



Florida Commission for the Transportation Disadvantaged



2003 Annual Report

January 1, 2004



January 1, 2004

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Cheryl Stone

Nancy Thompson

Bhailal Vyas

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Honorable Jeb Bush
Governor, State of Florida
The Capitol
Tallahassee, FL 32399-0001

Honorable James "Jim" King, Jr.
President of the Florida Senate
Suite 409, Capitol
Tallahassee, FL 32399-1100

Honorable Johnnie B. Byrd, Jr.
Speaker, Florida House of Representatives
Suite 420, Capitol
Tallahassee, FL 32399-1300

Dear Governor, Mr. President and Mr. Speaker:

The Florida Commission for the Transportation Disadvantaged is pleased to submit the 2003 Annual Performance Report, pursuant to Section 427.013(13), Florida Statutes.

This year is a landmark year for the coordinated system. Over 53 million trips were provided statewide. This amazing accomplishment was due in part to the Governor, Legislature, and the Florida Department of Transportation for having the foresight to approve additional revenue into the Transportation Disadvantaged Trust Fund. With the \$9 million additional funding, the coordinated system provided 2.7 million more trips, which exceeded preliminary estimates.

Even with this increased revenue, the report again reflects a continued trend of local communities not being able to provide requested, essential transportation services. Statewide, the coordinated system reported over 709,000 trip denials. Forty-five percent of these unmet trip requests were for medical services alone.

605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450
(850) 410-5700
FAX (850) 410-5752
Toll Free (800) 983-2435
www.dot.state.fl.us/ctd

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January 1, 2004

Here are a few highlights of the 2003 Annual Performance Report:

- Over 53 million trips were provided statewide to Floridians through the coordinated transportation network, representing a 10% increase over the year prior;
- The number of driver hours decreased 9%;
- Average trips per driver hour increased 4.5% to 2.3 paratransit trips taken per driver hour;
- The number of total passengers served increased 8%;
- Local government financial support increased by 7%; and
- The number of reported complaints decreased 56%.

The Commission for the Transportation Disadvantaged will continue to partner with the community transportation coordinators and other local entities to identify and implement innovative approaches to meet the growing unmet needs.

We look forward to working with each of you to continue providing transportation for Florida citizens who count on us to assist them with their daily

Annual Performance Report

Commission for the Transportation Disadvantaged

January 1, 2004

Prepared by:

**The Florida Commission for the
Transportation Disadvantaged**

605 Suwannee Street, MS-49

Tallahassee, FL 32399-0450

(850) 410-5700

(800) 983-2435

www.dot.state.fl.us/ctd

Florida Commission for the Transportation Disadvantaged

Standing Committees

Conference Awards Selection Committee
Executive Committee
Finance, Audit and Program Performance Committee
Medicaid Committee
Nomination Committee
Ombudsman Committee
Personnel Committee
Rate Review Committee

Lisa M. Bacot, Interim Executive Director
Peter Gianino, Chairperson
Anthony Tizzio, Vice Chairperson

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450

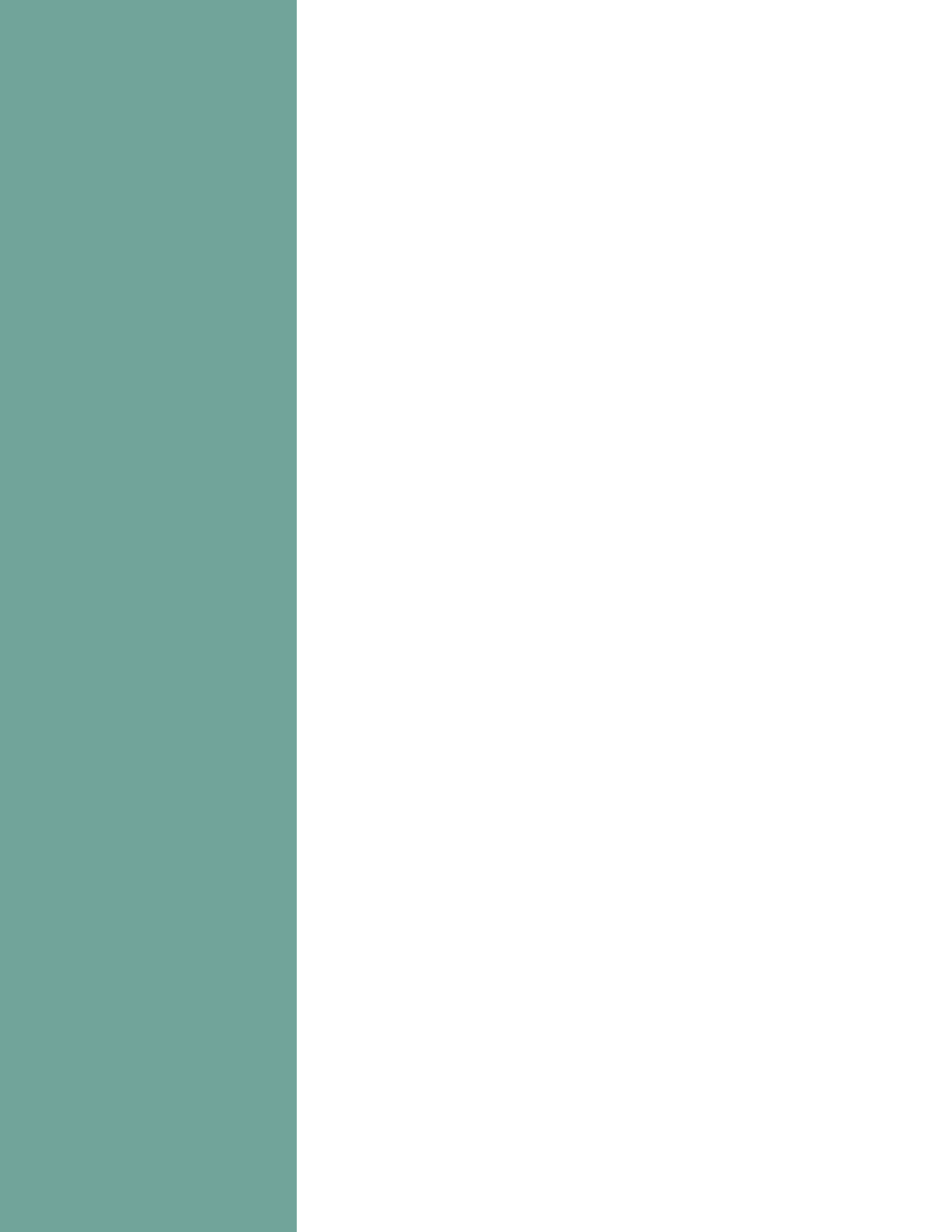
(850) 410-5700
(800) 983-2435 toll free
(850) 410-5751 fax
(800) 955-8770 Florida Relay Service- voice
(800) 955-8771 Florida Relay Service- TDD

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Florida Commission for the Transportation
Disadvantaged

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Executive Summary

EXECUTIVE SUMMARY

The Commission for the Transportation Disadvantaged had a landmark year in 2003. The 2002 Legislature and the Florida Department of Transportation approved an additional 9 million dollars that were distributed to all 67 counties, which had a threefold affect on the coordinated transportation system.

First, the additional Transportation Disadvantaged Trust Fund revenue produced over 2.7 million more trips within Florida's coordinated transportation system. This number greatly exceeded the original estimate of 1-2 million more trips per year. One main factor may be the coordinators' efforts towards moving qualified paratransit passengers to fixed route services. Compared to 27 million trips in 2002, over 33 million trips were provided through fixed route services in 2003, which is a 20% increase. Another factor may be the coordinators' efforts to improve the local customer eligibility and screening process.

Second, the additional funding helped to reduce the number of unmet trip requests by 33% from well over 1 million in the year 2002, to 709,000 in this reporting period; however, clearly unmet needs still exist. According to the Center for Urban Transportation Research, by the year 2015, 8.25 million Floridians may potentially fall under the Transportation Disadvantaged definition. Which is why the Commission is looking for, and is developing innovative ways to serve current and future users of the coordinated transportation system. These innovative ways include multi-loading clients on vehicles and drafting rule language that would allow contractors to use alternative providers on an incidental basis if current contractors are unable to meet existing demand. Additionally, the Commission has a voluntary dollar program that allows county residents to donate money to the Transportation Disadvantaged Trust Fund when renewing their automobile tag. The program collected over \$19,317.30 during 2003.

The results of this 2002/2003 Annual Performance Report reveal:

- Total trips provided through the coordinated transportation system increased by 10% from 48.1 million to 53.1 million;
- Average trips per driver hour increased 4.5% from 2.2 to 2.3 paratransit trips taken per driver hour;
- Local government financial support increased by 7% from 101.9 million to 109.1 million;
- Total number of passengers served increased by 9% from 615,091 to 671,322 and
- Total number of complaints decreased by 56% from 26,119 to 11,610.

The success of the coordinated transportation system is a direct result of the ingenuity of our local partners, the community transportation operators and transportation operators. We are very proud of their efforts.

Introduction

The definition of transportation disadvantaged is: those persons who because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk.

INTRODUCTION

The 2003 Annual Performance Report for the Florida Commission for the Transportation Disadvantaged meets the statutory requirements outlined in Section 427.013(12), Florida Statutes.

This report provides an overview of the program and a brief and concise account of significant program accomplishments during the reporting period. The report also provides a summary of the performance trends statewide. This information is compiled from each system's Annual Operating Report, thereby providing the Governor, Legislature, Commission, Community Transportation Coordinators, local Coordinating Boards and other interested parties statewide statistical, operational and financial information on all coordinated transportation services.

MISSION

The mission statement of the Commission for the Transportation Disadvantaged is to: **"Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons."**

PURPOSE OF THE COMMISSION

The Florida Legislature created the Commission for the Transportation Disadvantaged in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. The goal of this coordination shall be to assure the cost-effective provision of transportation by qualified community transportation coordinators (CTCs) or transportation operators for the transportation disadvantaged. The Commission sets policies and provides direction to its staff in the areas of quality assurance, program administration, contract management, and financial accountability.

The authority of the Commission for the Transporta-

tion Disadvantaged derives from Chapter 427.011-017, Florida Statutes, and Rule 41-2, Florida Administrative Code. The Commission also administers the Transportation Disadvantaged Trust Fund (TDTF), which provides for carrying out the statutory responsibilities of the Commission.

The Commission was created as an independent agency located in the Department of Transportation for administrative and fiscal purposes. In all respects, the Commission operates independently, with rule making and budget authority. The Commission employs twelve (12) full-time staff in Tallahassee to administer and monitor the statutory requirements for the program.

FLORIDIANS BEING SERVED

Florida's transportation disadvantaged are defined in Chapter 427.011(1) as those persons who because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk as defined in s. 411.202, F.S.

The Center for Urban Transportation Research at the University of South Florida prepared the State of Florida 5 & 20 Year Transportation Disadvantaged Plan and reports that the potential transportation disadvantaged population in Florida is estimated to grow to 8.25 million by the Year 2015. This estimate is based on the State's population estimates for persons who are elderly, disabled, and children at-risk or low-income. The report also estimates that by the Year 2015 the **unmet** needs for this population will be 15.7 million trips annually. The denial of transportation continues to be reported, reflecting an unmet need for this population.

