
FRANKLIN COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Fiscal Year 2013-2018

Prepared by the

*Franklin County
Transportation Disadvantaged Coordinating Board*

*Crooms, Inc.
the Community Transportation Coordinator*

*Apalachee Regional Planning Council
the Designated Official Planning Agency*

Approved by the

*Franklin County Transportation Disadvantaged Coordinating Board
on June 12, 2013
Update June 11, 2014
Update June 10, 2015*

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Apalachee Regional Planning Council
 Serving Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson
 Liberty, Leon and Wakulla Counties and their municipalities

**Franklin County
 Coordinating Board Membership Certification**

The Apalachee Regional Planning Council certifies that:

1. The membership of the local coordinating board, established pursuant to rule 41-2.012(3), F. A. C., 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. Chairman	Frank Cook		
2. Elderly	Richard Lamy		July 2014 – June 2017
3. Disabled	Joe Blan		July 2012 – June 2015
4. Citizen Advocate	Pamela Brownell	Jenny Daniels	July 2014 – June 2017
5. Citizen Advocate/User	Phillip Yearden		July 2013 – June 2016
6. Veterans	Charles Elliott	William Scott	July 2013 – June 2016
7. Community Action	Melba Page		July 2014 – June 2017
8. Public Education	Al London	Sonja Buffkin	July 2013 – June 2016
9. Children at Risk	Sharon Owens	Suzy Nadler	July 2014 – June 2017
10. Workforce Dvp Board	Cathy Rutherford	Kimberly Bodine Donna Williams	July 2012 – June 2015
11. Medical	David Walker	Ellie Tullis	July 2012 – June 2015
12. FDOT	Vanessa Strickland	Kathy Rudd	
13. FDCF	Sandra Porras-Gutierrez	Jeanna Olson	
14. FDOE/VR	Brandi Boyer-Rutherford	Michael Nobles Crystal Grizzle	
15. FDEA	Mary Clayton	Russell Scholz Tasia Jones	
16. AHCA	Mike Jones		
17. Private Trans. Industry	<i>Not Applicable</i>		
18. Mass/Public Transit	<i>Not Applicable</i>		

Signature:

John S. Jones, Jr.

Date: September 25, 2014

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September 2014

**FRANKLIN COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN
UPDATE TABLE
June 10, 2015**

Updated/amended areas are indicated with a "✓".

**LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION
ROLL CALL VOTE PAGE**

✓
✓

I. DEVELOPMENT PLAN	PAGE	UPDATE
A. INTRODUCTION TO THE SERVICE AREA		
1. Background of the TD Program		
2. Community Transportation Coordinator Designation Date/History		
3. Organizational Chart	8	✓
4. Consistency Review of Other Plans		
5. Public Participation	10	✓
B. SERVICE AREA PROFILE/DEMOGRAPHICS		
1. Service Area Description		
2. Demographics		
a. Land Use		
b. Population/Composition		
c. Employment		
d. Major Trip Generators/Attractors		
e. Inventory of Available Transportation Services	19	✓
C. SERVICE ANALYSIS		
1. Forecasts of TD Population		
2. Needs Assessment		
3. Barriers to Coordination	24	✓
D. GOALS, OBJECTIVES, AND STRATEGIES		
E. IMPLEMENTATION SCHEDULE		

II. SERVICE PLAN	PAGE	UPDATE
A. OPERATIONS		
1. Types, Hours, and Days of Service		
2. Accessing Services	29, 30, 31	✓
3. Transportation Operators and Coordination Contractors		
4. Public Transit Utilization		
5. School Bus Utilization		
6. Vehicle Inventory	32	✓
7. System Safety Program Plan Certification	33	✓
8. Intercounty Services		
9. Emergency Preparedness and Response		
10. Education Efforts/Marketing		
11. Acceptable Alternatives		
12. Service Standards	35, 36, 37	✓
13. Local Complaint and Grievance Procedure/Process		
14. CTC Monitoring Procedures for Operators and Coordination Contractors		
15. Coordination Contract Evaluation Criteria		
B. COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION	44-53	✓

III. QUALITY ASSURANCE	PAGE	UPDATE
Coordinator Evaluation Process		
Coordinator Monitoring Procedures of Operators and Coordination Contractors		
Coordination Contract Evaluation Criteria		
Planning Agency Evaluation Process	55	✓

**FRANKLIN COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
JUNE 10, 2015**

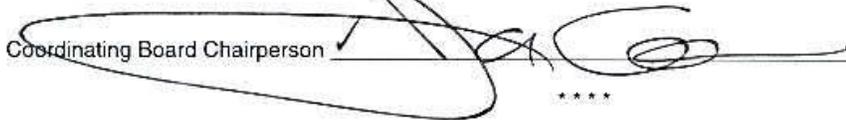
**ADOPTION OF
TRANSPORTATION DISADVANTAGED SERVICE PLAN
FOR THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

