

Florida Commission for the



**Transportation  
Disadvantaged**

# 2021 Annual Performance Report

January 1, 2022





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## **OUR MISSION**

To ensure the coordination of transportation service that enhances access to employment, health care, education, and other life-sustaining activities for older adults, persons with disabilities, people with low incomes and at-risk children who are dependent on others for transportation.

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## EXECUTIVE SUMMARY

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Transportation plays a critical role in supporting an individual's ability to be independent and contribute to the community. For many Floridians who are transportation disadvantaged due to age, disability, or income, transportation is a significant barrier to access critical activities in their community, including employment, health care, education, and other quality of life activities.

The Florida Commission for the Transportation Disadvantaged (CTD) ensures the availability of transportation services for these individuals across the state. This is accomplished through “coordinated transportation,” where CTD works with state and local partners to deliver transportation services to the Transportation Disadvantaged (TD) population. These services are collectively provided through the Coordinated Transportation System.

Each year, CTD presents a report to the Governor and Legislature on the Coordinated System's performance in serving the TD population during the previous state fiscal year. The 2021 Annual Performance Report provides an overview of the system and performance of TD services between July 1, 2020, and June 30, 2021. The content and datasets within this report provide two distinct, but coinciding perspectives:

- 1) A **macro-level, systemwide** overview of the services provided by the Coordinated System, captured in each county's Annual Operating Report (AOR); and
- 2) A **micro-level, programmatic** overview of services funded by CTD, which support trips “not sponsored” by any other agency within the Coordinated System.

The second perspective, captured by invoice data on trips purchased through the CTD Trip & Equipment (T&E) Grant program, is a new feature of the Annual Performance Report. This dataset was added as part of the Commission's new funding methodology, which more accurately measures the performance of transportation services purchased under the Transportation Disadvantaged Trust Fund.

As Florida continues to grow and become more mobile, CTD and its partners are committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. This report highlights major accomplishments toward achieving this goal in Fiscal Year (FY) 2020-2021, including CTD's response to the service impacts from COVID-19.

The 2021 Annual Performance Report concludes with a discussion of plans for improving the quality of data reported in future reports.

## **INTRODUCTION**

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The Florida Legislature created the Commission for the Transportation Disadvantaged (CTD) in 1989 to support the coordination of transportation services for Floridians who are transportation disadvantaged. The authority of CTD is derived from Chapter 427, Florida Statutes (F.S.), and Rule 41-2, Florida Administrative Code (F.A.C.).

Florida's "Transportation Disadvantaged" (TD) population is defined in s. 427.011(1), F.S., 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 high-risk as defined in s. 411.202, F.S.

CTD accomplishes its mission through "coordinated transportation," where it arranges the provision of transportation services through qualified Community Transportation Coordinators or transportation operators in every county of the state. The goal of this coordination is to ensure these services are delivered in a cost-effective and efficient manner and reduce fragmentation or duplication of services (s. 427.011(11), F.S.).

CTD works with state and local partner agencies to purchase (i.e., "sponsor") transportation services for their TD eligible constituents through the "Coordinated System." CTD also

administers the Transportation Disadvantaged Trust Fund, where the majority of its funds are used by CTD to purchase trips for TD eligible individuals to access activities "not sponsored" by another purchasing agency.

CTD is an independent state agency located within the Florida Department of Transportation (FDOT) that reports directly to the Governor. CTD functions independently from the supervision and direction of FDOT, with its own rule making and budget authority. CTD employs staff in Tallahassee to administer and monitor the statutory requirements for the program.

## **COMMISSION MEMBERSHIP**

The Commission consists of seven (7) voting board members that are all appointed by the Governor, including five (5) business community members and two (2) members who have a disability and have been served by the Coordinated System. One of these members must be over 65 years of age. In addition, the Secretaries or Executive Directors of the Department of Transportation, Department of Children and Families, Department of Elder Affairs, Agency for Health Care Administration, the Department of Economic Opportunity, Department of Veterans' Affairs, Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level of each, serve as ex officio non-voting advisors to the Commission.



On June 3, 2021, Marion Hart retired as Commission Chairperson. Prior to his appointment in 2012, Chairman Hart served over 35 years with the Florida Department of Transportation, which included the early development of the TD Program. He was instrumental in initiating statewide coordination planning, identifying unmet needs around the state, and serving as the program’s staff director in the 1980s. In October 2021, the Commission awarded Marion Hart with the William G. & Budd Bell Lifetime Achievement Award for his leadership and commitment to improving the lives of Floridians who are transportation disadvantaged.



Dr. Phillip Stevens, Vice-Chairman and Chairman Marion Hart, Florida Commission for the Transportation Disadvantaged (left to right)

<b>Commission Membership</b>	
<b>Commissioners Voting Members</b>	<b>Representing</b>
Marion Hart Jr., <b>Chair</b>	The Business Community
Dr. Phillip Stevens, <b>Vice-Chair</b>	The Business Community
Christinne Gray	User with a Disability
Renee Knight	The Business Community
Dr. Robin Tellez	The Business Community
Mike Willingham	The Business Community
<b>Vacant</b>	User with a Disability
<b>Ex Officio Members</b>	<b>Representing</b>
Kevin J. Thibault, Secretary Elizabeth Stutts, Designee	Department of Transportation
Dane Eagle, Director Vacant, Designee	Department of Economic Opportunity
Shevaun Harris, Secretary Diane Harris, Designee	Department of Children and Families
Simone Marsteller, Secretary Erica Floyd-Thomas, Designee	Agency for Health Care Administration
Barbara Palmer, Director Kent Carroll, Designee	Agency for Persons with Disabilities
Richard Prudom, Secretary Krysta Carter, Designee	Department of Elder Affairs
“Hammer” Hartsell, Executive Director Dennis Latta, Designee	Department of Veterans' Affairs
<b>** VACANT **</b>	County Manager or Administrator

## OVERVIEW OF THE COORDINATED SYSTEM

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The Coordinated System is guided by a philosophy of centralized (statewide) policy development and decentralized (local) implementation. The chart on page 21 provides a visual representation of the various roles and responsibilities in the Coordinated System described below.

The **Commission for the Transportation Disadvantaged** is the state-level board that develops policies and procedures for the coordination of services to the TD population. CTD contracts with Community Transportation Coordinators, typically for up to 5 years, to ensure the provision of TD services occur at the local level. While CTD establishes guidelines for TD eligibility within the parameters laid out in Florida Statutes, specific eligibility policies are determined at the local level within such guidelines.

The **Community Transportation Coordinator (CTC)** is responsible for providing and/or contracting for transportation services within a county or multi-county service area. These services may include paratransit trips (which are usually pre-scheduled), door-to-door services provided on a multi-passenger vehicle, on-demand trips (where the CTC may subcontract with a Taxicab or Transportation Network Company to deliver one-on-one trips), and/or bus pass programs, if individuals have and are able to access the fixed route system in their local area.

A CTC can be a public transportation organization (such as a transit authority), a private for-profit transportation company, a not-for-profit human services agency, or a local government entity (see page 27 for the list of all CTCs). Through a competitive procurement process, the CTC may also contract (i.e., broker) with local **Transportation Operators** to provide TD services in its designated service area.



As mentioned in the “Introduction,” CTD works with **Purchasing Agencies** to “sponsor” transportation for their TD clients through the Coordinated System. Some examples of purchasing agencies include programs at the Agency for Health Care Administration, Agency for Persons with Disabilities, and Department of Elder Affairs. Local government is the largest purchaser of TD services through

the Coordinated System (see pie chart on page 16 for a systemwide breakdown of total revenues received from purchasing agencies).

A CTC may provide “sponsored” transportation for TD eligible individuals on behalf of a purchasing agency, such as trips to medical appointments covered under Florida’s Medicaid Managed Medical Assistance (MMA) program. CTCs that operate fixed bus route services may also serve certain groups within the TD population, such as individuals with disabilities who qualify for complementary paratransit services required by the U.S. Americans with Disabilities Act (ADA). All these services, which fall under the “Coordinated System,” are captured within each county’s Annual Operating Report (AOR), which is compiled by the CTC and submitted to CTD for publication of this report (discussed further in the “2020-21 Performance Report” beginning on page 13).

CTD also contracts with **Designated Official Planning Agencies (Planners)** to conduct and coordinate planning activities for the local TD program. This includes development of the local Transportation Disadvantaged Service Plan and review of the AOR submitted by the CTC. The Planner is also responsible for staffing and appointing members of the Local Coordinating Board. The Planner oversees the procurement of the CTC for its designated service area, which it then recommends its designation for CTD approval.

The **Local Coordinating Board (LCB)** serves as a local advisory body to CTD and assists the CTC in identifying the local service needs and providing information, advice and direction on the coordination of TD services. LCBs are chaired by a local elected official and its membership represents local and state stakeholders, including state agencies, riders of the Coordinated System, the public education system, military veterans, the workforce development system, the medical community, and the transportation industry. LCBs meet at least quarterly and assist CTCs and Planners in a variety of activities, including establishing eligibility guidelines and setting trip priorities funded by the TD program, developing the Transportation Disadvantaged Service Plan, and evaluating the performance of the CTC on an annual basis.

In summary, the Coordinated Transportation System is a manifestation of the hard work and support of elected and appointed officials, transportation professionals, and local partners who dedicate themselves to serve those who are unable to serve themselves.