CUTR estimates that by the year 2015, 8.25 million Floridians may potentially fall under the transportation disadvantaged definition.

COMMISSION MEMBERSHIP

According to 427.012(1), the Commission shall consist of twenty-seven (27) members; however, the 2002 Legislature abolished the Department of Labor, bringing the membership of the Commission to twenty-six (26) active members. Six (6) commission members are appointed by the Governor, three (3) members are appointed by the President of the Senate, and three (3) members are appointed by the Speaker of the House of Representatives. The Commissioner of Agriculture appoints six (6) members. A representative of the Florida Association for Community Action and a representative of the Florida Transit Association are members. The other six (6) members are Secretaries or designees of state agencies or departments involved in or fund transportation disadvantaged services.

PROGRAM ORGANIZATION

The Commission for the Transportation Disadvantaged is the state-level policy board responsible for the oversight of the implementation of coordinated transportation disadvantaged services.

To assist with program implementation, the Commission contracts with a community transportation coordinator and planning agency in each county.

The local CTC is responsible for the actual arrangement or delivery of transportation services for transportation disadvantaged persons. The CTC, through a competitive procurement process, may contract with local transportation operators to provide transportation of transportation disadvantaged persons. During 2003, 468 qualified transportation operators carried out the provision of services.

The Local Coordinating Board (LCB), appointed and staffed by the planning agency, oversees and annually evaluates the Community Transportation Coordinator (CTC), which is approved by the Commission.

*"I love my driver
Jack."*

Local Coordinating Boards (LCB) also provide local assistance to the CTCs. They identify local service needs and provide information, advice and direction to CTCs on the coordination of services. Each LCB is recognized as an advisory body to the CTC in its service area. Their membership is similar to the Commission.

Membership of each Local Coordinating Board includes the Chairperson of the board, who is an elected official; representatives from the Departments of Transportation, Children and Families, Education, Agency for Health Care Administration, Elder Affairs; a person over sixty representing the elderly; a person with a disability representing persons with disabilities; two (2) citizen advocate representatives (one who must be a user of the system); a representative of the local public education system; a person who is recognized by the Florida Department of Veteran's Affairs, (representing the veterans of the county); a person who is recognized by the Florida Association for Community Action representing the economically disadvantaged; a local representative recommended by the Coordinating Council for Early Childhood Services; and a representative of the local private for profit transportation industry and, where available, the local public transit system.

COMMISSION STAFF

The Commission has twelve (12) full-time staff, which consists of ten (10) professional team members and two (2) administrative staff, who provide support and administer the statewide Transportation Disadvantaged Program. The Executive Director provides oversight for all staff and is directly accountable to the Commission.

QUALITY ASSURANCE AND PROGRAM EVALUATION TEAM

During fiscal year 2003, the Commission had three (3) full time staff providing biennial independent re-





views of the Transportation Disadvantaged Program's contractors. Additionally, one (1) full-time staff person assisted with administrative duties. The supervisor of the QAPE team reported directly to the Executive Director of the Commission.

The Quality Assurance activities address public safety and health issues of Floridians that receive transportation services under the Transportation Disadvantaged Program. The Program Evaluation activities include the collection and evaluation of the contractors' operating data, as well as other finance related activities.

COMMUNITY TRANSPORTATION COORDINATOR REVIEWS

The overall objective of the Community Transportation Coordinator (CTC) review is to ensure that the operations of each coordinator is in compliance with Chapter 427, F.S.; Rule 41-2 F.A.C.; Commission's standards; local standards; and the American's With Disabilities Act. Additionally, the data gathered in the CTC review is useful in providing information about the services to the Commission and the Legislature.

As part of each biennial review, the Quality Assurance and Program Evaluation (QAPE) team provides a review report that contains recommendations to the coordinator. The coordinator responds with their plans to implement the review's recommendations in a status report to the QAPE team. At the next biennial review of the CTC, the QAPE team follows-up with the CTC on the recommendations from the previous review. Additionally, the QAPE staff coordinates with the local Coordinating Boards and other purchasing/funding agencies to conduct joint reviews in an effort to reduce duplicative monitoring.

During fiscal year 2002/2003, the Quality Assurance and Program Evaluation team completed twenty-one (21) biennial CTC reviews. These on-site evaluations in-

cluded: the review of locally established service delivery standards and Commission established standards; a review of the coordinators' compliance with the Americans with Disabilities Act; a survey of the system's riders, a survey of the agencies who purchase service, a survey of the contractors, a review of the CTC's monitoring efforts for its contracted operators and coordination contractors. The staff also reviews the annual evaluation conducted by the local Coordinating Board and the System Safety Program Plan by the Florida Department of Transportation to eliminate any duplication and review areas of concern.

SPECIAL REVIEWS

Another aspect of the Quality Assurance and Program Evaluation team's activities is the monitoring of Community Transportation Coordinators and their subcontractors (transportation operators and coordination contractors) to ensure quality and cost-effective transportation is provided. This team is also responsible for detecting potential abuse of riders by coordinators and their subcontractors. Investigations relating to these activities may be initiated as a result of information from the Commission and its staff, the Legislature, consumers, the Ombudsman Program, or other federal, state, or local agencies. A special review in Orange, Osceola and Seminole Counties concerning transportation availability and customer service was conducted.

PLANNING AGENCY REVIEWS

The Commission contracts with planning agencies to provide local technical assistance and administrative support to the local Coordinating Boards. These contractors receive financial support from the Commission's Trust Fund for the assigned task. The Quality Assurance and Program Evaluation team evaluates the designated planning agencies to ensure sat-

*"Such a blessing
to have the
van."*

isfactory completion of the contracted activities.

Seven (7) planning agency reviews were conducted during the 2002/2003 fiscal year. The planning agency review consists of an internal evaluation of deliverables received, the quality and availability of services provided, the inventory of local transportation services, the level of competition, and the performance of planning tasks. The QAPE team also attends a local Coordinating Board meeting unannounced to observe the planning and organization of the meeting. In addition, the CTC, board members and local grievants are surveyed on the performance of the planning agency.

OMBUDSMAN PROGRAM

The Ombudsman Program began in 1994 to ensure that quality customer service is being provided to the transportation disadvantaged consumers. The primary goal of this program is to give consumers a forum to express concerns relating to services, as well as to provide the Commission with a tool to improve policies and program implementation.

The Quality Assurance and Program Evaluation team was responsible for the operation of the Ombudsman Program. Ombudsman staff intake calls, listen and document concerns of the consumer, provide callers with information, refer callers to appropriate local area services; and maintain a database of information from all callers. An existing full-time staff is assigned the responsibility to serve as a liaison between the caller and the CTC.

During the last reporting period, 950 calls were received from consumers regarding questions, general information and concerns. The majority of calls that are quality of service calls are referred to the local area for intervention by contacting the appropriate local Community Transportation Coordinator or planning agency to resolve the problem. Within fourteen (14) days, consumers are contacted to

*"I depend greatly
on the service."*

ensure their concerns were handled. Currently, the toll free number, **800-983-2435**, is operated from 8 a.m. to 5 p.m. Voice mail capability is available during the evenings and weekends.

During fiscal year 2002/2003, the Ombudsman Committee established Grievance Procedures to be utilized by the Commission in the event a grievance is brought before the Commission. The first Commission-filed grievance against a community transportation coordinator was brought before the Ombudsman Committee by a consumer during this fiscal year and the Commission Grievance Procedures were utilized successfully.

The Ombudsman Committee also established statewide Customer's Rights and Responsibilities. Staff conducted a training session at the 2002 TD Conference and then distributed the Rights and Responsibilities to all community transportation coordinators to implement statewide.

ANNUAL PERFORMANCE REPORT

Commission staff gathers annual operating information from the local coordinators, state purchasing agencies and the designated planning agencies to compile the Annual Performance Report (APR). Staff utilizes desk audit procedures to verify the data contained in each Community Transportation Coordinator's Annual Operating Report, which is submitted at the end of each state fiscal year. This report provides cumulative operational statistics and trends on each coordinated transportation system and provides performance measures for all of the coordinated systems.

FINANCIAL AUDITING

The Financial Auditor began the development and review of policies and procedures used to detect and prevent financial shortfalls, fraud, and abuse. The Auditor reports directly to the Executive Director, and provides accounting and auditing technical assistance to the Commission and grantees working within



the system. This position also supervises the Financial Services Manager who handles the reimbursement processes for funds disbursed from the Transportation Disadvantaged Trust Fund.

POLICY AND PROGRAM DEVELOPMENT TEAM

The Policy and Program Development Team consisted of one (1) manager and three (3) professionals. This team provided training and technical assistance to all contracted Community Transportation Coordinators, Designated Official Planning Agencies and others across the State. The team continued to work on the review of all policies and procedures and also revised and made changes to the Memoranda of Agreement, Trip/Equipment and Planning Grants formats. The team reviewed fifty-six (56) Transportation Disadvantaged Service Plans, as well as the contract deliverables. In addition to these duties, this team acted as liaison with purchasing agencies, Workforce Development Boards, consumers and others involved with local implementation. Research, fact-finding and information were also provided on various topics that affect the provision of transportation.

TECHNICAL ASSISTANCE AND TRAINING

On-site visits and regional workshops were scheduled this year as well as a published annual meeting calendar for the upcoming year. These on-site workshops provide more direct access, sharing of innovations and responding to concerns on a regular basis. Attendees include Community Transportation Coordinators, local Coordinating Boards, planning agencies, as well as purchasing agencies and others involved in the program. During fiscal year 2002/2003 the program administration was divided into three (3) areas and team members were assigned specific areas of responsibility. Approximately sixty (60) site visits were provided. These visits included meetings with Community Transportation Coordinators, planning agencies, purchasing



agencies, presentations to focus groups, representing the Commission at various functions, teleconferences, and conducting training workshops, as well as attending local Coordinating Board Meetings.

Training Workshops were conducted on-site in the field three (3) times during the past fiscal year and during the Orlando based conference.

The members of the team and the Designated Official Planning Agencies worked closely to ensure the competitive procurement process, outlined in Chapter 287, F.S., was followed. The team provided considerable on-site technical support, ensuring Community Transportation Coordinator transitions went smoothly.

Technical assistance was provided in other formats, including, but not limited to, telephone and e-mail inquiries as well as written analysis to policy and procedure inquiries. For additional in-depth Americans with Disabilities Act (ADA) interpretation, the Commission retained the services of Multisystems, an ADA Consultant. The area managers coordinated the ADA consultant assistance statewide. Additionally, a member of the team serves as the Commission's web master who is responsible for the creation and maintenance of the Commission's Internet site, which serves as a major information resource.

Two team members continued to serve as the project managers for the Federal Transit Administration (FTA) Office of Research, Demonstration and Innovation's Rural Intelligent Transportation Systems (ITS) Demonstration Project in Florida. This project continues to capture the interest of nationally acclaimed multimodal professionals specializing in rural applications.

