

# Agenda

## Leon County Transportation Disadvantaged Coordinating Board

### ANNUAL PUBLIC HEARING

Gemini Building 408 North Adams Street Second Floor Conference Room

October 10, 2012 3:00 PM

If you are unable to attend this meeting, please contact Colleen Roland at 891-6812 or [colleen.roland@talgov.com](mailto:colleen.roland@talgov.com) no later than Tuesday, October 9, 2012.

Should you require special assistance, please contact Colleen Roland at 891-6812 at least 48 hours in advance.

**PLEASE NOTE: The Five Year Transportation Disadvantaged Service Plan is being presented for adoption. Members – your input is important.**

**Call to Order**                      Hon. Nick Maddox, Chair

**ANNUAL PUBLIC HEARING:**                      If you would like to speak before the board, please complete a speaker request form. Staff is available to assist if needed.

**Items from Members**                      Reserved for items from the TDCB membership.

**Community Transportation Coordinators Report**                      Ivan Maldonado, StarMetro  
*Attachment #1*

**Items from Staff: Adoption of 2012-2017 Transportation Disadvantaged Service Plan (TDSP)**  
*Attachment #2*

Every five years, concurrent with the re-appointment of the Community Transportation Coordinator, the TDCB must adopt a new Transportation Disadvantaged Service Plan (TDCB).

The TDSP has four sections.

1. Updated analysis of the service area
2. Goals and Objectives
3. Local Service Standards
4. State Service Standards

In preparation for TDSP development, staff has brought the more difficult issues to this board for discussion and approval – hours of service and trip priorities. This plan reflects those decisions.

An Administrative Subcommittee met on September 12<sup>th</sup> to review the proposed plan elements and only minor changes were made. The meeting also served to assure that the coordinator and operators were complying with the intent of the TDSP.

- Change: references to Zones 1 through 3 were changed to 'inside the City of Tallahassee' and 'outside the City of Tallahassee'. It is a language change that more accurately reflects actual operations.

**REQUESTED ACTION:** Approval of the 2012-2017 TDSP

## **2013 Meeting Dates**

The proposed meeting dates for 2013 are:

- January 16<sup>th</sup>
- April 10<sup>th</sup>
- July 10<sup>th</sup>
- October 16<sup>th</sup>

All meetings are scheduled for 3:00PM

**Requested Action:** Approval of 2013 Meeting Dates

## **Minutes**

The minutes of the April and July 2012 meetings are enclosed as *attachment 3 and 4*.

**Requested Action:** Staff request approval of the April and July 2012 minutes.

## **ADJOURNMENT:**

Next Meeting is scheduled for January 16, 2013 at 3 PM, pending action of the TDCB.



**Leon County Community  
Transportation Coordinator Report**

**FY11-12  
Annual Operations Report Overview**

**Prepared by Ivan Maldonado**

**Superintendent of Paratransit Operations**

## Community Transportation Coordinator's Trips (July 2011 to June 2012)

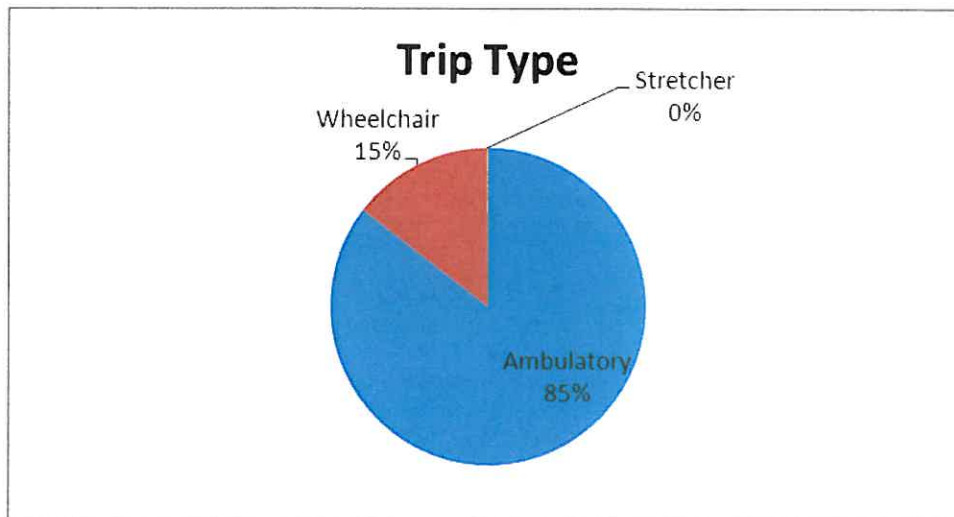
### *Number of Trips Provided From All Funding Sources*

During the Fiscal Year 11/12 our CTC provided a total of 253,643 trips to 3,524 unduplicated passengers. 76,771 of these trips were Paratransit trips. 65,554 of these trips were provided to ambulatory passengers. 11,171 trips were provided to wheel chair passengers and 46 trips to passengers requiring the use of stretchers.

481 trips were provided out of county.

CTC-Wide Trip Type	
Trip Type	Number of Trips
Ambulatory	65,554
Wheelchair	11,171
Stretcher	46
Bus Pass Trips	176,872
Total	253,643

Approximately 85 percent of the Paratransit trips provided were for ambulatory passengers, 15 percent of the trips were for wheelchair dependent passengers and less than 1 percent was provided to passengers requiring the use of a stretcher.



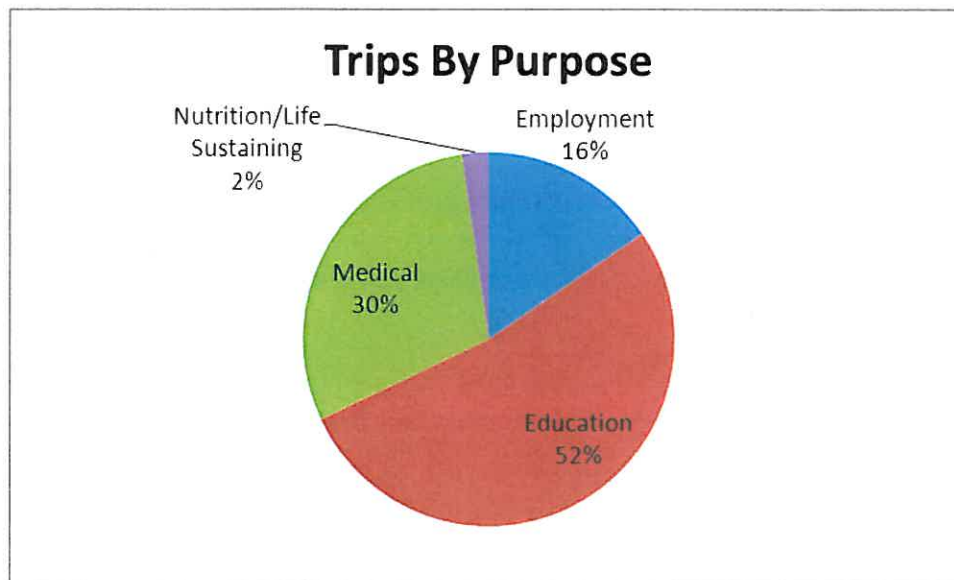
### ***Trips Per Funding Source***

Funding Source	Number of Trips
Agency for Persons with Disabilities	27,967
Non-Emergency Medicaid	46,824
CTD	164,538
FDOT/Leon	14,314
Total Trips	253,643

### ***Trips by Purpose***

16 percent of these trips were for employment; 30 percent for medical appointments, 2 percent for nutritional and life sustaining activities, and 52 percent for education.

<b>Trip By Purpose</b>	
Employment	39,240
Education	133,050
Medical	75,429
Nutrition/Life Sustaining	5,924
Total	253,643



### ***Mileage***

During this fiscal year our vehicles travelled a total of 480,886 actual miles, of which 470,767 were revenue miles.

### ***Unmet Trip Requests***

We were not able to provide 59 trip requests that failed to meet eligibility requirements.

### ***Cancellations and No-Shows***

During this reporting period the CTC received a total of 773 no shows, averaging 64.41 no shows per month.

### ***Complaints***

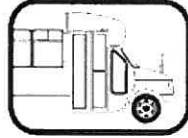
During this reporting period the CTC received a total of 68 complaints, averaging 5.66 complaints per month.

### ***Revenue Sources***

Our CTC received a total of \$1,606,350 in revenues from various funding sources. We received \$74,808 for the purchase of a vehicle, \$36,506 in fares collected and \$179,024 in in-kind contributions.

Funding Sources	
Agency for Persons with Disabilities	\$357,986
Non-Emergency Medicaid	\$603,800
Consumer Directed Care	\$1,440.00
CTD	\$406,487
CTD Capital Equipment	\$74,808
FDOT	\$84,474
Leon	\$94,887
City	\$57,276
Farebox Revenues	\$36,506
City In-Kind	\$179,024
Total	\$1,896,688

Attachment #2



**TDCB**

Tallahassee-Leon County  
Transportation Disadvantaged Coordinating Board

# **Transportation Disadvantaged Service Plan**

2012-2017

Adopted October 10, 2012

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Hon. Nick Maddox, Chair

*Community Transportation Coordinator Star Metro*  
Ivan Maldonado

*Capital Region Transportation Planning Agency*  
Colleen Roland

Table of contents added after adoption.

**A. Introduction to the Service Area**

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

The Transportation Disadvantaged (TD) Program was created in 1979 through the enactment of Chapter 427. The purpose of the TD Program was to provide transportation for those “persons who because of physical or mental disability, income, status, or age, are unable to transport themselves or 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 at-risk, as defined in Chapter 41.202, Florida Statutes”.

In 1989, the Florida Legislature amended Chapter 427, Florida Statutes (FS) and in 1990, Rule 41-2, Florida Administrative Code (FAC) to provide guidelines for the Transportation Disadvantaged Program. The creation of an independent Commission for the Transportation Disadvantaged with expanded membership, powers and duties and responsibility for administration of the State's first trust fund was one of the achievements. Since the legislative changes and reenactment of the Transportation Disadvantaged Program in 1989 and its expansion at the state and local levels, the implementation of coordinated transportation is being accomplished through the following steps:

- The Commission delegated the functions of transportation disadvantaged planning to the Metropolitan Planning Organization. The MPO provides staff support to an appointed Local Coordinating Board and recommends to the Commission, the Community Transportation Coordinator.

In 1991, the Tallahassee-Leon County MPO was designated as the Official Planning Agency for the Leon County TD program. Since that time, urbanized boundaries have been expanded, and the MPO is now known as the Capital Region Transportation Planning Agency.

- A Transportation Disadvantaged Coordinating Board (TDCB) was established to provide information, advice, and direction to the Coordinator regarding the coordination of transportation services. The Board evaluates services, funding applications, coordination strategies of service provision, and multi-county and regional opportunities. In conjunction with the CRTPA, the TDCB recommends the selection of the Coordinator.
- The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. The Coordinator can provide service directly or through a contract with an approved operator.

## **2. Designation Date/History**

On January 11, 1991, the Transportation Disadvantaged Coordinating Board (TDCB) recommended Big Bend Transit, Inc., a private, not-for-profit corporation, be designated as the CTC of Leon County. This was confirmed by the Commission for the Transportation Disadvantaged on March 28, 1991. In May 1991, the first Memorandum of Agreement (MOA), between Big Bend and the CTC was signed. BBT continued to function as the CTC for Leon County until December 1995.