ROLL CALL VOTE

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairman	Frank Cook	✓		
Elderly	Richard Lamy	✓		
Disabled	Joe Blan			✓
Citizen Advocate	Pamela Brownell			✓
Citizen Advocate/User	Phillip Yearden			✓
Veterans	Charles Elliott	✓		
Community Action	Melba Page			✓
Public Education	Al London	✓		
Children at Risk	Sharon Owens			✓
Workforce Dvp Board	Cathy Rutherford	✓		
Medical	David Walker			✓
FDOT	Vanessa Strickland			✓
FDCF	Sandra Porras-Gutierrez	✓		
FDOE/VR	Brandi Boyer-Rutherford	✓		
FDEA	Mary Clayton T. Jones, act.	✓		
AHCA	Mike Jones J. Vinski, act.	✓		
Private Trans. Industry	Not Applicable			
Mass/Public Transit	Not Applicable			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator 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 Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the 10th day of June, 2015.

Coordinating Board Chairperson



Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged Program

Transportation is often the vital link between not only quality of life, but also, jobs, access to medical care, and other life sustaining needs for some of the most vulnerable citizens. The Florida Legislature created the Florida Commission for the Transportation Disadvantaged (Commission) in 1989 to coordinate the transportation services provided to the transportation disadvantaged. The authority of the Commission derives from Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. The Commission is an independent agency located within the Department of Transportation for administrative and fiscal purposes. In all respects, the Commission operates independently, with rule making and budget authority. The Commission employs staff to administer and monitor the statutory requirements for the program.

Florida's transportation disadvantaged are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk. Chapter 427, Florida Statutes was created to promote the delivery of transportation services to the transportation disadvantaged in a coordinated manner that is cost effective, efficient, and reduces fragmentation and duplication of services, as well as, increase planning for transportation services.

In 1990, the Apalachee Regional Planning Council applied for the designation as the official planning agency for the county. In the application, the Apalachee Regional Planning Council noted its qualifications, experienced personnel and knowledge of planning. In addition, the Apalachee Regional Planning Council demonstrated how it would comply with the duties and responsibilities of the designated official planning agency for various activities.

Once appointed by the Commission for the Transportation Disadvantaged as the designated official planning agency for the county, the Apalachee Regional Planning Council applied for and received funding from the Commission through the Transportation Disadvantaged Trust Fund. Since then, the Council has continued to serve as the designated official planning agency for the county.

2. Community Transportation Coordinator Designation Date/History

The Apalachee Regional Planning Council, as the designated official planning agency for the county, initiated a procedure for the selection of a community transportation coordinator in 1990. The Apalachee Regional Planning Council, in consultation with the local transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community transportation coordinator position in public buildings in the county. Staff also contacted current providers of transportation services. There were three response related to the position, Wat-Co Enterprises, Inc., Victory Taxi Service, Inc., and Crooms, Inc. The Apalachee Regional Planning Council and the local transportation disadvantaged coordinating board then evaluated the providers of transportation services and determined that Crooms, Inc. was the best source to administer the transportation program due to its years of experience, and administrative capabilities. Crooms, Inc. demonstrated itself to be a reliable transportation service for Franklin County. The transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council that Crooms, Inc. serve as the community transportation coordinator on September 7, 1990. Crooms, Inc. was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Crooms, Inc. has continued to serve as the community transportation coordinator for Franklin County since that date. The most recent designation was made by the Commission for the Transportation Disadvantaged on May 21, 2013 for the continuation of Crooms, Inc. as the community transportation coordinator, effective July 1, 2013 for a five-year term.

3. Organizational Chart

The Florida Coordinated Transportation System is made up of many components. The principal participants in the delivery of transportation disadvantaged services in Florida are described below.

Commission for the Transportation Disadvantaged was created to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency within the Department of Transportation. It administers the Transportation Disadvantaged Trust Fund for the Commission's operations and a statewide local grants program for the delivery of transportation services. The Commission appoints the community transportation coordinators and the designated official planning agency in each service area. The mission statement of the Commission is to "Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons".

Designated Official Planning Agencies have the responsibility for transportation disadvantaged planning. They recommend to the Commission the community transportation coordinator to serve in the service area. The designated official planning agency also appoints and staffs the local coordinating board.

Transportation Disadvantaged Coordinating Board provides local assistance to the community transportation coordinator. They identify local service needs and provide information, advice and direction to the coordinator on the coordination of services. Each coordinating board is recognized as an advisory body in its service area and is composed of local representatives from different sectors of the community, such as the elderly, the disabled, the economically disadvantaged, veterans, users, public education, agencies that purchase transportation services, transportation industry/providers, and local government.

Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services for transportation disadvantaged persons in a service area. All agencies and transportation operators that receive federal, state, or local government transportation funds are required to contract with the community transportation coordinator for transportation services. The coordinator may contract with local transportation operators to provide transportation or, if none exists, may provide all the transportation services.