Commission resources were provided to others in and out of the state about coordinated transportation and the Transportation Disadvantaged Program. The Area Managers were also involved in the facilitation of

*"The drivers
are good to
everyone."*

*"Everybody is
treated special"*

the statewide annual RTAP Roadeo and the Commission's 10th Annual Transportation and Technology Conference. The conference is a significant opportunity for Community Transportation Coordinators, planning agencies, purchasing agencies, and local Coordinating Board members to learn about the TD Program and to share challenges and success stories. The team assisted in developing topics for this year's conference and team members worked with the Commission's Conference Planning and Awards Committee.

The team reviewed Community Transportation Coordinator evaluations conducted by the Quality Assurance and Program Evaluation team and the local Coordinating Boards. Through this review process the Area Managers were able to provide effective assistance to Community Transportation Coordinators, improving service efficiency and system wide effectiveness.

The team reviewed designated official planning agency evaluations by the Quality Assurance and Program Evaluation team, and provided technical assistance, as needed, in the improvement of planning activities.

CONTRACT MANAGEMENT AND MONITORING

The team managed 190 contracts, which included 64 Memoranda of Agreement and accompanying Transportation Disadvantaged Service Plans, 64 Trip and Equipment Grants, and 37 Planning Grants, 12 Capital Equipment Grants, and outside contracts for the ADA and legal services.

Another contract management project undertaken was the second year of implementation of the Rural Capital Equipment Support Grants Program. The Florida Department of Transportation transferred \$1.4 million dollars to the Transportation Disadvantaged Trust Fund to assist rural areas with the purchase of capital equipment. This funding transfer will occur each year for another three (3) years. Thirteen (13) counties were selected through a competitive procurement

process and received project funding. Team members worked closely with a subcommittee of the Finance, Audit and Program Performance Committee to develop eligibility requirements, an application process, criteria, and guidelines for reporting and invoicing.

FINANCIAL STATUS OF THE TRANSPORTATION DISADVANTAGED TRUST FUND

All 67 of Florida's counties expended trust fund dollars for the provision of transportation services for local transportation disadvantaged citizens whose transportation was not being subsidized by other funding programs. Planning agencies across the state also utilized trust fund dollars to assist in the development and evaluation of adequate and cost effective plans in order to meet the present and future needs of local transportation disadvantaged citizens.

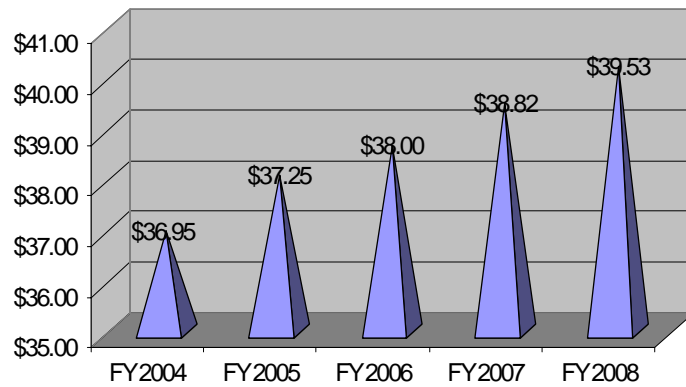
All counties have been very successful in utilizing these funds, but still face trip denials daily because of lack of funds to meet the needs. During FY 2002/2003, over 53 million trips were provided throughout the transportation disadvantaged coordinated systems, with a reported 6.3 million non-sponsored trips provided by the TD Trust Fund.

REVENUE ESTIMATES

The following chart reflects projected revenue estimates for the period from FY 2003/2004 through the next four years.



**TDTF REVENUE ESTIMATES
FY 2004-FY 2008**



GRANT PROGRAM STATUS

The following chart reflects the status of the grants program for fiscal year 2002/2003. The table reveals that the appropriations authorized were committed for expenditures with minimal funding anticipated for roll forward. In accordance with Commission policy, a reserve is maintained for management purposes. This is critical should the expected revenue collections or cash flow fall below the amount initially programmed for expenditures.

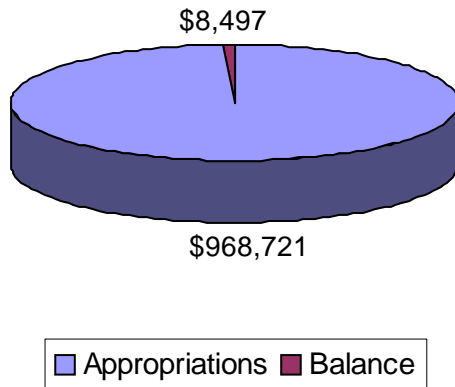
**GRANTS PROGRAM
FY 2002/03**



OPERATING BUDGET STATUS

This chart reflects the status of the operating expenses for the Commission during fiscal year 2002/2003.

OPERATING EXPENSE BUDGET FY 2002/03



BUDGET REQUEST FOR FISCAL YEAR 2005

A total budget initiative of \$37.6 million has been requested for FY 2004/2005. Of the total requested, approximately 97% would fund the grant program that allows non-sponsored customers to receive transportation for daily living, and local expansion and improvement of the transportation service delivery system. Approximately 3% of the total budget continues to be used for the operational costs of the Commission.

"The drivers are wonderful. I'm handicapped and they do all they can to help me out and they help me to my door. I can't say enough for the service."



*Major
Accomplishments*

MAJOR ACCOMPLISHMENTS

The major accomplishments made in each of the Commission's statutory requirements directed by the Florida Legislature is provided below:

1. Compile all available information on the transportation operations for and needs of the transportation disadvantaged in the state.

[s.427.013(1), F.S.]

- ❖ Collected, analyzed and verified operational statistics for all 49 Community Transportation Coordinators statewide representing 67 counties. The data indicated that over 53 million one-way passenger trips were provided statewide through the coordinated transportation network. In addition, 709,597 unmet trip requests were documented.
- ❖ Assisted 950 consumers who contacted the TD Helpline in need of information about services or assistance in addressing their services in the areas of quality, cost or timeliness.
- ❖ Conducted and analyzed a transportation needs assessment survey of Assisted Living Facilities in Florida.

2. Establish statewide objectives for providing transportation services for the transportation disadvantaged. *[s.427.013(2), F.S.]*

- ❖ Continued to implement statewide coordinated transportation and administered funds deposited into the Transportation Disadvantaged Trust Fund.
- ❖ Continued to work with the Department of Transportation to provide input into the next Florida Transportation Plan update, including updated performance measures to identify program results.

"I'm on a fixed income and if it weren't for the service, I have no idea what I would do."

3 Develop policies and procedures for the coordination of local government, federal and state funding for the transportation disadvantaged.

[s.427.013(3), F.S.]

- ❖ Developed the *Procedure for the Use of a Transportation Alternative* for agencies to document and justify in instances where a Community Transportation Coordinator is unavailable to provide services or when a purchasing agency proposes to utilize an alternative provider that is outside of the coordinated system.
- ❖ All Florida counties continued implementation of the required competitive procurement process for the selection of Community Transportation Coordinators and Transportation Operators. A working group was formed to develop a uniform process and procedure for statewide use.
- ❖ The Finance, Audit and Program Performance Committee continued to evaluate the cash and revenue management plans for the Transportation Disadvantaged Trust Fund as well as oversee and approve recommendations of a study conducted by Thomas Howell Ferguson to review the nonpayment issues for transportation systems and agencies. The Commission also contracted with Government Services Group to study the rate structures across the State and to recommend possible methodologies for streamlining this process.
- ❖ Continued to coordinate with and provide requested technical assistance and training to other state agencies, local Coordinating Boards, planning agencies and Community Transportation Coordinators to implement the provisions of Chapter 427, F.S. and Rule 41-2, F.A.C. Continued to work toward eliminating any existing conflicting policies that inhibit coordinated transportation efforts.
- ❖ Continued efforts to perform joint monitoring





between local purchasing agencies and the Commission's Quality Assurance and Program Evaluation (QAPE) Section to eliminate possible duplication and reduce review times and costs for grantees.

- ❖ Conducted close out reviews for the counties of Alachua, Lee, Levy, and Okaloosa, systems that exited the coordinated system.
- ❖ Continued to review Commission policies, procedures and processes.

4 Identify barriers prohibiting the coordination and accessibility of transportation services to the transportation disadvantaged and aggressively pursue the elimination of these barriers. [s. 427.013(4), F.S.]

- ❖ Continued working with the Medicaid Committee in cooperation with the Agency for Health Care Administration on the implementation of Medicaid non-emergency transportation. This included updating the Medicaid Non-Emergency Transportation Handbook and best practices to address continued budget constraints.
- ❖ Certified and issued 565 toll permits for the Department of Transportation, making Florida's tollgates, roads, and bridges accessible for those drivers who have upper limb impairments, as provided for in s. 338.155, F.S.
- ❖ Continued to contract with Multisystems, Inc. to provide general technical assistance to eliminate reported barriers in regard to requirements of the Americans with Disabilities Act, provide training in the areas of service equivalency and wheelchair securement and to develop a report on the status of ADA in Florida.
- ❖ Conducted on-site training and technical assistance activities to partners within the program.

5. Serve as a clearinghouse for information about transportation disadvantaged services, training, funding sources, innovations and coordination efforts [s. 427.013(5), F.S.]

- ❖ Continued to provide information about the Florida program to other states, regional and national organizations, Florida citizens, legislators and others.
- ❖ Assisted 950 consumers who contacted the Transportation Disadvantaged toll-free Helpline in need of information about services or assistance in addressing their services in the areas of quality, cost or timeliness.
- ❖ Partnered with or served as a member on numerous national, state and local organizations.
- ❖ Monitored, tracked, and advocated for legislation at the State level, impacting the Commission for the Transportation Disadvantaged Program.
- ❖ Maintained, expanded, and distributed state-wide training materials and publications relating to specialized and coordinated transportation.
- ❖ Enhanced and improved the Commission's Internet website to provide additional information and resources to interested parties.
- ❖ Developed and distributed the newsletter, *TD Connector*, to enhance public awareness about the program. Continued marketing efforts to increase public awareness about the voluntary dollar donation program as another way to increase funds deposited into the Transportation Disadvantaged Trust Fund.
- ❖ Held the Commission's fifth TD Legislative Day on March 20, 2003, where over 500 participants including

"They've been great, that's why we stay in Florida."

consumers, vendors and legislators visited displays of vehicles, computers and other state-of-the-art technology. Participants had an opportunity to visit the Governor's Office, their legislators and other State officials to educate them about the importance of transportation.

- ❖ Made presentations at training conferences, committees, state agencies and other organizations to provide information about the program and how to access transportation services.

- ❖ Contracted with a media firm to educate the public about the ability to donate to the Transportation Disadvantaged Trust Fund when renewing annual motor vehicle registration.

6 Assist communities in developing transportation systems designed to serve the transportation disadvantaged. [s. 427.013(6), F.S.]

- ❖ Provided technical assistance to Community Transportation Coordinators, local Coordinating Boards, planning agencies and state agencies through implementation of regional or special meetings.

- ❖ Continued to educate the Legislature and others about the program and the services being provided as a result of funds deposited in the Transportation Disadvantaged Trust Fund.

- ❖ Awarded grants, totaling \$33.7 million dollars, to local Community Transportation Coordinators to provide non-sponsored trips and designated planning agencies to provide assistance to local Coordinating Boards to ensure local implementation is accomplished.