On May 12, 1995, the TDCB recommended that the a Request for Proposal (RFP) process be conducted for the functions of the Leon County CTC. COMSIS Mobility Services, Inc. (CMS) responded to a for the Leon County Community Transportation Coordinator (CTC) which was (TDCB), and endorsed by the Metropolitan Planning Organization (MPO) on May 15, 1995. On October 27, 1995, the TDCB unanimously chose CMS to become the CTC for Leon County. The MPO, in agreement with the TDCB, also voted to recommend to the Commission for the Transportation Disadvantaged that CMS become the CTC for Leon County as of January 1996. On March 20, 1997, the TDCB unanimously recommended that CMS be retained as the Leon County CTC.

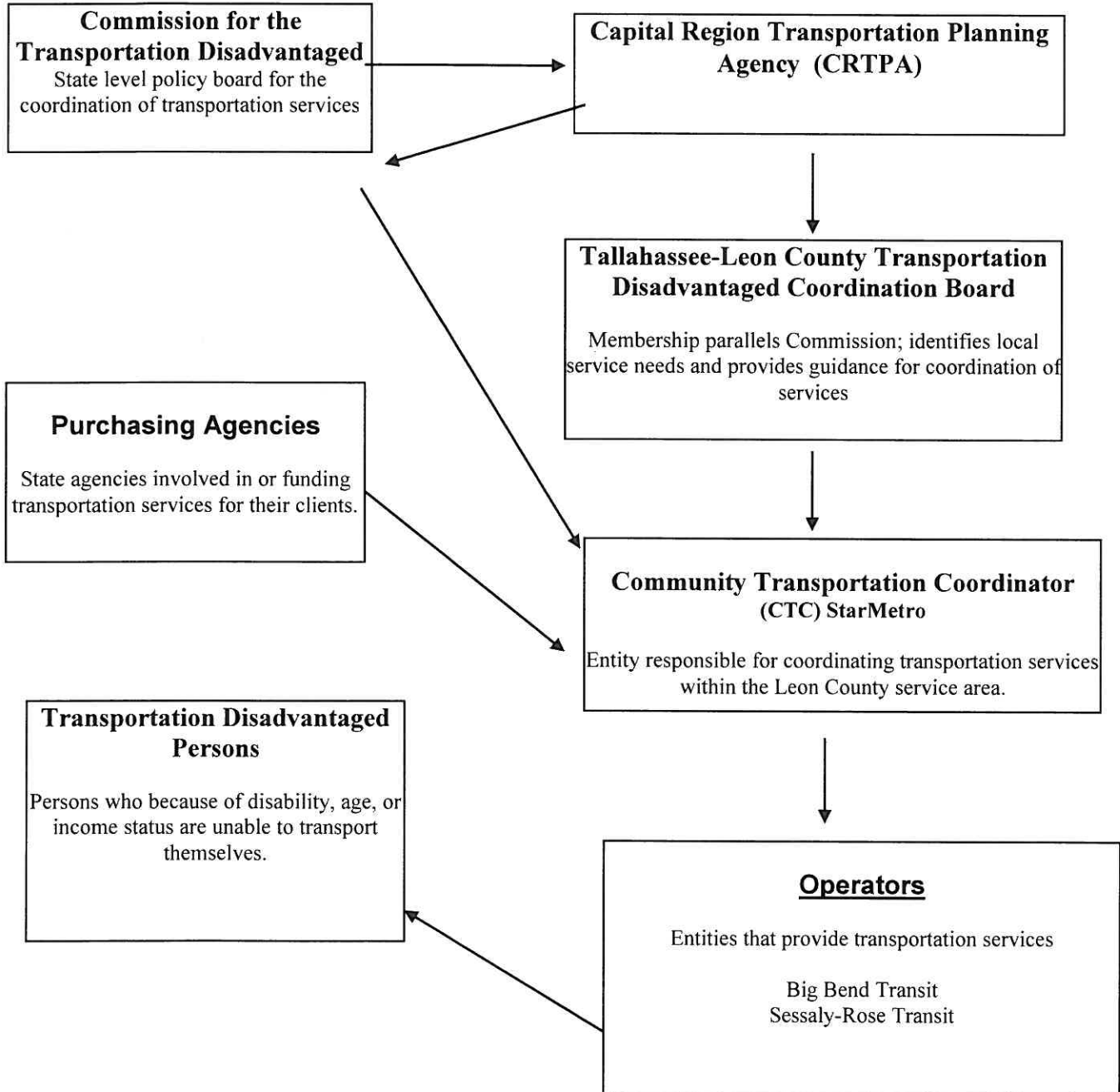
On January 28, 2002, based on a recommendation from the TDCB, the MPO voted unanimously to recommend that Taltran, the City of Tallahassee Transit Agency, become the next Community Transportation Coordinator. The Commission for the Transportation Disadvantaged approved this at their March 28, 2002 meeting. Resulting from this approval was an interlocal agreement between the City of Tallahassee and Leon County Board of County Commissioners. The agreement guaranteed \$30,000 of annual funding from the County for non-sponsored trips. An additional \$20,000 contingency fund was established by the County to alleviate trip denials. Through Memorandum of Agreement, Taltran became the CTC on July 1, 2002. When their contract with the Commission expired, it was unanimously extended by the commission. Over the last decade Leon County Board of County Commissioners has continually elevated their minimum contractual requirements. For the last several years their contribution has exceeded \$100,000 – sometimes as much as \$120,000 per year, solely for the purchase of transportation.

During the last 5 years TalTran has renamed itself Star Metro, evolved under a self-imposed Renaissance, and has emerged a stronger better-branded organization. Route extensions and pilots for improving fixed route transit have been underway. A greater percentage of TD system users have been assigned bus passes where appropriate and now enjoy greater opportunities for travel than ever before. Nova 2010 was implemented in 2011, creating a system with decentralized transfer stations and increased orientation for the commuter.

# ORGANIZATION CHART OF THE TALLAHASSEE-LEON COUNTY TRANSPORTATION DISADVANTAGED PROGRAM

## STATE LEVEL

## LOCAL LEVEL



#### **4. Consistency Review of Other Plans**

The Capital Region Transportation Planning Agency utilizes a continuing, cooperative, and comprehensive transportation planning process and meets the requirements for transportation planning under Title 23 USC 134 and CFR 450.

The following section is a summary of the transportation plans that the TDSP demonstrates consistency:

##### **a. Tallahassee-Leon County 2011 Comprehensive Plan**

The Tallahassee-Leon County Comprehensive Plan contains ten elements. The overall goal of the Transportation Element is to maintain and improve the quality of life in Leon County through an integrated and comprehensive transportation system emphasizing the elements of aviation, mass transit, and traffic circulation including non-motorized transportation. An objective of the Mass Transit Element of the Tallahassee-Leon County Comprehensive Plan was the full implementation of the requirements of Chapter 427, Florida Statutes regarding coordination of public and private transportation providers in meeting the needs of the transportation disadvantaged. Policies identified to carry out this objective included an assessment of needs of the transportation disadvantaged, an assessment of public and private transit programs to determine unmet needs, and the development of a strategy to meet the needs of the transportation disadvantaged.

New policies for the Transportation element incorporated changes in the transportation disadvantaged program, insuring consistency between the two documents. In addition, the Comprehensive Plan has adopted a Complete Streets Goals. Objectives 1.2 and Policies 1.2.9 and 1.2.14 support and provide increased opportunities for those individuals not able to provide their own automobile transportation and supports this TDSP update. In addition, those areas of Leon County/City of Tallahassee that have been designated a Multi Modal Transportation District also provides other transportation opportunities for the TD population.

##### **b. Strategic Regional Policy Plan**

The Apalachee Regional Planning Council is one of eleven Regional Planning Councils in Florida. The nine counties that are included in the Apalachee region include: Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Leon, Liberty, and Wakulla. The Strategic Regional Policy Plan (SRPP) contains the goals and policies that will serve as a guide for physical, economic, and social development of the Apalachee region. The SRPP consists of six areas - a regional description, and five elements (Affordable Housing, Economic Development, Emergency Preparedness, Natural Resources of Regional Significance, and Regional Transportation). In the Regional Transportation element, under *Strategic Issue #4: Providing Services to the Transportation Disadvantaged*, the goal is to reduce the number of transportation disadvantaged persons not served by the coordinated system. Leon County also continues to work toward this goal.

### **c. Transit Development Plan**

The Transit Development Plan determines the projected transit needs over a five-year period, develops recommendations specific to those needs, and promotes consistency between transit plans and other local transportation plans.

In 1985, an annual updating process was put in place to advance the Transit Development Program. This included the ongoing monitoring of the system, route development, and maintenance of the Transit Development Plan's five-year planning time frame.

Since 1985, the TDP has been updated utilizing a process approved by the Tallahassee City Commission, including extensive route evaluations and assessment of compliance with adopted service criteria. Annual reports are prepared and system changes are recommended based on the performance evaluations. However, in FY 1990, the City Commission directed Star Metro to conduct a TDP to evaluate current services and to guide the growth of transit. A new five year plan was prepared in 1995 and extended the target year to 2001. The second year of the new plan update was implemented in conjunction with the Fiscal Year 1998 City of Tallahassee budget. A new TDP was developed during 2003-2004 and adopted in 2005. The current TDP was developed in conjunction with the CRTPA 2035 Long Range Transportation Plan/Regional Mobility Plan, and adopted in 2010.

### **d. Commission for Transportation Disadvantaged 5 Year / 20 Year Plan**

The Commission for Transportation Disadvantaged approved the 5 Year / 20 Year Plan at their May, 1997 meeting. It has not been recently updated. Should it be adopted in the near future, the TDCB will update this plan, if there are significant findings which warrant the amendment.

### **e. Capital Region Transportation Planning Agency Year 2035 Long Range Transportation Plan and Regional Master Plan**

The Urban Area Transportation Study (UATS), also known as the Long Range Transportation Plan, is a twenty-five year outlook for transportation improvements in Leon County.

The Long Range Transportation Plan of the Year 2035 Transportation Plan and Regional Master Plan was adopted in December, 2010. The phases consisted of: data collection and development; model development and validation; development and adoption of goals and objectives; enhanced public involvement program; analysis of the Years 2010 and 2035 level of service deficiencies based on:

- alternative land use scenarios;
- evaluation of needs plan alternatives;
- recommendation and adoption of 2035 needs plan;
- estimation of program costs and future transportation revenues, and

- evaluation and adoption of 2035 Cost Feasible Plan. The update was completed and a new plan adopted in December, 2010. Its goals and objectives are consistent with this plan.

**f. Capital Region Transportation Planning Agency Transportation Improvement Program (TIP)**

The Transportation Improvement Program (TIP) is a planning document that shows the five-year implementation schedule for all modes of transportation. It is updated annually and includes long range improvements (construction of a new bridge or road), as well as short term improvements (intersection improvements, etc.). A Transportation Disadvantaged section is included in the TIP. This section memorializes the CTD Trip/Equipment and Planning grant allocations within the state budget.

