



**PUTNAM COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD (LCB) QUARTERLY MEETING**

**MEETING AGENDA**

Putnam County Planning & Development Conference Room  
2509 Crill Avenue, Suite 300, Palatka, Florida, 32177  
Zoom Meeting ID: 824 8831 7897  
Call in # +1 786-635-1003 or +1 470-250-9358

Monday, May 20, 2024, at 10:30 a.m.

\*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Adamczyk
2. Additions, Deletions, and Changes to the Agenda – Chair Adamczyk
3. Approval of November 20, 2023, and February 12, 2024, Meeting and Public Hearing Minutes – Chair Adamczyk\*
4. Election of Vice-Chair\*
5. Grievance Committee Appointments\*
6. Evaluation Committee Appointments\*
7. LCB Membership – Review/Approval\*
  - a. Current Membership Vacancies – LCB Interest Form
8. Annual Review of Bylaws\*
9. Northeast Florida Regional Council Update – Ms. Jones
  - a. TDSP Annual Review (Roll Call Vote)\*
  - b. Proposed LCB Meeting Schedule – 10:30 am on the 3<sup>rd</sup> Monday Quarterly, 2<sup>nd</sup> Monday in February: 9/16/24, 11/18/24, 2/10/25, 5/19/25, 9/15/25\*
  - c. Proposed LCB Public Annual Hearing – 2<sup>nd</sup> Monday in February: 2/10/25
  - d. CTC Evaluation\*
10. Community Transportation Coordinator (CTC) System Update – Mr. Thompson
  - a. CTC Quarterly Update
  - b. Grants Update\* (Approval if required)
11. Regional Mobility Group
  - a. Creating Safe Spaces Plan
  - b. Northeast Florida Coordinated Mobility Plan
12. Old Business
13. New Business
14. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
15. Member and Department Reports
16. Adjournment – Chair Adamczyk

Next LCB Meeting: September 16, 2024, at 10:30 a.m.  
Putnam County Planning & Development Conference Room,  
2509 Crill Avenue, Suite 300, Palatka, Florida, 32177



**Transportation  
Disadvantaged**

**Putnam County Transportation Disadvantaged  
Local Coordinating Board Quarterly Meeting**

**Monday, November 20, 2023**

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

St. Johns County Commission  
Hon. Paul Adamczyk, Chair

Florida Transportation  
Disadvantaged Commission  
Dr. Phillip Stevens, Chair

**MINUTES**

\*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review

A quarterly meeting of the Putnam County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Monday, November 20, 2023. LCB Chair Paul Adamczyk called the meeting to order at 10:30 a.m. with the following members present:

| <b>Representing:</b>                  | <b>Voting Member:</b>          |
|---------------------------------------|--------------------------------|
| Elected Official/Chair                | Paul Adamczyk (In-Person)      |
| Florida Department of Transportation  | Chris Nalsen (Virtual)         |
| Department of Children and Families   | Christina Gillis (Virtual)     |
| Public Education                      | Sharon Spell (In-Person)       |
| Veterans                              | Allen Buquo (In-Person)        |
| Citizen Advocate/User                 | Darlene Laibl-Crowe (Virtual)  |
| Citizen Advocate/Non-User             | Christopher Glymph (In-Person) |
| Agency for Health Care Administration | Reeda Harris (Virtual)         |
| Agency for Persons with Disabilities  | Sheryl Stanford (Virtual)      |
| Medical Community                     | Nancy Russo (Virtual)          |

Members Not Present

|  |                   |
|--|-------------------|
| Department of Education                | Rochelle Price    |
| Community Action (Econ. Disadvantaged) | Cyperianna Murray |
| Elderly                                | Fran Rossano      |
| Persons with Disabilities              | Brenda Lang       |
| Elder Affairs                          | Marie McCloud     |
| Workforce Development                  | Marc Albert       |

Community Transportation Coordinator Staff Present  
Boyd Thompson (In-Person)

Planning Agency Staff Present  
Summer Jones, Leigh Wilsey (In-Person)

## Guests

None

After a roll call took place, a quorum was confirmed.

## 2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

## 3. Approval of September 18, 2023, Meeting and Public Hearing Minutes\*

Mr. Buquo motioned for approval of the meeting minutes. Ms. Gillis seconded the motion. The September 18, 2023, meeting minutes were approved unanimously.

## 4. LCB Membership

- a) New member Darlene Laibl-Crowe -Citizen Advocate/User
  - Ms. Jones gave a brief introduction of the new member of the board, Ms. Laibl-Crowe.
- b) Current Membership Vacancies
  - Children at Risk
  - Private for-profit Transportation – the county doesn't have any providers, so it was recognized this position would go unfilled moving forward.

## 5. Northeast Florida Regional Council Update

- a) Summer Jones- the new TD Coordinator- briefly introduced herself.
- b) The NEFRC is hosting the 20th Annual NEFRC Elected Officials and Regional Awards of Excellence Luncheon on Thursday, January 4, 2024, at 12:00 pm. Invitations will be sent out within the next few weeks. There is an award for Transportation. The award for transportation will be to recognize either an individual, entity or specific project with a primary focus on improving the quality of transportation options available to the citizens of Northeast Florida.

## 6. Grievance Procedure Review\*

Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. Grievance Procedures are used when a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services.

There were no suggested changes at this time. The grievance procedures were passed with unanimous approval under a motion from Mr. Glymph and second by Ms. Gillis.

## 7. Community Transportation Coordinator System Update

- a) CTC Quarterly Update –
  - July 2022= 1,830 total passenger trips
  - July 2023= 2,232 total passenger trips
  - August 2022= 2,209 total passenger trips
  - August 2023= 1, 801 total passenger trips

- September 2022= 2,005 total passenger trips
- September 2023= 1,691 total passenger trips

Due to fares being eliminated in May 2022 accompanied by an administrative effort to enroll walk-on passengers in TD, the increase in free fare ridership caused a spike in the normal overflow billing with TD, and TD staff objected to the spike increase in billing. There then had to be an artificial reduction in the billing and ridership figures under TD, which reflected the value added by the flex routes and the compounding of that value by the free fares. The trip figures trimmed from the TD funding source were then added to the FDOT funding source.

b) Annual Operation Report\* - Mr. Thompson reviewed the Annual Operation Report, which was included in the meeting packet. The annual passenger trips are:

- 2021 = 50,338 passenger trips
- 2022 = 50,398 passenger trips
- 2023 = 67,914 passenger trips

There was a 42% increase in ridership due to fares being eliminated.

The Annual Operation Report was passed with unanimous approval under a motion from Ms. Spell and a second by Mr. Buquo.

Mr. Thompson also announced that as of December 1, 2023, Ride Solution is reducing transit services. The Palatka City Route, Cross-County routes from Interlachen to Satsuma, and the South Putnam Feeder Route will no longer be provided by Ride Solution. The loss of these public services is due to the 2019-2022 loss of approximately \$750,000 in Medicaid and Medwaiver transportation funding connected to the implementation of Florida's statewide Medicaid-managed program.

Ride Solution's door-to-door van services within Putnam County, which include transportation to dialysis, chemo, and other life-sustaining services will continue but are only available through reservation.

c) Grants Update\*(Approval if Required) - Florida Department of Transportation (FDOT) grants are due by December 15<sup>th</sup>. Chair Adamczyk asked if the NEFRC could assist Mr. Thompson with FDOT grant funding.

d) LCB Request for Approval

- 2023-2024 Rate Model\* - Will be brought back to the February 12, 2024, meeting.

## 8. Old Business

There is no old business.

## 9. New Business



There was no new business.

10. Public Comment

There was no public comment.

11. Member and Department Reports

There were no Member or Department reports.

12. Adjournment

Chair Adamczyk adjourned the meeting at 11:32 a.m. The next LCB meeting and annual public hearing will take place on February 12, 2024, at 10:30 a.m. in the Putnam County Planning and Development Conference Room.

DRAFT

ATTENDANCE RECORD  
 PUTNAM COUNTY  
 LOCAL COORDINATING BOARD

| Position                              | Name/Alt.  | 2/13/23 | 5/15/23 | 9/18/23 | 11/20/23 |
|---------------------------------------|--|---------|---------|---------|----------|
| 1. Chairperson                        | Commissioner Paul Adamczyk                         | a       | P       | P       | P        |
| 2. Dept. of Transportation            | Janel Damato / Christina Nalsen / Lauren Adams     | a       | P       | a       | P        |
| 3. Dept. Of Children and Families     | Christina Gillis / Todd Banks                      | P       | P       | P       | P        |
| 4. Public Education                   | Sharon Spell                                       | P       | P       | a       | P        |
| 5. Vocational Rehab. (Dept. Ed.)      | <del>Samantha Hembree</del> / Rochelle Price       | a       | P       | a       | a        |
| 6. Veteran Services                   | Allen Buquo / Jeremy Woodward                      | P       | P       | P       | P        |
| 7. Community Action(Econ. Disadv)     | <del>Christall Azcarate</del> / Cyperiannia Murray | a       | a       | a       | a        |
| 8. Elderly                            | Fran Rossano / Betty Fisher                        | a       | P       | a       | a        |
| 9. Disabled                           | Brenda Lang  | a       | a       | a       | a        |
| 10. Citizen Advocate/User             | Darlene Laibl-Crowe                                | -       | -       | -       | P        |
| 11. Citizen Advocate/Non-User         | Christopher Glymph                                 | P       | a       | P       | P        |
| 12. Children at Risk                  | Vacant   | -       | -       | -       | -        |
| 13. Dept. Of Elder Affairs            | Marie McCloud                                      | a       | a       | a       | a        |
| 14. Private for Profit Transportation | Vacant   | -       | -       | -       | -        |
| 15. Agency for Health Care Adm.       | Pamela Hagley / Reeda Harris                       | P       | P       | P       | P        |
| 16. Agency for Persons w/Disabilities | Sheryl Stanford / Diana Burgos-Garcia              | P       | a       | P       | P        |
| 17. Regional Workforce Dev. Brd.      | <del>Maria Cunningham</del> / Marc Albert          | P       | a       | a       | a        |
| 18. Local Medical Community           | Nancy Russo  | P       | a       | P       | P        |

VACANT  
 Children at Risk  
 Private for Profit Transportation

**PLEASE SIGN IN!**



**COMMISSION FOR THE  
TRANSPORTATION DISADVANTAGED**

Date: November 20, 2023  
Time: 10:30 a.m.

Putnam County Government Complex, 2509 Crill Avenue, Palatka, FL 32177

| Name                    | Address              | Phone                   | E-Mail                                      |
|-------------------------|----------------------|-------------------------|---|
| BURVO RAYMOND           | 2509 5th 800 Grill   | 329 0328                | A12r.buavo@putnam-fl.gov                    |
| Chris Glymph            | 110 Nancy Pl Palatka | <sup>352</sup> 672-2325 | cbglymph@yahoo.com                          |
| BOND <del>ADAMSON</del> | 220 W. 11th Street   | <sup>386</sup> 325-9999 | bond@fla-jesuit.com                         |
| Sharon Spell            | 1400 SR19 Palatka    | <sup>386</sup> 329-0553 | <del>spell</del> spell@my.putnamschools.org |
| Paul Adamark            |                      | 386-329-0214            |   |
| Summer Jones            |                      |                         |   |
| Leigh Wilsey            |                      |                         |   |
|                         |                      |                         |   |
|                         |                      |                         |   |
|                         |                      |                         |   |



**Transportation  
Disadvantaged**

**Putnam County Transportation Disadvantaged  
Annual Public Hearing**

**Monday, February 12, 2024**

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

St. Johns County Commission  
Hon. Paul Adamczyk, Chair

Florida Transportation  
Disadvantaged Commission  
Dr. Phillip Stevens, Chair

**MINUTES**

\*Denotes Required Action Item

1. Welcome, Call to Order

The Annual Public Hearing of the Putnam County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Monday, February 12, 2024. Northeast Florida Regional Council’s Transportation Coordinator Summer Jones called the meeting to order at 10:30 a.m. with the following members present:

| <b>Representing:</b>                  | <b>Voting Member:</b>      |
|---------------------------------------|----------------------------|
| Department of Children and Families   | Christina Gillis (Virtual) |
| Public Education                      | Sharon Spell (Virtual)     |
| Veterans                              | Allen Buquo (In-Person)    |
| Agency for Health Care Administration | Pamela Hagley (In-Person)  |
| Workforce Development                 | Marc Albert (In-Person)    |

Members Not Present

|   |                     |
|---|---------------------|
| Elected Official/Chair                    | Paul Adamczyk       |
| Florida Department of Transportation      | Chris Nalsen        |
| Department of Education Voc. Rehab.       | Rochelle Price      |
| Northeast Florida Community Action Agency | Cyperiannia Murray  |
| Elderly                                   | Fran Rossano        |
| Persons with Disabilities                 | Brenda Lang         |
| Citizen Advocate/User                     | Darlene Laibl-Crowe |
| Citizen Advocate/Non-User                 | Christopher Glymph  |
| Department of Elder Affairs               | Marie McCloud       |
| Medical Community                         | Nancy Russo         |
| Agency for Persons with Disabilities      | Sheryl Stanford     |

Community Transportation Coordinator Staff Present

Boyd Thompson (In-Person)

Planning Agency Staff Present  
Summer Jones, Leigh Wilsey (In-Person)

Guests  
Jeremy Norsworthy, Fred Jones, and Van Christiansen (All Virtual)

2. Presentation – NEFRC

Ms. Jones had a presentation on how the Florida TD Program works and how Putnam County residents can access local TD services. Due to no members of the public being present, Ms. Jones chose to forgo the presentation.

3. Service Overview – The Ride Solution

There was no service overview as there were no members of the public present.

4. Public Comment

There was no public comment as there were no members of the public present.

5. Additional Discussion

There was no additional discussion as there were no members of the public present.

6. Adjournment

Ms. Jones adjourned the hearing at 10:32 am.



**Transportation  
Disadvantaged**

**Putnam County Transportation Disadvantaged  
Local Coordinating Board Quarterly Meeting**

**Monday, February 12, 2024**

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

St. Johns County Commission  
Hon. Paul Adamczyk, Chair

Florida Transportation  
Disadvantaged Commission  
Dr. Phillip Stevens, Chair

**MINUTES**

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| Veterans                              | Allen Buquo (In-Person)    |
| Agency for Health Care Administration | Pamela Hagley (In-Person)  |
| Workforce Development                 | Marc Albert (In-Person)    |

Members Not Present

|   |                     |
|---|---------------------|
| Elected Official/Chair                    | Paul Adamczyk       |
| Florida Department of Transportation      | Chris Nalsen        |
| Department of Education Voc. Rehab.       | Rochelle Price      |
| Northeast Florida Community Action Agency | Cyperiannia Murray  |
| Elderly                                   | Fran Rossano        |
| Persons with Disabilities                 | Brenda Lang         |
| Citizen Advocate/User                     | Darlene Laibl-Crowe |
| Citizen Advocate/Non-User                 | Christopher Glymph  |
| Department of Elder Affairs               | Marie McCloud       |
| Medical Community                         | Nancy Russo         |
| Agency for Persons with Disabilities      | Sheryl Stanford     |

Community Transportation Coordinator Staff Present

Boyd Thompson (In-Person)

Planning Agency Staff Present  
Summer Jones, Leigh Wilsey (In-Person)

Guests  
Jeremy Norsworthy, Fred Jones, and Van Christiansen (All Virtual)

After a roll call took place, a quorum was not met. This Local Coordinating Board meeting was held as a workshop.

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of November 20, Meeting and Public Hearing Minutes\*

The November 20, 2023, meeting minutes will be brought back to the May 20, 2024, LCB meeting due to there not being a quorum.

4. Election of Vice-Chair\*

The election of the vice-chair will be brought back to the May 20, 2024, LCB meeting due to there not being a quorum.

5. Grievance Committee Appointments\*

The Grievance Committee appointments will be brought back to the May 20, 2024, LCB meeting due to there not being a quorum.

6. Evaluation Committee Appointments\*

The Evaluation Committee appointments will be brought back to the May 20, 2024, LCB meeting due to there not being a quorum.

7. LCB Membership – Review/Approval\*

LCB Membership approval will be brought back to the May 20, 2024, LCB meeting due to there not being a quorum.

Current membership vacancies:

- Children at risk
- Private for-Profit Transportation

8. Northeast Florida Regional Council Update

Ms. Jones stated there needs to be a discussion of the date/time for a ride-along for the Annual CTC Evaluation. Mr. Thompson and Ms. Jones will work together to coordinate a date/time.

Ms. Jones gave a legislative update on the Commission of the Transportation Disadvantaged. For Fiscal Year 2024-25, the Commission is requesting \$5 million in additional recurring budget authority for the CTD Grants and Aids Category. The current base authority is \$56.3 million and if approved this would increase the base authority to \$61.3 million and support the following programs: \$4 million to the

Innovative Service Development (ISD) Grant, approx. \$1.9 million for the Planning Grant, approx. \$1.9 million for the Shirley Conroy Grant, and approx. \$53.4 million for the Trip and Equipment Grant.

The House and Senate are proposing \$3 million in additional budget authority under the Transportation Disadvantaged Trust fund, totaling \$59,356,668 for the CTD grant programs. The budget would require the CTD to allocate \$4 million to the ISD Grant, which would result in a \$1 million reduction to the Trip & Equipment Grant compared to the current fiscal year. The state is working with the House and Senate to try to resolve this issue.

#### 9. Community Transportation Coordinator (CTC) System Update

a.) Mr. Thompson gave the quarterly update:

- October 2023 there was a total of 1,612 trips.
- November 2023 there was a total of 1,386 trips.
- December 2023 there was a total of 1,456 trips.

Mr. Thompson stated that since the reduction of services on December 1, 2023, the closures have had a significant impact on residents and ridership. In November 2023, there were 618 medical trips. In December 2023, trips decreased nearly 58% to 263 trips but did increase to 317 trips in January 2024.

Greyhound trips also decreased. In December 2023, Greyhound trips were 798 and decreased to 742 in January 2024. Mr. Thompson explained that the closure of routes has directly affected the Greyhound trips.

Mr. Thompson also added that they are working to secure funding to potentially be able to resume those discontinued routes.

#### 10. Regional Transit Working Group Report

Jacksonville Transit Authority gave a presentation introducing Vision Zero, Creating Safe Spaces Action Plan, a holistic approach to road safety. It emphasizes preventative measures in collaboration with the City of Jacksonville's project and will reach all the adjacent counties.

JTA is focusing this plan on the transit experience and the last mile. To develop this plan, much data is needed from across the region. A team of consultants will look at crash data and reports, particularly in locations near bus stops and transit centers. A Creating Safe Spaces steering committee will be established in collaboration with the City of Jacksonville.

This project is just being launched and is anticipated to be completed by fall 2024.

#### 11. Old Business

There was no old business.

#### 12. New Business

There was no new business.



13. Public Comment

There was no public comment.

14. Member and Department Reports

There were no member or department reports.

15. Adjournment

Ms. Jones adjourned the meeting at 11:21 a.m. The next LCB meeting will take place on May 20, 2024, at 10:30 a.m. in the Putnam County Planning and Development Conference Room.

DRAFT

ATTENDANCE RECORD  
 PUTNAM COUNTY  
 LOCAL COORDINATING BOARD

| Position                              | Name/Alt.  | 5/15/23  | 9/18/23  | 11/20/23 | 2/12/24  |
|---------------------------------------|--|----------|----------|----------|----------|
| 1. Chairperson                        | Commissioner Paul Adamczyk                         | <b>P</b> | <b>P</b> | <b>P</b> | <b>a</b> |
| 2. Dept. of Transportation            | Janel Damato / Christina Nalsen / Lauren Adams     | <b>P</b> | <b>a</b> | <b>P</b> | <b>a</b> |
| 3. Dept. Of Children and Families     | Christina Gillis / Todd Banks                      | <b>P</b> | <b>P</b> | <b>P</b> | <b>P</b> |
| 4. Public Education                   | Sharon Spell                                       | <b>P</b> | <b>a</b> | <b>P</b> | <b>P</b> |
| 5. Vocational Rehab. (Dept. Ed.)      | <del>Samantha Hembree</del> / Rochelle Price       | <b>P</b> | <b>a</b> | <b>a</b> | <b>a</b> |
| 6. Veteran Services                   | Allen Buquo / Jeremy Woodward                      | <b>P</b> | <b>P</b> | <b>P</b> | <b>P</b> |
| 7. Community Action(Econ. Disadv)     | <del>Christall Azcarate</del> / Cyperiannia Murray | <b>a</b> | <b>a</b> | <b>a</b> | <b>a</b> |
| 8. Elderly                            | Fran Rossano / Betty Fisher                        | <b>P</b> | <b>a</b> | <b>a</b> | <b>a</b> |
| 9. Disabled                           | Brenda Lang  | <b>a</b> | <b>a</b> | <b>a</b> | <b>a</b> |
| 10. Citizen Advocate/User             | Darlene Laibl-Crowe                                | -        | -        | <b>P</b> | <b>a</b> |
| 11. Citizen Advocate/Non-User         | Christopher Glymph                                 | <b>a</b> | <b>P</b> | <b>P</b> | <b>a</b> |
| 12. Children at Risk                  | Vacant   | -        | -        | -        | -        |
| 13. Dept. Of Elder Affairs            | Marie McCloud                                      | <b>a</b> | <b>a</b> | <b>a</b> | <b>a</b> |
| 14. Private for Profit Transportation | Vacant   | -        | -        | -        | -        |
| 15. Agency for Health Care Adm.       | Pamela Hagley / Reeda Harris                       | <b>P</b> | <b>P</b> | <b>P</b> | <b>P</b> |
| 16. Agency for Persons w/Disabilities | Sheryl Stanford / Diana Burgos-Garcia              | <b>a</b> | <b>P</b> | <b>P</b> | <b>a</b> |
| 17. Regional Workforce Dev. Brd.      | <del>Maria Cunningham</del> / Marc Albert          | <b>a</b> | <b>a</b> | <b>a</b> | <b>P</b> |
| 18. Local Medical Community           | Nancy Russo  | <b>a</b> | <b>P</b> | <b>P</b> | <b>a</b> |

