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# ***WAKULLA COUNTY***

## ***TRANSPORTATION DISADVANTAGED SERVICE PLAN***

### ***Fiscal Year 2016-2021***

***Prepared by the***

*Wakulla County  
Transportation Disadvantaged Coordinating Board*

*Wakulla County Senior Citizens Council, Inc.  
Wakulla County Transportation  
the Community Transportation Coordinator*

*Apalachee Regional Planning Council  
the Designated Official Planning Agency*

***Approved by the***

*Wakulla County Transportation Disadvantaged Coordinating Board  
On September 18, 2017*

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# Apalachee Regional Planning Council

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



## **Wakulla 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	Jerry Moore		
Elderly	Mary Mills		July 2017 – June 2019
Disabled			
Citizen Advocate	Paul G. Johnson		July 2017 – June 2018
Citizen Advocate/User	Rebecca Addison		July 2017 – June 2019
Veterans			July 2017 – June 2020
Community Action	Wendy Brown		July 2017 – June 2018
Public Education	Pat Jones	Janet Anderson	July 2017 – June 2020
Children at Risk	Blythe Newsome		July 2017 – June 2019
Workforce Dvp Board	Dee Robinson		July 2017 – June 2020
Medical	Tonya Hobby		July 2017 – June 2018
FDOT	Kathy Rudd		
FDCF	Darlene King	Tonya Smith	
FDOE/VR	Victoria Salau	Jennifer McCarroll	
FDEA	Walter Donaldson		
AHCA	Amie Bounds	Cheryl Meeks Kenyatta Smith	
Private Trans. Industry	<i>Not Applicable</i>		
Mass/Public Transit	<i>Not Applicable</i>		

Signature:

\_\_\_\_\_  
Randy Merritt

Date: September \_\_\_\_, 2017

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**WAKULLA COUNTY  
TRANSPORTATION DISADVANTAGED SERVICE PLAN  
UPDATE TABLE**

**September 18, 2017**

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

**LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION**

✓

**ROLL CALL VOTE PAGE**

✓

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5. Public Participation	<b>10</b>	✓
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c. Employment		
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**WAKULLA COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING  
SEPTEMBER 18, 2017**

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

**ROLL CALL VOTE**

<b>Representation</b>	<b>Member</b>	<b>Voted For</b>	<b>Voted Against</b>	<b>Absent From Voting</b>
Chairman	Jerry Moore			
Elderly	Mary Mills			
Disabled				
Citizen Advocate	Paul G. Johnson			
Citizen Advocate/User	Rebecca Addison			
Veterans				
Community Action	Wendy Brown			
Public Education	Pat Jones			
Children at Risk	Blythe Newsome			
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FDOT	Kathy Rudd			
FDCF	Darlene King			
FDOE/VR	Victoria Salau			
FDEA	Walter Donaldson			
AHCA	Amie Bounds			
Private Trans. Industry	<i>Not Applicable</i>			
Mass/Public Transit	<i>Not Applicable</i>			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the 18<sup>th</sup> day of September 2017.

Coordinating Board Chairperson \_\_\_\_\_

\* \* \* \*

Approved by the Commission for the Transportation Disadvantaged

\_\_\_\_\_  
Date

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

## **DEVELOPMENT PLAN**

### **A. Introduction to the Service Area**

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

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

Florida's transportation disadvantaged are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk. Chapter 427, Florida Statutes was created to promote the delivery of transportation services to the transportation disadvantaged in a coordinated manner that is cost effective, efficient, and reduces fragmentation and duplication of services, as well as, increase planning for transportation services.

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

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

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

The Apalachee Regional Planning Council, as the designated official planning agency for the county, initiated a procedure for the selection of a community transportation coordinator in 1990. The Apalachee Regional Planning Council, in consultation with the local transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community transportation coordinator position in public buildings in the county. Staff also contacted current providers of transportation services. There was only one response related to the position, Wakulla County Senior Citizens Council, Inc. The Apalachee Regional Planning Council and the local transportation disadvantaged coordinating board then evaluated the provider of transportation services and determined that Wakulla County Senior Citizens Council, Inc. was the best source of providing the needed transportation due to its years of experience and its fleet of vehicles to provide the services in a cost competitive method. The local transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council Wakulla County Senior Citizens Council, Inc. as the community transportation coordinator on September 6, 1990. Wakulla County Senior Citizens Council, Inc. was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Wakulla County Senior Citizens Council, Inc. has continued to serve as the community transportation coordinator

for Wakulla County since that date. The most recent community transportation coordinator designation was made by the Commission for the Transportation Disadvantaged on April 8, 2016, effective July 1, 2016, for a five year term.

### **3. Organizational Chart**

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

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

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

**Transportation Disadvantaged Coordinating Board** provides local assistance to the community transportation coordinator. They identify local service needs and provide information, advice and direction to the coordinator on the coordination of services. Each coordinating board is recognized as an advisory body in its service area and is composed of local representatives from different sectors of the community, such as the elderly, the disabled, the economically

disadvantaged, veterans, users, public education, agencies that purchase transportation services, transportation industry/providers, and local government.

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

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

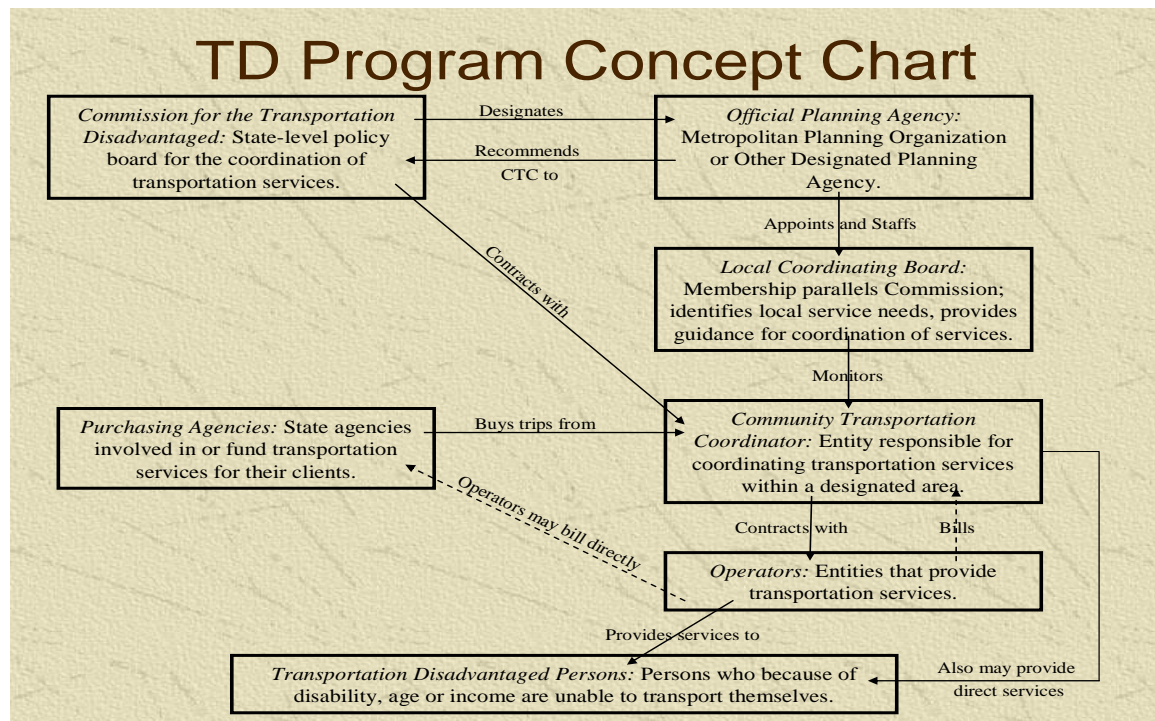
**Purchasing and Funding Agencies** are those agencies receiving federal, state, or local government funds for transportation. These agencies must purchase service from the community transportation coordinator.

