

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.
 - As a result of the 2000 Decennial Census, the Tallahassee-Leon County MPO became the Capital Region Transportation Planning Agency (CRTPA) in 2004. The jurisdiction of the CRTPA then included around 70% of both Gadsden and Wakulla Counties populations.
 - The CRTPA voted in 2005 to have the Apalachee Regional Planning Council continue as the Official Planning Agencies in those counties and the two agencies entered into an interlocal agreement on July 1, 2005 affirming the relationship.
- A Transportation Disadvantaged Coordinating Board (TDCB) was established to provide information, advice, and direction to the Coordinator relative to 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 MPO, 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 CTCD was signed. BBT continued to function as the CTC for Leon County until December 1995.

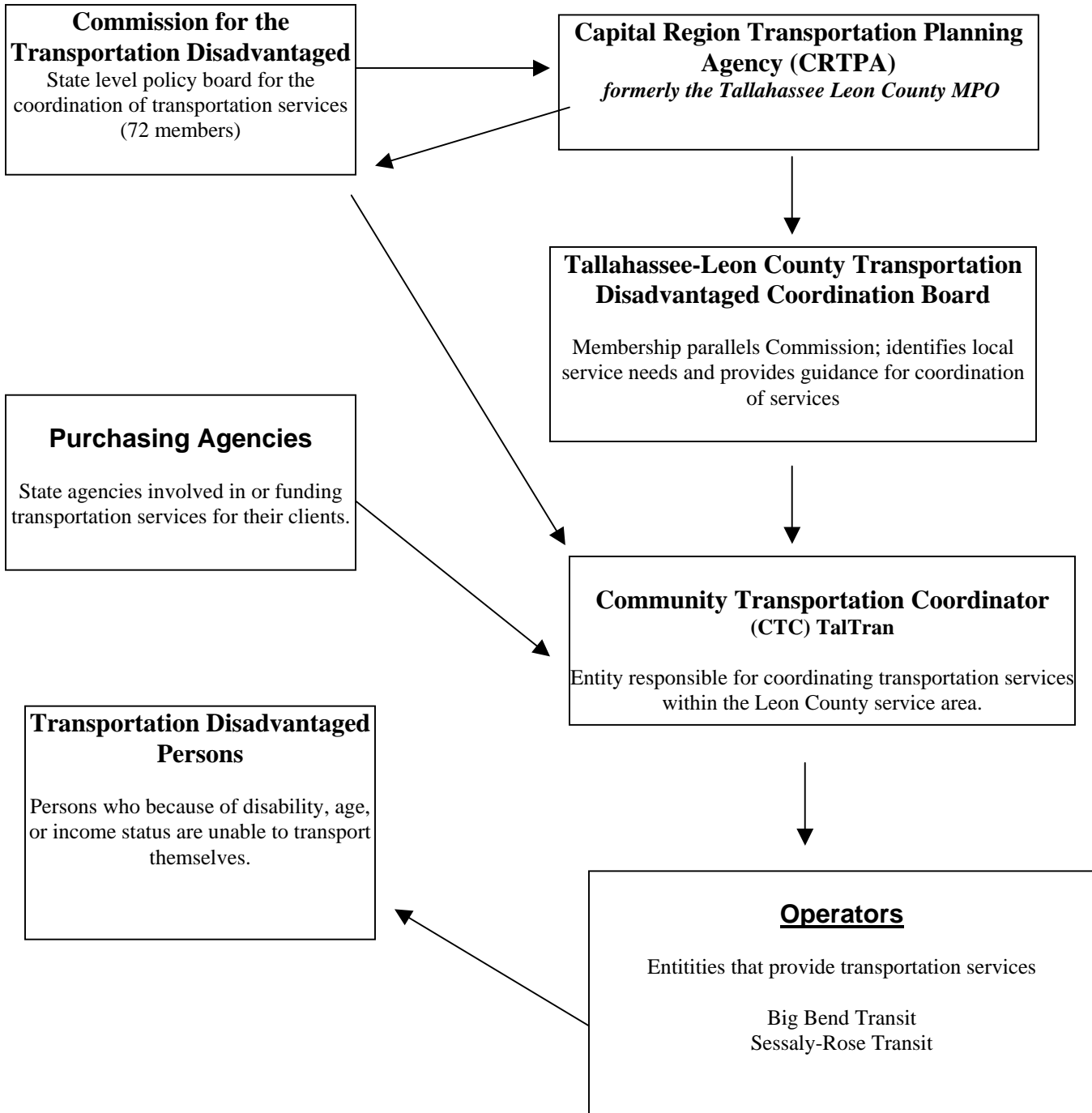
On May 12, 1995, the TDCB recommended that the a Request for Proposal (RFP) process be conducted for the functions of the Leon County CTC. COMSIS Mobility Services, Inc. (CMS) responded to a for the Leon County Community Transportation Coordinator (CTC) which was (TDCB), and endorsed by the Metropolitan 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.