VACANT  
 Children at Risk  
 Private for Profit Transportation

# PLEASE SIGN IN!



## COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: February 12, 2024  
Time: 10:30 a.m.

Putnam County Government Complex, 2509 Crill Avenue, Palatka, FL 32177

| Name          | Address               | Phone           | E-Mail                    |
|---------------|-----------------------|-----------------|---------------------------|
| Summer Jones  | 100 Festival Park Ave |                 |                           |
| Allen Bravo   | 2509 Crill            | 0328            | Allen.Bravo@putnam-fl.gov |
| Amelia Hagley | AHEA                  | 904 798-4291    | Amelia.Hagley@AHEA.       |
| Bond Proctor  | Rise Soc              | 386<br>325-9999 | bond@riseinsulation.com   |
| Leigh Wilsey  | 100 Festival Park Ave |                 | lwilsey@NEFRC.org         |
| Marc Albert   |                       |                 |                           |
|               |                       |                 |                           |
|               |                       |                 |                           |
|               |                       |                 |                           |
|               |                       |                 |                           |
|               |                       |                 |                           |

| Salutation           | First Name    | Last Name            | Organization                                   | Representing                                |                   | Grievance Committee | Evaluation Committee | Finance Committee | Comments               |
|----------------------|---------------|----------------------|--|---|-------------------|---------------------|----------------------|-------------------|------------------------|
| <b>PUTNAM COUNTY</b> |               |                      |  |   |                   |                     |                      |                   |                        |
| Hon.                 | Paul          | Adamczyk             | Putnam Co Board of County Commissioners        | Elected Official                            | Voting Member     |                     |                      | Feb-23            | Chair                  |
| Ms.                  | Geanelly      | Reveron              | FDOT, District 2                               | FDOT  | Voting Member     |                     |                      |                   |                        |
| Ms.                  | <i>Janell</i> | <i>Damato</i>        | <i>FDOT, District 2</i>                        | <i>FDOT</i>                                 | <i>Alternate</i>  |                     |                      |                   |                        |
| Ms.                  | <i>Chris</i>  | <i>Nalsen</i>        | <i>FDOT, District 2</i>                        | <i>FDOT</i>                                 | <i>Alternate</i>  |                     |                      |                   |                        |
| Ms.                  | <i>Lauren</i> | <i>Adams</i>         | <i>FDOT, District 2</i>                        | <i>FDOT</i>                                 | <i>Alternate</i>  |                     |                      |                   |                        |
| Ms.                  | Christina     | Gillis               | Department of Children and Families            | DCF   | Voting Member     |                     |                      |                   |                        |
| Mr.                  | <i>Todd</i>   | <i>Banks</i>         | <i>Department of Children and Families</i>     | <i>DCF</i>                                  | <i>Alternate</i>  |                     |                      |                   |                        |
| Ms.                  | Sharon        | Spell                | Putnam County School District                  | Public Education                            | Voting Member     |                     | Feb-24               |                   |                        |
| Ms.                  | Rochelle      | Price                | Vocational Rehabilitation                      | Dept. of Education                          | Voting Member     |                     |                      |                   |                        |
| Mr.                  | Allen         | Buquo                | Putnam County Veterans Services                | Veterans                                    | Voting Member     |                     |                      |                   |                        |
| Mr.                  | <i>Jeremy</i> | <i>Woodward</i>      | <i>Putnam County Veterans Services</i>         | <i>Veterans</i>                             | <i>Alternate</i>  |                     |                      |                   |                        |
| Ms.                  | Cyperiannia   | Murray               | Northeast Florida Community Action Agency, Inc | Community Action (Econ. Disadvantaged)      | Voting Member     |                     |                      |                   |                        |
| Ms.                  | Fran          | Rossano              |  | Elderly                                     | Voting Member     |                     |                      | Feb-23            |                        |
| Ms.                  | <i>Betty</i>  | <i>Fisher</i>        |  | <i>Elderly</i>                              | <i>Alternate</i>  |                     |                      |                   | <i>Proposed</i>        |
| Ms.                  | Brenda        | Lang                 |  | Persons w/Disabilities                      | Voting Member     |                     |                      |                   |                        |
| Ms.                  | Darlene       | Laibl-Crowe          |  | Citizen Advocate/User                       | Voting Member     |                     |                      |                   |                        |
| Mr.                  | Christopher   | Glymph               | Hanley Center Foundation                       | Citizen Advocate/Non-User                   | Voting Member     |                     |                      |                   | Vice Chair             |
| <b>VACANT</b>        |               |                      |  | Children at Risk                            | <b>VACANT</b>     |                     |                      |                   |                        |
| Ms.                  | Marie         | McCloud              | Elder Options                                  | Elder Affairs                               | Voting Member     | <i>Feb-24</i>       | Feb-24               |                   |                        |
| <b>VACANT</b>        |               |                      |  | Private for Profit Transportation           | <b>VACANT</b>     |                     |                      |                   |                        |
| Ms.                  | Pamela        | Hagley               | Agency for Health Care Administration          | Agency for Health Care Admin.               | Voting Member     |                     |                      |                   |                        |
| Ms.                  | <i>Reeda</i>  | <i>Harris</i>        | <i>Agency for Health Care Administration</i>   | <i>Agency for Health Care Admin.</i>        | <i>Alternate</i>  |                     |                      |                   |                        |
| Ms.                  | Sheryl        | Stanford             | Agency for Persons with Disabilities           | Agency for Persons with Disabilities        | Voting Member     |                     |                      |                   |                        |
| Ms.                  | <i>Diana</i>  | <i>Burgos-Garcia</i> | <i>Agency for Persons with Disabilities</i>    | <i>Agency for Persons with Disabilities</i> | <i>Alternate</i>  |                     |                      |                   |                        |
| Mr.                  | Marc          | Albert               | CareerSource NEFL Career Center                | Workforce Development                       | Voting Member     |                     | Feb-24               |                   |                        |
| Ms.                  | Nancy         | Russo                | SMA Healthcare                                 | Medical Community                           | Voting Member     | Feb-24              |                      |                   |                        |
| Mr.                  | Boyd          | Thompson             | Ride Solution, Inc.                            | Local Mass/Public Transit                   | Non-Voting Member |                     |                      |                   | CTC Director           |
| Ms.                  | Wanda         | Nye                  | Ride Solution, Inc.                            | Local Mass/Public Transit                   | Non-Voting Member |                     |                      |                   | Director of Operations |
| Ms.                  | Karin         | Flositz              | Community Partnership for Children             |   | Interested Party  |                     |                      |                   |                        |
| Ms.                  | Laura         | Berardi              | Putnam Co Board of County Commissioners        | Executive Assistant to County Commissioners | Interested Party  |                     |                      |                   | reserves BOCC room     |

**INTEREST FORM**  
FOR SERVICE ON THE  
**PUTNAM COUNTY**  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Vacancy Interested in Representing: \_\_\_\_\_

Please provide a brief description of why you want to join the Local Coordinating Board and how your skills and experience will help you represent the part of the community not currently represented due to a vacancy:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for your interest.

Please return form to: Summer Jones, 100 Festival Park Avenue, Jacksonville, FL 32202 or [sjones@nefrc.org](mailto:sjones@nefrc.org).

**ARTICLE I: PREAMBLE**

**Section 1: Preamble**

The following sets forth the Bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in Putnam County through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

**ARTICLE II: DEFINITIONS, NAME, AND PURPOSE**

**Section 1: Definitions**

Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged population.

Community Transportation Coordinator (also known as the “CTC” or “Coordinator”): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

Designated Official Planning Agency (also known as the “DOPA”): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Non-sponsored Trip: means a trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

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

*Transportation Disadvantaged*: 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 disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

*Transportation Disadvantaged Service Plan (also known as the "TDSP")*: a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

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

*Transportation Operator*: one or more public, private for profit, or private non-profit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

## **Section 2: Name**

The name of the Local Coordinating Board shall be the Putnam County Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the "Board".

## **Section 3: Purpose**

The purpose of the Board is to identify local service needs and to provide information, advice and direction to the Putnam County Community Transportation Coordinator, hereinafter referred to as the "CTC", on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The Board is recognized as an advisory body to the Commission for the Transportation Disadvantaged in its respective service area.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE, AND  
TERMINATION OF MEMBERSHIP**

**Section 1: Voting Members**

In accordance with Chapter 427.012 F.S., all members of the Board shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the “DOPA,” after consideration by the Board. The DOPA for the Putnam County Transportation Disadvantaged program, as designated by the Commission for the Transportation Disadvantaged, shall be the Northeast Florida Regional Council. The Putnam County Board of County Commissioners shall appoint one of its members to serve as the official chairperson for all Coordinating Board meetings. The following agencies or groups are eligible to be represented on the Board as voting members, pursuant to 41-2.012(3)(a-n):

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Family Services;
3. A representative of the Public Education Community;
4. A representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services who shall represent the Department of Education;
5. A person who is recommended by the local Veterans Service Office representing the veterans of the county;
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
7. A person over sixty representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation
10. A local representative for children at risk;
11. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit Systems board, except in cases where they are also the Community Transportation Coordinator;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Ch. 445, F.S.;



16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, the local health department or other home and community based services, etc.
17. A local representative of the Agency for Persons with Disabilities.

## **Section 2: Alternate Members**

Each member of the Board may name an alternate who may vote only in the absence of that member on a one-vote-per-member basis. Alternates for voting members may be changed at the discretion of the voting member. The Board member or agency represented shall confirm alternative representation with the DOPA in advance of a meeting where such representation is to be in place and will indicate if such representation is to be long term.

## **Section 3: Terms of Appointment**

Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. Furthermore, the Chair shall serve until replaced by the DOPA Putnam County Board of County Commissioners, as specified in Rule 41-2.012(4) FAC.

## **Section 4: Termination of Membership**

Any members of the Board may resign at any time by notice in writing to the Chair and the DOPA. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should make every effort to ensure that the designated alternate will attend in his/her place. The DOPA shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings.

## **ARTICLE IV: OFFICERS AND DUTIES**

### **Section 1: Number**

The officers of the Board shall be a Chair and a Vice Chair.

## **Section 2: Chair**

The Board of County Commissioners shall appoint an elected official to serve as the official Chair to preside at all Board meetings. The Chair shall be an elected official from the county area of the Board. The Chair shall preside at all meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chair shall assume the powers and duties of the Chair. Pursuant to section 41-2.012(4), the Chair shall serve until replaced by the Board of County Commissioners.

## **Section 3: Vice Chair**

During a regular quarterly meeting each State Fiscal Year, the Board shall elect a ViceChairperson. The Vice Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the quarterly meeting. The Vice Chair shall serve a term of one year starting with the next meeting. The Vice Chair shall assume the powers and duties of the Chair in his/her absence.

## **ARTICLE V: BOARD MEETINGS**

### **Section 1: Regular Meetings**

Pursuant to Chapter 427.0157 F.S., the Board shall meet quarterly.

### **Section 2: Special Meetings**

The Chair may convene special meetings of the Board as deemed necessary provided that proper notice is given to all members of the Board, other interested parties, and news media within a reasonable amount of time prior to the special Board meeting. For purposes of establishing a quorum for special meetings, Board attendance by conference call is permissible. However, under no circumstance shall the representative from the Community Transportation Coordinator or the DOPA participate in the special meeting via conference call.

### **Section 3: Notice of Meetings**

Notices and tentative agendas shall be sent to all Board members, other interested parties, and the news media (meeting announcement only) within a reasonable amount of time prior to the Board meeting. Meeting notices shall state the date, time, and the location of the meeting.

## **Section 4: Quorum**

At all meetings of the Board, the presence in person of at least two of the voting members, or their alternates, in addition to virtual representation sufficient to make up 40% of the voting members, shall be necessary and sufficient to constitute a quorum for the transaction of business. Positions on the Board, as specified in Article 3, Section 1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum.

In the absence of a quorum, the Chair or Vice Chair may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. Any such recessed meeting shall be then conducted as a “workshop”. At any such workshop, items on the agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

## **Section 5: Voting**

At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these bylaws, shall be decided by the vote of a majority of the members of the Board present, in person or remotely.

## **Section 6: Parliamentary Procedures**

The Board will conduct business using parliamentary procedures according to *Robert's Rules of Order*, except when in conflict with these bylaws.

## **ARTICLE VI: STAFF**

### **Section 1: General**

The DOPA shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157 F.S. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties.

## **ARTICLE VII: BOARD DUTIES**

### **Section 1: Board Duties**

The Board shall perform the following duties as specified in Rule 41-2(5) FAC.

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the DOPA;
2. Review and approve the Memorandum of Agreement and the Service Plan;
3. On a continuing basis, evaluate services provided under the approved service plan. Annually, provide the DOPA with an evaluation of the CTC's performance in general and relative to Commission standards and the completion of the current service plan elements. Recommendations relative to performance and the renewal of the CTC's Memorandum of Agreement shall be included in the report.
4. In cooperation with the CTC, review and provide comments to the Commission and the DOPA, on all applications for local government, state, or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner;
5. Review coordination efforts and service provision strategies in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service available in an effort to increase system ridership to a broader population. Such strategies should also encourage multicounty and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas if it is deemed appropriate and cost effective to do so. Pursuant to Chapter 427.0157(6) F.S., evaluate multicounty or regional transportation opportunities.
6. Appoint a Grievance committee as required by law and rule.
7. Coordinate with the CTC, and if necessary, jointly develop applications for grant funds that may become available.
8. Review and approve the Transportation Disadvantaged Service Plan (TDSP) for consistency with approved minimum guidelines and the goals and objectives of the

Board. The TDSP shall include a complete vehicle inventory for the local system and shall be updated with the assistance of the CTC on an annual basis.

## **ARTICLE VIII: COMMITTEES**

### **Section 1: Committees**

Committees may be designated by the Chair to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance Committee which shall be a standing committee. The Chair may serve as a voting member of all committees but does not count against the quorum if absent. Each committee may elect a Chair from its membership.

### **Section 2: Grievance Committee**

The Grievance committee will serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the CTC in the designated service area and make recommendations to the CTC and the full Board for improvement of service. The Board shall establish procedures to provide ample opportunity for aggrieved parties to be brought before such committee and to address properly filed and documented grievances in a timely manner. Members appointed to the committee shall be voting members of the Board.

## **ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

### **Section 1: General**

The Northeast Florida Regional Council authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.

## **ARTICLE X: AMENDMENTS**

### **Section 1: General**

The bylaws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) are discussed at a meeting prior to the meeting where action is taken, or are provided to all members in advance of the meeting where bylaws are amended.

**ARTICLE XI: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chair of the Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the bylaws of this Board as adopted by the Transportation Disadvantaged Coordinating Board on the **20th** day of **May, 2024**.

---

Hon. Paul Adamczyk, Chair



Serving the communities of Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns Counties

100 Festival Park Avenue  
Jacksonville, FL 32202

 (904) 279-0880

 (904) 279-0881

 [www.nefrc.org](http://www.nefrc.org)

 [info@nefrc.org](mailto:info@nefrc.org)

***Bringing Communities Together***

**DATE:** May 20, 2024

**TO:** CLAY COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB)

**FROM:** SUMMER JONES, TRANSPORTATION DISADVANTAGED COORDINATOR

**RE:** CLAY COMMUNITY TRANSPORTATION (CCT) COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

---

On April 16, 2024, Clay Community Transportation (CCT) was evaluated by the Northeast Florida Regional Council (NEFRC). After an on-site observation of the coordinated system, inspection of service vehicles, and review of documents based on the Commission for the Transportation Disadvantaged approved evaluation criteria, CCT has been reviewed as compliant with Florida Statutes 427 and Florida Administrative Code 41-2.

At this time, the Northeast Florida Regional Council has no findings to present.

**Action Recommendation**

**The Northeast Florida Regional Council recommends the Clay County Local Coordinating Board approve CCT's Annual CTC Evaluation.**

---

**Follow Us.**



EQUAL OPPORTUNITY EMPLOYER

2021 – 2026  
Putnam County  
Transportation Disadvantaged Service Plan

Approved by the

Putnam County  
Transportation Disadvantaged Coordinating Board

2509 Crill Avenue, Suite 200, Palatka,  
Florida 32177

---

**Hon. Paul Adamczyk**

With Assistance From



Northeast Florida Regional Council 100 Festival Park Avenue  
Jacksonville, FL 32202 [www.nefrc.org](http://www.nefrc.org)  
(904) 279-0880

May 2024



**SECTION 1: DEVELOPMENT PLAN ..... 4**

INTRODUCTION OF SERVICE PLAN ..... 4

    Background of the Transportation Disadvantaged Program ..... 4

    Community Transportation Coordinator Designation Date/History ..... 4

    Organizational Chart ..... 5

    Consistency Review with Other Plans ..... 5

    Public Participation ..... 6

SERVICE AREA PROFILE/DEMOGRAPHICS ..... 7

    Land Use ..... 7

    Population/Composition ..... 8

    Putnam County Population - 5-year Estimates and Projections ..... 8

        Number of Homeless Students PK-12 in Putnam County..... 18

        Employment ..... 18

        Major Trip Generators/Attractors ..... 21

        Inventory of Available Transportation Services ..... 21

**SECTION 2: SERVICE ANALYSIS ..... 22**

    Forecasts of Transportation Disadvantaged Population ..... 22

    Needs Assessment ..... 22

    Barriers to Coordination ..... 24

    Goal 1: Coordination of transportation disadvantaged services ..... 25 Goal

        2: Focus on consumer choice and efficiency. .... 25

    Goal 3: Accountability: Utilize the Transportation Disadvantaged trust fund non- sponsored grant monies efficiently. .... 26 Goal

        4: Utilize the expertise of the Local Coordinating Board. .... 26

    Goal 5: Customer Satisfaction. .... 26

    Goal 6: Maintain and plan for a safe and adequate fleet. .... 27

    Goal 7: Support regional transit. .... 27

**SECTION 3: SERVICE PLAN ..... 28**

OPERATIONS ..... 28

    LCB Prioritization Policy for Non-Sponsored Trips by Trip Purpose ..... 28

    Types, Hours and Days of Service ..... 28

    Accessing Services ..... 29

    Transportation Operators and Coordination Contractors ..... 30

    Public Transit Utilization ..... 30

    School Bus Utilization ..... 30

    Vehicle Inventory ..... 30

|  |    |
|--|----|
| System Safety Program Plan Certification ..... | 30 |
| Intercounty Services .....                     | 30 |
| Natural Disaster/Emergency Preparedness .....  | 31 |

|   |    |
|---|----|
| Educational Efforts/Marketing .....                   | 31 |
| Acceptable Alternatives .....                         | 31 |
| Service Standards .....                               | 31 |
| Local Complaint and Grievance Procedure/Process ..... | 35 |

**SECTION 4: QUALITY ASSURANCE .....**  
**39**

**APPENDICES**

|   |    |
|---|----|
| Appendix 1: Local Coordinating Board Membership Certification ..... | 31 |
| Appendix 2: Roll Call Voting Sheet .....                            | 33 |
| Appendix 3: Organizational Chart .....                              | 34 |
| Appendix 4: Vehicle Inventory .....                                 | 35 |
| Appendix 5: SSPP Certification .....                                | 36 |
| Appendix 6: CUTR Model .....  | 37 |
| Appendix 7: CTC Evaluation .....                                    | 43 |
| Appendix 8: Policies and Procedures Manual .....                    | 67 |
| Appendix 9: Disaster Preparedness Plan.....                         | 86 |

# SECTION 1: DEVELOPMENT PLAN

## INTRODUCTION OF SERVICE PLAN

### Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those 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 as defined in Section 411.202, Florida Statutes.

Florida's transportation disadvantaged program is governed by Part 1 of Chapter 427, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Rule 41-2, and is implemented at the county or multi-county level by the following major participants:

- Florida Commission for the Transportation Disadvantaged (CTD)
- Local Coordinating Board (LCB)
- Designated Official Planning Agency (DOPA)
- Community Transportation Coordinator (CTC)
- Purchasers of Transportation Services
- Transportation Operators

Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of LCBs and CTCs. Amendments made since 1989 have, among other things, changed the name of the Florida Transportation Disadvantaged Commission to the Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of "transportation disadvantaged," and supplemented or modified the responsibilities of the CTD, the LCBs, the DOPAs, and the CTCs.

### Community Transportation Coordinator Designation Date/History

In April of 1984, the Putnam County Board of County Commissioners adopted a Transportation Disadvantaged Service Plan for Putnam County, recommending the Putnam County Association of Retarded Citizens (ARC) to serve as the Coordinated Community Transportation Provider. The ARC formed a separate non-profit corporation known as ARC Transit, Inc. to coordinate county-wide transportation. Beginning in 1985, the ARC Transit began to coordinate all county resources and execute Purchase of Service Agreements with other agencies that sponsor transportation for their respective eligible clients.

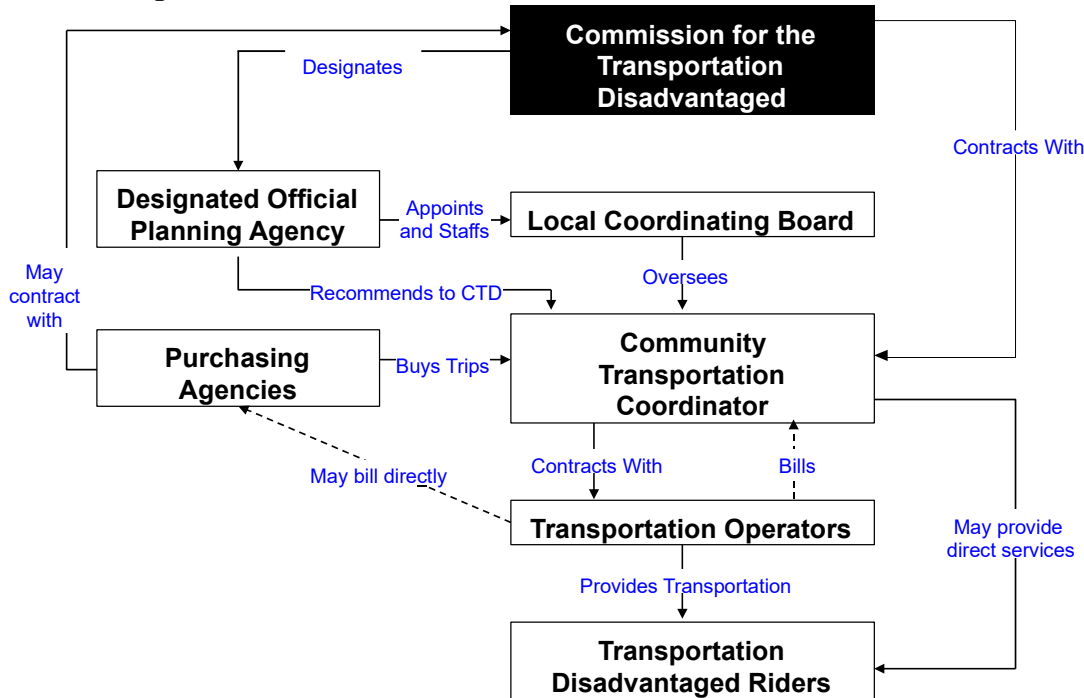
Since that time, ARC Transit, Inc. became known as Ride Solutions and has been the service provider. In 2015, a request for qualifications for Community Transportation Coordination was issued by the Northeast Florida Regional

Council as the DOPA. Ride Solutions responded and was ultimately designated as the service provider for another five years, beginning in 2016.

## Organizational Chart



# Coordinated Transportation System Organization



## Consistency Review with Other Plans

### **Local Government Comprehensive Plan**

The 2021-2026 Putnam County Transportation Disadvantaged Service Plan (TDSP) has been reviewed for consistency with the Putnam County Comprehensive Plan, as adopted by the Putnam County Board of County Commissioners. The Transportation Disadvantaged program in Putnam County is addressed in the required Traffic Circulation Element of the Putnam County Comprehensive Plan and the TDSP is consistent with policies B.1.6.5 and B.1.6.6.

### **Strategic Regional Policy Plan**

This TDSP is consistent, to the maximum amount feasible, with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan”, which was adopted by the NEFRC by Rule on January 16, 2014. The 2014 SRPP was based on a regional visioning process and included extensive public input. The transportation disadvantaged system in the region is addressed by Policies 2, 3, and 16 of the Regional Transportation Element.

### **Mobility Planning**

Putnam County is not located within an MPO. However, Putnam County has been a long time participant in the Northeast Florida Mobility Coalition. The Northeast Florida Coordinated Mobility Plan is the guide to enhanced transportation access through improved coordination of transportation information, services and resources in

Northeast Florida. The Plan was developed by members of the general public, transportation providers, social service agencies, and elected officials who identified gaps and redundancies in transportation services and have initiated coordination methods to provide cost effective and efficient services in the Northeast Florida region. It was superseded by the Regional Transit Action Plan.

