specific service requirements and corresponding rates are detailed in the purchase of service contracts for those purchasing agencies that have entered into such contracts with JTrans. Other purchasers will obtain services as described in the service plan. The deviated fixed route public access service is available on Tuesdays and Fridays to all passengers in the greater Marianna area for $1.00 per trip. This contract is negotiated annually with the City of Marianna.

Reservation: Requests are made in advance for passengers to travel from specified locations to their appointments. The passengers will notify the transportation office upon the completion of their appointments, and are then returned to their beginning location.

***Subscription*:** Requests are made in advance for passengers to travel to and from the same pickup point, destination and at the same scheduled time. The passengers or facility will notify the transportation office of any changes to the scheduled times.

***Flex*:** Requests are made in advance and remains the same until the agency responsible for arranging transportation and payment to day-treatment or training facilities notifies the CTC. The transportation is for the same passengers, picked up at the same location and time, then being transported to the same location and returned to the point of origin in the same manner.

***Demand Response/Same Day Request*:** No advance notice required. This service has been approved for urgent medical purposes only, depending on vehicle and driver availability.

***Special Order/Private Pay*:** Transportation services provided for groups of ten (10) or more to specific areas will be arranged upon request.

***Deviated Fixed Route*:** Transportation services provided on Tuesdays and Fridays serving the greater Marianna area. This bus route contract with the City of Marianna is negotiated annually.

2. Accessing Services

Services for sponsored customers may be ordered and canceled only by the sponsoring agencies authorized staff member. Transportation requests should be in writing, giving 72-hour notice.

Transportation Disadvantaged funds are to be used only after all other transportation options have been exhausted. If it is determined that a person in the client's household owns a vehicle, documentation must be provided that the vehicle is not available to provide transportation for the client.

JTrans may deny service for those clients that violate the code of conduct. Service may also be denied if other members of the household are harassing and/or intimidating the drivers through such means as intimidating language, verbal threats, etc.

Trip Requests. Passengers must request transportation 72 hours in advance. Services for sponsored customers must be ordered and canceled in writing only by the sponsoring agency's authorized staff member. Trip requests will be scheduled based on available funding stream and system capacity. Non-sponsored funding is not intended for use by agencies for program related trips. Transportation must be scheduled during regular business hours. After hours emergency phone numbers are listed below. An answering machine is available for passengers needing to cancel transportation after the regular scheduled office hours. To coordinate trips effectively, the CTC reserves the right to request clients to make reasonable adjustments.

Service may be scheduled or canceled at the transportation office by phone, fax, or mail in accordance with the above stated guidelines.

Mail:	JTrans P.O. Box 1117 Marianna, FL 32446
Address:	JTrans 3988 Old Cottondale Road Marianna, FL 32448
Telephone:	(850) 482-7433, normal business hours (850) 209-5164, after hours emergency (850) 569-9876, after hours emergency (850) 482-6261, TDD for the hearing impaired
Answering Machine:	(850) 482-7433, after hours, weekends, holidays
Facsimile:	(850) 482-8582, 24 hours/seven days per week

Office hours: 8:00 A.M. - 4:00 P.M., Monday - Friday (except holidays)
Audio/Braille information will be provided on request for the vision/hearing impaired.

Trip Cancellation/No Show Policy. Scheduled trips should be canceled with 24 hours notice. Agency cancellations should be in writing. All cancellations received after vehicle has departed yard will result in a "no show". Continued excessive "no shows" could result in permanent suspension.

JTrans does not receive payment for a trip unless there is a passenger. A cancellation or "no-show" costs the transportation system money. In addition, the space reserved for a passenger who does not ride increases the cost to other passengers on the trip and may require someone else to reschedule a trip for another date.

Passengers should call the office between 3:00 and 5:00 P.M. the day prior to transport for estimated pick-up time. Passengers scheduled for transport within the county should be prepared for boarding vehicle a minimum of 30 minutes prior to estimated pick-up time. Passengers scheduled for out of county trips should be prepared for boarding vehicle a minimum of one hour prior to estimated pick-up time. If a passenger

does not arrive at his/her destination by the appointment time, due to a JTrans error, the trip co-pay fare will be waived. If the customer is not ready for pick-up within the pick-up window, a "no show" will be charged and the appointment must be re-scheduled.