**Tallahassee-Leon County Transportation Disadvantaged Coordinating Board Certification**

- ◆ MPO Member County Commissioner Nick Maddox
- ◆ Florida Department of Transportation Vanessa Strickland
- ◆ Children and Families Joanne Braun/designee
- ◆ Public Education Patricia Thompson/designee
- ◆ Workforce Jerry Durbin
- ◆ Veterans Advocate Jan Carey
- ◆ APD Cydeon Trueblood
- ◆ Elderly Advocate Karl McCoy
- ◆ Disabled Advocate Ruhnette Fennell
- ◆ Citizen - User Advocate Bruce Weaver
- ◆ Citizen Advocate William Benjamin
- ◆ Elder Affairs Dottie Hinkle
- ◆ Private for Profit Operator Kessla Stanley\*
- ◆ Early Childhood Services Kathleen Wilson
- ◆ Agency for Health Care Administration Faye Basiri
- ◆ Ex-Officio Big Bend Transit Manager or designee

\*this position rotates between for-profit carriers annually, if more than one exists.

The Capital Region Transportation Planning Agency certifies to the following:

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: Chairperson

## **B. Service Area Profile/ Demographics**

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

The service area for the transportation disadvantaged program is Leon County. Leon County is located in northwest Florida in the “Big Bend” area. It is named for Ponce De Leon. The City of Tallahassee, named for “Old Fields”, was established in 1824, following a decision by the legislature to locate the capital of the new Florida Territory midway between St. Augustine and Pensacola.

### **2. Demographics**

#### **a. Land Use**

The Tallahassee-Leon County Comprehensive Plan relies heavily on performance criteria to distribute land uses and to allocate their levels of density and intensity. As such, it is not a traditional plan in the sense of containing specific, narrowly defined future land use categories which, when applied in the form of a map, often resemble an existing zoning map.

Performance-oriented land use relies on fundamental land use relationships which are inherent throughout the County and as a result, cannot be neatly categorized by depicting large areas in one distinct land use category. These relations include associating land use type and intensity with: (1) the availability of infrastructure; (2) compatibility with adjacent and future uses; (3) the environment of the land; and (4) accessibility to the present and future transportation network.

The future land use map graphically displays intended future land uses through the geographical placement of land use categories. The future land uses categories include:

- **Rural Agriculture** - Large undeveloped acreage remotely located away from the urbanized area containing the majority of the County’s present agricultural, forestry, and grazing activities
- **Urban Fringe** - Acreage located primarily on the urbanized fringe presently characterized by low density residential and/or open space or agricultural activity
- **Residential Preservation** - Characterized by existing homogeneous residential areas within the community which are predominantly accessible by local streets. The primary function is to protect stable and viable residential areas from incompatible land use intensities and density intrusions
- **Mixed Use** - Characterized primarily by areas consisting of a present or future mixture of a compatible land uses. In Fiscal Year 1998, all the properties located in mixed use were rezoned to a more specific zoning category

- **Heavy Industrial** - Contains industrial uses which have or may have substantial off-site impacts
- **Central Urban** - Characterized by older developed portions of the community that are primarily located in close proximity to the urban core and major universities
- **High Intensity Urban Activity Center** - Provide for community wide or regional commercial activities located in proximity to multi-family housing and office employment centers
- **Downtown** - Present urban core of Tallahassee operating primarily as a government employment center with accompanying support services
- **Rural Community** - Characterized by existing residential development which is clustered and is intended to operate as a satellite community
- **Institutional** - Includes Educational, Recreation/Open Space and Government Operations
  - **Educational** - Includes all public schools, all public lands for which educational facilities are proposed or planned and private facilities with capacities for three hundred or more students
  - **Recreation/Open Space** - Includes Government owned lands which have activities or passive recreational facilities, historic sites, forests, cemeteries, or wildlife management areas and privately owned lands which have golf courses, cemeteries, or wildlife management areas
  - **Government Operations** - Contains facilities defined as Community services, Light Infrastructure, Heavy Infrastructure, and Post-Secondary, which provide the operation of and provision of service by local, state, and federal government
- **University Transition** - Includes the lands between the emerging cultural/entertainment area and Florida State University and Florida A&M University.
- **Lake Protection** - This is a protection category for the Lake Jackson area
- **Lake Talquin Recreation/Urban Fringe** - This category is specific to the eastern shore of Lake Talquin, north of State Highway 20.

b. Population Characteristics

The population of Leon County has grown at an annual rate of 2.5% since 1990, increasing from 192,493 in 1990 to 221,621 in 1996. The City of Tallahassee has experienced a population increase of 70% since 1980, increasing from 81,548 in 1980 to 138,863 in 1996 and to 276,728 in 2011. As the only incorporated city in Leon County, the City of Tallahassee serves as the County's population center. The most densely populated areas occur around the Florida State University with greater than 10 persons per acre. Population density generally declines with distance from the urban core. In the periphery, population density is less than two persons per acre.

Table 1 summarizes the estimated and projected resident population for the City of Tallahassee and unincorporated Leon County for the year 2011 through the year 2040.

**TABLE 1**

<b>Leon County Population Estimates and Projections 2011-2040</b>				
	2011	2020	2030	2040
City of Tallahassee	182,482	199,100	219,600	237,500
Unincorporated area	93,796	97,100	100,700	103,700
Total Leon County	276,278	296,200	320,300	341,200

Source: Tallahassee-Leon County Planning Department, 2012

Age and Gender

The presence of the state capital and two major universities helps to shape Leon County's population as relatively young, well educated, and affluent. A median age of 29.2 years ranks Leon County as having the second youngest county population in Florida. Table 2 shows the age distributions for the Leon County population.

**TABLE 2**

<b>Leon County Age Distribution 2012</b>					
<u>Age</u>	<u>0-17</u>	<u>18-34</u>	<u>35-54</u>	<u>55-64</u>	<u>65+</u>
<b>#</b>	55,043	101,851	63,953	29,730	25,980
<b>%</b>	19.6%	37%	23.2%	10.8%	9.4%

Source: The University of Florida, Bureau of Economic and Business Research (BEBR), 2011, Tallahassee-Leon County Planning Department, 2012.

The gender division in 2012 was 47.6% male and 52.4% female. This division is not projected to change appreciably in the future.

#### Educational Characteristics

Leon County residents have historically attained a very high level of education. According to Leon County School Board and 2010 Census, 92% of area residents, 25 years or older, had at least completed high school, while 24% had completed at least four years of college. The high level of education can largely be attributed to the relatively skilled employment required by the government sector as well as the presence of three institutions for higher education: Florida State University, Florida A & M University, and Tallahassee Community College.

#### **c. Employment**

Government employment, particularly state employment, in Tallahassee-Leon County has historically been the stabilizing force on the economy. Representing 41% of all non-agricultural employment in the Tallahassee metropolitan area, government employment has historically kept the unemployment rate in the area well below state and federal levels.

However, due to reductions in state government employees the unemployment rate county-wide has increased to 8.2%, this following 3 years of increasing unemployment area-wide. This follows unemployment trends both statewide and nationally.

#### **d. Major Trip Generators/Attractors**

Certain activity centers exert a dominant influence on travel patterns within a given urban area. These centers usually generate and/or attract person trips in a regular or predictable

pattern. These major trip generators are considered in transit planning as they are centers that attract a high volume of passenger trips per day from a diverse area and can be economically served by transit. Major transportation disadvantaged attractors are hospitals and clinics, social/community service centers, treatment centers, shopping centers, grocery stores, schools, and recreational facilities. A summary of major generators of these trips and their locations are provided below.

### 1. Housing Projects/Group Homes

The following housing projects and group homes are generators of disadvantaged transportation in the area:

◆ Astoria Arms Apartments	2303 Hartsfield Road
◆ Lake Ella Manor	1433 North Adams Street
◆ Briarwood Manor	4495 Shelfer Road
◆ Leon Arms Apartments	2502-B Holton Street
◆ Casa Calderon	800 West Virginia Street
◆ Mabry Village	315-B Mabry Street
◆ Georgia Bell Dickenson Apartments	300 East Carolina Street
◆ Magnolia Terrace Apartments	509 East Magnolia Drive
◆ GIBB Oakridge Village - Goodwill	274 Ross Road
◆ GIBBS Village	2140 Roberts Road
◆ Forest Oak Complex	3939 Forest Oak Lane
◆ Barineau Road Complex	Box 477 Barineau Road
◆ Miccosukee Hill Apartments	3201 Miccosukee Road
◆ Griffin Heights Apartments	1010 Basin Street
◆ Oakridge Townhouses	290 Ross Road #61
◆ Hickory Hill Apartments	2315 Jackson Bluff Road
◆ Rockbrook Garden Apt Apartments	1021 Idlewild Drive
◆ Holifield Arms Apartments	2525 Texas Street
◆ Suakoko Villa Housing	2502-A Holton Street
◆ Springfield Arms	1700 Joe Louis Street
◆ Fourth Avenue Housing Project	
◆ Tallahassee Housing Authority	Grady Road
◆ Housing Complex	2717 Country Club Drive

### 2. Employment Centers

Employment centers also generate a large number of transportation disadvantaged trips. As mentioned previously, federal, state, and local government agencies represent the largest employment providers, providing 55,900 jobs in the Tallahassee Metropolitan area:

- ◆ Capitol Complex
- ◆ Koger Executive Center

- ◆ Woodcrest Office Park
- ◆ Eastwood Office Plaza (Medical Services)
- ◆ Winewood Office Center
- ◆ Florida State University
- ◆ Florida A & M University
- ◆ Tallahassee Community College
- ◆ Tallahassee Memorial Regional Medical Center
- ◆ State Satellite Office Complex
- ◆ State Employment Office- Sharer Road
- ◆ City Hall - 300 South Adams Street
- ◆ Leon County Courthouse - 301 South Monroe Street
- ◆ Capital Regional Medical Center

### 3. Schools/Vocational Technical Centers

The following is a list of schools and vocational training centers that are major generators of transportation disadvantaged trips:

- ◆ Florida State University
- ◆ Florida A & M University
- ◆ Tallahassee Community College
- ◆ Lively Vocational Technical School
- ◆ Vocational Rehab - 325 John Knox Road
- ◆ Adult Education - 283 Trojan Trail
- ◆ Pyramid Industries - 2645 West Tennessee Street

### 4. Nursing Homes/Retirement Communities

The following is a list of nursing homes and retirement communities that are major generators of transportation disadvantaged trips:

- ◆ Arbors - 1615 Phillips Road
- ◆ Capital Health Care - 3333 Capital Medical Blvd.
- ◆ Edenbrook – 100 John Knox Road
- ◆ Heritage Health Care -1815 Ginger Drive
- ◆ Mariner Care Center - 2255 Centerville Road
- ◆ Miracle Hill Nursing and Convalescent Home - 1329 Abraham Street
- ◆ Outlook Pointe – 3223 Fleischmann Road
- ◆ St. Augustine Plantation – 2507 Old St. Augustine Road
- ◆ Tallahassee Convalescent Home - 2510 Miccosukee Road
- ◆ Westminster Oaks Retirement Community - 4449 Meandering Way
- ◆ Whispering Oaks Retirement Community – 11085 Kennesaw Trace
- ◆ Woodmont Retirement Community - 3207 North Monroe Street

## 5. Hospitals/Clinics

The following hospitals and clinics were identified as generators of transportation disadvantaged trips.