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 2010 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.

During the Evaluation and Appraisal Process (EAR), the Transportation Element was reviewed and target for revision. New policies for the Transportation element incorporated changes in the transportation disadvantaged program, insuring consistency between the two documents.

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 area, 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 strive 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 the TALTRAN Department 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 extends the target year to 2001. The second year of the new plan update will be implemented in conjunction with the Fiscal Year 1998 City of Tallahassee budget.

The subsequent update of the TDP is consistent with this plan. The TDP is being updated in 2005 with an expected adoption during the fall of that year.

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

The Commission for Transportation Disadvantaged will approve the 5 Year / 20 Year Plan at their May 22, 1997 meeting. Information regarding the consistency of the TDSP with the CTD's Long range Plan will be added at a later date.

e. Capital Region Transportation Planning Agency 2030 Long Range Transportation Plan

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

The Long Range Plan Preparation of the Year 2020 Transportation Plan was initiated during Fiscal Year 1993. 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 2005 and 2020 level of service deficiencies based on alternative land use scenarios; evaluation of needs plan alternatives; recommendation and adoption of 2020 needs plan; estimation of program costs and future transportation revenues; and evaluation and adoption of 2020 Cost Feasible Plan. The Year 2020 Transportation Plan was adopted on October 24, 1995. An update of the Long Range Transportation Plan will begin in Fiscal Year 1998.

The update was completed and a new plan adopted in December, 2000. Goals and objectives of the plan update are consistent with this plan. The Year 2030 LRTP is currently in development and scheduled for adoption in December of 2005.

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

The Transportation Improvements 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.

5. Leon County Transportation Disadvantaged Coordinating Board Certification

◆ MPO Member	County Commissioner Bob Rackleff
◆ Florida Department of Transportation	Kathy Rudd
◆ Children and Families	Kent Carroll
◆ Public Education	Patricia Thompson
◆ Veterans Advocate	Mike Matulis
◆ Community Action Agency	Velma Pernermon
◆ Elderly Advocate	Jean Oppenheimer
◆ Disabled Advocate	Bruce Weaver
◆ Citizen - User Advocate	Calvert Durden
◆ Citizen Advocate	Gary Sarrels
◆ Elder Affairs	Dottie Hinkle
◆ Private for Profit Operator	Kessla Stanley
◆ Early Childhood Services	Sharyn Bennett
◆ Agency for Health Care Administration	Lisa Spikes
◆ Center for Workforce Development	Wyatt Pope
◆ Division of Blind Services	Suzanne Babcock
◆ Represent. Med Community	Kyle Coston
◆ Non-Profit Operator	Ted Waters (ex-officio)

The Tallahassee-Leon County Metropolitan Planning Organization 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: /s/ Bob Rackleff _____ Date: _____

Title: TDCB 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 the northwest Florida of 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 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 nature 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 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 re 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 will be 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 adjacent to 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 Operational;
 - **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 Operational** - 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 ; and
- **Lake Talquin Recreation/Urban Fringe** - This category is specific to the eastern shore are of Lake Talquin are, 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. 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 2000 through the year 2030.

TABLE 1

Leon County Population Estimates and Projections 2003-2030				
	2003	2010	2020	2030
City of Tallahassee	162,310	177,700	197,900	215,400
Unincorporated area	93,190	104,600	118,900	131,300
Total Leon County	255,500	282,300	316,800	346,700

Source: Tallahassee-Leon County Planning Department, 2004

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. The estimated population of Leon County for 1996 was 221,621. Table 2 shows the age distributions for the Leon County population.