- ❖ Distributed \$1.4 million for the Rural Capital Assistance Grant Program with funds provided by the De-



partment of Transportation. These funds have allowed for the purchase of vehicles and other capital equipment, which results in improved safety and reduced maintenance costs. Additionally, some of the purchases will allow for expanded services in those counties where funds are available.

- ❖ Conducted quarterly training workshops to local Coordinating Boards, planning agencies, purchasing agencies and Community Transportation Coordinators.
- ❖ Held five (5) business meetings of the Commission with two (2) in Orlando and one (1) in Tallahassee. Two (2) meetings were held by conference call to maximize limited budget.
- ❖ Held the Tenth Annual Transportation Training and Technology Conference in Orlando on July 31 - August 2, 2002, where over 275 people attended and received training and accessed the latest in technology. An excellent awards ceremony was a major highlight of this conference honoring those who excelled in the program.
- ❖ Continued participation in a study Best Practices in Voluntary Driving Cessation Programs for Seniors with the University of South Florida, Center for Urban Transportation Research.
- ❖ Continued participation in the Florida Aging Drivers' Council.
- ❖ Created a Rate Review Committee to evaluate rate increase requests for trips funded by the Transportation Disadvantaged Trust fund based on approved Commission evaluation criteria.

7. Assure that all procedures, guidelines, and directives issued by member departments are conducive to the coordi-

*"I couldn't ask
for better
drivers."*

*nation of transportation services.
[s.427.013 (7), F.S.]*

- ❖ Continued efforts to review, update and streamline the Commission's policies, procedures and processes.
- ❖ Provided on-going training and orientation to state and local agencies as well as local Coordinating Boards.
- ❖ Continued working with the Medicaid Committee in cooperation with the Agency for Health Care Administration on the implementation of Medicaid non-emergency transportation. This included updating the Medicaid Non-Emergency Transportation Handbook and best practices to address continued budget constraints.



*8. a. Assure that member departments purchase all trips within the coordinated system, unless they use a more cost-effective alternative provider.
[s.427.013 (8) (a), F.S.]*

b. Provide, by rule, criteria and procedures for member departments to use if they wish to use an alternative provider. Departments must demonstrate either that the proposed alternative provider can provide a trip of acceptable quality for the clients at a lower cost than that provided within the coordinated system, or that the coordinated system cannot accommodate the department's clients. [s.427.013 (8) (b), F.S.]

- ❖ Consolidated actual expenditures by agencies that expended transportation funds that resulted in transportation disadvantaged expenditures totaling \$115.5 million and 43.28 million trips reported in FY 2002/2003.
- ❖ Continued developing a statewide procedure

for use by purchasing agencies and Community Transportation Coordinators to evaluate if a service can be provided more cost effectively by a transportation alternative provider.

9. Develop, by rule standards for community transportation coordinators and any transportation operator or coordination contractor from whom service is purchased or arranged by the community transportation coordinator covering coordination, operation, safety, insurance, eligibility for service, costs and utilization of transportation disadvantaged services. These standards and rules must include, but are not limited to: [s.427.013(9), F.S.]

a. Inclusion, by rule, of acceptable ranges of trip costs for the various modes and types of transportation services provided. [s.427.013(9)(a), F.S.]

b. Minimum performance standards for the delivery of services. These standards must be included in coordinator contracts and transportation operator contracts, with clear penalties for repeated or continuing violations. [s.427.013(9)(b), F.S.]

c. Minimum liability insurance requirements for all transportation services purchased, provided, or coordinated for the transportation disadvantaged through the community transportation coordinator. [s.427.013(9)(c), F.S.]

❖ Standards for community transportation coordinators and all transportation operators or coordination contractors have been developed and are included in rule. The Quality Assurance team and the local coordinating board evaluate the community transportation coordinator and all operators to ensure compliance.

"It is very important. I use the transportation to eat and go to the doctor. I really need it."

"Transportation is excellent! I wish we had more services like that."

- ❖ Contracted with the Government Services Group, Inc. to develop an acceptable rate structure.
- ❖ Contracted with Thomas Howell Ferguson to analyze and recommend ways to detect and address nonpayment issues of transportation systems and agencies. Study recommendations were approved by the Commission and several of the recommendations were implemented.
- ❖ Developed the 2001-02 Annual Performance Report, which reflects program results and operational statistics relating to the actual services performed.
- ❖ Continued to contract with Thomas Howell Ferguson to conduct a financial review of the Commission and to provide audit and accounting assistance to the Commission, as needed.
- ❖ Financial Auditor continued the development of a desk review process to audit the rates charged and rides billed to the Commission by the CTCs. This includes reviewing CTC trips made in conjunction with the QAPE section reviews. This will provide biennial verification of the bills submitted by each of the CTCs. The Financial Auditor also continued to provide accounting assistance to the CTCs as needed.
- ❖ Amended Rule 41-2, F.A.C. deleting language allowing community transportation coordinators to exceed the minimum liability insurance requirements.

10. Adopt rules pursuant to ss. 120.536(1) and 120.54 to implement the provisions of Section 427.011-427.017. [s. 427.013(10), F.S.]

- ❖ Continued to review policies and procedures and updated rule chapter 41-2, F.A.C., as needed.
- ❖ The Commission adopted or amended the fol-

lowing policies or procedures during this performance year:

- *Grievance Procedures* - Created and approved a procedure for persons to air grievances to the Commission.
- *Procedure for the Use of a Transportation Alternative* - developed a preliminary final draft of a procedure for agencies to document and justify in instances where a Community Transportation Coordinator is unavailable to provide services or when a purchasing agency proposes to utilize an alternative provider that is outside of the coordinated system.
- *Invoice Procedure* - updated the procedure to include recommendations received from the Auditor General's office.

11. *Approve the appointment of all community transportation coordinators [s. 427.013(11), F.S.]*

- ❖ Appointed fifteen (15) Community Transportation Coordinators during this reporting period. All sixty-seven (67) Florida counties continue to have a Community Transportation Coordinator implementing coordinated transportation.
- ❖ Provided continued technical assistance on the competitive procurement process for the selection of Community Transportation Coordinators and Transportation Operators. Worked with a newly created workgroup to develop a standard competitive procurement process statewide.

12. *Have the authority to apply for and accept funds, grants, gifts and services from the federal government, state government, local governments or private funding sources. Applications by the Commission for local government funds*



shall be coordinated through the appropriate coordinating board. Funds acquired or accepted under this subsection shall be administered by the Commission and shall be used to carry out the Commission's responsibilities.
[s.427.013(12), F.S.]

- ❖ The Commission continued to review all funding possibilities to enhance the program.
- ❖ Developed an application for Transportation Options (TOPS) funding to address the growing unmet transportation needs statewide.
- ❖ The Commission continued to be actively involved in the Florida Department of Transportation (FDOT) Statewide Intelligent Transportation Systems (ITS) Workgroup. This group of multimodal transportation professionals has been charged with the responsibilities of ensuring that Florida's ITS Architecture is coordinated and complementary to the National ITS Architecture.

13. Make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. [s. 427.013(13), F.S.]

- ❖ Compiled data for inclusion in the 2003 Annual Performance Report herein submitted.
- ❖ Distributed 2002 Annual Performance Report to the Governor, the Legislature and other requesting entities.
- ❖ Presented results of the 2002 Annual Performance Report to committees of the Florida Legislature during the 2003 legislative session.

14. Consolidate, for each state agency, the annual budget estimates for transportation disadvantaged ser-

vices and the amounts of each agencies actual expenditures, together with the annual budget estimates of each official planning agency, local government, and directly federally funded agency and issue a report. [s. 427.013(14), F.S.]

- ❖ Developed the FY 02-03 budget estimate reflecting anticipated expenditures of \$230.6 million, which includes state, federal and local government transportation disadvantaged funds. Over 39.03 million estimated trips associated with the estimated expenditures were reported by local and state funding agencies.

15. Prepare a statewide 5-year transportation disadvantaged plan which addresses the transportation problems and needs of the transportation disadvantaged, which is fully coordinated with local transit plans, compatible with local government comprehensive plans, and which ensures that the most cost effective and efficient method of providing transportation to the disadvantaged is programmed for development. [s. 427.013(15), F.S.]

- ❖ Contracted with the University of South Florida, Center for Urban Transportation Research to complete the update of the 5-Year Statewide Transportation Disadvantaged Plan. A planning session was held in late 2002 with other tasks planned through 2004.

16. Review and approve memorandums of agreement for the provisions of coordinated transportation services. (s. 427.013 [16], F.S.)

- ❖ Reviewed and approved sixty-four (64) Memoranda of Agreements and Transportation Disadvantaged Service Plans for approved Community Transportation Coordinators which contain rates, priorities for trips sponsored by the Transportation Disadvan-



taged Trust Fund and information on locally determined services provided to transportation disadvantaged persons.

17. Review, monitor, and coordinate all transportation disadvantaged local government, state, and federal fund requests and plans for conformance with Commission policy, without delaying the application process. Such funds shall be available only to those entities participating in an approved coordinated transportation system or entities which have received a Commission approved waiver to obtain all or part of their transportation through another means. This process shall identify procedures for coordinating with the state's intergovernmental coordination and review procedures and s. 216.212(1) and any other appropriate grant review process. [s.427.013(18), F.S.]

- ❖ Reviewed Transportation Improvement Programs and amendments thereto, and responded to other federal funding grant applications, when requested.
- ❖ Participated in an intergovernmental coordination procedures workshop.

18. Develop an interagency uniform contracting and billing and accounting system that shall be used by all Community Transportation Coordinators and their transportation operators. [s. 427.013(18), F.S.]

- ❖ Continued required bimonthly billing for grantees regarding transportation services.
- ❖ Continued implementation of an internal invoice reimbursement process under the direction of a Financial Auditor in order to improve monitoring and accountability for funds reimbursed from the Transportation Disadvantaged Trust Fund.



- ❖ The Financial Auditor, along with the accounting firm, Thomas Howell Ferguson, reviewed billing and accounting systems used by the CTC to ensure the program accountability.

- ❖ Assisted Office of Comptroller, Inspector General's Office in the review of the two grant programs administered by the Commission.

19. Develop and maintain a transportation disadvantaged manual [s. 427.013(19), F.S.]

- ❖ Maintained and distributed information on the program.

- ❖ Began development and completed a consolidated program handbook for distribution for current program partners or others entering the program to keep them abreast of current rules, regulations and procedures. The manual was discussed at the 2002 TD Conference, and is available on the Commission's web page.

20. Design and develop transportation disadvantaged training programs. [s. 427.013(20), F.S.]

- ❖ Provided quarterly statewide training to local program partners involved in the program's implementation.

- ❖ Provided technical assistance, as needed.

- ❖ Continued coordinated training efforts with the Department of Transportation's Rural Transportation Assistance Program to assist rural Community Transportation Coordinators' training needs. Assisted the Department of Transportation in the development of a joint annual training calendar to ensure that contractors are aware, in advance, of training opportunities.

- ❖ Worked toward enhanced statewide training

programs including specific on-site training for program partners.

