ESCAMBIA COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

(THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN)

FY 2015 – 2019

FY 2015/16 ANNUAL UPDATE

Adopted May 12, 2015

Florida-Alabama TPO
Transportation Planning Organization

West Florida Regional Planning Council
EST '64

Staff to TPO

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Staff to TPO

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COORDINATING BOARD MEMBERSHIP CERTIFICATION

Escambia County, Florida

Name: Florida-Alabama Transportation Planning Organization Address: P. O. Box 11399, Pensacola, FL 32524-1399

The Metropolitan Planning Organization named above hereby certifies to the following:

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

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
(1) Chair (Elected Official)	Lumon May	Larry Vickrey (Vice Chair)	
(2) Elderly	John Clark	Ann Brown	2013-2016
(3) Disabled	Warren Jernigan	Frank Cherry	2013-2016
(4) Citizen Advocate	Sarah Johnson	Barbara Mayall	2013-2016
(5) Citizen Advocate/User	Cynthia Barnes	Vacant	2012-2015
(6) Veteran Services	Mark Brooks	Aleshia Hall	
(7) Community Action	Larry Vickrey	Orlando Woodard	2012-2015
(8) Local Public Education	Vacant	Vacant	
(9) Florida Department of Transportation	Kathy Rudd	Vanessa Strickland	
(10) Department of Children and Families	Phyllis Gonzalez	Lisa Carden	
(11) Florida Department of Education	Michael Whitehead	Bob Guyton	
(12) Department of Elder Affairs	Gwendolyn Rhodes	Voncile Goldsmith	
(13) Agency for Health Care Administration	John Vinski	Provider Unit Staff	
(14) Children at Risk	Vacant	Vacant	
(15) Private Transportation Industry	Karen Locklear	Vacant	2014-2017
(16) Mass/Public Transit	N/A	N/A	
(17) Local Medical Community	Cheryl Henrichs	Wendy Perry	2014-2017
(18) Workforce Development Board	Susan Nelms	Katherine Karshna	

SIGNATURE: _____ TITLE: Chairman DATE: 6/10/15

ESCAMBIA Member Certification 2015-2016

Local Coordinating Board – Roll Call Vote

The Local Coordinating Board for **Escambia County** hereby certifies that an annual evaluation of the Community Transportation Coordinator, Escambia County, was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This **Escambia County Transportation Disadvantaged Service Plan** annual update was reviewed and approved by this Board at an official meeting held on ***May 12, 2015.***

6-15-15
Date

Lumon May, Chair

Approved by the Commission for the Transportation Disadvantaged:

Date

Executive Director

Escambia County Transportation Disadvantaged Service Plan
Local Coordinating Board for Escambia County – Roll Call Vote

Representation	Member	Meeting Attendance		Approval Vote		
		Present	Absent	Yes	No	Abstain
Elected Official - Chair	Lumon May	X		X		
Elderly	John Clark	X		X		
Disabled	Warren Jernigan	X		X		
Citizen Advocate	Barbara Mayall - alternate	X		X		
Citizen Advocate/User	Cynthia Barnes		X			
Veteran Services	Mark Brooks	X		X		
Community Action (Econ Disadv)	Larry Vickrey		X			
Local Public Education	Vacant		---			
FDOT	Kathy Rudd	X		X		
FL Dept of Children & Families	Lisa Carden - alternate	X		X		
FL Dept of Education	Michael Whitehead	X		X		
FL Dept of Elder Affairs	Gwendolyn Rhodes		X			
FL AHCA (Medicaid)	John Vinski	X		X		
Children At Risk	Vacant		---			
Private Trans Industry	Karen Locklear	X		X		
Local Medical Community	Cheryl Henrichs	X		X		
Workforce Dev Board	Katherine Karshna - alternate	X		X		

General Information

The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency (West Florida Regional Planning Council) and the Community Transportation Coordinator (CTC), which contains development, service, and quality assurance components. The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action.

The Federal Transit Administration modified several of its circulars for funding assistance in support of the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Beginning in fiscal year 2007, projects selected for funding under the Elderly Individuals and individuals with Disabilities, Job Access and Reverse Commute (JARC), and New Freedom program must be derived from a Coordinated Public Transit-Human Services Transportation Plan. These projects should be identified within the Needs Assessment and Goals, Objectives and Strategies sections of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human service providers and participation by the public. Florida's Transportation Disadvantaged Service Plan is developed through the input of Local Coordinating Boards whose membership includes citizens, public transportation, and human service providers. In addition to being a statutory requirement of Chapter 427, the Transportation Disadvantaged Service Plan may also be used to satisfy this federal requirement.

Through the guidance and support of the Coordinating Board, both the development and service components should complement each other. The Local Coordinating Board plays an important role in the support, advisement, monitoring, and evaluation of the Coordinator based on the approved Transportation Disadvantaged Service Plan. Through the Local Coordinating Board's involvement in the review and approval of the plan, the Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

A Transportation Disadvantaged Service Plan must be developed and maintained for each service area as recognized by the Commission. An initial Transportation Disadvantaged Service Plan is due within 120 calendar days after the execution of the initial Memorandum of Agreement. The Service Plan will cover a five-year period, with annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the Coordinator, the Planning Agency, and the Local Coordinating Board. ***In order to prevent any loss of funding, it is critical that the plan and updates are submitted timely.***

The Planning Agency is responsible for ensuring that the Transportation Disadvantaged Service Plan is completed, approved and signed by the Local Coordinating Board.

A copy of the Transportation Disadvantaged Service Plan will be furnished to the Community Transportation Coordinator and the Planning Agency after it has been executed by the Commission.

The general information provided in this section is from the Florida Commission for the Transportation Disadvantaged Instruction Manual for the Memorandum of Agreement and the Transportation Disadvantaged Service Plan 2007/2008, Rev. November 2007).

According to Florida Statutes [ss 427.011(1)], Transportation Disadvantaged (TD) persons are defined 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, shopping, social activities, or children who are handicapped or high-risk or at risk as defined in s. 411.202."

The primary goal of community transportation is to provide people with access to places for work, medical care, and shopping so that they can live vital, productive and rewarding lives. It is easy to take such access for granted in our society, yet the lack of transportation resources is a major barrier for many people who are unable to drive or do not have access to a car and must depend on friends or family to help them meet their basic daily needs. The inability to travel often leads to isolation, withdrawal from society and neglect of medical needs.

The Escambia County Transportation Disadvantaged Service Plan (TDSP) addresses the needs of elderly, disabled or economically disadvantaged people in Escambia County and reflects a careful review of various data, travel patterns, policies, agency responsibilities and funding to define a five-year detailed implementation plan (which is updated annually) to help meet those needs.

The TDSP is comprised of three parts:

Development Plan – identifies long term goals and objectives for the local program based on data provided. The goals and objectives offer accountability and opportunities to implement strategies to address the needs and gaps of local transportation for the disadvantaged.

Service Plan – identifies the operational and administrative structure as it exists today.

Quality Assurance – describes the methods utilized to evaluate the services provided by the Community Transportation Coordinator (CTC), transportation providers, and the Planning Agency. This section also discusses the local service standards established by the coordinating board that are used to monitor and evaluate the effectiveness of the system.

The TDSP is developed in accordance with Florida Law and Title VI of the Civil Rights Act of 1964, which prohibits discrimination in public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging).

Development Plan

INTRODUCTION TO THE SERVICE AREA

The preparation and development of a Transportation Disadvantaged Service Plan (TDSP) provides agencies, coordinators, planners and citizens with a blueprint for coordinated service, a framework for service performance evaluation and a means to project vision in the transportation disadvantaged services for the future. A strategic approach has been used to develop this TDSP. First, an evaluation of the current strengths and weaknesses of the service area is accomplished. This includes compiling a database of demographics and existing conditions, and reviewing TD related plans and service providers. This will answer the question: Where are we? Secondly, there is an in-depth assessment of the goals and objectives, which will provide direction and answer the question: Where do we go from here? This is accomplished by reviewing the supply and demand of services and funding provided. An evaluation of existing services versus TD needs and demands is undertaken using a transportation service supply and condition approach. Thirdly, we answer the question: How do we get where we want to go from where we are? This is accomplished by developing a plan to achieve the service area's goals while building on the strengths and eliminating the weaknesses.

Background of the Transportation Disadvantaged Program

The State of Florida is a recognized leader of providing coordinated human services transportation for individuals that are transportation disadvantaged. In 1989, a major commitment to mobility in the State of Florida was formalized when the legislature revised Chapter 427 Florida Statutes (F.S.) creating the Florida Coordinated Transportation System (FCTS) and a dedicated funding source. The FCTS includes the Commission for the Transportation Disadvantaged (CTD); Designated Official Planning Agencies (DOPA); Community Transportation Coordinators (CTC); Local Coordinating Boards (LCB); Transportation Operators (TO); purchasing and funding agencies/entities; and most importantly, those in need, the Transportation Disadvantaged (TD). Chapter 427 defines TD persons as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation. The legislation also includes children who are “high-risk” or “at-risk” of developmental disabilities.

Community Transportation Coordinator Designation Date/History

From October 1988 to April 1990, coordinated transportation was provided in Escambia County by CTS Management Company, using a fleet of fifteen County owned vehicles. Approximately 441,280 vehicle miles of service were provided from October 1988 to December 1989.

In April 1990, CTS discontinued operation in Escambia County. In accordance with official action taken by the Board of County Commissioners on April 3, 1990, Escambia County became the designated transportation provider for the period April 23, 1990 through September 1, 1990. The County offered temporary employment to all drivers and clerical support staff employed by CTS. Service was provided for established routes in the morning and mid afternoon hours, and demand response between the hours of 9:00 A.M. and 2:00 P.M., Monday through Friday. No weekend service was provided except for limited, prearranged charter events for specific groups and agencies.

On February 19, 1990, Intelitran responded to a Request for Proposals (RFP) for the Escambia County Community Transportation Coordinator (CTC) that was issued by the Pensacola Urbanized Area Metropolitan Planning Organization (MPO). The Escambia County Local Coordinating Board (LCB) voted unanimously to recommend Intelitran as the CTC for Escambia County on May 11, 1990. The MPO voted to recommend to the Commission for the Transportation Disadvantaged (CTD) that Intelitran be designated as the CTC at its May 16, 1990 meeting and the CTD approved the recommendation at its June 13, 1990 meeting.

COMSIS/Intellitran had a contract to serve as the Community Transportation Coordinator for Escambia County, which was to expire on September 30, 1999. At the June meeting, the LCB voted to have staff advertise for letters of interest and qualifications from firms desiring to serve as the CTC for Escambia County. Seven companies responded to the advertisement and staff sent a letter requesting further information from these firms with the stipulation that the response be received by staff by September 21, 1998. The only company to respond was COMSIS/Intellitran.

Intelitran (currently called ATC) responded to subsequent RFPs and maintained the contract with the Commission to serve as the CTC for Escambia County through November 2003, when they resigned as CTC due to a reduction of Medicaid funds and a proposed fixed monthly allocation for Medicaid Non-Emergency Transportation. The CTD appointed Pensacola Bay Transportation as CTC on an emergency basis, December 1, 2003 through June 30, 2004, pending an RFP by the MPO.

A regular RFP was then issued for a permanent CTC. Pensacola Bay Transportation was again chosen and is currently the CTC for Escambia County. Since 2004, Pensacola Bay Transportation has consecutively maintained the CTC contract through two procurement periods.

Escambia County Board of County Commissioners (BCC) requested to become the CTC and was designated by the Florida Commission for the Transportation Disadvantaged (CTD) for a five year period effective July 1, 2014 - June 30, 2019. Escambia County BCC selected First Transit as the contract operator to provide coordinated transportation services to the transportation disadvantaged.

Organization Charts

Organizational charts have been included in the appendices. The charts identify those involved in the provision of service, from the Commission for the Transportation Disadvantaged, through the local Coordinating Board, to the Community Transportation Coordinator and the Planning Agency, and to the consumers. The Transportation Disadvantaged Program Concept Chart is shown in Figure 1, the CTC Organization Chart is shown in Figure 2, the Paratransit Contract Operator Organization Chart is shown in Figure 3 and the West Florida Regional Planning Council (WFRPC) Organization Chart is shown in Figure 4.

Consistency Review of Other Plans

The Transportation Disadvantaged Service Plan is consistent, where applicable, with local government Comprehensive Plans, Regional Policy Plans, Transit Development Plans, Commission for the Transportation Disadvantaged 5Yr/20Yr Plan, MPO Long Range Transportation Plans, and Transportation Improvement Programs.

This section summarizes and reviews all relevant previous plans, studies and documents pertaining to the Transportation Disadvantaged program in the service area. The following plans have been found to be relevant and are summarized and reviewed here. They are:

- Local Government Comprehensive Plans
- Regional Policy Plan
- Transit Development Plan
- Commission for the Transportation Disadvantaged 5yr/20Yr Plan
- Long Range Transportation Plan
- Transportation Improvement Program

Local Government Comprehensive Plans
For this minor annual update, it was decided to not include the consistency review of the comprehensive plans, which would include Escambia County, Town of Century and the City of Pensacola. The review of the comprehensive plans will be included in the next annual or 5-year update.

Regional Policy Plan
On May 20, 2004, a new regional transportation planning partnership of the four western counties in West Florida was created. The new *"Northwest Florida Regional Transportation Planning Organization*," a partnership of the then Pensacola Metropolitan Planning Organization (MPO), serving Escambia and Santa Rosa Counties, and the Okaloosa – Walton Transportation Planning Organization (TPO), serving Okaloosa and Walton Counties, was created by interlocal agreement using Chapter 163, Florida Statutes, as its basis and written to comply with the new requirements for regional transportation coordination in Paragraph 339.175(5)(i)(2), approved by the Legislature in 2003. The new legislation authorized contiguous metropolitan planning organizations and individual political subdivisions to enter into agreements to coordinate transportation plans and policies.

This process began as a result of Census 2000, which illustrated that the Fort Walton Beach Urbanized Area extended westward, well beyond the Okaloosa County Line, resulting in an intrusion of almost 5 miles to Navarre in Santa Rosa County. Traffic patterns clearly indicate a high number of residents of Navarre head to Okaloosa County for jobs and shopping. Since much of the developed portion of Santa Rosa County is within the Pensacola Urbanized Area and Santa Rosa Commissioners have sat on the Pensacola Metropolitan Planning Organization since the mid-1970s, the Pensacola MPO and Okaloosa-Walton TPO each adopted a policy to maintain separate organizations, using the Santa Rosa-Okaloosa County Line as the boundary, during reorganization in 2003.

However, the Florida Department of Transportation also noted the overlap of urbanized areas, prompting the Secretary Tom Barry to write letters to each organization in February 2003, recommending two options: either merge into a single metropolitan planning organization spanning the four-county region; or establish a formal process to coordinate and develop a regional transportation plan and priorities. Creation of the Northwest Florida Regional Transportation Planning Organization was the start of implementing a formal coordination process resulting in a regional transportation plan and priorities.

The members of the Northwest Florida Regional TPO are the Florida-Alabama TPO (formerly Pensacola MPO) and the Okaloosa-Walton TPO. Each organization appoints eight representatives to the Regional TPO, for a total of sixteen voting representatives. Non-voting representatives are the Secretary of the Florida Department of Transportation District 3 and the Chairman of the Eglin Air Force Base Encroachment Committee.

The Northwest Florida RTPO's activities include identifying regional significant transportation projects, which improve mobility across county and metropolitan planning area boundaries. A regional transportation network map and priorities were adopted on September 21, 2005.

A primary focus for the RTPO is the challenge along the US 98 corridor of encroachment, environmental protection, evacuation, and economic growth. A workshop was held on February 2, 2005 to address these issues. The workshop brought together federal and state transportation officials, state legislators, members of all the transportation planning organizations between Baldwin County, Alabama and Bay County, Florida and other stakeholders.

The Regional Transportation Network Criteria adopted on September 21, 2005 is as follows:

> Regionally significant transportation facilities and services are those that serve regional transportation needs, such as access within the region and access to and from areas outside of the region. These facilities and service include:

(a) Corridors – highway, waterway, rail, fixed guideway, and **regional transit corridors** serving military, major regional commercial, industrial, or medical facilities; and

(b) Regional Transportation Hubs – military installations, passenger terminals (e.g., commuter rail, light rail, intercity **transit**, etc.), commercial service and major reliever airports, deepwater and special generator seaports, and major regional freight terminals and distribution centers.

Regionally significant facilities exhibit one or more of the following characteristics:

- Serves the goals of the Strategic Intermodal System (SIS) and the Florida Intrastate Highway System (FIHS),
- Facility is, or provides service to, regional transportation hubs, including those listed in Paragraph (b),
- Facility or service is an integral part of an interconnected regional transportation network,
- Facility is included on the STRAHNET System to meet military mobility needs,
- Facility or service provides for interstate travel and commerce and is important to the economic vitality (tourism) of the region,
- Facility or service crosses county or state boundaries,
- Roadway facility is functionally classified as an arterial roadway,
- Facility serves as a hurricane evacuation or emergency support route, which provides access to Logistical Support Areas (LSA),
- Facility or service is used by a significant number of persons who live or work outside the county in which the facility or service is located,
- Facility or service is a fixed guideway transit facility (includes ferry service) that offers an alternative to regional highway travel, or
- Facility provides connection to institutions or higher learning or major medical facilities.