- ◆ Tallahassee Memorial Regional Medical Center
- ◆ Capital Regional Medical Center - 2626 Capital Medical Blvd.
- ◆ Leon County Public Health Unit - 1515 Old Bainbridge and 2642 Municipal Way
- ◆ Family Practice - 1301 Hodges Drive
- ◆ Professional Office Building -1401 Centerville Road
- ◆ Capital Health Plan - 2140 Centerville Road
- ◆ Health South - 1675 Riggins Road
- ◆ Smith Kline - Beecham Clinical Laboratories - 1898 Buford Blvd.
- ◆ Capital Rehabilitation Hospital
- ◆ Bond Community Medical Clinic - 710 West Orange Avenue
- ◆ The Ambulatory Center
- ◆ Community Dialysis- 2645 West Tennessee Street
- ◆ VIVRA Renal Care -1607 Physicians Drive
- ◆ The Veterans Administration Outpatient Clinic - 1607 St. James Street
- ◆ Planned Parenthood - 2121 West Pensacola Street
- ◆ Tallahassee Single Day Surgery – 1661 Phillips Road
- ◆ Tallahassee Plastic Surgery - 2452 Mahan Drive
- ◆ Patients First - 1705 Mahan Drive, 1690 North Monroe Street, 1160 Apalachee Parkway, 3258 North Monroe Street and 3401 Capital Circle Northeast
- ◆ Tallahassee Select Specialty Hospital -1554 Surgeons Drive
- ◆ Veteran`s Medical Center – 1607 St. James Court
- ◆ Southeastern Urological – 2000 Centre Point Blvd.
- ◆ Kay Freeman Health Center – 2700 Municipal Way
- ◆ Tallahassee Endoscopy Center and Digestive Disease Clinic – 2400 Miccosukee Road
- ◆ Capital City Surgical Center – 2807 Capital Medical Blvd.
- ◆ Neighborhood Health Services – 438 West Brevard Street
- ◆ Gambro – 1607 Physicians Drive

## 6. Social Service Offices

The following social service organizations were identified as generators of disadvantaged trips:

- ◆ Apalachee Center for Human Services - 656 East Tennessee
- ◆ Dick Howser Center for Cerebral Palsy, Inc. - 1323 Miccosukee Road
- ◆ Easter Seal Rehabilitation Service Center - 910 Myers Park Drive
- ◆ Children's Medical Services - 3019 Jackson Bluff Road

- ◆ Goodwill Industries of Big Bend - 300 Mabry Street
- ◆ Leon ARC - 1589 Metropolitan Blvd
- ◆ Life Links - 2523 Cathay Court
- ◆ Live Oaks Center - 2900 East Park Avenue
- ◆ Muscular Dystrophy Association - 111 Beverly Court
- ◆ Sheely Glenn House - Leon ARC
- ◆ Social Security Office - 207 Bronough Street
- ◆ Tallahassee Developmental Center - 455 Appleyard Drive
- ◆ Tallahassee Physical Therapy and Rehabilitation Services - 1300 East Park Avenue
- ◆ North Florida Legal Services -2425 Torreya Drive

#### 7. Shopping/Commercial Areas

- ◆ Southside Shopping Center/Towne South Center - 2525 South Monroe Street
- ◆ University Plaza/College Square
- ◆ Westwood Shopping Center - 2020 West Pensacola Street
- ◆ Governors Square Mall - 2000 Apalachee Parkway
- ◆ Tallahassee Mall - 2415 North Monroe Street
- ◆ Market Square - 1415 Timberlane Road
- ◆ Parkway Shopping Center – Apalachee Parkway
- ◆ Village Commons
- ◆ Walmart Supercenter – 3535 Apalachee Parkway
- ◆ Walmart Supercenter – Thomasville Road
- ◆ Walmart Supercenter – West Tennessee Street
- ◆ Walmart Supercenter – North Monroe Street
- ◆

#### 8. Recreation Facilities and Community Centers

- Tallahassee Senior Center - 1400 North Monroe Street
- Dade Street Community Center - 1115 Dade Street
- Fourth Avenue Recreation Center - 450 West 4<sup>th</sup> Avenue
- Jake Gaither Community Center - 801 Tanner Drive
- Lafayette Park Community Center - 403 Ingleside Avenue
- Palmer Munroe Community Center - 1900 Jackson Bluff
- Walker/Ford Community Center - 2301 Pasco Street

## C. Service Analysis

The service analysis section is composed of three components: the forecasts of the transportation disadvantaged population, a needs assessment, and the barriers to coordination. The Center for Urban Transportation Research in the Florida Statewide Transportation Disadvantaged Plan - Population and Demand Forecasts (1996-2005) was used to provide population forecasts and trip demand.

### 1. Forecasts of Transportation Disadvantaged Population

As described by the Florida Statewide Transportation Disadvantaged Plan, the Coordinated TD System serves two population groups: (1) the **potential TD population** (formerly referred to as TD Category I population) and the **TD population** (formerly referred to as TD Category II population). The potential TD population includes those persons who are disabled, elderly, low-income, and "high-risk" or "at-risk" children who are eligible to receive governmental or social service agency subsidies for trips. The TD population includes those persons who are transportation disadvantaged according to the eligibility guidelines of Chapter 427, Florida Statutes and are eligible to receive trips purchased through the TD Trust Fund, as well as for trips purchased by social service agencies.

In 2012, the potential TD population estimate is 82,508, which is approximately 29% of the county population of 244,208. The potential TD population is increasing at rate of 2% per year. Forecasts of the potential TD population for the years 2001 to 2010 is shown in Table 3.

A segment of the potential TD population is the TD population. In 2001, the TD population is estimated at 13,431, which is approximately 5 ½% of the total Leon County population of 244,208. The TD population is increasing at about 2.2% per year. Forecasts of the TD population for the years 2012 to 2016 is shown in Table 4.

### 2. Needs Assessment

In order to function as productive citizens in society, people must have mobility. Mobility can be in the form of walking, driving an automobile, riding a bicycle, or riding a bus. Any of those modes help people to obtain employment, shopping, medical services, recreation, and other life sustaining activities. These activities are required, regardless of a persons' ability to pay for them.

The demand for transportation services is based on a persons' willingness to pay for those life sustaining activities. The demand for those services can be measured by the number of people desiring that service at a given price.

**TABLE 3**

<p align="center"><b>Forecasts of Leon County's Estimated Potential TD Population by Market Segment 2012-2016</b></p>					
<b>Market Segment</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
<b>Disabled, Non-Elderly, Low Income</b>	1,852	1,876	1,901	1,926	1,951
<b>Disabled, Non Elderly, Non-Low Income</b>	8,733	8,786	8,961	9,079	9,196
<b>Disabled, Elderly, Low Income</b>	1,375	1,422	1,471	1,521	1,572
<b>Disabled, Elderly, Non-Low Income</b>	9,379	9,697	10,027	10,368	10,720
<b>Non-Disabled, Elderly, Low Income</b>	2,820	2,916	3,015	3,118	3,223
<b>Non-Disabled, Elderly, Non-Low Income</b>	19,212	19,866	20,541	21,240	25,838
<b>Non-Disabled, Non-Elderly, Low Income</b>	39,137	40,467	41,843	43,266	44,737
<b>TOTAL Potential TD Population</b>	<b>82,508</b>	<b>85,030</b>	<b>87,759</b>	<b>90,518</b>	<b>93,727</b>

Source:

1. Center for Urban Transportation Research. Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts. 2001-2006. (extrapolated for 2012)
2. Tallahassee-Leon County Planning Department, July 2012.

**TABLE 4**

<b>Forecasts of Leon County's TD Population by Market Segment 2012-2016</b>					
<b>Market Segment</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
<b>Transportation Disabled, Non-Elderly Low Income</b>	559	561	569	579	589
<b>Transportation Disabled, Non-Elderly, Non-Low Income</b>	2,808	2,858	2,928	2,988	3,011
<b>Transportation Disabled, Elderly, Low Income</b>	1,022	1,032	1,043	1,056	1,082
<b>Transportation Disabled, Elderly, Non Low Income</b>	6,841	6,888	6,910	6,948	6,978
<b>Non-Transportation Disabled, Low Income, No Auto, No Public Transit</b>	4,480	4,522	4,598	4,641	4,705
<b>Total TD Population</b>	15,750	15,859	16,048	16,212	16,365

Source:

1. Center for Urban Transportation Research. Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts. July 1996.(method only) Extrapolated for 2012 and beyond.
2. Tallahassee-Leon County Planning Department, May 2002. Tallahassee-Leon County Statistical Digest 2010, Capital Region Transportation Planning Agency Data, 2012.

In the Leon County TD system, there is demand for program trips and general trips. "Program trips" are made by clients of social service agencies for the purpose of participating in programs of the agencies. Examples of program trips include sheltered workshops, job training facilities, congregate dining facilities, and Medicaid services.

The second type of trip that is demanded in the Leon County TD Program is "General trips". General trips are trips made by transportation disadvantaged persons to the destinations of their choice, not to agency programs. Examples of general trips are

employment, shopping, and non-Medicaid medical trips. While most general trips are paid from the TD Trust Fund, some agencies may choose to purchase general trips for their clients.

#### Demand for Program Trips

The demand for program trips (those trips supplied or sponsored by governmental or social service agencies for the purpose of transporting clients to and from sponsored programs) is a derived demand. The demand for program trips, represented by potential TD individuals, is dependent on the existence of the program to which these persons are transported. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered. The demand for program trips will depend on the level of funding for the various social services programs. The CUTR methodology assumed that the funding for the social service programs and for transportation for individuals to travel to those programs will grow at the same rate as growth rate for the potential TD population. Realistically, this methodology is significantly *flawed* due to the reductions in both state and federal budgets of social service agencies, like Medicaid. The estimate for program trips for 2012 was 644,324. This number includes a portion of trips that currently being completed outside the coordinated system. Table 5 shows the estimates for program trips for the years 2012-2017.

#### Demand for General Trips

The methodology used to calculate general trips is different from the method used to calculate program trips. The methodology used to forecast general trips is based on a paratransit demand study conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission. This approach was chosen by the Center for Urban Transportation Research at the University of South Florida in the development of the Florida Five Year Statewide Transportation Disadvantaged Plan. The current 5 year plan expired in 2009.

In addition, this approach has been recommended by the Federal Transit Administration for use in estimating demand for ADA complementary paratransit services. However, CUTR has not released additional program trips data. Therefore, using a linear extrapolation based upon data gathered by the Tallahassee-Leon County Planning Department and the LCB staff has completed estimates shown in those tables. Should the CTD complete its 5 year plan, amendments may be needed to this document.

In the San Francisco Study, seven paratransit systems with high levels of service were selected and trip rates developed. These trip rates, 1.0 and 1.2 trips per month per capita in urban and rural areas, respectively, represent the demand for general trips (i.e., trips by individuals to destinations of their choice, not associated with any agency programs). Total demand for general trips is the TD population forecasts multiplied by the trip rates (1.0 trips per month for Leon County). The TD population (rather than the potential TD population) was used to forecasts demand because the TD population is the conglomeration of persons eligible for general trips. The rate of 1.0 trip per month per

person was used because in areas where a fixed-route system was available. Residents in Tallahassee have access to the TALTRAN system. In 1997, the total TD population estimate is 12,524. The potential demand for general trips is estimated to be 150,288 and increase to 163,836 in the year 2000. Table 5 identifies the demand for TD General Purpose trips through the planning period.