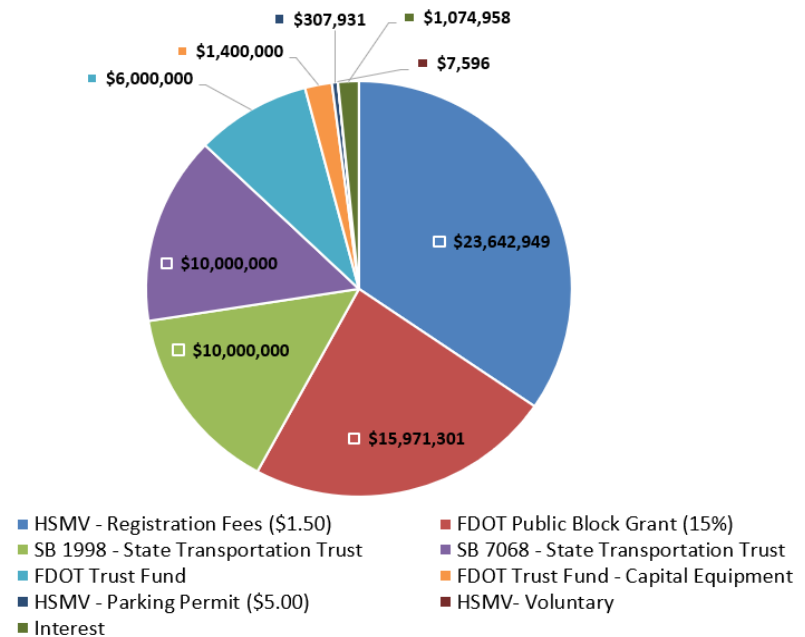


## CTD GRANT PROGRAMS

CTD administers several grant programs that are funded through the Transportation Disadvantaged Trust Fund (TDTF). TDTF funds are mostly used to purchase trips for TD eligible individuals to access activities “not sponsored” by other purchasing agencies. In order for an eligible individual to qualify for TDTF non-sponsored services, he or she must, at minimum, demonstrate no availability of any other funding or reimbursement (including self-pay), and no means of any other transportation (including public transit). Using the example discussed in the previous section, an eligible individual may receive “sponsored” trips to medical appointments under the MMA program; however, there may not be a similar funding source for that same individual to access grocery shopping and other life-sustaining activities, where such trips could be reimbursed using TDTF monies.

In FY 2020-21, the Legislature appropriated approximately \$72.8 million to the TDTF. The following pie chart provides a breakdown of the revenues that are deposited within the TDTF. The largest portion of TDTF revenues come from the vehicle registration fees that are paid by residents when they renew their license tag with the State of Florida.

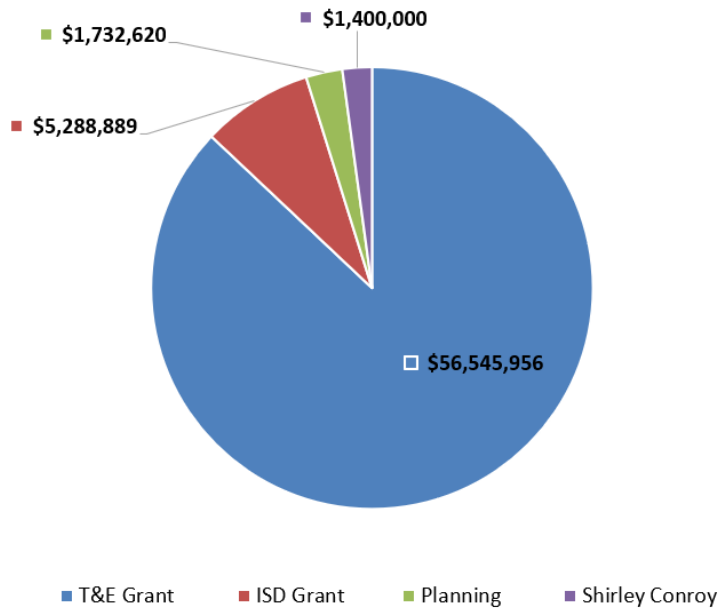
**FY2020-21 TDTF Revenues**  
**\$68,404,735**



After the Legislature appropriates and Governor approves funding to the TDTF for the fiscal year, CTD awards and disburses the funding through its grant programs. The pie chart on the following page provides a summary of the total funding that was awarded by CTD to each of its grant programs in FY 2020-21. With the exception of the Planning Grant program, CTD requires a ten percent (10%) local match from the grant recipient. This match may include revenues from farebox, proceeds from a local tax, etc.

The CTD grant programs are administered under Rule 41-2.014, F.A.C.

**FY 2020-21 TDTF Grant Funding Totals**  
**\$64,967,465**



**TRIP & EQUIPMENT GRANT PROGRAM**

Majority of TD non-sponsored transportation services are funded through the Trip & Equipment (T&E) Grant program. Each year, CTD allocates funding to each CTC to support the delivery of TD services for its designated service area (county or counties). The CTC is reimbursed with the allocated funds

after TD services are rendered for the month and certain documentation is submitted to CTD through invoices. CTCs may also use up to 25% of its grant funding to purchase capital equipment in support of TD non-sponsored services.

In FY 2020-21, CTD awarded \$56.5 million to fifty-six (56) CTCs for the provision of nearly 1.1 million TD non-sponsored services. A detailed analysis of T&E Grant services is provided in the “2020-21 Performance Report.”

**INNOVATION & SERVICE DEVELOPMENT GRANT PROGRAM**

During the 2019 Legislative Session, the Florida Legislature appropriated \$10 million to the TDTF through the creation of the Multi-Use Corridors of Regional Economic Significance (M-CORES) Program. CTD administered the funding through the Innovation & Service Development (ISD) Grant program in Rule 41-2.014(2)(c), F.A.C.

The M-CORES legislation (s. 338.2278(8)(e), F.S.) directed CTD to award the funding through competitive grants to CTCs and Transportation Network Companies (TNCs) for projects that supported cost-effective, door-to-door, on-demand and scheduled transportation services that fulfilled at least one of the following objectives:

1. Increase a TD person’s access to and departure from job training, employment, health care, and other life-sustaining services;

2. Enhance regional connectivity and cross-county mobility; or
3. Reduce the difficulty in connecting TD persons to a transportation hub and from the hub to their final destination.

In FY 2020-21, CTD awarded approximately \$5.2 million for eighteen (18) ISD Grant projects. Two of the grant recipients were TNCs (UZURV and i-Enable). Majority of projects provided an “enhanced service” to the existing TD program, such as extending hours of operation to provide weekend TD services in Hillsborough County. Other highlights of the projects included:

- ❖ At least five (5) projects provided additional services for TD residents to access critical medical facilities in Flagler, Martin, St. Lucie, DeSoto/Hardee/Highlands/Okeechobee, and Orange/Osceola/Seminole Counties.
- ❖ At least four (4) projects enhanced access to employment or educational training activities, including for students who live in rural parts of Alachua County to access Santa Fe College, individuals with intellectual or developmental disabilities (IDD) to access employment training activities in Escambia and Santa Rosa Counties, students in Lafayette County to access Big Bend Technical College in Taylor County, and workers to access late shift jobs in Pinellas County.
- ❖ More than three (3) projects provided transportation across county lines, including for TD residents to

access activities within the five-county region of Tampa Bay, veterans in Citrus County to access the VA hospitals in Tampa and Gainesville, and individuals with IDD in St. Lucie County to access activities in Indian River, Martin and Okeechobee Counties.

The table on the following page provides a summary of all ISD Grant projects in FY 2020-21.



During the 2021 Legislative Session, the Florida Legislature repealed the M-CORES program, which included the funding for the ISD Grant program. Though the funding was repealed, the Commission gained insights into ways to promote innovative practices for future TD projects. This is discussed further in the accomplishments section of this report (beginning on page 10).