- ❖ Developed and held the 10th Annual Transportation Training and Technology Conference with over 275 in attendance. Numerous workshops were held and vendors displayed the latest technology and vehicles used for the coordinated systems. Additionally, the Commission recognized those who have gone beyond the call of duty.



21. Coordinate all transportation disadvantaged programs with appropriate state, local, and federal agencies and public transit agencies to ensure compatibility with existing transportation systems. [s. 427.013(21), F.S.]

- ❖ Continued to work with local Community Transportation Coordinators and local Coordinating Boards and others to improve coordination of all programs.
- ❖ Continued contract with Multisystems, Inc. to provide technical assistance and training regarding Americans with Disabilities Act issues associated with the delivery of services, public transit compliance, and overall system accessibility. Developed scope of services to compile a report on the status of ADA in Florida.
- ❖ Continued representation and participation in the Florida Public Transit Association's Board.

22. Designate the official planning agency in areas outside of the purview of a Metropolitan Planning Organization. [s. 427.013(22), F.S.]

- ❖ Awarded and monitored thirty-eight (38) grants to approved planning agencies serving all 67 counties to assist the local Coordinating Boards with implementation of the program at the local

level.

- ❖ Continued biennial review of designated planning agencies ensuring compliance with contracts, laws and rules of the program.

23. Develop needs-based criteria that must be used by all community transportation coordinators to prioritize the delivery of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies. [s.427.013(23), F.S.]

- ❖ Awarded and monitored sixty-four (64) trip and equipment grants to Community Transportation Coordinators to provide non-sponsored services to transportation disadvantaged persons.

- ❖ The Financial Auditor continued development of a financial review process for trips purchased with Transportation Disadvantaged Trust Funds. This process will strengthen financial accountability for the Transportation Disadvantaged Program.

24. Establish a review procedure to compare the rates proposed by alternate transportation operators with the rates charged by a community transportation coordinator to determine which rate is more cost-effective. [s. 427.013(24), F.S.]

- ❖ Drafted a statewide procedure for use by purchasing agencies and Community Transportation Coordinators to document and justify conditions for utilizing an alternative provider outside of the coordinated system. Continued to review other policies and procedures to improve program implementation.

25. Conduct a cost-comparison study of single-coordinator, multi-coordinator, and brokered community transportation coordinator networks to

ensure that the most cost-effective and efficient method of providing transportation to the transportation disadvantaged is programmed for development. [s. 427.013(25), F.S.]

- ❖ This statutory requirement was completed in 1993.

26. Develop a quality assurance and management review program to monitor, based upon approved Commission standards, services contracted for by an agency, and those provided by a community transportation operator pursuant to s. 427.0155. Staff of the quality assurance and management review program shall function independently and be directly responsible to the executive director. [s. 427.013(26), F.S.]

- ❖ Completed twenty-one (21) Community Transportation Coordinator reviews.
- ❖ Conducted seven (7) planning agency reviews to evaluate compliance with state law and local Coordinating Board satisfaction.
- ❖ Administered the Ombudsman Program, which included staffing the Transportation Disadvantaged Helpline and the Ombudsman Committee. Worked closely with the Ombudsman Committee to review incoming complaints, develop grievance procedures, distribute informational materials to educate consumers about the TD Helpline, and improve customer satisfaction.
- ❖ Ombudsman staff attended other agency conferences to better educate consumers and agency professionals about the TD Program and the TD Helpline.
- ❖ Conducted training on riders' rights and responsibilities.

- ❖ Completed and published results of a survey of all Assisted Living Facilities in Florida to assess their transportation needs and the current level of satisfaction among the transportation system they are using.

27. Ensure that local community transportation coordinators work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program. (s.427.013 [27], F.S.)

- ❖ Extended grants, utilizing funds provided through the Department of Transportation, for One-Time WAGES grants to five (5) counties.
- ❖ Continued statewide training and technical assistance to local program partners.
- ❖ Met with agency head for the Agency for Workforce Innovation to begin developing enhanced partnerships at the State and local level.

*System
Performance*

SYSTEM PERFORMANCE

This section of the Annual Performance Report summarizes the statewide operating information and performance measures of Florida's coordinated transportation system.

In order to examine the statewide performance of the coordinated system, operating information is reviewed and verified for accuracy. This information includes revenue, expenses, total operators, passenger trips, vehicle miles, total vehicles, roadcalls, accidents, population and employees. From this operating information, several performance measures are generated to assess system performance and compared to previous years. These performance measures include service availability, service effectiveness, cost efficiency, system safety, service quality, and local financial support.

The purpose of the statewide analyses is to assess the effectiveness and efficiency of the coordinated transportation system. The performance analyses in this report are useful tools for monitoring and improving the coordinated transportation system's performance both at the state and local level. The issues identified from the analyses provide the basis for enhanced understanding of the performance of the coordinated transportation systems in the State of Florida, both individually and collectively.

DATA RELIABILITY

The data used in this report is gathered from each local Community Transportation Coordinator's Annual Operating Report. The Commission conducts a desk audit of the data to identify errors, omissions, and inconsistencies.

The Annual Performance Report data collection has improved each year as the local Community Transportation Coordinators, contracted operators and coordination contractors have improved their methods of data



collection. Additionally, as part of the Commission's training program, on-going data collection training is offered to all involved parties to improve the information submitted for this report.

OPERATING STATISTICS

In the Annual Operating Report submitted by the local Community Transportation Coordinator, information related to the operations of the coordinated system is reported. This information includes revenues, expenses, passenger information, vehicle data, and employee information. These elements are collected by the local Community Transportation Coordinator from all transportation operators in the coordinated system and compiled into one (1) report for submission. The operating statistics for the statewide analyses include data from all sixty-seven (67) counties in the State of Florida.

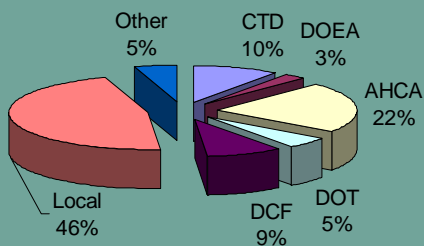
ANNUAL OPERATING STATISTICS

| Operating Statistic | 2002 | 2003 | Percent Change |
|--------------------------|-------------|-------------|----------------|
| CTCs | 49 | 49 | 0% |
| Counties Served | 67 | 67 | 0% |
| Transportation Operators | 468 | 467 | 0% |
| Passengers Served | 615,091 | 671,322 | 9% |
| Passenger Trips | 48,176,142 | 53,117,080 | 9% |
| Vehicle Miles | 138,789,715 | 138,961,971 | -1% |
| Operating Revenues | \$292.9 | \$298.3 | 8% |
| Operating Expenses | \$286.6 | \$323.7 | 19% |
| Vehicles | 5,859 | 5,497 | -7% |
| Roadcalls | 3,533 | 4,319 | 22% |
| Accidents | 1,018 | 1,141 | 10% |
| Employees | 9,049 | 8,249 | -9% |



ANNUAL OPERATING STATISTICS

OPERATING REVENUES FY 2003



OPERATING REVENUES

Operating revenue for the local coordinators includes funding from many different federal, state and local entities. These entities either purchase and/or provide transportation services for disadvantaged persons across the state. In 2003, there was a total of \$298.3 million in operating revenue in the coordinated system. This is a 2% increase over last year's reported revenues of \$292.9 million.

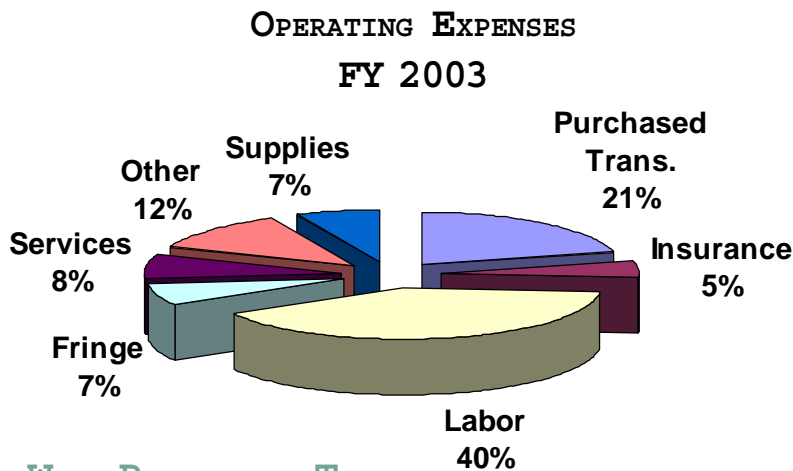
The Agency for Health Care Administration (Medicaid) accounted for 22% of the total operating revenue for the system. Funding from local entities, both government and non-government, totaled \$136.6 million or 46% of the total operating revenue. The Commission for the Transportation Disadvantaged Trust Fund accounted for 10% of the revenue for the coordinated system, while the Department of Transportation contributed \$14 million or 5%. The Department of Children and Families accounted for 9% of the total operating revenue or \$28.2 million. The Department of Elder Affairs spent \$7.8 million on transportation services, which accounted for 3% of the total system revenues. Work and Gain Economic Self-Sufficiency (WAGES) represented less than 1% of total revenues. Other programs, including Department of Community Affairs, Department of Education, Department of Health, Department of Juvenile Justice and other Federal or State programs, accounted for 5% of the total revenue in the coordinated transportation system.

OPERATING EXPENSES

The total operating expenses reported by all local coordinators for Fiscal Year 2002/2003 was approximately \$323.7 million. Operating expenses include any expense related to the operation of the local coordinators and transportation operators.

Operating expenses represent the fully allocated costs for all transportation services within the coordinated system. In paratransit performance measures, where fixed route trips are excluded, the associated expenses are also excluded.

Operating expenses are categorized by purchased transportation, labor, fringe benefits, supplies, insurance, services and other expenses. The other category includes: interest, leases and rentals, depreciation, utilities, taxes, and contributed services.



ONE-WAY PASSENGER TRIPS

One-way passenger trips reported for the local coordinators in 2003 totaled 52,472,309 million. This represents a 10% increase over the trips reported for 2002. One-way passenger trips are reported in the Annual Operating Report by: service, service area, passenger type, and trip purpose.

PASSENGER TRIPS BY SERVICE

The total one-way passenger trips by service include: fixed-route, school bus and paratransit trips. This year fixed-route trips increased by 20% over last year. Paratransit trips include the trips provided for deviated fixed route, ambulatory, wheelchair, and

"I don't drive and my husband past away, so this COA is very important to get me where I need to go."

stretcher customers. A breakdown of trips by deviated fixed route, ambulatory, non-ambulatory, and stretcher is provided. Stretcher trips are provided for customers who need non-emergency stretcher service.