Facilities and services that are determined to be regionally significant do not have to be part of the State Highway System.

Transit Development Plans

A Transit Development Plan (TDP) is required for grant program recipients as outlined in Section 341.052, Florida Statutes. The TDP is developed in accordance to FDOT Rule 14-73.001 in order to receive state public transit grant funds. The TDP is based on a 10-year horizon and is updated every 5 years. The TDP is to be adopted by the provider's governing body. In Escambia County, the transit service is provided by Escambia County Area Transit (ECAT), currently managed by First Transit, and is governed by the Escambia County Board of County Commissioners (BOCC).

The Escambia County Transit Development Plan Major Update (FY 2012 – 2021) was adopted by the Escambia County BCC on September 1, 2011 and was approved by the Florida Department of Transportation (FDOT) on January 4, 2012. The Escambia County Transportation Disadvantaged Service Plan (TDSP) is consistent with the TDP Major Update.

Commission for the Transportation Disadvantaged 5Yr/20Yr Plan

The TDSP is consistent with the Commission for the Transportation Disadvantaged 5Yr/20Yr Plan, specifically the following key areas:

CTD Mission: To ensure the availability of efficient, cost effective and quality transportation services for transportation disadvantaged persons.

Guiding Principles: (1) Remember the customer/rider's needs first. (2) The Commission should work together in a collaborative and creative manner. (3) Promote the value and quality of service while looking for opportunities.

The Commission will be able to measure progress towards vision attainment by evaluating annual changes in the following performance measures: (1) cost per trip; (2) CTD cost as a percentage of total trip cost; (3) federal funding for TD; and (4) state funding for TD.

The quality of TD services will be measured by the expectation that a qualified individual will be picked up in a reasonably reliable, timely, safe and professional manner, as appropriate, given the locale.

The Commission will be able to measure progress towards vision attainment by evaluating annual changes in the following performance measures: (1) number of trips provided; (2) number of passengers/customers served; and (3) number of passenger complaints.

Maintain and preserve an efficient and effective transportation infrastructure that is accessible to all eligible transportation disadvantaged citizens while meeting the needs of the community.

The Commission will be able to measure progress towards vision attainment by conducting annual surveys and evaluating changes in the survey responses.

Establish a statewide and transportation disadvantaged system that functions seamlessly by coordinating service and operations across local government lines and that is flexible enough to accommodate and link special riders with providers.

The Commission will be able to measure progress toward vision attainment by evaluating annual changes in the following performance measures: (1) cost per trip; (2) number of passengers/customers served; and (3) trips per passenger.

Florida-Alabama TPO Long Range Transportation Plan

The Long Range Transportation Plan is at least a 20 year plan for transportation improvements (roads, public transportation, and bicycle/pedestrian) within the urbanized area. The last plan was adopted on December 14, 2005 and amended on August 21, 2007, which included a planning timeframe through 2025. The Cost Feasible Plan includes funding for transit operations at $150,000 per year from 2011 to 2025.

The 2025 Long Range Transportation Plan is in the process of being updated and will include a planning timeframe through the year 2035. The 2035 Cost Feasible Plan was completed in February 2011 and funding has been identified for transit. The Final and Summary Reports are to be completed soon.

Since the Long Range Transportation Plan is in the process of being updated, the next TDSP annual or 5-year update will include a review of the Florida-Alabama 2035 Long Range Transportation Plan.

Transportation Improvement Program

The purpose of the Transportation Improvement Program (TIP) is to provide a project listing that reflect the needs and desires of the Transportation Planning Organization (TPO) Study Area. The TIP is also developed to reflect the financial restraints within the various funding sources and programs. The TIP is a five-year plan for transportation improvements within the TPO Study Area. It contains information about the type of work to be completed, project phasing, estimated costs, and funding sources. The Code of Federal Regulations defines the TIP as a "prioritized listing/program of transportation projects covering a period of four years that is developed and formally adopted by a MPO (metropolitan planning organization) as part of the metropolitan planning process, consistent with the metropolitan transportation plan, and required for projects to be eligible for funding under Title 23 U.S.C. and Title 49 U.S.C. Chapter 53" [23 C.F.R. 450.104]. Florida Statutes requires the addition of a fifth year to the TIP [339.175(8)(c)(1)]. The TIP is also required to include all regionally significant projects, regardless of funding [23 C.F.R. 450.324(d)].

The TIP is developed by the Florida-Alabama TPO in cooperation with the Florida Department of Transportation (FDOT), Alabama Department of Transportation (ALDOT), Escambia County Area Transit (ECAT), and Baldwin Rural Area Transportation Systems (BRATS). These cooperating agencies provide the Florida-Alabama TPO with estimates of available federal and state funds for use in development of the financial plan. The TIP is financially constrained for each year and identifies the federal, state, and regionally significant projects that can be implemented using existing revenue sources as well as those projects that are to be implemented through use of projected revenue sources based upon the FDOT and ALDOT Final Work Programs and locally dedicated transportation revenues.

Transit projects are drawn from the Transit Development Plan and the local transit operator provides priorities to the TPO. Projects for Community Transportation Coordinator (CTC) and the Escambia County Area Transit (ECAT) fixed route services are included in the TIP. The FTA is the primary funding source for ECAT projects, with supplementation by matching grants by Escambia County. The CTC receives funding directly from the Florida Commission for the Transportation Disadvantaged.

This TDSP is consistent with the current Florida-Alabama TPO Transportation Improvement Program.

Public Participation

The Escambia County Transportation Disadvantaged Board includes representatives of public, private, and non-profit transportation and human services providers as well as the public to participate in the development and update of the Escambia County Transportation Disadvantaged Service Plan. The list below includes public participation activities.

Months	Event	Activity
March	TD Day	Transport clients and talk with legislators about pending transportation issues.
March	Int'l Wheelchair Tennis Tournament	Provide transportation.
April	Transition Services Information Fair at UWF	Provide information about services to increase awareness.
May	Pen Wheel Fishing Rodeo	Provide transportation and informational packets and assisted volunteers.
Oct	CTD Workshop	Receiving training and information.
Nov	FTA/FDOT Workshop	FTA/FDOT Grant Programs Training Workshop
Attend monthly meetings of Vets to VA and TPO Technical Coordinating Committee.		
Participate in Quarterly United We Ride issues and Mass Transit Advisory Committee (MTAC).		

A public hearing was held on May 12, 2015 to offer an opportunity for anyone with comments or questions to address the Local Coordinating Board.

*The Florida-Alabama Transportation Planning Organization (FL-AL TPO) kicked off a public transportation campaign in 2013 in order to promote, educate, and garner support for public transportation in the area. The campaign will continue through 2015.

SERVICE AREA PROFILE/DEMOGRAPHICS

The majority of the information contained in this section, Service Area Profile/Demographics, has been obtained from the Escambia County Transit Development Plan (TDP) Major Update 2012-2021 prepared by the Center for Urban Transportation Research (CUTR) and adopted by the Escambia County Board of County Commissioners on September 1, 2011 and approved by the Florida Department of Transportation (FDOT) on January 4, 2012.

Service Area Description

Escambia County has a total area of 876 square miles (662 square miles of land and 213 square miles of water). Escambia County is Florida's westernmost county and is border by Alabama to the North and West, Santa Rosa County to the East, and the Gulf of Mexico to the South. The county seat is Pensacola, Florida.

Demographics

Demographic information has been obtained from the 2011 Escambia County Transit Development Plan (TDP). More information can found in Chapter 1 of the TDP located at: https://goecat.com/pdfs/Escambia-TDP-Final-Report-2011.pdf.

Land Use

Land use patterns play an important role in the effectiveness and efficiency of public transportation services. Much of Escambia County is characterized by relatively low densities. One of the significant land uses in the area that affects transportation is the Navy Base. The geographical location of the base is in the southwest area of Escambia County where there are lower densities, which creates somewhat of a challenge in providing public transportation services.

Population/Composition

This section is intended to provide a description of the population of the service area. Population information contained in this section includes: population, minority and non-minority population, age distributions, income information, family households, family size, household size, and housing units.

Population

From 2000 to 2010, Escambia County's total population remained virtually unchanged on an annual basis, equating to a 1.1% ten year increase to 297,619. The county has bucked trends over the last decade compared to the state as a whole, which has grown 17.6%. This may in part be due to the County's western geography and stable military presence.

Increased population is forecasted to take place: at the Navy Base; in a census block just north of 295 in West Pensacola; in the Perdido Key golf club area; and Pace.

Decrease in total population is projected to the southwest, northwest of Brent and south of Myrtle Grove.

TABLE 1
General Populations, Growth Rates 2000-2010

Area	2000 Population	2010 Population	% Change
Escambia County	294,410	297,619	1.1%
Santa Rosa County	117,743	151,372	28.6%
Florida	15,982,378	18,801,310	17.6%

Source: U.S. Census 2000/2010

TABLE 2
Population Growth for Cities, Towns and Census Designated Places

Area	2000 Population	2010 Population	% Change
Century	1,714	1,698	- 0.1%
Gulf Breeze	5,665	5,763	1.7%
Jay	579	533	- 7.9%
Milton	7,045	8,826	25.3%
Pensacola	56,255	51,923	- 7.7%
Bagdad	1,490	3,761	152.4%
Bellview	21,201	23,355	10.2%
Brent	22,257	21,804	- 2.0%
Ensley	18,752	20,602	9.9%
Ferry Pass	27,176	28,921	6.4%
Gonzalez	11,365	13,273	16.8%
Goulding	4,484	4,102	- 8.5%
Molino	1,312	1,277	- 2.7%
Myrtle Grove	17,211	15,870	- 7.8%
Navarre	20,967	31,378	49.7%
Pace	7,393	20,039	171.1%
Warrington	15,207	14,531	- 4.4%
West Pensacola	21,939	21,339	- 2.7%

Source: 2010 Census

Minority and non-minority population

Minority population in Escambia County continues to trend below that of the rest of the state of Florida. Most recent estimates from 2009 indicate more than 7 out of 10 persons in Escambia County are of a non-minority status. As a comparison, the rest of Florida has a non-minority population that represents 6 of every 10 residents statewide.

TABLE 3
Status of Minority and Non-Minority Populations

Minority Status	2009 Minority	2009 Non-Minority
Escambia County	95,000	218,500
Percentage	30.3%	69.7%
Florida	7,443,100	11,364,100
Percentage	39.6%	60.4%

Florida Statistical Abstract - 2009

Age distributions

The aging population should be considered a major factor in the strategic planning process and continuing development of public transit in the region. The age groups of persons less than 20 years and over 65 years are of particular interest in the Transit Development Plan. Those under the age of 18 are either too young to drive or do not have access to an automobile. Similarly, the elderly often do not drive or do not have adequate access to automobiles and due to limitations, sometimes resulting from the aging process, are no longer able and/or willing to drive. Therefore, persons in these two age groups typically rely more on public transportation for mobility.

The population age distribution, illustrated in Table 4 shows an under 18 population in 2009 equal to that of the rest of Florida, about 23%. Escambia County has a higher percentage of its 18-64 workforce aged population, about 2% higher than that of the rest of the state. Escambia County's retiree population aged 65 and over is 3 percentage points lower than the rest of Florida.

TABLE 4
2009 Escambia County Population Age Distribution

Area	Age						Total
	0 – 17	18 – 34	35 – 54	55 – 64	65 – 79	80 & over	
Escambia County	71,260	82,046	79,807	34,442	31,923	14,002	313,480
(% of total population)	22.73%	26.17%	25.46%	10.99%	10.18%	4.47%	100%
Florida	4,189,734	3,975,488	5,166,927	2,218,206	2,239,765	1,017,099	18,807,219
(% of total population)	22.28%	21.14%	27.47%	11.79%	11.91%	5.41%	100%

Florida Statistical Abstract – 2009

Income information
The highest per capita income portions of Escambia County are in Pensacola Beach, Perdido Key and to the east of the regional airport. The core of Pensacola has some of the lowest incomes. Census blocks with lower per capita income will have a higher reliance on transit use.

TABLE 5
2009 Household Income Distribution

Area	$0 – $9,999	$10,000 – $14,999	$15,000 – $24,999	$25,000 – $34,999	$35,000 – $49,999	$50,000 & Over
Escambia County	8.7%	6.7%	14%	12.4%	16.4%	41.8%
Florida	7.3%	5.8%	12%	11.9%	15.8%	47.2%

American Community Survey – 2009

Escambia County has a higher percentage of household with income below the poverty line relative to the rest of the state as shown in Table 5. These areas are some of the most reliant on public transit as a means of transportation of any, due to the high cost of personal transportation. The annual cost of a vehicle, insurance and fuel is prohibitive to those low-income households. Some of the lowest incomes are found in Pensacola, Bagdad and Century.

Family households
The term 'households' refer to the people living in a household, in this case those which comprise a family. A family household is a household with one or more people related to a householder by birth, marriage, or adoption.

From 2010 to 2015, there is projected to be a decrease in family households in the Bellview area and an increase in the eastern portion of Perdido Key.

Family size
The average family size for Escambia County in 2010 was just below 3 persons per family at 2.9. To compare, this value is approximately the same as that of Orlando (2.97) and less than the national average family size of 3.14. The average family size for the state of Florida is 2.98. There are not significant changes in this value across the geography of Escambia County by the year 2015.

Large families are found to the north and west of downtown Pensacola, whereas coastal Escambia and Santa Rosa counties are found to have smaller family sizes.

Household size

According to the U.S. Census bureau, the average size of American households has been declining for decades. A reverse in that decline has been found in recent years due to the growth in multi-generational households. There have also been notable trends found in the state with increasing household size potentially due to higher unemployment leading to adult children moving back in with parents.

The 2010 average Escambia County household size is 2.44, which is project to remain unchanged by 2015. The average U.S. household size is 2.53 and has increased to 2.48 in Florida. The patterns seen in family size are repeated in household size with larger numbers found on the Navy Base and smaller numbers on the coast and northeast.

Housing units

Where the unit of value 'households' referred to the number of people living in a home, the term 'housing units' refers to the structures in which people live. According to the census, 'A *housing unit* is a house, an apartment, a mobile home or trailer, a group of rooms, or a single room occupied as a separate living quarters, or if vacant, intended for occupancy as separate living quarters. Separate living quarters are those in which the occupants live separately from any other individuals in the building and which have direct access from outside the building or through a common hall.'

The measure of housing units per square mile demonstrates the potential for population density through increased unit occupancy. A high density of housing units can be found in the core of Pensacola, to the northeast of the regional airport and along North 12th Avenue in Pensacola. The concentration of housing units per square mile, coupled with a look at housing unit occupancy, can provide insight into which geographic areas of the County could become more populated through better utilization of existing housing.

TABLE 6
Housing Unit Occupancy

Area	Total Housing Units	Housing Units Occupied	Housing Units Vacant
Century	765	644	121
Gulf Breeze	2,673	2,446	227
Jay	264	216	48
Milton	4,021	3,516	505
Pensacola	26,848	23,592	3,256
Bagdad	1,632	1,464	168
Bellview	10,022	9,185	837
Brent	8,074	7,086	988
Ensley	9,677	8,454	1,223
Ferry Pass	14,104	12,650	1,454
Gonzalez	5,244	4,910	334
Goulding	1,133	930	203
Molino	518	458	60
Myrtle Grove	6,955	5,971	984
Navarre	12,746	11,532	1,214
Pace	7,956	7,365	591
Warrington	7,424	6,232	1,192
West Pensacola	10,246	8,547	1,699

Source: 2010 Census

Employment
According to the 2009 American Community Survey, approximately 90.2% (127,165) of the Escambia County labor force (140,937) is employed.

Unemployment
The average 2010 unemployment rate of 11.7% is most closely represented in the areas north of the regional airport and outside the core of Pensacola. High unemployment "hotspots" are found in census blocks dispersed throughout the city. Unemployment is relatively low around the naval air station and southeastern portions of the city. Year 2015 concentration of unemployment remains geographically consistent, but with the hardest hit areas of unemployment gaining jobs on the order of 4 to 5%. Above average rates of unemployment in Escambia County are found in Century and between Milton and Bagdad.

Transportation Characteristics

Commuter Inflow/Outflow
The 2009 commute patterns indicate the following:

58,713 people commute from outside to work in Escambia County
30,614 people live in Escambia County and drive to work outside of it
83,633 people live in Escambia County and commute to work within the County

Of the 142,346 people working in Escambia County, 59%, or nearly three in five originate in Escambia. These workers make up the candidate population for potential ECAT work trips.

From 2000 to 2009, Escambia County average commute times have increased from under 20 minutes to more than 20 minutes. More commuters tend to drive single occupancy vehicles (a nearly 2% increase) and carpools have decreased. However, public transportation use has decreased to 0.6% share of all work trips. While this number is relatively small, it represents a 2 fold decrease and is well below the state of Florida average of 2.3% of all work trips being taken by mass transit.