Customer Contact. Customers must provide an emergency contact telephone number. This allows for passenger notification should the schedule change or for call back if trip cannot be scheduled at the time of request.

Transport of Minor Children. A parent or legal guardian must accompany minors (under 18). Exceptions will include riders under 18 years of age who are parents or legal guardians. Documentation or verification will be required.

Wait Time. Maximum wait time is 10 minutes for passengers to board or disembark. Passengers who cannot be left at destinations due to extenuating circumstances will be returned to the destination predetermined by the purchasing agency and the vehicle mileage rate will be charged for the return trip.

Responsibilities. JTrans assumes total responsibility for the safe and timely transportation of each rider. Purchasing agencies are responsible for determining customer eligibility for transportation as well as the need for escorts or Personal Care Attendants (PCA) to assist customers who are frail, impaired, or too young to ride unaccompanied. The purchasing agency will provide an escort trained to respond to their clients' specific need. The PCA will be allowed to ride at no additional cost to the agency. Extra family members or friends who may wish to ride with the customer will be charged at the regular rate. The CTC reserves the right to require an escort or PCA for customers who require personal assistance. If one is not provided, the CTC reserves the right to refuse service.

Eligibility for Non-Sponsored Beneficiaries. JTrans requires each applicant to complete an Eligibility Application. Eligibility will be determined by the following: income (below 200% poverty level), age, disability, if the applicant has a vehicle or valid driver's license and if the applicant has other resources for transportation. Along with the application information, JTrans will take into consideration current needs of the applicant.

3. Transportation Operators and Coordination Contractors

The CTC identifies the need for contracting with transportation operators or agencies and will make the initial contact with the responsible person. The CTC will negotiate a contract with the operator or agency pending approval by the TDCB. The CTC and the TDCB work closely to complete the Commission's request for proposal (RFP), or other appropriate bidding process. The TDCB plays a major role in requesting additional proposals. An agreeable contract is presented to the TDCB at a regularly scheduled meeting and, if approved, becomes effective on the implementation date.

The CTC has the authority to enter into short-term contracts when new or expanded services must be initiated before the next TDCB meeting. JTrans does not have an operator contract at this time.

4. Public Transit Utilization

JTrans operates one public bus route on Tuesdays and Fridays serving the greater Marianna area. This bus route is sponsored by the City of Marianna and is negotiated annually.

5. School Bus Utilization

There is not a Joint School Bus Use Agreement between JTrans and the Jackson County School Board. The barriers are:

A. Cost: The geography of Jackson County and the need to transport 45 passengers simultaneously does not justify the expense.
B. Insurance: The Jackson County School Board will not furnish insurance coverage for JTrans drivers.
C. Rule: School buses are not air-conditioned.