**Transportation Disadvantaged Persons** are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to



obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities. The legislation also includes children who are “high-risk” or “at-risk” of developmental disabilities.

## COORDINATED TRANSPORTATION SYSTEM



Official Planning Agency:

Local Coordinating Board:

Community Transportation Coordinator

Operator:

Purchasing Agencies:

Apalachee Regional Planning Council

See Certification

Wakulla Co. Senior Citizens Council, Inc.

d.b.a. Wakulla County Transportation

Wakulla Co. Senior Citizens Council, Inc.

d.b.a. Wakulla County Transportation

Commission for the Transportation

Disadvantaged,

Agency for Health Care Administration,

Florida Department of Children & Families,

Local Government,

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***

Areas of the county are located within the Capital Region Transportation Planning Agency (CRTPA) boundaries. The Year 2040 Long Range Transportation Plan (LRTP) is the foundation for transportation improvements in the CRTPA area. The plan is a collaborative effort between the community, elected officials and professionals from the local, state and federal government. The plan addresses the transportation needs and funding for the next twenty years for the region and is updated every five years to reflect the changes in community needs, population, economics, employment and land use. A copy of the LRTP can be obtained on-line, [www.crtpa.org](http://www.crtpa.org).

##### ***Transportation Improvement Program***

Areas of the county are located within the Capital Region Transportation Planning Agency (CRTPA) boundaries. The Year 2008-2012 Transportation Improvement Program (TIP) provides a staged, multi-year listing of regionally significant transportation improvements that will be funded by Title 23 and Title 49 U.S.C. funds within the CRTPA. In addition, the TIP contains all regionally significant projects for which federal action is required, regardless of whether the projects are to be funded with Title 23 and Title 49 funds. The TIP contains major transportation projects as well as transportation systems management, bicycle/pedestrian, public transportation, aviation, resurfacing/repaving and bridge rehabilitation/replacement projects. State and federally funded projects for areas of the county which are located within the CRTPA planning boundary are contained in the TIP. A copy of the TIP can be obtained on-line, [www.crtpa.org](http://www.crtpa.org).

**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**

<b>Representation</b>	<b>Member's Name</b>	<b>Alternate's Name</b>	<b>Term</b>
Chairman	Jerry Moore		
Elderly	Mary Mills		July 2017 – June 2019
Disabled			
Citizen Advocate	Paul G. Johnson		July 2017 – June 2018
Citizen Advocate/User	Rebecca Addison		July 2017 – June 2019
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FDEA	Walter Donaldson		
AHCA	Amie Bounds	Cheryl Meeks Kenyatta Smith	
Private Trans. Industry	<i>Not Applicable</i>		
Mass/Public Transit	<i>Not Applicable</i>		

Update: Sept 18, 2017

## **B. County Profile/Demographics**

### **1. Service Area Description**

Wakulla County is located in northwest Florida and is bordered by the Gulf of Mexico and by Franklin, Liberty, Leon and Jefferson Counties. Wakulla County has 606.42 square miles of land and 129.31 square miles of water for a total area of 735.73 square miles. There are two incorporated municipalities within the county, the Cities of Sopchoppy and St. Marks. Crawfordville serves as the county seat. Concentrated, residential areas include Newport, Shell Point, Medart, Spring Creek, Buckhorn, Smith Creek, Panacea and Crawfordville.

### **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 the primary destination. 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 30,776. The *2007 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**

	<b>Total</b>	<b>0-14</b>	<b>15-24</b>	<b>25-44</b>	<b>45-64</b>	<b>65+</b>	<b>18+</b>
<b>1990</b>	14,202	3,310	1,867	4,458	2,918	1,649	10,182
<b>2000</b>	22,863	4,764	2,845	7,251	5,653	2,350	16,999
<b>2010</b>	30,776	5,549	3,508	8,714	8,551	3,910	23,423

SOURCE: U. S. Census Bureau

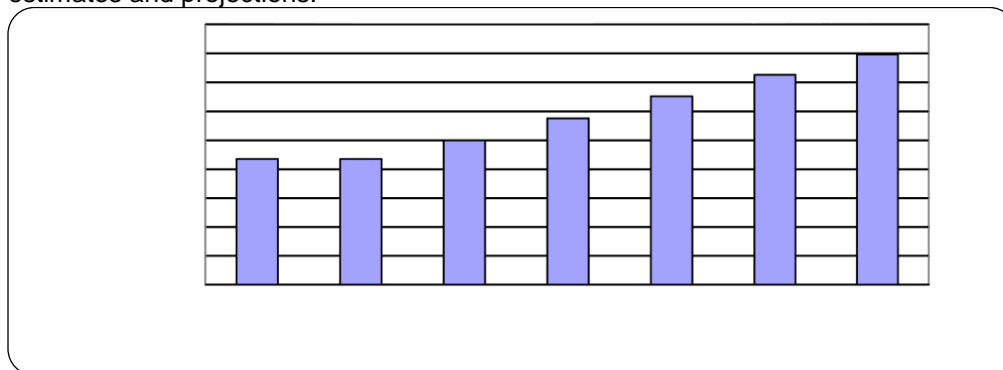
**COMPOSITION**

Men	15,983
Women	14,249
Veterans	3,509
Disabled	4,047
Density (Persons/Square Mile)	50.8
Median age (years)	38.9
Public School Enrollment	7,158
High School Graduate or Higher	84.1%
Bachelor's Degree or Higher	17.3%