### **Regional Transit Action Plan**

Ride Solutions was represented in the creation of the Regional Transportation Commission's Regional Transit Action Plan 2016 and the direction of that plan aligns with this TDSP. Ride Solutions is represented on the Regional Transit Working Group, which is working on implementation of the plan. The Regional Transportation Commission has sunsetted.

### **Commission for the Transportation Disadvantaged 5yr/20yr Plan**

The TDSP is consistent with the themes of the Commission's 2005 plan, although much of the plan is outdated.

### Public Participation

Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board members are staff to these agencies, and review the Service Plan at least annually. They are all invited to participate with the development and update of the TDSP.

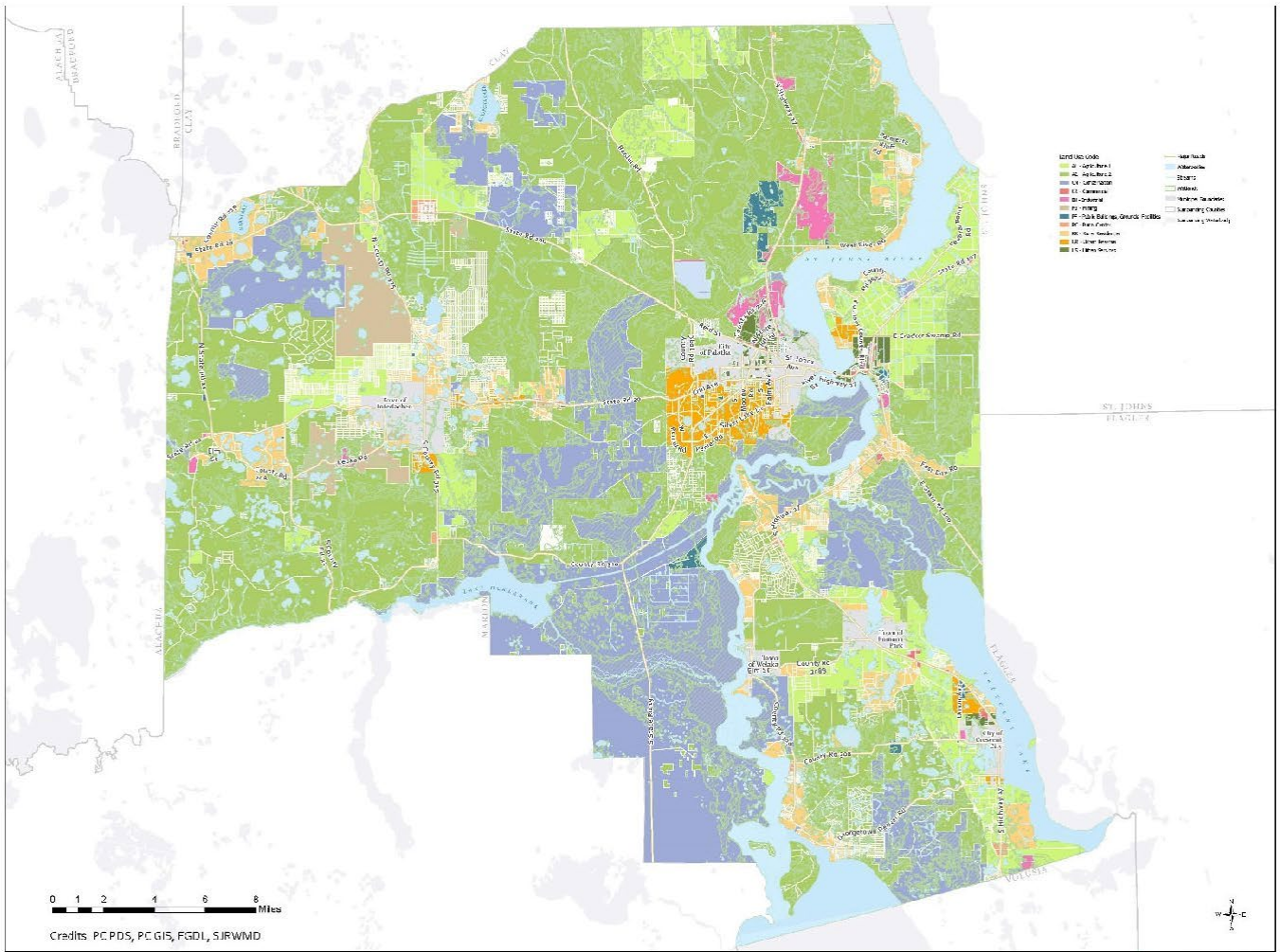
- a. Transportation – Staff for the Northeast Florida Regional Council actively participates with the development of the TDSP and coordinates the efforts to ensure that the policies in the plan are followed fully.
- b. Passengers and Advocates – The CTC has close contact with its riders, and get input on a continuing basis.
- c. Human Service Partners – The CTC staff has a close relationship with many local churches, health care facilities, independent living centers, and job training and placement agencies, and receive input on a continuing basis.

Others - A public hearing is held annually in conjunction with a quarterly board meeting for public input.

## **SERVICE AREA PROFILE/DEMOGRAPHICS**

### Land Use

Putnam County Future Land Use



"This data is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Putnam County and its employees disclaim all responsibility for the accuracy or completeness of the data shown hereon."

Source: Putnam County, 2017

## Putnam County BEBR Population Estimates and Projections

| Estimate      | Projections   |               |               |               |               |               |               |
|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
|               | April 1, 2019 | April 1, 2020 | April 1, 2025 | April 1, 2030 | April 1, 2035 | April 1, 2040 | April 1, 2045 |
| 73,268        |               |               |               |               |               |               |               |
| <b>Low</b>    | <b>70,400</b> | <b>68,700</b> | <b>66,900</b> | <b>65,300</b> | <b>63,500</b> | <b>61,800</b> | <b>61,800</b> |
| <b>Medium</b> | <b>73,300</b> | <b>73,600</b> | <b>73,700</b> | <b>73,900</b> | <b>74,100</b> | <b>74,300</b> | <b>74,300</b> |
| <b>High</b>   | <b>76,300</b> | <b>78,700</b> | <b>81,100</b> | <b>83,400</b> | <b>85,400</b> | <b>87,300</b> | <b>87,300</b> |

| Estimates of Population by County and City | April 1, 2019 | April 1, 2010 | Total Change 2010-2019 |
|--|---------------|---------------|------------------------|
| <b>April 1, 2019</b>                       |               |               |                        |
| <b>Putnam County</b>                       | <b>73,268</b> | <b>74,364</b> | <b>-1,096</b>          |
| <b>Crescent City</b>                       | <b>1,583</b>  | <b>1,577</b>  | <b>6</b>               |
| <b>Palatka</b>                             | <b>10,723</b> | <b>10,558</b> | <b>165</b>             |
| <b>Interlachen</b>                         | <b>1,350</b>  | <b>1,403</b>  | <b>-53</b>             |
| <b>Pomona Park</b>                         | <b>880</b>    | <b>912</b>    | <b>-32</b>             |
| <b>Welaka</b>                              | <b>717</b>    | <b>701</b>    | <b>16</b>              |
| <b>Unincorporated</b>                      | <b>58,015</b> | <b>59,213</b> | <b>-1,198</b>          |

SOURCE: University of Florida, Bureau of Economic and Business Research <http://www.bebr.ufl.edu/population>

### Putnam County Veterans - Total Population - Projections

| Year | Data  |
|------|-------|
| 2018 | 7,594 |
| 2020 | 7,214 |
| 2025 | 6,200 |
| 2030 | 5,466 |
| 2035 | 4,784 |
| 2040 | 4,204 |

SOURCE: Veterans Administration Website: [https://www.va.gov/vetdata/Veteran\\_Population.asp](https://www.va.gov/vetdata/Veteran_Population.asp)

## Putnam County Population - 5-year Estimates and Projections

### Putnam County Population - 5-year Estimates and Projections

| Age          | Census        | Estimate      | Projections   |               |               |               |               |               |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
|              | 2010          | 2018          | 2020          | 2025          | 2030          | 2035          | 2040          | 2045          |
| 0-4          | 4,689         | 4,446         | 4,446         | 4,480         | 4,381         | 4,337         | 4,249         | 4,275         |
| 5-9          | 4,506         | 4,471         | 4,443         | 4,441         | 4,501         | 4,435         | 4,407         | 4,321         |
| 10-14        | 4,675         | 4,502         | 4,538         | 4,404         | 4,426         | 4,516         | 4,466         | 4,443         |
| 15-19        | 4,930         | 4,076         | 4,041         | 4,207         | 4,099         | 4,152         | 4,254         | 4,214         |
| 20-24        | 4,046         | 3,821         | 3,721         | 3,581         | 3,752         | 3,668         | 3,730         | 3,831         |
| 25-29        | 3,985         | 3,941         | 3,995         | 3,518         | 3,408         | 3,598         | 3,526         | 3,593         |
| 30-34        | 3,762         | 3,775         | 3,751         | 4,011         | 3,561         | 3,473         | 3,673         | 3,609         |
| 35-39        | 3,861         | 3,940         | 3,989         | 3,827         | 4,123         | 3,674         | 3,596         | 3,809         |
| 40-44        | 4,126         | 3,866         | 3,861         | 4,117         | 3,974         | 4,307         | 3,848         | 3,769         |
| 45-49        | 5,300         | 4,076         | 4,047         | 4,019         | 4,312         | 4,193         | 4,561         | 4,078         |
| 50-54        | 5,714         | 4,581         | 4,377         | 4,233         | 4,219         | 4,562         | 4,455         | 4,851         |
| 55-59        | 5,444         | 5,657         | 5,621         | 4,579         | 4,447         | 4,454         | 4,840         | 4,737         |
| 60-64        | 5,256         | 5,791         | 5,890         | 5,739         | 4,708         | 4,597         | 4,614         | 5,026         |
| 65-69        | 4,468         | 5,164         | 5,214         | 5,721         | 5,618         | 4,642         | 4,550         | 4,567         |
| 70-74        | 3,497         | 4,221         | 4,327         | 4,568         | 5,052         | 4,998         | 4,153         | 4,075         |
| 75-79        | 2,705         | 3,065         | 3,144         | 3,638         | 3,904         | 4,379         | 4,391         | 3,680         |
| 80-84        | 1,932         | 1,933         | 1,957         | 2,277         | 2,680         | 2,921         | 3,319         | 3,363         |
| 85+          | 1,468         | 1,942         | 1,982         | 2,198         | 2,542         | 3,014         | 3,475         | 4,019         |
| <b>Total</b> | <b>74,364</b> | <b>73,268</b> | <b>73,344</b> | <b>73,558</b> | <b>73,707</b> | <b>73,920</b> | <b>74,107</b> | <b>74,260</b> |

SOURCE: University of Florida, Bureau of Economic and Business Research, Florida Population Studies, Bulletin 178 <http://www.bebr.ufl.edu/population>

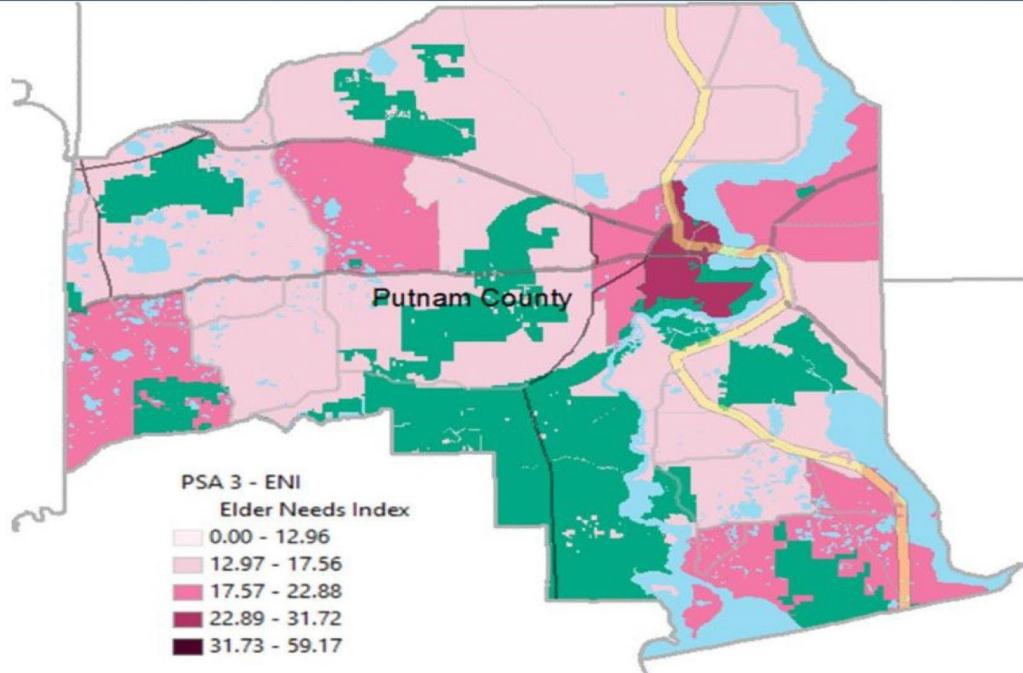
## Statistics Related to County Population Age 60+



## Putnam County

This profile of older Floridians is a source of current information related to seniors in the county. Topics include the current and future population of older adults, the prevalence of older adults who experience financial and housing issues, the array of health and medical resources, and information related to disasters. As Florida's older adult population grows, awareness of these issues is needed to ensure that elders continue to be vital participants in their communities.

### Elder Needs Index



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. **It is not a percentage of the area's population.** The green areas of the map represent bodies of land such as national parks, state forests, wildlife management areas, and local and private preserves. The blue areas of the map represent bodies of water such as lakes, streams, rivers, and coastlines. Interactive maps, viewing software, and a detailed user's guide are available at [http://elderaffairs.state.fl.us/does/eni\\_home.php](http://elderaffairs.state.fl.us/does/eni_home.php)

The index cutpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

### Useful Websites

Bureau of Economic and Business Research (BEBR)  
U.S. Census Bureau, American Community Survey (ACS)  
U.S. Census Bureau, Quick Facts  
Florida Agency for Health Care Administration (AHCA)  
Florida Department of Elder Affairs (DOEA)  
How to Become an Age Friendly Community

Florida Division of Emergency Management (Shelters)  
Florida Housing Data Clearinghouse  
County Chronic Disease Profile  
Aging Integrated Database (AGID)  
Florida DOEA ENI Maps

## Putnam County Demographic Profile

The demographics section presents the population characteristics of those age 60 and older and examines traits about older Floridians, such as the number of veterans, voters, and drivers.

| Age Category | Value  | Percent |
|--------------|--------|---------|
| All Ages     | 72,981 | 100%    |
| Under 18     | 15,795 | 22%     |
| Under 60     | 51,304 | 70%     |
| 18-59        | 35,509 | 49%     |
| 60+          | 21,677 | 30%     |
| 65+          | 15,995 | 22%     |
| 70+          | 10,890 | 15%     |
| 75+          | 6,780  | 9%      |
| 80+          | 3,798  | 5%      |
| 85+          | 1,896  | 3%      |

Source: BEBR, 2019

| Gender | Value  | Percent |
|--------|--------|---------|
| Male   | 10,334 | 48%     |
| Female | 11,343 | 52%     |

Source: BEBR, 2019

| Living Alone        | Value | Percent |
|---------------------|-------|---------|
| Male Living Alone   | 2,005 | 37%     |
| Female Living Alone | 3,355 | 63%     |

Source: AGID 2012-16 ACS

| Educational Attainment (65+) | Value | Percent |
|------------------------------|-------|---------|
| Less than High School        | 3,273 | 20%     |
| High School Diploma          | 6,321 | 40%     |
| Some College, No Degree      | 2,759 | 17%     |
| Associates Degree or Higher  | 3,348 | 21%     |

Source: U.S. Census Bureau, 2013-2017 ACS

| Marital Status           | Male  | Female |
|--------------------------|-------|--------|
| <b>Never Married</b>     | 455   | 380    |
| Percentage Never Married | 5%    | 4%     |
| <b>Married</b>           | 6,245 | 5,050  |
| Percentage Married       | 65%   | 47%    |
| <b>Widowed</b>           | 1,245 | 3,475  |
| Percentage Widowed       | 13%   | 32%    |
| <b>Divorced</b>          | 1,640 | 1,885  |
| Percentage Divorced      | 17%   | 17%    |

Source: AGID 2012-16 ACS

Note: The American Community Survey (ACS) requires a minimum of 50 cases in a geographic area and therefore a value of 0 may denote fewer than 50 seniors in a region.

| Race and Ethnicity    | Value  | Percent |
|-----------------------|--------|---------|
| White                 | 19,267 | 89%     |
| Black                 | 2,212  | 10%     |
| Other Minorities      | 198    | 1%      |
| <b>Total Hispanic</b> | 720    | 3%      |
| White Hispanic        | 658    | 3%      |
| Non-White Hispanic    | 62     | 0%      |
| Total Non-Hispanic    | 20,957 | 97%     |
| Total Minority        | 3,328  | 15%     |

Source: BEBR, 2019

| Driver License Holders | Value  | Percent |
|------------------------|--------|---------|
| Drivers                | 19,210 | 36%     |

Source: Florida Department of Highway Safety and Motor Vehicles, 2019

| Registered Voters | Value  | Percent |
|-------------------|--------|---------|
| Registered Voters | 21,296 | 42%     |

Source: Florida Department of State, 2018

| Veterans  | Value | Percent |
|-----------|-------|---------|
| Age 45-64 | 2,377 | 35%     |
| Age 65-84 | 3,003 | 44%     |
| Age 85+   | 497   | 7%      |

Source: U.S. Department of Veterans Affairs

| Grandparents                                  | Value  | Percent |
|---|--------|---------|
| <b>Living With Grandchildren</b>              | 815    | 4%      |
| Grandparent Responsible for Grandchildren     | 490    | 2%      |
| Grandparent Not Responsible for Grandchildren | 325    | 1%      |
| <b>Not Living With Grandchildren</b>          | 19,125 | 88%     |

Grandchildren are defined as being under the age of 18.

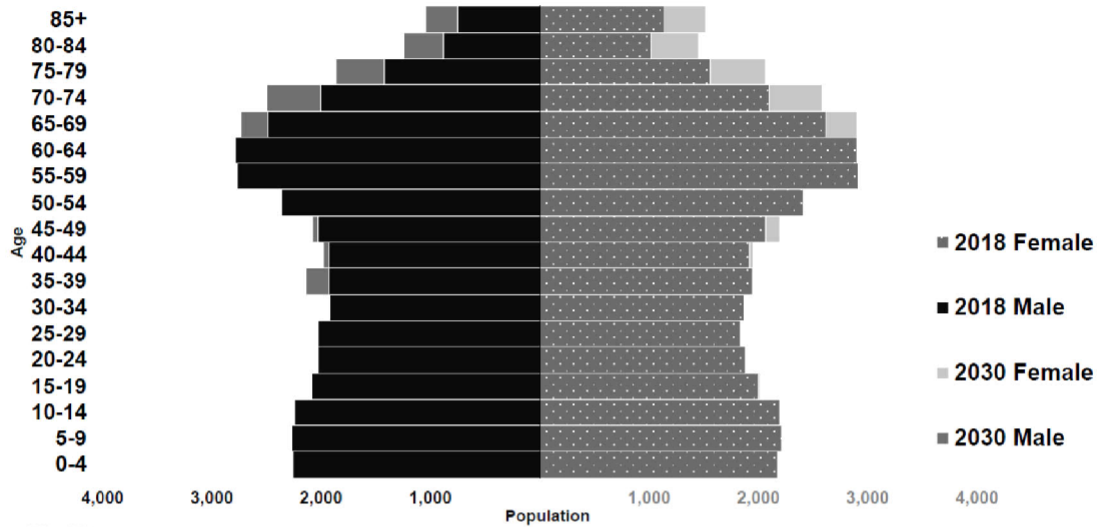
Source: AGID 2012-16 ACS

| English Proficiency              | Value | Percent |
|----------------------------------|-------|---------|
| With Limited English Proficiency | 330   | 2%      |

Source: AGID 2012-16 ACS

## Putnam County Demographic Profile

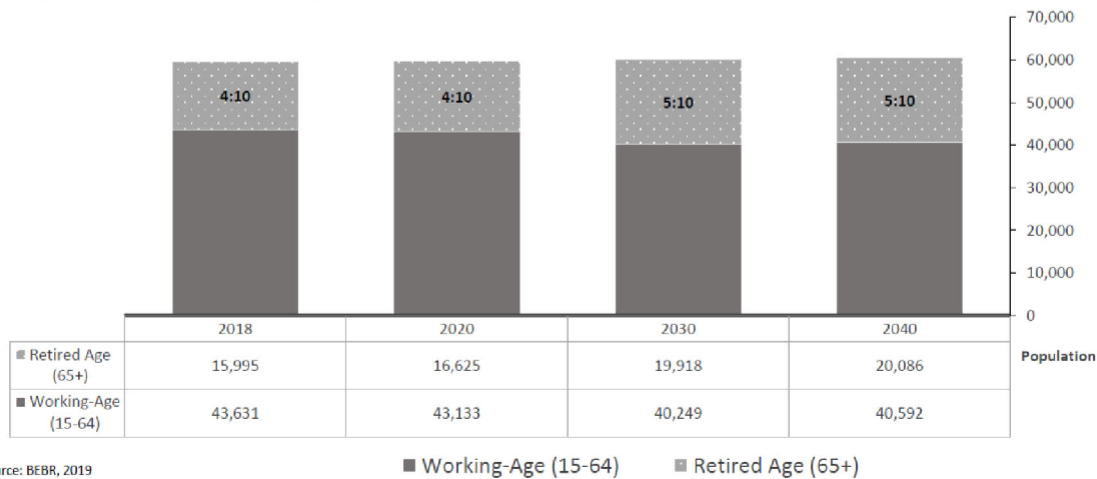
The population pyramid below compares the projected older adult population by gender between 2018 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2019

## Senior Dependency Ratio

The dependency ratio contrasts the number of working-age (15-64) individuals compared to the number of individuals age 65 and older who are likely retired from the workforce. This ratio reflects the ongoing contributions of taxes and wages to support the health care and retirement systems used by retirees, as well as the availability of younger individuals to serve as caregivers to older loved ones.



Source: BEBR, 2019

## Putnam County Financial Profile

This section examines financial conditions, poverty rates, and the cost of living for older Floridians. The ratio of income to poverty level graphic below shows the distribution of older adults relative to the poverty level to show the proportion of the senior population who fall below the Federal Poverty Level (FPL). The portrayal of the financial conditions of older adults is detailed in the final graphic, which includes information about income relative to rates of homeownership and partnership status in the consideration of cost of living.