TABLE 7
2000 Distribution Vehicle Availability

Area	Number of Vehicles Available			
	Zero	One	Two	Three or More
Escambia County	7.6%	38.3%	38.4%	15.7%
Florida	6.5%	40.6%	38.5%	14.5%

American Community Survey – 2009

TABLE 8
2009 Average Commute & Journey-to-Work Mode Split

Area	Average Commute	Travel Mode			
		Drive Alone	Carpool	Public Transit	Other
Escambia County Year 2000	Under 20 minutes	76.9%	11.5%	1.4%	10.2%
Escambia County Year 2009	21.5 minutes	75.1%	10.6%	0.6%	13.7%

Source: U.S. Census 2000 & American Community Survey – 2009

More demographic information can found in Chapter 1 of the Escambia County Transit Development Plan located at: https://goecat.com/pdfs/Escambia-TDP-Final-Report-2011.pdf. An update to the demographic information will be available when the Escambia County TDP update is completed in September 2016.

SERVICE ANALYSIS

The majority of the information contained in this section, Service Analysis, has also been obtained from the 2011 Escambia County Transit Development Plan (TDP) Major Update.

The analysis of Escambia County community transportation services is composed of three criteria: forecasts of transportation disadvantaged population, needs assessment, and barriers to coordination.

Forecasts of Transportation Disadvantaged Population

Chapter 427.011(1) of the Florida Statutes defines Transportation Disadvantaged (TD) persons 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 children who are handicapped or high-risk or at risk as defined in s. 411.202."*

Table 9 shows forecasts of both types of TD population. There are two categories of TD population in the State of Florida. The difference between the two categories is specifically related to funding arrangements. The first group is the "potential TD population" (also known as TD Category I). This potential TD population includes disabled, elderly, low-income persons, and children who are "high-risk" or "at-risk."

The second group of TD population (also known as TD Category II), includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive the same subsidies as those in Category I, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. Thus, this population group is actually a subset of the potential TD population.

TABLE 9
Forecasts of TD Populations in Escambia County

TD Population	Year				
	2011	2012	2013	2014	2015
Category I	121,358	122,842	124,353	125,888	127,453
Category II	31,162	31,587	32,019	32,458	32,908

Source: Transportation Disadvantaged Population Estimates, Center for Urban Transportation Research, College of Engineering, University of South Florida.

Tables 10 and 11 break down the Potential TD Population groups in Escambia County (Categories I and II). Persons in either of these population groups may be heavily dependent on some form of public transportation.

TABLE 10
Escambia County Potential Transportation Disadvantaged Population (Category I)

Segments	2011 Population Estimates	% of Total Potential TD
Disabled, Non-Elderly, Low Income	3,293	2.7%
Disabled, Non-Elderly, Non-Low Income	15,522	12.8%
Disabled, Elderly, Low Income	3,133	2.6%
Disabled, Elderly, Non-Low Income	18,625	15.3%
Non-Disabled, Elderly, Low Income	5,522	4.6%
Non-Disabled, Elderly, Non-Low Income	32,825	27%
Non-Disabled, Non-Elderly, Low Income	42,438	35%
Total Potential TD Population	121,358	100%

Source: Transportation Disadvantaged Population Estimates, Center for Urban Transportation Research, College of Engineering, University of South Florida.

TABLE 11
Escambia County Transportation Disadvantaged Population (Category II)

Segments	2011 Population Estimates	% of Total TD Category II
TD, Non-Elderly, Low Income	1,143	3.7%
TD, Non-Elderly, Non-Low Income	5,390	17.3%
TD, Elderly, Low Income	2,536	8.1%
TD, Elderly, Non-Low Income	15,075	48.4%
Non-TD, Low Income, No Auto, No Fixed-Route Transit	7,018	22.5%
Total Transportation Disadvantaged (TD) Population	31,162	100%

Source: Transportation Disadvantaged Population Estimates, Center for Urban Transportation Research, College of Engineering, University of South Florida.

Needs Assessment

In assessing the transportation (service and capital purchase) needs and demands for individuals with disabilities, elderly, low income, and high risk and at-risk children, the following projects with estimated costs and funding sources have been identified and are summarized in Table 12 below.

TABLE 12

Project	County	Estimated Cost	Funding Source
Formula (non-competitive) grant for transit capital and operating assistance in urbanized areas and for transportation–related planning. Capital assistance needed for new paratransit replacement vehicles with in-vehicle camera technology safety system in order to increase the efficiency and safety to the Transportation Disadvantaged individuals being served in the Pensacola urbanized area, which includes areas of Escambia and Santa Rosa Counties.	Escambia & Santa Rosa	To be determined	Urbanized Area Formula Grant (5307)*
Discretionary (competitive) grant. Escambia County will replace paratransit vehicles that have met or exceeded their useful lives. The new vehicles will be equipped with vehicle camera technology safety system. Acquisition will also include scheduling software to more effectively manage a fleet with zero spares.	Escambia	$720,000 15 vehicles / $222,387 scheduling / $111,014 safety	State of Good Repair (SGR) – 5309* Grant Notification July 18, 2012 for $1,053,401
Discretionary (competitive) grant for new and replacement buses and facilities to be used for new paratransit replacement vehicles. Grant to assist in implementing the vehicle replacement plan outlined in this Transportation Disadvantaged Service Plan (TDSP).	Escambia	To be determined	Bus Livability (5309)*
Formula (competitive) grant to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit service.	Escambia	6 vehicles	Enhanced Mobility of Seniors and Individuals with Disabilities (5310) submit to FDOT
Formula grant to provide rural transportation services in Escambia County.	Escambia	To be determined	Non-Urbanized Area (5311)
Provide capital improvements for transportation disadvantaged by expanding the fleet inventory with paratransit vehicles.	Escambia	To be determined	American Recovery & Reinvestment Act (ARRA)
Formula (competitive) grant for vehicles, capital equipment, planning, and operating expenses for projects that transport low income individuals to and from jobs and activities related to employment, and for reverse commute projects.	Escambia & Santa Rosa	To be awarded	Job Access & Reverse Commute (JARC) – 5316**
Formula (competitive) grant for capital and operating expenses for new public transportation services and new public transportation alternatives beyond those required by the American with Disabilities Act of 1990 (ADA), that are designed to assist individuals with disabilities.	Escambia & Santa Rosa	To be determined	New Freedom (5317)**

Capital funding to replace, rehabilitate, and purchase buses, vans, and related equipment, and to construct bus-related facilities. Funds are eligible to be transferred by the state to supplement urban and rural formula grant programs (e.g., 5307 and 5311).	Escambia & Santa Rosa	To be determined	Bus & Bus Facilities (5339)
Purchase replacement paratransit vehicles to provide transportation for the elderly, disadvantaged and disabled citizens in Escambia County.	Escambia	To be determined	CTD Trips & Equip Grant
An initiative to help improve transportation options and mobility for America's veterans, service members, and their families. Interlocal Agreement between Santa Rosa County and Escambia County is being processed then a request for proposals will be conducted.	Escambia & Santa Rosa	Escambia: $130,387 Interactive Voice Response Module Santa Rosa: $92,000 Automated Scheduling Software & Mobile Data Terminals	Veterans Transportation & Community Living Initiative (VTCLI) – Santa Rosa County
To determine whether a new or innovative technique or measure can be used to improve or expand public transit services. Service Development Projects specifically include projects involving the use of new technologies; services, routes, or vehicle frequencies; the purchase of special transportation services; and other such techniques for increasing service to the riding public.	Escambia	To be determined	Public Transit Service Development Funds
Provide transportation services coordinated by the Community Transportation Coordinator (CTC).	Escambia Century McDavid Bratt Molino Portions of Cantonment & Beulah	$ 657,565 $ 73,063 TBD TBD TBD TBD	CTD-TD County Older Americans DOE-VR DOE-Other Farebox/Co-pay

*** GRANT TO BE COORDINATED THROUGH ESCAMBIA COUNTY / ECAT.**
**** GRANT ADMINISTERED BY THE FL-AL TRANSPORTATION PLANNING ORGANIZATION (TPO).**

Barriers to Coordination

The following are continued barriers to adequate coordination within the Escambia County area:

A. Lack of commitment with scarce tax dollars.
B. Perception that coordinated transportation is for "the poor."
C. Not enough funding to cover demand.
   a. Securing Local funding.
   b. Specific issues directly related to funding sources.
D. Reluctance of some medical providers to cooperate with transportation coordinator.
E. Agencies that are receiving state and/or local dollars do not comply with Chapter 427 of FL Statutes.
F. Maintaining compliance for maximum hours driven – CTC sends more than one driver on out-of-area trips to prevent driving over maximum 12 hours; therefore, causing shortage of in-county drivers for that period.

GOALS, OBJECTIVES, AND STRATEGIES

Develop goals, objectives and strategies for the local coordinated transportation program. Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan. They are important policy statements that have been carefully considered by the Coordinator and the Planning Agency with the direction and support of the Coordinating Board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area. The plan for advancing from where you are today to where you need to be should be presented in this section through long range goals, specific measurable objectives, and strategies.

A goal is a statement of purposed intended to define an ultimate end or condition. It reflects a direction of action, and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

An objective is a specific, measurable action that can be taken toward achieving the goal. Objectives should be dated. Deficiencies and corresponding corrective actions, as well as any service improvements or expansions should be identified within this section as dated objectives.

Strategies are specific actions that will be taken to achieve the objectives. These represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the Coordinator should assess both the progress on the strategies themselves and how well the strategies that have been implemented advance the progress towards reaching or achieving the corresponding objectives.

The following Goals and Objectives were updated. The Objectives and Strategies are consistent with previous year's Objectives and Strategies. Some wording has been updated to include specific dates and proposed JARC and New Freedom Projects. The goals are categorized into service availability, efficiency, quality of service, necessary funding and program accountability. The strategies are pursuant to adequate funding available.

GOAL 1: Ensure availability of transportation services to the Transportation Disadvantaged	
OBJECTIVES	**STRATEGIES**
1. Provide service to riders who only have paratransit service as a means of transportation.	a. Continue to work with others such as Vocational Rehab, FDOT, Medicaid, CTD, and COA. b. Continue to pursue work related transportation opportunities by meeting with agencies. c. Maximize cooperation between entities not involved in the Florida Coordinated Transportation System. d. Network with other Community Transportation. e. Coordinate by sharing system improvements and funding opportunities with providers who receive FTA, DOT, Medicaid and CTD funding. f. Utilize agency input to assist in developing policies, planning, and procedures.
2. Continue to promote passenger and general public awareness of all transportation services.	a. Update public educational information on transportation services. b. Enhance informational materials for riders of the system and upgrade when necessary. c. Continue to give at least 10 presentations a year to develop public awareness and educate groups about the system. d. Update company website to include system material.
GOAL 2: Ensure cost-effective and efficient transportation services.	
OBJECTIVES	**STRATEGIES**
1. Deliver effective service by the most cost effective means.	a. Monitor and report number of trip denials. b. Monitor and report number of no-shows and take corrective action when necessary. c. Report system efficiency, cost effectiveness monthly to management and identify best practices that would improve the cost effectiveness of the entire system. d. Monitor trips per hour. e. Continue quarterly LCB reporting.
2. Transfer appropriate paratransit riders to fixed-route transit.	a. Transfer three appropriate paratransit riders per month to fixed-route transit.
GOAL 3: Ensure quality of service provided to the Transportation Disadvantaged	
OBJECTIVES	**STRATEGIES**
1. Maintain courteous and respectful customer relations.	a. Conduct customer service training for all new employees and update required training for all existing employees. b. Educate individual and agency customers of all applicable transportation policies and procedures. c. Use rider survey feedback and AOR complaints/commendations as tools to encourage entire staff to improve consistently excellent service in the safest manner. d. Continue to conduct quarterly safety sensitivity training.
2. Ensure and improve customer comfort.	a. Continue preventive maintenance checks including AC, heat, seat belts, and lift equipment. b. Continue visual checks on lights, seats and flooring inside the vehicle.

3. Ensure and improve customer safety.	a. Conduct safety training as required for new employees and update for existing employees. b. Report all accidents and road call records. c. Maintain CTC System Safety Program Plan, Hazard and Security Plan, and Maintenance Program Plan. d. Drivers will continue to report daily inspection logs and any discrepancies must be reported immediately so corrective action can be taken. e. Educate nursing homes and dialysis units the importance on preparing clients for transportation in a timely manner preventing unnecessary delay for that vehicle schedule.
GOAL 4: Ensure necessary funding to support the program	
OBJECTIVES	**STRATEGIES**
1. Solicit funds to meet more of the trip demand.	a. Seek funding from local government to provide local match for transportation services while pursuing private funding through community involvement with local businesses and agencies.
2. Encourage all human service agencies to identify and assign adequate funding to meet transportation needs of their clients.	a. Encourage all area human service providers to attend Local Coordinating Board meetings. b. Encourage all agencies to list transportation costs as a separate budget line item to encourage a dedicated transportation allocation for their clients. c. Provide 50% match for voucher purchased local, Medicaid and human services providers within Escambia County. d. The planning agency (WFRPC) will monitor Intergovernmental Coordination and Response request and update the CTC and LCB of grants involving transportation disadvantaged services.
3. Encourage local government to include paratransit services in FTA grant.	a. Continue to stress the need for local government to review data from the CTC and surrounding counties to see the importance of its involvement in paratransit.
GOAL 5: Ensure program accountability	
OBJECTIVES	**STRATEGIES**
1. Comply with procedures, rules and regulations outlined by Florida Legislature and the Transportation Disadvantaged Commission.	a. Comply with contract standards and submit an accurate Annual Operating Report including all Purchase of Service and Coordination Contracts data. (Continuous)
2. Provide uniform, accurate, and timely submittal of data for contract requirements.	a. Comply with the Community Transportation Disadvantaged contract requirements. (Continuous)
3. Collect, compile report and maintain necessary data for program evaluation.	a. Prepare a quarterly report to the LCB outlining activities over the quarter. (Quarterly)

IMPLEMENTATION SCHEDULE

Increasing system efficiency is a primary component of this Implementation Plan. The implementation plan also involves execution of the plan's policies and goals & objectives. For the TDSP, the implementation plan identifies actions and activities, type of action required, responsible entity for taking the action, and the timing. The Community Transportation Coordinator will provide an overview of the ongoing system improvements and review steps, as well as provide a timeline for actions and strategies to meet the above stated goals.

Action/Strategy	Responsible Agency	Time Frame to be Completed
Continue to collaborate with agencies such as Vocational Rehab, FDOT and Workforce Development.	CTC	Continuous
Coordinate with organizations who have received federal 5317 New Freedom funding for transportation service to people with disabilities.	CTC	Continuous
Review and update, if necessary, the Maintenance Plan, System Safety Program Plan, and the Hazard and Security Plan.	CTC	Continuous
Coordinate with Santa Rosa County and Florida-Alabama TPO to continue Santa Rosa Transit public transportation service, made possible by the Federal Section 5316 Job Access and Reverse Commute (JARC) program.	CTC	Ongoing
Network with other Community Transportation Coordinators by sharing system improvements and funding.	CTC	Continuous
Update website as needed for educating public on transportation services.	CTC	Continuous
Update informational materials (brochures) for riders of the system and upgrade when necessary.	CTC	Continuous
Monitor and report number of no-shows and take corrective action when necessary.	CTC	Continuous
Reward employees for excellent service through internal customer service recognition.	CTC	Quarterly
Provide employee customer service training throughout the year. Pursue additional employee training opportunities.	CTC	Continuous
Use rider survey comments and AOR complaints/commendations as tools to encourage drivers consistently to provide excellent service in the safest manner.	CTC	Continuous
Highlight safety practices by employees through internal safety Briefing program.	CTC	Quarterly
Conduct safety training as required for new employees and updated For existing employees.	CTC	Immediate & Continuous
Report all accident and road call records to DOT, TD Commission and other appropriate necessary agencies.	CTC	Immediate & Continuous

Maintain dialogue with health care facilities to enhance coordination of appointment times.	CTC	Continuous
Encourage area human service providers to attend Local Coordinating Board meetings.	CTC	Ongoing
Comply with contract standards by submitting an accurate Annual Operating Report including all Purchases of Service and Coordination Contracts data.	CTC	Continuous
Comply with the Community Transportation Disadvantaged contract requirements.	CTC	Continuous
Prepare a quarterly report to the LCB outlining activities over the Quarter.	CTC	Quarterly

The Escambia County paratransit vehicle replacement and expansion plan is summarized in Table 13 below and illustrates the requests for paratransit vehicles.

As illustrated in the Needs Assessment (Table 12), there are several funding sources that should be considered each year for the purchase of paratransit vehicles (e.g., 5307, 5309, 5310, 5311, 5339, etc.).