TABLE 2

Leon County Age Distribution 2000					
<u>Age</u>	<u>0-17</u>	<u>18-24</u>	<u>25-44</u>	<u>45-64</u>	<u>65+</u>
%	22%	21%	29%	20%	8.0%

Source: The University of Florida, Bureau of Economic and Business Research (BEBR), 2001, Tallahassee-Leon County Planning Department, 2004.

The gender division in 2000 was 48.1% male and 51.9% 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 the 2000 Census, 89.1% of area residents, 25 years or older, had at least completed high school, while 41.7% had completed at least four years of college. These statistics make Leon County the most highly educated county population in the state. 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, the reliance of employment being generated by one particular sector has the effect of making the local economy susceptible to downturns in that sector. Beginning in the mid-1980s, efforts were undertaken to diversify the economic base through the attraction of additional industries. Even with these efforts, it is likely that the economic base will continue to be dominated by government employment.

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 Raod
- ◆ 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:

- ◆ Tandem - 1615 Phillips Road
- ◆ Capital Health Care - 3333 Capital Medical Blvd.
- ◆ Harbour Chase – 100 John Knox Road
- ◆ Heritage Health Care -1815 Ginger Drive
- ◆ Centerpoint - 2255 Centerville Road
- ◆ Miracle Hill Nursing and Convalescent Home - 1329 Abraham Street
- ◆ Broadview – 3223 Fleischmann Road
- ◆ St. Augustine Plantation – 2507 Old St. Augustine Road

- ◆ Village Green Senior Community -
- ◆ Westminster Oaks Retirement Community - 4449 Meandering Way
- ◆ Whispering Oaks Retirement Community – 11085 Pennewaw 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

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
- ◆ Division of Blind Services -
- ◆ 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 -

7. Shopping/Commercial Areas

- ◆ Gulf Wind - 1498 Apalachee Parkway
- ◆ K-Mart Plaza - 1700 Apalachee Parkway
- ◆ 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
- ◆ Village Commons
- ◆ Walmart Supercenter – 3535 Apalachee Parkway

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 4th 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
- Leon County Community Centers
 - Miccosukee
 - Chaires
 - Ft. Braden

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 (1996-2015) 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 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 2001, the potential TD population estimate is 70,829, 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 1997 to 2001 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

**Forecasts of Leon County's Estimated Potential TD Population
by Market Segment
2001-2005**

Market Segment	2001	2002	2003	2004	2005
Disabled, Non-Elderly, Low Income	1676	1699	1722	1746	1770
Disabled, Non-Elderly, Non-Low Income	7901	8008	8119	8230	8344
Disabled, Elderly, Low Income	1145	1184	1218	1236	1262
Disabled, Elderly, Non-Low Income	7799	8066	8239	8417	8600
Non-Disabled, Elderly, Low Income	2345	2426	2478	2531	2586
Non-Disabled, Elderly, Non-Low Income	15978	16525	16882	17247	17618
Non-Disabled, Non-Elderly, Low Income	33985	34443	34918	35400	35888
TOTAL Potential TD Population	70829	72351	73568	74807	76068

Source:

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

TABLE 4

Forecasts of Leon County's TD Population by Market Segment 2001-2005					
Market Segment	2001	2002	2003	2004	2005
Transportation Disabled, Non-Elderly Low Income	498	507	518	528	539
Transportation Disabled, Non-Elderly, Non-Low Income	2360	2406	2456	2505	2556
Transportation Disabled, Elderly, Low Income	839	858	875	890	908
Transportation Disabled, Elderly, Non Low Income	5718	5828	5950	6068	6192
Non-Transportation Disabled, Low Income, No Auto, No Public Transit	3700	3769	3849	3925	4005
Total TD Population	13115	13368	13648	13916	14200

Source:

1. Center for Urban Transportation Research, Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts, July 1996.
2. Tallahassee-Leon County Planning Department, May 2002.

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 chose 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 is not true. Especially, since the Florida Legislature has been cutting budgets of social service agencies, like Medicaid. The estimate for program trips for 1997 is 132,164. 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 1997 to 2001.

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. In addition, this approach has been recommended by the Federal Transit Administration for use in estimating demand for ADA complementary paratransit services.