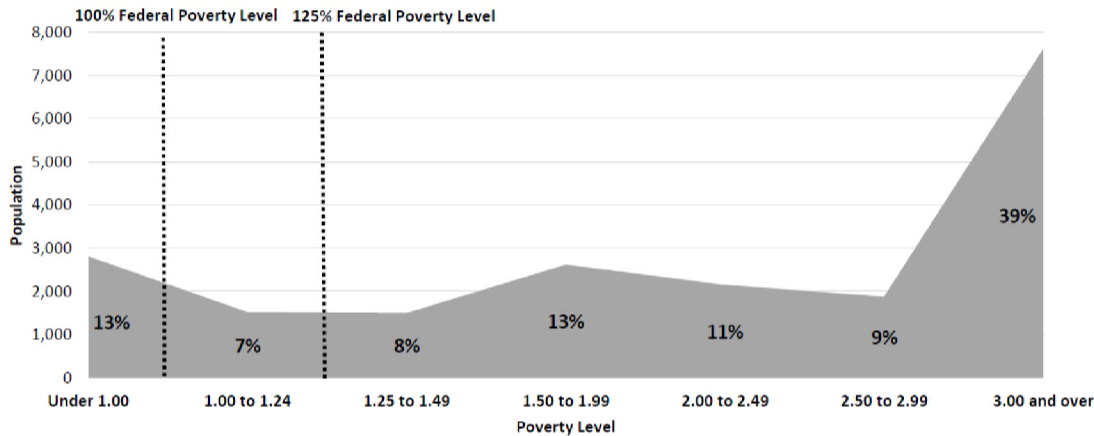
| Federal Poverty Level        | Value    |
|------------------------------|----------|
| Single-Person Household      | \$12,140 |
| Two-Person Household         | \$16,460 |
| 125% Single-Person Household | \$15,175 |
| 125% Two-Person Household    | \$20,575 |

Source: U.S. Department of Health & Human Services, 2018

| Poverty                              | Value | Percent |
|--------------------------------------|-------|---------|
| At Poverty Level                     | 2,805 | 13%     |
| Below 125% of Poverty Level          | 4,320 | 20%     |
| Minority At Poverty Level            | 695   | 3%      |
| Minority Below 125% of Poverty Level | 975   | 4%      |

Source: AGID 2012-16 ACS

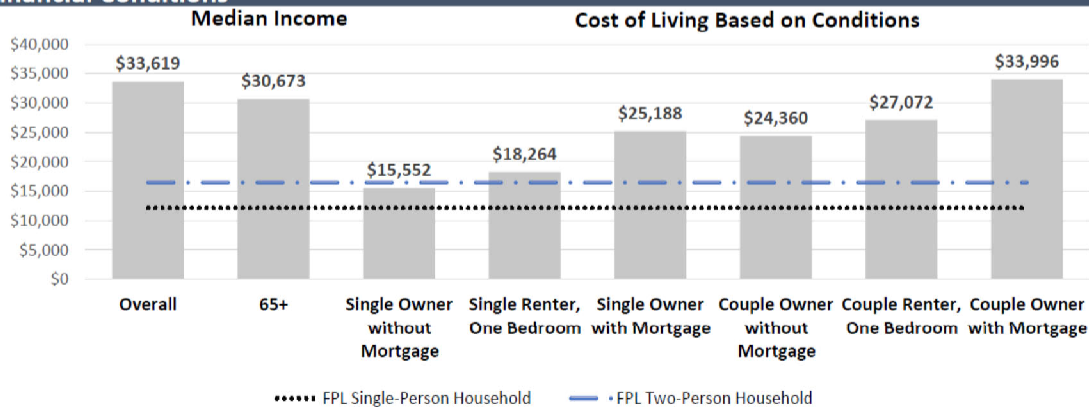
## Ratio of Income to Poverty Level



Value is expressed as the percentage of the 60+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2012-16 ACS

## Financial Conditions



Cost of living is an index of how much income retired older adults require to meet their basic needs to live in their community without assistance.

Source: U.S. Census Bureau, 2013-2017 ACS and WOW Elder Economic Security Standard Index, 2016



## Putnam County Livability Profile

The livability section presents new elements, such as available affordable housing for older adults. Many essential community elements are also included below, such as sidewalk safety, the safety of roadways, and availability of green spaces. The rates of older Floridians who have access to a vehicle or public transportation, as well as the availability of internet access and various food resources, are also provided. These provide estimates of older adults' ability to access community resources.

### Pedestrian Safety Percent

|  |     |
|--|-----|
| Sidewalks with Barriers  | 22% |
| Physical barriers are those that separate motorized vehicle lanes from sidewalks or shared path (e.g. areas for parking lots, guardrail, trees, etc.). |     |

Source: Florida Department of Transportation, 2018

### Road Incidents Value

|   |    |
|---|----|
| Total Involved in Fatal Car Crashes per 100,000                       | 51 |
| This figure includes occupants and non-occupants involved in a crash. |    |

Source: National Highway Traffic Safety Administration, 2017

### SNAP or Food Stamps Value

|                      |       |
|----------------------|-------|
| Participants         | 3,130 |
| Potentially Eligible | 4,320 |
| Participation Rate   | 72%   |

Source: Florida Department of Children and Families, 2018

### Food Resource Centers Value

|                             |    |
|-----------------------------|----|
| SNAP Access Site            | 6  |
| Fresh Access Bucks Outlet   | 0  |
| Farmer's Market             | 2  |
| Food Distribution (No Cost) | 18 |
| SNAP Retailers              | 97 |
| Congregate Meal Sites       | 2  |

Food Distribution (No Cost) is the number of food pantries, soup kitchens, and food banks in the area.

Source: Feeding Florida.org, USDA, and Florida DOEA, 2019

### Public Transportation Options Value

|   |         |
|---|---------|
| Bus Operations at least at the County       | 1       |
| Rail Operations at least at the County      | 0       |
| Public Transit Service Area (sq. mi.)       | 137     |
| Public Transit Service Area Population      | 503,506 |
| Annual Unlinked Trips                       | 130,947 |
| Vehicles Operated in Maximum Service (VOMS) | 31      |
| Total Miles of Bike Lanes                   | 46      |

Information on service area is not reported by rural and intercity public transit.

VOMS are the number of vehicles operated to meet the annual max service, and unlinked trips are the number of passengers boarding public transit.

Source: Federal Transit Administration, 2017, and FDOT, 2018

### Green Space Value

|                              |   |
|------------------------------|---|
| Number of Nearby State Parks | 8 |
|------------------------------|---|

Nearby refers to the park that has the shortest distance from the center of the county.

Source: Florida Department of Transportation, 2018

### Rural-Urban Designation Value

|                         |     |
|-------------------------|-----|
| Census Tracts Rural     | 76% |
| Census Tracts Urban     | 24% |
| Number of Census Tracts | 17  |

Source: U.S. Department of Agriculture, 2019

### Households With High Cost Burden (65+) Value

|  |       |
|--|-------|
| Owner-Occupied Households                | 8,834 |
| Percent of Owners with High Cost Burden  | 13%   |
| Renter-Occupied Households               | 1,389 |
| Percent of Renters with High Cost Burden | 36%   |

Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.

Source: The Shimberg Center for Housing Studies, 2018

### Affordable Housing Inventory Value

|  |            |
|--|------------|
| <b>Properties</b>                          | <b>11</b>  |
| Properties Ready for Occupancy             | 11         |
| <b>Total Units</b>                         | <b>703</b> |
| Units with Rent and/or Income Restrictions | 701        |
| Units Receiving Monthly Rental Assistance  | 269        |

Affordable housing inventory receives funding from HUD, Florida Housing Financing Corp., and the USDA. The inventory above includes older adults as its target population.

Source: The Shimberg Center for Housing Studies, 2018

### Housing Units by Occupancy (65+) Percent

|                               |     |
|-------------------------------|-----|
| Owner-Occupied Housing Units  | 56% |
| Renter-Occupied Housing Units | 25% |

Source: U.S. Census Bureau, 2013-2017 ACS

### Vehicle Access (65+) Percent

|  |     |
|--|-----|
| Owner-Occupied Households with Access to Vehicle(s)  | 95% |
| Renter-Occupied Households with Access to Vehicle(s) | 78% |

Source: U.S. Census Bureau, 2013-2017 ACS

### Employment Status (65+) Value Percent

|                              |       |     |
|------------------------------|-------|-----|
| Number of Seniors Employed   | 1,774 | 11% |
| Number of Seniors Unemployed | 808   | 5%  |

Source: U.S. Census Bureau, 2013-2017 ACS

### Retirement (65+) Value Percent

|                               |        |     |
|-------------------------------|--------|-----|
| Social Security Beneficiaries | 14,150 | 67% |
| SSI Recipients                | 556    | 18% |

SSI stands for Supplemental Security Income. To qualify, a person must be at least age 65 OR be blind or disabled. Also, the person must have limited income and resources.

Source: U.S. Social Security Administration, 2018

### Internet Access (65+) Percent

|                      |     |
|----------------------|-----|
| Have Internet Access | 64% |
|----------------------|-----|

Source: U.S. Census Bureau, 2013-2017 ACS

## Putnam County Health Profile and Medical Resources

The health and medical section presents the variety and availability of different types of facilities, medical professionals, and treatment services in the community. This includes complex estimates based on probable usage by older adults. For example, the "Medically Underserved" are areas designated by the U.S. Department of Health and Human Services as having too few primary care providers, high infant mortality, high poverty, or a high elderly population. Medical access and health support services information is an important area for community planners to ensure that support is in place to accommodate an older population.

| Ambulatory Surgical Centers | Value |
|-----------------------------|-------|
| Facilities                  | 0     |
| Operating Rooms             | 0     |
| Recovery Beds               | 0     |

Source: Florida AHCA, 2019

| Hospitals                            | Value |
|--------------------------------------|-------|
| Hospitals                            | 1     |
| Hospitals with Skilled Nursing Units | 0     |
| Hospital Beds                        | 99    |
| Skilled Nursing Unit Beds            | 0     |

Source: Florida AHCA, 2019

| Medical Professionals           | Value |
|---------------------------------|-------|
| <b>Medical Doctors</b>          |       |
| Licensed                        | 54    |
| Limited License                 | 0     |
| Critical Need Area License      | 2     |
| Restricted                      | 0     |
| Medical Faculty Certification   | 0     |
| Public Health Certificate       | 0     |
| <b>Other Professionals</b>      |       |
| Licensed Podiatric Physicians   | 1     |
| Licensed Osteopathic Physicians | 5     |
| Dentists                        | 13    |
| Licensed Registered Nurses      | 564   |
| Pharmacies                      | 19    |

Source: Florida Department of Health, 2019

| Assisted Living Facility                         | Value |
|--|-------|
| Total ALF Beds                                   | 250   |
| Optional State Supplementation (OSS) Beds        | 69    |
| Non-OSS Beds                                     | 181   |
| Total ALF Facilities                             | 10    |
| Facilities with Extended Congregate Care License | 2     |
| Facilities with Limited Mental Health License    | 1     |
| Facilities with Limited Nursing Service License  | 4     |

Source: Florida AHCA, 2019

| Medically Underserved   | Value | Percent |
|---|-------|---------|
| Total Medically Underserved   | 3,078 | 14%     |
| Living in Areas Defined as Having Medically Underserved Populations | 0     | 0%      |
| Living in Medically Underserved Areas                               | 3,078 | 14%     |

Source: Calculated using U.S. Health Resources & Services Administration and AGID

| Health Insurance 65+ | Value  | Percent |
|----------------------|--------|---------|
| Insured              | 15,359 | 100%    |
| Uninsured            | 70     | 0%      |

Source: U.S. Census Bureau, 2013-2017 ACS

| Disability Status                | Value  | Percent |
|----------------------------------|--------|---------|
| With One Type of Disability      | 2,865  | 13%     |
| With Two or More Disabilities    | 3,365  | 16%     |
| <b>Total With Any Disability</b> |        |         |
| Hearing                          | 2,560  | 12%     |
| Vision                           | 1,050  | 5%      |
| Cognitive                        | 1,570  | 7%      |
| Ambulatory                       | 3,805  | 18%     |
| Self-Care                        | 1,295  | 6%      |
| Independent Living               | 2,510  | 12%     |
| With No Disabilities             | 13,825 | 64%     |
| Probable Alzheimer's Cases (65+) | 2,011  | 13%     |

Source: AGID 2012-16 ACS

| Medicaid & Medicare Beneficiaries | Value | Percent |
|-----------------------------------|-------|---------|
| 60+ Medicaid Eligible             | 3,394 | 15%     |
| 60+ Dual Eligible                 | 3,039 | 68%     |

Source: Florida AHCA, 2019

| Adult Day Care (ADC) | Value |
|----------------------|-------|
| ADC Facilities       | 0     |
| Capacity             | 0     |

Source: Florida AHCA, 2019

| Home Health Agencies                      | Value |
|---|-------|
| Agencies                                  | 7     |
| Medicaid Certified Agencies               | 0     |
| Medicare Certified Agencies               | 3     |
| Homemaker and Companion Service Companies | 2     |

Source: Florida AHCA, 2019

## Putnam County Health Profile and Medical Resources

| Skilled Nursing Facility (SNF) Use | Value   |
|------------------------------------|---------|
| <b>SNFs With Beds</b>              | 3       |
| Community Beds                     | 3       |
| Sheltered Beds                     | 0       |
| Veteran Administration Beds        | 0       |
| Other Beds                         | 0       |
| <b>SNF Beds</b>                    | 337     |
| Community Beds                     | 337     |
| Sheltered Beds                     | 0       |
| Veteran Administration Beds        | 0       |
| Other Beds                         | 0       |
| <b>SNFs With Community Beds</b>    | 3       |
| Community Bed Days                 | 123,005 |
| Community Patient Days             | 109,634 |
| Medicaid Patient Days              | 76,121  |
| Occupancy Rate                     | 89%     |
| Percent Medicaid                   | 69%     |

The day the patient is admitted is a patient day. A bed day is a day during which a person is confined to a bed and in which the patient stays overnight in a hospital.

Source: Florida AHCA, 2019

| Emergency Medical Services (EMS) Providers | Value |
|--|-------|
| Providers                                  | 3     |

EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2019

| Adult Family Care Homes | Value |
|-------------------------|-------|
| Homes                   | 0     |
| Beds                    | 0     |

Source: Florida AHCA, 2019

| Memory Disorder Clinics | Value |
|-------------------------|-------|
| Total                   | 0     |

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2019

| Dialysis                        | Value |
|---------------------------------|-------|
| End-Stage Renal Disease Centers | 2     |

Source: Florida Department of Health, 2019

## Putnam County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in Census tracts that fall within particular FEMA-designated evacuation zones, as well as the portions of DOEA Home and Community-Based Services (HCBS) clients who reside in these zones. The estimate of electricity-dependent individuals is presented by insurance type to show the number of people who use electricity-dependent medical equipment necessary for things such as survival or mobility. This information can also be used to evaluate the sufficiency of shelters, generators, and evacuation route roadways to handle the needs of seniors and medically fragile adults in emergencies.

| Electricity-Dependent | Value |
|-----------------------|-------|
| Medicare Beneficiary  | 1,024 |
| Medicaid Beneficiary  | 63    |

Medicare beneficiary includes the entire Medicare population (65+ and SSI Recipients).

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA and U.S. Centers for Medicare & Medicaid Services, 2018

| Shelter Resources                             | Value |
|---|-------|
| <b>Number of General Shelters</b>             | 21    |
| General Shelter Max Capacity in People        | 4,621 |
| <b>Number of Special Needs Shelters</b>       | 1     |
| Special Needs Shelters Max Capacity in People | 145   |

Source: FDEM, 2018

| Evacuation Zones                               | Value | Percent |
|--|-------|---------|
| <b>Total Population Residing in Evac Zone:</b> | 0     | 0%      |
| Zone A   | 0     | 0%      |
| Zone B   | 0     | 0%      |
| Zone C   | 0     | 0%      |
| Zone D   | 0     | 0%      |
| Zone E   | 0     | 0%      |
| <b>DOEA HCBS Clients</b>                       | 208   | 100%    |
| Zone A   | 5     | 2%      |
| Zone B   | 1     | 0%      |
| Zone C   | 6     | 3%      |
| Zone D   | 1     | 0%      |
| Zone E   | 0     | 0%      |
| Lives in an Evac Zone and Has Memory Problems  | 3     | 1%      |
| Lives in an Evac Zone and Lives Alone          | 7     | 3%      |

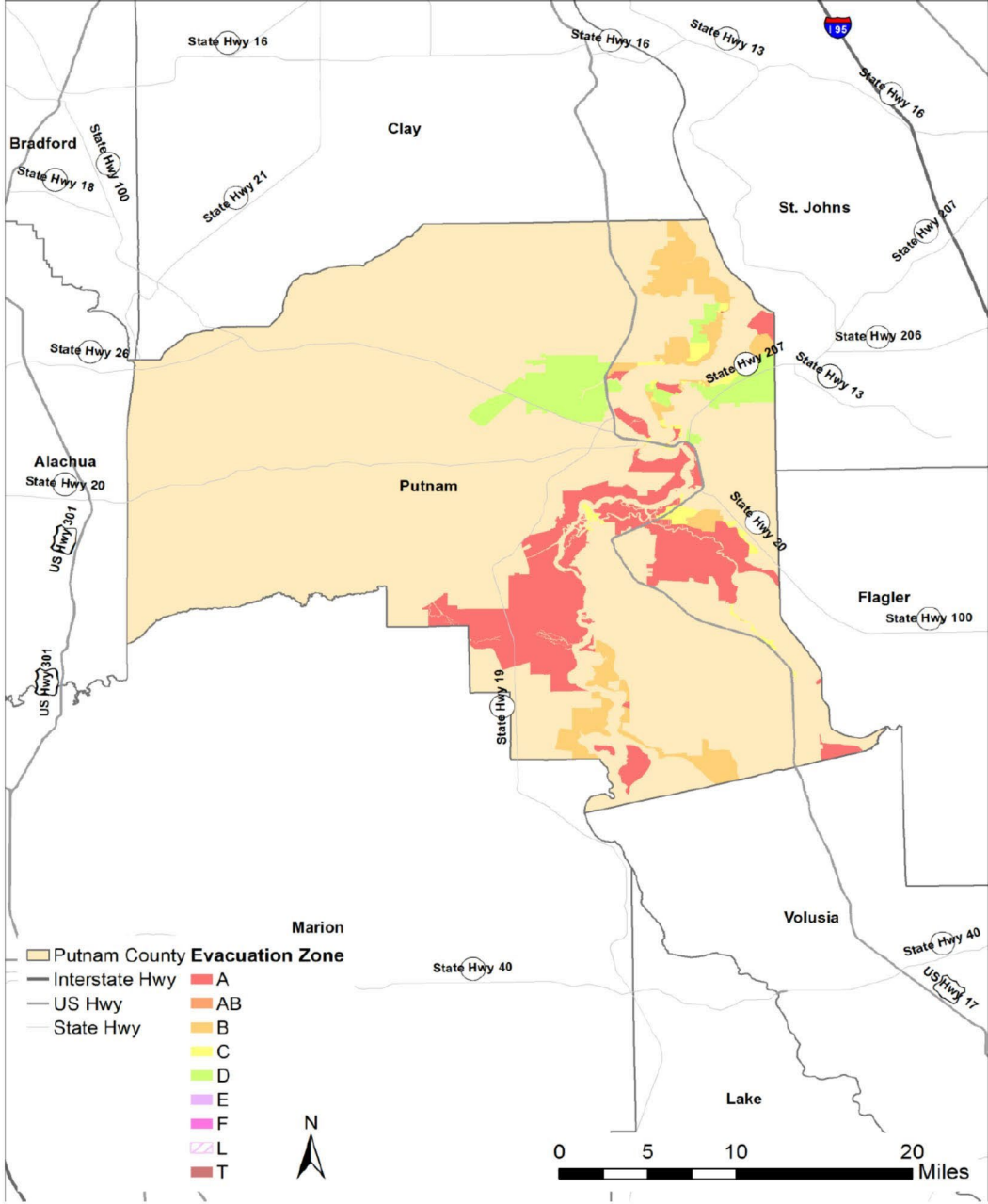
Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet,

Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

Source: Florida DOEA CIRTS, ACS, Florida Division of Emergency Management (FDEM), 2019

**Putnam County Disaster Preparedness**

**Evacuation Zones**



Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.  
Source: FDEM, 2018

Source: 2018 Putnam County Profile of Older Floridians, State of Florida, Department of Elder Affairs,  
[http://elderaffairs.state.fl.us/doea/pubs/stats/County\\_2018/Counties/Putnam.pdf](http://elderaffairs.state.fl.us/doea/pubs/stats/County_2018/Counties/Putnam.pdf)

## Number of Homeless Students PK-12 in Putnam County



| Total Homeless Students 2017-18 Survey | Living Situation: | Shelters | Shared housing | Other | Motels |
|--|-------------------|----------|----------------|-------|--------|
| 634                                    |                   | 64       | 483            | 39    | 48     |

Source: Florida Department of Education's website:

<http://www.fldoe.org/policy/federal-edu-programs/title-x-homeless-edu-program-hep.stml>

## The Percentage of Population Below the Poverty Line by Age in Putnam County, 2018

| <u>Age</u>  | <u>Total Estimates</u> | <u>Total Margin of Error</u> | <u>Total Below the Poverty Line Estimates</u> | <u>Total Below the Poverty Line Margin of Errors</u> | <u>Percent Below Poverty Line</u> | <u>Percent Below Poverty Line Margin of Error</u> |
|---|------------------------|------------------------------|---|--|-----------------------------------|---|
| <u>Under 18 years</u>                                 | 15,081                 | +/-256                       | 5,820   | +/-814   | 38.6%                             | +/-5.2  |
| <u>Under 5 years</u>                                  | 4,106                  | +/-90                        | 2,034   | +/-365   | 49.5%                             | +/-8.9  |
| <u>5-17 Years Old</u>                                 | 10,975                 | +/-257                       | 3,786   | +/-643   | 34.5%                             | +/-5.7  |
| <u>Related Children of Householder Under 18 Years</u> | 15,005                 | +/-266                       | 5,744   | +/-811   | 38.3%                             | +/-5.2  |
| <u>18 to 64 years</u>                                 | 40,073                 | +/-307                       | 9,870   | +/-934   | 24.6%                             | +/-2.3  |
| <u>18 to 34 years</u>                                 | 13,121                 | +/-222                       | 4,064   | +/-526   | 31%                               | +/-3.9  |
| <u>35-64 years</u>                                    | 26,952                 | +/-216                       | 5,806   | +/-635   | 21.5%                             | +/-2.3  |
| <u>60 years and over</u>                              | 21,354                 | +/-411                       | 2,973   | +/-334   | 13.9%                             | +/-1.5  |
| <u>65 years and over</u>                              | 16,007                 | +/-136                       | 1,963   | +/-265   | 12.3%                             | +/-1.7  |

Note: The poverty line is based on the U.S. Census's Poverty Threshold which is the minimum annual income determined by the age, household type, and the number of children in a household for each family unit. The number of family units below that minimum annual income for each group are considered living below the poverty line. The minimum breakdown for each group is found at <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-povertythresholds.html>

Source: The American Community Survey 2018-Five Year Estimates

[https://data.census.gov/cedsci/table?q=S1701&g=0500000US12107&tid=ACSST5Y2018.S1701&vintage=2018&layer=VT\\_2018\\_050\\_00\\_PY\\_DI](https://data.census.gov/cedsci/table?q=S1701&g=0500000US12107&tid=ACSST5Y2018.S1701&vintage=2018&layer=VT_2018_050_00_PY_DI)