TABLE 13
ESCAMBIA COUNTY
PARATRANSIT VEHICLE REPLACEMENT & EXPANSION PLAN

# of Veh	Funding	Unit #	Owned	Year	Tag #	Replacement Year
1	5311	208	County	2010	160296	2015
1	ARRA	1114 (838)	County	2011	TC4422	2016
1	ARRA	1115 (839)	County	2011	TC4424	2016
1	ARRA	1116 (840)	County	2011	TV8578	2016
15	SGR	TBD	County	2014	TBD	2019
6	5310	TBD	FDOT	TBD	TBD	TBD
1	5339	TBD	County	TBD	TBD	TBD

OPERATIONS

The operations element is a profile of the Coordinator's current system which provides basic information about the Coordinator's daily operations. This element is intended to give someone with little or no knowledge of the transportation operations an adequate level of understanding. A Glossary of Terms is provided in the appendices of this plan.

Types, Hours and Days of Service

The coordinated system provides service to the urbanized and non-urbanized area of the county except on the following days:

Escambia County Community Transportation (ECCT)
July 1, 2015 - June 30, 2016

Holiday Schedule - CLOSED

September 7, 2015	Labor Day
November 11, 2015	Veterans Day
November 26, 2015	Thanksgiving Day
December 25, 2015	Christmas Day
January 1, 2016	New Year's Day
May 30, 2016	Memorial Day

Limited Schedule - No ADA services
Call Center & Admin Closed

July 4, 2015	Independence Day
December 31, 2015	New Year's Eve
January 18, 2016	MLK Jr. Day

Sunday through Saturday service provided according to demand. The program offers a door-to-door, advance reservation service to ambulatory and non-ambulatory clients who are funded through the coordinated agencies.

These services are provided through either:

a. Subscription Service: Is a regularly recurring service for which trips, routes, and vehicles are prearranged.

b. Advance Reservation: A trip request, which is reserved 1 to 14 days in advance depending on funding agency.

c. High Volume Group: A high volume group is defined as transportation arranged for the same 7 or more clients riding together for five days a week, from different locations, who have the same pick up and return times, and will be transported to the same destination.

d. Demand Response: Urgent same day request. Will be evaluated on a case-by-case basis and must be approved by a supervisor.

Clients or agencies calling for subscription service (standing orders) or for the high volume group trips, need only call one time to establish a client file and the needed trip information. As long as there are no changes entered, the trips will be assigned to a vehicle and will automatically print to that vehicles schedule at the set times and days requested.

Acceptable para-transit demand response trips are normally for urgent care and verified with the appropriate doctor's office. All approved demand response trips scheduled on seat availability and a vehicle being in close proximity heading in the direction of the trip request destination.

When arranging transportation, the caller is responsible for providing the date, the appointment time, the return time, the pick-up address, the exact destination address to include building and suite numbers and what mobility device (wheelchair, scooter, walker, child restraint seats, escorts, etc.) will be used if any. Given the reason for the trips, the reservationist will instruct clients when to be ready for pick up prior to the appointment time.

In the urban area, the pick-up time is normally one hour prior to the appointment. Reservationist will then read the trip information back and have the caller verify that the information is correct. All trips are required to provide a return time. Scheduled pick up and return time pickups have a 60-minute window. In the event a return time is not available (dialysis, doctor's office, etc.), the client can opt for a will call return. Your return trip is activated when we receive a call saying the client is ready to go. The vehicle will pick you up within 90 minutes.

The CTC has experienced some problems with nursing homes and dialysis facilities not having all the requirements for transport. This creates delays for other clients riding on the same vehicle. To reduce the recurrence of this problem, an effort has been made to educate the facilities on the importance of having all the requirements for transport.

For clients living in the northern rural part of the county (from Kingsfield Road north), a shuttle service is available Monday through Friday. There is one morning shuttle at 7:00 a.m. and one afternoon shuttle at 1:30 p.m. heading south from the northern most rural area. Returns to the rural areas area at 11:30 a.m. and 4:00 p.m. Clients are picked up at their homes and then dropped at one of seven different destinations in the urban area. If the destination is along the route, clients can be dropped at the door. Additional shuttles may be added in the future based on demand.

Accessing Services

This section includes detailed information regarding: (a) the phone number and office hours in which services can be scheduled. Include alternative communications such as internet reservations and Relay Service; (b) the method and advanced notification time required to obtain services; (c) an explanation of the cancellation process and requirements; (d) no show procedure (both Coordinator and rider), including any applicable penalties; and (e) procedures for dispatching backup service or after-hours service.

(a) Phone numbers and office hours.

Escambia County Board of County Commissioners (BCC) is the Community Transportation Coordinator (CTC) for Escambia County and provides service as Escambia County Community Transportation (ECCT), which is currently operated by First Transit, Inc.

The office is open to the public Monday through Friday from 8:00 a.m. until 5:00 p.m.

Agencies may call the office as early as 8:00 a.m. by calling the agency line: (850) 595-0501

Trip requests from the public can be arranged by calling:	(850) 595-0501
Hearing impaired clients may use the Florida Relay System by calling:	7-1-1 or (800) 955-8770
Text Telephone (TTY):	(850) 595-0502
Toll Free:	(844) 595-0501
Fax:	(850) 595-0503

In person: 3346 McLemore Street, Pensacola, FL 32514

After hours, the phone system will send you to the dispatch office phone, (850) 595-0501, to answer any questions concerning your immediate transportation request.

Trip reservations for Saturday and Monday will be taken on Friday until 4:00 p.m.
The CTC reserves the right to request that clients make reasonable adjustments in pick up times to effectively provide shared ride trips.

(b) *Advanced notification*. Request for trips is required at least 24 hours (1 day) prior to the day transportation is needed. ADA requires 24 hours (1 day) advance notice.

(c) *Cancellation requirements*. You may call our office to cancel a ride on the day of that trip. Cancellations should be done in enough time to inform the driver before leaving to pick up the client, two hours or more prior to the appointment time. The CTC's office is the only entity to call to cancel trips that will be occurring on future dates. The CTC office number is (850) 595-0501. Clients should never cancel future trips by means of a driver or a carrier.

(d) *No show procedure*. Failure to cancel a trip in the proper manner may result in a "*no show*." A no show occurs when:

1. The client is not ready within the five-minute window given at time of pick-up.
2. The client is not at the pre-arranged pick up point.
3. The client refuses to go when the driver arrives.
4. The client refuses to pay the required fee.

ADA does not allow automatic cancellation of return trip.

Penalties. Actions for excessive no-shows.

1. After a second no show occurs, a letter of warning is sent to the client from the CTC.

2. If a third infraction occurs within sixty (60) days, a letter will be sent out by the CTC notifying the client that they have been suspended from service for a thirty (30) day period.

3. Once the client has been reinstated and another three infractions occur within a sixty (60) day period, the suspension is extended to forty-five (45) days. Once the client has been reinstated again and another three infractions occur within a sixty (60) day period, the suspension will be extended to sixty (60) days. The sponsoring agency may contact the CTC and reinstate their suspended client when unique situations result in a

suspension. The agency is responsible for counseling the clients so future no-shows will be minimized.

There may be occasions when a client is not picked up through no fault of the client (CTC error). This is not a *no-show*. When this type of error occurs and the CTC's office is alerted, we will make every effort to make this client a priority.

Any client who rides under a co-payment program (non-sponsored, or ADA) is responsible for payment each time he or she boards the vehicle. All co-pays are the responsibility of the client.

Prepaid tickets may be purchased at the Escambia County Community Transportation (ECCT) offices in the amounts of $30 for a book of 20 for Non-Sponsored or $70 for a book of 20 for ADA.

(e) *Backup / after-hours service*. Whenever there is a delay due to a mechanical breakdown, traffic or weather conditions, the driver of the vehicle is responsible for making radio contact with the dispatcher and alerting them of the situation. The dispatcher will make every effort to contact the various agencies and/or family members of those clients.

When the cause of the delay is a breakdown or an accident that has disabled the vehicle, other available vehicles will be dispatched to assist in the transport of those clients.

In the event of an accident, the driver will immediately begin to check for any possible injuries. The driver will contact the dispatcher and report the accident and request assistance (ambulance, police, agencies) if needed. The dispatcher will then contact the Safety Manager and the General Manager to notify them of the accident. Other vehicles will be dispatched to assist in the transport of the clients. A detailed accident report will be completed by the driver, the dispatcher and the Safety Manager within 24 hours.

(f) *Service suspension*. Any client who is violent, seriously disruptive and/or involved in any illegal conduct shall immediately be suspended for 30 days or until an appeal hearing is held. This includes, but is not limited to:

1. Threats of physical harm to other passengers, drivers, or other service personnel.
2. Physical assault or battery on a driver or other passengers.
3. Verbal abuse, intimidation or altercation with driver or other passengers.
4. Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations.
5. Unauthorized use of or willful damage to vehicle equipment.
6. Smoking while on board the vehicle.
7. Repeatedly violating riding rules, including smoking in the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document.
8. Failing to maintain reasonably acceptable personal hygiene standards, which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers.

Eligibility

Non-Sponsor. The CTC is responsible for verifying eligibility for the Transportation Disadvantaged Non-Sponsored program. To become eligible for this program, an application must be completed and submitted to the CTC's office. In order to be eligible, the individual submitting the application must have no other means of transportation available and at least one of the following:

1. a medical statement notifying the CTC of a physical or cognitive disability,
2. be over the age of sixty, or
3. have an economic hardship.

Other cases not meeting these criteria will be evaluated on a case-by-case basis. Proof of eligibility must be accompanied with the application.

Under all instances, there must be no other means of transportation available to the individual submitting the application. Once the application has been approved (normally within seven to ten business days), a letter of eligibility is sent to the applicant notifying them that they are eligible or not for the Non-Sponsored Program.

Also a Rider's Handbook explaining the rules and regulations is sent to eligible recipients at this time. Reservations for the Non-Sponsored Program are only accepted on a first come first served basis the day prior to the trip. The only exception to this is trips going to dialysis or chemotherapy.

Individuals utilizing the Non-Sponsored Program may request trips for two (2) consecutive days providing the funding is available for the first day's trip and the trips for both days are identical. This helps to reduce the number of phone calls coming into the reservation office. This procedure is only allowed based on current funding and may be changed or discontinued based on future funding levels.

Non-Sponsored clients who are using these funds for employment trips are being referred to the West Florida Regional Planning Council (WFRPC) Commuter Service program (www.wfrpc.org/programs/rideon or 850-332-7976x227). By moving those clients into carpools and others means of transportation, these funds will be freed up for other individuals to use. Funding is limited on a daily basis. Once the funds have been depleted for the next day, trip requests are cut off. Reservations for Saturday through Monday trips are taken on Friday.

ADA transportation. ADA transportation is available for individuals unable to access the bus system due to a disability (permanent or temporary) and whose trip begins and ends within ¾ miles of the bus route and during the times the fixed route operates. Unlimited rides are available during Escambia County Area Transit (ECAT) service hours.

Eligibility depends on functional limitations of the individual. Depending on the disability and whether or not using the bus system can be a learned (participation in travel training), eligibility may be permanent or temporary.

The ADA specifies three criteria to be eligible:

Criteria 1: Any person with a temporary or permanent, physician-verified disability who can use an accessible vehicle, but cannot make the necessary trips to the bus stops. All buses are wheelchair lift equipped.

Criteria 2: Because of a disability, any person who is not able to independently board or disembark from an accessible vehicle, including any disability that prevents a person form identifying a bus, following or understanding directions, waiting at a bus stop, moving from one bus to another, or recognizing a destination.

Criteria 3: Travel must begin and end within the Escambia County bus service area. Trips that do not begin and end in this service area are not eligible.

A certification process determines ADA Transportation eligibility. Escambia County Area Transit (ECAT) coordinates with Escambia County Community Transportation (ECCT) to process ADA certification**. To apply, call 850-746-8130 ext 200**, request an application form and Medical Verification form to be signed by a licensed physician. After these forms are complete, call to schedule an interview. This interview may take up to ninety (90) minutes. You need to bring all necessary forms to your interview.

The application will be reviewed and the interviewer will discuss your travel ability and limitations. You will have a photo taken for an ID if eligibility is determined. ECAT will provide you with a free round trip on ADA transportation for the interview. You should be notified within 21 days after your interview of your possible eligibility. If the process takes more than 21 days, you become temporarily eligible until a determination is made. You will be mailed written notification of your eligibility along with your identification card. After notification, trips may be scheduled for up to two weeks in advance.

Any person believing that s/he has been unfairly treated, or has any concern or grievance with the certification, service provisions, operation and administration of the Escambia County ADA Transportation Service, shall be advised of the formal grievance procedure, which can be found on ECAT's website at: https://goecat.com/ada-transportation-grievance-policy/.

Transportation Operators and Coordination Contractors

There are presently nine carriers participating in the Escambia County Coordinated System. Six are operator/carriers which are paid by the CTC directly for the service that they deliver. The three other carriers are considered a coordination contracted agency.

A coordination-contacted agency is an agency that performs their own client transportation and is utilizing state, federal, or local funds in the process. These agencies are responsible for meeting all of the standards established in the CTC's System Safety Program Plan and are also responsible for reporting Annual Operating Report statistics to the CTC.

If an agency is distributing fixed route tickets, then the number of clients receiving tickets, the type (ten ride, twenty ride, single, monthly, etc.), the number and the total cost must be reported to the CTC. Coordination contracts and the Annual Operating Report statistics are reviewed annually by the Local Coordinating Board.

Escambia County Board of County Commissioners (BCC) is the CTC for Escambia County and provides service as Escambia County Community Transportation (ECCT), which is currently operated by First Transit, Inc. ECCT provides door-to-door service to the ambulatory and wheelchair clientele for such programs as Non-sponsored, Council on Aging, Agency for Persons with Disabilities, Vocational Rehabilitation Services, Department of Transportation, and the various other agencies who request transportation through ECCT's office.

Awesome Taxi is a secondary operator/carrier who will provide service for difficult to schedule trips. The contract person is David Smith.

Tucker/Yellow Cab of Pensacola is a secondary operator/carrier who will provide service for difficult to schedule trips. The contact person is Karen Locklear.

Escambia County Area Transit (ECAT) provides the fixed route service. ECAT offers a bus pass system, which is utilized by several agencies for both the sponsored and non-sponsored programs.

Public Transit Utilization

The CTC and its contract operator continue their efforts to educate appropriate paratransit riders and encourage use of the public transit system provided as Escambia County Area Transit (ECAT), a fixed-route service.

School Bus Utilization

School bus vehicles have not been incorporated into the coordinated program and no agreements are in place for the use of those vehicles.

Vehicle Inventory

A Vehicle Inventory of the vehicles utilized by ECCT is included in the appendices.

System Safety Program Plan Certification

Each Coordinator and any transportation operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds, shall ensure the purchasers that their operations and services are in compliance with the safety requirements as specified in Section 341.061, Florida Statutes, and Chapter 14-90, F.A.C. The System Safety Program Plan certification can be found in the appendices.

Intercounty Services

Coordinators are required to plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator.

Emergency Preparedness and Response

ECCT works in conjunction with Escambia County Area Transit (ECAT) and Escambia County Emergency Management during times of emergency. When there is advance warning, Emergency Management will contact ECCT and place the coordinated system on alert. ECCT will then notify any necessary carriers of the situation.

In the past, the primary carrier was the only operator who was called upon to assist with evacuation assistance. The media is utilized to notify the public of telephone numbers to call for assistance.

As Emergency Management receives calls, they notify ECAT directly and they notify the carrier with needed trip information, which consists of who to transport, where they are located, if special assistance is required and where they are to be transported. Emergency Management will also be the entity to authorize the return trips.

Educational Efforts/Marketing

A marketing effort has been made by the CTC, which includes various speaking engagements at local agency fairs, seminars, and meetings. The CTC has also been responsible for posting fliers in various locations throughout the rural area. Various local agencies are also distributing brochures and notifying individuals of the services available.

In addition to this, public hearings and LCB meetings are advertised in the local newspaper inviting the general public to participate and voice their transportation concerns. The CTC also requests from the LCB assistance in marketing strategies to make the public aware of the $1.00 tag renewal donations that will be placed into the non-sponsored program for Escambia County.

*The Florida-Alabama Transportation Planning Organization (FL-AL TPO) kicked off a public transportation campaign in 2013 in order to promote, educate, and garner support for public transportation in the area. The campaign will continue through 2015.

Acceptable Alternatives

The CTC has found no other alternative providers.

Service Standards

Service standards are integral to the development and implementation of a quality transportation program to the transportation disadvantaged in a service area. Local service standards have been developed jointly by the Local Coordinating Board, the Planning Agency, and the Coordinator, consistent with those of the Commission. The following standards have been implemented by ECCT.

Drug and Alcohol Policy. All operators participating in the coordinated system must adhere to Department of Transportation 49 CFR Part 40 and shall have a written Drug and Alcohol Policy in place to be in compliance with FTA and FHWA.

Escorts and children. Children under the age of 16 and individuals requiring special loading assistance will be required to be accompanied by an escort. The exceptions to this rule are considered on a case-by-case basis. The escorts must be able to provide the necessary assistance to the passenger.