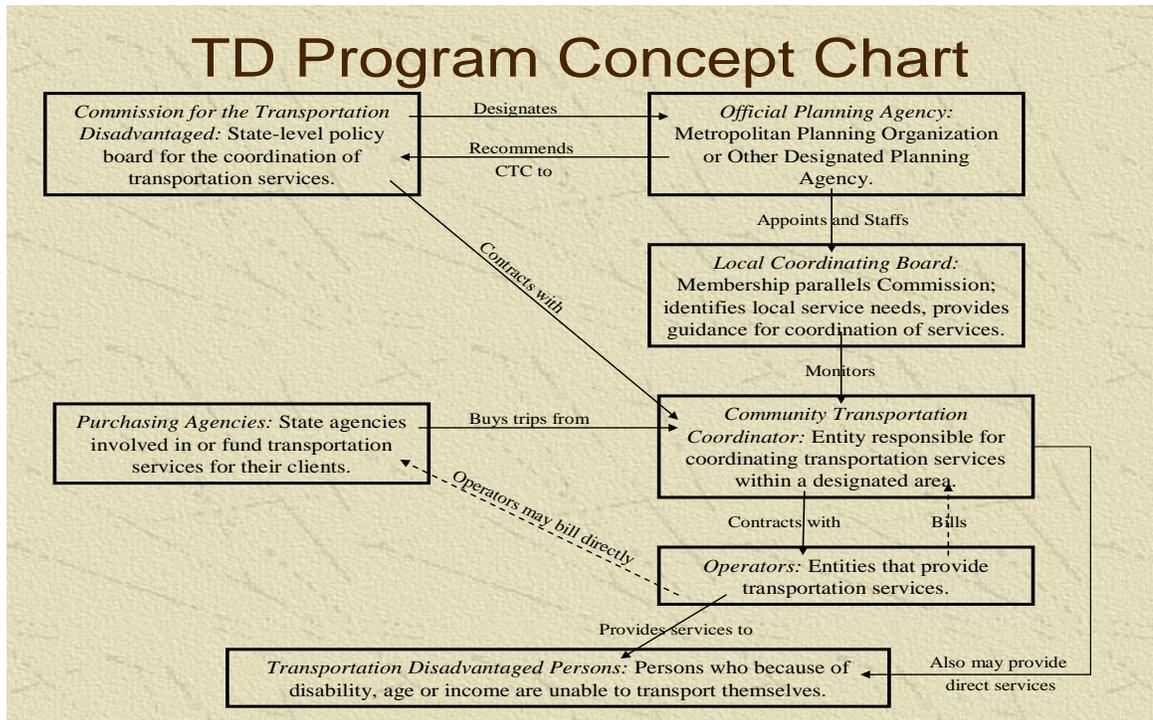
Transportation Operators are the actual providers of transportation services. Any public, private for-profit, or private non-profit provider of transportation services under contract with a community transportation coordinator is considered a transportation operator. Any social service agency that operates its own vehicles for the delivery of transportation service is also considered a transportation operator if the vehicles are purchased or operated with federal, state, or local government funds, and it must contract with the community transportation coordinator. The community transportation coordinator is itself a transportation operator if it provides some or all of the service.

Purchasing and Funding Agencies are those agencies receiving federal, state, or local government funds for transportation. These agencies must purchase service from the community transportation coordinator.

Transportation Disadvantaged Persons are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities. The legislation also includes children who are "high-risk" or "at-risk" of developmental disabilities.

COORDINATED TRANSPORTATION SYSTEM

TD Program Concept Chart



Official Planning Agency:
 Local Coordinating Board:
 Community Transportation Coordinator:
 Operator:
 Purchasing Agencies:

Apalachee Regional Planning Council
 See Certification
 Crooms, Inc.
 Crooms, Inc.
 Florida Commission for the Transportation Disadvantaged (CTD),
 Local Government,
 Prestige Health Choice/Access2Care,
 Staywell/MTM,
 Miscellaneous others,
 General Public

4. Consistency Review of Other Plans

This Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following approved documents.

Local Government Comprehensive Plan

Pursuant to Chapter 163, Florida Statutes, each local government in Florida must prepare and adopt a comprehensive plan which inventories existing land uses, infrastructure, housing conditions, transportation systems and establishes goals, objectives and policies designed to manage growth during the planning period, which must be, at a minimum, ten years. Local comprehensive plans must contain at least one or more specific objectives which would “coordinate with the plans of any appropriate metropolitan planning organization, any public transportation authority, any appropriate resource planning and management plan prepared pursuant to Chapter 380, Florida Statutes, and approved by the Governor and Cabinet, and the Florida Department of Transportation’s 5-Year Transportation Plan”.

Apalachee Strategic Regional Policy Plan

The Apalachee Strategic Regional Policy Plan, adopted June 1996, establishes a goal to reduce the number of transportation disadvantaged persons not served by the coordinated system. Included within this goal are policies and implementation strategies necessary for achieving the goal.