6. Vehicle Inventory
Provided April 2016

J Trans Vehicle Inventory

ID#	YEAR	MAKE & MODEL	VIN#	AMBUL + W/C SEATS	LIFT MAKE	LIFT CAP.	LIFT WIDTH
104	2008	Ford Escape	1FMCU02ZX8KD50941	4+0			
111	2010	Ford E150	1FMNE1BW5ADA14982	7+0			
112	2010	Ford E150	1FMNE1BW7ADA14983	7+0			
113	2010	Ford E150	1FMNE1BW9ADA14984	7+0			
114	2010	Ford Champion Crusader	1FDEE35LX9DA90514	14+0			
115	2010	Ford Champion Crusader	1FDEE3FL0ADA06851	6+2	BRAUN	800 Lb	34 in
116	2010	Ford Champion Crusader	1FDEE3FL2ADA06852	6+2	BRAUN	800 Lb	34 in
117	2010	Ford Champion Crusader	1FDEE3FL6ADA08815	14+0			
118	2011	Ford Champion Crusader	1FDWE3FL9ADA79091	14+0			
119	2011	Ford Champion Crusader	1FDEE3FL3BDA63031	6+2	BRAUN	800 Lb	34 in
120	2011	Ford Champion Crusader	1FDEE3FL3BDA63028	14+0			
121	2011	Ford E250	1FTNE2ELXBDB29963	STR			
122	2012	Ford E350	1FDEE3FS6BDA22786	6+2	BRAUN	800 Lb	34 in
123	2012	Ford E350	1FDEE3FL4CDA52427	6+2	BRAUN	800 Lb	34 in
124	2012	Ford E350	1FBNE3BL7CDA26161	10+0			
125	2012	Ford E350	1FDWE3FL5CDB13174	14+0			
126	2012	Ford E350	1FDWE3FS1CDB04771	14+0			
127	2013	Ford E350	1FDEE3FL8DDA09386	14+0			
128	2013	Ford Escape	1FMCU0GX1DUD32119	4+0			
129	2011	Ford Flex	2FMGK5CC0BBD30598	4+0			
130	2014	Ford Edge	2FMDK3JC0EBA51036	4+0			
131	2014	Ford Champion Crusader	1FDFE4FS0EDA88202	8+2	BRAUN	800 Lb	34 in
132	2014	Ford Champion Crusader	1FDFE4FS2EDA88203	8+2	BRAUN	800 Lb	34 in
133	2015	Ford Glaval Cutaway	1FDFE4FS3FDA27797	8+2	BRAUN	800 Lb	34 in
134	2015	Ford Glaval Cutaway	1FDFE4FS0FDA27790	8+2	BRAUN	800 Lb	34 in
135	2015	Chevy Silverado 2500HD	1GB0KUEG7FZ522608	2+0			
136	2015	Ford Challenger Low-Floor	1FDFE4FS5FDA30412	12+2	RAMP		
137	2015	Chevy Passenger Van	1GAWGPFF8F1250799	12+0			
138	2015	Chevy Passenger Van	1GAWGPFF0F1253244	12+0			
139	2015	Chevy Passenger Van	1GAWGPFF6F1250087	12+0			

7. System Safety Program Plan Certification

JTrans has an approved System Safety Program Plan (SSPP) by the Florida Department of Transportation.

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

This Certifies year 2015.

DATE: 1/12/2016

TRANSIT SYSTEM: Jackson County Transportation, dba JTrans

ADDRESS: 3988 Old Cottondale Road, Marianna, FL 32448

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

1. The adoption of a System Safety Program Plan (SSPP) & Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.

2. Compliance with adopted safety standards in the SSPP & SPP.

3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, FAC.

Signature: Sharon Peeler

Name: Sharon Peeler (Type or Print) Title: Executive Director

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

Name/Company: James N. Jones, Jackson County Transportation, dba JTrans

Address: 3988 Old Cottondale Road, Marianna, FL 32448

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

8. Intercounty Services

JTrans has an informal agreement with surrounding counties to coordinate out of county trips when feasible.

9. Emergency Preparedness and Response

The CTC is part of the Emergency Management (EM) services for Jackson County as the alternate transportation source during natural disaster and emergencies. JTrans is prepared, trained and responsive to the needs of Jackson County. In the event of a service delivery schedule change caused by natural disaster emergencies, the CTC will notify each contracting agency so that they may notify their programs and customers. The CTC will notify all scheduled riders of the changes to include cancellation of their reservation if transport is considered hazardous. During an emergency only medically necessary trips will be provided.

In the event of a natural disaster, JTrans will provide service as directed by Jackson County EM for transporting disadvantaged citizens (this includes the elderly, disabled, low income and any other citizens of Jackson County) to shelters and/or evacuation. JTrans will set up a station at EM to direct the operations during times of emergencies.

All CTC vehicles are equipped with radios for immediate communication with the base dispatcher. Vehicles exceeding the radio communications range are provided with cellular phones. Every driver has instructions to contact the transportation office during work hours, or a member of the management team after work hours, weekends and holidays if an emergency occurs. When the office receives information concerning breakdowns, delays or accidents, the purchasing agency whose customers are involved will be notified as quickly as possible. The responsible contact person will assist agency personnel to help resolve problems. The Jackson County Safety System Program Plan (SSPP) contains additional emergency procedures.

If an accident occurs, the law enforcement agency for that area will be notified and a relief vehicle will be dispatched to ensure that passenger delays are kept to a minimum. The CTC will notify the sponsoring agency of the delay as soon as possible. Emergency Medical Services will be called in the event of injury.