### Innovation and Service Development Grant Project Summary FY 2020-21

Service Area	Grant Recipient	Funding	Project Description
Alachua	MV Contract Transportation	\$49,099.00	Provided transportation to and from Santa Fe College. This project provided an opportunity for students who live in rural areas, with little to no access to transportation, access to higher education and job training. Santa Fe College provided the 10% local match.
Bradford	Suwannee River Economic Council	\$42,293.00	Provided on-demand service (within 60 minutes) for job training, employment, education, nutrition, health care and other life sustaining services.
Citrus	Citrus County, FL	\$51,457.00	Provided Veterans intercounty door-to-door transportation to VA Hospitals/Clinics in Tampa, The Villages, Gainesville, and others. Trips were provided weekly on scheduled days.
DeSoto, Hardee, Highlands and Okeechobee	MV Contract Transportation	\$238,500.00	Provided on-demand transportation to TD eligible clients in need of immediate, but not emergency, medical transportation including direct ride home from dialysis and hospital discharge. Service will be available 24/7.
Duval (Baker, Clay, Nassau, Putnam, St. Johns)	Jacksonville Transit Authority (JTA)	\$47,262.00	Provided on-demand transportation to homeless veterans enrolled or attempting to enroll in Veterans Affairs and/or Support Services for Veteran Families homeless programs who cannot get transportation. JTA partnered with Patriot Services Group (PSG) to leverage their existing partnership to book trips with TNCs (Lyft and Uber).
Escambia, Santa Rosa	i-Enable Solutions	\$313,688.00	Provided door-to-door, ride share services to individuals with Intellectual/Developmental Disabilities (IDD) to employment, vocational training, and other community activities. Scheduled and on-demand services included extended days and hours of operation with cross-county mobility for Escambia and Santa Rosa counties.
Flagler	Flagler Co BOCC	\$366,568.00	Provided dialysis transportation Monday-Friday with expanded hours of service to accommodate transportation needs for treatment.
Hernando	Mid Florida Community Services	\$239,987.00	Expanded service location, hours, and days to all areas of the county without limiting rural areas to one or two days per week. Transportation to 3 connector stops for the fixed route service was also eligible allowing travel into Pasco County. Continued to implement a Veterans Reduced Fare Program with unlimited ride purpose - not just to/from local VA clinic.
Hernando, Hillsborough, Manatee, Pasco, Pinellas	UZURV Holdings, Inc.	\$817,047.00	Partnered with Tampa Bay Regional Transit Authority (TBARTA) to provide regional/cross-county trips to eligible TD persons residing in the 5 counties identified for all trip purposes. In addition, evening and weekend intercounty trips were provided outside of the normal operating hours of the CTC. UZURV provided on-demand and scheduled ambulatory and wheelchair trips 7 days a week. Services were direct, non-stop door-to-door. TBARTA provided \$150,000 to fund various activities to support this project such as marketing, reporting, customer satisfaction surveys, etc.
Hillsborough	Hillsborough County BOCC	\$222,084.00	Enhanced service by adding door-to-door weekend (and limited after hours) transportation service to TD riders for employment and other quality of life services. The demand on weekends are more for this type of service, however, urgent medical trips may also be provided.
Lafayette	Suwannee River Economic Council	\$45,153.00	Provided daily transportation to Taylor County for employment or education/job training. The primary emphasis for this project was to provide transportation to Big Bend Technical College (BBTC). BBTC provides educational opportunities in the fields of nursing, welding, electrical, etc.
Martin	Senior Resource Association	\$189,000.00	Enhanced existing transportation services to dialysis treatment. Dialysis trips were "non-shared rides" and no longer than 45 minutes. Dialysis has always been a high demand in Martin Co. and transportation service is currently very limited.
Orange/Osceola/ Seminole	Central Florida Regional Trans Authority/LYNX	\$1,228,821.00	Provided door-to-door trips to and/or from health care facilities including, but not limited to, dialysis, chemotherapy and hospitals. Trips were scheduled utilizing a mobility management approach matching the most appropriate provider in LYNX's network with the needs of the rider while maintaining cost effectiveness. Provider network included but was not limited to TNCs and taxis.
Pinellas (TD Late Shift)	Pinellas Suncoast Transit Authority	\$683,190.00	Partnered with TNCs, Taxis, and wheelchair providers to provide affordable, on-demand, door-to-door trips within 20 minutes of request to or from work (late night shifts). Grant also funded urgent TD trips for medical or other urgent purposes where a trip could not be prescheduled. In addition, the project provided on-demand rides to work to "essential workers" at "essential businesses" if they could no longer get to or from work due to reduced bus service during the pandemic.
Pinellas (TD Direct Connect)	Pinellas Suncoast Transit Authority	\$214,740.00	Provided first mile/last mile transportation to or from a transportation hub. Transportation was provided by a TNC, taxi or wheelchair provider. Almost all residents had access to a Direct Connect location within 3 miles.
St Lucie (Dialysis)	St Lucie Co BOCC	\$135,000.00	Provided a dedicated dialysis transportation service reducing travel time by eliminating all other stops with a reduced pickup window of 30 minutes. Once treatment was complete, client could contact dispatch for pickup. Clients received fare-free door-to-door transportation to and from 6 dialysis treatment centers in the county. Riders were required to schedule 24 hours in advance but could schedule up to 2 weeks in advance.
St Lucie (Direct Connect)	St Lucie Co BOCC	\$180,000.00	Provided 24-hour advance reservation "after-hour" transportation services utilizing taxis, car services and rideshare providers to destinations within St Lucie County as well as limited employment trips to adjacent counties.
St Lucie (Indian River, Martin and Okeechobee)	St Lucie Co BOCC	\$225,000.00	Provided on-demand and prescheduled transportation to persons with IDD residing in St. Lucie County as well as in Indian River, Martin, and Okeechobee Counties who required access to services and activities in St. Lucie County.
<b>Total</b>		<b>\$5,288,889.00</b>	

## **PLANNING GRANT PROGRAM**

The Planning Grant program was established to provide funding to Designated Official Planning Agencies (Planners) to assist in planning activities for the TD program at the local level. The grant supports the Planners in carrying out their responsibilities (discussed in the “Overview of the Coordinated System”), including preparing and coordinating the Local Coordinating Board (LCB) meetings.

In FY 2020-21, CTD awarded \$1.7 million to twenty-eight (28) Planners, which included supporting the activities of fifty-eight (58) LCBs.

## **“SHIRLEY CONROY” RURAL AREA CAPITAL ASSISTANCE GRANT PROGRAM**

The Florida Department of Transportation (FDOT) transfers \$1.4 million to the TDTF each year to implement a competitive grant program that provides financial assistance to CTCs for the purchase of capital equipment. The primary focus is to support the purchase of capital in rural areas.

In FY 2020-21, CTD awarded over \$1.3 million for eighteen (18) projects. Capital equipment purchases included vehicles, scheduling software, computer equipment and vehicle maintenance equipment.

## **2020-2021 ACCOMPLISHMENTS**

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As Florida continues to grow and become more mobile, CTD and its partners have committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. This section highlights the efforts made toward fulfilling this goal in FY 2020-21.

## **NEW FUNDING METHODOLOGY**

In the 1990s, CTD established a methodology to allocate funding for the purchase of TD services under the Trip & Equipment Grant program. In 2020, the Commission conducted a study to explore changes to this methodology. To assist in the rule development process, the Florida Legislature appropriated \$4.5 million to ensure TD services experienced minimal disruptions while CTD developed the new methodology.

The study proposed simplifying the statistical formula used to allocate funding each year to all the counties. The proposed formula included more precise variables for allocating funding based on a county’s inherent demand and performance of TD services delivered under the T&E Grant program. The study also proposed adding a base variable to the formula, which would ensure a certain level of financial stability year-over-year. The full study report can be accessed at: <https://ctdallocationstudy.com/>.



The Commission adopted changes in Rule 41-2.014, F.A.C., to implement the new formula, effective July 1, 2021. For the first year of implementation (FY 2021-22), the Commission weighted the base variable at a higher percentage (80%) to assist CTCs in transitioning into the new funding methodology. Beginning July 1, 2022, the new formula will include the following weighted variables:

1. **TD Population** – Five percent (5%) of a county’s allocation will be based on the number of individuals within the county’s TD population (persons with disabilities, individuals living below poverty, and adults 65 years or older), as reported by the most recent U.S. Census Bureau’s American Community Survey;
2. **Centerline Miles** – Five percent (5%) of a county’s allocation will be based on the county’s total miles of public roads, as reported by the Federal Highway Administration;
3. **T&E Grant Funded Services** – Thirty percent (30%) of a county’s allocation will be based on the county’s TD services that were provided under the T&E Grant program during a previous year, as reported on the CTC’s monthly invoice; and
4. **Base Funding** – Sixty percent (60%) of a county’s allocation will be based on a percentage of its previous year’s allocation.

## “COVID-19” RESCUE PLAN

In March 2020, Governor Ron DeSantis declared a state of emergency and began issuing stay-at-home orders in response to the COVID-19 Coronavirus. As with most sectors of the U.S. economy, the global pandemic negatively impacted the public transportation industry. The Coordinated System began immediately altering its protocols to ensure the cleanliness and safety of both passengers and employees.



In response to the reduction in demand for TD services, CTD implemented a rescue plan within the T&E Grant program to mitigate some of the corresponding financial losses incurred by the system. The “rescue” funding was based on a percentage of loss in TD revenue reported on a CTC’s monthly invoice. Despite the impacts of COVID-19, the Coordinated System continued providing essential TD services throughout the duration of the pandemic, which was largely due to the Commission’s swift response in implementing the Rescue Plan.

The “2020-21 Performance Report” includes an analysis of rescue funds provided to CTCs in FY 2020-21. As of June 30,

2021, CTD reimbursed over \$13.9 million in rescue funds (match-free) as part of the reimbursement of TD services invoiced by CTCs.

In April 2021, the Commission began phasing down the Rescue Plan in response to the rollout of the COVID-19 vaccine and gradual increase of TD services. On June 3, 2021, the Commission voted to completely phase out the Rescue Plan by December 31, 2021.



## **TECHNICAL ASSISTANCE TO IMPROVE INNOVATIVE SERVICE PRACTICES**

In FY 2020-21, the Commission contracted with the Center for Urban Transportation Research (CUTR) at the University of South Florida to provide technical assistance and training for systems participating in the Innovation & Service

Development (ISD) Grant program. The purpose of the technical assistance was to improve the quality of applications submitted by CTCs and Transportation Network Companies (TNCs). CUTR assisted CTD in facilitating a training workshop on key elements for developing proposals that meet the objectives of the grant program. CUTR also assisted CTD in streamlining the evaluation process, including providing feedback to applicants that submitted early proposals to revise and resubmit their applications.

Though the funding for the ISD Grant program was repealed during the 2021 Legislative Session, CUTR explored best practices from similar grant programs across the nation that could encourage future innovative services within Florida's TD Program. Some key insights from this research included:

- ❖ CTD could establish a clearinghouse (such as part of its website) to store and share information on innovative practices that could assist grantees and other stakeholders in identifying potential innovations within their existing service models.
- ❖ Facilitating on-going dialogue with stakeholders (beyond the grant application period) can encourage greater participation and help generate project ideas among applicants. For example, CTD hosted a panel with some ISD grant recipients during its 2021 Best Practices and Training Workshop, where they discussed lessons learned that other participants could consider in developing their own proposals.