Child Restraints. Any child 5 years of age or younger must be transported by using a crash-tested, federally approved car seat. For children **up to 3 years old**, the restraint must be a separate carrier or a vehicle manufacturer's integrated child seat. The carrier is the responsibility of the parent or guardian. For children **aged 4 through 5 years,** a separate carrier, an integrated child seat, or a child booster seat may be used. Seats belts will be required for **5 year olds and older**. All children under the age of six years will be required to ride in the back seat of the vehicles.

Rider Property. Passengers will be allowed to bring up to two carry-on bags or packages on board the vehicle that can be securely placed in their lap or on the floor between the client's legs. Passengers must be able to independently carry any items brought onto the vehicle. Drivers will not be allowed to carry packages. Mobility or medical equipment (e.g., oxygen, cane, etc.) is not counted in the two items.

Vehicle Transfer Points. Vehicle transfer points will be located in a safe, well-lit and secured area that provides shelter.

Local Toll Free Phone Number for Consumer Comment. Toll free phone numbers will be included in the complaint process. The following numbers will be posted on letter size paper with 18 point or larger font in all vehicles.

Escambia County Community Transportation (ECCT) Center:	1-844-595-0501 toll free
TD Ombudsman:	1-800-983-2435 toll free

Out of Service Area Trips. Out of county trips will be considered based on trip purpose and funding source on a case-by-case basis.

Vehicle Cleanliness. All vehicles should be free of dirt, trash, and sand. All vehicle interiors and exteriors will be cleaned on a regular basis.

Billing Requirements to Contracted Operators. The CTC shall make payments to the operator within a seven (7) day period once payment has been received from an agency. Payment will be based upon reconciled driver manifests and completed monthly carrier reports.

The CTC reserves the right to withhold payments if requested information is not provided to the CTC until such time that the information is received.

The operator will be reimbursed by the CTC for those trips actually completed once payment has been received from the requesting agency.

Cancellations, no-shows, rejected claims, and uncorrectable accounts are not reimbursable.
If full payment is not received from an agency, the operators will be paid proportionately based on the amount received.

Rider/Trip Data. ECCT will collect the name, phone number, address, funding source eligibility, and any other pertinent information on each client.

Adequate Seating. Vehicle seating will not exceed the manufacturer's recommended capacity.

Driver Identification. All drivers are required to have either picture identification or nametag displayed at all times while transporting passengers.

Passenger Assistance. All drivers will be required to assist those passengers needing or requesting assistance from exterior door to exterior door and on/off the vehicle.

Smoking and Eating on Vehicles. There will be no smoking, to include electronic smoking devices and all e-cigarettes, at any time on any vehicles in the coordinated system. Eating and drinking on board the vehicle will be allowed only as a medical necessity to the passenger and only at the discretion of the driver.

No-Show Policies. Passenger no-shows are defined as trips not canceled prior to dispatch of the vehicle. Please see the accessing service portion of the TDSP update.

Communication Equipment. All vehicles will establish a two-way communication source through the utilization of radio or cellular phone.

Vehicle Air Conditioning and Heating Equipment. All vehicles must have a workable air conditioning and heating system prior to the transport of passengers within the coordinated system. If either element is not functioning properly, the operator is responsible for repairing prior to providing passenger service with that vehicle.

First Aid Policy. The CTC does not require drivers to be trained in first aid.

Cardiopulmonary Resuscitation. The CTC does not require CPR.

Pick-Up Window. Clients are to be ready for pick up 30 minutes prior to their scheduled pick-up time. The "pick up window" for your trip will be 30 minutes before or 30 minutes after your scheduled pick up time. The driver will only wait five minutes for you to board from the beginning of the pick-up window. If you do not board within five minutes, the driver will notify dispatch, depart without you, and you will be considered a no-show.

For example: Be ready at the beginning of the pickup window. If your scheduled pick-up time is 8:15 a.m., your pick-up window begins at 7:45 a.m., so be ready at 7:45 a.m.

30 Minutes Before Scheduled Pick Up Time and 30 Minutes After		
7:45 a.m.	**8:15 a.m.**	**8:45 a.m.**

Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the client will be told when they need to be ready based on the appointment time and the length of trip. The first 30 minutes of that hour is utilized to pick-up clients.

For scheduled returns, pick-up should occur within 60 minutes after that time. For those times that a client is unable to provide a return time (e.g., surgery, release from hospital, etc.), a demand-response trip will be worked into the existing schedule. This could result in an extended wait.

On-Time Performance. The primary operator will have a 90% on-time performance rate for all completed trips.

Advance Reservation Requirements. Prior day request is required for ADA.

Public Transit Ridership. ADA clients are instructed on the use of public transportation when they are initially interviewed for their eligibility.

Complaints. No more than 5 total complaints a month.

Accidents. One chargeable accident per 100,000 miles will be the maximum allowable number of accidents for the evaluation period.

Road Calls. There should be no less than 10,000 miles between road calls.

Call Hold Time. The Escambia County Community Transportation (ECCT) office has a system that will answer the ringing line and direct the call via menus to the appropriate party. As a result, reservationists are no longer required to place the client they are working with on hold to answer ringing lines. This will result in fewer interruptions and faster service for the client. When all reservationists are busy with calls, 90% of those callers on hold should be attended to within three (3) minutes.

Driver Criminal Background Screening. All drivers in the coordinated system must have a clear Level Two background screening prior to providing passenger service.

Service Effectiveness. The CTC and the LCB shall review the Annual Operating Report and determine acceptable levels for the performance measures that will be used to evaluate the service of effectiveness of the contracted operators.

Contract Monitoring. The CTC will perform at a minimum an annual evaluation of the contracted operator using the FDOT Safety Certification process.

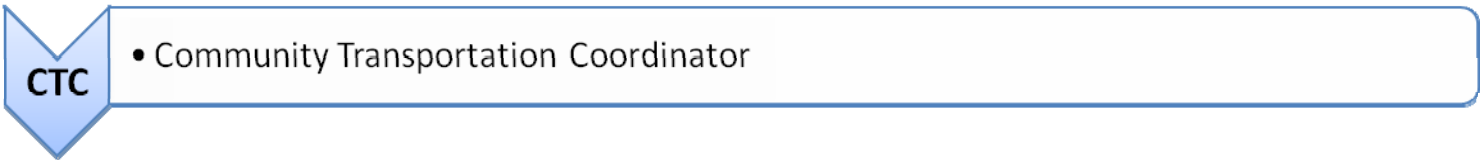
Riding Lifts. Clients who are unable to step up on vehicles will be allowed to ride the lift on vehicles that meet the ADA safety standards; namely, those vehicles having hand rails. Drivers will not ride on the lifts unless unusual circumstances dictate. The safety of the clients is our primary concern.

Local Complaint and Grievance Procedure/Process

The Community Transportation Coordinator (CTC) has established the following grievance procedure as authorized by the Commission for the Transportation Disadvantaged pursuant to Chapter 427, Florida Statutes and Rule 41-2, F.A.C.

A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services. The CTC shall make every effort to resolve any problems at the complaint stage prior to becoming a grievance.

Step 1:



The CTC formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private non-profit operators, the designated official planning agency, elected officials, and drivers.

By contacting the CTC office, a written copy of the grievance process and rider policies will be made available to anyone, upon request. The CTC will be responsible for posting on all vehicles in plain view of riders, including transportation subcontractors and coordination contractors, the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance.

All grievances filed must contain the following information:

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

All formal grievances submitted to the CTC shall be mailed to:

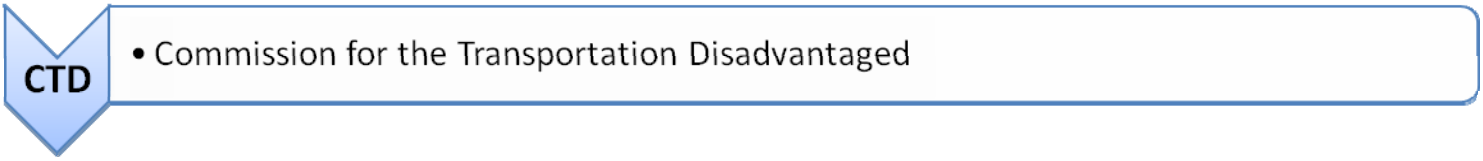
Escambia County Board of County Commissioners
Public Works Department, Trans & Traffic Ops Division
Donald A. Christian III
3363 West Park Place
Pensacola, FL 32505
Phone: 850.595.3436
dachrist@co.escambia.fl.us

Step 2:

If the aggrieved party is not satisfied with the CTC decision, they may have the Local Coordinating Board (LCB) Grievance Committee hear the grievance and make recommendations to the CTC on their behalf.

To request a LCB Grievance Committee contact the Escambia County Transportation Disadvantaged Coordinating Board Chair at P.O. Box 11399, Pensacola, FL 32524-1399 (phone 850-332-7976 x231 or 1-800-226-8914).

Step 3:



If satisfaction cannot be achieved at the local level, a grievance/complaint can be submitted to the Commission for the Transportation Disadvantaged (CTD) Ombudsman Program/TD Hotline at 1-800-983-2435.

Similar to the LCB, the Commission for the Transportation Disadvantaged can hear a grievance and make recommendations or advise the CTC. Apart from these grievance processes, aggrieved parties also have recourse through Chapter 120, F.S., administrative hearing process or the judicial court system.

Note: At any point in the grievance process, the grievant may submit the grievance to the, CTC, Local Coordinating Board (LCB) or the Commission for Transportation Disadvantaged Ombudsman.

CTC Monitoring Procedures of Operators and Coordination Contractors

The agency conducts an annual evaluation of its Operators and Coordination Contractors to ensure contractual compliance. The agency monitors Operators and Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis to ensure compliance with the Safety System Program Plan, Commission and locally approved standards, and insurance requirements.

A written letter and report are issued to the Operators and Coordination Contractors citing items that require corrections. A deadline is given for corrections to be made. A follow up monitoring is conducted if necessary.

Coordination Contract Evaluation Criteria

The agency conducts an annual evaluation of its Coordination Contractors to ensure contractual compliance. The agency monitors Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis. The evaluation report is provided to the Local Coordinating Board for review and approval of continuation of a coordination contract.

COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION

The Commission has established the Rate Calculation Model, a standard process for the development of rates for transportation services that are arranged or provided by the Coordinator. This model can be used by the Commission in comparing and approving rates to be paid to and used by Coordinators and in determining cost-based rates to be charged to all purchasing agencies.

The Rate Calculation Model Worksheets and Rates for Services are reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues. The Commission's rate calculation model is used to develop rates for non-sponsored trips. Other purchasing agencies have their methods of developing rates for transportation services using vehicle mile rates and pick up fees.

Rates for transportation services are included in the service rates summary table below. The summary details type of service provided, unit rate whether passenger mile or trip, and cost per unit. New Rate Model Worksheets have not been provided for FY 2015/16. Therefore, it is being recommended that Escambia County use the existing, passenger mile rate from the approved Rate Model Worksheets, per the CTD. The Rate Model Worksheets from the previous year, which were approved in October 2014, are included in the appendices. The rates below will also be included in the executed Trip and Equipment (T&E) Grant for FY 2015/16 until new rates are approved by the Local Coordinating Board (LCB).

Escambia County
Service Rates Summary

Type of Service	Unit	FY 2014/15 Combination Rates	FY 2015/16 Passenger Mile Rates Only
Ambulatory	Trip	$ 11.67	N/A
Ambulatory	Passenger Mile	$ 1.08	$ 2.41
Wheelchair	Trip	$ 16.33	N/A
Wheelchair	Passenger Mile	$ 1.95	$ 4.13
Stretcher	Trip	$ 24.00	N/A
Stretcher	Passenger Mile	$ 3.12	$ 8.61

Quality Assurance

The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action. The Commission provides feedback on what areas of the plan need to be modified for next year.

The previous Transportation Disadvantaged Service Plan (TDSP) signed review letter and roll call sheet are included in the appendices. The previous TDSP was approved and no items were cited as deficient or inadequate.

Community Transportation Coordinator Evaluation Process

A Local Coordinating Board subcommittee assists the planning agency in evaluating the Community Transportation Coordinator on an annual basis. The evaluation of the CTC is based on performance indicators, measures of effectiveness and efficiency, and level of coordination. The evaluation worksheets are included in the appendices.

In an effort to monitor the services provided to the transportation disadvantaged by the CTC, an annual survey of the riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas where they are not. The rider surveys were conducted at the beginning of the year.

A summary of the survey results along with a comparison of the previous two years are included in the appendices along with the comments that were submitted.

The survey results indicate that 49% of the trips were for medical/dental while 25% were for school/work.

Also, it should be noted that 52% use community transportation 11 or more days a month.

If community transportation was not provided, 40% indicated they would not be able to make the trip.

Appendices

Memorandum of Agreement between CTD and CTC

Transportation Disadvantaged Program Concept Chart

Organization Charts

Paratransit Vehicle Inventory

Previous Safety System Program Plan (SSPP) Certifications - *not provided*

Previous (October 2014) TDSP Roll Call Voting Sheet - *not yet signed by CTD*

Previous (2014) TPO Signed Resolution

Glossary of Terms

Rider Survey Comments

Rider Survey Results & Comparisons

CTC Evaluation

Rate Model Worksheets - from FY 2014/15

ESCAMBIA COUNTY
CLERK'S ORIGINAL
4/29/2014 CAR I-13

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Apr. 29, 2014 Page 26

Contract # TD 1448

Effective: 7-1-14 to 6-30-19

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

ESCAMBIA COUNTY BOARD OF COUNTY COMMISSIONERS

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

ESCAMBIA county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.

B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.

C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.

D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

Verified By: Dtavia
Date: 5/8/2014

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.

2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.

3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.

4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.

5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.

3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.

4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.

G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.

H. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and

2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of $200,000 for any one person and $300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of $l million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.

K. Protect Civil Rights by:

1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.

2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.

N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.

O. Comply with the following requirements concerning drivers and vehicles:

1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

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

3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.

4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.

2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.

3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

4. Provide shelter, security, and safety of passengers at vehicle transfer points.

5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.

6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.

7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.

9. Maintain or have access to a passenger/trip database on each rider being transported within the system.

10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.

B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.

B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.

C. Termination Conditions:

1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.

2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.

D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.

E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is: Assistant County Administrator Larry Newsom

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on February 25, 2014.

Lumon J. May, Chairperson
Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION COORDINATOR:

Escambia County Board of County Commissioners
Agency Name

Lumon J. May, Chairman
Typed Name of Authorized Individual

Signature:

Title: Chairman

ATTEST: Pam Childers
Clerk of the Circuit Court

By: Nora Harris
Deputy Clerk

BCC Approved 04-29-2014

Date Executed
May 8, 2014

Approved as to form and legal sufficiency.