SOURCE: U. S. Census Bureau

**POPULATION PROJECTIONS**

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



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

**POPULATION DISTRIBUTION**

<b>Location</b>	<b>1990 Census</b>	<b>2000 Census</b>	<b>Percentage of Change 1990-2000</b>	<b>Estimates 2009</b>	<b>Percentage of Change 2000-2009</b>
<b>St. Marks</b>	307	272	88.6	323	18.75
<b>Sopchoppy</b>	367	426	16.1	418	-1.88
<b>Unincorporated</b>	13,528	22,165	63.8	31,050	40.09
<b>County</b>	14,202	22,863	61.0	31,791	39.05

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

**Housing Classifications and Patterns**

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

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

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

	1990	2000	Percentage of Change 1990 - 2000	Estimates 2009	Percentage of Change 2000 – 2009
<b>Households</b>	5,210	8,450	62.2	11,145	31.9
<b>Average Household Size</b>	2.70	2.57		2.56	

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

**Automobile Ownership and Use**

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

**Means of Transportation for Work Related Trips**

Seventy-seven percent of Wakulla County workers drove to work alone in 2005-2009, 17 percent carpooled, less than 0.5 percent took public transportation, and 2 percent used other means. The remaining 4 percent worked at home. Among those who commuted to work, it took them on average 29.1 minutes to get to work.

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**AUTOMOBILE OWNERSHIP & USE**  
**2008 – 2009**

Vehicle Tags Purchased	34,025
Automobile Tags	12,344
Households with no Vehicle Available	297

SOURCE: 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida, Table 13.31

**Historic Traditions/Cultural Descriptions**

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

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

**Government Descriptions**

There are three local governments in Wakulla County --- 2 incorporated communities and the unincorporated area, which is governed by the Wakulla 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 2005-2009, for the employed population 16 years and older, the leading industries in Wakulla County were educational services, and health care, and social assistance, 19 percent, and public administration, 16 percent. These employers are dispersed throughout the county making the provision of transportation services for employment difficult. The number of persons employed by the employers is relatively small when commuter ratios are considered.

**EMPLOYMENT STATISTICS**

Labor Force	16,100
Employment	1,950
Unemployment Rate	7.1%
Employed Working Outside of County of Residence	60.7%
Families Below Poverty Level	14.1%
Median Household Income	\$48,022

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

**Occupations and Types of Employer**

Among the most common occupations were management, professional, and related occupations - 30 percent; sales and office occupations - 28 percent; service occupations - 19 percent; construction, extraction, maintenance, and repair occupations - 16 percent; and production, transportation, and material moving occupations - 7 percent. Sixty percent of the people employed were private wage and salary workers; 32 percent was federal, state, or local government workers; and 7 percent was self-employed.

**EMPLOYMENT BY INDUSTRY IN 2005-2009**

Type of Industry	Percent of employed people 16 years and over	Type of Industry	Percent of employed people 16 years and over
Agriculture, forestry, fishing and hunting, and mining	1	Finance and insurance, and real estate and rental and leasing	7
Construction	12	Professional, scientific, and management, and administrative and waste management services	10
Manufacturing	5	Educational services, and health care and social assistance	19
Wholesale trade	2	Arts, entertainment, and recreation, and accommodation and food services	6
Retail trade	12	Other Services, except public administration	4
Transportation and warehousing, and utilities	4	Public administration	16
Information	2		

SOURCE: American Community Survey, 2005-2009



**d. Major Trip Generators/Attractors**

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

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

**TRIP GENERATORS AND ATTRACTORS**

Education	Crawfordville Elementary School	379 Arran Road, Crawfordville
	Medart Elementary School	2558 Coastal Hwy, Crawfordville
	Shadeville Elementary School	45 Warrior Way, Crawfordville
	Riversink Elementary School	530 Lonnie Raker Lane, Crawfordville
	Sopchoppy Education Center-PK	164 Yellow Jacket Avenue, Sopchoppy
	COAST Charter School	48 Shell Island Road, St. Marks
	Wakulla Middle School	22 Jean Drive, Crawfordville
	Riversprings Middle School	800 Spring Creek Hwy, Crawfordville
	Wakulla High School	3237 Coastal Hwy, Crawfordville
	Wakulla Education Center-PK	87 Andrew Hargrett Road, Crawfordville
	Wakulla Adult Community Education	164 Yellow Jacket Avenue, Sopchoppy
Pharmacies	Michelle Snow's School of Music	3102 Coastal Highway, Crawfordville
	Tallahassee Community College Branch Campus	3300 Council Moore Road, Crawfordville
	CVS	2646 Crawfordville Hwy, Crawfordville
	Winn Dixie Pharmacy	2629 Crawfordville Hwy, Crawfordville
Banks	Wal-Mart Pharmacy	Mike Stewart Way, Crawfordville
	Walgreens	2580 Crawfordville Hwy, Crawfordville
	Centennial Bank	2932 Crawfordville Hwy, Crawfordville
	Capital City Bank	2592 Crawfordville Hwy, Crawfordville
Child Care	Amerius Bank	2628 Crawfordville Hwy, Crawfordville
	Wakulla Credit Union Services	1596 D Crawfordville Hwy, Crawfordville
	Envision Credit Union	7151 Coastal Hwy, St. Marks
	Bright Beginnings	2947 Crawfordville Hwy, Crawfordville
Housing	Happy Times	1566 Crawfordville Hwy, Crawfordville
	Friends of Wakulla Co. Public Library	4330 Crawfordville Hwy, Crawfordville
	NHC Homecare	3034 Coastal Hwy, Crawfordville
	Sweet Magnolia Inn	8030 Pt. Leon Drive, St Marks
Health Care Facilities & Physicians	Habitat for Humanity of Wakulla	386 White Oak Dr, Crawfordville
	Wakulla Springs Hotel	Hwy 61/Hwy 267, Crawfordville
	Inn at Wildwood	Highway 98, Crawfordville
	Summer Trace	45 Otter Creek, Panacea
	Wakulla Trace	70 Celebrity Lane, Crawfordville
	Best Western	Hwy. 98, Crawfordville
	Wakulla Co Health Dept	48 Oak Street, Crawfordville
	Physicians' Care	2615 Crawfordville Hwy, Suite 103, Crawfordville
	Dr. Robert Frable	
	Dr. Dennis Mooney	215 Ocklockonee, Crawfordville
Health Care Facilities & Physicians	Crawfordville Chiropractic Clinic	Debreja Bldg, Crawfordville Hwy, Crawfordville
	Crawfordville Eye Savers	2650-5 Crawfordville Hwy, Crawfordville
	Total Care Dental	2167 Crawfordville Hwy, Crawfordville
	Dr. Tom Wollschlager	
	Tallahassee Memorial Family Medicine	15 Council Moore Road, Crawfordville
	North Florida Respiratory Service	19 Shadeville Hwy, Crawfordville