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

<p align="center">Trip Demand and Supply Estimates Leon County 2001-2006</p>						
Trips	2001	2002	2003	2004	2005	2006
General Trip Demand	178171	182580	187133	191842	196668	202391
Program Trip Demand	411947	420598	429430	438449	447656	457057
Total Demand	590118	603178	616564	630291	644324	659448
General TDTF in System	51055	52178	53326	54499	55698	56924
General Other in System	33060	33754	34463	35187	35926	36680
General other out of System	12712	12979	13251	13530	13814	14104
Program in System	297548	303788	310168	316882	323332	330122
Program out of System	114407	116809	119262	121767	124324	126935
Total supply	508774	519509	530471	541668	553094	564765
Unmet Demand	81344	83669	86092	88626	91230	94684

Source:

1. Commission for the Transportation Disadvantaged, Statewide Annual Performance Report - Leon County,
2. Tallahassee-Leon County Planning Department, May 2002.

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 who 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.

The TDCB has identified Elder Care Services as an agency participating outside the coordinated system. The TDCB has directed the CTC to pursue discussions with Elder Care Services to develop a coordination agreement.

Disseminating Information to the Public

Communication about the coordinated system needs improvement. More education and training is needed to help the TD community be aware 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 should be a forum for these groups to learn and participate in the operation of the Leon County system.

The CTC and TDCB will continue its public information campaign to distribute knowledge about the coordinated system.

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.

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 share 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.

Agency mandates

The Federal Medicaid program is an entitlement program, meaning, no person can be turned down for medical services. In the 1995, the Florida Legislature approved a co-payment for most of the services under the Medicaid Program. The co-payment for non-emergency is \$1.00. The ability to collect the Medicaid co-payment has difficult because a person does not pay, but they can still ride with the coordinated system. There needs to be better enforcement of the co-payment policy by the State Medicaid Office. The Commission for the Transportation Disadvantaged can work with the Medicaid Office to provide some relief to the transportation operators who are have been unsuccessful in collecting the co-payment from the Medicaid clients.

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 the diversity of 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 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, 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, and CTC Evaluation subcommittees. 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 sustain their participation in the coordinated system.

Objective 2: Lobby Leon County to increase 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 development of 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 TalTran and the City of Tallahassee.

<u>Year</u>	<u>Equipment</u>	<u>Cost</u>
FY2007	11 passenger van	\$22,740

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, the 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.
- A committee will be established for the annual Community Transportation Coordinator evaluation.
- A committee will be established for the purpose of award nominations.
- 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

- The Evaluation Subcommittee will present the annual review of the Community Transportation Coordinator.
- The TDSP Update will be presented for approval to the Coordinating Board.
- Staff will solicit nominees for the CRTPA Safety and Driver Awards, to be awarded at the September CRTPA meeting.

Fall Quarter

- The annual Public Hearing will be held at the fall quarterly meeting.
- Staff will prepare a discussion item addressing rider co-payment issues related to non-sponsored trips and Medicaid Non-Emergency Transportation services.
- Planning staff will complete necessary Florida Department of Transportation/Transportation Disadvantaged Planning Grant application and submit by applicable deadlines.

Time Specific/Project Specific Implementation

Throughout the year (Policy 9.1.2): Staff will continue to distribute and collect Pedestrian Facility Complaint forms and forward them to the appropriate city or county department.

By May 1, 2006(Policy 3.4.2) Request and prepared award nominations for the annual awards given by the Commission for the Transportation Disadvantaged.

By June 2006 (Policy 7.1.1) Attend 4 Senior Days programs to further community outreach activities.

By June 2006 (Policy 7.1.2) Continue efforts to enhance the current Community Involvement activities and ensure full compliance with Title VI of the Civil Rights Act of 1964 by completing an maintaining a database of those protected populations.

By April, 2006 complete the evaluation of the Community Transportation Coordinator.

By July, 2006, complete the annual update of the Service Plan.

Starting in January and through December, 2005 fully participate in the drafting of the Capital Region Transportation Planning Agency Year 2030 Long Range Transportation Plan.

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. A monthly pass program for TALTRAN is planned 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.

General service hours for the coordinated system are 24 hours a day, 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 5 PM, Monday through Friday. Reservation and customer service lines will be open 6:30 AM to 6:30 PM. After hours the on-duty evening carrier will handle calls for riders to cancel rides, or to check on the status of rides. 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 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 in advance. 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, where riders are limited to Medicaid or emergency situations. No service will be available on these two days.