Transit Development Plan

This plan is not applicable to this area.

Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

The statewide five-year plan, mandated by Chapter 427, Florida Statutes projects the demand for transportation disadvantaged services over the next five years and compares the cost of meeting that demand with the projected availability of funds. The plan also develops goals, objectives and implementation strategies for meeting the needs of the transportation disadvantaged. The plan is comprised of many sections; among them are descriptions of the transportation disadvantaged services.

Metropolitan Planning Organization Long Range Transportation Plan

The county is not located within a metropolitan planning organization and, therefore, this plan is not applicable to this area.

Transportation Improvement Program

The county is not located within a metropolitan planning organization and, therefore, this plan is not applicable to this area.

5. Public Participation

It is important that stakeholders be included in the development and implementation of the transportation disadvantaged service plan. A public hearing is held annually to allow residents the opportunity to discuss unmet transportation needs, or any other areas that relate to the local transportation services. All board and committee meetings are advertised in the local newspapers. The quarterly meeting agendas include an opportunity for public comments.

The Apalachee Regional Planning Council selects the transportation disadvantaged coordinating board's membership from a cross section of the local community to include representation from (a) transportation partners, (b) passengers and advocates, (c) human service partners and (d) others. The Apalachee Regional Planning Council contacts agencies and community human services programs and requests their nominations to the transportation disadvantaged coordinating board. User group nominations such as the disabled, users and the elderly are received by recommendation from community advocates in the community. The Apalachee Regional Planning Council submits the transportation disadvantaged coordinating board membership certification to the Commission and certifies that the membership of the local coordinating board, established pursuant to Rule 41-2.012(3), F.A.C., does in fact represent the appropriate parties. The membership varies throughout the year due to term expirations, resignations, and member's inability to attend meetings on a regular basis. Amendments are provided as needed throughout the year.

LOCAL COORDINATING BOARD CERTIFICATION

Representation	Member's Name	Alternate's Name	Term
Chairman	Frank Cook		
Elderly	Richard Lamy		July 2014 – June 2017
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FDOE/VR	Brandi Boyer-Rutherford	Michael Nobles Crystal Grizzle	
FDEA	Mary Clayton	Russell Scholz Tasia Jones	
AHCA	Mike Jones		
Private Trans. Industry	Not Applicable		
Mass/Public Transit	Not Applicable		

Update: September 25, 2014

B. County Profile/Demographics

1. Service Area Description

Franklin County is located in northwest Florida and is bordered by the Gulf of Mexico and by Liberty, Wakulla and Gulf Counties. The county has 534.73 square miles of land and 491.77 square miles of water for a total of 1,026.49 square miles. There are two municipalities within the county, the Cities of Apalachicola and the City of Carrabelle. Apalachicola is the county seat. Concentrated, unincorporated residential areas include East Point, Lanark Village, St. James, Alligator Point, and St. George Island.

2. Demographics

a. Land Use

The fundamental purpose of any transportation system is to move people between specific points. Therefore, the transportation system has considerable influence on the distribution of land uses, population and activities. Furthermore, the greater the efficiency of and access to a transportation system, the more vital and productive the economy. An adequate system consists of many different modes, including mass transit, paratransit transportation, and individual travel.

In Florida, the allocation and management of land is governed by Chapter 163, Florida Statutes, which is known as the Local Government Comprehensive Planning and Land Development Regulation Act. Chapter 163, Florida Statutes, required local governments to prepare a comprehensive plan that allocates land by uses (e.g., residential, commercial, industrial, etc.) and establishes density and intensity standards for development. The amount of land assigned by a local government usually correlates to past development trends, population changes, the available transportation network and other public infrastructure, such as potable water, and centralized sewer, and expectations of future behavior and trends.

The comprehensive plans for the municipalities and towns indicate that residential land within the municipalities occupies the largest percentage of developed land. Future land use maps indicate that moderate residential growth will occur in areas presently designated as residential. Other areas were designated as commercial, industrial and public which would contain retail opportunities, employment centers, and governmental services. The future land use allocations indicate that origination points may change within the next ten years while destination points remain similar.

The roadways of the county have been classified according to their primary function or use utilizing standards developed by the Florida Department of Transportation. The existing level of service indicates that traffic flow within the county is relatively stable and free flowing. These factors indicate that travel time within the county will be influenced primarily by distance.

A key factor affecting the use of alternative means of travel is land use. Locating housing in close proximity to services, shopping, employment and other facilities can provide accessibility for those who can't or choose not to drive, reducing vehicle trips and reducing trip lengths for those who do drive. Furthermore, a long distance drive to work increases cost to the employee and the transportation system. The reverse, increasing the availability of services, shopping and employment within the rural county, increases accessibility and reduces traffic impacts in the larger counties.