**TABLE 5**

<b>Trip Demand and Supply Estimates Leon County 2008-2013</b>						
<b>Trips</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
General Trip Demand	196,668	202,391	206,438	210,568	214,778	219,074
Program Trip Demand	447,656	457,057	466,198	475,522	485,032	494,733
Total Demand	644,324	659,448	672,636	686,089	699,811	713,807
General TDTF in System	55,698	56,924	58,062	59,223	60,408	61,616
General Other in System	35,926	36,680	37,413	38,161	38,925	39,703
General other out of System	13,814	14,104	14,386	14,673	14,967	15,266
Program in System	323,332	330,122	336,724	343,458	350,328	357,334
Program out of System	124,324	126,935	129,473	132,063	134,704	137,398
Total supply	553,094	564,765	576,060	587,581	599,333	611,319
Unmet Demand	91,230	94,684	96,577	98,509	100,479	102,489

Source:

1. Commission for the Transportation Disadvantaged, Statewide Annual Performance Report - Leon County.
2. Tallahassee-Leon County Planning Department, May 2007.

### **3. Barriers to Coordination**

The purpose of this section is to identify transportation disadvantaged services that are needed but not currently being provided because of the barriers to coordination that exist.

Agencies not participating in the coordinated system

With Chapter 427, F.S., the Legislature is attempting to **coordinate** transportation services for the transportation disadvantaged by establishing Transportation Disadvantaged Coordinating Boards to oversee local coordination efforts. These Boards are staffed by the local Metropolitan Planning Organization (MPO) or by some other designated official planning agency (DOPA), often a regional planning council (RPC). The Transportation Disadvantaged Coordinating Boards serve as an advisory body; and, review and approve the CTC's Memorandum of Agreement prior to its transmittal to the Florida Commission for the Transportation Disadvantaged. Contracts with individual transportation operators or carriers, and local coordination agreements are also reviewed and approved by the Board.

As outlined in Chapter 427, F.S., the community transportation coordinator (CTC) is at the center of the local coordination effort. Local and state agencies are required to participate in the coordination transportation system if they receive local, State, or Federal funds for the transporting of transportation disadvantaged persons. A recent revision of the Statute allows agencies that provide their own transportation to circumvent coordination by executing a coordination agreement with the CTC.

*A coordination agreement* is defined as:

*"a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation service to and from the community transportation coordinator."*

If an agency fails to develop a coordination agreement with the CTC, the Commission for the Transportation Disadvantaged may pressure agencies funding local programs to withhold funding. Though the Transportation Disadvantaged Coordinating Board has requested Commission to do so, the Commission has deferred such action.

#### Disseminating Information to the Public

Communication about the coordinated system continues to be improved. Increased communication in the TD community has increased awareness of service provisions and limitations.

The riders, purchasing agencies, support coordinators, operators, and other persons involved in the TD program need to be aware of the policies and procedures of the systems. As new information becomes available from the Commission for the Transportation, it should be disseminated to the groups mentioned above. The Local Coordinating Board meetings have become forums for these groups to learn and

participate in the operation of the Leon County system. As of 2004, the website for the Capital Region Transportation Planning Agency has TDCB meeting dates and posts the TDSP, as well as contacts for the entire region. Specific public interest groups are notified through such vehicles as the Tallahassee Area Blind Initiative Listserve.

### Decreased Funding Levels

Another constraint to the coordination system is decreased level of funding for transportation services. Agencies are streamlining their budgets to trim costs, but the transportation need is still there. The agencies need to realize that the cuts to the transportation budgets severely impact the users of the TD system.

Historically, in Leon County, the primary barrier to coordination is funding. The demand for service exceeds available funding. The CTC will continue to work to stretch the available funding to provide as much service as possible. Unfortunately, efforts of this nature are often hindered most by those people who would benefit most. There is a resistance among many system users to shared transportation. One-person, one-vehicle is extremely expensive. Further, the failure of state/local funding agencies to require their clients to utilize the fixed route system when they are able to do so, results in less service for those persons needing door-to-door service. The cost of paratransit service is often needlessly inflated by the users selection of a physician or medical facility located at a considerable distance from their home, when comparable service is available nearby. More service can be provided with the available funds, if more trips can be moved to the fixed-route bus system, and if trip distances can be shortened.

Since the 2002 plan, the TDCB has benefited greatly from a generous annual contribution from the Leon County Board of County Commissioners. The contribution has totaled nearly \$1.3 million during that time. It has been used to meet unmet need as well as a match to leverage other grant sources.

As a regional agency, the Capital Region Transportation Planning Agency (CRTPA) provides staffing only for the Leon County Board. While the Apalachee Regional Planning Council provides planning staff to Jefferson, Wakulla and Gadsden Counties, CRTPA staff attends those meetings with an eye to regional coordination. Recent coordination has been Violence in the Workplace Training for Paratransit Operators (sponsored by CRTPA) and regional news in the CRTPA newsletters.

The CRTPA also does the long range transportation planning for these same counties. The CRTPA – officials and staff – believe that the transportation disadvantaged services offered are as important as any other mode of transportation – cars, bicycles, feet, public transit. The acceptance of this principle is clear in its planning efforts.

Since 2004 the CRTPA has presented awards for Safety and Driver of the Year for the four counties it serves. Nominations are sought from coordinators and carriers. The CRTPA takes great pride in the coordinated transportation system throughout its four counties.





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

### **The Mission of the Tallahassee-Leon County Coordinated Transportation System is:**

*“To increase the mobility of Leon County's transportation disadvantaged population through the countywide coordination of transportation service, in an economically efficient manner, in conformance with applicable law.”*

### ***Goal 1: Ensure availability of service to the transportation disadvantaged.***

**Objective 1:** Promote the provision of services to meet the demand for sponsored and non-sponsored trips.

**Objective 2:** Promote a variety of transportation services to serve diverse user needs

**Policy 1.2.1:** The CTC will continue to implement the bus pass program.

**Objective 3:** The Coordinating Board has established eligibility criteria to be implemented by the Community Transportation Coordinator.

**Policy 1.3.1:** The Coordinating Board shall review eligibility criteria on a regular basis, and amend as necessary.

**Objective 4:** As necessary, the Coordinating Board will establish or amend priorities for the types of trips provided by the coordinated system.

**Objective 5:** The Coordinating Board and the CTC shall participate in the emergency preparedness plan of the City of Tallahassee and Leon County.

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

**Objective 1:** Promote and implement the most cost-effective method of transportation.

**Policy 2.2.1:** The CTC shall explore opportunities to coordinate transportation with Leon County Schools.

**Policy 2.2.2:** The CTC shall utilize the most cost effective mode of transportation for out-of-county trips.

**Policy 2.2.3:** The CTC shall continue to work cooperatively with the Commuter Services of North Florida on a TD commuter assistance program.

**Policy 2.2.4:** The Coordinating Board shall evaluate the Coordinated System to identify any needed improvements.

**Policy 2.2.5:** The CTC will continue to utilize an automated system for trip scheduling and tracking purposes.

***Goal 3: Ensure that quality of service meets the established standards.***

***Objective 1:*** Provide courteous customer relations and passenger comfort.

***Objective 2:*** Seek service that minimizes customer travel and wait times.

***Objective 3:*** Provide safe and reliable service, through the implementation of the following policies:

**Policy 3.3.1:** The CTC shall require all system operators to develop and maintain vehicle maintenance reports.

**Policy 3.3.2:** The Coordinating Board and the CTC shall identify training needs. The CTC shall organize training sessions for operators in those identified areas.

***Objective 4:*** The Coordinating board shall adopt standards for a quality improvement program for implementation by the CTC.

**Policy 3.4.1:** The TDCB and CTC will continue its complaint and commendation process.

**Policy 3.4.2:** The TDCB will implement a commendation process through the Annual Awards Program of the Commission for the Transportation Disadvantaged.

**Policy 3.4.3:** The TDCB will annually promote local excellence through the use of the Capital Region Transportation Planning Agency Awards. The awards will be the Safety Award and the Driver Award. Nominations will be sought from operators in Gadsden, Jefferson, Leon and Wakulla Counties.

***Goal 4: Ensure program accountability.***

***Objective 1:*** Adhere to procedures, rules and regulations, and standards established by the Federal government, State of Florida, and the Commission for the Transportation Disadvantaged.

***Objective 2:*** The Coordinating Board shall require the CTC to furnish uniform, accurate, and timely submittals of specified data and contracts.

**Policy 4.2.1:** Continue to submit an accurate Annual Operating Report (AOR), including data from all purchase of service and coordination contracts.

***Goal 5: Monitor the system to determine that community transportation disadvantaged needs are being met.***

**Objective 1:** Each year the Coordinating Board will conduct an annual public hearing.

**Objective 2:** Each year the Coordinating Board will determine the need to conduct an annual survey of riders.

**Objective 3:** Each year the Coordinating Board will determine the need to conduct an annual survey of purchasing agents.

**Objective 4:** Each year the Coordinating Board will conduct an evaluation of the Community Transportation Coordinator.

***Goal 6: Ensure Coordinating Board development and function.***

**Objective 1:** Ensure effective participation of the Coordinating Board through the following policies:

**Policy 6.1.1:** The coordinating board shall maintain the Grievance subcommittee. Other subcommittees may be established as needed.

**Policy 6.1.2:** Depending on financial resources, the Coordinating Board shall send at least one Board Member to a state, regional, or national transportation meeting annually.

**Objective 2:** Provide new board members with orientation of transportation disadvantaged laws, regulations, and policies.

**Objective 3:** Continue Transportation Disadvantaged Board training as needed.

**Policy 6.3.1:** To increase Board member awareness, the Coordinating Board shall annually evaluate the need for a one-day retreat for goal setting, planning and operations review, and encourage members to ride at least two routes each year to evaluate driver and system performance.

***Goal 7: Improve awareness of system services and limitations.***

**Objective 1:** Provide information on the availability of service, schedules, routes, and rate structure

**Policy 7.1.1:** The Coordinating Board, in cooperation with the CTC, shall conduct a continuous public information program. This program may include, but not be limited to, the CRTPA newsletter, articles in the newspaper and /or inserts in utility bills, public service announcements, radio ads, television ads, talk shows, the telephone book, and the Internet.

**Policy 7.1.2:** The Coordinating Board will continue to fully coordinate its efforts with the update of the Capital Region Transportation Planning Agency Community Involvement Plan, and include policies and strategies that will comply with Title VI of the Civil Rights Act of 1964.

**Policy 7.1.3:** The Coordinated Board will endeavor to improve the transportation system by making the medical and user community aware of the system functions and limitations.

**Policy 7.1.4:** The Coordinating Board will establish a Speaker's Bureau.

**Policy 7.1.5:** The Coordinating Board will increase its efforts to promote the Voluntary Dollar Program.

### ***Goal 8: Promote Community Resource Development***

**Objective 1:** Lobby the City of Tallahassee to increase their participation in the coordinated system.

**Objective 2:** Lobby Leon County to sustain their participation in the coordinated system.

**Objective 3:** Lobby the State Legislature.

**Objective 4:** Explore alternative revenue sources.

### ***Goal 9: Create Additional Transportation Opportunities***

**Objective 1:** The Coordinating Board will take a pro-active role in developing other transportation opportunities for the Transportation Disadvantaged.

**Policy 9.1.1.:** The Coordinating Board will take participate in the review of any amendments to the Year 2030 Long Range Transportation Plan.

**Policy 9.1.2.:** Continue to distribute and follow-up on data/complaints submitted on the Pedestrian Complaint Form.

## **E. Implementation Plan**

### **1. 3-Year Implementation Transportation Disadvantaged Improvement Program**

Operators will provide capital improvements as needed to comply with their contract with Star Metro and the City of Tallahassee.