**Wakulla County TDSP**

	Body Tek Fitness Center	56 Rainbow Drive, Crawfordville
	Wakulla Co Health Dept	48 Oak Street, Crawfordville
	Wakulla Urgent Care & Diagnostic Center – Dr. King	1325 Coastal Hwy, Panacea
	Dentistry by the Sea Dr. Quill Turk	9 Alison Avenue, Panacea
	Wakulla Medical Center	1328 Coastal Hwy, Panacea
Nutrition	McDonald's	2605 Crawfordville Hwy, Crawfordville
	Myra Jean's Cake & Ice Cream	2669 Crawfordville Hwy, Crawfordville
	Pizza Hut	2650 Crawfordville Hwy, Crawfordville
	Sonic	2859 Crawfordville Hwy, Crawfordville
	Riverside Café	69 River Side Drive, St Marks
	Ouzts' Too Oyster Bar	US Hwy 98 East, Panacea
	Lindys	2120 Crawfordville Hwy, Crawfordville
	Hardee's	2994 Crawfordville Hwy, Crawfordville
	Huddle House	2611 Crawfordville Hwy, Crawfordville
	Hamanockers	3123 Crawfordville Hwy, Crawfordville
	Ming-Tree Garden	3278 Crawfordville Hwy, Crawfordville
	Subway	3073 Crawfordville Hwy, Crawfordville
	Cast Net	Woodville Hwy, Crawfordville
	Spring Creek Restaurant	33 Ben Willis Road, Crawfordville
Social Activities & Organizations	Savannah's Country Buffet	968 Woodville Hwy, Wakulla Station
	Keep Wakulla Beautiful	15 Oak St, Crawfordville
	Wakulla County Republican Committee	16 Sylavnia Ave, Crawfordville
	Wildwood Country Club	Highway 98, Crawfordville
	VFW	Arron Road, Crawfordville
	Wakulla Co Historical Society	22 High Drive, Crawfordville
	Wakulla Co. Rotary Club	33 Michael Drive, Crawfordville
	Wakulla Co. Sr. Citizens	33 Michael Drive, Crawfordville
	Wakulla Lions Club	22 High Drive, Crawfordville
	Women's Club	22 High Drive, Crawfordville
	Optium Club	22 High Drive, Crawfordville
Shopping Centers	Bayside IGA	1353 Coastal Highway Panacea Plaza, Panacea
	Crawfordville Auto Mart	2106 Crawfordville Hwy, Crawfordville
	Badcock Furniture	2951 Crawfordville Hwy, Crawfordville
	Forest Animal Hospital	2571 Crawfordville Hwy, Crawfordville
	Purple Martin Nurseries	1554 Crawfordville Hwy, Crawfordville
	Rascal Auto Sales	2679 Crawfordville Hwy, Crawfordville
	Winn Dixie	2629 Crawfordville Hwy Crawfordville
	Jackson Hewitt Tax	1606-D Crawfordville Hwy, Crawfordville
	Wal-Mart	Mike Stewart Road, Crawfordville
	Shepard Accounting & Tax Service	3038 Crawfordville Hwy, Crawfordville
	Mineral Springs Seafood	21 Harrison St, Panacea
	Wakulla Dance Academy	56 Rainbow Drive, Crawfordville
	Crums Mini Mall	1321 Coastal Hwy, Panacea
	Premier Motor Car	1468 Crawfordville Hwy, Crawfordville
	Evolution Spa	3278-C Crawfordville Hwy, Crawfordville
	Sopchoppy Grocery	60 Rose Street, Sopchoppy
	Ace Hardware	2709 Crawfordville Hwy, Crawfordville
	Podalic Nail Care	2889 Crawfordville Hwy, Crawfordville
	Mandy's Nails	3150 Crawfordville Hwy, Crawfordville
Shopping Centers	Dollar General	3171 Coastal Hwy, Crawfordville
	Hurricane Lily's	4875-C Coastal Hwy 98, Crawfordville
	Avon	Crawfordville Hwy., Crawfordville



**Wakulla County TDSP**

Public Service & Government	Wakulla Board of County Commission & Planning Dept.	11 Bream Fountain, Crawfordville
	Wakulla Co. Sheriff's Dept	15 Oak Street, Crawfordville
	Wakulla Co. School Board	126 High Drive, Crawfordville
	City of St. Marks	788 Pt. Leon Drive, St. Marks
	City of Sopchoppy	100 Municipal Ave, Sopchoppy
	Wakulla Co. Courthouse: Clerk of Court, Property Appraiser, Supervisor of Elections, Tax Collector, County Judge	11 Bream Fountain, Crawfordville
	Emergency Management	15 Oak Street, Crawfordville
	Animal Control	15 Oak Street, Crawfordville
	Building Inspector	3095 Crawfordville Hwy, Crawfordville
	Wakulla Co Extension Office	84 Cedar Avenue, Crawfordville
	The Wakulla News	3119 Crawfordville Highway, Crawfordville
	Talquin Electric Office	Corner of Arron Rd and Crawfordville Hwy, Crawfordville
	Workforce Dvp. Board	Crawfordville Hwy, Crawfordville
	Habitat for Humanity Re-Store	940 Shadeville Hwy, Shadeville

**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.

<b>Name:</b>	<b>Wakulla County Citizens Council, Inc. d.b.a. Wakulla Transportation</b>	<b>Wakulla County School Board</b>
Telephone Number:	850-926-7145	850-926-7550
Contact Person & Title:	Nell Rozar, Transportation Director	Pat Jones, Transportation Director
Number Vehicles:	10	62
fsProvider Type:	Private, Not For Profit	Government
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes
Does the provider provide transportation services to the general public?	Yes	No
What are the criteria for passenger eligibility?	Program participants and general public	School children
Is the provider part of the coordinated transportation program?	Yes, CTC	No

February 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**

<b>MARKET SEGMENT</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Disabled Non-Elderly Low Income	172	174	176	179	181	183
Disabled Non-Elderly Non-Low Income	1,067	1,080	1,093	1,105	1,119	1,132
Disabled Elderly Low Income	233	241	248	256	264	273
Disabled Elderly Non-Low Income	1,678	1,731	1,787	1,844	1,903	1,963
Non-Disabled Elderly Low Income	295	303	314	324	334	344
Non-Disabled Elderly Non-Low Income	2,118	2,187	2,255	2,327	2,401	2,478
Non-Disabled Non-Elderly Low Income	2,220	2,247	2,274	2,301	2,328	2,357
<b>TOTAL</b>	<b>7,783</b>	<b>7,963</b>	<b>8,147</b>	<b>8,336</b>	<b>8,530</b>	<b>8,730</b>