PASSENGER TRIPS BY TYPE OF SERVICE

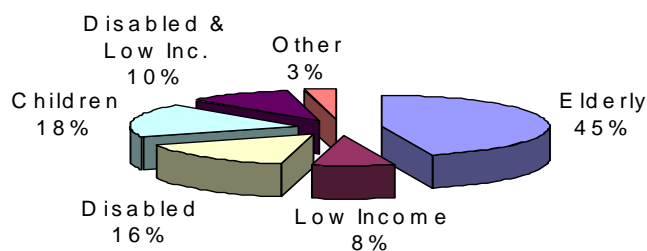
| Trip Types | 2003 | Percent of Total |
|----------------------------|-------------|-------------------------|
| Fixed Route | 33,283,269 | 63% |
| Deviated Fixed Route | 1,195,890 | 2% |
| Paratransit Ambulatory | 15,287,285 | 29% |
| Paratransit Non-Ambulatory | 2,898,946 | 5% |
| Stretcher | 84,826 | <1% |
| School Bus | 366,864 | <1% |
| Total Trips by Type | 53,117,080 | 100% |

TRIPS BY PASSENGER TYPE

Each local coordinator reports the paratransit one-way passenger trips by passenger type. The pie chart on the next page shows the passenger type breakdown, which includes: elderly, children, disabled, and low-income. Passengers in the elderly category include anyone sixty (60) years of age and older. Children, for the purpose of this report, are those under, but not including sixteen (16) years of age. The disabled passenger type includes anyone with a physical or mental impairment that substantially limits at least one of the major life-sustaining activities.

Anyone with an income at or below the published National Poverty Level is categorized as low-income. This report combines the passenger trips into the aforementioned categories; however, passengers may fit into several categories.

2003 TRIPS BY PASSENGER TYPE



PASSENGER TRIPS BY TRIP PURPOSE

This category includes paratransit trips by the purpose, which could be medical, employment, education/training/daycare, nutritional, shopping, and other. Medical trips are for persons transported to medical facilities, dentist, dialysis, hospital, or to purchase prescriptions. Employment trips are for persons transported to or from a current job, a job-related duty, or a job interview. Education/training/day care trips are for transporting customers to school, college, Vo-tech, or any other facility whose purpose it is to train, teach, or educate people. Nutritional trips are for the purpose of receiving a meal, nutritional benefits, or grocery shopping. Life sustaining/other trips include trips that are for the purpose of purchasing life sustaining goods and trips that do not fall under the preceding categories.



PASSENGER TRIPS BY TRIP PURPOSE

| Trip Purpose | 2002 | 2003 | Percent Increase |
|--------------------|------------|------------|------------------|
| Medical | 18,359,937 | 19,996,413 | 9% |
| Employment | 4,876,886 | 4,630,396 | -5% |
| Education/Training | 11,029,587 | 10,776,830 | -2% |
| Nutritional | 7,342,518 | 7,750,750 | 6% |
| Other | 6,567,214 | 9,317,920 | 42% |
| Total | 48,176,142 | 52,472,309 | 9% |

"They do a very good job."

UNDUPLICATED PASSENGER HEAD COUNT

In order to show the actual number of persons transported in the coordinated system, the local coordinators collect information on passenger head count. This number includes the actual number of persons transported in the coordinated system. In 2002, the total number of passengers transported was 615,091 compared to 671,322 in 2003. This represents a 9% increase from last year.

VEHICLE AND REVENUE MILES

Each local coordinator compiles vehicle and revenue miles. Vehicle miles are the actual number of miles traveled within the coordinated system. Revenue miles are the miles associated with actual passenger transport. There were 138.9 million vehicle miles reported for 2003. This was a 1% decrease over the previous year. A total of 112.3 million revenue miles were reported for this year, which was a 4% decrease over last year's information.

TRANSPORTATION OPERATORS

This number includes private non-profit, private for-profit, school board, government and other providers. In 2002, there were 468 transportation operators reported within the coordinated system. In 2003, this number decreased slightly to 462. Also included in this figure are coordination contractors, who generally provide transportation for their own customers.

VEHICLE FLEET

There were 5,859 vehicles in the paratransit service fleet for 2002. In 2003, there were 5,497 vehicles reported by the local coordinators. This represents a 6% decrease in total vehicles. This vehicle inventory includes the local coordinators' and transportation operators' vehicles used for transportation disadvantaged services. Neither fixed route vehicles nor school buses are included in this inventory.

ROADCALLS

Any in-service interruption of paratransit service is captured in this data and reported in the Annual Operating Report as a roadcall. This data does not include accidents, mass transit or school bus vehicles. There were 3,533 roadcalls reported by the local coordinators in 2002 and 4,319 roadcalls were reported in 2003, a 22% increase.

ACCIDENTS

The total number of paratransit service accidents for 2003 was 1,141. This number represents person, vehicle, and person/vehicle accidents. This was a 12% increase from the information reported last year.

POPULATION

According to the U.S. Census Bureau, the population for the State of Florida in 2001 was estimated at 16.4 million persons.

Persons who are disabled, elderly and low-income persons,



including children who are high-risk or at-risk are eligible for trips that are subsidized by social service or other governmental agencies. The Center for Urban Transportation Research estimated that in 2003 there are 6.3 million persons who are considered transportation disadvantaged and potential users of the Transportation Disadvantaged system. By the year 2010, an estimated 7.3 million persons will be considered potential users of the coordinated system.

EMPLOYEES

The local coordinators utilize drivers, schedulers, dispatchers, and other operations employees for the services provided. The information reported in this section includes only the employees associated with paratransit services. There were a total of 8,197 persons employed by the coordinated system during the fiscal year 2002/2003. This was a decrease of 9% over last year's 9,049 employees.

PERFORMANCE INDICATORS

Analyses of several statewide performance indicators are presented in this section for the coordinated system. These performance indicators help evaluate the progress of the local coordinator's in the coordinated system. The measures used show the local coordinators performance in service availability, service effectiveness, cost efficiency, system safety, service quality and local financial support.

"The drivers are very compassionate."

STATEWIDE PERFORMANCE INDICATORS

| Performance Indicator | 2002 | 2003 | Percent Change |
|---|-------------|-------------|-----------------------|
| Operating Expense Per Vehicle Miles | \$2.04 | \$2.27 | 11% |
| Operating Expense Per Paratransit Trip | \$14.56 | \$16.95 | 16% |
| Operating Expense Per Total Passenger Trips | \$5.95 | \$6.09 | 2% |
| Operating Expense Per Driver Hour | \$30.05 | \$37.07 | 23% |
| Accidents per 100,000 Vehicle Miles | .73 | .82 | 12% |
| Vehicle Miles Between Roadcalls | 39,284 | 32,175 | -18% |
| Local Funding of System | 39.97% | 41.95% | 5% |
| Total Passengers Served as a Percent of Potential TD Population | 9.9% | 10.9% | 8% |
| Average Trips Taken Per Passenger | 33.4 | 29.5 | -10% |
| Average Trips Per Driver Hour | 2.2 | 2.3 | 5% |

"For those who don't have a car or who don't drive, it's nice to have someone who is willing to take you where you need to go."

OPERATING EXPENSE PER VEHICLE MILE

Operating expense per vehicle mile is a measure of the coordinated system's cost efficiency. This measure depicts the fully allocated cost per total vehicle mile traveled for the coordinated system. This measure is based on the operating expense and vehicle miles of the services provided. In 2002, the operating expense per vehicle mile was \$2.04 and in 2003 the measure increased 11% to \$2.27.

OPERATING EXPENSE PER PASSENGER TRIP

This is another measure of the cost efficiency of the coordinated system. The operating expense per **total** passenger trip was \$5.95 in 2002, and \$6.09 in 2003, while the operating expense per **paratransit** passenger trip for 2002 was \$14.56 compared to \$16.95 in 2003. The total operating expense per total passenger trip increased by 2% and operating expense per paratransit trip increased 16%.

Several factors can cause a variance in the expense per trip in any system. A major factor that can influence the average operating expense per passenger trip is the type of paratransit service provided within the system. Certain types of paratransit trips (e.g., wheelchair or stretcher service) will cost more than others (e.g., ambulatory and subscription group trips). Local system standards will also impact the expense per trip performance indicator. All systems have a set of core standards. However, some counties have set more stringent standards for their local system (e.g., on time performance, provision of escorts, and provision of child safety seats). A system with higher standards for transporting customers would, in most instances, have higher costs than systems with less stringent standards. In addition, cost of gas prices, insurance, driver turnover, Medicaid co-pay issue, and other local factors all have an effect on the rising costs.



OPERATING EXPENSE PER DRIVER HOUR

Operating expense per driver hour is a measure of the coordinated system's cost efficiency. This measure depicts the fully allocated cost per driver hour for the coordinated system. This measure is based on the operating expense and driver hours of the paratransit services provided. In 2002, the operating expense per driver hour was \$30.05, and in 2003 the measure increased 23% to \$37.07.

ACCIDENTS PER 100,000 VEHICLE MILES

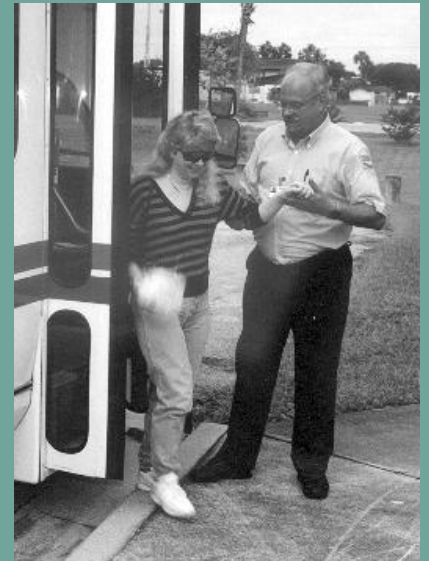
The number of accidents per 100,000 vehicle miles is an indicator of system safety and service quality. A change in this measure may generate a change in the safety and quality of the service provided in the coordinated system. The average number of accidents per 100,000 vehicle miles was .73 in 2002, this measure increased by 12% to .82 in 2003.

VEHICLE MILES BETWEEN ROADCALLS

The number of vehicle miles between roadcalls shows an average of vehicle miles before a roadcall occurs. In 2002, there were 39,284 vehicle miles between roadcalls, while in 2003, there were 32,175 vehicle miles reported between roadcalls. This represents an 18% decrease.

LOCAL FUNDING OF THE SYSTEM

This data is a measure of local financial support for services. The local revenue includes government and non-government sources collected by the local coordinators. Local government revenue includes: district school board services, county cash, county in-kind, city cash, city in-kind and other. Charter service, advertising, donations, contributions, in-kind services and other local funding sources are included in the local non-government revenue. In 2002, 39.97% of revenue received was from local financial support. In 2003, local support increased 5% to 41.95% of total revenue.



TOTAL PASSENGERS SERVED AS A PERCENT OF POTENTIAL TD POPULATION

This measure indicates the percentage of persons considered to be transportation disadvantaged who were transported. This measure uses the unduplicated passenger figure as a percent of the population considered to be transportation disadvantaged. In 2002, 9.9% of the potential transportation disadvantaged population was served by the coordinated transportation system. While in 2003, this number increased 9% to the coordinated system serving 10.9% of the potential TD population.

AVERAGE TRIPS TAKEN PER PARATRANSIT PASSENGER

This is an indicator of service availability. Using the paratransit trips and the unduplicated passenger head count, the average number of trips taken per passenger can be estimated. In 2002, approximately 33.4 trips per passenger were provided. In 2003, this number decreased by 12% to 29.9.

AVERAGE TRIPS PER DRIVER HOUR

This is an indicator of service availability. Using the total paratransit trips provided and the total driver hours reported, the average number of trips provided per driver hour is estimated. In 2002, approximately 2.2 trips per driver hour were provided. In 2003, this number increased by 5% to 2.3 trips per driver hour.