Staff of the community transportation coordinator has indicated that the majority of inter-county trips is medical trips and has Tallahassee as their primary destinations. Based on the existing and adopted Level of Service standards, travel time should be primarily influenced by distance. Within the City of Tallahassee, traffic volumes are higher and may increase the travel time to medical care.

b. Population/Composition

The 2010 Census reported the county's population as 11,549. The *2011 Florida Statistical Abstract*, compiled by the Bureau of Economic and Business Research, University of Florida, provides quick, yet

comprehensive, overviews of current economic and demographic characteristics of the county. The information provided is the most recent data available. Overview of current economic and demographic characteristics of the county is provided in the following tables.

POPULATION GROWTH

	Total	0-14	15-24	25-44	45-64	65+	18+
1990	8,967	1,775	1,070	2,336	2,172	1,614	6,814
2000	11,057	1,644	1,186	3,409	3,077	1,741	9,068
2010	11,549	1,657	1,206	3,285	3,386	2,015	9,579

SOURCE: U. S. Census Bureau

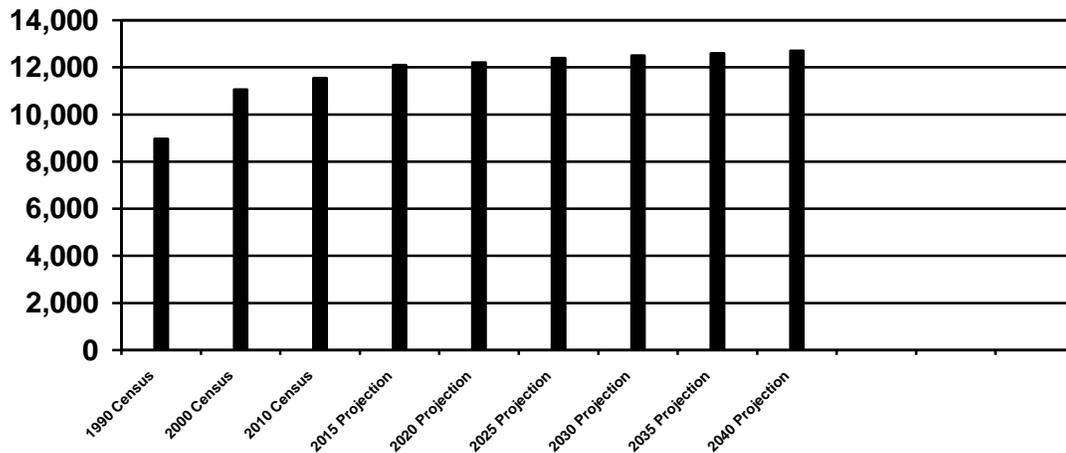
COMPOSITION

Men	6,656
Women	4,893
Veterans	1,512
Density (Persons/Square Mile)	22
Median age (years)	42.4
Public School Enrollment	1,350
Percentage High School Graduate or Higher	79.4%
Percentage Bachelor's Degree or Higher	17.6%

SOURCES: U. S. Census Bureau, Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

POPULATION PROJECTIONS

This chart indicates the anticipated county growth in population based on census counts, estimates and projections.



lorida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

POPULATION DISTRIBUTION

Location	Census 2000	Census 2010	Percentage Change 2000-2009
Apalachicola	2,334	2,231	- 4.41%
Carrabelle	1,303	2,778	113.20%
Unincorporated	6,192	6,540	5.62%
County	9,829	11,549	17.50%

SOURCES: U. S. Census Bureau, Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

Housing Classifications and Patterns

As the region continues to grow, additional housing will be needed in every county. Where this housing should be located is a major planning issue. Local, state and federal government regulations can have a major impact on the location of affordable housing. In some instances, there are regulations encourage the provision of affordable housing, while in other instances they discourage and sometimes prohibit housing in various locations. Government expenditures, for example on roads, schools and parks, do the same. Nevertheless, local governments are required in their comprehensive plans to ensure the provision of adequate sites for affordable housing for existing residents and anticipated population growth.

Accessibility to facilities such as shopping, schools, mass and paratransit, recreation and employment is a critical issue. The lack of access to these facilities adversely affects independence, costs, and ability to participate as a member of society, especially for individuals who are unable to drive. For many working Floridians, inaccessibility of affordable housing with respect to their place of employment is a major problem. The longer the distance to work, the higher the cost to the employee, the fewer the transportation choices, and the lower the reliability of available means of transportation. An imbalance in the location of jobs and housing isolates those without automobiles from new employment opportunities; increases traffic congestion; and artificially inflates the value of housing located near employment centers. The failure to conduct land use planning that is sensitive to affordable housing in the areas of density, jobs-housing balance, and urban mobility is directly contributing to the growing affordable housing shortages.