By/Title:
Date: 4/24/14

Rev. 04/02/12

STATE OF FLORIDA, COMMISSION FOR THE TRANSPORTATION DISADVANTAGED:

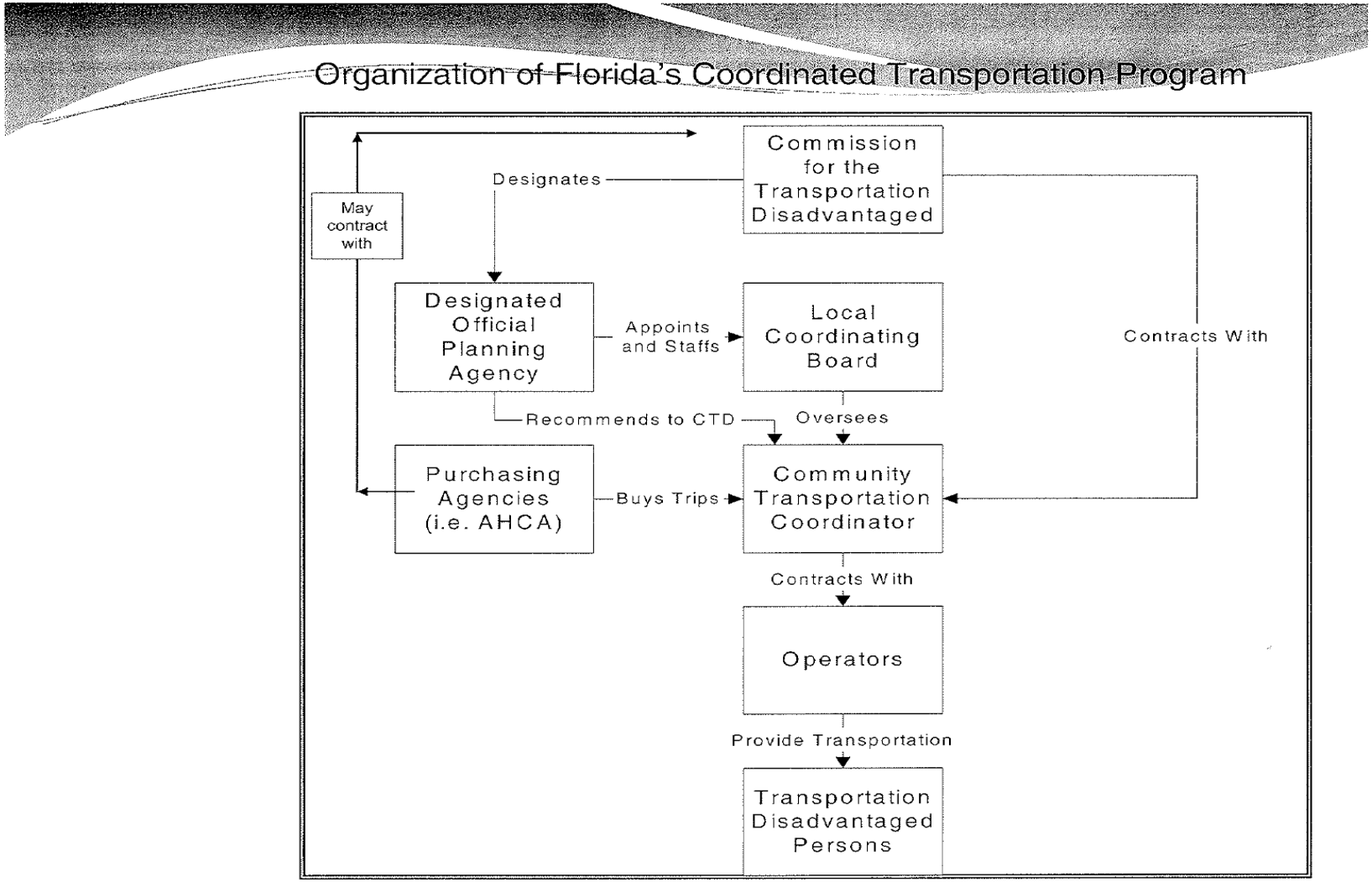
Steven E Holmes
Typed Name of Authorized Individual

Signature:

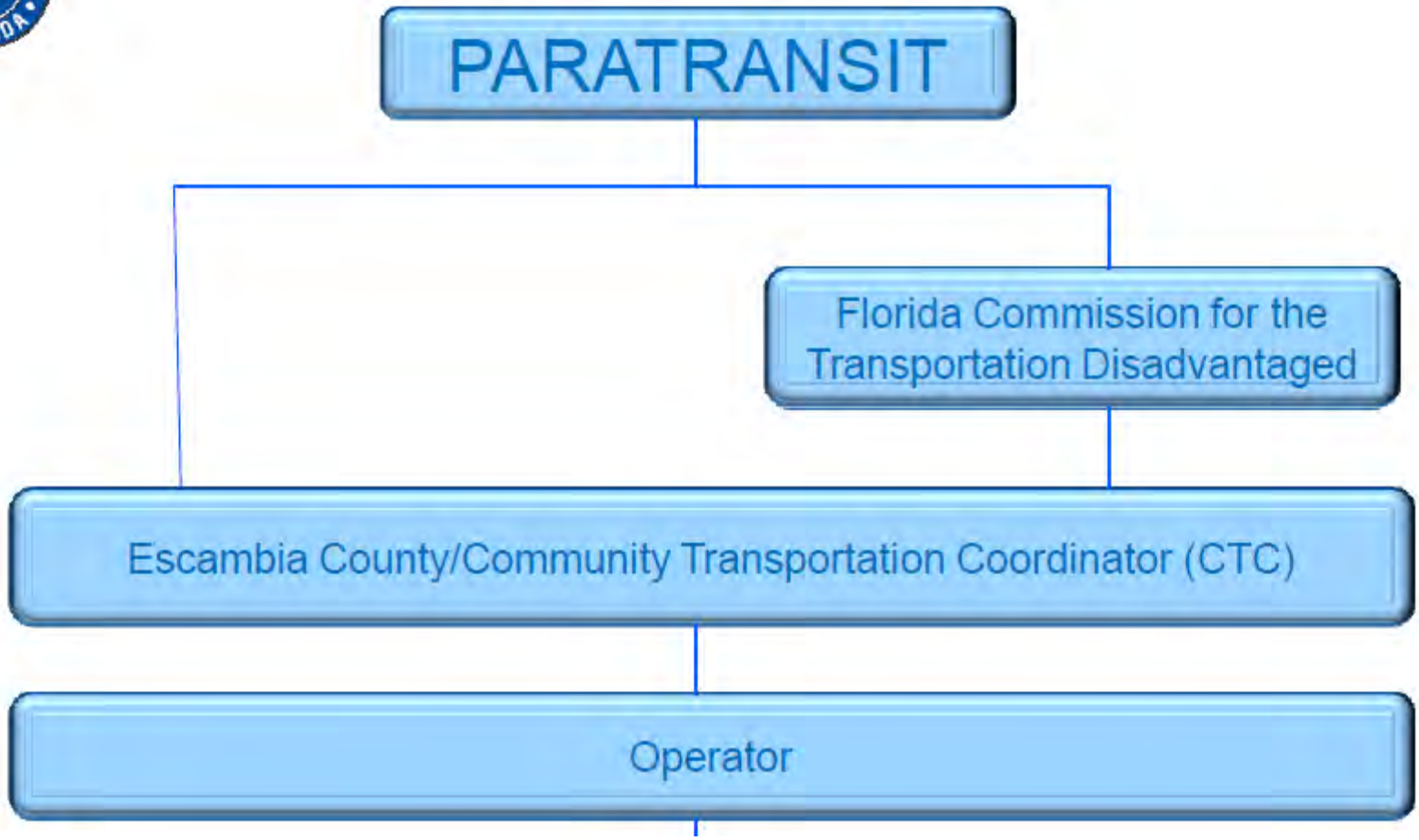
Title: Executive Director

Transportation Disadvantaged Program Concept Chart

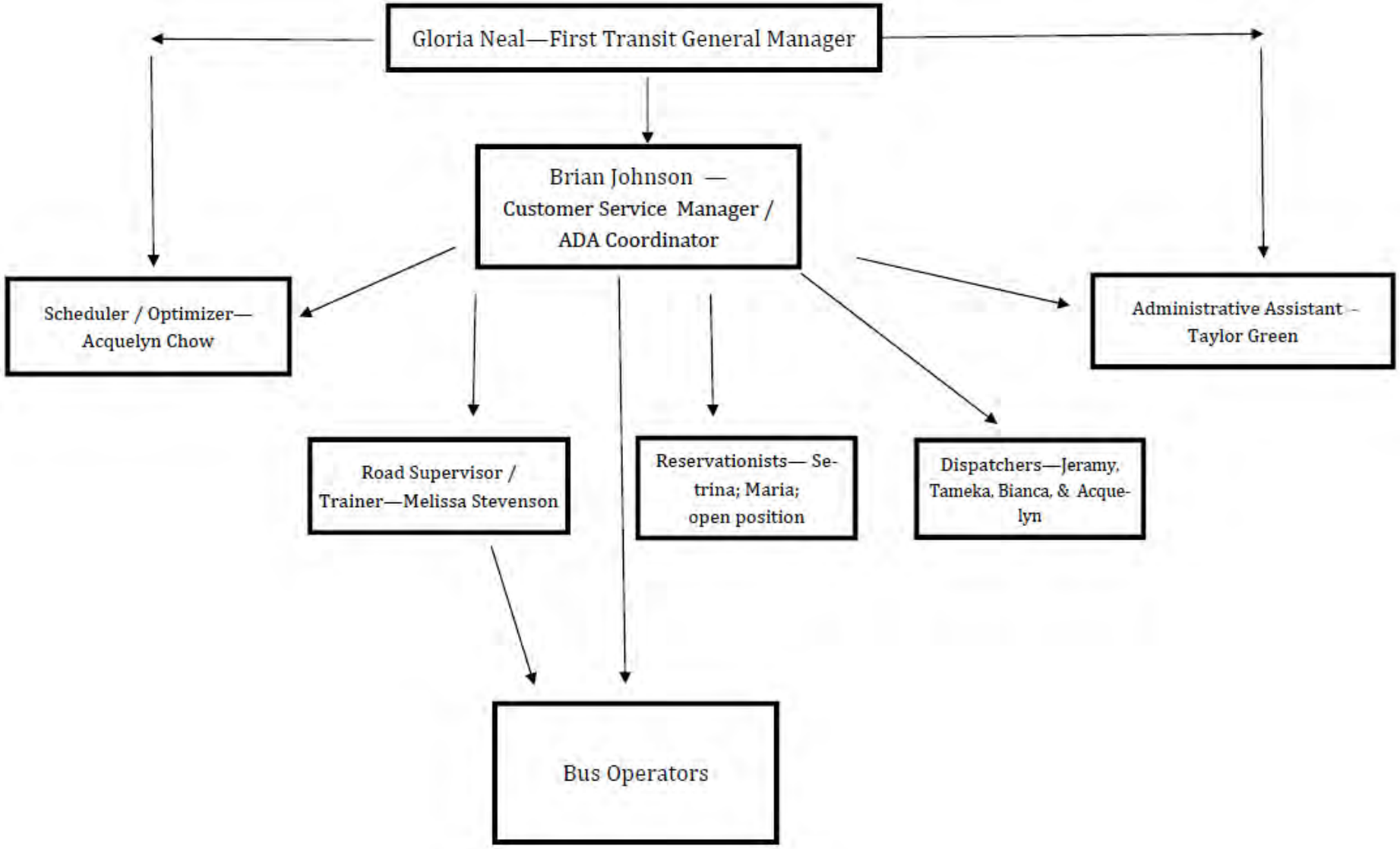
Figure 1



CTC ORGANIZATION CHART
Figure 2



PARATRANSIT CONTRACT OPERATOR ORGANIZATION CHART
Figure 3



WFRPC Organization Chart
Figure 4

West Florida Regional Planning Council

EXECUTIVE DIRECTOR
Terry Joseph

ADMINISTRATION

Finance Director
Dawn Schwartz

Accountant
Kathy Scott

Accounting Clerk
Deb Brown

Administrative Professional
Cindy Sheffield (Manpower)

Information Systems Specialist
TO BE FILLED

Human Resources Coordinator
Renee Quick (Manpower)

COMPREHENSIVE PLANNING

Regional Planner
Kathleen Ahlen
Caitlin Cerame
Traci Goodhart

Planning Technician
Cindy McIlwain

Accounting Clerk
Tamie Mahan

Administrative Professional
Susan Bell (Manpower)

TRANSPORTATION PLANNING

Transportation Director
Mary Robinson

Senior Planner
Gary Kramer
Rob Mahan
Mary Beth Washnock

Planning Technician
Gina Watson

Administrative Professional
Brittany Ellers
Dorothy McKenzie
Dottie Turner (Manpower)

Regional Planner
Jenny Cook
Kate Daniel
Dan Deanda
Vikki Garrett
Jill Lavender
Howard Vanselow
Brandi Whitehurst
Brian Youpatoff

GIS Coordinator
Jessica Paul

PARATRANSIT
Vehicle Roster

Unit #	License Plate #	VIN #	Ambulatory Wheelchair / Stretcher	# Passengers	Year	Make	Model	Color
19	COUNTY TAGS 240114	1G1ZS518X6F277594	3A	4	2006	CHEVY	Malibu	White
208	COUNTY TAGS 160296	1FTNE24L49DA92601	9A	10	2010	FORD	E250	White
209	COUNTY TAGS TB8579	1GAZGZFA1E1210656	14A	15	2014	CHEVY	350	White
210	COUNTY TAGS TA9959	1GAZGZFA9E1213093	14A	15	2014	CHEVY	350	White
211	COUNTY TAGS TB8655	2C7WDGCGXER478247	3A/1W	5	2014	DODGE	Caravan	White
212	COUNTY TAGS TB8654	2C7WDGCG8ER478246	3A/1W	5	2014	DODGE	Caravan	White
777	822 RAN (FL)	1FADP3F24EL410531	4A	4	2015	FORD	Focus	White
806	477 REX (FL)	1GBE4V1978F416774	12A/2W	15	2008	CHEVY	4500	White
807	478 REX (FL)	1GBE4V1968F403840	12A/2W	15	2008	CHEVY	4500	White
838	COUNTY TAGS TC4422	1GB6G5BG3B1110765	6A/4W	11	2011	CHEVY	4500	White
839	COUNTY TAGS TC4424	1GB6G5BG7B1110574	6A/4W	11	2011	CHEVY	4500	White
840	COUNTY TAGS TV8578	1GB6G5BG0B1110352	6A/4W	11	2011	CHEVY	4500	White
1435	COUNTY TAGS TD8653	1GB3G2CG9E1208624	8A/2W	11	2014	CHEVY	450	White
1436	COUNTY TAGS TD8651	1GB3G2CGOE1208219	8A/2W	11	2014	CHEVY	450	White
1437	COUNTY TAGS TD8652	1GB3G2CG1E1208049	8A/2W	11	2014	CHEVY	450	White
1438	COUNTY TAGS TD8655	1GB3G2CG7E1207651	8A/2W	11	2014	CHEVY	450	White
1439	COUNTY TAGS TD8650	1GB3G2CG7E1208637	8A/2W	11	2014	CHEVY	450	White
1440	COUNTY TAGS TD8645	1GB3G2CG6E1209245	8A/2W	11	2014	CHEVY	450	White
1441	COUNTY TAGS TD3299	1GB3G2CG1E1208679	8A/2W	11	2014	CHEVY	450	White
1442	COUNTY TAGS TD3298	1GB3G2CG0E1207975	8A/2W	11	2014	CHEVY	450	White
1443	COUNTY TAGS TD3300	1GB3G2CG4E1207722	8A/2W	11	2014	CHEVY	450	White
1444	COUNTY TAGS TC6664	1GB3G2CG0E1209869	8A/2W	11	2014	CHEVY	450	White
1445	COUNTY TAGS TD7339	1GB3G2CG0E1209404	8A/2W	11	2014	CHEVY	450	White
1446	COUNTY TAGS TD7340	1GB3G2CG3E1209557	8A/2W	11	2014	CHEVY	450	White
1447	COUNTY TAGS TD7341	1GB3G2CG5E1209611	8A/2W	11	2014	CHEVY	450	White

Safety System Program Plan (SSPP) Certifications

Not provided

Local Coordinating Board – Roll Call Vote

The Local Coordinating Board for **Escambia County** hereby certifies that the rates contained herein have been thoroughly reviewed, evaluated and approved. This **Escambia County Transportation Disadvantaged Service Plan** major update was reviewed and approved by this Board at an official meeting held on ***October 21, 2014.***

10/28/2014
Date

Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged:

Date

Executive Director

Escambia County Transportation Disadvantaged Service Plan
Local Coordinating Board for Escambia County – Roll Call Vote

Representation	Member	Meeting Attendance		Approval Vote		
		Present	Absent	Yes	No	Abstain
Elected Official - Chair	Lumon May	X		X		
Elderly	Ann Brown	X		X		
Disabled	Warren Jernigan	X			X	
Citizen Advocate	Sarah Johnson	X		X		
Citizen Advocate/User	Cynthia Barnes		X			
Veteran Services	Mark Brooks	X				X
Community Action (Econ Disadv)	Larry Vickrey	X		X		
Local Public Education	Vacant	--				
FDOT	Kathy Rudd	X		X		
FL Dept of Children & Families	Lisa Carden	X		X		
FL Dept of Education (Voc Rehab)	Carol Archie	X		X		
FL Dept of Elder Affairs	Voncile Goldsmith	X		X		
FL AHCA (Medicaid)	John Maraldo	X		X		
Children At Risk	Patricia Parker		X			
Private Trans Industry	Karen Locklear		X			
Local Medical Community	Cheryl Henrichs	X		X		
Workforce Dev Board	Katherine Karshna	X		X		

RESOLUTION FL-AL 14-41

A RESOLUTION OF THE FLORIDA-ALABAMA TRANSPORTATION PLANNING ORGANIZATION ENDORSING THE 2014 MAJOR UPDATE OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN FOR ESCAMBIA COUNTY

WHEREAS, the Florida-Alabama Transportation Planning Organization (TPO) is the organization designated by the Governors of Florida and Alabama as being responsible, together with the States of Florida and Alabama, for carrying out the continuing, cooperative and comprehensive transportation planning process for the Florida-Alabama TPO Planning Area; and

WHEREAS, Rule 41-2.009 paragraph (4) of the Florida Administrative Code reads, the Metropolitan Planning Organization (MPO) shall develop and annually update a Transportation Disadvantaged Service Plan (TDSP); and

WHEREAS, the TDSP is a requirement of the CTC for Escambia County, the Florida-Alabama Transportation Planning Organization (TPO) as the Designated Official Planning Agency; and the Local Coordinating Board; and

WHEREAS, the TDSP is a five year implementation plan with annual updates and a major update every fifth year, which contains the provisions of service delivery in the coordinated transportation system; and

WHEREAS, the Escambia County Transportation Disadvantaged Coordinating Board is the advisory board that is composed of representatives who provide assistance to the CTC relative to the coordination of transportation disadvantaged services; and

WHEREAS, the major update of the Escambia County TDSP was reviewed and adopted October 21, 2014 by the Escambia County Transportation Disadvantaged Coordinating Board;

NOW, THEREFORE, BE IT RESOLVED BY THE FLORIDA-ALABAMA TRANSPORTATION PLANNING ORGANIZATION THAT:

The TPO endorses the Escambia County TDSP 2014 Major Update, which fulfills the requirements of Rule 41-2.009 paragraph (4) and contains the necessary provisions for service delivery in the Escambia County coordinated transportation system.