In the event of a breakdown a relief vehicle and mechanic will be dispatched to ensure the passengers are as close to schedule as possible. The CTC will call the destination to ensure the passenger will be seen when they arrive if the passenger is going to be more than 15 minutes late.

10. Educational Efforts/Marketing

The CTC utilizes various media forums to inform the public of transportation services. The information is disseminated through brochures, public service announcements in the local newspaper *The Floridan,* public speaking engagements, interagency affiliations and attendance at County Commission and TDCB meetings.

11. Acceptable Alternatives

The CTC continues to look for acceptable transportation alternatives. There are no willing volunteers to assist with the transportation program.

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 10 shall be required to travel with a parent/guardian or an adult over the age of 18 years. The only exception to the age requirement will be from one controlled environment to another (for example, home to school). Medicaid passengers are allowed to travel with an escort if the escort is needed, due to age or physical handicap. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

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 CTC 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 are responsible for their personal property, packages and bags of groceries. Drivers will not be allowed to carry packages, other than on and off the vehicle. The driver may not enter a home to pick-up/deliver personal property. The size of personal property is restricted to what can be held by the passenger or stowed in an area not to interfere with other passengers or becomes a safety hazard. No animals, with the exception of service animals, will be transported. All items left on vehicles have five working days to be claimed. After that, the items will be disposed of appropriately.

VEHICLE TRANSFER POINTS…..41-2.006(4)(e)
Vehicle transfer points shall provide shelter, security, and safety of passengers.

LOCAL TOLL FREE PHONE 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 coordinator will provide out-of-service area trips for medically necessary referrals and for services not offered in the service area.

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.

BILLING REQUIREMENTS TO CONTRACTED OPERATORS…..41-2.006(4)(i)
Billing requirements of the CTC 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 CTC, in accordance with Section 287.0585, F.S.

PASSENGER/TRIP DATA BASE….. 41-2.006(4)(j)
Passenger/trip database must be maintained or accessible by the CTC on each rider being transported within the system.

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.

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 CTC and the LCB 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.

Scheduled trips should be canceled with 24 hours notice. Agency cancellations should be in writing. All cancellations received after vehicle has departed yard will result in a “no show”. Continued excessive “no shows” could result in permanent suspension.

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 cellular telephones or two-way radios.

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 will be certified in First Aid within 6 months of employment.

CARDIOPULMONARY RESUSCITATION…..41-2.006(4)(s)
Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

All drivers will be certified in CPR within 6 months of employment.

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….41-2.012 (5)(u)
In areas where fixed route transportation is available, the CTC should jointly establish with the local coordinating board a percentage of total trips that will be placed on the fixed route system.

CTC provides a limited route in the greater Marianna area. Ridership is too uncertain to determine a transfer goal. Information is provided frequently regarding the availability of the city route. Paratransit passengers are required to utilize the public bus service when transportation is needed within the service area.

PICK-UP WINDOW….41-2.006(4)(v)
The CTC 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.

The coordinator will have a 95% on-time performance for all scheduled pick-ups within the established windows.
Passengers scheduled for transport should be prepared for boarding as follows:
Within county: 30 minutes prior to the estimated pick-up time
Out of county: 60 minutes prior to the estimated pick-up time

Passengers will arrive at their destination at their appointment times. If passengers do not arrive at their destinations by the appointment times due to JTrans' errors, the trip co-payments/fares will be waived.

The return trip pick-up windows are the same and are based on the notification time that the passengers are ready for pick-up.

ON-TIME PERFORMANCE…..41-2.006(4)(w)
The CTC and the LCB 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 CTC's evaluation of its contracted operators, and the LCB's evaluation of the CTC.

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

ADVANCE RESERVATION REQUIREMENTS…..41-2.006(4)(x)
The CTC 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 will be a 72 hour notice requirement for all trips scheduled within the coordinated system, except under special circumstances.

ACCIDENTS…..41-2.006(4)(y)
The CTC and the LCB 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 CTC and the LCB 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 CTC's evaluation of the contracted operators, and the LCB's evaluation of the CTC.