### **2. Implementation Schedule**

The implementation schedule includes the activities the TDCB and CTC will undertake to fulfill the goals and objectives of this plan.

#### **Ongoing Activities**

##### **Terms**

**Winter Quarter or Winter Quarterly Meeting:** The three months from January 1 to March 31. The quarterly meeting usually takes place in January.

**Spring Quarter or Spring Quarterly Meeting:** The three months from April 1 to June 30. The quarterly meeting usually takes place in April.

**Summer Quarter or Summer Quarterly Meeting:** The three months from July 1 to September 30. The quarterly meeting usually takes place in July.

**Fall Quarter or Fall Quarterly Meeting:** The three months from October 1 to December 31. The quarter meeting usually takes place in October.

#### **Winter Quarter**

- At their regular meeting the Coordinating Board will discuss the need for an annual retreat.
- Staff will complete and process through the Leon County Board of County Commissioners, or other appropriate unit of local government, any Federal Transit Administration formula grants.
- Staff and Coordinating Board membership will participate, as feasible, in the annual Transportation Disadvantaged functions during legislative session.

### **Spring Quarter**

- At their regular meeting, the Coordinating Board will discuss the need to conduct surveys as detailed in Goal 5.
- The Community Transportation Coordinator will complete the Florida Department of Transportation/Transportation Disadvantaged Trip and Equipment grant for submission by applicable deadlines.
- Planning staff will complete the Annual Budget Estimate required by the Commission for the Transportation Disadvantaged and submit by applicable deadlines.
- The planning staff will review the Transportation Disadvantaged Service Plan and recommend updates or amendments, if needed, to the Coordinating Board at the quarterly meeting.

### **Summer Quarter**

- Staff will complete statutory report documents and submit to appropriate state agencies.

### **Fall Quarter**

- The annual Public Hearing will be held at the fall quarterly meeting.
- The Evaluation Subcommittee will present the annual review of the Community Transportation Coordinator.
- Planning staff will complete if necessary Florida Department of Transportation/Transportation Disadvantaged Planning Grant application and submit by applicable deadlines.

## II. SERVICE PLAN COMPONENT

### II. Operations Element

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

All services, with the exception of the fixed route bus system are curb-to-curb. Door to door service will be provided as needed. Passengers requiring a greater level of service, i.e., door to door will be so identified on the Driver Manifest provided by Star Metro. A monthly pass program for Star Metro is available for Non-sponsored and Medicaid riders where applicable.

Wheelchair and ambulatory-service is offered county-wide. Drivers are not permitted to assist persons in wheelchairs up or down more than one step or through grass or sand or on an incline of more than 1:12. Stretcher service is provided for Medicaid Non-Emergency Transportation (NET).

General service hours for the coordinated system are 4:30 AM to 10:00 PM, seven days per week. Request for transportation can be made by calling the Community Transportation Coordinator (CTC). The CTC has a system in place to accept reservations. A telephone line is available to receive facsimile (FAX) information. The CTC office hours are 8 AM to 4:30 PM, Monday through Friday. Reservation and customer service lines will be open 6:30 AM to 6:30 PM. After hours Star Metro will handle calls for riders to cancel rides, to check on the status of rides, or emergency situations. The Supervisor of Transit Services will be on call to assist riders experiencing difficulty with transportation after the close of the business day. Reservations for service must be made no later than 2 PM of the business day prior to the trip. Reservations will be accepted up to 14 days in advance of the trip. No telephone requests will be accepted after 2 PM the business day before service is expected or 5 PM for trip requests 2 to 7 days in advance.

Weekend trips and trips for Monday should be scheduled on the preceding Friday or the last business day of the preceding week when a holiday falls on Friday. Standing orders are encouraged for regularly scheduled Medicaid trips. Return trips must also be scheduled at the time of the original booking. Passengers are advised to be ready for pickup one hour for trips within Zone 1 and one and one-half hours for trips involving Zones 2 or 3, before their scheduled appointment time.

The CTC office will be closed for the following holidays:

New Year's Day  
Martin Luther King, Jr. Birthday  
Memorial Day  
Independence Day  
Labor Day  
Veteran's Day  
Thanksgiving Day and the Friday following  
Christmas Day

The CTC has at least one operator in operation on all holidays except Thanksgiving Day and Christmas Day.

2. Accessing Services, including Local Coordinating Board Policies such as Eligibility, Prioritization, and Other Procedures

The CTC maintains a telephone system available to receive calls within the coverage area. The CTC uses the Florida Relay Service permitting access to hearing impaired users. The number for the CTC reservations system and administration are:

(850) 891-5199

The StarMetro office hours are Monday through Friday, 8 AM to 5 PM, but riders may call after hours and reach the answering service which will assist them with canceling rides, checking on the status of rides or emergency situation.

Passengers can be assured timely service if:

- Return trips are scheduled in advance. When scheduling return trips for medical appointments, 90 minutes should be allowed for the doctor's visit.
- Passengers inside the City of Tallahassee should be ready at least one hour prior to the scheduled appointment time. Passengers outside the City of Tallahassee should be ready one and one-half hours in advance of the scheduled appointment. Drivers will wait no more than five minutes for a passenger and shall make a reasonable effort to contact the passenger before leaving.
- Passengers must cancel a requested trip, no later than one hour before the scheduled pickup time. If the trip has not been canceled and the rider is not at the designated place the rider will receive a no-show warning. If possible, the driver will leave a door hanger indicating the time the vehicle arrived, the vehicle number and the name of the driver. When scheduling trips, passengers should be specific about the type of service required (i.e., wheelchair, non-emergency stretcher service, etc.) and the destination (i.e., address, suite number, doctor's name, etc.)
- Service is curb to curb. Door to door service will be provided as needed if requested in advance and noted by the CTC on the operator's manifest. The driver should not be expected to assist passengers to specific offices, departments or floors within large medical facilities and cannot provide personal attendant care. An attendant or escort should accompany confused passengers or those unable to care for him or herself.

- a. Eligibility of Non-Sponsored Trips Funded through the Transportation Disadvantaged Trust Fund

This service is offered only to those persons who are transportation disadvantaged, as defined by Chapter 427, Florida Statutes, and whose trips cannot be subsidized by another funding agency.

Anyone utilizing the Non-sponsored funds must complete a non-sponsored application prior to scheduling trips. The CTC will mail, fax, or have the applicant come by the office to complete the application. The application must be approved prior to the scheduling of transportation. The application approval process, after receipt of all appropriate paperwork, may take up to ten days for evaluation and approval for eligibility. The criteria for being approved for Non-sponsored trips are as follows:

- (1) Are you 60 years of age or older? If yes, then you qualify by age. Qualifying criteria: proof of age, such as a birth certificate, Florida Driver's license, or Florida Identification Card.
- (2) Are you a person with a disability that prevents you from driving? If yes, you qualify by disability. Qualifying criteria: Signature of a physician or healthcare professional on the Professional Verification Form.
- (3) Are you currently receiving Food Stamps or Medicaid? If yes, then you qualify by income. Qualifying criteria: Food Stamp Card, Medicaid Card or Supplemental Security Income verification.
- (4) Is your residence within an accessible distance of Star Metro bus service? If yes, you may qualify for the Bus Pass Program.
- (5) Are you solely dependent on others for your transportation needs? If yes, you qualify by being transportation disadvantaged. Qualifying criteria: Notarized statement affirming that you have no other means of transportation.

b) Prioritization of Non-Sponsored Trips Funded through the Transportation Disadvantaged Trust Fund.

Effective July 1, 2003 and reaffirmed January 10, 2009 a Prioritization Policy for non-sponsored trips was adopted by the Local Coordinating Board for trips provided by the Transportation Disadvantaged Trust Fund. The policy ranks certain trip purposes in a priority order. Trips will be provided based on available funding and seating availability. There may be times that the Community Transportation Coordinator cannot provide every trip requested.

Priority	Trip Purpose - Categories and Definitions
1	MEDICAL – medical, dental, or therapeutic services including hospital appointments, clinic visits, dialysis, health department or other necessary medical-related care.
2	EMPLOYMENT/EDUCATION – work, employment, or life skills related training
3	NUTRITIONAL/LIFE SUSTAINING – adult congregate meal programs, food and prescription shopping
4	SOCIAL/RECREATION – social activities that might include, but not limited to church, senior citizen programs, and other recreational activities that are neither nutritional nor life sustaining.
5	PERSONAL BUSINESS – activities essential to maintenance of independence, including banking, non-food shopping, legal appointments. <i>Also includes trips for persons with a self-created transportation hardship.</i>

- i) Advance Reservation Requirement – all trips scheduled with the coordinated system must be scheduled the day prior (excluding weekend days) to the transportation request. The daily cap for Non-sponsored trips may be met prior to the business day before the ride is needed.
- ii) Reservation Service – The names(s), pickup and destination address (es) for the passenger(s) to be transported, with the appointment time, are placed with the CTC no later than 2 PM the last business day before the day of travel. Reservations may be made up to fourteen (14) days in advance of the trip when funding allows.
- iii) Subscription Service – The purchaser or passenger submits a request for subscription service no later than 2 PM the business day before the service is to start. This request is a standing ride. A standing ride is an on-going trip that regularly occurs, such as clients from the Agency for Persons with Disabilities, or TD Dialysis Clients. These riders may schedule for up to two weeks at a time. Other TD riders can only schedule up to 14 days at a time.  
The purchaser will provide the CTC with timely revisions to the Subscription Service Plan in order to update the standing ride order.
- iv) Non-emergency Medical (Stretcher) Service – The name(s) and address (es) of the passenger(s) to be transported are placed with the CTC no later than 2 PM the business day prior to the trip.
- v) Co-payment Policy - The TDCB has set a co-pay of \$2.50 on the non-sponsored trip grant. Medicaid co-payment of \$1 will not be charged to the rider. The Leon County Grant will reimburse the CTC for the co-payment. The CTC will reimburse the full contract cost of the trip to the provider.
- vi) Public Awareness of Non-sponsored funds - Brochures describing the coordinated transportation system outlining eligibility criteria and the

services provided, will be distributed to social service agencies within the designated area. The CTC will meet with social service agency staff and advocacy groups on a frequent basis, to ensure that those individuals eligible for service have access to the system. Information on the Transportation Disadvantaged Voluntary Dollar program will continue to be made available to the driving public. All citizens of Leon County will be encouraged to participate.

b) Other Procedures

- i) Driver Training – The contracted carriers will have a driver-training program in place. The training will meet the requirements of Rule Chapter 14-90, Florida Administrative Code, as amended August 7, 2006.
- ii) Emergency, Collision, Incident, and Delay Procedures – The CTC, through contractual agreements with operators and in the System Safety Program Plan (SSPP), establishes policies for the handling of emergencies, collisions, and delays. Operators are to notify the CTC and appropriate emergency personnel immediately if an emergency, collision or delay occurs. The CTC must also be notified of schedule delays. The operators must also submit a written collision or incident report and management analysis, within 24 hours. If bodily injury and/or property damage exceeds levels outlined in the U.S. DOT policies, then driver is required to undergo drug and alcohol testing as per Federal guidelines.

If delays occur, the CTC may reassign trips. Where possible, passengers will be notified of extended delays and alternate arrangements. To handle delays, each operator is required to have one back up vehicle for every ten vehicles in service. If delays occur, the CTC may reassign trips to other service providers. If an extended delay results, the passenger will be notified and a satisfactory resolution will be reached.