An additional means of measuring demand for housing is to determine the ratio of existing jobs to existing housing units. According to one study, a mismatch between the location of jobs and the location of affordable housing is forcing employees to reside farther from their work place than they would otherwise choose. This study states that a “balanced” community has a ratio of jobs to housing units within a range of 0.75-1.50. A high ratio suggests that there is an insufficient supply of available housing within the community so employees must live elsewhere. This analysis has its limits. The jobs must match the workforce skills in that community and the housing costs must generally match the income. Also, there will always be residents who work outside the community, regardless of the jobs/housing ratio. Despite these limits, the ratio does provide a comparative indicator of housing availability.

	2000	2010	Percentage of Change 2000-2010
Households	4,096	4,254	3.9%
Average Household Size	2.28	2.29	

SOURCES: U. S. Census Bureau, Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

Automobile Ownership and Use

Historically, automobiles have been used primarily for commuting to work. Not only are the preponderate of American automotive trips employment related, and people in the county do not differ from this norm, the majority of these trips are single occupancy. An analysis of data indicates that person who is defined as transportation disadvantaged may be under represented in the labor market, since this segment of the population does not own transportation or is unable to provide its own transportation. Although the Census data indicates that opportunities exist for the provision of employment related trips through the transportation disadvantaged system, the demand for these trips have not been significant in the county.

Means of Transportation for Work Related Trips

Seventy-three percent of Franklin County workers drove to work alone in 2010, 17 percent carpooled, 1 percent used public transportation, 3 percent walked and 2 percent used other means. The remaining 4 percent worked at home. Among those who commuted to work, it took them on average 20.2 minutes to get to work.

AUTOMOBILE OWNERSHIP & USE 2009 – 2010

Total Tags Purchased	14,918
Passenger Car Tags	7,676
Households with no Vehicle Available	439

SOURCE: U. S. Census Bureau; Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

Historic Traditions/Cultural Descriptions

Franklin County is part of the least populous planning region in the State, the Apalachee Region. Although the region has not seen the phenomenal growth experienced by much of the rest of the state, the rate of growth has increased steadily and is projected to continue.

The slower rate of growth in the Apalachee Region has resulted in the preservation of many of the natural, historic, and cultural resources. There are many special features in the region, some of which are unique in the state: wetlands; springs and sinkholes; ridge and ravine systems; and the numerous state and national parks, reserves and forests. Wetlands cover more than 25 percent of the region's land area and constitute an important natural feature. Wildlife of many species relies on these areas for habitat and cover. In addition, these areas serve a vital function in the hydrologic cycle by acting as a buffer zone for floodwaters, recharging and discharging the aquifer, and filtering debris and pollutants from run-off. Freshwater springs and sinks are features that enhance the region. Five of the ten largest first magnitude springs in the state are in the Apalachee Region. These crystal clear springs and sinkholes are important local recreational and aesthetic resources. Some are open to the public, many are privately owned. The ridge and ravine systems of north Liberty and west Gadsden Counties are unique in the state, and the endangered *Torreya* tree is found only in this specific local area and in parts of California and China. In addition to numerous local recreational facilities, the Apalachee Region is home to many state parks and recreation areas; the Apalachee National Forest, the largest national forest in the state; two national wildlife refuges and aquatic preserves; and over 80 historic and archaeological sites. These numerous natural features contribute to the maintenance of a quality of life that includes natural resource harvesting (such as agriculture and silviculture), hunting, outdoor recreation, and low-density development.

Government Descriptions

There are three local governments in Franklin County --- two incorporated communities and the unincorporated area, which is governed by the Franklin County Board of Commissioners. Due to the inclusion of the state capital within the Apalachee Region, virtually every state agency has an office within the region. Most federal agencies have a state headquarters office in Tallahassee, as well. As is to be expected because of the proximity of the state capital, government is one of the primary employment sectors.

c. Employment

In 2010, for the employed population 16 years and older, the leading industries in Franklin County were public administration (22.7%), leisure and hospitality (19.9%), trade, transportation and utilities (16.4%), financial activities (9.1%), professional and business services (4.6%), other services (1.6%), information (.9%) and unclassified employment (not determined). These employers are dispersed throughout the county making the provision of transportation services for employment difficult. The number of persons employed by the employers is relatively small when commuter ratios are considered.

2010 EMPLOYMENT STATISTICS

Labor Force	5,287
Employment	4,845
Unemployment Rate	8.4%
Employed Working Outside of County of Residence	10.2%
Persons Below Poverty Level	24.0%
Median Household Income	\$37,017
Mean Travel Time to Work (minutes)	20.2

SOURCES: U. S. Census Bureau; Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

LARGEST EMPLOYERS

COMPANY	PRODUCT/SERVICE	EMPLOYEES
Weems Memorial Hospital	Healthcare	66
Leavins Seafood	Seafood Distributor	55
Greensteel Homes	Construction	30

SOURCE: Florida County Profile, Enterprise Florida

d. Major Trip Generators/Attractors

Trip generators are land use from which trips originate, such as residential areas and group homes, while trip attractors are land uses which serve as the destinations of trips. Types of attractors include shopping areas, employment centers, medical facilities, educational facilities, governmental offices and recreational areas.