There should be no less than 25,000 miles between each road call.

CALL-HOLD TIME…..41-2.006(4)(aa)
This performance measure can be used to address the accessibility of the service. The CTC and the LCB 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 LCB's evaluation of the CTC.

90% of all incoming calls will be answered within an average of three (3) minutes.

COMPLAINTS…..41-2.006(4)(bb)
The CTC and the LCB 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 100,000 miles shall be the maximum number of complaints for the evaluation period.

13. Local Complaint and Grievance Procedure/Process

1. The aggrieved person is to present a formal (written) grievance to the CTC within 10 working days of the incident.

2. The CTC 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 CTC shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee.

3. The aggrieved person, dissatisfied with the response from the CTC, has 5 working days of the received response to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee.

4. 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 CTC 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.

5. 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.

6. 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.

7. The CTC will have 10 working days from receipt of the recommendations to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.

8. The Transportation Disadvantaged Coordinating Board will review the CTC'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 CTC's annual evaluation. The grievance record will also be reviewed during the development of the CTC's service plan.

9. 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.

10. 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.

11. **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 Cost Revenue Allocation and Rate Structure are determined by the Commission for Transportation Disadvantaged Rate Calculation Model. The Rate Calculation Model Worksheets are reviewed annually to determine rate adjustments. Rate changes are calculated annually by changes to the level of service, expenditures and revenues. The Rate Calculation Model Worksheets are included.

SERVICE RATES SUMMARY

Effective July 1, 2016

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Direct Passenger Mile	$2.10
Wheelchair	Direct Passenger Mile	$3.60
Stretcher	Direct Passenger Mile	$7.49
Group Rate – Per Passsenger	Direct Passenger Mile	$0.83
Group Rate – Per Group	Direct Passenger Mile	$11.41

Preliminary Information Worksheet

Version 1.4

CTC Name:	Jackson County Transportation, Inc. dba JTrans
County (Service Area):	Jackson
Contact Person:	Sharon Peeler
Phone #	850-482-7433

Page 1

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: Jackson County Transportation, Inc. dba JTrans
County: Jackson

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

	Prior Year's **ACTUALS** from July 1st of **2014** to June 30th of **2015**	Current Year's **APPROVED** Budget, **as amended** from July 1st of **2015** to June 30th of **2016**	Upcoming Year's **PROPOSED** Budget from July 1st of **2016** to June 30th of **2017**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do **NOT** include coordination contractors!)						
Local Non-Govt						
Farebox	$ 44,000	$ 32,250	$ 48,000	-26.7%	48.8%	All farebox is used as match for CTD t/e grant.
Medicaid Co-Pay Received	$ 3,600	$ 3,300		-8.3%	-100.0%	
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						only that portion needed for additional match to CTD t/e grant is used for trips. Remainder is used as system subsidy.
Compl. ADA Services						
County Cash	$ 10,153	$ 9,645	$ 5,000	-5.0%	-48.2%	
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	$ 360,441	$ 312,375	$ 472,312	-13.3%	51.2%	Projected Trip & Equipment Grant funding for this year is $424,688 and requires 10% match. Additional non-recurring ($47,676) funding added to the T&E grant by the 2016 Legislature for additional services. Rural Capital equipment projected funding for Shirley Conroy Grant (Capital Equipment). Other TD funding is projected voulunteer dollars.
Non-Spons. Capital Equipment	$ 27,900	$ 35,000		25.4%	-100.0%	
Rural Capital Equipment	$ 43,255	$ 43,605	$ 65,000	0.8%	49.1%	
Other TD (specify in explanation)	$ 50	$ 58	$ 34	16.0%	-41.4%	
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						Projected revenue source from multiple grants. 5311 expected funding will be used as operating subsidy (50/50 match requirement). 5310 (10% match) / 5339 (no match) is for capital equipment (purchase of vehicles).
49 USC 5310	$ 62,604	$ 62,604		0.0%	-100.0%	
49 USC 5311 (Operating)	$ 173,548	$ 304,638	$ 413,851	75.5%	35.9%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Commuter Assistance						
Other DOT (specify in explanation)			$ 183,088			
Bus Pass Program Revenue						
AHCA						
Medicaid	$ 76,191	$ 621,595		715.8%	-100.0%	MMA Brokered Trips (projected).
Other AHCA (specify in explanation)	$ 585,096		$ 418,611	-100.0%		
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act	$ 46,000	$ 41,934	$ 40,000	-8.8%	-4.6%	USAGE FOR PURCHASE OF TRIPS AT OR SIMILAR TO RATE MODEL PRICES
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						
APD						
Office of Disability Determination	$ 900	$ 300		-66.7%	-100.0%	USAGE FOR PURCHASE OF TRIPS AT OR SIMILAR TO RATE MODEL PRICES.
Developmental Services						
Other APD (specify in explanation)	$ 193,000	$ 179,000	$ 148,000	-7.3%	-17.3%	
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						