Passed and duly adopted by the Florida - Alabama Transportation Planning Organization on this 10th day of December 2014.

FLORIDA- ALABAMA TRANSPORTATION PLANNING ORGANIZATION

BY: _____
Charles Bare, Chair

ATTEST: _____

Glossary of Terms

Commission for the Transportation Disadvantaged - Glossary of Terms and Abbreviations

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 through negligence of the transportation provider whereby the result was either property damage of $1,000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

(AER) Actual Expenditure Report: 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.

(ADA) Americans with Disabilities Act: 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.

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

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

(ASE) Automotive Service Excellence: 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 pickup and delivery time parameters.

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

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

(CMBE) Certified Minority Business Enterprise: 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 written compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

(CDL) Commercial Driver's License: 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 Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.

(CTD) Commission for the Transportation Disadvantaged: 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.

(CTC) Community Transportation Coordinator: (formerly referred to as A 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.

Complaint: any written 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 operate any transportation services itself, but contracts with transportation operators 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 pickup, 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.

Disabled Passenger: anyone which a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's 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 workload on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer 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 discreet 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 guideway).

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

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

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

(FS) Florida Statutes: the laws governing the state of Florida.

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

(FAC) 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: a formal plan that 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 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 Sections 163.3177 and 163.3178, Florida Statutes.

(LCB) Local Coordinating Board: an entity in each designated service area composed or 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.

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

(MOA) Memorandum of Agreement: 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.

(MPO) Metropolitan Planning Organization: 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. Many MPOs have been renamed as TPOs (Transportation Planning Organizations).

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 coordinator/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.

(OPA) Official Planning Agency: 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 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.

(QAPE) Quality Assurance and Program Evaluation.

(RBF) Request for Bids: a competitive procurement process.

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

(RFQ) Request for Qualifications: 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 actually 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 Provider: (also referred to as Sole Source) 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, little, 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.

(SSPP) System Safety Program Plan: 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.

(TQM) Total Quality Management: 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.

(TD) Transportation Disadvantaged: 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: any 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, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

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.

(TDSP) Transportation Disadvantaged Service Plan: a three-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.

(TPO) Transportation Planning Organization.

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 person's transportation costs, which are not sponsored by an agency.

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: various 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.

(UPHC) Unduplicated Passenger Head Count: 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 Demand: the number of trips desired but not provided because of insufficient service supply.

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 of density.

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

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

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: these are 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 can not schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

ESCAMBIA COUNTY COMMUNITY TRANSPORTATION
2015 RIDER SURVEY COMMENTS

Comments:

1. This is a great service to the community. Please do more to educate Lakeview and public about service you have.
2. Would like to talk to someone in management. Thank you!
3. Pray the service doesn't go away!
4. Wonderful, maybe Sunday service.
5. Thanks for letting me enjoy the service.
6. Very happy with the service. Love my drivers.
7. You could only schedule rides 24 hours ahead of time at 8 a.m. Please extend calling until at least noon.
8. The drives are always very nice to me!
9. Betty is very reliable.
10. Keep up the good work. If you can, do better.
11. Much more reliable than Pensacola Bay Transportation :).
12. Did not get picked up on time going back home.
13. Would love to be able to go to church on Sundays.
14. Would like to be able to make rides to destinations in Santa Rosa County. I would also like to go to church.
15. Need more drivers in the evenings. I have had a bus driver that was scheduled to pick me up but he refused to give me a ride home. Also, the dialysis unit had to stay open after the normal hours because of a bus driver.
16. Return trips are sometimes too long.
17. Excellent for our community.
18. Want to get put on cab all the time. Had a good ride.
19. Good service by picking up.
20. Good job.
21. Please call me! Betty Henderson
22. Think Miss mother is Alice and Miss Susan Envienson.
23. Thank you!
24. Thanks!
25. Everything is very good.
26. Very nice driver that picks me up.
27. My only request is to get home in a timely manner.
28. My evening trips are not the same in the afternoon.
29. The dispatcher is rude!!
30. I was told I could not get a ticket for a free ride if I did not fill out this survey and get it back to the driver.
31. #1 driver is Ada. Always on time, always kind, safe driver, pleasant ride and courteous.
32. The 30 minute window should be discussed when reservation is made.
33. Ms. Ada and Ms. Susie are the most wonderful drivers. They sincerely care about their clients and it shows.
34. Great services ECCT does.

ESCAMBIA COUNTY RIDER SURVEY RESULTS & COMPARISONS

QUESTION	#	RESPONSE	PBT 2013	PBT 2014	ECCT 2015	PBT 2013	PBT 2014	ECCT 2015
DEPENDABILITY - Schedule a trip for the time period I need?	1	A - Very Good	18	41	97	26%	36%	62%
		B - Good	24	62	47	35%	54%	30%
		C - Neutral	12	7	9	17%	6%	6%
		D - Poor	8	4	2	12%	3%	1%
		E - Very Poor	7	1	2	10%	1%	1%
		Total	69	115	157	100%	100%	100%
SERVICE RUNS WHEN I NEED IT?	2	A - Very Good	19	38	85	27%	33%	55%
		B - Good	16	61	58	23%	53%	37%
		C - Neutral	14	11	8	20%	9%	5%
		D - Poor	15	2	3	21%	2%	2%
		E - Very Poor	6	4	1	9%	3%	1%
		Total	70	116	155	100%	100%	100%
EASY TO ARRANGE TRIPS?	3	A - Very Good	16	49	80	24%	43%	52%
		B - Good	29	56	51	43%	49%	33%
		C - Neutral	7	9	18	10%	8%	12%
		D - Poor	12	1	2	18%	1%	1%
		E - Very Poor	3	0	2	4%	0%	1%
		Total	67	115	153	100%	100%	100%
IT IS CONVENIENT TO CHANGE SCHEDULED TRIPS WHEN NECESSARY?	4	A - Very Good	16	39	71	23%	35%	46%
		B - Good	16	55	55	23%	49%	36%
		C - Neutral	16	11	18	23%	10%	12%
		D - Poor	11	4	7	16%	4%	5%
		E - Very Poor	11	4	2	16%	4%	1%
		Total	70	113	153	100%	100%	100%
COMFORT / CLEANLINESS The vehicles are clean and maintained?	5	A - Very Good	15	34	107	22%	29%	69%
		B - Good	20	67	43	29%	58%	28%
		C - Neutral	10	7	4	14%	6%	3%
		D - Poor	6	4	0	9%	3%	0%
		E - Very Poor	18	4	0	26%	3%	0%
		Total	69	116	154	100%	100%	100%
THE DRIVER PROVIDES A SAFE AND COMFORTABLE RIDE?	6	A - Very Good	37	47	112	53%	41%	73%
		B - Good	22	64	38	31%	55%	25%
		C - Neutral	6	3	4	9%	3%	2%
		D - Poor	2	1	0	3%	1%	0%
		E - Very Poor	3	1	0	4%	1%	0%
		Total	70	116	154	100%	100%	100%
WAITING TIME - The vehicle picks me up within 30 minutes of my scheduled time?	7	A - Very Good	7	12	81	10%	10%	53%
		B - Good	16	60	48	23%	52%	31%
		C - Neutral	12	30	20	17%	26%	13%
		D - Poor	16	7	3	23%	6%	2%
		E - Very Poor	20	7	2	28%	6%	1%
		Total	71	116	154	100%	100%	100%
I ARRIVED AT MY DESTINATION AT THE SCHEDULED TIME?	8	A - Very Good	16	22	87	23%	19%	56%
		B - Good	16	62	48	23%	54%	31%
		C - Neutral	11	21	15	15%	18%	10%
		D - Poor	12	6	3	17%	5%	2%
		E - Very Poor	16	4	1	23%	3%	1%
		Total	71	115	154	100%	100%	100%

QUESTION	#	RESPONSE	PBT 2013	PBT 2014	ECCT 2015	PBT 2013	PBT 2014	ECCT 2015
COST - Amount I pay for my trip is reasonable?	9	A - Very Good	33	72	92	49%	63%	61%
		B - Good	13	38	39	19%	33%	26%
		C - Neutral	15	3	13	22%	3%	9%
		D - Poor	4	0	5	6%	0%	3%
		E - Very Poor	3	1	1	4%	1%	1%
		Total	68	114	150	100%	100%	100%
THE RESERVATIONIST IS PLEASANT?	10	A - Very Good	30	77	87	43%	66%	58%
		B - Good	19	33	50	28%	28%	33%
		C - Neutral	11	3	13	16%	3%	9%
		D - Poor	6	1	0	9%	1%	0%
		E - Very Poor	3	2	1	4%	2%	0%
		Total	69	116	151	100%	100%	100%
THE DRIVERS ARE COURTEOUS AND HELPFUL?	11	A - Very Good	42	74	115	59%	64%	75%
		B - Good	18	40	33	25%	35%	22%
		C - Neutral	7	1	4	10%	1%	3%
		D - Poor	3	0	1	4%	0%	0%
		E - Very Poor	1	0	0	1%	0%	0%
		Total	71	115	153	100%	100%	100%
OVERALL COURTESY OF EMPLOYEES?	12	A - Very Good	26	65	104	37%	57%	69%
		B - Good	27	41	40	38%	36%	26%
		C - Neutral	16	9	8	23%	8%	5%
		D - Poor	1	0	0	1%	0%	0%
		E - Very Poor	1	0	0	1%	0%	0%
		Total	71	115	152	100%	100%	100%
OVERALL SATISFACTION OF SERVICES?	13	A - Very Good	12	47	85	18%	41%	55%
		B - Good	17	46	52	25%	40%	34%
		C - Neutral	15	15	12	22%	13%	8%
		D - Poor	12	6	4	18%	5%	3%
		E - Very Poor	11	2	1	16%	2%	0%
		Total	67	116	154	100%	100%	100%
WHERE ARE YOU GOING ON YOUR TRIP (FINAL DESTINATION)?	14	A. Med/Dent	45	39	79	65%	30%	49%
		B. Sch/Wrk	10	68	41	14%	52%	25%
		C. Groc/Shop	2	8	6	3%	6%	4%
		D. Rec/Errand	2	8	6	3%	6%	4%
		E. Other	10	7	29	14%	5%	18%
		Total	69	130	161	100%	100%	100%
ON AVERAGE, HOW OFTEN DO YOU USE COMMUNITY TRANSPORTATION A MONTH?	15	A. Rarely	1	1	5	1%	1%	3%
		B. 1-2 days	4	4	3	6%	4%	2%
		C. 3-4 days	18	19	31	26%	18%	20%
		D. 5-10 days	8	21	34	12%	20%	23%
		E. 11+ days	38	61	80	55%	58%	52%
		Total	69	106	153	100%	100%	100%
IF NOT BY COMMUNITY TRANSPORTATION, HOW WOULD YOU MAKE THIS TRIP?	16	A. Drive	2	0	15	3%	0%	10%
		B. Would not go	31	32	62	44%	30%	40%
		C. Carpool	15	31	32	21%	29%	21%
		D. Other	17	37	26	24%	35%	17%
		E. Bus Service	5	6	18	7%	6%	12%
		Total	70	106	153	100%	100%	100%

CTC

EVALUATION WORKBOOK

Florida Commission for the

Transportation Disadvantaged

CTC BEING REVIEWED: ESCAMBIA COUNTY BOCC
PROVIDING SERVICE AS: ESCAMBIA COUNTY COMMUNITY TRANSPORTATION

COUNTY: ESCAMBIA COUNTY
CONTACT: DON CHRISTIAN PHONE: 850-595-3436

REVIEW PERIOD: FY 2013-2014 REVIEW DATE: FEBRUARY 3, 2015

***** DATA CONTAINED IN THE EVALUATION ARE FROM FY2013-2014 ANNUAL OPERATING REPORT COMPLETED BY PENSACOLA BAY TRANSPORTATION**

PERSON CONDUCTING THE REVIEW: HOWARD K. VANSELOW WITH LCB

CONTACT INFORMATION: 850-332-7976, EXT 231

HOWARD.VANSELOW@WFRPC.ORG

FEBRUARY 2015

USING THE AOR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: ☐ RURAL X URBAN

2. ORGANIZATION TYPE:
   - ☐ PRIVATE-FOR-PROFIT
   - ☐ PRIVATE NON-PROFIT
   - X GOVERNMENT
   - ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:
   - ☐ SOLE PROVIDER
   - ☐ PARTIAL BROKERAGE
   - X COMPLETE BROKERAGE

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

   First Transit, Inc, Lakeview, Yellow Cab, Caring Hearts, EMS stretcher, and COA

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

   Community Action Program (Head Start), Escarosa Workforce, ECAT (bus tickets and passes), ARC Gateway and Pensacola Developmental Center/Cap Stone.

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

Name of Agency	% of Trips	Name of Contact	Telephone Number
CTD	**14.67%**		
AHCA	**41.37%**		
APD	**1.53%**		
DOEA	**4.48%**		
DOE	**0.52%**		
Other	**37.43%**		

Numbers are from FY2013-2014 Annual Operating Report Completed by Pensacola Bay Transportation

REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Total Calls	90	90	0

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Is a written report issued to the operator? **X** **Yes** ☐ No

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

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

Is a written report issued? ☐ Yes **X** **No**

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** **Yes** ☐ No

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)] ***"Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."***

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

The CTC is not using school buses in the coordinated system.

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

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

Trying to implement new software to help staff know when clients are within ¾ of a mile of a bus stop – if clients in near the bus stop they will try and move from Paratransit to Fixed Route.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT (Fixed Route)? ☐ Yes **X** No

If YES, what is the goal?

Is the CTC accomplishing the goal? **N/A** ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? **X** **Yes** ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.
Compliance with 41-2.006(1), Minimum Insurance Compliance *"...ensure compliance with the minimum liability insurance requirement of $200,000 per person and $300,000 per incident…"*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

$200,000 per person and $300, 000 per incident

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

Same

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
NA	

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes ☐ No

COMPLIANCE WITH 41-2, F.A.C.
Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. *"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."*

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

   N/A

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes **X** No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the CTC, but provided by the purchasing agency. Example: a neighbor providing the trip)

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** **Yes** ☐ No

COMPLIANCE WITH 41-2, F.A.C.
Compliance with Commission Standards *"...shall adhere to Commission approved standards…"*

The Committee reviewed the TDSP for the Commission and local standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	**POSTED CLEARLY**
Vehicle Cleanliness	**CLEAN**
Passenger/Trip Database	**DISCUSSED**
Adequate seating	**PLENTY OF SPACE**
Driver Identification	**OBSERVED**
Passenger Assistance	**DRIVER ASSISITED RIDER IN WHEELCHAIR TO DOCTOR'S OFFICE**
Smoking, Eating and Drinking	**OBSERVED**

Compliance with Local Standards *"...shall adhere to Commission approved standards..."*

Local Standards	Comments
Transport of Escorts and dependent children policy	**TDSP states age 16 minimum without escort.**
Use, Responsibility, and cost of child restraint devices	TDSP is consistent with commission approved standards and local coordinating board wishes. **Required for all children 5 years old and younger.**
Out-of-Service Area trips	TDSP is consistent with commission approved standards and local coordinating board wishes.
CPR/1st Aid	TDSP is consistent with commission approved standards and local coordinating board wishes. **No CPR or 1st Aid**
Driver Criminal Background Screening	TDSP is consistent with commission approved standards and local coordinating board wishes. **Yes**
Rider Personal Property	TDSP is consistent with commission approved standards and local coordinating board wishes. **Limit is two bags that the rider can secure on his or her lap or under the seat.**
Advance reservation requirements	TDSP is consistent with commission approved standards and local coordinating board wishes.
Pick-up Window	TDSP is consistent with commission approved standards and local coordinating board wishes.

Measurable Standards/Goals	Standard/Goal	Stats	MET/NOT MET
Public Transit Fixed Route Ridership	**NO GOAL**		
On-time performance **87.29%**	90%	< **90%**	**UNMET**
Passenger No-shows	Policy	**4,486**	**MET**
Accidents **11** / 1,838,837 miles	CTC 1/100,000 miles	CTC **.61/100,000**	**MET**
Roadcalls **97** / 1,838,837 miles	CTC 1/10,000 miles	CTC **..12/10,000**	**MET**
Complaints **90** / 162,753 trips	CTC < .5% of trips	CTC < **.06%**	**MET**
Call-Hold Time 90% under 2 minutes	2 minutes	< **2 minutes**	**MET**
FINDINGS	**The CTC is compliant with the CTD Standards, the Local Standards, and Measurable Standards.**		
RECOMMENDATIONS	**The CTC should maintain compliance with all standards.**		

Numbers are from FY2013-2014 Annual Operating Report Completed by Pensacola Bay Transportation

Trips

Funding Source	# TRIPS	% TRIPS
CTD	23,872	14.67%
AHCA	67,328	41.37%
APD	2,491	1.53%
DOEA	7,296	4.48%
DOE	847	0.52%
Other	60,919	37.43%
Totals	162,753	100.00%

Passenger Satisfaction - The planning agency conducts the rider survey each year. The complete results are included in the TDSP update.