While many of the trips made by clients occur within the confines of the County, the majority of the trips are located in neighboring counties or even more distant communities such as Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling is required on the part of the community transportation coordinator in order to deliver these services efficiently.

Trip generators and attractors were identified by the planning agency and the community transportation coordinator and are listed below.

TRIP GENERATORS AND ATTRACTORS

Education	Eastpoint Head Start	85 School Road, Eastpoint	
	Franklin County Head Start	203 W. 5 th Street, Carrabelle	
	Franklin County School (K-12)	1250 Highway 98, Eastpoint	
	Franklin County Learning Center (PK)	85 School Road, Eastpoint	
	Apalachicola Bay Charter School	350 Fred Meyer Street, Apalachicola	
	Franklin County Learning Center (alternative education)	85 School Road, Eastpoint	
	Franklin County Adult School	155 Avenue East, Apalachicola	
Child Care	Early Education & Care, Inc.	162 Avenue e, Apalachicola	
	Angel Patch	1108 Tallahassee Street, Carrabelle	
Social & Recreational Activities	Davis Child Development	150 Martin Luther King Avenue, Apalachicola	
	Dixie Theatre	21 Avenue E, Apalachicola	
	Putt-N-Fuss Fun Park	236 Hwy 98, Eastpoint	
	Boys & Girls Club of the Big Bend	1001 Gray Avenue, Carrabelle	
	John Gorrie State Museum	Apalachicola	
	Crooked River Lighthouse	Hwy 98 West, Carrabelle	
	Franklin County Senior Citizens	201 NE 1 st Street, Carrabelle	
	Apalachicola Tours	93 22 nd Avenue, Apalachicola	
	American Legion Post #82	2316 Oak Street, Lanark Village	
	Capital City Youth Services	1001 Gray Avenue, Carrabelle	
	Recreation Center	222 6 th Street, Apalachicola	
	Housing	Driftwood Lodge Apartments	275 Hwy 98, Eastpoint
		Eastpoint Apartments	45 Begonia Street, Eastpoint
Carrabelle Cove Apartments, Ltd.		807 Gray Avenue, Carrabelle	
Southern Villas		402 23 rd Street, Apalachicola	
Physicians	Heritage Villas	398 24 th Avenue, Apalachicola	
	Dr. Zoe Segree, Chiropractor	661 Hwy 98, Eastpoint	
	Dr. James A. Padgett, DDS	218 Avenue E, Apalachicola	
	Dr. Helen Nitsios, MD	74 16 th Street, Apalachicola	
	Dr. Shezad Sanaullah, MD	74 16 th Street, Apalachicola	
	Dr. Jay Parrish	1924 Nautilus Drive, Eastpoint	
	Dr. Caitlin	Eastpoint Medical Center, Eastpoint	
Pharmacies	Dr. James Magree, III, DDS	2048 NW Avenue A, Carrabelle	
	Buy Rite Drugs	45 Avenue D, Apalachicola	
	CVS Pharmacy	139 Avenue E, Apalachicola	
	Carrabelle Medical Pharmacy	206 Marine Street, Carrabelle	