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

**TRANSPORTATION DISADVANTAGED POPULATION (Category II)  
FORECAST**

<b>MARKET SEGMENT</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Transp. Disabled Non-Elderly, Low Income	89	90	91	92	93	94
Transp. Disabled Non-Elderly, Non-Low Income	548	554	561	568	575	582
Transp. Disabled Elderly, Low Income	158	163	169	174	179	185
Transp. Disabled Elderly, Non-Low Income	1,139	1,176	12,12	1,251	1,292	1,332
Non-Transp. Disabled Low Income, No Auto, No Fixed Route	861	873	884	897	910	923
<b>TOTAL</b>	<b>2,795</b>	<b>2,856</b>	<b>2,917</b>	<b>2,982</b>	<b>3,049</b>	<b>3,116</b>
Non-TD Low Income No Automobile	861	873	884	897	910	923

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

## **2. Needs Assessment**

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

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

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

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

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

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

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

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



**FORECAST OF TRANSPORTATION DISADVANTAGED TRIPS**

<b>WAKULLA</b>	<b>Supply in System</b>	<b>Supply out of System</b>	<b>Unmet Demand</b>	<b>Total Demand</b>
2011	25,414	8,473	32,339	66,225
2012	26,029	8,678	33,057	67,764
2013	26,659	8,888	33,792	69,338
2014	27,304	9,103	34,542	70,949

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

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

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

**FIVE-YEAR TRANSPORTATION DISADVANTAGED IMPROVEMENT PLAN**

	<b>PROJECT</b>	<b>IMPROVEMENT</b>	<b>ESTIMATED COST</b>	<b>ESTIMATED REVENUE SOURCE</b>
1	Purchase replacement paratransit vehicle to provide transportation for the elderly and disabled.	8 passenger vans	\$280,000	FTA/ DOT Sec. 5310, CTC
2	Provide paratransit transportation service to the elderly, handicapped and disadvantaged citizens residing in the county.	operating assistance	\$250,000	FTA/DOT Sec. 5311
3	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	2 mini vans	\$110,000	CTD, CTC
4	Construction of Maintenance Facility to reduce the down-time of vehicles needing repairs.	2 bay facility and tools	\$600,000	FTA/DOT Sec. 5310
5	Purchase software to update system (CTS program).	software	\$10,000	FTA/DOT Sec. 5310, CTD

August 2016

### **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.

The lack of budgeting for transportation by agencies dependent on the coordinated system continues to be an issue. These agencies rely on the non-sponsored (TD Trust Fund) to pay for its services.

#### **Local Efforts to Eliminate Barriers**

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

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

**D. Goals, Objectives, and Strategies**

Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan and each component. They are important policy statements that have been carefully considered by the community transportation coordinator, the designated official planning 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.**

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

**MEASURES:**

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

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

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- \* 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.**

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- \* 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.**

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- \* 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.**

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- \* 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.**

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

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

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

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

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

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

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

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

**OBJECTIVE 5: Ensure program accountability.**

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

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

## SERVICE PLAN

### A. Operations

#### 1. Types, Hours and Days of Service

##### Types of Service

Wakulla Transportation transports passengers that are ambulatory, non-ambulatory and in need of a stretcher. Wakulla Transportation is a service of last resort. Friends and family should be contacted first.

**Reservation:** Door to door service requiring 48-hour advance notice. Pick up and drop off points vary.

**Subscription:** Door to door service in which routes and schedules are pre-arranged. Passengers are picked up at the same location and time, taken to the same destination and returned to the origin in the same manner.

**Demand:** Door to door service is available to users that provide less than twenty-four (24) hours notice. Demand trips are not cost effective and are not encouraged. Passengers must provide written statements from their physician stating the reason the appointment can not wait until advance reservations can be made. Demand trips are honored based upon driver and vehicle availability.

**After Hour, Weekend and Group Trips:** After hour and weekend trips are provided as requested on a reservation basis. Group trips shall be considered as 10 or more persons going to the same destination. Telephone voice mail is available after hours. Staff can be reached by calling 850-273-1155.

##### Hours and Days of Service

###### **Purpose:**

Senior Citizens - meal site  
Tallahassee – medical  
Local – medical  
Local – shopping  
Developmental Services  
Medical Weekend

###### **Days of the Week**

Monday - Friday  
Monday – Thursday  
Monday – Thursday  
Wednesday & Thursday  
Monday – Thursday  
Prearranged

###### **Time of Day**

7:30am - 1:30pm  
6:30am - 5:00pm  
8:00am - 11:30pm  
10:00am - 12:00pm  
7:00am - 3:30pm  
7:00am - 3:30pm

##### Holidays

The office will be closed and services will not be provided on the following holidays:

New Years Eve and Day, M. L. King's Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the day after, and Christmas Eve and Day.

Holidays that fall on a weekend will be recognized on the closest Friday or Monday. Transportation will be provided on these days if pre-arranged and necessary.

#### 2. Accessing Services

Passengers requesting transportation services may call or come by the office to make arrangements at least 48 hours in advance. Passengers must inform the intake personnel of their point of origin, destination, appointment time and date, sponsoring agency, their disability (if any), if they require an escort, and the reason for their transportation. Intake personnel will make a courtesy call to inform each rider of their scheduled pick up window. Riders who are not at home to receive their courtesy call and riders who do not have a telephone are responsible for contacting the office to receive their pick up time.

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**Wakulla County TDSP**

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All passengers must call 850-926-5921 or 850-926-7145, ext. 1 to schedule services. Relay Service number is 711. Office hours are 7:30am - 4:30pm. Monday - Friday. Services are available twenty-four (24) hours a day, seven (7) days a week.

**Cancellations**

The cancellation process requires riders to contact the office to cancel by 2:00pm the day before the scheduled transportation. Wakulla Transportation will make exceptions if a passenger calls before the driver is dispatched for the trip.

**No Show Procedures**

Any passenger failing to provide the required cancellation notice is considered a "No Show". Riders are allowed a maximum of three no-shows per month. After the third no-show, riders are placed on probation from receiving transportation service for thirty (30) days. Exceptions are made only if the sponsoring agency calls to make arrangements for their passengers.

**Backup Service**

Backup service is available in the event of vehicle breakdown. Drivers are available for after hours and weekend service.

**Eligibility Requirements for Non-Sponsored Transportation**

Wakulla County customer must meet at least one of the following requirements:

- have a physical or mental disability, as specified in the Americans with Disabilities Act (ADA); or
- be under the age of 19 or over the age of 55; or
- have an individual or household income of less than 150% of the Federal poverty level; or
- have no funding agency responsible for the their transportation; or
- unable to provide or purchase transportation.