Collisions involving a fatality or fatalities must be reported to the Commission not more than 24 hours after the CTC becomes aware of the fatal collision. Any other collision, those not involving a fatality or fatalities, with over \$500 in property damages, must be reported to the Commission not more than 72 hours after the CTC becomes aware of the accident.

Copies of any collision reports prepared or received by the CTC and the individual subcontractors are also required. Records kept include personnel data, operational reports, dispatching logs, driver trip sheets, and reports of collisions, incidents and service delays.

iii) Insurance Requirements - MINIMUM LIMITS OF INSURANCE

Transportation providers shall maintain limits consistent with their contract with the CTC. CTC requirements shall meet or exceed standards established by the Commission for the Transportation Disadvantaged and applicable Florida Statutes and Florida Administrative Codes.

1. Transportation Carriers and Coordination Contracts

Using procedures established by the City of Tallahassee which meet all state requirements for procurement, Requests for Proposals were published and received pursuant to City policy.

Requests for Proposals are reviewed and those meeting the advertised criteria are awarded trips.

Star Metro has entered into contracts with the transportation carriers approved under the Request for Proposal process conducted by the CTC. At any time service increases, Star Metro makes no guarantee as to the total number of vehicles, hours nor trips that a transportation operator will receive. These contracts are expected to allow re-negotiation for up to two additional years if the service provided has been adequate. The CTC, however, is not bound to renewal and may re-bid services at the end of any contract year.

The rate paid to contracted carriers is covered in the operator's contract and any subsequent amendments.

2. Public Transit Utilization

Efforts to move appropriate and capable riders to mass transit will continue.

3. School Bus Utilization

School buses are not currently utilized in the coordinated system. Coordination of transportation with Leon County Schools has not proven to be feasible in the past because of similar peak service hours that are mutually encountered. The size and design of school vehicles are specifically for children, and not appropriate for most transportation disadvantaged riders.

4. Vehicle Inventory

The vehicle inventory is provided as Attachment 2. (Note: will be provided upon the completion of the RFP/selection process.)

5. System Safety Program Plan Certification (SSPP)

The Memorandum of Agreement (MOA) between the CTC and the Commission for the Transportation Disadvantaged requires the CTC to develop and implement an SSPP. The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Rule Chapter 14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. In accordance with this rule, the plan assures compliance with the minimum standards established and includes safety consideration and guidelines for the following:

- Operators and CTC Management
- Vehicles and Equipment
- Operational function
- Driving requirements
- Maintenance
- Equipment for transportation wheelchairs
- Training
- Federal, State, and Local regulations, ordinances or laws
- Private contracted service provider

The SSPP outlines driver training requirements and vehicle inspection requirements. Required safety equipment for all vehicles is:

- Seat belts
- Wheel chair securement systems and restraining devices (lap-type body belts)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits
- Two way radios

The SSPP limits the number of consecutive hours a driver can work, required defensive driving and passenger assistance/sensitivity training for all drivers. It further requires all subcontracted service providers to certify before providing service in the coordinated transportation system and requires vehicles to undergo annual safety inspections.

## 1. Intercounty Services

Intercounty services are provided by local operators. The only intercounty trips provided are for a Medicaid eligible passenger who's out of county services has received prior approval. The CTC will utilize the most effective mode of transportation for intercounty trips.

## 2. Natural Disaster/Emergency Preparedness

The TDCB will continue to support its policy to participate in Leon County's Natural Disaster/Emergency Preparedness Program. Star Metro will participate consistent with the established policy of the City of Tallahassee.

## 3. Marketing

Brochures and a Rider's Handbook have been published and distributed to both social service agencies and riders. The CTC will continue to meet with social service agencies and advocacy groups on a frequent basis.

Transportation is also offered to the general public. Any individual may call the system and pay the full cost of the services provided. Generally, the cost of this service is comparable to taxi service. The cost of ambulatory, wheelchair, and stretcher service are different and vary per zone and time of day travel occurs. Consequently, most requests for service by the general public are for wheelchair service.

## 4. Acceptable Alternatives

Chapter 427.016(1) (a) F.S. requires that all transportation disadvantaged funds expended in the state be expended to purchase transportation from the CTC or operators with the system with certain exceptions. Several agencies have elected not to purchase their transportation within the CTC system. When appropriate, the CTC will pursue adding these agencies to the coordinated system.

### **III. Quality Assurance**

The Quality Assurance section will contain the procedure the TDCB will use to monitor and evaluate the services coordinated through the CTC, based on the locally established service standards, the local grievance procedure/process, and evaluation processes.

#### **A. Service Standards**

The CTC and any Transportation Carriers from whom transportation is purchased or arranged by the CTC shall adhere to the approved Service Standards. The standards that are outlined in Chapter 41-2.006(4), Florida Administrative Code includes the following:

#### **Commission Service Standards**

##### **A. Drug and Alcohol Policy**

Contracted carriers must comply with the requirements of the Federal Transit Administration (49 CFR Part 653 and 49 CFR Part 654) regarding the testing of safety sensitive employees for drug and alcohol use.

##### **B. Transport of Escorts and Dependent Children**

One escort will be allowed if pre-approved through the application process. Sponsoring agency will pay for escorts. Escorts will pay a co-payment, if applicable. An escort is someone at the same origin and destination as the rider, and who provides the necessary assistance in order for the rider to complete the trip.

Any child 12 years and under will be required to have an escort.

##### **C. Use, Responsibility, and Cost of Child Restraint Devices**

For the fixed route bus system, refer to Chapter 316.613, F.S.S. For the paratransit system, all passengers under the age of 4 and weighing less than 50 pounds shall be required to use a child restraint device. If a child restraint device is requirement, the passenger must provide it.

##### **D. Passenger Property**

Passengers may travel with only those personal belongings that can be safely held by the rider. Drivers are not required to assist passengers with the loading or unloading of these items.

##### **E. Vehicle Transfer Points**

The CTC will identify the time, days, and vehicle pickup points as means of coordinating out-of-county trips. C.K. Steele Plaza would be the transfer point for any intra county

trips should the need arise. It is designed to provide shelter, security and safety of passengers. At the present time trips are door-to-door, eliminating the need for transfers.

**F. Local Telephone Phone Number**

The local phone number will be included in the complaint process. The number will be posted in two locations, both inside and outside of the vehicle. This standard can be evaluated by inspection of the vehicle.

**G. Out-of-Service Area Trips.**

No out-of-county trips will be paid through the Transportation Disadvantaged Trust Fund. All other sponsoring agencies will negotiate out-of-county trips with CTC. The most cost-effective mode of transportation will be utilized.

**H. Vehicle Cleanliness**

At a minimum, the interior of the vehicles will be cleaned daily and the exterior cleaned weekly. Inspection of the contracted operators' vehicles will determine if this standard is being met.

**I. Billing Requirements**

The CTC will bill as promptly as the sponsoring agency will allow. (Medicaid - once a week; Commission for the Transportation Disadvantaged - once a month; Developmental Services - once a month; and all other sponsoring agencies - once a month). Operators will be paid in a timely manner, consistent with Chapter 41-2, Florida Administrative Code.

**J. Passenger/Trip Database**

At a minimum, the CTC will collect the name, phone number, emergency phone number, address, funding source eligibility, and special requirements on each passenger.

**K. Adequate Seating**

Vehicle seating will not exceed the manufacturer's recommended capacity. Passengers scheduled will not exceed vehicle seating. Each seat shall be equipped with a seat belt.

**L. Driver Identification**

All drivers will wear a name badge that will be displayed at all times when transporting passengers. The name badge shall include the driver first name and company name.

**M. Passenger Assistance**

The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of vehicle. The boarding assistance shall include, opening the vehicle door, fastening the seat belt, or utilization of wheel chair securements devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheel chair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver. (Chapter 41-2.006 (m))

**N. Smoking, Eating, and Drinking**

There will be no eating, drinking, smoking, or use of tobacco products on any vehicle in the coordinated system, regardless if the passengers are not on board. This standard can be evaluated upon inspection of the vehicle.

**O. Passenger No-Shows**

A trip must be canceled no later than one hour before the scheduled pickup time. Trips can only be canceled by calling the CTC. If the trip has not been canceled and the rider is not at the designated place the rider will receive a no-show warning. If possible, the driver will leave a door hanger indicating the time the vehicle arrived, the vehicle number, and the name of the driver. If a rider has multiple no-shows he/she may receive a letter.

Passenger no-shows will not exceed 3% of the total trips.

**P. Two-way Communications**

All vehicles will be equipped with two-way communication and must be in good working order.

**Q. Air Conditioning/Heating**

All vehicles shall have air conditioning and heating systems adequate for the climatic conditions of the area and must be in good working order.

## **Local Service Standards**

### **A. Driver Criminal Background Screening**

All drivers in the coordinated system must have a FDLE background screening. Must comply with Chapter 393 and 435, Florida Statutes.

### **B. Service Effectiveness**

At the regular TDCB meetings, the CTC will report the cost per trips, percentage of denials, and number of complaints.

The CTC and the TDCB shall review the Annual Operating Report and determine acceptable levels of performance measures that will be used to evaluate the service effectiveness of the contracted carriers.

The CTC shall provide recommendations that will improve the service effectiveness of the coordinated system.

### **C. Public Transit Ridership**

Identify 100% of the riders that are ambulatory and with no special needs to be placed on the fixed route system.

### **D. Contract Monitoring**

At a minimum, the CTC shall perform a quarterly evaluation of the contracted carriers.

### **E. Pick-up Window**

The initial pick-up time is based on an appointment time. Pick-up time within the City of Tallahassee is one hour. Pick-up time outside the City is one and a half hours.

The rider will be picked-up within 15 minutes of the scheduled return trip time, for night service.

**F. On-Time Performance**

Drop-Off: 95% of clients will be delivered no earlier than sixty minutes before their scheduled appointment time.

Travel Time: Urban Trip - inside the City of Tallahassee: 95% of the clients will spend no more than one hour traveling in a vehicle.

Travel Time: Rural Trip – outside the City of Tallahassee: 95% of the clients will spend no more than one and half hours per trip traveling in a vehicle.

The on-board time standard does not apply to peak time travel (Monday to Friday, 6:30 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m.)

**G. Advance Reservation Requirement**

Reservation requests are taken between the hours of 6 a.m. and 5 p.m., Monday through Friday. Trips must be scheduled no later than 2 PM the business day prior to the transportation request, excluding weekends and holidays. Trips can be scheduled at least 14 days in advance. Medicaid NET trips must be scheduled at least 72 hours in advance.

**H. Accidents**

Accidents per 100,000 Miles: The CTC will have no more than 1.2 accidents per 100,000 vehicle miles.

**I. Road Calls**

The CTC will have no less than 10,000 vehicle miles between road calls.

**J. Call-hold Time**

95% of clients who call the CTC will reach an operator within two minutes.

**K. Vehicle Identification**

All vehicles used for transporting of passengers will be appropriately labeled with the company name on the outside of the vehicle.

## **B. Local Grievance Process/Procedure**

The following complaint and grievance procedure was approved by the TDCB on February 17, 1995 and annually reaffirmed.

As required by the "Local Grievance Guidelines for Transportation Disadvantaged Services" dated 7/11/94, the following grievance policy details the process that the Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB) will use to address complaints regarding service and other transportation related matters.