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 office hours are Monday through Friday, 8 AM to 5 PM, but riders may call after ours and reach the evening on-duty carrier which will assist them with canceling rides, checking on the status of rides and setting up a hospital discharge 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.
- As a courtesy to others, passengers in Zone 1 should be ready at least one hour prior to the scheduled appointment time. Passengers in Zones 2 or 3 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 and attach a Braille note card to the door hanger for the visually impaired. The second no-show in a sixty-day period will result in a fine of \$5. The third no-show in a sixty-day period will result in a thirty-day suspension. Any subsequent no-shows may result in the loss of transportation privileges up to six months. Only the purchasing agency can reinstate a suspended rider.
- 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 TALTRAN bus service? If yes, you may qualify for the Bus Pass Program. Qualifying criteria: site visit from local official to verify that conditions allow accessibility, e.g., sidewalk condition and other hazards.
- (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 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 – work or employment 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 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. Standing rides are accepted for Medicaid and Developmental Services Clients, TD Dialysis Clients. These riders may schedule for up to two weeks at a time. Other TD riders can only schedule up to five 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 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 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 CTC will have a driver-training program in place in 12 months from the adoption of the service plan, and consistent with the time schedule listed in the Goals and Objectives section of this document.
- 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.

TALTRAN has entered into contracts with the transportation carriers approved under the Request for Proposal process conducted by the CTC. At any time service increases, TALTRAN 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 transportation operators is by trip and is covered in the operator's contract.

2. Public Transit Utilization

Efforts to move appropriate and capable riders to mass transit will continue. To support this effort, the TDCB has adopted additional eligibility criteria that will call for an inspection of the sidewalk from the nearest transit stop to the rider's home to assure that access to mass transit is safe.

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 are:

- 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. TALTRAN will participate consistent with the established policy of the City of Tallahassee.

3. Marketing

Brochures and a Rider's Handbook will be 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 include the following:

Commission Service Standards

A. Drug and Alcohol Policy

Operators 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.

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. The second time a rider does not show for his transportation, he shall receive a warning letter. In addition, passengers will be charged the \$5. The CTC will retain its standard service charge (\$2.10) and the remainder will be reimbursed to the carrier. The third time in a sixty-day period will result in a thirty-day suspension. Any subsequent no-shows may result in the loss of transportation privileges up to six months. Only the purchasing agency can reinstate a suspended rider.

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. The pick-up times for the three zones and out-of county trips are as follows:

- Zone one - one hour
- Zone two - 1-½ hours
- Zone three - 1-½ 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 (Zone 1): 95% of the clients will spend no more than one hour traveling in a vehicle.

Zone 2 and 3 Trips, Group Trips, and Out-of-County, and Trips that will encounter unforeseen traffic conditions: 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 8 a.m. and 5 p.m., Monday through Friday. Trips must be scheduled no later than 2 PM the day prior to the transportation request, excluding weekends and holidays. Trips can be scheduled at least 14 days 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. Roadcalls

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

J. Call-hold Time

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

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
Tallahassee-Leon County Planning Department
City Hall, 4th Floor
300 South Adams Street
Tallahassee, Florida 32301
(850) 891-8600

Community Transportation Coordinator
TalTran
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.

C. Evaluation Processes

The section will outline the evaluation processes utilized by the TDCB to ensure that quality of service is obtained and is being provided in the most cost effective, efficient, unduplicated, and unfragmented manner.

1. CTC Evaluation Process (in addition to the Medicaid NET Evaluation process)

The TDCB will appoint an evaluation committee to conduct the evaluation of the CTC. The subcommittee shall be responsible for conducting the evaluation and providing a report to the full Board. The subcommittee shall appoint a Chairperson who will be responsible for overseeing the subcommittee's work.

The evaluation will include the following items:

- Local Standards;
- Modules from the CTD's Evaluation Workbook deemed mandatory along with other modules considered relevant; and
- Surveys from the riders, support coordinators, purchasing agencies, and the operators.

2. CTC Monitoring Procedures of Operators and Coordination Contractors

The CTC will conduct quarterly inspections of the Operators personnel files and vehicles. Contract compliance will be done on a monthly basis.

3. Coordination Contract Evaluation Criteria

There are presently no coordination contractors in the system.

4. Planning Agency Evaluation Process

To be determined by the TDCB.

IV. Cost/Revenue Allocation and Rate Structure