**3. Transportation Operators and Coordination Contractors**

The process of selecting operators and coordination contractors will be based upon qualifications. All must meet the minimum requirements from the Memorandum of Agreement, provide a System Safety Program Plan, adopt Wakulla Transportation's drug policy and be added to the Random Drug Testing Program. Criminal background screening is performed through the FDLE and a driving history is performed through the FDMV. Operators are trained in passenger sensitivity, CPR and First Aid. Operators and Coordination Contractors must meet the insurance requirements according to Chapter 14-90. Operators and Coordination Contractors are monitored on an annual basis.

At the present time, Wakulla Transportation does not have an operators or coordination contractors on contract.

**4. Public Transit Utilization**

There is no public transit available. Wakulla Transportation continues to seek funding for a public shuttle service.

**5. School Bus Utilization**

Wakulla Transportation utilizes school buses for field trips. Buses are available when the school system is not in session. Wakulla Transportation is responsible for the driver's salary and the miles traveled.



**6. Vehicle Inventory**

Year (vehicle ID)	Make/Type	FDOT Control #	Ramp or Lift	Seats & Wheelchair Positions (i.e. 12+2)	Average Miles per Year	Current Mileage	Expected Retirement Date	Funding Source
2006 (05)	Chevrolet Minivan w/lift-ramp	N/S	Ramp	3+1 w/c	5,000	101,116	2016	TD Commis sion
2007 (06)	Chevrolet Van Champion Lift	99373	Lift	8+2 w/c	75,000	276,373	2016	DOT
2009 (07)	Chevrolet Champion Challenger	99398		14 (Amb)	65,000	139,268	2018	DOT
2010 (09)	Chevrolet Crusader	92321		12 (Amb)	75,000	128,883	2016	DOT
2011 (10)	Chevrolet Ameri-Lift	N/S	Lift	8+2 w/c	50,000	100,220	2016	DOT
2012 (03)	VPG MV 1 – Minivan	N/S	Ramp	2+2 w/c	8,000	39,723	2019	DOT
2012 (08)	Ford – New England Stretcher	N/S	Stretc her	3+1 stretcher	10,000	25,140	2019	TD Commis sion
2013 (11)	Chevrolet – Cut-away Lift Van	92362	Lift	8+2 w/c	65,000	58,292	2018	TD Commis sion
2015 (02)	AM General MV 1 – Minivan	N/S	Ramp	2+2 w/c	8,000	4,281	2019	TD Commis sion
2004 (04)	Ford Minivan	N/S	Ramp	2+2 w/c	8,000	93,980	2019	TD Commis sion

Updated: August 24, 2016

**7. System Safety Program Plan (SSPP) Certification**

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

*This Certifies year 2014.*


DATE: January 12, 2015

TRANSIT SYSTEM Wakulla County Transportation

ADDRESS 33 Michael Drive Crawfordville, Florida 32327

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

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

Signature: 

Name: T.W. Maurice Langston Title: Executive Director  
(Type or Print)

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

Name/Company: Crawfordville Auto & Tire

Address: 2170 Crawfordville Highway, Crawfordville, FL 32327

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

Dan Hinchee  
2170 Crawfordville Highway  
Crawfordville, FL 32327  
850-926-4466

FORM 725-030-10  
TRANSIT  
12 01

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

Date: 1/12/2015

SECTION 5311 Sub-recipient Information:

AGENCY NAME: Wakulla County Transportation

ADDRESS: 33 Michael Dr., Crawfordville, FL 32327

PHONE: 850-926-7145 Ext 226

FOOT District Office Information:

Kathy Rudd

Name: FOOT, District 3, Public Transit Office

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

PHONE: (850) 415-9549

I, Nell Rozar, Transportation Coordinator, hereby certify that Wakulla County Transportation and its applicable contractor (s)

(Name of Sub recipient)

(Listing attached hereto) for Wakulla County Transportation has (have) established and implemented an anti-drug and alcohol misuse prevention programs in accordance with the provisions of 49 CFR Parts 40 and 655, as amended. I further certify that the employee training conducted under this part meets the requirements of 49 CFR Parts 40 and 655, as amended

Nell Rozar  
signature

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

\*\*\*We have no contractors at this time.

**8. Inter-county Services**

Wakulla Transportation assists neighboring counties when requested.

**9. Emergency Preparedness & Response**

Wakulla Transportation is part of the Wakulla County Emergency Management Plan. Staff attends monthly meetings with EMS to discuss current situations and needs. Wakulla Transportation will assist residents needing to evacuate and return home. WCT staff has taken the National Incident Management System (NIMS) Course.

**10. Marketing**

Information on transportation service is printed in the local newspaper on a regular basis. Pamphlets are strategically placed throughout the county in an effort to disseminate information to the county population regarding the available transportation services.

**11. Acceptable Alternatives**

There are no acceptable alternatives identified at this time.

**12. Service Standards**

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The Transportation Disadvantaged Coordinating Board will annually evaluate the Community Transportation Coordinator's compliance of the 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.

**A. 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.*

**B. 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 12 and individuals requiring special assistance will be required to be accompanied by an escort. The passenger must provide their own escort. Wheelchair passengers must have escorts. The escorts must be able to provide all the necessary assistance to the passengers. Escorts shall be transported at no cost.

**C. 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.*

All passengers under the age of 4 and/or less than 50 pounds shall be required to use a child restraint device. This device shall be provided by the transportation system, as available.

**D. RIDER PROPERTY.....41-2.006(4)(d)**

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

Passengers shall be allowed to have 2 pieces of personal property which they can stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle. Elderly and disabled passengers shall be provided assistance as needed. Drivers shall not be allowed to carry packages, other than on and off the vehicle.

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

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

**F. LOCAL TOLL FREE TELEPHONE NUMBER FOR CONSUMER COMMENTS.....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.*

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

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

The community transportation coordinator will provide pre-arranged trips out-of-the-service area Sunday - Saturday.

**H. 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 passengers.*

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

*Billing requirements of the community transportation coordinator to sub-contractors 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 sub-contractors, after receipt of said payment by the community transportation coordinator, in accordance with Section 287.0585, F. S..*

**J. RIDER/TRIP DATA.....41-2.006(4)(j)**

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

**K. 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.*

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

*Drivers for paratransit services, including co-ordination 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 pick-up 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.*

**M. 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 par-transit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.*

Drivers will not assist wheelchairs up or down steps.

**N. SMOKING & EATING 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. Eating and drinking on board the vehicle shall be the discretion of the driver. Stops will be made to accommodate the needs of the passengers as determined by the driver.

**O. NO-SHOW POLICIES....41.2006(4)(o)**

*The community transportation coordinating board shall jointly develop a policy on passenger no-shows.*

*Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.*

Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. With the exception of Medicaid beneficiaries, when a passenger is considered a no-show, they shall be notified. Upon the third no-show in 30 days, the rider will be suspended for 30 days. If a Medicaid beneficiary commits a no-show as defined in the CTC's Medicaid contract, the CTC will contact the

person and counsel them on the proper usage of non-emergency transportation services and provide technical assistance, as needed. The CTC will provide the CTD a monthly report listing its no-show Medicaid beneficiaries in accordance with the CTC's Medicaid contract.