Date of Rider Surveys: February 2014 – March 2014

OVERALL SATISFACTION OF SERVICE	A - Very Good	45	39%
	B - Good	46	40%
	C - Neutral	18	16%
	D - Poor	5	4%
	E - Very Poor	2	2%
	Total	116	100%

PURCHASING AGENCY SURVEY – N/A

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: **January 21, 2015**

Observation completed by: **Mr. Frank Cherry**

Round Trip: **From CIL 3600 Pace Blvd to Olive Garden – 5037 Bayou Blvd.**

Number of Passengers picked up/dropped off:
Ambulatory **1 -- on Scooter**
Non-Ambulatory

Was the driver on time? **X** **Yes** ☐ **10 Minutes early for Pick-up**

Did the driver provide any passenger assistance? **X** **Yes** ☐ No

Was the driver wearing any identification? **X** **YES** Uniform Name Tag **X** ID Badge
X **YES** Uniform Name Tag **X** ID Badge

Did the driver render an appropriate greeting?
X **Yes** ☐ No ☐ Driver regularly transports the rider, not necessary
X **Yes – return trip**

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
X **Yes** ☐ No
X **Yes – return trip**

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
X **Yes** ☐ No
X **Yes – return trip**

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

Does the vehicle have working heat and air conditioning? **N/A – forgot to check on pickup trip**
X **Yes – return trip**

Does the vehicle have two-way communications in good working order? **X** **Yes** ☐ No
X **Yes – return trip**

If used, was the lift in good working order? **X** **Yes** ☐ No
X **Yes – return trip**

Was there safe and appropriate seating for all passengers? **X** **Yes** ☐ No
X **Yes – return trip**

Did the driver properly use the lift and secure the passenger? **X** **Yes** ☐ No
If no, please explain: **X** **Yes – return trip**

Comments:

Escambia County TD Coordinating Board Paratransit Trip Observation

I requested a trip on Paratransit today from CILDRC 3600 N. Pace Blvd. to the Olive Garden 5037 Bayou Blvd.

My pickup time was 10:45 a.m. and the driver arrived at 10:55 a.m. She was neat clean and had an outstanding personally. She came into the office to greet me and assisted me out to her van. Her instructions were very detailed with safety as the top priority. I set in my scooter and she tied the scooter down. The seat belt was properly placed.

She is a very safe driver. She walked with me to the restaurant and opened the door.

My return trip was scheduled for 1:40 p.m. and I was finished at 12:10 p.m. I called for an earlier pick up and was picked up at 12:55 p.m. in a bus. The driver also had an outstanding personally. He gave good instructions and my safety was his number one concern. I got off the scooter and set on a bus seat. The seat was comfortable and the windows were clean. He assisted me to the office door at 1:15 p.m.

Level of Cost
Worksheet 1

COSTS BY EXPENSE CATEGORY

CTC EXPENSE CATEGORY BY ACCOUNT	2011-2012 Trips: 217,979		2012-2013 Trips: 204,842		2013-2014 Trips: 162,753	
	Total	Trip	Total	Trip	Total	Trip
Labor	$1,347,434	$6.18	$1,370,421	$6.69	$1,281,021	$7.87
Fringe Benefits	381,836	1.75	431,266	.72	435,290	2.67
Services	223,302	1.02	248,985	.81	283,086	1.74
Materials/ Supplies	613,734	2.82	603,449	2.05	573,542	3.52
Utilities	58,902	.27	61,780	.21	58,297	.36
Casualty/Liability	130,432	.60	130,432	.48	134,370	.83
Taxes	5,676	.03	5,058	.55	9,379	.06
Purchased Transportation	461,083	2.12	499,896	1.93	469,616	2.89
Miscellaneous Expenses	17,869	.08	16,013	.06	16,028	.10
Interest Expense	15,887	.07	10,947	.06	12,121	.07
Leases & Rentals	88,689	.41	87,672	.36	90,329	.56
Annual Depreciation Amortization	35,038	.16	22,760	.10	27,441	.17
Contributed Service/ Allowable Expense	0	0	0	0	0	0
Allocated Indirect Expenses	0	0	0	0	0	0
SYSTEM TOTAL	**$3,379,882**	**$15.51**	**$3,488,679**	**$17.03**	**$3,390,520**	**$20.84**

1. Which expenses are especially high?
2. Are these high expenses acceptable? Are they approved?
3. What strategies could reduce the unacceptable costs?

Numbers are from FY2013-2014 Annual Operating Report Completed by Pensacola Bay Transportation

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	5	5	17,428	10.71%
Private For-Profit	3	3	105,553	64.85%
Government				
Public Transit Agency	1	1	39,772	24.44%
Total	9	9		100%

2. How many of the operators are coordination contractors?

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity?
   Does the CTC have the ability to expand?
4. Indicate the date the latest transportation operator was brought into the system. **2014**

5. Does the CTC have a competitive procurement process?

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

	Low bid
	Requests for qualifications
X	**Negotiation**

	Requests for proposals
	Requests for interested parties

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

Request for Proposals

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

X	Capabilities of operator		X	Scope of Work
	Age of company		X	Safety Program
X	Previous experience		X	Capacity
X	Management		X	Training Program
X	Qualifications of staff		X	Insurance
X	Resources			Accident History
	Economies of Scale		X	Quality
X	Contract Monitoring		X	Community Knowledge
X	Reporting Capabilities		X	Cost of the Contracting Process
	Financial Strength		X	Price
X	Performance Bond		X	Distribution of Costs
X	Responsiveness to Solicitation			Other: (list)

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

How many responded? **TWO**

The request for bids/proposals was distributed:

X Locally **X** Statewide **X** Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc…)? **NO**

Level of Availability (Coordination)
Worksheet 3

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

Public Information – How is public information distributed about transportation services in the community? **Public Information Office (PIO), Local Coordination Board, and working with Centers**

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

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community? **Applications are kept on file and client information is stored in the Paratransit Database (RouteMatch Software)**

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call? **Two full time – 1 part time reservationist – phone calls roll over to an answering machine and then appropriate staff returns the call.**

Reservations – What is the reservation process? How is the duplication of a reservation prevented? **See above – Duplication is prevented with the RouteMatch Software.**

Trip Allocation – How is the allocation of trip requests to providers coordinated? **Based on space and funding availability.**

Scheduling – How is the trip assignment to vehicles coordinated? **RouteMatch Software and Scheduler**

Transport – How are the actual transportation services and modes of transportation coordinated? **RouteMatch Software and Scheduler**

Dispatching – How is the real time communication and direction of drivers coordinated? **RouteMatch Software, in vehicle Mobile Data Terminals (MDT's), and two-way radios.**

General Service Monitoring – How is the overseeing of transportation operators coordinated? **Daily meetings, monthly and quarterly reports.**

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated? **Dispatcher's communications with drivers through two-way radios and MDT's.**

Trip Reconciliation – How is the confirmation of official trips coordinated? **Daily with RouteMatch Software.**

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

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

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

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

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

Preliminary Information Worksheet

Version 1.4

CTC Name:	Escambia County Board of County Commissioners
County (Service Area):	Escambia County
Contact Person:	Don Christian III
Phone #	850 595-3436

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- (●) Governmental
- ( ) Private Non-Profit
- ( ) Private For Profit

NETWORK TYPE:

- (●) Fully Brokered
- ( ) Partially Brokered
- ( ) Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Escambia County Board of County Commissioners
County: Escambia County

1. *Complete applicable **GREEN** cells in columns 2, 3, 4, and 7*

	Prior Year's ACTUALS from July 1st of 2012 to June 30th of 2013	Current Year's APPROVED Budget, as amended from July 1st of 2013 to June 30th of 2014	Upcoming Year's PROPOSED Budget from July 1st of 2014 to June 30th of 2015	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes In Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	$ 212,353	$ 186,910	$ 180,000	-12.0%	-3.7%	Farebox is used as match for CTD funding.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services	$ 22,754	$ 22,764		0.0%	-100.0%	
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						36,000 of county cash is operating system subsidy. Remainder is used to purchase ADA trips AND 5311 TRIP MATCH at the rate model.
Compl. ADA Services						
County Cash	$ 1,330,054	$ 1,166,294	$ 1,212,323	-12.3%	3.9%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 555,848	$ 538,365	$ 657,738	-3.1%	22.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						5311 funding allocated to provide trips for clients who live in rural Escambia County and the funds are expended using the current rate model pricing.
49 USC 5310						
49 USC 5311 (Operating)	$ 85,000	$ 85,000	$ 85,000	0.0%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid	$ 1,062,004	$ 1,093,368	$ 1,093,368	3.0%	0.0%	
Other AHCA (specify in explanation)	$ 8,807	$ 18,628		111.5%	-100.0%	
Bus Pass Program Revenue	$ 2,108	$ 3,000		42.3%	-100.0%	
DCF						
Alcoh. Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						VR purchases trips at the rate model price. Discussions with VR representatives indicates that their transportation needs fluctuate widely depending on the needs of their current clients.
Div of Blind Services						
Vocational Rehabilitation	$ 19,445	$ 32,210	$ 32,000	65.6%	-0.7%	
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						Other DOEA represents the Council of Aging trips that are purchased at a discounted rate.
Community Care for Elderly						
Other DOEA (specify in explanation)	$ 102,553	$ 109,359	$ 109,000	6.6%	-0.3%	
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Escambia County Board of County Commissioners
County: Escambia County

1. *Complete applicable **GREEN** cells in columns 2, 3, 4, and 7*

	Prior Year's ACTUAL$ from July 1st of 2012 to June 30th of 2013	Current Year's APPROVED Budget, as amended from July 1st of 2013 to June 30th of 2014	Upcoming Year's PROPOSED Budget from July 1st of 2014 to June 30th of 2015	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
APD						
Office of Disability Determination						Other APD services represents APD trips purchased at a discounted rate.
Developmental Services						
Other APD (specify in explanation)	$ 22,543	$ 32,467	$ 32,000	41.5%	-1.4%	
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve	$ 147,144					
Balancing Revenue is Short By =		$ 171,620	None			
Total Revenues =	$3,571,043	$3,288,365	$3,401,429	-7.9%	3.4%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures						
Labor	$ 1,333,657	$ 1,420,058	$ 1,376,331	6.5%	-3.1%	Labor increase due to increased overtime and driver wage increases. Large increase in fring benefits due to an increase in payroll (which increases payroll taxes), employee benefits, and Florida unemployment costs. Lowering our contracted transportation costs using tighter controls on scheduling and better utilization of resurces has been a priority. Miscellaneous costs increased greatly due to penalties caused by cash flow issues. PBT has taken steps to correct this issue currently. The cost of fuel is of increasing concern to PBT. CONTRACT OPERATORS = Yellow Cab, Caring Hearts, Lakeview. CONFRIMED NO EQUIP GRANTS. CONFIRMED NO INDIRECT, ALREADY FULLY ALLOCATED. CONTRIB TO CAP EQUIP BEING INCLUDED AS IN-KIND CONTRIBUTION.
Fringe Benefits	$ 190,069	$ 215,479	$ 450,363	13.4%	122.9%	
Services	$ 201,395	$ 218,097	$ 201,459	8.3%	-7.6%	
Materials and Supplies	$ 601,818	$ 586,803	$ 877,974	-2.5%	49.6%	
Utilities	$ 55,486	$ 57,521	$ 67,600	3.7%	17.5%	
Casualty and Liability	$ 324,120	$ 271,626	$ 156,705	-16.2%	-42.3%	
Taxes	$ 101,761	$ 106,629		4.8%	-100.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses	$ 2,108	$ 3,000		42.3%	-100.0%	
School Bus Utilization Expenses						
Contracted Transportation Services	$ 397,995	$ 299,829		-18.7%	-100.0%	
Other						
Miscellaneous	$ 37,834	$ 59,827	$ 186,994	58.1%	212.6%	
Operating Debt Service - Principal & Interest	$ 12,006	$ 21,576		79.7%	-100.0%	
Leases and Rentals	$ 89,410	$ 92,098	$ 54,000	3.0%	-41.4%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	$ 22,764	$ 22,764	$ -	0.0%	-100.0%	
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
		$ 93,876			-100.0%	
ACTUAL YEAR GAIN	$241,022	$171,620				
Total Expenditures =	$3,330,021	$3,460,186	$3,401,429	3.9%	-1.7%	

See NOTES Below.

Error: Revenues ≠ Expenditures

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Escambia County Board of County Commissioners

County: Escambia County

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

	Upcoming Year's BUDGETED Revenues from July 1st of 2014 to June 30th of 2015	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 180,000	$ 180,000	$ -		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 1,212,323	$ 1,212,323	$ -		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					local match req.
Non-Spons. Trip Program	$ 657,738	$ 657,738	$ -	$ -	$ 73,082
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 85,000	$ 85,000	$ -		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ 1,093,368	$ 1,093,368	$ -		
Other AHCA	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ 32,000	$ 32,000	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ -	$ -	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ 109,000	$ -	$ 109,000		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Escambia County Board of County Commissioners

County: Escambia County

1. *Complete applicable* ***GREEN*** *cells in column 3;* ***YELLOW*** *and* ***BLUE*** *cells are automatically completed in column 3*
2. *Complete applicable* ***GOLD*** *cells in column and 5*

	Upcoming Year's BUDGETED Revenues from July 1st of 2014 to June 30th of 2015	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ -	$ -	$ -	
Other APD	$ 32,000	$ -	$ 32,000	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
xxx	$ -		$ -	
xxx	$ -		$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
xxxx	$ -		$ -	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -	
Total Revenues =	$ 3,401,429	$ 3,260,429	$ 141,000	$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	$ 1,376,331
Fringe Benefits	$ 480,363
Services	$ 201,459
Materials and Supplies	$ 677,974
Utilities	$ 67,600
Casualty and Liability	$ 156,708
Taxes	$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ -
Other	$ -
Miscellaneous	$ 186,994
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ 54,000
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ -
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ -
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	$ 3,401,429
minus EXCLUDED Subsidy Revenue =	$ 141,000
Budgeted Total Expenditures INCLUDED in Rate Base =	$ 3,260,429
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	$ 3,260,429

$ 141,000

Amount of Budgeted Operating Rate Subsidy Revenue

[1] Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective exlanation area of the Comprehensive Budget tab.

[1] The Difference between Expenses and Revenues for Fiscal Year: 2012 - 2013

Once Completed, Proceed to the Worksheet entitled ***"Program-wide Rates"***

Worksheet for Program-wide Rates

CTC: Escambia County E Version 1.4
County: Escambia County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

Do NOT include trips or miles related to Coordination Contractors!
Do NOT include School Board trips or miles UNLESS.....
INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
Do NOT include trips or miles for services provided to the general public/private pay UNLESS..
Do NOT include escort activity as passenger trips or passenger miles unless charged the full rate for service!
Do NOT include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 1,131,779

Rate Per Passenger Mile = $ 2.88

Total Projected Passenger Trips = 135,086

Rate Per Passenger Trip = $ 24.14

Fiscal Year

2014 - 2015

Avg. Passenger Trip Length = 8.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = $ 3.01

Rate Per Passenger Trip = $ 25.18

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles
The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Escambia Count Version 1.4
County: Escambia County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(●) Yes ( ) No	(●) Yes ( ) No	(●) Yes ( ) No	( ) Yes (●) No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No
	Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Skip # 2, 3 & 4 and Go to Section III for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No
	Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?				
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for Contracted Services:	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile =				
per Passenger Trip =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Escambia Count Version 1.4
County: Escambia County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?..... ○ Yes ◉ No — Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... per passenger mile?..... ◉ Pass. Trip ○ Pass. Mile — Leave Blank
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? — Leave Blank
4. How much will you charge each escort?..... — Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... — Do NOT Complete Section IV
   ..... And what is the projected total number of Group Vehicle Revenue Miles? — Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Mulitple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
   * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
   * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY: 2014 - 2015

		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,131,779 =	823,968 +	307,111 +	700 +	0	
Rate per Passenger Mile =		$2.41	$4.13	$8.61	$0.00 per passenger	$0.00 per group
		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	135,086 =	93,904 +	41,022 +	160 +		
Rate per Passenger Trip =		$19.78	$33.92	$70.66	$0.00 per passenger	$0.00 per group

2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =	$11.67	$16.33	$24.00		$0.00
Rate per Passenger Mile for Balance =	$1.08	$1.95	$3.12	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$2.51	$4.31	$8.98	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$20.64	$35.38	$73.71	$0.00 per passenger	$0.00 per group

Program These Rates Into Your Medicaid Encounter Data