## **PUBLIC WORKSHOPS ON CTD FUNDING AND ADA PARATRANSIT SERVICES**

The U.S. Americans with Disabilities Act (ADA) requires transit entities that operate fixed route bus services to provide “complementary paratransit” services to persons with disabilities. This service is considered a “civil right” of access for individuals who live within a fixed route corridor and cannot access the route itself due to their disability. ADA complementary paratransit services are *not* eligible for funding under the Transportation Disadvantaged Trust Fund (TDTF), as these services are afforded under the federal government (regardless of the availability of TD funding) and guarantee access to public transportation for eligible riders.

Some stakeholders requested the Commission reconsider this policy, allowing for TDTF dollars to purchase trips for ADA riders within the fixed route corridor. In response to these requests, the Commission conducted two public workshops and a thorough review of the policies governing the TDTF. Between February and May 2021, stakeholders were invited to provide input on these policies during both workshops as well as by email. Thomas Howell Ferguson (THF) assisted CTD in facilitating this process, including providing a final report with a summary of all public input received: [https://ctd.fdot.gov/docs/MeetingPackages/2021Meetings/20211013\\_CTDIssued%20Report-ADAComplementaryParatransitServices-Final.pdf](https://ctd.fdot.gov/docs/MeetingPackages/2021Meetings/20211013_CTDIssued%20Report-ADAComplementaryParatransitServices-Final.pdf).

On June 3, 2021, the Commission voted to maintain its policy to ensure TDTF dollars are used in a way that maximizes cost-effectiveness and rider access to both ADA and non-ADA transportation. The final report by THF clarifies the expectations of the policy, including circumstances where TD funds may be used to purchase trips within the fixed route corridor. The Commission will continue to assist CTCs in implementing this policy, including training and technical assistance, quality assurance, and collection and analysis of program data.

## **2020-21 PERFORMANCE REPORT**

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Section 427.013(13), F.S., requires CTD to submit its Annual Performance Report (APR) to the Governor, President of the Florida Senate, and Speaker of the Florida House by January 1<sup>st</sup> of each year. The APR includes a compilation of performance data on services provided by the Coordinated System from the previous state fiscal year (July 1<sup>st</sup> through June 30<sup>th</sup>), which are collected and reported by the CTCs within their county’s Annual Operating Report (AOR).

In 2020, the Commission added a new section of data to the Annual Performance Report on the services funded under the T&E Grant program. This was included in part due to the findings from the Commission’s funding allocation study, which cited concerns about the validity of the data reported in the AOR. The new dataset provides a more detailed view of the trips, miles and bus passes directly purchased by CTD, as

reported on the CTCs' monthly invoice for reimbursement under the T&E Grant.

The following sections provide an overview of each dataset, including an analysis of performance that was reported at both a systematic level (AOR data) and programmatic level (T&E Grant invoice data) in FY 2020-21.



## AOR VS T&E GRANT DATASETS

Each September, CTCs are required to compile and submit operating data on their respective service areas within the AOR to CTD (s. 427.0155(2), F.S., and Rule 41-2.007(6), F.A.C.). The AOR provides a **macro-level, systemwide** overview of all coordinated transportation services provided to the TD population, including trips funded by CTD and other purchasing agencies.

Unlike the T&E Grant invoices, which provide detailed data on individual trips reimbursed by CTD, the AOR data only reflect aggregate totals of all trips (sponsored and non-sponsored) provided in the fiscal year, including:

- Total unduplicated passenger head count (UDPHC) served by the Coordinated System;
- Total number of Coordinated System trips and miles provided by service type (e.g., fixed route, paratransit, Transportation Network Company or Taxicab, etc.), revenue source, passenger type (i.e., person with a disability, older adult, etc.), and trip purpose;
- Total number of unmet trip requests, no-shows, complaints, and commendations;
- A summary of revenues from each of the purchasing agencies and expenses categorized by the source (labor, benefits, services, supplies, taxes, etc.); and
- Qualitative data on the CTC, such as network type (not-for-profit, for-profit, governmental), operating environment (rural or urban), whether the CTC provides out-of-county trips, and listings of any transportation operators.

Additionally, a county's AOR may include data on services provided by "coordination contractors," which are agencies that have a written contract with the CTC to perform some, if not all, of its own transportation services to a segment within the TD population (e.g., a day program serving individuals with IDD). The contractor provides data on its services (trips and miles) to the CTC, which is compiled within the AOR.

As the AOR represents a compilation of data derived from the submission of each individual CTC, there are inconsistencies in the way this data is gathered and reported from some 60 different sources. This inconsistency is increased when the CTC includes information from coordination contractors, where the CTC does not have oversight or ability to verify the data submitted by these organizations. Though the AOR may provide a “summary” of services provided in each county, CTD cannot currently authenticate the accuracy of data reported across all performance measures within the AOR.

In contrast, the T&E Grant invoice data provides a **micro-level, programmatic** overview of non-sponsored transportation services funded with TDTF dollars. CTCs are required to submit monthly invoices to CTD in order to be reimbursed by the grant for the delivery of services to eligible riders. Invoices are submitted using standardized forms and formats prescribed by CTD to ensure consistency. The summary level statistics captured in these forms include:

- The date and time a trip was provided;
- The name of the rider who received a trip.
- The type of trip provided to the eligible rider (e.g., ambulatory, wheelchair, etc.).
- The rate at which that trip was reimbursed;
- The pick-up and drop-off address of each trip; and
- The total miles of the trip.

Additionally, T&E Grant funds may be used to purchase bus passes to subsidize the fare for TD eligible riders to use the

fixed bus route system, if appropriate and available in their community. Bus passes generally are reimbursed based on the number of days to ride on the fixed route (daily, weekly, monthly). The invoice data includes the date each bus pass was issued, the name of the customer it was issued to, and the rate at which the pass was reimbursed under the grant program.

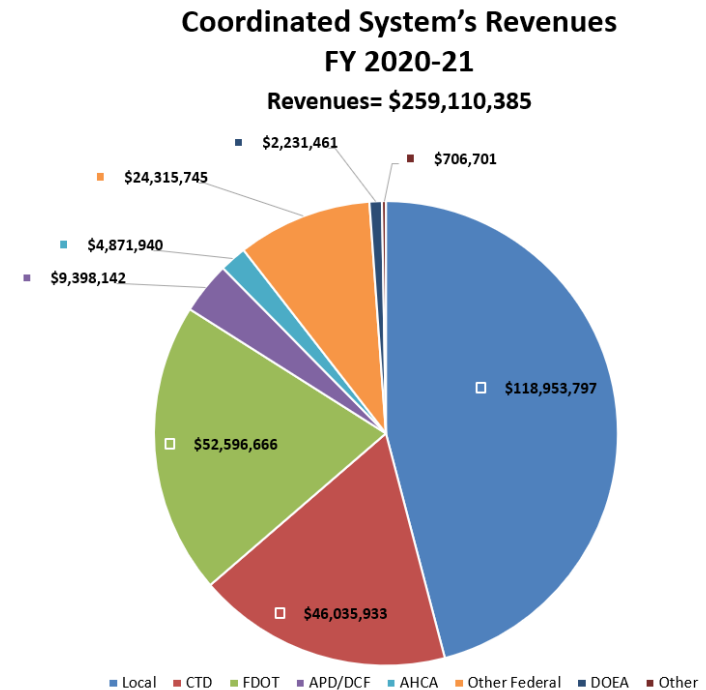
Given the more consistent and detailed information provided on the invoices, CTD can better authenticate the data and conduct a more substantive analysis of performance of the T&E Grant program compared to the systemwide data provided in the AOR. The invoice data in this report however should **NOT** be viewed for the purpose of authenticating CTD trips reported in the AOR. For example, CTCs may count actual fixed route trips purchased with a bus pass on their AOR that are not reflected in their T&E Grant invoice data. Rather, the T&E Grant invoice data should be viewed as a more credible, accurate source to examine CTD program performance.

## **AOR PERFORMANCE SUMMARY**

Understanding the limitations of the reporting methodology of the AOR, the summary statistics and data tables reflect **reported** totals of services provided by the Coordinated System in FY 2020-21. Detailed county summaries and data tables may be accessed on the Commission’s website (<https://ctd.fdot.gov/>).

- ❖ **Ridership** – In FY 2020-21, the Coordinated System reported approximately 7 million trips provided to nearly 170,888 riders (UDPHC) within the TD population. This represents a decrease in ridership of about 88,112 riders and 9.2 million less trips reported from the previous fiscal year. It can be inferred that this decrease is largely due to the impacts of COVID-19.
- ❖ **Trips by Purpose** – Approximately 2.1 million trips, 31% of all reported trips, supported life-sustaining activities, such as trips to conduct personal business, or to participate in social activities. Over 1.8 million trips, 27% of all reported trips, supported medical-related activities, such as trips to dialysis and cancer treatment. This represents a consistent trend from previous reporting years.
- ❖ **Trips by Service Type** – Approximately 3.7 million trips, 53% of all reported trips of the Coordinated System, were provided on fixed route, Complementary ADA, or deviated-fixed route systems, at an average cost of \$35.91 per trip. Many fixed route and deviated-fixed route systems use funds from the Coordinated System to subsidize the purchase of bus passes through various programs offered by transit authorities. The remaining 43% of trips were provided by paratransit services at an average cost of \$45.55 per trip. The Coordinated System also reported providing approximately 69,513 on-demand or other types of trips through Taxicab or Transportation Network Companies (TNCs), at an average cost of \$18.34 (Taxi) and \$57.30 (TNC).