The following procedures are established to provide opportunities for grievances to be brought before the Tallahassee-Leon County Transportation Disadvantaged Coordinating Board. Medicaid Non-Emergency Transportation beneficiaries may also request a Medicaid fair hearing in addition to the local grievance process.

### I. Filing a Service Complaint

Service complaints that are received by the Community Transportation Coordinator (CTC) or by the designated transportation operator or operators will be detailed on a Complaint Report. The information may be given directly to the Coordinator staff and detailed on the form, or if desired, the form can be mailed to the client for completion. Any service complaints received by the Coordinator will be responded within 24 (twenty-four) hours of placing the complaint and will be followed up within 3 (three) working days. Every effort will be made to seek an appropriate and prompt resolution.

A file will be kept on all complaints received and monthly reports generated. A summary of the reports will be included as part of the coordinator's report at the regular TDCB meeting. These reports will help identify any emerging patterns or complaints: e.g., multiple complaints about a particular driver or reservationist, excessive late pickups, unclean vehicles, smoking or eating permitted on vehicles, etc. By promptly identifying areas of deficiency, the Coordinator will be in a position to work with local staff or with the service provider to make the necessary corrections or adjustments to alleviate the situation.

Any person with an unresolved service complaint shall be advised of the formal grievance procedure of the LCB and CTC and have a written or recorded copy of this grievance policy made available to them. All formal grievances must be submitted within 5 (five) working days of a non-resolved service complaint.

### II. Filing a Grievance

Should an interested party wish to file a grievance in order to receive improved service from the Transportation Disadvantaged Program, that grievance must be filed in writing with the Community Transportation Coordinator (CTC) and the Chairperson of the Transportation Disadvantaged Coordinating Board.

The addresses are listed below:

Tallahassee-Leon County Transportation Disadvantaged Coordinating Board  
Capital Region Transportation Planning Agency  
Physical Address: 408 North Adams Street  
Mailing Address: 300 South Adams Street, MS-19  
Tallahassee, Florida 32301  
(850) 891-6800

Community Transportation Coordinator  
Star Metro  
555 Appleyard Drive  
Tallahassee, Florida 32304  
(850) 891-5199

When necessary, TDCB or CTC staff will provide assistance to those individuals who request such, to prepare written grievances. The complainant should try to demonstrate or establish clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from the CTC. The grievance shall include:

1. The name and address of the complainant;
2. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner;  
and
3. An explanation of the relief desired by the complainant.

### III. Review by the Grievance Committee of the Local Coordinating Board

Upon receipt of a grievance, the Chairperson of the TDCB will contact the Chairperson of the Grievance Committee to inform him of the grievance. He will then acknowledge in writing of the filed grievance to all affected parties within ten (10) days of receipt of the grievance, the date, time, and place of the grievance hearing. The sponsoring agency will be notified by the grievance committee of any grievances originating with their clients. In cases where an advocate for the client is necessary the grievance committee shall request such an advocate from the sponsoring agency.

Within thirty (30) days following the date of receipt of the formal grievance, the Grievance Committee of the TDCB will forward a recommendation to the TDCB.

The Coordinating Board has the authority only to listen and make recommendations for improving the provision of transportation services. These recommendations are to be based on items pertaining to the transportation system or matters within the contractual control of the Commission for the Transportation Disadvantaged. In accordance with

Rule 41-2.012(5)(f) the Coordinating Board may appoint a grievance committee to serve as a mediator to process and investigate complaints and make recommendations to the local Coordinating Board for the improvement of service.

The Grievance Committee will present its recommendation to the TDCB at the next regular board meeting. The TDCB staff will notify the affected parties of the date, time and place of the Coordinating Board meeting where the recommendation will occur.

A written copy of the TDCB recommendation will be mailed to the CTC and affected parties involved within ten (10) days of the date of the recommendation.

If a grievance is not satisfactorily resolved, after review by the Coordinating Board, the body, board or persons who are legally responsible for the actions of the CTC may become involved in the grievance procedure.

The grievance procedure will ultimately end at the CTC's Board of Directors, Board of County Commissioners, Owner, or whoever else is legally responsible for the actions of the CTC.

Apart from these grievance procedures, the aggrieved parties with proper standing may also have recourse through Chapter 120, F.S. Administrative hearing, process or the judicial court system.

#### Definitions:

a. Service Complaint: Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC or transportation operators, not local service standards established by the CTC and LCB. If the CTC is also an operator, their statistics on service complaints should be included. Local standards should be developed regarding the reporting and parameters of service complaints.

#### Example:

Service complaints may include but are not limited to:

- Late trips (late pickup or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., may not qualify lack of TD funds, etc.)

b. Formal Grievance: A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the transportation operator, CTC, Designated Official Planning Agency, or LCB. The Grievance, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Example:

Formal Grievances may include but are not limited to:

- Chronic or reoccurring or unresolved Service Complaints
- Violations of specific laws governing the provision of TD services i.e., Chapter 427 F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA.
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

c. Hearing a Grievance: Hearing a grievance shall be defined as listening to and/or investigating a grievance from a purely fact perspective without imposing restrictions or penalty on a third party. This first definition shall be the extent of the Grievance Committee and LCB's role in mediating a grievance.

d. Hearing and Determining a Grievance: When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of specified person or persons, it is exercising "adjudicative" or "determinative" powers. This second definition shall be the role of the CTC's organization ultimately ending with the Board of Directors, or whoever is legally responsible for the actions of the CTC.



**IV. Cost/Revenue Allocation and Rate Structure**

Attachment #3  
**MINUTES**

**Leon County Transportation Disadvantaged Coordinating Board**  
**Gemini Building 408 North Adams Street Second Floor Conference Room**  
**April 11, 2012**

Members present: Cydeon Trueblood, Kessla Stanley, Dottie Hinkle, Faye Basiri, Shawn Mitchell, Vanessa Strickland, Ted Waters (ex-officio)

Staff present: Colleen Roland and Ivan Maldonado

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**Call to Order**

Hon. Nick Maddox, Chair, called the meeting to order at 3:01 PM. Staff member Colleen Roland advised of an addition to the agenda. Ivan Maldonado was going to present a rate increase under his item.

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**Public Comment**

Ms. Linda Jones spoke to the TDCB regarding services offered at the Lighthouse for the Blind.

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**Community  
Transportation  
Coordinators  
Report**

Ivan Maldonado, StarMetro

Mr. Maldonado presented the quarterly report. He distributed the complaint logs for the period from January through March 2012, and noted there were only 6 complaints out of over 18,000 trips.

He announced a meeting of the Capital Regional Human Services Mobility Coalition for Friday, April 27<sup>th</sup>, 2012.

Mr. Maldonado distributed a handout regarding a rate increase for non-sponsored transportation. He noted that there had not been an increase in three years. Chair Maddox asked him how the rate was determined. Mr. Maldonado responded by discussing the state-approved rate model that included a number of factors.

Ms. Roland advised the TDCB that the staff

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recommendation was to approve the new rate. A roll call vote was taken. All voting members answered yes; Faye Basiri recused her self from voting based on a policy with AHCA, who she represents.

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**Items from  
Members**

Reserved for items from the TDCB membership.

Dottie Hinkle introduced Anders Bjorklund from the Area Agency on Aging

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**Items from Staff    Colleen Roland, CRTPA**

**1. Annual Ratification of Bylaws *Attachment #2***

The TDCB ratified the Bylaws

**2. Annual Ratification of Grievance Procedures**

The TDCB ratified the Grievance Procedures.

**3. Minutes **The minutes of the January 2012 meeting are included as *Attachment # 4* .****

The TDCB approved the minutes of January 2012.

**4. Medicaid Co-pay**

The TDCB discussed the collection of Medicaid Co-Pay. Ms. Kessla Stanley noted that if there was a collection of the \$1 copay, she would lose money because Medicaid clients are not obligated to pay.

Ms. Dottie Hinkle also advised that many seniors would cancel doctor's appointments, rather than not paying the \$1 copay, as a matter of pride.

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Chair Maddox asked Ted Waters if he was able to collect copays in Gadsden and Jefferson Counties. Mr. Waters stated that they no longer pursued the \$1 co pay.

Chair Maddox suggested that we defer the item until Mr. Maldonado was able to meet with the providers and evaluate other contractual aspects.

***TDCB Action: deferred***

## **5. Clarification of Trip Priorities**

Ms. Roland discussed the present adopted trip priorities. Focusing on Priority #2, asked if the TDCB wanted to redefine it so Life Classes, such as teaching Braille would be included under that instead of Priority #3, Life Sustaining. She discussed funding limitations and criteria for using non-sponsored funds.

Ms. Linda Jones, from Lighthouse for the Blind, discussed the nature of training classes that were taught to the visually impaired.

Ms. Roland discussed the Transportation Disadvantaged Service Plan, and how a new plan would soon be underway, and language more clearly defining it would be included in that document.

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## **Adjournment**

Chairman Maddox adjourned the meeting at 3:55.

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Attachment #4  
**Minutes**

**Leon County Transportation Disadvantaged Coordinating Board**  
**Gemini Building 408 North Adams Street Second Floor Conference Room**  
**July 11, 2012**

Members present: Karl McCoy, Cydeon Trueblood, Faye Basiri, Shawn Mitchell, Kessla Stanley

Staff present: Colleen Roland, CRTPA and Ivan Maldonado, Star Metro

The meeting was called to order at 3:10 PM. There was not a quorum present.

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**Public Comment**      There were no speakers from the public.

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**Community  
Transportation  
Coordinators  
Report**

Ivan Maldonado, StarMetro

Mr. Maldonado reviewed performance of the coordinated transportation system for April and May. (Data for June was not yet available at the time the agenda was published.)

He noted an important award: Community Transportation Agencies Association (CTAA) named the National Mobility Manager of the year. Andrea "Andie" Rosser received the award.

Mr. Maldonado also announced the Capital Mobility Summit meeting on July 17<sup>th</sup>.

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**Items from  
Members**

Faye Basiri discussed an incident with a Medicaid client, who was homeless and disabled, and the efforts to transport him to specialty medical/surgical services in San Diego California. She commended Starmetro staff on their efforts. Mr. Maldonado gave credit to Jan Hudson

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of his staff that coordinated the services.

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**Items from Staff Colleen Roland, CRTPA**

1. **Minutes** The minutes of the April 2012 meeting are included as *Attachment # 2*.

The minutes have been postponed until the October meeting due to lack of a quorum.

2. **Transportation Disadvantaged Service Plan (TDSP)**

Ms. Roland discussed the statutory requirements for development of a new TDSP and the statutory deadlines of 120 days.

She reviewed actions taken by the TDCB over the last year, and described the process leading up to development of the plan.

Even though no quorum was present to vote, Ms. Roland notified the TDCB that she needed to move forward with the plan development as intended to meet the statutory deadlines.

The committee reviewing the document prior to its return in October are Kessla Stanley, Big Bend Transit designee, Ivan Maldonado and Colleen Roland.

***Requested Action: Appointment of the review committee***

***No action was taken due to lack of a quorum.***

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Because there was no quorum, Ms. Roland advised those present that they would have to proceed with TDCB action due to the state deadline.

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**Adjournment**

The TDCB adjourned at 3:40 PM.

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**Next Meeting**

October, 10 2012 at 3 PM, location to be announced. The Public Hearing will also be held at this meeting.

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