## Employment

| Subject   | Putnam |        |                                |         |
|---|--------|--------|--------------------------------|---------|
|   | Total  |        | Labor Force Participation Rate |         |
| Native Hawaiian and Other Pacific Islander alone      | 340    | +/-71  | 63.8%                          | +/-20.6 |
| Some other race alone                                 | 8      | +/-14  | 100%                           | +/-100  |
| Two or more races                                     | 428    | +/-189 | 74.3%                          | +/-16.4 |
|   | 755    | +/-202 | 46.4%                          | +/-16.3 |
| Hispanic or Latino origin (of any race)               |        |        |                                |         |
| White alone, not Hispanic or Latino                   | 4,742  | +/-88  | 58%                            | +/-5    |
|   | 44,029 | +/-174 | 46.2%                          | +/-1.4  |
| Population 20 to 64 years                             |        |        |                                |         |
| SEX   | 39,528 | +/-195 | 64.1%                          | +/-1.7  |
| Male  |        |        |                                |         |
| Female  | 19,560 | +/-86  | 67.7%                          | +/-2.6  |
| With own children under 18 years                      | 19,968 | +/-165 | 60.5%                          | +/-2.4  |
| With own children under 6 years only                  | 5,369  | +/-433 | 67.9%                          | +/-5.5  |
| With own children under 6 years and 6 to 17 years old | 1,242  | +/-298 | 53.3%                          | +/-12.7 |
| With own children to 6 to 17 years                    | 1,137  | +/-251 | 62.4%                          | +/-10.7 |
|   | 2,990  | +/-335 | 76%                            | +/-6.1  |
| POVERTY STATUS IN THE PAST 12 MONTHS                  |        |        |                                |         |
| Below poverty level                                   |        |        |                                |         |
| At or above the poverty level                         | 9,508  | +/-913 | 44.5%                          | +/-4.4  |
|   | 29,223 | +/-863 | 72.2%                          | +/-1.6  |
| DISABILITY STATUS                                     |        |        |                                |         |
| With any disability                                   |        |        |                                |         |
|   | 6,276  | +/-603 | 7.6%                           | +/-4.9  |
| EDUCATIONAL ATTAINMENT                                |        |        |                                |         |
| Population 25 to 64 years                             |        |        |                                |         |
| Less than high school graduate                        | 35,570 | +/-167 | 64.1%                          | +/-1.9  |

|   |        |        |       |        |
|---|--------|--------|-------|--------|
| High school graduate (includes equivalency) | 6,671  | +/-630 | 51.9% | +/-4.7 |
| Some college or associate degree            | 14,471 | +/-674 | 65%   | +/-3.2 |
| Bachelor's degree or higher                 | 10,550 | +/-790 | 66.8% | +/-3.5 |
|   | 3,878  | +/-479 | 74.3% | +/-4.3 |

| Subject   | Putnam County, Florida      |                 |                   |                 |
|---|-----------------------------|-----------------|-------------------|-----------------|
|   | Employment/Population Ratio |                 | Unemployment rate |                 |
|   | Estimate                    | Margin of Error | Estimate          | Margin of Error |
| Population 16 years and over                      | 42.5%                       | +/-1.3          | 10.5%             | +/-1.7          |
| <b>AGE</b>  |                             |                 |                   |                 |
| 16 to 19 years                                    | 19.3%                       | +/-5.8          | 28.9%             | +/-12.4         |
| 20 to 24 years                                    | 52.8%                       | +/-6.9          | 17.4%             | +/-7.6          |
| 25 to 29 years                                    | 67.3%                       | +/-6.4          | 9.5%              | +/-5.2          |
| 30 to 34 years                                    | 63.6%                       | +/-6.2          | 11.9%             | +/-4.8          |
| 35 to 44 years                                    | 64.4%                       | +/-5.1          | 9%                | +/-3.7          |
| 45 to 54 years                                    | 61.9%                       | +/-3.8          | 10.8%             | +/-3.7          |
| 55 to 59 years                                    | 56.1%                       | +/-5.4          | 7.9%              | +/-2.5          |
| 60 to 64 years                                    | 32.8%                       | +/-3.6          | 6.9%              | +/-4.1          |
| 65 to 74 years                                    | 15.2%                       | +/-2.7          | 3.4%              | +/-3.7          |
| 75 years and over                                 | 4.1%                        | +/-2.1          | 4.4%              | +/-7.8          |
| <b>RACE AND HISPANIC OR LATINO ORIGIN</b>         |                             |                 |                   |                 |
| White alone                                       | 42.8%                       | +/-1.5          | 8.8%              | +/-1.6          |
| Black or African American alone                   | 39%                         | +/-4.5          | 18.8%             | +/-6            |
| American Indian and Alaska Native alone           | 23.1%                       | +/-28           | 57%               | +/-48.5         |
| Asian alone                                       | 59.1%                       | +/-23           | 7.4%              | +/-12.4         |
| Native Hawaiian and Other Pacific Islander alone  | 100%                        | +/-100          | 0%                | +/-100          |
| Some other race alone                             | 70.8%                       | +/-14.2         | 4.7%              | +/-7.1          |
| Two or more races                                 | 42.5%                       | +/-14.9         | 8.3%              | +/-12.2         |
| Hispanic or Latino origin (of any race)           | 53.6%                       | +/-5.6          | 7.5%              | +/-4.8          |
| White alone, not Hispanic or Latino               | 41.9%                       | +/-1.6          | 9.2%              | +/-1.7          |
| Population 20 to 64 years                         | 57.4%                       | +/-1.9          | 10.4%             | +/-1.8          |
| <b>SEX</b>  |                             |                 |                   |                 |
| Male  | 60.9%                       | +/-2.8          | 9.9%              | +/-2.7          |
| Female  | 53.9%                       | +/-2.8          | 10.8%             | +/-2.6          |
| With own children under 18 years                  | 59.6%                       | +/-5.2          | 12.2%             | +/-4.7          |
| With own children under 6 years only              | 44.7%                       | +/-13           | 16.2%             | +/-12.6         |
| With own children under 6 years and 6 to 17 years | 50.9%                       | +/-11.2         | 18.5%             | +/-12.4         |
| With own children under 6 to 17 years only        | 69.1%                       | +/-6.8          | 9.1%              | +/-5.7          |
| <b>POVERTY STATUS IN THE PAST 12 MONTHS</b>       |                             |                 |                   |                 |
| Below poverty level                               | 28.1%                       | +/-3.6          | 36.9%             | +/-6.3          |
| At or above the poverty level                     | 68.5%                       | +/-1.9          | 5%                | +/-1.4          |
| <b>DISABILITY STATUS</b>                          |                             |                 |                   |                 |
| With any disability                               | 20.3%                       | +/-3.8          | 26.7%             | +/-10.1         |
| <b>EDUCATIONAL ATTAINMENT</b>                     |                             |                 |                   |                 |
| Population 25 to 64 years                         | 57.9%                       | +/-2            | 9.6%              | +/-1.8          |
| Less than high school graduate                    | 45.9%                       | +/-5            | 11.5%             | +/-4.7          |
| High school graduate (includes equivalency)       | 57.7%                       | +/-3.3          | 11.1%             | +/-3.4          |
| Some college or associate degree                  | 60.9%                       | +/-3.9          | 8.8%              | +/-2.9          |
| Bachelor's degree or higher                       | 71.3%                       | +/-4.6          | 4.1%              | +/-2.5          |

Source: The American Community Survey 2018-Five Year Estimates

[https://data.census.gov/cedsci/table?q=S2301&g=0500000US12107&tid=ACST5Y2018.S2301&vintage=2018&layer=VT\\_2018\\_050\\_00\\_PY\\_D1](https://data.census.gov/cedsci/table?q=S2301&g=0500000US12107&tid=ACST5Y2018.S2301&vintage=2018&layer=VT_2018_050_00_PY_D1)

## **Overview of Land Use, Population/Composition and Employment**

The future land use map and demographics, when considered together indicate that Putnam is a rural County with slow population and job growth, when compared to other Counties in Northeast Florida. The population is aging. The ALICE (Asset Limited, Income Constrained, Employed) report, done in 2018 by the United Way of Florida, analyzed households that earn more than the U.S poverty level but less than the basic cost of living for the County. In the case of Putnam County, the median household income at \$ 41,608 is significantly lower than the statewide average of \$ 55,462. The ALICE report identifies the household survival budget for a single adult as \$ 22,584 and for a family with two working parents, an infant and a Pre-K child as \$ 59,676. The transportation portion of the family survival budget exceeds food and housing and is the second largest expense after childcare for a family of two adults with two children in childcare. The number of households below the poverty level (22%) combined with the number of ALICE households, who earn less than the household survival budget (36%), make up 58% of Putnam County's total households. These households are among those in need of transit, so they can save money and build wealth.

### **Major Trip Generators/Attractors**

In addition to trip generated by the needs of individual rural residents, trips are generated by nursing homes and long term care facilities, and public or multi-family housing. Social service facilities, doctor's offices and shopping areas are attractors for trips, as are the downtowns of the County seat of Palatka, and the smaller towns such as Satsuma, Crescent City, Pomona Park and Interlachen. St. Johns River Community College, the VA hospital in Gainesville, Green Cove Springs, Orange Park and the City of Jacksonville are all attractors outside of the county, for those seeking education, health care and/or jobs.

### **Inventory of Available Transportation Services**

Other than transportation network companies that may provide rides to or from Putnam County and Ride Solutions as the Community Transportation Coordinator for Putnam County, the following companies provide transportation:

- Beep Beep Taxi
- Coastal Cab
- Courtesy Transport

## **SECTION 2: SERVICE ANALYSIS**

### **Forecasts of Transportation Disadvantaged Population**

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2018 is 35,757 or 49.1% of the total population. The forecast for 2020 considers that of the TD population, 3,975 persons are considered to be of critical need. This is comprised of 2,837 persons who are considered to have severe disabilities and 1,138 persons of low income without access to an automobile or transit. The critical need population could be expected to make 2,378 daily trips and 618,279 annual trips in 2020. The forecast model is included as Appendix 6.

### **Needs Assessment**

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users

(SAFETEA-LU). The CTC provides paratransit service inside the County and to outside destinations, supplemented by local ambulance service to meet the demand for stretcher trips.

**Section 5310 - Transit for the Elderly and Persons with Disabilities** – This program provides formula funding to states for the purpose of assisting private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities with the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

**Section 5311 – Rural and Small Urban Areas** – This program provides formula funding to states for the purpose of supporting public transportation in areas for less than 50,000 people. Funds may be used of capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofits organizations and operators of public transportation services.

| 5-Year Transportation Disadvantaged Transportation Improvement Program and other Funding Requests and Results |   |  |   |  |
|---|---|--|---|--|
| *Same Need  |   |  |   |  |
| Fiscal Year   | Section 5310  | Section 5311   | Section 5339                                  | Funding Received   |
| 16/17   | Operational grant for \$223,313 and \$73,861 for the Orange Park and Palatka route. \$745,110 (plus a match of \$82,790) in capital grant vehicle replacement * | Operating expenses of \$949,809. \$808,764 for Greyhound routes. | \$827,900, full cost of replacement vehicle.* | \$74,900 5310 Capital, \$256,071 5310 Operating  |
| 17/18   | Operational budget of \$256,072 and one vehicle at \$74,900.  | Operational budget of \$799,378, \$808,764 Greyhound routes.     | One vehicle at \$74,500.                      | 5310 Operating \$349,640   |
| 18/19   | Operating \$200,000, Capital \$90,119   | Total \$831,768, Local \$415,884.                                | \$187,368 no match required.                  | 5310 Total \$180,000, Local \$90,000 Federal \$90,000<br>5311 Total \$831,768, Local \$415,884.<br>5339 Total \$187,368 No match required. |

|              |  |  |   |  |
|--------------|--|--|---|--|
| <b>19/20</b> | Capital: Total \$90,119, Federal \$72,095, State \$9,012 Local \$9,012 Same as applied. Operational: Requested Total \$400,00 Federal \$200,000.   | \$454,245 Federal Local Share same, total-\$908,490 Requested Total \$1,000,000.00 Local \$500,000 Federal \$500,000 | 26' vehicle (10 amb, 2 w/c positions) \$90,119 (100% Fed) | 5310 Operating \$180,000 (50% 1 5310 Capital \$90,119 (\$72,095 Fed, \$9,012 State, \$9,012 local)ocal),   |
| <b>20/21</b> | Capital: 2 replacement cutaways \$178,330 (\$142,664 Fed, \$17,838 State, \$17,838 local)<br><br>Operating: Continue existing level of services for flex routes in the City of Palatka (\$340,400 total) | \$907,276 Total (Fed \$453,638 , Local \$453,638)  |   | 5310 Total Operating \$340,400 (\$170,200 Fed, \$170,200 Local)<br><br>5310 Total Capital \$178,330 (\$142,664 Fed, \$17,833 State, \$17,833 local)<br><br>5311 Total \$907,276 (\$453,638 Fed, \$453,638 Local) |
| <b>21/22</b> | \$320,000 (\$160,000 Fed, \$160,000 Local)<br>OPERATING funds to continue flex route and demand services in the City of Palatka.<br>\$2,136,843 Operating funds; \$2,978,800 Capital (CRRSAA/ARP)        | \$2,136,843 Operating funds; \$2,978,800 Capital (CRRSAA/ARP)  |   | \$1,334,948 (all federal)  |
| <b>22/23</b> | Ride Solution requesting \$1,455,549 (\$727,774 Federal, \$727,775 Local)<br>OPERATING funds to increase frequency on Palatka City Route and expand service hrs on existing in-county flex routes        |  |   |  |
| <b>23/24</b> | Requesting \$406,871 in federal CAPITAL funds for  |  |   |  |

|  |   |  |  |  |
|--|---|--|--|--|
|  | <p>three (3) REPLACEMENT cutaways. Two (2) cutaways with 10AMB and 3W/C positions and one (1) cutaway with 6 AMB and 6W/C positions.</p> <p>Additional request for \$1,401,285 in federal OPERATING funds to increase frequency on Palatka City Route and expand service hours on existing in-county flex routes.</p> |  |  |  |
|--|---|--|--|--|

**Barriers to Coordination**

The following are identified barriers to the Coordination process:

- Continued funding cuts for transportation services from the Commission for the Transportation Disadvantaged and other purchasing agencies.
- Agencies that do not pay the fully allocated operating cost for transportation services. This causes other agencies to pay a higher cost for transportation services in effect subsidizing the agencies that do not pay the fully allocated operating cost.
- Agencies that do not include a line-item budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.
- Lack of a dedicated funding source for operating and capital expenses.
- Increasing cost of vehicles and insurance.
- Lack of, or limited, specialized medical care available within Putnam County itself, which results in numerous trips being made outside of the service area for specialized care.

**GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION SCHEDULE**



**Goal 1:**                    **Coordination of transportation disadvantaged services**

OBJECTIVE 1.1:            Contract with agencies purchasing transportation services using public funds.

Strategy 1.1.1:            Utilize executed Purchase of Service Agreements (POS) as necessary with all agencies purchasing transportation services with public funds prior to service being initiated. Such POS Agreements shall specify the service and cost of each type of transportation service to be provided (fixed, direct, indirect, per mile, etc.).

Implementation Schedule: The CTC will act as soon as it becomes aware of the need for a POS. Reporting will be as needed or in the final quarter, when the TDSP is reviewed.

**Goal 2:**                    **Focus on consumer choice and efficiency.**

OBJECTIVE 2.1:            Arrange transportation services to maximize consumer choice and vehicle efficiency.

Strategy 2.1.1:            As funding permits, maintain operations of deviated fixed-route systems.

Strategy 2.1.2:            Using Trapeze, analyze current service delivery and demands for service to develop consumer travel patterns.

Strategy 2.1.3:            Survey transportation system users for potential ridership levels and develop routes accordingly.

Strategy 2.1.4:            Increase number of clients/riders served.

Strategy 2.1.5:            Maximize the multi-loading of vehicles trips as practical to reduce cost per trip and maximize efficiency.

Strategy 2.1.6            As the State and County allow, and as the TD Commission develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in Putnam County or regionally to maximize efficiency and choice.

Implementation Schedule: The CTC will track data and report in the final quarter, when the TDSP is reviewed.

OBJECTIVE 2.2:            Market the system within Putnam County and regionally.

Strategy 2.2.1:            Promote service availability to agencies and consumers through advertising efforts, social media, partnerships, the distribution of flyers to social service agencies and consumers, and to the general public at County events.

Strategy 2.2.2:            Maintain an on-time performance of at least 90 percent, as this will help the system “sell itself” by word of mouth.

Implementation Schedule: The CTC will market on an ongoing basis. On-time performance will be reported with the annual evaluation done by the LCB.

**Goal 3:**                    **Accountability: Utilize the Transportation Disadvantaged trust fund non-sponsored grant monies efficiently.**

OBJECTIVE 3.1: Adhere to strict budget of non-sponsored funding to prevent over-spending or under-spending of non-sponsored trip monies at end of grant year cycle.

Strategy 3.1.1: Delineate budget utilizing non-sponsored monies with monthly allocation. Provide report to Coordinating Board on status of these funds at each meeting.

Implementation Schedule: The CTC will track the budget on an ongoing basis and report quarterly to the LCB.

**Goal 4:** **Utilize the expertise of the Local Coordinating Board.**

OBJECTIVE 4.1: Complete all reports in a timely fashion which require Coordinating Board approval and/or review, including all reports requested by the Coordinating Board.

Strategy 4.1.1: Final draft preparation of reports will be completed prior to the Quarterly meeting and presented to the Board for their review.

Strategy 4.1.2: Provide a written overview of ridership totals, vehicles miles, costs, and revenue at each quarter, with a comparison to the same quarter of the previous year.

Strategy 4.1.3: Provide and present the Annual Operating Report to the LCB prior to its submittal to the Commission for the Transportation Disadvantaged on or before September 15.

Strategy 4.1.4: Present rate calculation for the LCB approval.

Strategy 4.1.5: Information on grants applied for will be provided to the LCB for their approval for incorporation into this plan.

Implementation Schedule: The CTC and Planning Agency will provide timely reporting to the LCB and the Commission on an ongoing basis.

**Goal 5:** **Customer Satisfaction.**

OBJECTIVE 5.1: The Local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.

Strategy 5.1.1: The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.

Strategy 5.1.2: The Community Transportation Coordinator will respond to grievances as specified by the bylaws of the Local Coordinating Board.

Strategy 5.1.3 The Community Transportation Coordinator will develop a system to serve non-English speaking customers more effectively.

Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

**Goal 6:** **Maintain and plan for a safe and adequate fleet.**

- OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.
- Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC fiscal year.
- Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion purposes as necessary.
- Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

**Goal 7: Support regional transit.**

- OBJECTIVE 7.3: Increase coordination with other counties in Northeast Florida and surrounding communities.
- Strategy 7.3.1: Continue to participate in the Northeast Florida Regional Transportation Commission’s Northeast Florida Regional Transit Coordinating Committee (RTCC) in implementing the Regional Transit Action Plan.
- Strategy 7.3.2: Coordinate multi-county trips and service enhancement between Putnam County and other counties by cooperating and working with nearby counties as well as the Community Transportation Coordinators represented on the RTCC (Baker, Clay, Duval, Nassau, and St. Johns Counties).
- Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTCC as needed. Other efforts are ongoing.

**Performance Measures**

These measures will assist in determining if the goals, objectives and strategies are being met:

| Performance Measure                     | Target          |
|---|-----------------|
| Accidents per 100,000 Paratransit Miles | Less than 1.2   |
| Vehicle miles between Road Calls (PT)   | At least 10,000 |
| On-Time Performance                     | At least 90%    |

**SECTION 3: SERVICE PLAN  
OPERATIONS**

The operations element is a profile of the Putnam County Transportation Disadvantaged system. This element is intended to provide basic information about the daily operations of Ride Solution Inc.

## LCB Prioritization Policy for Non-Sponsored Trips by Trip Purpose

Coordinated Trips that are funded by the Transportation Disadvantaged Trust Fund are managed by the Community Transportation Coordinator (CTC) according to the Local Coordinating Board's Prioritization Policy. The Policy ranks certain trip purposes in a priority order. The funding is allocated according to a monthly spending plan. Trips are provided based on trip efficiency, seating availability and available funding. There may be times when the Community Transportation Coordinator cannot provide every trip requested. Passengers may be asked if they could take their trip on a different day, when there may be more funding available. The CTC will track the purpose and date of all trip requests that are denied.

### **Priority Order Trip Purposes – Categories and Definitions**

1. **MEDICAL** – medical, dental or therapeutic services including hospital appointments, clinic visits, dialysis, health department, mental health centers, speech, occupational, physical therapies, psychiatric, psychological services, pharmaceuticals, etc.
2. **NUTRITIONAL** – adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
3. **EMPLOYMENT** – work or employment related education.
4. **SOCIAL SERVICE AGENCY** – agency related support services, churches, senior citizen programs (excluding nutritional programs).
5. **PERSONAL BUSINESS** – non-agency activities essential to maintenance of independence including banking, non-shopping, legal appointments, etc.
6. **RECREATION** – non-essential, non-employment related trips to activities such as: bowling, bingo, beach, parks, restaurants, libraries, theaters, etc.

### Types, Hours and Days of Service

The transportation disadvantaged services in Putnam County are provided in various methods, determined by the needs of the transportation users and the frequency of use. Ride Solution, Inc. has developed fixed routes with deviation which serve Palatka, Interlachen, Crescent City, St. Augustine (St. Johns County), Gainesville (Alachua County) and Orange Park (Clay County). All trip requests are coded for pick up and drop off locations. Route corridor flow studies are then utilized to determine the feasibility of fixed route with deviation service. Routes are then designed to include stops at all service centers (Government offices, shopping malls, medical facilities, etc.). Route deviation time is then added to the route schedule so that the bus can provide door-to-door service when needed. All vehicles used on the fixed route with deviation are wheelchair-lift equipped with vehicles having between two and seven wheelchair lock down positions. Pure demand/response service is used when routes are either not yet established or are not financially feasible.

### Accessing Services

Individuals wishing to utilize the Ride Solution, Inc. transportation services can access the system by calling the central reservation number at (386) 325-9999 by 12:00 p.m. (noon) the previous work day. This notification is required in order to group trips for individuals who are sponsored and non-sponsored to obtain the most cost-effective method of service delivery. Transportation services are provided seven days a week, 24 hours per day. **Trip Cancellation / No Show Policy**

Ride Solution staff monitors trip cancellations and no shows daily. Passengers with a 20% trip cancellation and no show percentage rate are counseled on their impact to the overall system and to their fellow passengers. Passengers with standing orders who have a 30% or greater trip no show rate may have their standing orders cancelled. This will require the passenger to call each day to schedule their trip. **After-Hours Service**

In order to access service on weekends, individuals need to reserve transportation by noon on Friday.

### **Ride Solution Non-sponsored Transportation Priorities**

The following priorities further refine the LCB priorities. They will be observed in scheduling trips using non-sponsored TD grant funds, unless the trip occurs entirely on a regularly scheduled route.

1. Life Threatening Medical
  - a) Kidney Dialysis
  - b) Cancer Treatment
2. Routine Medical
  - a) Doctor Appointments
  - b) Therapy
  - c) Prescription & Medical Supplies
3. Life-Sustaining Activities
  - a) Nutrition/Food Stamps
  - b) Medical Re-Certification
4. Work - Transportation to and from work will be limited to thirty (30) days during a one year period and will be accessible by the priority schedule.
5. Education
6. Personal Business (i.e.: banking, hair appointments, paying bills, etc.)
7. Recreational (restaurants, movies, bowling, etc.)

Requesting a trip will not insure transportation. Trips will be provided according to the priority schedule. Request must be received by 12:00 noon the work day prior to the date of service. Same day service will be provided for medically necessary trips only with the driver and vehicle availability when possible.

To insure funding for priority #3 or lower trips, contact the transportation office prior to 12:00 noon the day before the requested trip.