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

**P. 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 phones with the ability to communicate with the home base at all times.

**Q. VEHICLE AIR CONDITIONING & 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.*

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

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

All drivers shall be certified in First Aid.

**S. CARDIOPULMONARY RESUSCITATION POLICY....41-2.006(4)(s)**

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

All drivers shall be certified in CPR.

**T. PICK-UP WINDOWS.....41-2.006(4)(v)**

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

There is a thirty (30) minutes pick-up window in place for all trips. The coordinator shall have at least a 95% on-time performance for all scheduled pick-up times within the established window.

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

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

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

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

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

There shall be a 48 hour notice requirement for all trips scheduled within the coordinated system, except under special circumstances.

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

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

This standard is not applicable to this service area.

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

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

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

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

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

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

**Z. ROAD CALLS.....41-2.006(4)(z)**

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

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

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

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

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



**13. Local Complaint & Grievance Procedure/Process**

1. The aggrieved person is to present a formal (written) grievance to the Community Transportation Coordinator **within 10 working days of the incident**.
2. The Community Transportation Coordinator will have **10 working days from the date of receipt of the grievance** to respond in writing to the aggrieved person. The response will include the right to appeal to the Transportation Disadvantaged Coordinating Board Grievance Committee. The Community Transportation Coordinator shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee.
3. The aggrieved person, dissatisfied with the response from the Community Transportation Coordinator, has **5 working days of the received response** to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee.
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 Community Transportation Coordinator in writing any actions that may assist in dealing with the stated grievance. The Grievance Committee will report to the Transportation Disadvantaged Coordinating Board at the next regular meeting.
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 Community Transportation Coordinator 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 Community Transportation Coordinator's response to the recommendations at **the next meeting** of the Transportation Disadvantaged Coordinating Board. A record of the grievances, their status (i.e., resolved, unresolved) and the response to the Transportation Disadvantaged Coordinating Board's recommendations will be included in the Community Transportation Coordinator's annual evaluation. The grievance record will also be reviewed during the development of the Community Transportation Coordinator's service plan.
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](http://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 relief 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 Hot-line at 1-800-983-2435.

#### **14. 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 an annual basis depending on the needs and requirements of the Coordinator and includes 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 and included in the Coordinator's evaluation.

#### **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 utilization of local state, or federal dollars.

**B. Cost/Revenue Allocation and Rate Structure Justification**

The following summary page includes all rates for all services. The summary page indicates the rates for different types of services allowed by the Coordinating Board and the Commission. Also included is the Rate Calculation Model worksheets as backup documentation.

**NON-SPONSORED SERVICE RATES**  
**Effective Date: 07-1-2017**

<b>TYPE OF SERVICE TO BE PROVIDED</b>	<b>UNIT</b>	<b>COST PER UNIT</b>
Ambulatory	Passenger Mile	\$1.39
Wheelchair	Passenger Mile	\$2.38
Stretcher	Passenger Mile	\$4.95

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** Wakulla County Transportation  
**County (Service Area):** Wakulla  
**Contact Person:** Nell Rozar  
**Phone #** 850-926-7145

### 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: Wakulla County Transportation  
County: Wakulla

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

	Prior Year's ACTUALS from July 1st of 2015 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

## Local Non-Govt

Farebox	\$ 17,520	\$ 23,433	\$ 22,117	33.8%	-5.6%	Projected Revenues to be used for T&E match and services.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

## Local Government

District School Board						County provides a monthly allotment (FY16-17) for transportation services (senior trips) (Partial - march/services)
Compl. ADA Services						
County Cash	\$ 28,288	\$ 28,288	\$ 28,287	0.0%	0.0%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 7,963			-100.0%		
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

## CTD

Non-Spons. Trip Program	\$ 186,243	\$ 196,662	\$ 199,049	5.6%	1.2%	Trip & Equipment Grant allocation funding for this year require 10% match.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)	\$ 44,467	\$ 44,467		0.0%	-100.0%	
Bus Pass Program Revenue						

## USDOT &amp; FDOT

49 USC 5307						CTC has applied for operational use. The projected funding will be used for Salaries. The match required for funding source is 50/50.
49 USC 5310						
49 USC 5311 (Operating)	\$ 148,161	\$ 212,086	\$ 208,627	43.1%	-1.6%	
49 USC 5311(Capital)						

Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

## AHCA

Medicaid						Transportation purchased by Broker for HMOs.
Other AHCA (specify in explanation)	\$ 151,075	\$ 75,590	\$ 70,000	-50.0%	-7.4%	
Bus Pass Program Revenue						

## DCF

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

## DOH

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

## DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

## AWI

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

## DOEA

Older Americans Act	\$ 1,658	\$ 1,658	\$ 1,500	0.0%	-9.5%	Money to pay for senior Trips to drug store and Groceries store.
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						Development Service pays for trips.
Developmental Services	\$ 3,616	\$ 3,616	\$ 1,500	0.0%	-58.5%	
Other APD (specify in explanation)						
Bus Pass Program Revenue						

# Wakulla County TDSP

DJJ					
(specify in explanation)					
Bus Pass Program Revenue					
Other Fed or State					
xxxx					
xxxx					
xxxx					
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 =	\$588,991	\$585,800	\$531,080	-0.5%	-9.3%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)					
Operating Expenditures					
Labor	\$ 282,315	\$ 290,000	\$ 285,000	2.7%	-1.7%
Fringe Benefits	\$ 63,459	\$ 50,000	\$ 50,000	-21.2%	0.0%
Services	\$ 21,834	\$ 2,000	\$ 2,000	-90.8%	0.0%
Materials and Supplies	\$ 71,935	\$ 80,000	\$ 75,500	11.2%	-5.6%
Utilities	\$ 9,926	\$ 6,000	\$ 6,000	-39.6%	0.0%
Casualty and Liability	\$ 28,000	\$ 25,000	\$ 28,000	-10.7%	12.0%
Taxes	\$ 474	\$ 672	\$ 2,200	41.8%	227.4%
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services			\$ -		
Other					
Miscellaneous	\$ 1,000	\$ 1,000	\$ 1,000	0.0%	0.0%
Operating Debt Service - Principal & Interest					
Leases and Rentals	\$ 3,706	\$ 4,350	\$ 4,000	17.4%	-8.0%
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					
Capital Expenditures					
Equip. Purchases with Grant Funds	\$ 49,407	\$ 115,253	\$ 70,350	133.3%	-39.0%
Equip. Purchases with Local Revenue	\$ 7,963	\$ 11,525	\$ 7,030	44.7%	-39.0%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
<div> <div>ACTUAL YEAR GAIN</div> <div>\$48,972</div> </div>					
Total Expenditures =	\$540,019	\$585,800	\$531,080	8.5%	-9.3%
See NOTES Below.					