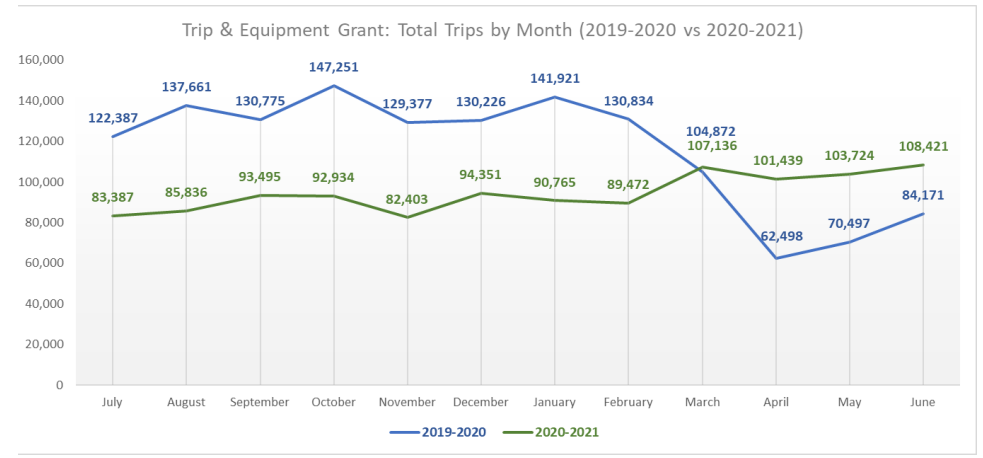
- ❖ **Revenues** – The following pie chart provides a breakdown of revenues that were reported by the Coordinated System. In FY 2020-21, the Coordinated System collectively reported \$259 million in total revenue, with local government being the largest contributor of \$103 million. This represents a decrease of approximately \$33.8 million in total revenue reported from the previous fiscal year. It should be noted that the revenue reported in the AOR may include federal CARES Act funding to the public transportation industry in response to COVID-19.



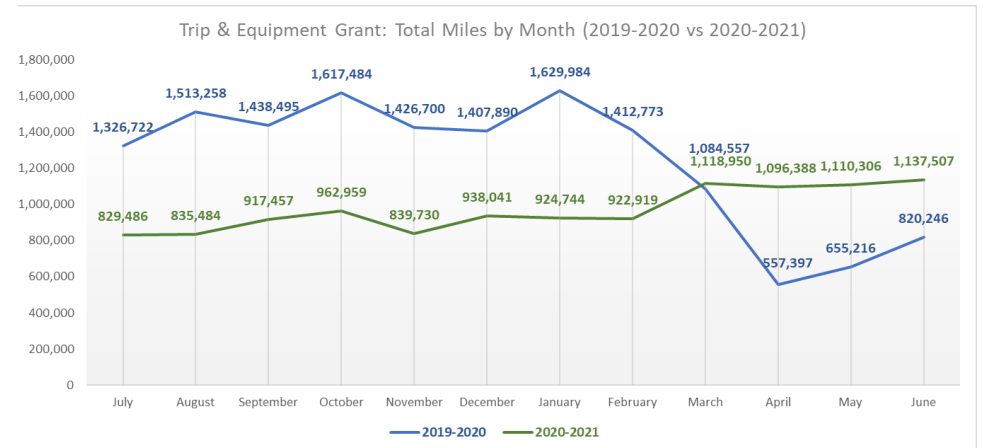
## T&E GRANT PERFORMANCE SUMMARY

Trip & Equipment Grant data allows for more detailed, micro-level views of CTCs’ performance with respect to non-sponsored transportation services provided to TD riders. CTD now has accumulated and organized two full state fiscal years of data on this program, allowing for the visualization of long-term trends and, especially in the era of COVID-19, anomalous disruptions to such trends.

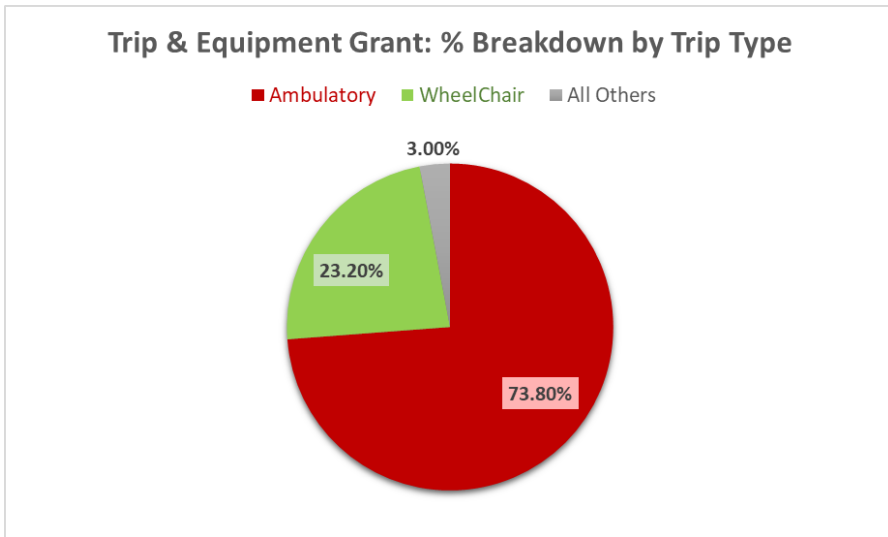
The impact of COVID-19 on Trip & Equipment Grant services is apparent across both State Fiscal Years 2019-2020 and 2020-2021. The onset of the pandemic in March 2020 saw the total number of trips invoiced statewide dip from a previously consistent level of about 130,000 trips per month to just barely over 100,000 trips, before immediately cratering to just over 60,000 trips the next month in April 2020. While April 2020 marked the low point over these two years for total trips provided, the total number of trips in each month never once fully regained to the levels seen prior to the pandemic. In fact, it was not until March of 2021 that the total number of trips once again reached the 100,000 mark, corresponding with the arrival of widely available vaccines. All in all, the only months in 2020-2021 where the total number of trips provided exceeded the same month from a year prior were the final three months of April, May, and June. This, however, was more of a matter of how much trips declined at the onset of the pandemic than it was how much trips recovered a year later. Still, the month in 2020-2021 that saw the most trips was the final month of June.



It is also worth noting that the total miles associated with these Trip & Equipment Grant trips followed essentially an identical pattern. That is, the total miles never fully recovered to the consistent levels seen prior to the onset of the pandemic but did see sustainable recovery to an extent with the arrival of the vaccines. Similar to total trips, the final month of June saw the most total miles of any month for 2020-2021.



The onset of the COVID-19 pandemic corresponded with a noticeable immediate, and somewhat persistent, decrease in the average miles per trip for Ambulatory and Wheelchair trips. Ambulatory and Wheelchair trips combined account for 97 percent of all trips in the Trip & Equipment Grant program. Prior to March 2020, the average Ambulatory Trip in the program was consistently at least 11.5 miles per trip in each month. Since then, there has only been one month, in April 2021, where this same average was reached. Similarly, Wheelchair trips consistently averaged 9 miles per trip or more in each month prior to COVID-19, but did not attain this same average after until the last couple months of 2020-2021.



TOTAL TRIPS										
MONTH	Ambulatory		Wheelchair		Stretcher		Group Per Passenger		Group Per Group	
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021
July	88,820	60,831	26,836	20,445	56	8	5,800	1,252	875	851
August	102,433	62,805	29,227	20,976	22	43	5,128	1,521	851	491
September	98,069	69,539	26,968	21,750	15	40	5,102	1,827	621	339
October	110,341	69,871	30,415	19,842	12	41	5,454	2,915	1,029	265
November	97,239	60,772	25,839	17,372	6	41	5,606	3,916	687	302
December	96,944	69,375	26,839	22,502	10	48	5,658	2,012	775	414
January	105,494	66,904	28,754	21,380	19	79	6,963	2,291	691	111
February	96,044	66,206	28,614	20,757	16	79	5,613	2,312	547	118
March	77,857	78,734	23,801	25,167	19	101	2,835	2,768	360	366
April	43,525	75,513	18,273	23,505	32	78	662	2,142	6	201
May	49,328	76,618	19,755	23,737	11	51	1,371	2,954	32	364
June	60,686	79,255	21,879	25,537	25	63	1,416	2,936	165	630
FULL YEAR	1,026,780	836,423	307,200	262,970	243	672	51,608	28,846	6,639	4,452