#### Eligibility of Riders

Any resident of Putnam County may request an eligibility application from Ride Solution. An eligibility application must be completely filled out to be considered for transportation service. If assistance is needed completing the application, Ride Solution staff members are available to help. The completed application is reviewed by Ride Solution staff and a determination of eligibility will be made based on the information provided. A staff interview or assessment may be required to complete the process.

In addition to riders at general public bus stops, Ride Solution serves a limited group of people, including those sponsored under the following limited to availability of funding:

- **Transportation Disadvantaged (TD):** Includes qualifying individuals in areas where fixed route service does not operate and have no other means of transportation.
- **Medicaid:** Ride Solution provides trips for Medicaid eligible services for those persons who cannot travel by fixed route and have no other means of transportation.
- **Agencies:** Includes people whose trips are under a negotiated agency contract. Ride Solution staff will determine the funding category appropriate for each customer.

### Transportation Operators and Coordination Contractors

Ride Solution Inc. currently has purchase of service or rate agreements with the following agencies: ARC of Putnam County, Inc., AHCA Medicaid, Putnam County Health Department, St. Johns River Water Management employees, and Suwannee River Economic Opportunity Council (Community Care for Elderly, Older Americans Act).

The CTC will utilize a competitive RFP process when acquiring the services of private for profit operators. The execution and implementation of the operator contracts will be the responsibility of and at the discretion of Ride Solution, Inc.

### Public Transit Utilization

In addition to its county wide, general public flex route system, Ride Solution also operates seven day a week Greyhound connector services to St. Augustine, Gainesville, and Jacksonville. Respectively, these Greyhound routes also connect with Sunshine Bus, RTS, and JTA.

### School Bus Utilization

Ride Solution Inc. does not maintain an agreement with the Putnam County School Board to utilize the school buses when needed. There has been no need for this contract for several years.

### Vehicle Inventory

A vehicle inventory for Ride Solution Inc. is included as Appendix 4.

### System Safety Program Plan Certification

The System Safety Program Plan Certification for Ride Solution Inc. is included as Appendix 5.

### Intercounty Services

Ride Solution serves Gainesville with through its contract with Greyhound on a seven day a week schedule. Ride Solution has also, as needed, supplied transport for clients of St. Johns and Clay counties as requested by the neighboring CTCs. Ride Solution also provides service to and from Palatka and Orange Park four times a day, five days per week.

### Natural Disaster/Emergency Preparedness

The Disaster Preparedness Plan for Ride Solution Inc. has been included as Appendix 9.

## Educational Efforts/Marketing

In the past Ride Solution Inc. has primarily used the word of mouth marketing approach in addition to working with the sponsoring programs to obtain ridership for the system. Ride Solution is now working with many social service agencies to share information about the services available and is participating in community events. Ride Solution is also revamping their website and taking advantage of social media platforms.

## Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Putnam County.

## 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 Putnam County Local Coordinating Board (LCB) will evaluate the CTC's compliance of the established service standards annually. The LCB will also accept any other agency's review of the CTC (i.e.: FDOT, etc.) which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

## **COMMISSION SERVICE STANDARDS**

### Drug and Alcohol Testing

All safety sensitive job positions shall comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration.

### Transport of Escorts and Dependent Children

Children under the age of 12 and individuals requiring special loading assistance will be required to be accompanied by an escort. The escorts must be an adult and able to provide the necessary assistance to the passenger, and will be transported at the additional passenger rate (per company policy for escorts). Ride Solution will provide escorts if the sponsoring agency will pay the salary.

### Use, Responsibility and Cost of Child Restraint Devices

All passengers under the age of 5 and/or fewer than 45 pounds shall be required to use a child restraint device. This device will be provided by the parent or sponsoring agency.

### Passenger Property

Passengers will be allowed to have all personal property which they can place in their lap or stow under the seat. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

### Vehicle Transfer Points

Vehicle transfer points shall be located in a safe and secure place that provides shelter.

### Local Toll Free Telephone Number

A local toll free telephone number shall be posted in all vehicles within the transportation system. This telephone number shall be included in the complaint process.

### Out-of-Service Area Trips

The CTC will provide out-of-service area trips as necessary on weekdays for specified reasons.

### Vehicle Cleanliness

Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

### Billing Requirements

The CTC shall pay all bills within 15 days to subcontractors after receipt of said payment by the CTC.

### Passenger/Trip Database

The CTC shall collect the name, telephone number, address, funding source eligibility and special requirements on each prescheduled passenger in a database.

### Adequate Seating

Vehicle seating shall not exceed the manufacturer's recommended capacity.

### Driver Identification

Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.

### Passenger Assistance

All 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.

Other assistance may be provided except in situations in which providing assistance 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. Smoking  
There will be no smoking on any vehicles in the coordinated system.

### Eating & Drinking on Vehicles

Eating and drinking on board vehicles in the coordinated system is prohibited.

### Passenger No-Shows

Passenger no-shows are defined as trips not canceled prior to the dispatch of the vehicle. Ride Solution staff monitors trip cancellations and no shows daily. Passengers with a 20% trip cancellation and no show percentage rate are counseled on their impact to the overall system and to their fellow passengers. Passengers with standing orders who have a 30% or greater trip no show rate may have their standing orders cancelled. This will require the passenger to call each day to schedule their trip.

### Two-Way Communications

All vehicles will be equipped with 2-way radios. Cell phones will be provided for long-distance trips.

### Air Conditioning/Heating of Vehicles

All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible.

Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for its repair. The priority of the LCB is that the CTC provide transportation. If a vehicle's air conditioning or heating is not functioning



properly, and, if there are no other vehicles available, the passengers will be transported, rather than removing the vehicle from service.

Passengers with health conditions which are affected by A/C, or lack of it, will be notified if their vehicle's A/C is not working, and the passenger will be given the opportunity to decide whether to take the trip.

## **LOCAL STANDARDS**

### CPR / First Aid

All drivers will be certified in First Aid annually. All drivers will be certified in Cardiopulmonary Resuscitation (CPR) every two years.

### Driver Background Screening

All drivers in the coordinated system must have a favorable FDLE background screening as approved by the Department of Children and Families.

### Service Effectiveness The CTC shall:

1. Increase the number of passenger trips per vehicle miles annually.
2. Maintain the cost per passenger trip annually.
3. Maintain the cost per vehicle mile annually.

### Contract Monitoring

The CTC will perform on-going monitoring and an annual evaluation of the contracted operator according to the Local Coordinating Board's evaluation process, using applicable portions of the evaluation materials.

### Pick-up Window

There is a 30-minute pick-up window in place for all trips within the coordinated system.

For trips that are prescheduled:

There is a 30-minute window on appointment time and return pick up time. (15/15 on either side)

For will-call trips:

There is a 60-minute pickup window. The passenger should expect the vehicle to pick them up within 30 minutes after the customer contacts the CTC.

### On-Time Performance

The CTC shall have a 90% on-time performance rate for all completed trips.

### Advance Reservation Requirement

There will be a 24-hour notice requirement for all trips scheduled within the coordinated system.

### Accidents

During each evaluation period, there shall be a target standard of not more than 1.2 accidents per 100,000 miles traveled within the coordinated system.

### Road Calls

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

### Call-hold Time

All calls shall be answered as soon as possible.

### Passenger Behavior

Ride Solution deals with a variety of agencies, some of which have policies regarding disciplinary problems. When an agency has an existing policy regarding behavioral problems, Ride Solution will abide by the agencies' existing policy.

If no policy exists, Ride Solution will deal with behavioral problems as follows:

1. First incident, a verbal warning to advise the responsible agency that an incident has occurred.
2. Second incident shall be reported to the sponsoring agency for possible corrective action.
3. Third incident, Ride Solution will meet with all concerned parties and decide if transportation privileges are to be suspended.

## **ADA Policies**

### Life Support Systems

Portable medical oxygen is allowed on board all vehicles provided that the passenger is not oxygen dependent and is capable of administering the oxygen themselves. At no time will Ride Solution employees be involved in the administration of oxygen. Passengers who are oxygen dependent or incapable of administering their own oxygen will be referred to EMS for transport.

### Standees on Lift

Persons who use canes or walkers and other standees with disabilities will be permitted to use the wheelchair lifts provided they are capable of grasping the lift handrail while self-supporting. Persons incapable of self-supporting while grasping the lift handrail will be provided the use of a wheelchair if one is available.

### Driver Assistance

Drivers will assist passengers with the securement of their mobility devices where necessary or requested by the passenger.

### Personal Care Attendants (PCAs)

Personal Care Attendants must reserve a seat on all prescheduled trips. Limitations on the number of PCAs per passenger are determined by the funding source. Boarding assistance remains the driver's responsibility in the event that the passenger is being accompanied by a PCA.

### Service Animals

Service animals shall always be permitted to accompany their users in any Ride Solution vehicle or facility. One of the most common misunderstandings about service animals is that they are limited to being guide dogs for persons with visual impairments. Dogs are trained to assist people with a wide variety of disabilities, including individuals with hearing and mobility impairments. Other animals (e.g., monkeys) are sometimes used as service animals as well. In any of these situations, Ride Solution will permit the animal to accompany its user.

### Transfer

The decision of whether to transfer from a mobility device to a vehicle seat remains the option of the passenger. With the exception of three-wheeled scooters, driver assistance for this activity remains the option of the driver. Passengers using three wheeled scooters will be required by the driver to transfer to a vehicle seat. Under no circumstances will passengers with three wheeled scooters be transported while sitting on the scooter.

## Passenger Sensitivity

All employees of Ride Solution will receive passenger sensitivity training.

## Local Complaint and Grievance Procedure/Process

### **Definition of a Complaint**

A complaint is defined as:

*“An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor which addresses an issue or several issues concerning transportation services of the CTC or operators used by the CTC.”*

### Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to the CTC. The complaint will be filed within 30 working days of the incident. If a system user/advocate, sponsoring agency, or community service provider/subcontractor has a complaint, the CTC will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action to address each complaint. Complaints that cannot be resolved by the CTC directly or through mediation with operators and/or sponsoring agencies can be brought before the County Transportation Disadvantaged Coordinating Board Grievance Committee.

### Recording of Complaints

The CTC will keep a MEMO OF RECORD file of all complaints received. A copy of the Memo of Record file will be made available to the Local Coordinating Board on an as needed basis.

### Appeal to the Grievance Committee

The CTC shall advise and provide directions to all persons, system user/advocates, sponsoring agencies, and/or community service providers from which a complaint has been received by the CTC of the right to file a formal written grievance. If after the CTC attempts to resolve the complaint, the complainant is not satisfied with the action taken by the CTC the individual should proceed to the next step.

### Responsibility of the Local Coordinating Board to Grievances

The Local Coordinating Board shall appoint a Grievance Committee to serve as a mediator to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the Local Coordinating Board for improvement of service. The Local Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Members appointed to the committee shall be voting members of the Local Coordinating Board. (Rule 41-2.012, F.A.C.)

Definition of a Grievance A grievance shall be defined as:

*“A circumstance or condition thought to be unjust and grounds for bitterness of resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance.”*

### **Grievance Procedures**

The following Grievance Procedures are established for grievances to be brought before the Grievance Committee. When a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern,

complaint, or problem relative to transportation services, proper grievance procedures which are described below should be followed in sequence.

### Filing a Grievance

If a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a complaint as defined in Section 1, the party should first discuss the matter with the staff involved for immediate resolution, if possible. If no resolution or satisfaction is reached, the individual should proceed to the grievance level.

If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service; the individual will present the grievance to the CTC within 10 working days from the response of the CTC to the original complaint. All grievances must be in writing and shall include the following:

- 1) The name and address of the grievant;
- 2) Transit route, date and approximate time of incident(s);
- 3) A statement of the grounds for the grievance and supporting documentation; 4) An explanation of the relief desired by the grievant.

Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the CTC staff and/or the designated official planning agency. Within 15 working days following the date of receipt of the formal grievance, the CTC staff will respond, in writing, to the system user/advocate, or other party concerning the registered grievance. The CTC's response shall explain the factors that entered into the decision and shall identify the action, if any, that will be taken.

The CTC will keep a GRIEVANT RECORD file of all grievances received. A copy of the Record file will be made available to the Local Coordinating Board on an as needed basis.

### Appeal to the Grievance Committee

The decision of the CTC may be appealed to the Grievance Committee of the Local Coordinating Board within 15 working days of the receipt of the CTC's final decision. Within 30 working days of receipt of the appeal the Grievance Committee will meet and make recommendations to the Local Coordinating Board.

The grievant will be notified in writing of the date, time and place of the committee meeting at which the appeal will be heard. This written notice will be mailed at least 10 working days prior to the meeting. The notice shall clearly state the purpose of the discussion and a statement of issues involved.

A written copy of the recommendation will be forwarded to the Board and all parties involved within 15 working days of the date of the recommendation. The written recommendation will include the following information:

1. A statement that a meeting was held in which the involved parties, their representatives, and witness were given an opportunity to present their position;
2. A statement that clearly defines the issues discussed;
3. An opinion and reasons for the recommendations based on the information provided;
4. A finding that the issue affects safety, provision of service, or efficiency; and
5. A recommendation by the Grievance Committee based on their investigation and findings.

### Grievance Committee Hearing Procedures

The Grievance Committee agenda shall be conducted in accordance with the following procedures:

1. Call to order - Planning Staff;

2. Election of Grievance Committee Chairman - Committee members;
3. Presentation of grievance by planning staff;
4. Presentation of grievance by complainant;
5. Response of party(s) concerned;
6. Discussion of grievance, shall take place in accordance with Robert's Rule of Order amongst the Grievance Committee, the complainant and other interested parties. Discussion shall focus solely on the grievance;
7. Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance; and
8. Close hearing.

#### Recommendation to the Local Coordinating Board

Within 30 working days of the receipt of the recommendation, the Local Coordinating Board will meet and consider the recommendation. A written copy of the recommendation will be forwarded to the Board and all parties involved within 10 working days of the date of the recommendation.

The grievant will be notified in writing of the date, time and place of the Board meeting at which the recommendation will be presented. This written notice will be mailed at least ten working days prior to the meeting.

# COST/Revenue Allocation and SERVICE RATES SUMMARY

BASED ON THE COMMISSION’S RATE CALCULATION MODEL

COMMUNITY TRANSPORTATION COORDINATOR: Ride Solution, Inc.

EFFECTIVE DATE: May 2023

| TYPE OF SERVICE TO BE PROVIDED | UNIT (PASSENGER MILE OR TRIP) | COST PER UNIT \$ |
|--------------------------------|-------------------------------|------------------|
| Ambulatory                     | Passenger Mile                | \$3.47           |
| Wheelchair                     | Passenger Mile                | \$5.94           |
|                                |                               |                  |
| Public Transit                 | Trip – In County              | \$1.00           |
|                                | Trip – Out of County          | \$2.00           |
|                                |                               |                  |
|                                |                               |                  |
|                                |                               |                  |
|                                |                               |                  |
|                                |                               |                  |

## SECTION 4: QUALITY ASSURANCE CTC EVALUATION PROCESS

### CTC Evaluation

The Northeast Florida Regional [Planning] Council conducts an annual evaluation of the Putnam County TD program pursuant to Rule 41-2, *Florida Administrative Code* (FAC) and utilizing guidelines established by the Commission for the Transportation Disadvantaged. This evaluation utilizes, at a minimum, Chapters 5 (Competition), 7 (Cost Effectiveness & Efficiency) and 12 (Availability) of the Commission’s *Workbook for CTC Evaluations*. The most recent evaluation is included as Appendix 7.

### CTC Monitoring Procedures of Operators and Coordination Contractors

The Putnam County TD program does not have any sub-contracted operators at this time.

## **Coordination Contract Evaluation Criteria**

The Putnam County TD program currently does not have any coordination contracts. However, any future coordination contracts shall be evaluated on an annual basis and the performance of these coordination contracts shall be included in the annual joint LCB/Planning Agency evaluation of the CTC.

## **Planning Agency Evaluation Process**

The Florida Commission for the Transportation Disadvantaged conducts biennial reviews of the planning agency's performance based upon established procedures utilizing staff from the CTD's Quality Assurance & Program Evaluation (QAPE) section.

### Cost / Revenue Allocation and Rate Structure Justification

The Rate Calculation Model provided by the Florida Commission for Transportation is reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues.

## **Updates and Amendments**

### Updates

The Local Coordinating Board approves any changes to the TDSP. The NEFRC submits the changes to the Commission after it has been reviewed and approved by the LCB.

### Amendments

Amendments may occur in any section of the TDSP. Amendments are changes that need to be made to the Plan that were not made during the annual update process. Each year, certain portions of the TDSP should be amended to be current.

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
LOCAL COORDINATING BOARD  
ROLL CALL VOTE (PUTNAM COUNTY)**

| REPRESENTATION                                 | MEMBER                 | VOTED FOR | VOTED AGAINST | ABSENT FROM VOTING |
|--|------------------------|-----------|---------------|--------------------|
| 1. Chairperson                                 | Comm. Paul Adamczyk    |           |               |                    |
| 2. Dept. of Transportation                     | Geanelly Reveron / ALT |           |               |                    |
| 3. Dept. Of Children and Families              | Christina Gillis/ ALT  |           |               |                    |
| 4. Public Education Community                  | Sharon Spell           |           |               |                    |
| 5. Dept. of Education (Voc. Rehab)             | Rochelle Price         |           |               |                    |
| 6. Veteran Services                            | Allen Buquo / ALT      |           |               |                    |
| 7. Econ. Disadvantaged (Comm. Action)          | Cyperiannia Murray     |           |               |                    |
| 8. Elderly                                     | Fran Rossano / ALT     |           |               |                    |
| 9. Disabled                                    | Brenda Lang            |           |               |                    |
| 10. Citizen Advocate/User                      | Darlene Laibl-Crowe    |           |               |                    |
| 11. Citizen Advocate/Non-User                  | Christopher Glymph     |           |               |                    |
| 12. Children at Risk                           | VACANT                 |           |               |                    |
| 13. Dept. Of Elder Affairs                     | Marie McCloud / ALT    |           |               |                    |
| 14, Private for Profit Transportation Industry | VACANT                 |           |               |                    |
| 15. Agency for Health Care Adm.                | Pamela Hagley / ALT    |           |               |                    |
| 16. Agency for Persons w/Disabilities          | Sheryl Stanford / ALT  |           |               |                    |
| 17. Regional Workforce Dev. Brd.               | Marc Albert            |           |               |                    |
| 18. Local Medical Community                    | Nancy Russo            |           |               |                    |

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: **05/20/24**

05/20/24  
Date

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

Approved by the Commission for the Transportation Disadvantaged.

\_\_\_\_\_  
Date

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



**NORTHEAST FLORIDA  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS  
2024/2025 SCHEDULE**

| <b>Baker County</b><br><i>3rd Thursday</i>         | <b>Clay County</b><br><i>3rd Monday,<br/>2nd Monday in<br/>February</i> | <b>Duval County</b><br><i>1st Thursday,<br/>4th Thursday<br/>in February</i> | <b>Flagler County</b><br><i>2nd<br/>Wednesday</i>  | <b>Nassau County</b><br><i>3rd Thursday</i>       | <b>Putnam County</b><br><i>3rd Monday,<br/>2nd Monday in<br/>February</i> | <b>St. Johns County</b><br><i>2nd Tuesday</i>     |
|--|---|--|--|---|---|---|
| 9/19/24<br>Board Mtg.<br>10:00 a.m.                | 9/16/24<br>Board Mtg.<br>2:00 p.m.                                      | 9/05/24<br>Board Mtg.<br>2:00 p.m.   | 9/11/24<br>Board Mtg.<br>10:00 a.m.                | 9/19/24<br>Board Mtg.<br>1:00 p.m.                | 9/16/24<br>Board Mtg.<br>10:30 a.m.                                       | 9/10/24<br>Board Mtg.<br>1:30 p.m.                |
| 11/21/24<br>Board Mtg.<br>10:00 a.m.               | 11/18/24<br>Board Mtg.<br>2:00 p.m.                                     | 11/07/24<br>Board Mtg.<br>2:00 p.m.  | 11/13/24<br>Board Mtg.<br>10:00 a.m.               | 11/21/24<br>Board Mtg.<br>1:00 p.m.               | 11/18/24<br>Board Mtg.<br>10:30 a.m.                                      | 11/12/24<br>Board Mtg.<br>1:30 p.m.               |
| 2/20/25<br>Board Mtg.<br>10:00 a.m.<br>(Annual PH) | 2/10/25<br>Board Mtg.<br>2:00 p.m.<br>(Annual PH)                       | 2/27/25<br>Board Mtg.<br>2:00 p.m.<br>(Annual PH)                            | 2/12/25<br>Board Mtg.<br>10:00 a.m.<br>(Annual PH) | 2/20/25<br>Board Mtg.<br>1:00 p.m.<br>(Annual PH) | 2/10/25<br>Board Mtg.<br>10:30 a.m.<br>(Annual PH)                        | 2/11/25<br>Board Mtg.<br>1:30 p.m.<br>(Annual PH) |
| 5/15/25<br>Board Mtg.<br>10:00 a.m.                | 5/19/25<br>Board Mtg.<br>2:00 p.m.                                      | 5/01/25<br>Board Mtg.<br>2:00 p.m.   | 5/14/25<br>Board Mtg.<br>10:00 a.m.                | 5/15/25<br>Board Mtg.<br>1:00 p.m.                | 5/19/25<br>Board Mtg.<br>10:30 a.m.                                       | 5/13/25<br>Board Mtg.<br>1:30 p.m.                |
| 9/18/25<br>Board Mtg.<br>10:00 a.m.                | 9/15/25<br>Board Mtg.<br>2:00 p.m.                                      | 9/04/25<br>Board Mtg.<br>2:00 p.m.   | 9/10/25<br>Board Mtg.<br>10:00 a.m.                | 9/18/25<br>Board Mtg.<br>1:00 p.m.                | 9/15/25<br>Board Mtg.<br>10:30 a.m.                                       | 9/09/25<br>Board Mtg.<br>1:30 p.m.                |

Please note that this is a **tentative** meeting schedule and all dates and times are subject to change.  
PH = Public Hearing

**Baker County** Council on Aging Transit Building, 9264 Buck Starling Road, Macclenny, FL  
**Clay County** BCC Mtg Rm, 4<sup>th</sup> Floor, Clay County Administration Bldg, 477 Houston St., Green Cove Springs, FL  
**Duval County** WJCT Building Board Room, 2<sup>nd</sup> Floor, 100 Festival Park Ave., Jacksonville, FL  
**Flagler County** Gov. Service Building Budget & Finance Mtg. Rm, 3<sup>rd</sup> floor, 1769 East Moody Blvd, Building 2, Bunnell, FL  
**Nassau County** Nassau County Commission Chambers, 96135 Nassau Place, Yulee, FL  
**Putnam County** Planning & Development Training Room, 2509 Crill Avenue, Suite 300, Palatka, FL  
**St. Johns County** Council on Aging Senior Center Board Room, 179 Marine Street, St. Augustine, FL