INDIVIDUAL COUNTY ANALYSIS

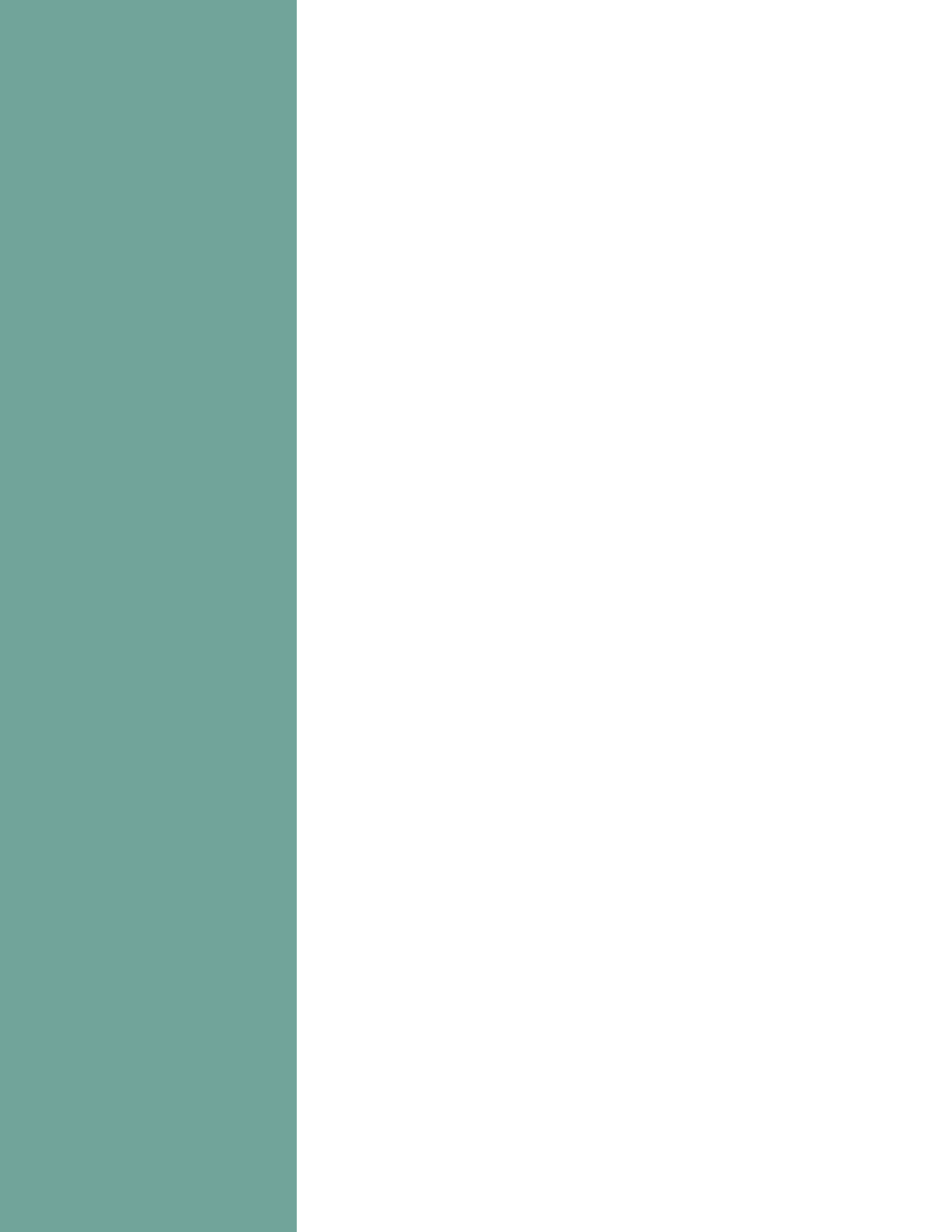
Each Community Transportation Coordinator (CTC) is required to submit an annual operating report to the Commission. This data is for the local coordinated system. The individual county analysis reviews the current fiscal year data to last year's information to determine the cost effectiveness and efficiency of each coordinator. This information is utilized by the Commission to determine areas where technical assistance is necessary and to ensure quality services are provided by the local CTCs. It is also used by the CTCs and LCBs to perform an analysis of their coordinated system and to develop a plan of action to improve performance, when

"Transportation means a lot because I can get to my medical appointments."

needed.

The individual analysis of each county is included on our web page. Each county page includes a brief summary of the operational functions and other general information of the local CTC.





Planned Activities

2004 PLANNED ACTIVITIES

The year 2004 will be a year of change and opportunities. The Commission welcomed a new Interim Executive Director, Lisa Bacot. Next year, Ms. Bacot and staff will focus on the following major areas:

- Monitor the 2004 Florida Legislature to ensure program integrity.
- Seek to contract with the Agency for Health Care Administration for the management of Medicaid's Non Emergency Transportation.
- Aggressively work to find solutions to the rising cost and unavailability of insurance for Florida's coordinated transportation systems.
- Continue implementation of statutory and rule responsibilities.
- Continue to ensure accountability for funds deposited into the Transportation Disadvantaged Trust Fund, with particular emphasis on financial auditing, proper procedures are in place for expenditure of funds associated with the grants programs.
- Work with state and local agencies to address the increasing cost and availability of vehicle liability insurance as well as rising gasoline prices, driver turnover and budget reductions that may occur in State agencies.
- Continue to review, update and create policies and procedures to improve program implementation.
- Continue to develop and expand technology through the utilization of the worldwide web in order to provide information in an accurate and timely manner.
- Implement agreed upon recommendations of the study underway to review Rate Structures and determine a

"I think transportation is wonderful."

statewide methodology that can be used to enhance reviews of cost effectiveness and improved billing processes.

- Continue work with the state agencies to find ways to improve the delivery and costs associated with Medicaid non-emergency transportation services.
- Expand statewide technical assistance and training to improve program implementation and communications, and a review of cost analysis.
- Continue to improve data collection through training and analysis of data to improve system performance, and aggressively implement on-line reporting of information on a more frequent basis.
- Continue to monitor and evaluate statewide and local standards for operations of coordinated systems through the Quality Assurance and Program Evaluation process.
- Conduct the Twelfth Annual Transportation and Technology Conference.
- Continue to enhance efforts begun in 2002 to educate the public about the donation of funds to the trust fund when purchasing and renewing auto tags, so that these donations can be deposited into the Transportation Disadvantaged Trust Fund in order to increase local revenues for expanded services.
- Continue efforts to educate agencies and the general public about the program.
- Continue working with other purchasing agencies to conduct joint monitoring to reduce fragmentation and duplication.
- Host the Sixth Annual TD Legislative Day in order to continue educational efforts with the Florida Legislature.

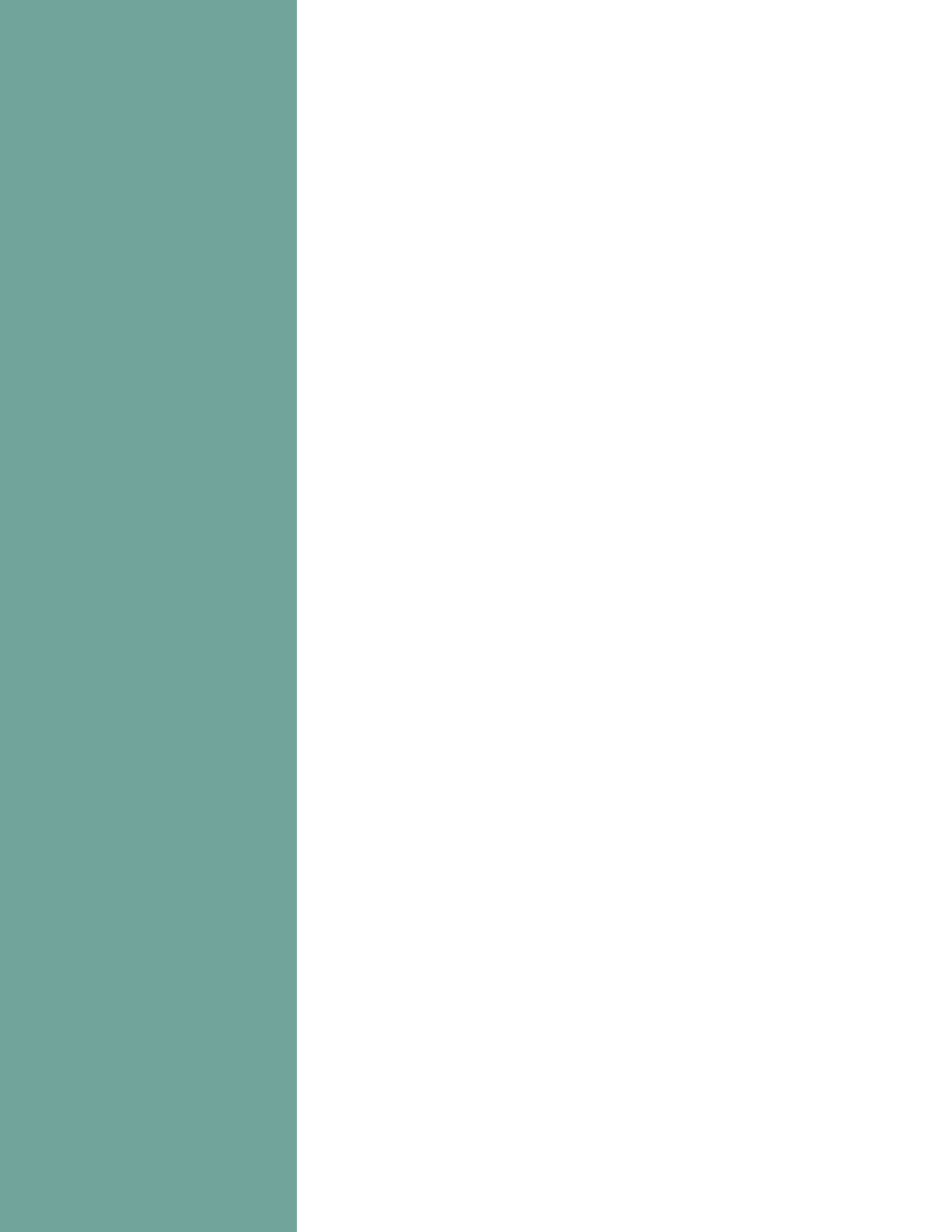


- Conduct special reviews in areas where customer satisfaction is deteriorating, financial stability is questioned or other areas to curtail continued customer dissatisfaction and to maintain a stable transportation network.
- Continue to conduct financial audits for trips billed from the TD Trust Fund, when a community transportation coordinator leaves this role and for other reasons that negatively impact the delivery and coordination for transportation disadvantaged services.
- Increase monitoring of Federal legislation to ensure Florida's transportation disadvantaged program continues to remain one of the best in the nation.
- Conduct Quality Assurance reviews to enhance program accountability.

"They are very patient."

Mission Statement:

"Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons."