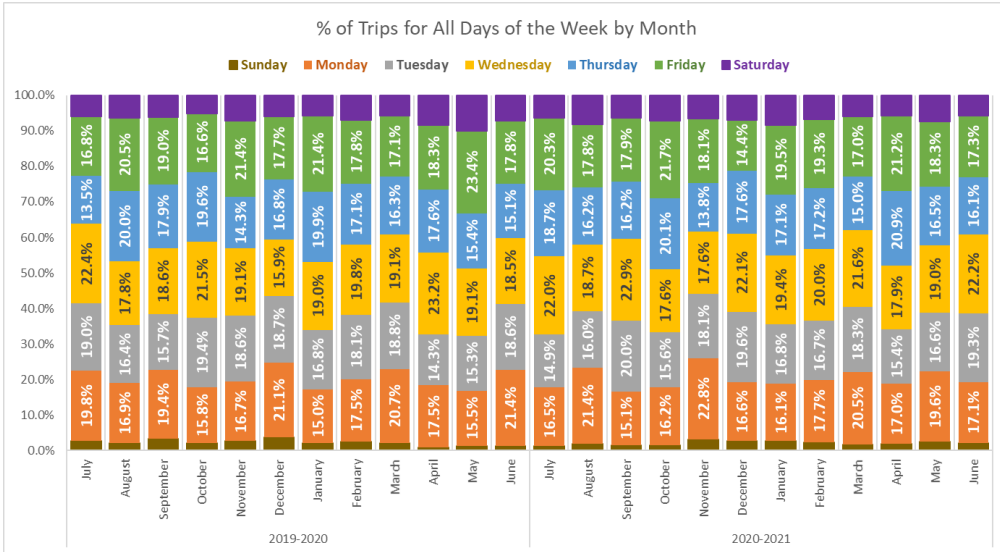
TOTAL MILES										
MONTH	Ambulatory		Wheelchair		Stretcher		Group Per Passenger		Group Per Group	
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021
July	1,026,605	639,747	255,005	171,322	864	75	41,123	9,675	3,125	8,667
August	1,203,966	649,130	270,272	172,655	624	513	36,311	11,884	2,085	1,303
September	1,144,588	722,597	255,596	178,849	365	870	36,393	14,519	1,553	623
October	1,291,452	764,632	286,898	173,927	372	740	36,821	23,170	1,941	490
November	1,132,740	656,257	239,918	154,048	214	612	52,151	27,902	1,676	911
December	1,114,984	735,317	249,378	187,039	305	831	40,858	14,096	2,365	757
January	1,310,383	730,915	266,618	177,173	978	1,101	50,170	15,193	1,835	361
February	1,106,536	732,858	255,344	173,834	585	1,244	48,722	14,816	1,586	167
March	855,584	879,249	202,796	216,653	519	1,894	24,464	19,968	1,194	1,187
April	413,552	872,067	138,189	207,169	1,165	1,259	4,481	15,510	11	383
May	490,263	867,654	154,347	217,519	302	1,494	10,272	22,917	32	722
June	629,262	878,218	178,749	231,096	435	1,216	11,335	23,984	465	2,993
FULL YEAR	11,719,915	9,128,642	2,753,108	2,261,282	6,727	11,848	393,102	213,633	17,867	18,564

AVERAGE MILES PER TRIP										
MONTH	Ambulatory		Wheelchair		Stretcher		Group Per Passenger		Group Per Group	
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021
July	11.6	10.5	9.5	8.4	15.4	9.4	7.1	7.7	3.6	10.2
August	11.8	10.3	9.2	8.2	28.3	11.9	7.1	7.8	2.4	2.7
September	11.7	10.4	9.5	8.2	24.3	21.7	7.1	7.9	2.5	1.8
October	11.7	10.9	9.4	8.8	31.0	18.1	6.8	7.9	1.9	1.8
November	11.6	10.8	9.3	8.9	35.7	14.9	9.3	7.1	2.4	3.0
December	11.5	10.6	9.3	8.3	30.5	17.3	7.2	7.0	3.1	1.8
January	12.4	10.9	9.3	8.3	51.5	13.9	7.2	6.6	2.7	3.3
February	11.5	11.1	8.9	8.4	36.6	15.7	8.7	6.4	2.9	1.4
March	11.0	11.2	8.5	8.6	27.3	18.8	8.6	7.2	3.3	3.2
April	9.5	11.5	7.6	8.8	36.4	16.1	6.8	7.2	1.8	1.9
May	9.9	11.3	7.8	9.2	27.4	29.3	7.5	7.8	1.0	2.0
June	10.4	11.1	8.2	9.0	17.4	19.3	8.0	8.2	2.8	4.8
FULL YEAR	11.4	10.9	9.0	8.6	27.7	17.6	7.6	7.4	2.7	4.2

\* Months shaded are at least one standard deviation below the average figure for all months across 2019-2020 and 2020-2021

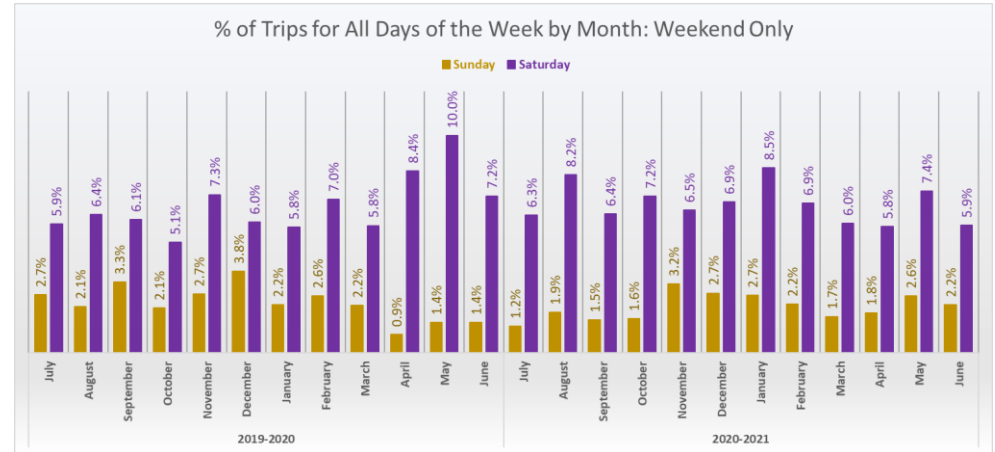


Trips in the Trip & Equipment Grant program overwhelmingly take place on weekdays, as opposed to weekends. For each of the days Monday through Friday, typically between 17 and 20 percent of all trips during the week occur, while less than 10 percent of the week’s trips occur on either Saturday or Sunday combined.



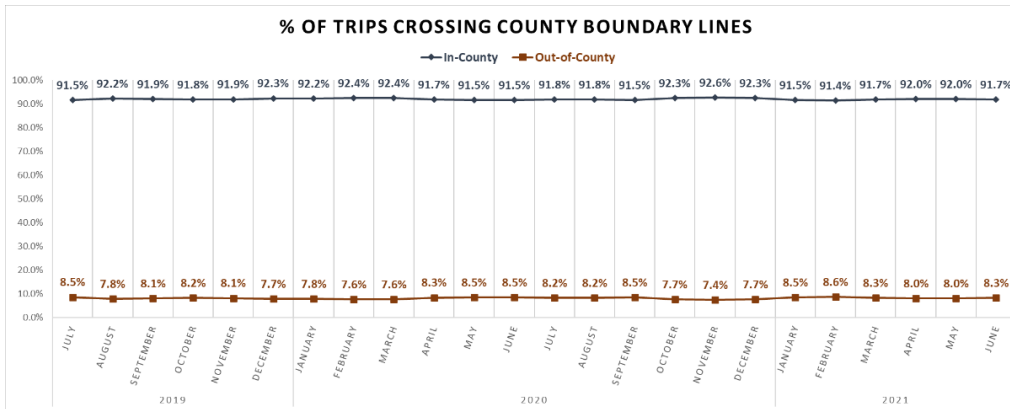
While the COVID-19 pandemic once again demonstrates an effect on the distribution of trips—in this instance looking at the distribution by days of the week—the effect here appears to have been in opposite directions for the percentage of trips taking place Saturday and taking place Sunday. Over the 24-month period through State Fiscal Years 2019-2020 and 2020-2021, April and May 2020 were months that clearly had a disproportionate share of all trips happening on a Saturday. Conversely, Sunday’s share of the week’s trips never fell as low as 2 percent in any of the months leading up to the

pandemic, but then never surpassed 2 percent for a 7-month stretch from April through October 2020.



While the COVID-19 pandemic clearly had an impact on the total number of trips and corresponding miles, as well as the distribution of trips statewide in some respects, it does not appear to have impacted the distribution of trips that take place within the same county (that is, same county in terms of pick-up and destination locations) versus trips that cross county boundaries. From July 2019 through June 2021, the share of trips statewide that had a pick-up and destination location in the same county consistently held at around 91.5 to 92.5 percent, while the share of trips where pick up and destination location were in different counties held at around 7.5 percent to 8.5 percent.

Detailed Trip & Equipment Grant invoice data sets by county may be accessed on the Commission’s website (<https://ctd.fdot.gov/>).