***CTC***  
***EVALUATION WORKBOOK***

Florida Commission for the



**Transportation  
Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_

# ***LCB EVALUATION WORKBOOK***

| <b>ITEM</b>                                     | <b>PAGE</b> |
|---|-------------|
| <b>REVIEW CHECKLIST _____</b>                   | <b>3</b>    |
| <b>EVALUATION INFORMATION _____</b>             | <b>5</b>    |
| <b>ENTRANCE INTERVIEW QUESTIONS _____</b>       | <b>6</b>    |
| <b>GENERAL QUESTIONS _____</b>                  | <b>9</b>    |
| <b>CHAPTER 427, F.S. _____</b>                  | <b>13</b>   |
| <b>RULE 41-2, F.A.C. _____</b>                  | <b>22</b>   |
| <b>COMMISSION STANDARDS _____</b>               | <b>32</b>   |
| <b>LOCAL STANDARDS _____</b>                    | <b>33</b>   |
| <b>AMERICANS WITH DISABILITIES ACT _____</b>    | <b>36</b>   |
| <b>FY GRANT QUESTIONS _____</b>                 | <b>42</b>   |
| <b>STATUS REPORT _____</b>                      | <b>43</b>   |
| <b>ON-SITE OBSERVATION _____</b>                | <b>45</b>   |
| <b>SURVEYS _____</b>                            | <b>47</b>   |
| <b>LEVEL OF COST WORKSHEET # 1 _____</b>        | <b>52</b>   |
| <b>LEVEL OF COMPETITION WORKSHEET #2 _____</b>  | <b>53</b>   |
| <b>LEVEL OF AVAILABILITY WORKSHEET #3 _____</b> | <b>55</b>   |

# REVIEW CHECKLIST & SCHEDULE

## **COLLECT FOR REVIEW:**

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: \_\_\_\_\_)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

## **ITEMS TO REVIEW ON-SITE:**

- SSPP
- Policy/Procedure Manual
- Complaint Procedure
- Drug & Alcohol Policy (see certification)
- Grievance Procedure
- Driver Training Records (see certification)
- Contracts
- Other Agency Review Reports
- Budget
- Performance Standards
- Medicaid Documents

## **ITEMS TO REQUEST:**

- REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

## **INFORMATION OR MATERIAL TO TAKE WITH YOU:**

- Measuring Tape
- Stop Watch

## EVALUATION INFORMATION

**An LCB review will consist of, but is not limited to the following pages:**

|         |  |
|---------|--|
| 1       | Cover Page   |
| 5 - 6   | Entrance Interview Questions   |
| 12      | Chapter 427.0155 (3) Review the CTC monitoring of contracted operators   |
| 13      | Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services   |
| 19      | Insurance  |
| 23      | Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives |
| 25 - 29 | Commission Standards and Local Standards   |
| 39      | On-Site Observation  |
| 40 – 43 | Surveys  |
| 44      | Level of Cost - Worksheet 1  |
| 45- 46  | Level of Competition – Worksheet 2   |
| 47 - 48 | Level of Coordination – Worksheet 3  |

**Notes to remember:**

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - Following up on the Status Report from last year and calls received from the Ombudsman program.
  - Monitoring of contractors.
  - Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
  - Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
  - Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILER THIS INFORMATION:

#### 1. OPERATING ENVIRONMENT:

- RURAL       URBAN

#### 2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

| <b>Coordination Contract Agencies</b> |                |                         |                         |                |
|---------------------------------------|----------------|-------------------------|-------------------------|----------------|
| <b>Name of Agency</b>                 | <b>Address</b> | <b>City, State, Zip</b> | <b>Telephone Number</b> | <b>Contact</b> |
|                                       |                |                         |                         |                |
|                                       |                |                         |                         |                |
|                                       |                |                         |                         |                |
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|                                       |                |                         |                         |                |
|                                       |                |                         |                         |                |



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

| Name of Agency | % of Trips | Name of Contact | Telephone Number |
|----------------|------------|-----------------|------------------|
|                |            |                 |                  |
|                |            |                 |                  |
|                |            |                 |                  |
|                |            |                 |                  |
|                |            |                 |                  |

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

|                      | Number of calls | Closed Cases | Unsolved Cases |
|----------------------|-----------------|--------------|----------------|
| Cost                 |                 |              |                |
| Medicaid             |                 |              |                |
| Quality of Service   |                 |              |                |
| Service Availability |                 |              |                |
| Toll Permit          |                 |              |                |
| Other                |                 |              |                |

## GENERAL QUESTIONS

**Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.**

1. DESIGNATION DATE OF CTC:

2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM?  Yes  No  
(Make a copy and include in folder)

Is the process being used?  Yes  No

3. DOES THE CTC HAVE A COMPLAINT FORM?  Yes  No  
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

Yes  No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

Yes  No

**Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

Yes  No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?

Yes  No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

Yes  No                      If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes  No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes  No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

*Please Verify These Passengers Have an Eligibility Application on File:*

| <b>TD Eligibility Verification</b> |                          |                     |                             |
|------------------------------------|--------------------------|---------------------|-----------------------------|
| <b>Name of Client</b>              | <b>Address of client</b> | <b>Date of Ride</b> | <b>Application on File?</b> |
|                                    |                          |                     |                             |
|                                    |                          |                     |                             |
|                                    |                          |                     |                             |
|                                    |                          |                     |                             |
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|                                    |                          |                     |                             |
|                                    |                          |                     |                             |

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
  
  
  
  
  
  
  
  
  
  
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
  
  
  
  
  
  
  
  
  
  
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
  
  
  
  
  
  
  
  
  
  
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
  
  
  
  
  
  
  
  
  
  
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

**GENERAL QUESTIONS**

Findings:

Recommendations:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC contracts for compliance with 427.0155(1), F.S.**

***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE YOUR CONTRACTS UNIFORM?  Yes  No

IS THE CTD’S STANDARD CONTRACT UTILIZED?  Yes  No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?  
 Yes  No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)  
 Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

| <b>Operator Name</b> | <b>Exp. Date</b> | <b>SSPP</b> | <b>AOR Reporting</b> | <b>Insurance</b> |
|----------------------|------------------|-------------|----------------------|------------------|
|                      |                  |             |                      |                  |
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**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC last AOR submittal for compliance with 427. 0155(2)  
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report  Yes  No
- Any issues that need clarification?  Yes  No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement  Yes  No
- c. Transportation Disadvantaged Service Plan  Yes  No
- d. Grant Applications to TD Trust Fund  Yes  No
- e. All other grant application (\_\_\_\_%)  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

***“Review all transportation operator contracts annually.”***

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator?  Yes  No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued?  Yes  No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**



**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**

***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

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

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

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes  No

If YES, what is the goal?

Is the CTC accomplishing the goal?  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**

***“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”***

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

Yes     No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)?     Yes     No

If no, is the planning agency currently reviewing applications for TD funds?  
 Yes     No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?     Yes     No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).  
*“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”***

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

*“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”*

Review the Operational section of the TDSP

1. Hours of Service:
  
  
  
  
  
  
  
  
  
  
2. Hours of Intake:
  
  
  
  
  
  
  
  
  
  
3. Provisions for After Hours Reservations/Cancellations?
  
  
  
  
  
  
  
  
  
  
4. What is the minimum required notice for reservations?
  
  
  
  
  
  
  
  
  
  
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**

***“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”***

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

## CHAPTER 427

Findings:

Recommendations:

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

**Compliance with 41-2.006(1), Minimum Insurance Compliance**  
*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

| Operator | Insurance Cost |
|----------|----------------|
|          |                |
|          |                |
|          |                |
|          |                |

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

Yes    No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?    Yes    No

Comments:

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

### **Compliance with 41-2.006(2), Safety Standards.**

*“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”*

Date of last SSPP Compliance Review \_\_\_\_\_, Obtain a copy of this review.

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes  No

### DRIVER REQUIREMENT CHART

| Driver Last Name | Driver License | Last Physical | CPR/1st Aid | Def. Driving | ADA Training | Other- |
|------------------|----------------|---------------|-------------|--------------|--------------|--------|
|                  |                |               |             |              |              |        |
|                  |                |               |             |              |              |        |
|                  |                |               |             |              |              |        |
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|                  |                |               |             |              |              |        |
|                  |                |               |             |              |              |        |
|                  |                |               |             |              |              |        |

**Sample Size:** 1-20 Drivers – 50-100%    21-100 Drivers – 20-50%    100+ Drivers – 5-10%





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

**Compliance with 41-2.006(3), Drug and Alcohol Testing**  
*“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Sect. 5307, 5309, or 5311 funding)
- FHWA (Drivers required to hold a CDL)
- Neither

**REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.**

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: \_\_\_\_\_

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

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

**Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.**

*“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

|  | <b>CTC</b> | <b>CC #1</b> | <b>CC #2</b> | <b>CC #3</b> | <b>CC #4</b> |
|--|------------|--------------|--------------|--------------|--------------|
| Flat contract rate (s) (\$ amount / unit)  |            |              |              |              |              |
| Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group) |            |              |              |              |              |
|  |            |              |              |              |              |
|  |            |              |              |              |              |
| Special or unique considerations that influence costs?                                       |            |              |              |              |              |
| Explanation:   |            |              |              |              |              |

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES?  Yes  No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

|  | <b>CTC</b> | <b>Alt. #1</b> | <b>Alt. #2</b> | <b>Alt. #3</b> | <b>Alt. #4</b> |
|--|------------|----------------|----------------|----------------|----------------|
| Flat contract rate (s) (\$ amount / unit)  |            |                |                |                |                |
| Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group) |            |                |                |                |                |
|  |            |                |                |                |                |
|  |            |                |                |                |                |
| Special or unique considerations that influence costs?                                       |            |                |                |                |                |
| Explanation:   |            |                |                |                |                |

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

Findings:

Recommendations:

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

**Compliance with Commission Standards**  
*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Commission standards.

| <b>Commission Standards</b>                                  | <b>Comments</b> |
|--|-----------------|
| Local toll free phone number must be posted in all vehicles. |                 |
| Vehicle Cleanliness  |                 |
| Passenger/Trip Database                                      |                 |

|                              |  |
|------------------------------|--|
| Adequate seating             |  |
| Driver Identification        |  |
| Passenger Assistance         |  |
| Smoking, Eating and Drinking |  |

|                          |  |
|--------------------------|--|
| Two-way Communications   |  |
| Air Conditioning/Heating |  |
| Billing Requirements     |  |



## COMMISSION STANDARDS

Findings:

Recommendations:

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

**Compliance with Local Standards**

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Local standards.

| <b>Local Standards</b>                                   | <b>Comments</b> |
|--|-----------------|
| Transport of Escorts and dependent children policy       |                 |
| Use, Responsibility, and cost of child restraint devices |                 |
| Out-of-Service Area trips                                |                 |
| CPR/1st Aid  |                 |
| Driver Criminal Background Screening                     |                 |
| Rider Personal Property                                  |                 |
| Advance reservation requirements                         |                 |
| Pick-up Window   |                 |

| <i>Measurable Standards/Goals</i>         | <i>Standard/Goal</i> | <i>Latest Figures</i> | <i>Is the CTC/Operator meeting the Standard?</i> |
|---|----------------------|-----------------------|--|
| Public Transit Ridership                  | CTC                  | CTC                   |  |
|   | Operator A           | Operator A            |  |
|   | Operator B           | Operator B            |  |
|   | Operator C           | Operator C            |  |
| On-time performance                       | CTC                  | CTC                   |  |
|   | Operator A           | Operator A            |  |
|   | Operator B           | Operator B            |  |
|   | Operator C           | Operator C            |  |
| Passenger No-shows                        | CTC                  | CTC                   |  |
|   | Operator A           | Operator A            |  |
|   | Operator B           | Operator B            |  |
|   | Operator C           | Operator C            |  |
| Accidents                                 | CTC                  | CTC                   |  |
|   | Operator A           | Operator A            |  |
|   | Operator B           | Operator B            |  |
|   | Operator C           | Operator C            |  |
| Roadcalls<br><i>Average age of fleet:</i> | CTC                  | CTC                   |  |
|   | Operator A           | Operator A            |  |
|   | Operator B           | Operator B            |  |
|   | Operator C           | Operator C            |  |
| Complaints<br><i>Number filed:</i>        | CTC                  | CTC                   |  |
|   | Operator A           | Operator A            |  |
|   | Operator B           | Operator B            |  |
|   | Operator C           | Operator C            |  |
| Call-Hold Time                            | CTC                  | CTC                   |  |
|   | Operator A           | Operator A            |  |
|   | Operator B           | Operator B            |  |
|   | Operator C           | Operator C            |  |

# Contractor Survey

\_\_\_\_\_ County

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**Contractor name** (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes     No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes     No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

Yes     No

If yes, is the phone number posted the CTC's?

Yes     No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes     No

5. Does the CTC give your facility adequate time to report statistics?

Yes     No

6. Have you experienced any problems with the CTC?

Yes     No

If yes, what type of problems?

**Comments:**

# PURCHASING AGENCY SURVEY

Staff making call: \_\_\_\_\_

Purchasing Agency name: \_\_\_\_\_

Representative of Purchasing Agency: \_\_\_\_\_

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

- Yes
- No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- Yes
- No If no, why? \_\_\_\_\_



# CTC Expense Sources

County: Putnam  
 Fiscal Year: 07/01/2022 - 06/30/2023

CTC Status: Complete  
 CTD Status: Complete

CTC Organization: Ride Solution, Inc.

| Expense Sources                          | Selected Reporting Period      |                          |                     | Previous Reporting Period      |                          |                     |
|--|--------------------------------|--------------------------|---------------------|--------------------------------|--------------------------|---------------------|
|  | CTC & Transportation Operators | Coordination Contractors | Total               | CTC & Transportation Operators | Coordination Contractors | Total               |
| Labor                                    | \$ 1,137,282                   | \$ 0                     | \$ 1,137,282        | \$ 970,286                     | \$ 0                     | \$ 970,286          |
| Fringe Benefits                          | \$ 281,275                     | \$ 0                     | \$ 281,275          | \$ 215,489                     | \$ 0                     | \$ 215,489          |
| Services                                 | \$ 215,662                     | \$ 0                     | \$ 215,662          | \$ 186,251                     | \$ 0                     | \$ 186,251          |
| Materials & Supplies Consumed            | \$ 372,984                     | \$ 0                     | \$ 372,984          | \$ 298,952                     | \$ 0                     | \$ 298,952          |
| Utilities                                | \$ 57,052                      | \$ 0                     | \$ 57,052           | \$ 52,219                      | \$ 0                     | \$ 52,219           |
| Casualty & Liability                     | \$ 423,426                     | \$ 0                     | \$ 423,426          | \$ 450,326                     | \$ 0                     | \$ 450,326          |
| Taxes                                    | \$ 1,677                       | \$ 0                     | \$ 1,677            | \$ 2,094                       | \$ 0                     | \$ 2,094            |
| Miscellaneous                            | \$ 57,551                      | \$ 0                     | \$ 57,551           | \$ 8,668                       | \$ 0                     | \$ 8,668            |
| Interest                                 | \$ 0                           | \$ 0                     | \$ 0                | \$ 49,362                      | \$ 0                     | \$ 49,362           |
| Leases & Rentals                         | \$ 29,443                      | \$ 0                     | \$ 29,443           | \$ 27,439                      | \$ 0                     | \$ 27,439           |
| Capital Purchases                        | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| Contributed Services                     | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| Allocated Indirect Expenses              | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| <b>Purchased Transportation Services</b> |                                |                          |                     |                                |                          |                     |
| Bus Pass                                 | \$ 0                           | N/A                      | \$ 0                | \$ 0                           | N/A                      | \$ 0                |
| School Board (School Bus)                | \$ 0                           | N/A                      | \$ 0                | \$ 0                           | N/A                      | \$ 0                |
| Transportation Network Companies (TNC)   | \$ 0                           | N/A                      | \$ 0                | \$ 0                           | N/A                      | \$ 0                |
| Taxi                                     | \$ 0                           | N/A                      | \$ 0                | \$ 0                           | N/A                      | \$ 0                |
| Contracted Operator                      | \$ 0                           | N/A                      | \$ 0                | \$ 0                           | N/A                      | \$ 0                |
| <b>Total - Expense Sources</b>           | <b>\$ 2,576,352</b>            | <b>\$ 0</b>              | <b>\$ 2,576,352</b> | <b>\$ 2,261,086</b>            | <b>\$ 0</b>              | <b>\$ 2,261,086</b> |

## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

|                          | Column A<br>Operators<br>Available | Column B<br>Operators<br>Contracted in the<br>System. | Column C<br>Include Trips | Column D<br>% of all Trips |
|--------------------------|------------------------------------|---|---------------------------|----------------------------|
| Private Non-Profit       |                                    |   |                           |                            |
| Private For-Profit       |                                    |   |                           |                            |
| Government               |                                    |   |                           |                            |
| Public Transit<br>Agency |                                    |   |                           |                            |
| <b>Total</b>             |                                    |   |                           |                            |

2. How many of the operators are coordination contractors? \_\_\_\_\_

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_

Does the CTC have the ability to expand? \_\_\_\_\_

4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_  
\_\_\_\_\_

5. Does the CTC have a competitive procurement process? \_\_\_\_\_

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

|  |                             |
|--|-----------------------------|
|  | Low bid                     |
|  | Requests for qualifications |
|  | Negotiation only            |

|  |                                 |
|--|---------------------------------|
|  | Requests for proposals          |
|  | Requests for interested parties |
|  |                                 |

Which of the methods listed on the previous page was used to select the current operators?



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

|  |                                |
|--|--------------------------------|
|  | Capabilities of operator       |
|  | Age of company                 |
|  | Previous experience            |
|  | Management                     |
|  | Qualifications of staff        |
|  | Resources                      |
|  | Economies of Scale             |
|  | Contract Monitoring            |
|  | Reporting Capabilities         |
|  | Financial Strength             |
|  | Performance Bond               |
|  | Responsiveness to Solicitation |

|  |                                 |
|--|---------------------------------|
|  | Scope of Work                   |
|  | Safety Program                  |
|  | Capacity                        |
|  | Training Program                |
|  | Insurance                       |
|  | Accident History                |
|  | Quality                         |
|  | Community Knowledge             |
|  | Cost of the Contracting Process |
|  | Price                           |
|  | Distribution of Costs           |
|  | Other: (list)                   |

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

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

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

**Level of Availability (Coordination)**  
**Worksheet 3**

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

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

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

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

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

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

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

**Scheduling** – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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

# Bus and Van Specification Checklist

Name of Provider: *The Ride Solution*

Vehicle Number (either VIN or provider fleet number): *Fleet # 46*

Type of Vehicle:  Minivan  Van  Bus (>22')  
 Minibus (<= 22')  Minibus (>22')

Person Conducting Review: *Summer Jones*

Date: *5/15/2024*

## Review the owner's manual, check the stickers, or ask the driver the following:

- The lift must have a weight limit of at least 600 pounds.
- The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

## Have the driver lower the lift to the ground:

- Controls to operate the lift must require constant pressure.
- Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

## Once the lift is on the ground, review the following:

- Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- Side barriers must be at least 1 ½ inches high.
- The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- The platform must be slip-resistant.
- Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- Lifts may be marked to identify the preferred standing position (suggested, not required)

**Have the driver bring the lift up to the fully raised position (but not stowed):**

- When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- The lift must be designed to allow boarding in either direction.

**While inside the vehicle:**

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

**Vehicles under 22 feet must have:**

- One securement system that can be either forward or rear-facing.
- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

**Vehicles over 22 feet must have:**

- Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- Aisles, steps, and floor areas must be slip resistant.
- Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.



**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

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

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

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

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

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

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

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

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

Was there safe and appropriate seating for all passengers?

Yes  No

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

Yes  No

If No, please explain:

CTC: Putnam County - The ride solution County: Putnam

Date of Ride: 5.15.2024

| Funding Source | No. of Trips | No. of Riders/Beneficiaries | No. of Calls to Make | No. of Calls Made |
|----------------|--------------|-----------------------------|----------------------|-------------------|
| CTD            |              |                             |                      |                   |
| Medicaid       |              |                             |                      |                   |
| Other          |              |                             |                      |                   |
| Other          |              |                             |                      |                   |
| Other)         |              |                             |                      |                   |
| Other          |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
|                |              |                             |                      |                   |
| Totals         |              |                             |                      |                   |

| Number of Round Trips | Number of Riders/Beneficiaries to Survey |
|-----------------------|--|
| 0 – 200               | 30%                                      |
| 201 – 1200            | 10%                                      |
| 1201 +                | 5%                                       |

**Note: Attach the manifest**

# Operator Manifest

**Driver:** GREEN, ANN  
**Date:** 2024-05-15  
**Route:** D03LOCAL  
**Vehicle:** 46

**Run Begin:** \_\_\_\_\_  
**Run End:** \_\_\_\_\_

**Ending Mileage:** \_\_\_\_\_  
**Beginning Mileage:** \_\_\_\_\_  
**Total Daily Mileage:** \_\_\_\_\_

| Est Time                    | Sch /Appt- Time       | Address / Comments   | Est Time                | Address  | Client Name / ID / Disability | Pass Type                 | Space Type | Pass Num | Fare Type               | Fare Amount |
|-----------------------------|-----------------------|--|-------------------------|--|-------------------------------|---------------------------|------------|----------|-------------------------|-------------|
| <b>Route Begin</b><br>08:25 | <b>08:15</b>          | <b>Route Begin</b>   |                         |  |                               |                           |            |          |                         |             |
| <b>Pickup</b><br>08:36      | <b>08:49</b>          | 5101 SILVER LAKE DR<br>PALATKA<br>TD MAILED FREE PASS JAN 1/16/2024                              | <b>Dropoff</b><br>08:47 | 135 TOWN AND COUNTRY DR<br>PALATKA<br>PUBLIX PALATKA   | FLYNN, SARA<br>470759         | CLI                       | AM         | 1        | NS                      | \$ 1.00     |
|                             |                       |  |                         |  |                               | <b>Later Trips:</b> 12:30 |            |          | <b>Route :</b> D03LOCAL |             |
| <b>Dropoff</b><br>08:47     |                       | 135 TOWN AND COUNTRY DR<br>PALATKA PUBLIX PALATKA  | <b>Pickup</b><br>08:36  | 5101 SILVER LAKE DR<br>PALATKA                         | FLYNN, SARA<br>470759         |                           |            |          |                         |             |
| <b>Pickup</b><br>08:51      | <b>09:02</b>          | 114 TANNER TERRACE<br>PALATKA HOME<br>TD BLIND AND HARD OF HEARING NEEDS HELP IN AND OFF VEHICLE | <b>Dropoff</b><br>09:07 | 850 S MOODY RD, #451<br>PALATKA                        | CROWE, LOIS<br>202741         | CLI                       | AM         | 1        | NS                      | \$ 1.00     |
| <b>Dropoff</b><br>09:07     | 09:30                 | 850 S MOODY RD, #451<br>PALATKA  | <b>Pickup</b><br>08:51  | 114 TANNER TERRACE<br>PALATKA<br>HOME                  | CROWE, LOIS<br>202741         |                           |            |          |                         |             |
| <b>Pickup</b><br>09:19      | <b>09:17</b>          | 104 POOR FARM RD<br>PALATKA<br>TD-- MAILED FREE APRIL PASS 4/4/2024---                           | <b>Dropoff</b><br>09:44 | 530 ZEAGLER DR, #102<br>PALATKA<br>LIMERES, DR.        | WOODS, ARTHUR<br>479984       | CLI                       | WH         | 1        | FRE                     | \$ 0.00     |
| <b>Unknown</b><br>09:30     |                       | <b>Unknown</b><br><b>Duration: 0 Minutes</b>   |                         |  |                               |                           |            |          |                         |             |
| <b>Dropoff</b><br>09:44     | 10:00                 | 530 ZEAGLER DR, #102<br>PALATKA LIMERES, DR.   | <b>Pickup</b><br>09:19  | 104 POOR FARM RD<br>PALATKA                            | WOODS, ARTHUR<br>479984       |                           |            |          |                         |             |
| <b>Pickup</b><br>10:06      | <b>10:05</b>          | 422 MADISON ST, ##3<br>PALATKA<br>TD   | <b>Dropoff</b><br>10:56 | 103 S SR-19<br>PALATKA<br>GOODWILL-PALATKA             | HURT, JONATHAN<br>470057      | CLI                       | AM         | 1        | NS                      | \$ 1.00     |
|                             |                       |  |                         |  |                               | <b>Later Trips:</b> 13:54 |            |          | <b>Route :</b> D03LOCAL |             |
| <b>Pickup</b><br>10:12      | <b>10:17</b>          | 109 CHERRY ST<br>PALATKA<br>TD 2025 MB - QMB   | <b>Dropoff</b><br>10:45 | 326 ZEAGLER DR<br>PALATKA<br>DAVITA DIALYSIS - PALATKA | JONES, SIMON<br>472551        | CLI                       | AM         | 1        | NS                      | \$ 1.00     |
|                             |                       |  |                         |  |                               | <b>Later Trips:</b> 14:45 |            |          | <b>Route :</b> D03LOCAL |             |
| <b>Pickup</b><br>10:26      | <b>10:32</b>          | 135 JOHNS RD<br>PALATKA  | <b>Dropoff</b><br>10:51 | 326 ZEAGLER DR<br>PALATKA<br>DAVITA DIALYSIS - PALATKA | MANCUSO, STEVEN<br>477940     | CLI                       | WH         | 1        | NS                      | \$ 1.00     |
|                             |                       |  |                         |  |                               | <b>Later Trips:</b> 14:39 |            |          | <b>Route :</b> D03LOCAL |             |
| <b>Dropoff</b><br>10:45     | <b>11:00</b><br>11:00 | 326 ZEAGLER DR<br>PALATKA DAVITA DIALYSIS - PALATKA  | <b>Pickup</b><br>10:12  | 109 CHERRY ST<br>PALATKA                               | JONES, SIMON<br>472551        |                           |            |          |                         |             |
| <b>Dropoff</b><br>10:51     | 11:00                 | 326 ZEAGLER DR<br>PALATKA DAVITA DIALYSIS - PALATKA  | <b>Pickup</b><br>10:26  | 135 JOHNS RD<br>PALATKA                                | MANCUSO, STEVEN<br>477940     |                           |            |          |                         |             |