Statewide Summary

Statewide Summary of the TD Program Operating Data

Service Statistics

| Vehicle Data | 2002 | 2003 | % Change |
|---------------|-------------|-------------|----------|
| Vehicle Miles | 138,789,715 | 138,961,971 | 0% |
| Revenue Miles | 116,667,988 | 112,321,873 | -4% |
| Roadcalls | 3,533 | 4,319 | 22% |
| Accidents | 1,018 | 1,141 | 12% |
| Vehicles | 5,859 | 5,497 | -6% |
| Driver Hours | 9,409,538 | 8,521,496 | -9% |

| General Data | 2002 | 2003 | % Change |
|--------------------|-----------|---------|----------|
| Total Passengers | 615,091 | 671,322 | 9% |
| Served (UPHC) | | | |
| Complaints | 26,119 | 11,610 | -56% |
| Commendations | 2,967 | 2,788 | -6% |
| Passenger No-Shows | 380,480 | 479,879 | 26% |
| Unmet Trip Request | 1,065,528 | 709,597 | -33% |

Passenger Trip Information

| By Type of Service | 2002 | 2003 | % Change |
|-----------------------|-------------------|-------------------|------------|
| Fixed Route | 27,630,351 | 33,283,269 | 20% |
| Deviated Fixed Route | 1,128,145 | 1,195,890 | 6% |
| Ambulatory | 15,554,176 | 15,287,285 | -2% |
| Non-Ambulatory | 3,260,373 | 2,898,946 | -11% |
| Stretcher | 83,714 | 84,826 | 1% |
| School Board Services | 519,383 | 366,864 | -29% |
| Total Trips | 48,176,142 | 53,117,080 | 10% |

| By Passenger Type | | | |
|--------------------|-------------------|-------------------|-----------|
| Elderly | 2,560,851 | Low Income | 4,296,159 |
| Disabled | 8,451,828 | Disab. & LI | 1,482,412 |
| Low Income | 8,054,860 | Adult | 1,577,875 |
| Disab. & LI | 5,076,475 | Disabled | 8,364,838 |
| Children | 409,304 | Low Income | 4,335,824 |
| Disabled | 3,153,001 | Disab. & LI | 5,353,653 |
| Total Trips | 53,117,080 | | |

| By Trip Purpose | No. of Trips | % of Total |
|----------------------------|-------------------|-------------|
| Medical | 20,384,134 | 38% |
| Employment | 4,708,483 | 9% |
| Education/Training/Daycare | 10,829,434 | 20% |
| Nutritional | 7,803,857 | 15% |
| Life-Sustaining/Other | 9,391,172 | 18% |
| Total Trips | 53,117,080 | 100% |

| By Funding Source | No. of Trips | % of Total |
|--------------------|-------------------|-------------|
| CTD | 6,288,388 | 12% |
| AHCA | 10,639,312 | 20% |
| DCF | 3,241,159 | 6% |
| DOEA | 1,513,633 | 3% |
| Local Government | 19,192,732 | 36% |
| Other | 12,241,856 | 23% |
| Total Trips | 53,117,080 | 100% |

Financial Summary

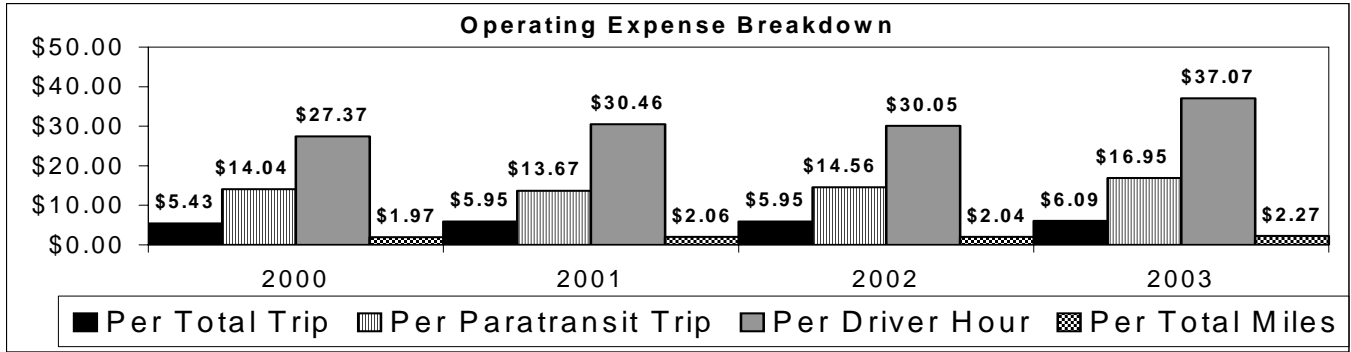
| Revenues | 2002 | 2003 | % Change |
|----------------------|----------------------|----------------------|-----------|
| CTD | 21,617,591 | 31,043,211 | 44% |
| USDOT & FDOT | 11,887,632 | 14,373,175 | 21% |
| DCF | 28,514,788 | 28,272,734 | -1% |
| AHCA (Medicaid) | 78,186,651 | 69,153,870 | -12% |
| DOH | 404,431 | 271,848 | -33% |
| DOE (state) | 1,366,648 | 538,172 | -61% |
| DOEA | 8,526,128 | 7,859,417 | -8% |
| DCA | 562,265 | 1,073,665 | 91% |
| WAGES/DLES | 1,005,659 | 353,980 | -65% |
| DJJ | 404,558 | 446,978 | 10% |
| Other Federal Prog. | 10,014,058 | 11,941,392 | 19% |
| Local Government | 101,961,462 | 109,837,772 | 8% |
| Local Non-Gov't | 28,429,183 | 14,633,983 | -49% |
| Farebox | | 12,859,170 | |
| Total Revenue | \$292,881,054 | \$302,659,367 | 3% |

| Expenses | 2002 | 2003 | % Change |
|------------------------|----------------------|----------------------|------------|
| Labor | 120,502,768 | 128,029,033 | 6% |
| Fringe Benefits | 20,849,379 | 21,253,963 | 2% |
| Services | 15,632,036 | 25,748,143 | 65% |
| Materials and Supplies | 21,184,145 | 23,686,355 | 12% |
| Utilities | 3,671,693 | 3,947,575 | 8% |
| Casualty and Liability | 14,448,619 | 16,568,776 | 15% |
| Taxes | 980,941 | 1,234,481 | 26% |
| Purchased Transp. | 54,085,742 | 66,856,910 | 24% |
| Leases and Rentals | 7,990,122 | 10,600,967 | 33% |
| Annual Depreciation | 10,466,803 | 10,043,532 | -4% |
| Contributed Services | 2,486,259 | 2,666,174 | 7% |
| Other Expenses | 14,298,314 | 13,042,930 | -9% |
| Total Expenses | \$286,596,821 | \$323,678,839 | 13% |

NA = Not Applicable
UPHC = Unduplicated Passenger Head Count

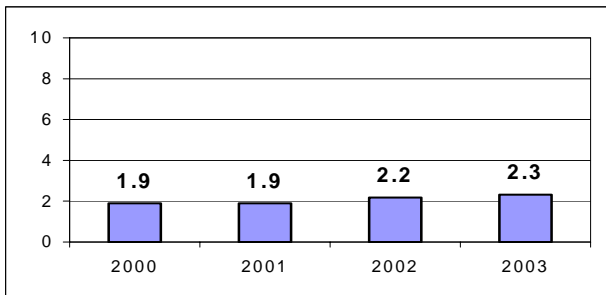
* = Trips the CTC was unable to provide when the passenger called for service.

Statewide Summary of the TD Program 2000-2003 Performance History



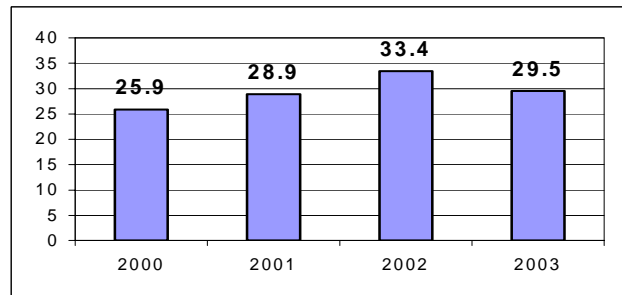
Average Trips Per Driver Hour

The paratransit trips divided by the total total driver hours.



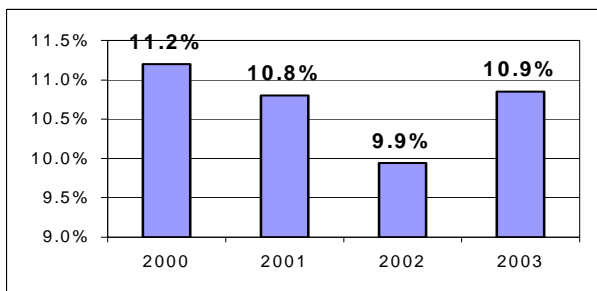
Average Trips Taken Per Paratransit Passenger

The paratransit trips divided by the total passengers served.



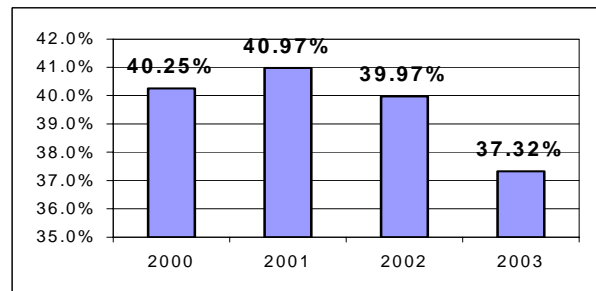
Potential TD Population Transported (%)

The total passengers served divided by the Potential TD Population.



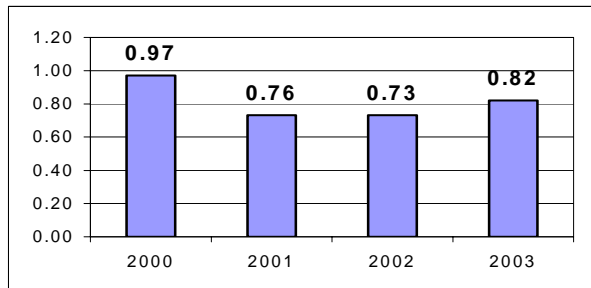
Local Funding Of System (%)

The total local revenue received divided by the total revenue.



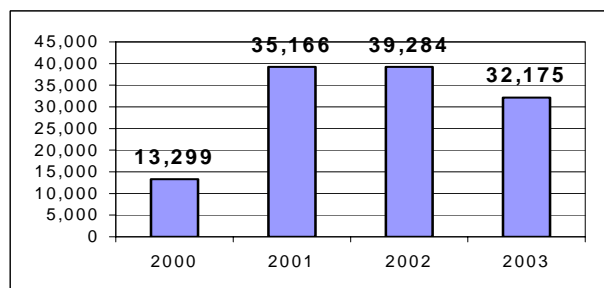
Number Of Accidents Every 100,000 Miles

The number of accidents divided by each 100K vehicle miles traveled.



Number Of Miles Traveled Between Roadcalls

The vehicle miles traveled divided by the number of system roadcalls.



Operating Data

“Never doubt that a small group
of thoughtful citizens can change
the world. Indeed, it is the only
thing that ever has.”

— Margaret Mead