## **FUTURE OF THE COORDINATED SYSTEM**

For over forty years, Florida has led the nation in providing a statewide, sustainable approach to serving the mobility needs of individuals who are transportation disadvantaged! As the state continues to grow and become more interconnected, the

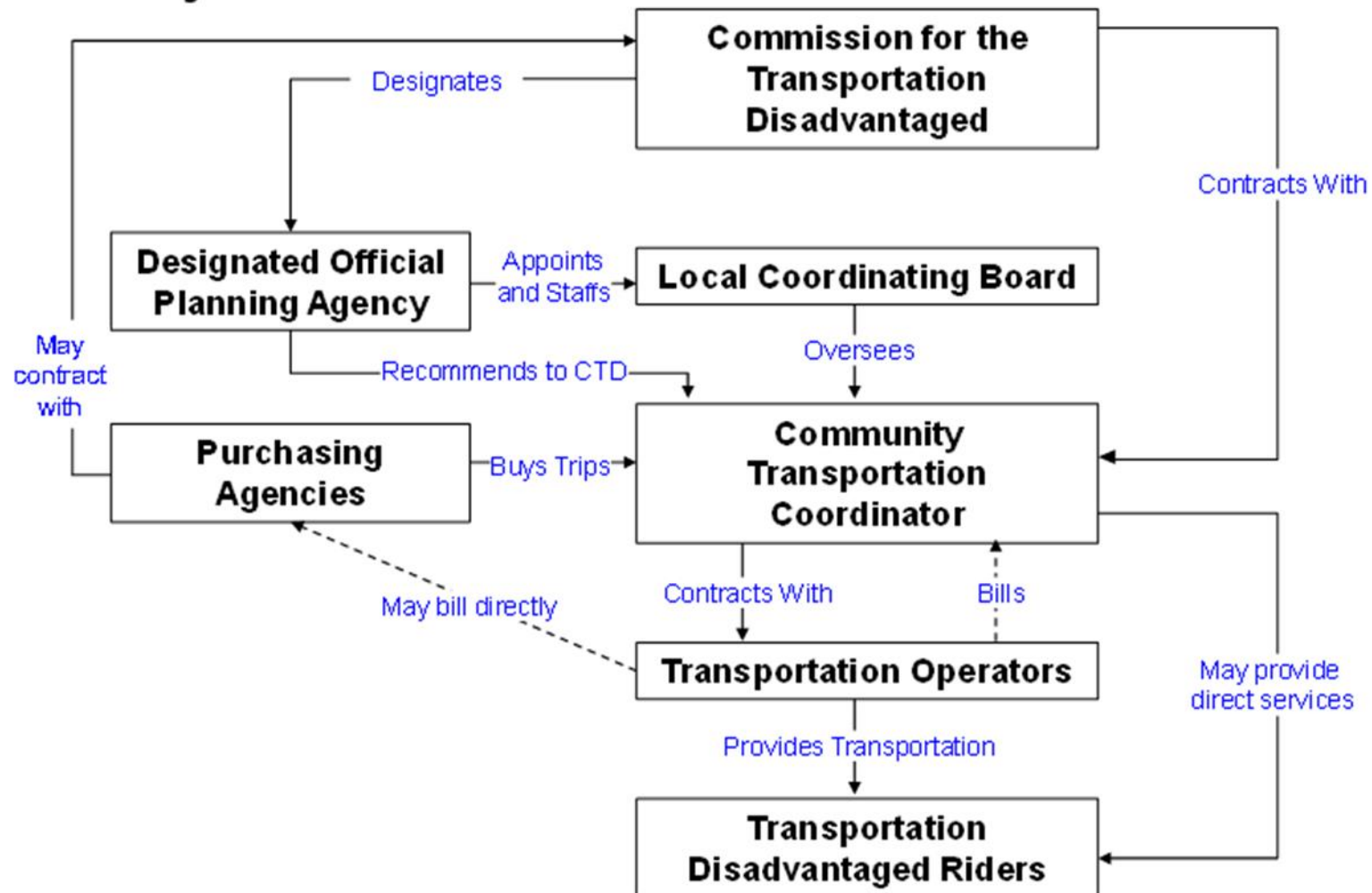
Coordinated Transportation System must adapt with these changes to ensure it continues to meet the needs of the TD population. This can be achieved through the effective use of data to inform policymakers, transportation providers and planners, and other stakeholders on areas in need of change.

In 2022, the Commission for the Transportation Disadvantaged is committed to strengthening the quality and transparency of its data. As CTD implements a new funding methodology, the new datasets can be used by CTCs and Planners to evaluate their performance and assess the unmet need (demand) for TD services within their community more effectively. CTD will also work with its partners to explore datasets that could be applied to (or enhanced in) the Annual Operating Report to provide a more accurate and consistent performance analysis of the Coordinated System.

In the wake of COVID-19, the partners of Florida’s Coordinated Transportation System demonstrated true leadership in responding swiftly to the crisis. This included the ability to adapt service models and collaborate effectively with other partners to promote a safer environment for riders. These qualities—effective adaptation and collaboration—are essential to the future success of the Coordinated Transportation System. As the state looks forward to a more prosperous year, the Commission and its partners will continue to advance the mobility and independence of Florida’s TD population to participate in a post-COVID-19 economy!



# Coordinated Transportation System Organization





**Fiscal Year 2020-2021**  
**Statewide Summary**



Contact: Florida Commission for the  
Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399-0450  
850-410-5700  
800-983-2435

Website: <https://ctd.fdot.gov>

Demographics	Number
Statewide Population	21,733,312
Unduplicated Head Count	170,888



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	10,063,915	8,109,202	1,498,093
Deviated FR	576,343	437,359	266,244
Complementary ADA	2,758,483	2,472,749	1,985,644
Paratransit	7,448,940	5,173,999	3,250,426
TNC	24,500	21,470	16,526
Taxi	188,693	150,612	52,987
School Board (School Bus)	26,265	14,982	4,943
Volunteers	16,224	10,234	866
<b>TOTAL TRIPS</b>	<b>21,103,363</b>	<b>16,390,607</b>	<b>7,075,729</b>

#### Passenger Trips By Trip Purpose

Medical	4,387,367	3,405,522	1,886,228
Employment	3,025,009	2,485,224	1,160,481
Ed/Train/DayCare	3,232,580	2,539,793	1,458,114
Nutritional	1,908,632	1,390,337	380,393
Life-Sustaining/Other	8,549,775	6,569,731	2,190,513
<b>TOTAL TRIPS</b>	<b>21,103,363</b>	<b>16,390,607</b>	<b>7,075,729</b>

#### Passenger Trips By Revenue Source

CTD	9,941,361	7,679,816	1,577,234
AHCA	331,430	301,787	134,690
APD	1,379,161	861,555	564,455
DOEA	638,836	483,883	151,381
DOE	174,085	170,528	47,832
Other	8,638,490	6,893,038	4,600,137
<b>TOTAL TRIPS</b>	<b>21,103,363</b>	<b>16,390,607</b>	<b>7,075,729</b>

#### Trips by Provider Type

CTC	13,107,576	10,059,065	2,918,861
Transportation Operator	4,498,188	3,789,792	2,785,362
Coordination Contractor	3,497,599	2,541,750	1,371,506
<b>TOTAL TRIPS</b>	<b>21,103,363</b>	<b>16,390,607</b>	<b>7,075,729</b>

Vehicle Data	2019	2020	2021
Vehicle Miles	95,241,016	75,325,995	59,227,853
Roadcalls	4,140	3,574	2,625
Accidents	497	520	381
Vehicles	4,580	4,779	4,694
Drivers	6,831	7,205	5,692

#### Financial and General Data

Expenses	\$302,854,277	\$291,219,584	\$254,109,370
Revenues	\$301,051,923	\$296,229,425	\$259,110,385
Commendations	4,114	3,218	2,934
Complaints	12,243	10,091	5,606
Passenger No-Shows	211,526	189,550	164,136
Unmet Trip Requests	245,556	117,320	9,349

#### Performance Measures

Accidents per 100,000 Miles	0.52	0.69	0.64
Miles between Roadcalls	23,005	21,076	22,563
Avg. Trips per Passenger	75.36	63.17	41.41
Cost per Trip	\$14.35	\$17.77	\$35.91
Cost per Paratransit Trip	\$26.93	\$34.02	\$45.55
Cost per Total Mile	\$3.18	\$3.87	\$4.29
Cost per Paratransit Mile	\$3.10	\$3.72	\$4.25





# **2020-21 CTC System Information**

## FY20/21 Community Transportation Coordinator System Information

County	Operating Environment	Coordinator Name	Organization Type	Network Type
Alachua	URBAN	MV Transportation, Inc.	Private For Profit	Sole Source
Baker	RURAL	Baker County Council On Aging, Inc.	Private Non Profit	Sole Source
Bay	URBAN	Bay County Board of County Commissioners	County	Complete Brokerage
Bradford	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Brevard	URBAN	Space Coast Area Transit	County	Sole Source
Broward	URBAN	Broward County	County	Partial Brokerage
Calhoun	RURAL	Calhoun County Senior Citizens	Private Non Profit	Sole Source
Charlotte	URBAN	Charlotte County BOCC Transit Division	County	Sole Source
Citrus	RURAL	Citrus County Transit	County	Partial Brokerage
Clay	RURAL	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Collier	URBAN	Collier County Board of County Commissioners	County	Complete Brokerage
Columbia	RURAL	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Desoto	RURAL	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Dixie	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Duval	URBAN	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Escambia	URBAN	Escambia County	County	Complete Brokerage
Flagler	RURAL	Flagler County Public Transportation	County	Sole Source
Franklin	RURAL	Gulf County ARC & Transportation	Private Non Profit	Sole Source
Gadsden	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Gilchrist	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Glades	RURAL	Hendry County BOCC	County	Complete Brokerage
Gulf	RURAL	Gulf County ARC & Transportation	Private Non Profit	Sole Source
Hamilton	RURAL	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Hardee	RURAL	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Hendry	RURAL	Hendry County BOCC	County	Complete Brokerage
Hernando	RURAL	Mid Florida Community Services, Inc.	Private Non Profit	Sole Source
Highlands	RURAL	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Hillsborough	URBAN	Hillsborough County Board of County Commissioners	County	Partial Brokerage
Holmes	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
Indian River	URBAN	Senior Resource Association, Inc.	Private Non Profit	Partial Brokerage
Jackson	RURAL	Jackson Co. Trans. dba JTrans	Private Non Profit	Sole Source
Jefferson	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Lafayette	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Lake	RURAL	Lake County Board of County Commissioners	County	Complete Brokerage
Lee	URBAN	Lee County Board of County Commissioners	County	Sole Source
Leon	URBAN	StarMetro - City of Tallahassee	City Government	Partial Brokerage
Levy	RURAL	Levy Board of County Commissioners	County	Sole Source