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

--

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be Identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

--



**Wakulla County TDSP**

Office of Disability Determination	\$	-
Developmental Services	\$	1,500
Other APO	\$	-
Bus Pass Program Revenue	\$	-
<b>DJJ</b>		
DJJ	\$	-
Bus Pass Program Revenue	\$	-
<b>Other Fed or State</b>		
XXXX	\$	-
XXXX	\$	-
XXXX	\$	-
Bus Pass Program Revenue	\$	-
<b>Other Revenues</b>		
Interest Earnings	\$	-
XXXXX	\$	-
XXXXX	\$	-
Bus Pass Program Revenue	\$	-
<b>Balancing Revenue to Prevent Deficit</b>		
Actual or Planned Use of Cash Reserve	\$	-
<b>Total Revenues =</b>	<b>\$</b>	<b>531,080</b>

[illegible]

## EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures	
Labor	\$ 285,000
Fringe Benefits	\$ 50,000
Services	\$ 2,000
Materials and Supplies	\$ 75,500
Utilities	\$ 6,000
Casualty and Liability	\$ 28,000
Taxes	\$ 2,200
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 1,000
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 4,000
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ 70,350
Equip. Purchases with Local Revenue	\$ 7,030
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<b>Total Expenditures</b>	<b>\$ 531,080</b>
minus EXCLUDED Subsidy Revenue	\$ 230,744
Budgeted Total Expenditures INCLUDED	
in Rate Base	\$ 300,336
Rate Base Adjustment¹	-
<b>Adjusted Expenditures Included in</b>	
<b>Rate Base</b>	<b>\$ 300,336</b>

\$ 230,744

Amount of  
Budgeted  
Operating Rate  
Subsidy Revenue

<sup>1</sup>Rate Base Adjustment Cell

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

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

2015 - 2016

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



## Worksheet for Program-wide Rates

CTC: Wakulla County Version 1.4  
County: Wakulla

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

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

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

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

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

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

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

### PROGRAM-WIDE RATES

Total Projected Passenger Miles = 209,331

Rate Per Passenger Mile = \$ 1.43

Total Projected Passenger Trips = 15,000

Rate Per Passenger Trip = \$ 20.02

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length = 14.0 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.54

Rate Per Passenger Trip = \$ 35.41

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

#### Vehicle Miles

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

#### Vehicle Revenue Miles (VRM)

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

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

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

**Worksheet for Multiple Service Rates**

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

CTC: **Wakulla Cour** Version 1.4  
County: **Wakulla**

**SECTION I: Services Provided**

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

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

**SECTION II: Contracted Services**

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

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

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

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

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

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

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

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

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more

Combination Trip and Mile Rate

## Wakulla County TDSP

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

**Leave Blank and Go to Section III for Ambulatory Service**

**Leave Blank and Go to Section III for Wheelchair Service**

**Leave Blank and Go to Section III for Stretcher Service**

**Do NOT Complete Section II for Group Service**

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....   Yes   No

Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR.....   Pass. Trip   Pass. Mile Leave Blank

per passenger mile?.....

3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?   Leave Blank

4. How much will you charge each escort?.....   Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....   Do NOT Complete Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles?   Loading Rate 0.00 to 1.00

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

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above

\* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

**Projected Passenger Miles (excluding totally contracted services addressed in Section II) =** 209,331

**Rate per Passenger Mile =**

RATES FOR FY: 2017 - 2018				
Ambul	Chair	Stretcher	Group	
199,399	9,000	332	0	Leave Blank
<b>\$1.39</b>	<b>\$2.38</b>	<b>\$4.95</b>	<b>\$0.00</b>	<b>\$0.00</b>
			per passenger	per group

**Projected Passenger Trips (excluding totally contracted services addressed in Section II) =** 15,000

**Rate per Passenger Trip =**

Ambul	Wheel Chair	Stretcher	Group	
9,950	5,000	50	0	Leave Blank
<b>\$16.06</b>	<b>\$27.53</b>	<b>\$57.36</b>	<b>\$0.00</b>	<b>\$0.00</b>
			per passenger	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,.....

.....INPUT the Desired Rate per Trip (but must be less than per trip rate above) =  

**Rate per Passenger Mile for Balance =**

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
				Leave Blank
<b>\$1.39</b>	<b>\$2.38</b>	<b>\$4.95</b>	<b>\$0.00</b>	<b>\$0.00</b>
			per passenger	per group

**Rate per Passenger Mile =**

**Rate per Passenger Trip =**

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
<b>\$2.45</b>	<b>\$4.20</b>	<b>\$8.76</b>	<b>\$0.00</b>	<b>\$0.00</b>
			per passenger	per group
<b>\$28.40</b>	<b>\$48.69</b>	<b>\$101.43</b>	<b>\$0.00</b>	<b>\$0.00</b>
			per passenger	per group

**Program These Rates Into Your Medicaid Encounter Data**

## **QUALITY ASSURANCE**

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

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

### **1. Coordinator Evaluation Process**

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

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

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

### **2. Coordinator Monitoring Procedures of Operators and Coordination Contractors**

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

### **3. Coordination Contract Evaluation Criteria**

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

### **4. Planning Agency Evaluation Process**

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

**LOCAL COORDINATING BOARD ANNUAL REVIEW  
COMMUNITY TRANSPORTATION COORDINATOR  
FINDINGS AND RECOMMENDATIONS  
REVIEW PERIOD: FY 16-17**



**Wakulla County Senior Services Center**

**CTC Evaluation 2017**

**Summary of Findings**

Prepared by Colleen Roland, Transportation Planner

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Chair

Date

<p><b><i>OVERALL: No deficiencies were found. The CTC is fully compliant in all areas reviewed.</i></b></p>
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**Chapter 421.0155**

The CTC is in full compliance with Chapter 421.055 sections (3 and 4)

**Rule 41-2**

The CTC is in full compliance with Rule 41-2.011 (2)

**Commission Standards:**

Full compliance

**Local Standards:**

Full compliance

**Comments:**

None

**Noteworthy Practices:**

- The CTC continues to provide highly personalized transportation to its citizens, recognizing the differing needs.
- Through management practices and gate-keeping the CTC has eliminated no-shows – with only 4 no shows in 3 years.
- The CTC is prudent in the management of its funding sources.
- As a result of their careful management and innovative programs, the amount of trip refusals – with the exception of unqualified requests – are zero.
- Wakulla continues to have one of the safest coordinated systems within the state of Florida, without accidents or injuries for the last several years.