Other Fed or State					
xxx					
xxx					
xxx					
Bus Pass Program Revenue					
Other Revenues					
Interest Earnings					
xxxx					
xxxx					
Bus Pass Program Revenue					
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve					
Balancing Revenue is Short By =		None	None		
Total Revenues =	$1,626,738	$1,646,304	$1,793,896	1.2%	9.0%

EXPENDITURES (CTC/Operators ONLY / Do **NOT** include Coordination Contractors!)					
Operating Expenditures					
Labor	$ 733,000	$ 675,000	$ 800,000	-7.9%	18.5%
Fringe Benefits	$ 185,000	$ 114,327	$ 200,000	-38.2%	74.9%
Services	$ 33,000	$ 34,000	$ 28,000	3.0%	-17.6%
Materials and Supplies	$ 275,000	$ 230,000	$ 200,000	-16.4%	-13.0%
Utilities	$ 29,000	$ 29,500	$ 32,000	1.7%	8.5%
Casualty and Liability	$ 94,426	$ 44,000	$ 73,000	-53.4%	65.9%
Taxes	$ 1,400	$ 1,500	$ 550	7.1%	-63.3%
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services					
Other	$ 1,800	$ 3,000	$ -	66.7%	-100.0%
Miscellaneous					
Operating Debt Service - Principal & Interest					
Leases and Rentals	$ 7,200	$ 7,600	$ 11,300	5.6%	48.7%
Contrib. to Capital Equip. Replacement Fund	$ 133,121	$ 389,367	$ 146,541	192.5%	-62.4%
In-Kind, Contributed Services	$ -	$ -	$ -		
Allocated Indirect			$ 6,748		
Capital Expenditures					
Equip. Purchases with Grant Funds	$ 115,000	$ 106,209	$ 248,088	-7.6%	133.6%
Equip. Purchases with Local Revenue	$ 17,222	$ 11,801		-31.5%	-100.0%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
	$ 1,563		$ 47,669	-100.0%	
Total Expenditures =	$1,626,738	$1,646,304	$1,793,896	1.2%	9.0%

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Jackson County Transportation, Inc. dba JTrans

County: Jackson

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

	Upcoming Year's **BUDGETED** Revenues from July 1st of **2016** to June 30th of **2017**	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 48,000	$ 48,000	$ -		
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	$ 5,000	$ 5,000	$ -		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					local match req.
Non-Spons. Trip Program	$ 472,312	$ 472,312	$ -	$ -	$ 52,479
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ 65,000	$ -	$ 65,000	$ 65,000	$ 7,222
Other TD	$ 34	$ 34	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 413,851		$ 413,851		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ 183,088		$ 183,088	$ 183,088	
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ 418,611	$ 316,046	$ 102,565	$ 34,787	
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ -	$ -	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ 40,000	$ 40,000	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
APD					
Office of Disability Determination	$ -	$ -	$ -		
Developmental Services	$ -	$ -	$ -		
Other APD	$ 148,000	$ 148,000	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DJJ					

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

Page 1

Page 2

DJJ					
DJJ	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Other Fed or State					
xxx	$ -		$ -		
xxx	$ -		$ -		
xxx	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Other Revenues					
Interest Earnings	$ -	$ -	$ -		
xxxx	$ -		$ -		
xxxx	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -		
Total Revenues =	**$ 1,793,896**	**$ 1,029,392**	**$ 764,504**	**$ 282,875**	