## FY20/21 Community Transportation Coordinator System Information

County	Operating Environment	Coordinator Name	Organization Type	Network Type
Liberty	RURAL	Liberty County Transit	County	Sole Source
Madison	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Manatee	URBAN	Manatee County Area Transit	County	Partial Brokerage
Marion	RURAL	Marion Senior Services, Inc.	Private Non Profit	Partial Brokerage
Martin	URBAN	Senior Resource Association, Inc.	Private Non Profit	Complete Brokerage
Miami-Dade	URBAN	Miami-Dade DTPW	County	Sole Source
Monroe	RURAL	Guidance/Care Center	Private Non Profit	Partial Brokerage
Nassau	RURAL	Nassau County Council on Aging, Inc.	Private Non Profit	Sole Source
Okaloosa	URBAN	Okaloosa County BOCC	County	Complete Brokerage
Okeechobee	RURAL	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Orange	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Osceola	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Palm Beach	URBAN	Palm Beach County	County	Partial Brokerage
Pasco	URBAN	Pasco County Public Transportation	County	Partial Brokerage
Pinellas	URBAN	Pinellas Suncoast Transit Authority	Public Transit Authority	Partial Brokerage
Polk	URBAN	Lakeland Area Mass Transit District	Other	Partial Brokerage
Putnam	RURAL	Ride Solution, Inc.	Private Non Profit	Sole Source
Saint Johns	RURAL	St. Johns County Council on Aging, Inc.	Private Non Profit	Sole Source
Saint Lucie	URBAN	St. Lucie County Board of County Commissioners	County	Complete Brokerage
Santa Rosa	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
Sarasota	URBAN	Sarasota County Board of County Commissioners	County	Complete Brokerage
Seminole	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Sumter	RURAL	Sumter County Board of County Commissioners, Sumter County Transit	County	Complete Brokerage
Suwannee	RURAL	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Taylor	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Union	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Volusia	URBAN	County of Volusia d/b/a VOTRAN	County	Partial Brokerage
Wakulla	RURAL	Wakulla Senior Citizens Council, Inc.	Private Non Profit	Sole Source
Walton	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
Washington	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
<b>Operating Environment Totals:</b>	<b>Rural - 41</b>	<b>Urban - 26</b>		
<b>Network Type Totals:</b>	<b>Complete Brokerage - 15</b>	<b>Partial Brokerage - 27</b>	<b>Sole Source - 25</b>	
<b>Organization Type Totals:</b>	<b>Private For Profit - 5</b>	<b>City Government - 1</b>	<b>County - 24</b>	
	<b>Private Non Profit - 27</b>	<b>School Board - 0</b>	<b>Other - 1</b>	
	<b>Public Transit Authority - 9</b>			

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## GLOSSARY

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The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

**Accidents:** when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

**Actual Expenditure Report (AER):** an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

**Advance Reservation Service:** shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

**Agency:** an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

**Americans with Disabilities Act (ADA):** a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

**Annual Operating Report (AOR):** an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

**Annual Performance Report (APR):** an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the Commissions Annual Report.

**Automotive Service Excellence (ASE):** a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

**Availability:** a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

**Bus:** any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

**Bus Lane:** a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

**Bus Stop:** a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

**Center for Urban Transportation Research (CUTR):** a research group located at the University of South Florida's College of Engineering.

**Certified Minority Business Enterprise (CMBE):** any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

**Chapter 427, Florida Statutes:** the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

**Commendation:** : any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

**Commercial Drivers License (CDL):** a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

**Commission:** the Florida Commission for the Transportation Disadvantaged (CTD) as authorized in Section 427.013, Florida Statutes.

**Commission for the Transportation Disadvantaged (Commission):** an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

**Community Transportation Coordinator (CTC):** (formerly referred to as coordinated community transportation provider) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost-effective manner to serve the transportation disadvantaged in a designated service area.

**Competitive Procurement:** obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

**Complaint:** any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

**Complete (or Full) Brokerage:** type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

**Coordinated Transportation System:** includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

**Coordinated Trips:** passenger trips provided by or arranged through a CTC.

**Coordinating Board:** an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

**Coordination:** the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

**Coordination Contract:** 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 services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard 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 services to and from the coordinator.

**Deadhead:** the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

**Demand Response:** a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

**Designated Service Area:** a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

**Deviated Fixed-Route Service:** Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specific public transportation service which is not a fixed-route system.

**Disabled Passenger:** anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for ones self, walking, seeing, hearing, speaking, learning).

**Dispatcher:** the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

**Driver Hour:** the period of one hour that a person works whose main responsibility is to drive vehicles.

**Economies of Scale:** cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

**Effectiveness Measure:** a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

**Efficiency Measure:** a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

**Emergency:** any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

**Emergency Fund:** transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

**Employees:** the total number of persons employed in an organization.

**Fixed Route:** (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a

consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guide-way).

**Florida Administrative Code (FAC):** a set of administrative codes regulating the State of Florida.

**Florida Coordinated Transportation System (FCTS):** a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

**Florida Department of Transportation (FDOT):** a governmental entity. The Commission for the Transportation Disadvantaged is housed under the Florida Department of Transportation for administrative purposes.

**Florida Statutes (FS):** the laws governing the State of Florida.

**Full Time Equivalent (FTE):** a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

**Fully Allocated Costs:** the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

**General Trips:** passenger trips by individuals to destinations of their choice, not associated with any agency program.

**Goal:** broad conditions that define what the organization hopes to achieve.

**Grievance Process or Procedure:** a formal grievance is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board. Provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

**In Service:** the time a vehicle begins the route to provide transportation service to the time the route is completed.

**In-Take Clerk/Reservationist:** an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

**Latent Demand:** demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

**Limited Access:** the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

**Load Factor:** the ratio of use to capacity of equipment or a facility during a specified time period.

**Local Coordinating Board (LCB):** an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

**Local Government:** an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

**Local Government Comprehensive Plan:** a plan that meets the requirements of Chapters 163.3177 and 163.3178, Florida Statutes.

**Management Information System (MIS):** the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

**Memorandum of Agreement (MOA):** the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

**Metropolitan Planning Organization (MPO):** the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

**Network type:** describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

**Non-coordinated Trip:** a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

**Non-sponsored Trip:** transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

**Objective:** specific, measurable conditions that the organization establishes to achieve its goals.

**Off Peak:** a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

**Official Planning Agency (OPA):** the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

**Operating Cost:** the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

**Operating Cost per Driver Hour:** operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

**Operating Cost per Passenger Trip:** operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of

comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

**Operating Cost per Vehicle Mile:** operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

**Operating Environment:** describes whether the community transportation coordinator provides service in an urban or rural service area.

**Operating Expenses:** sum of all expenses associated with the operation and maintenance of a transportation system.

**Operating Revenues:** all revenues and subsidies utilized by the operator in the provision of transportation services.

**Operating Statistics:** data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

**Operator Contract:** a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

**Organization Type:** describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

**Paratransit:** elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that



is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

**Partial Brokerage:** type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

**Passenger Miles:** a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

**Passenger Trip:** a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

**Passenger Trips per Driver Hour:** a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

**Passenger Trips per Vehicle Mile:** a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

**Performance Measure:** statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

**Potential TD Population:** (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

**Program Trip:** a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

**Public Transit:** means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

**Purchased Transportation:** transportation services provided for an entity by a public or private transportation provider based on a written contract.

**Request for Proposals (RFP):** a competitive procurement process.

**Request for Qualifications (RFQ):** a competitive procurement process.

**Reserve Fund:** transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

**Revenue Hours:** total vehicle hours used in providing passenger transportation, excluding deadhead time.

**Revenue Miles:** the total number of paratransit service miles driven while TD passengers are riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

**Ridesharing:** the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

**Roadcall:** any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

**Rule 41-2, F.A.C.:** the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

**Scheduler:** a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

**Shuttle:** a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

**Sole Source:** (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

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

**Standard:** something established by authority, custom, or general consent as a model or example.

**Stretcher Service:** a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

**Subscription Service:** a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

**System Safety Program Plan (SSPP):** a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

**Total Fleet:** this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

**Total Quality Management (TQM):** a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

**Transportation Alternative:** those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

**Transportation Disadvantaged (TD):** those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

**Transportation Disadvantaged Funds:** local government, state, or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

**Transportation Disadvantaged Population:** (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

**Transportation Disadvantaged Service Plan (TDSP):** a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

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

**Transportation Network Carrier (TNC):** is a company which hires people to give rides to others in their own personal cars for a fee, or fare.

**Transportation Operator:** a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

**Transportation Operator Contract:** the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

**Trend Analysis:** a common technique used to analyze the performance of an organization over a period of time.

**Trip Priorities:** methods for restricting or rationing trips.

**Trip Sheet:** a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

**U.S. Department of Health and Human Services (USDHHS):** a federal agency regulating health and human services.

**U.S. Department of Transportation (USDOT):** a federal agency regulating the transportation field.

**Unduplicated Passenger Head Count (UPHC):** the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

**Unmet Trip Requests/Unmet Need:** the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

**Urbanized Area:** a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated

and unincorporated areas that meet certain criteria of population size or density.

**Van Pool:** a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

**Vehicle Inventory:** an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

**Vehicle Miles:** the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

**Vehicle Miles per Vehicle:** a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

**Vehicles:** number of vehicles owned by the transit agency that are available for use in providing services.

**Volunteers:** individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

**Will-Calls:** trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.



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