Route: D03LOCAL

| Est Time         | Sch /Appt-Time | Address / Comments   | Est Time         | Address  | Client Name / ID / Disability | Pass Type | Space Type | Pass Num | Fare Type | Fare Amount |
|------------------|----------------|--|------------------|--|-------------------------------|-----------|------------|----------|-----------|-------------|
| Dropoff<br>10:56 |                | 103 S SR-19<br>PALATKA GOODWILL-PALATKA  | Pickup<br>10:06  | 422 MADISON ST, ##3<br>PALATKA                                 | HURT, JONATHAN<br>470057      |           |            |          |           |             |
| Pickup<br>11:00  | 11:00          | 2501 PROSPER ST, #48<br>PALATKA  | Dropoff<br>11:08 | 6541 ST JOHNS AVE<br>PALATKA<br>FRESENIUS DIALYSIS CENTER      | ROGERS, SHIRLEY<br>434447     | CLI       | AM         | 1        |           | \$ 0.00     |
| Dropoff<br>11:08 | 11:15          | 6541 ST JOHNS AVE<br>PALATKA FRESENIUS DIALYSIS CENTER                             | Pickup<br>11:00  | 2501 PROSPER ST, #48<br>PALATKA                                | ROGERS, SHIRLEY<br>434447     |           |            |          |           |             |
| Pickup<br>11:14  | 11:19          | 110 KAY LARKIN DR<br>PALATKA<br>239-601-4407 SISTER TD MB 2025                     | Dropoff<br>11:24 | 6541 ST JOHNS AVE<br>PALATKA<br>FRESENIUS DIALYSIS CENTER      | CREEK, GEORGE<br>472989       | CLI       | WH         | 1        | NS        | \$ 1.00     |
| Pickup<br>11:19  | 11:34          | 110 KAY LARKIN DR<br>PALATKA PALATKA REHAB<br>TD EXP AUG 2026 MB AUG 2023 BUS PASS | Dropoff<br>11:24 | 6541 ST JOHNS AVE<br>PALATKA<br>FRESENIUS DIALYSIS CENTER      | HARGREAVES, HIGIEB<br>476837  | CLI       | WH         | 1        | NS        | \$ 1.00     |
| Dropoff<br>11:24 | 11:30          | 6541 ST JOHNS AVE<br>PALATKA FRESENIUS DIALYSIS CENTER                             | Pickup<br>11:14  | 110 KAY LARKIN DR<br>PALATKA                                   | CREEK, GEORGE<br>472989       |           |            |          |           |             |
| Dropoff<br>11:24 | 11:45          | 6541 ST JOHNS AVE<br>PALATKA FRESENIUS DIALYSIS CENTER                             | Pickup<br>11:19  | 110 KAY LARKIN DR<br>PALATKA<br>PALATKA REHAB                  | HARGREAVES, HIGIEB<br>476837  |           |            |          |           |             |
| Pickup<br>11:25  | 11:25          | 5001 ST JOHNS AVE<br>PALATKA ST JOHNS RIVER COM COLLEC                             | Dropoff<br>11:32 | 607 S PALM AVE<br>PALATKA<br>ARC WORKSHOP PALM                 | LANCASTER, MARILYN<br>474128  | CLI       | AM         | 1        | NS        | \$ 1.00     |
| Dropoff<br>11:32 |                | 607 S PALM AVE<br>PALATKA ARC WORKSHOP PALM  | Pickup<br>11:25  | 5001 ST JOHNS AVE<br>PALATKA<br>ST JOHNS RIVER COM COLLEGE PAL | LANCASTER, MARILYN<br>474128  |           |            |          |           |             |
| Pickup<br>11:36  | 11:36          | 1302 RIVER ST<br>PALATKA AZALEA HEALTH - PAL                                       | Dropoff<br>11:45 | 2000 MCCLELLAN ST, #A15<br>PALATKA                             | TOLBERT, FRANCIS<br>202914 M  | CLI       | AM         | 1        | NS        | \$ 1.00     |
| Dropoff<br>11:45 |                | 2000 MCCLELLAN ST, #A15<br>PALATKA<br>TD EXP 2026 SEPT 23 BUS PASS                 | Pickup<br>11:36  | 1302 RIVER ST<br>PALATKA<br>AZALEA HEALTH - PAL                | TOLBERT, FRANCIS<br>202914 M  |           |            |          |           |             |
| Pickup<br>11:53  | 12:00          | 256 N HIGHWAY 17<br>PALATKA BECK CHRYSLER DODGE                                    | Dropoff<br>11:58 | 607 S PALM AVE<br>PALATKA<br>ARC WORKSHOP PALM                 | KININMONTH, GEORGE<br>209714  | CLI       | AM         | 1        | NS        | \$ 0.00     |
| Dropoff<br>11:58 |                | 607 S PALM AVE<br>PALATKA ARC WORKSHOP PALM  | Pickup<br>11:53  | 256 N HIGHWAY 17<br>PALATKA<br>BECK CHRYSLER DODGE             | KININMONTH, GEORGE<br>209714  |           |            |          |           |             |
| Pickup<br>12:00  | 12:00          | 420 N PALM AVE<br>PALATKA  | Dropoff<br>12:07 | 1001 S 10TH ST, #201<br>PALATKA                                | KOEHLER, FRANK<br>203855      | CLI       | AM         | 1        | NS        | \$ 1.00     |
| Dropoff<br>12:07 |                | 1001 S 10TH ST, #201<br>PALATKA<br>TD F M/C 02/19/24 JM                            | Pickup<br>12:00  | 420 N PALM AVE<br>PALATKA                                      | KOEHLER, FRANK<br>203855      |           |            |          |           |             |

| Est Time         | Sch /Appt- Time | Address / Comments   | Est Time         | Address  | Client Name / ID / Disability | Pass Type | Space Type | Pass Num | Fare Type | Fare Amount |
|------------------|-----------------|--|------------------|--|-------------------------------|-----------|------------|----------|-----------|-------------|
| Pickup<br>12:30  | 12:30           | 135 TOWN AND COUNTRY DR<br>PALATKA PUBLIX PALATKA                                  | Dropoff<br>12:39 | 5101 SILVER LAKE DR<br>PALATKA                         | FLYNN, SARA<br>470759         | CLI       | AM         | 1        | NS        | \$ 1.00     |
| Dropoff<br>12:39 |                 | 5101 SILVER LAKE DR<br>PALATKA<br>TD MAILED FREE PASS JAN 1/16/2024                | Pickup<br>12:30  | 135 TOWN AND COUNTRY DR<br>PALATKA PUBLIX PALATKA      | FLYNN, SARA<br>470759         |           |            |          |           |             |
| Pickup<br>13:54  | 14:03           | 103 S SR-19<br>PALATKA GOODWILL-PALATKA  | Dropoff<br>14:16 | 422 MADISON ST, ##3<br>PALATKA                         | HURT, JONATHAN<br>470057      | CLI       | AM         | 1        | NS        | \$ 1.00     |
| Pickup<br>14:00  | 14:00           | 276 US 17 N<br>PALATKA   | Dropoff<br>14:08 | 2201 HUSSON AVE<br>PALATKA TYRRELL OAKS APARTMENTS     | WASHINGTON, RUSSELL<br>213510 | CLI       | AM         | 1        | NS        | \$ 0.00     |
| Dropoff<br>14:08 |                 | 2201 HUSSON AVE<br>PALATKA TYRRELL OAKS APARTMENTS                                 | Pickup<br>14:00  | 276 US 17 N<br>PALATKA                                 | WASHINGTON, RUSSELL<br>213510 |           |            |          |           |             |
| Dropoff<br>14:16 |                 | 422 MADISON ST, ##3<br>PALATKA TD  | Pickup<br>13:54  | 103 S SR-19<br>PALATKA GOODWILL-PALATKA                | HURT, JONATHAN<br>470057      |           |            |          |           |             |
| Pickup<br>14:39  | 14:30           | 326 ZEAGLER DR<br>PALATKA DAVITA DIALYSIS - PALATKA                                | Dropoff<br>15:06 | 135 JOHNS RD<br>PALATKA                                | MANCUSO, STEVEN<br>477940     | CLI       | WH         | 1        | NS        | \$ 1.00     |
| Pickup<br>14:45  | 15:00           | 326 ZEAGLER DR<br>PALATKA DAVITA DIALYSIS - PALATKA                                | Dropoff<br>15:24 | 109 CHERRY ST<br>PALATKA                               | JONES, SIMON<br>472551        | CLI       | AM         | 1        | NS        | \$ 1.00     |
| Dropoff<br>15:06 |                 | 135 JOHNS RD<br>PALATKA  | Pickup<br>14:39  | 326 ZEAGLER DR<br>PALATKA DAVITA DIALYSIS - PALATKA    | MANCUSO, STEVEN<br>477940     |           |            |          |           |             |
| Dropoff<br>15:24 |                 | 109 CHERRY ST<br>PALATKA TD 2025 MB - QMB  | Pickup<br>14:45  | 326 ZEAGLER DR<br>PALATKA DAVITA DIALYSIS - PALATKA    | JONES, SIMON<br>472551        |           |            |          |           |             |
| Pickup<br>15:31  | 15:35           | 6541 ST JOHNS AVE<br>PALATKA FRESENIUS DIALYSIS CENTER                             | Dropoff<br>15:42 | 110 KAY LARKIN DR<br>PALATKA                           | CREEK, GEORGE<br>472989       | CLI       | WH         | 1        | NS        | \$ 1.00     |
| Pickup<br>15:36  | 15:35           | 6541 ST JOHNS AVE<br>PALATKA FRESENIUS DIALYSIS CENTER                             | Dropoff<br>15:42 | 110 KAY LARKIN DR<br>PALATKA PALATKA REHAB             | HARGREAVES, HIGIEB<br>476837  | CLI       | WH         | 1        | NS        | \$ 1.00     |
| Pickup<br>15:36  | 15:30           | 6541 ST JOHNS AVE<br>PALATKA FRESENIUS DIALYSIS CENTER                             | Dropoff<br>15:51 | 1000 HUSSON AVE, #116<br>PALATKA                       | WILLIAMS, JIMMIE<br>479986    | CLI       | AM         | 1        | FRE       | \$ 0.00     |
| Dropoff<br>15:42 |                 | 110 KAY LARKIN DR<br>PALATKA PALATKA REHAB<br>TD EXP AUG 2026 MB AUG 2023 BUS PASS | Pickup<br>15:36  | 6541 ST JOHNS AVE<br>PALATKA FRESENIUS DIALYSIS CENTER | HARGREAVES, HIGIEB<br>476837  |           |            |          |           |             |
| Dropoff<br>15:42 |                 | 110 KAY LARKIN DR<br>PALATKA 239-601-4407 SISTER TD MB 2025                        | Pickup<br>15:31  | 6541 ST JOHNS AVE<br>PALATKA FRESENIUS DIALYSIS CENTER | CREEK, GEORGE<br>472989       |           |            |          |           |             |

Route: D03LOCAL

| Est Time                  | Sch /Appt. Time | Address / Comments   | Est Time                | Address   | Client Name / ID / Disability | Pass Type | Space Type | Pass Num | Fare Type | Fare Amount |
|---------------------------|-----------------|--|-------------------------|---|-------------------------------|-----------|------------|----------|-----------|-------------|
| <b>Dropoff</b><br>15:51   |                 | 1000 HUSSON AVE, #116<br>PALATKA<br>TD --- MAILED FREE APRIL PASS 4/3/2024 | <b>Pickup</b><br>15:36  | 6541 ST JOHNS AVE<br>PALATKA<br>FRESENIUS DIALYSIS CENTER | WILLIAMS, JIMMIE<br>479986    |           |            |          |           |             |
| <b>Pickup</b><br>16:29    | 16:29           | 6541 ST JOHNS AVE<br>PALATKA<br>FRESENIUS DIALYSIS CENTER                  | <b>Dropoff</b><br>16:39 | 2501 PROSPER ST, #48<br>PALATKA                           | ROGERS, SHIRLEY<br>434447     | CLI       | AM         | 1        |           | \$ 0.00     |
| <b>Dropoff</b><br>16:39   |                 | 2501 PROSPER ST, #48<br>PALATKA  | <b>Pickup</b><br>16:29  | 6541 ST JOHNS AVE<br>PALATKA<br>FRESENIUS DIALYSIS CENTER | ROGERS, SHIRLEY<br>434447     |           |            |          |           |             |
| <b>Route End</b><br>16:58 | 17:00           | <b>Route End</b>   |                         |   |                               |           |            |          |           |             |



# RIDER/BENEFICIARY SURVEY

Staff making call: Summer J.  
Date of Call: 5 / 15 / 2024

County: Putnam  
Funding Source: \_\_\_\_\_

1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No

2) Where you charged an amount in addition to the co-payment?  Yes or  No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week  Other  1-2 Times/Week  3-5 Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None  3-5 Times

1-2 Times  6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible  Space not available

Lack of funds  Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical  Education/Training/Day Care

Employment  Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice  Cost

Pick up times not convenient  Late pick up-specify time of wait

Assistance  Accessibility

Service Area Limits  Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

**Additional Comments:**

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# RIDER/BENEFICIARY SURVEY

Staff making call: Summer J.  
Date of Call: 5 / 15 / 2024

County: Pitnam  
Funding Source: \_\_\_\_\_

1) Did you receive transportation service on 5-15-2024?  Yes or  No

2) Where you charged an amount in addition to the co-payment?  Yes or  No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week  Other  1-2 Times/Week  3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None  3-5 Times

1-2 Times  6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible  Space not available

Lack of funds  Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical  Education/Training/Day Care

Employment  Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice  Cost

Pick up times not convenient  Late pick up-specify time of wait

Assistance  Accessibility

Service Area Limits  Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

**Additional Comments:**

I love the service!

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# RIDER/BENEFICIARY SURVEY

Staff making call: Summer J.  
Date of Call: 5/15/2024

County: Putnam  
Funding Source: \_\_\_\_\_

1) Did you receive transportation service on 5.15.2024?  Yes or  No

2) Where you charged an amount in addition to the co-payment?  Yes or  No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week  Other  1-2 Times/Week  3-5 Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None  3-5 Times

1-2 Times  6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible  Space not available

Lack of funds  Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical  Education/Training/Day Care

Employment  Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice  Cost

Pick up times not convenient  Late pick up-specify time of wait

Assistance  Accessibility

Service Area Limits  Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

**Additional Comments:**

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# RIDER/BENEFICIARY SURVEY

Staff making call: Summer J. County: Putnam  
Date of Call: 5/15/2024 Funding Source: \_\_\_\_\_

1) Did you receive transportation service on 5.15.2024?  Yes or  No

2) Where you charged an amount in addition to the co-payment?  Yes or  No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week  Other  1-2 Times/Week  3-5 Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None  3-5 Times

1-2 Times  6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible  Space not available

Lack of funds  Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical  Education/Training/Day Care

Employment  Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice  Cost

Pick up times not convenient  Late pick up-specify time of wait

Assistance  Accessibility

Service Area Limits  Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

**Additional Comments:**

Very good service and professional/friendly drivers  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_









County Name(s):

Putnam

**2023-2024  
CTD TRIP INVOICE**

RIDE SOLUTION, INC  
220 N 11TH. ST  
Palatka, Fl. 32177  
386-325-9999

|   |   |                        |              |
|---|---|------------------------|--------------|
| <b>Bill To:</b>                                 |   | <i>Invoice Number:</i> | G2K7903      |
| Commission for the Transportation Disadvantaged |   | <i>Invoice Date:</i>   | 04/08/2024   |
| 605 Suwannee Street, MS49                       |   | <i>Grant Number:</i>   | G2K79        |
| Tallahassee, FL 32399-0450                      | <i>Monthly Disbursement Amount from Exhibit "B" of Grant:</i> |                        | \$ 35,817.00 |

| Dates of Services | Start Date |   |      | End Date |    |      |
|-------------------|------------|---|------|----------|----|------|
|                   | March      | 1 | 2024 | March    | 31 | 2024 |

| Type of Service Provided | Unit Type<br>(Trip, Mile,<br>or Pass) | Unit Cost<br>(Service Rate) | Number of<br>Units | Subtotal     |
|--------------------------|---------------------------------------|-----------------------------|--------------------|--------------|
| Ambulatory               | Mile                                  | \$3.47                      | 10,009             | \$ 34,731.23 |
| Wheelchair               | Mile                                  | \$5.94                      | 2,301              | \$ 13,667.94 |
|                          |                                       |                             |                    |              |
|                          |                                       |                             |                    |              |
| MONTHLY BUS PASS         | Pass                                  | \$30.00                     | 12                 | \$ 360.00    |
|                          |                                       |                             |                    |              |
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|--|--|---------------|
|  | <b>Total Project Cost</b>                                | \$ 48,759.17  |
|  | <b>Less: Amount over Exhibit "B" of the Grant</b>        | \$ (8,962.50) |
|  | <b>Add: Amount to be Recovered from Previous Billing</b> |               |
|  | <b>Subtotal</b>  | \$ 39,796.67  |
|  | <b>Less: 10% Local Match</b>                             | \$ (3,979.67) |
|  | <b>TOTAL</b>   | \$ 35,817.00  |



**Florida Commission for the Transportation Disadvantaged  
Trip Summary Data Report**

**CTC:** RIDE SOLUTION, INC

**County/Countries:** Putnam

**Dates of Services:** March 1 - March 31, 2024

| Mode                | Number of Trips | Number of Miles |
|---------------------|-----------------|-----------------|
| Ambulatory          | 1082            | 10009           |
| Wheelchair          | 368             | 2301            |
| Stretcher           |                 |                 |
| Group Per Passenger |                 |                 |
| <b>Total</b>        | <b>1450</b>     | <b>12310</b>    |

| Bus Pass Type    | Number of Bus Passes Issued |
|------------------|-----------------------------|
| MONTHLY BUS PASS | 12                          |
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***By submission of this form, Grantee certifies the information provided on this Trip Summary Data Report is accurate and accountable and corresponds with the supporting back-up documentation. All individuals included in the supporting back-up documentation have a Transportation Disadvantaged application on file and the individuals have been determined eligible for services rendered.***

Revised 01/01/2023 (Cosey Perkins - THF 001)

County Name(s):

Putnam

2023-2024

CTD TRIP INVOICE

Ride Solution, Inc.  
220 N 11TH. ST  
Palatka, Fl. 32177  
386-325-9999

|   |   |              |
|---|---|--------------|
| <b>Bill To:</b>                                 | <i>Invoice Number:</i>  | G2K7904      |
| Commission for the Transportation Disadvantaged | <i>Invoice Date:</i>  | 05/13/2024   |
| 605 Suwannee Street, MS49                       | <i>Grant Number:</i>  | G2K79        |
| Tallahassee, FL 32399-0450                      | <i>Monthly Disbursement Amount from Exhibit "B" of Grant:</i> | \$ 35,817.00 |

| Dates of Services | Start Date |       |   | End Date |       |    |
|-------------------|------------|-------|---|----------|-------|----|
|                   |            | April | 1 | 2024     | April | 30 |

| Type of Service Provided | Unit Type (Trip, Mile, or Pass) | Unit Cost (Service Rate) | Number of Units | Subtotal     |
|--------------------------|---------------------------------|--------------------------|-----------------|--------------|
| Ambulatory               | Mile                            | \$3.47                   | 9,873           | \$ 34,259.31 |
| Wheelchair               | Mile                            | \$5.94                   | 2,438           | \$ 14,481.72 |
|                          |                                 |                          |                 |              |
|                          |                                 |                          |                 |              |
| MONTHLY BUS PASS         | Pass                            | \$30.00                  | 17              | \$ 510.00    |
|                          |                                 |                          |                 |              |
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|--|---------------------|
| <b>Total Project Cost</b>                                | \$ 49,251.03        |
| <b>Less: Amount over Exhibit "B" of the Grant</b>        | \$ (9,454.36)       |
| <b>Add: Amount to be Recovered from Previous Billing</b> |                     |
| <b>Subtotal</b>  | \$ 39,796.67        |
| <b>Less: 10% Local Match</b>                             | \$ (3,979.67)       |
| <b>TOTAL</b>   | <b>\$ 35,817.00</b> |



**Florida Commission for the Transportation Disadvantaged  
Trip Summary Data Report**

**CTC:** Ride Solution, Inc.

**County/Countries:** Putnam

**Dates of Services:** April 1 - April 30, 2024

| Mode                | Number of Trips | Number of Miles |
|---------------------|-----------------|-----------------|
| Ambulatory          | 1087            | 9873            |
| Wheelchair          | 372             | 2438            |
| Stretcher           |                 |                 |
| Group Per Passenger |                 |                 |
| <b>Total</b>        | <b>1459</b>     | <b>12311</b>    |

| Bus Pass Type    | Number of Bus Passes Issued |
|------------------|-----------------------------|
| MONTHLY BUS PASS | 17                          |
|                  |                             |
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*By submission of this form, Grantee certifies the information provided on this Trip Summary Data Report is accurate and accountable and corresponds with the supporting back-up documentation. All individuals included in the supporting back-up documentation have a Transportation Disadvantaged application on file and the individuals have been determined eligible for services rendered.*

Revised 01/01/2023 (Casey Perkins - THF 003)