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	$ 800,000
Fringe Benefits	$ 200,000
Services	$ 28,000
Materials and Supplies	$ 200,000
Utilities	$ 32,000
Casualty and Liability	$ 73,000
Taxes	$ 550
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ -
Other	$ -
Miscellaneous	$ -
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ 11,300
Contrib. to Capital Equip. Replacement Fund	$ 146,541
In-Kind, Contributed Services	$ -
Allocated Indirect	$ 6,748
Capital Expenditures	
Equip. Purchases with Grant Funds	$ 248,088
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ 47,669
Total Expenditures =	**$ 1,793,896**
minus **EXCLUDED** Subsidy Revenue =	$ 764,504
Budgeted Total Expenditures **INCLUDED** in Rate Base =	$ 1,029,392
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	**$ 1,029,392**

$ 481,629

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 exlanation area of the Comprehensive Budget tab.

[1] The Difference between Expenses and Revenues for Fiscal Year: **2014 - 2015**

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

Worksheet for Program-wide Rates

CTC: Jackson County 1 Version 1.4
County: Jackson

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 op
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 = 646,232

Rate Per Passenger Mile = $ 1.59

Total Projected **Passenger** Trips = 49,358

Rate Per Passenger Trip = $ 20.86

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = 13.1 Miles

Page 1

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = $ 2.78

Rate Per Passenger Trip = $ 36.34

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: Jackson County Version 1.4
County: Jackson

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

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	◉ Yes ○ No	◉ Yes ○ No	◉ Yes ○ No	◉ Yes ○ No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	Go to Section II for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	◉ Yes ○ No	◉ Yes ○ No	◉ Yes ○ No	◉ Yes ○ No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Answer # 2 for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No
	Leave Blank	Leave Blank	Leave Blank	Leave Blank
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?				
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for Contracted Services: per Passenger Mile =				
per Passenger Trip =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Go to Section III for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Leave Blank and Go to Section III for Group Service

Page 1

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?..... ◉ Yes ○ No — Answer # 2, 3 & 4
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ……..
   per passenger mile?..... ○ Pass. Trip ◉ Pass. Mile
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? _____ Passenger Miles
4. How much will you charge each escort?..... _____ per Passenger Mile

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)..... You Must Complete This Section! 345,918
   ……. And what is the projected total number of Group Vehicle Revenue Miles? 25,024 — Loading Rate 13.82 to 1.00

SECTION V: Rate Calculations for Mulitple Services:

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

RATES FOR FY: 2016 - 2017

		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	646,232 =	230,191 +	67,849 +	2,275 +	345,918	
Rate per Passenger Mile =		$2.10	$3.60	$7.49	$0.83 per passenger	$11.41 per group

		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	49,358 =	17,749 +	3,715 +	61 +	27,834	
Rate per Passenger Trip =		$29.18	$50.01	$104.20	$11.48 per passenger	$158.62 per group

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

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$2.10	$3.60	$7.49	$0.83 per passenger	$11.41 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$3.66	$6.27	$13.06	$1.44 per passenger	$19.88 per group
Rate per Passenger Trip =	$50.84	$87.16	$181.58	$20.00 per passenger	$276.43 per group

Program These Rates Into Your Medicaid Encounter Data

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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 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 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 coordinating 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 13-14

CTC Being Reviewed Jackson County Transportation, Inc./JTrans

Review Date 9/24/15

General Information
Jackson County Transportation/JTrans was designated as the CTC for Jackson County for for Fiscal Years July 1, 2013-June 30, 2018. The CTC is a private non-profit organization, operating as a sole source 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 Suggestion: Review comments and make adjustments as appropriate to the provision of services.
Contractor Survey Summary	Area of Noncompliance: None
Purchasing Agency Survey Summary	Area of Noncompliance: None
Level of Cost – Worksheet 1	Area of Noncompliance: None Suggestion: Evaluate rates and co-pay in an effort to make transportation affordable to all.
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
CTD NET Safety Compliance & Emergency Management Self Certification	Attached
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: Vanita Anderson, LCB/ARPC staff
Approved by LCB on: November 9, 2015