Health Care Facilities	Franklin County Victims Advocacy	270 SR 65, Eastpoint
	Apalachicola Wellness & Physical Therapy	111 Hwy 98, Apalachicola
	Eastpoint Fitness & Physical Therapy	171 US Hwy 98, Eastpoint
	Tallahassee Orthopedic & Sport Physical Therapy	171 US Hwy 98, Eastpoint
	Natural Medicine Shoppe	Apalachicola
	Sinus Magic	38 Jackie Whitehurst Street, Apalachicola
	Big Bend Hospice	Carrabelle
	NHC Home Care, Inc.	1617 Hwy 99, Carrabelle
	Clinicare Home Medical	171 Hwy 98, Eastpoint
	Lincare, Inc.	1581 Hwy 98 West, Carrabelle
	Weems Memorial Hospital	135 Avenue G, Apalachicola
	Riverfront Therapy/Spirit of the River Spa	313 Water Street, Apalachicola
	Apalachee Center for Human Services	159 12 th Street, Apalachicola
	Florida Coastal Cardiology, PA	74 16 th Street, Apalachicola
	Coastal Internal Medicine, PA	74 16 th Street, Apalachicola
	Coastal Foot & Ankle Clinic	221 Avenue E, Apalachicola
	Eastpoint Medical Center	34 Island Drive, Eastpoint
	Health Department	139 12 th Street, Apalachicola
	Health Department	106 NE 5 th Street, Carrabelle
Nutrition	Piggly Wiggly	130 Hwy 98, Apalachicola
	Allen Brothers Seafood	420 Bluff Road, Apalachicola
	Allen's Seafood	462-A West Hwy 98, Apalachicola
	Amison Seafood, Inc.	569 Brownsville Road, Apalachicola
	Barber's Seafood Market	510 Hwy 98 East, Eastpoint
	Leavins Seafood	101 Water Street, Apalachicola
	McLeod Seafood	47 Pine Drive, Apalachicola
	Millender & Son Seafood	700 Marine Street, Carrabelle
	Quality Seafood	399 Market St, Apalachicola
	Riverside Seafood	247 Water Street, Apalachicola
	Two J's	623 West Hwy 98, Apalachicola
	Buddy Ward & Sons Seafood	233 Water Street, Apalachicola
	Water Street Seafood	391 Market Street, Apalachicola
	Webbs Seafood	327 us Hwy 98, Eastpoint
	Big Top Supermarket	357 Hwy 98, Eastpoint
	Carrabelle IGA	812 NW Avenue A, Carrabelle
	Gulfside IGA Store	425 US Hwy 98, Apalachicola
Shopping	Ace Hardware	409 Hwy 98, Apalachicola
	Coastal Building Supply	25 Begonia Street, Eastpoint
	Jackson Ace Hardware	712 NW Avenue A, Carrabelle
	Gander's Gulf Supply Hardware	90 Tallahassee Street, Carrabelle
	Taylor's Building Supply, Inc.	268 Hwy 98, Eastpoint
	Pearl Wash Coin Operated and Cleaners	191 Hwy 98, Eastpoint
	Croom's Mini Mall (laundry)	95 Avenue 1, Apalachicola
	Forgotten Coast Outfitters	94 Market Street, Apalachicola
	Snowy Egret	123 Avenue E, Apalachicola
	Penny's Worth	195 Avenue E, Apalachicola
	Dollar General	449 US Hwy 98, Apalachicola
	Dollar General	310 SE Avenue B, Carrabelle
	Family Dollar Store	415 US Hwy 98, Apalachicola
	Twice Blessed Thrift Shop	317 Patton Drive, Eastpoint

Public Service & Government	Apalachicola Bay Chamber of Commerce	122 Commerce Street, Apalachicola
	Carrabelle Area Chamber of Commerce	Downtown Carrabelle
	Apalachicola Municipal Library	74 6 th Street, Apalachicola
	Franklin County Public Library	311 St. James Avenue, Carrabelle
	Franklin County Public Library	29 Island Drive, Eastpoint
	Franklin County Library	148 8 th Street, Apalachicola
	US Postal Service	20 Avenue D, Apalachicola
	US Postal Service	353 Hwy 98, Eastpoint
	US Postal Service	Tallahassee Street, Carrabelle
	Capital Area Community Action Agency	203 West 5 th Street, Carrabelle
	Veterans Service Officer	Courthouse, 33 Market Street, Apalachicola
County Government	Clerk of Court, Judge, Property Appraiser, Tax Collector	Courthouse, 33 Market Street, Apalachicola
	Supervisor of Elections	Avenue F, Apalachicola
	Superintendent of Schools	85 School Road, Eastpoint
	Sheriff's Dept. & Jail	270 Hwy 65, Eastpoint
City of Apalachicola Government	City Hall	1 Bay Avenue, Apalachicola
City of Carrabelle Government	City Hall	106 SE Avenue B, Carrabelle
Banks	Centennial Bank	22 Avenue E, Apalachicola
	Centennial Bank	612 NW Avenue A, Carrabelle
	Centennial Bank	6 Jefferson Street, Eastpoint
	Cadence Bank	58 4 th Street, Apalachicola
	One Source Mortgage LLC	104 W Hwy 98, Carrabelle

e. Inventory of Available Transportation Services

The following is a list of all identifiable transportation services that are currently available in the service area. This includes public, private, non-profit and local commuter service providers.

Name:	Crooms, Inc	Franklin County School Board	Senior Community Center	Bolin International Luxury Transportation
Telephone Number:	850-653-2270	850-670-2810	850-653-6909	918-919-0234
Contact Person & Title:	John Croom, Executive Director	Al London Director of Auxiliary Services	Donna Thompson, OAA Site Manager	Shelley Pruitt
Number Vehicles:	15 (8 wheelchair accessible, 1 stretcher equipped)	15 buses, 4 vans	1 van	25
Provider Type:	Private, Not For Profit	Government	Private, Not for Profit	Medicaid Broker
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes	Yes	Yes
Does the provider provide transportation services to the general public?	Yes	No	No	No
What are the criteria for passenger eligibility?	Program participants and general public	School children	Program participants	Program participant
Is the provider part of the coordinated transportation program?	Yes, CTC	No	No	No

May 2015

C. Service Analysis

In working to ensure service availability, an estimate of the total transportation disadvantaged population and the estimated total demand for trips for the service area must be known. In the coordinated system, the population eligible for program-sponsored trips is larger than the population eligible for trips funded by the Transportation Disadvantaged Trust Fund. Separate population and demand estimates are needed for each of these categories.

This section attempts to estimate the need and demand for transportation services by the various transportation disadvantaged populations. It will provide a quantitative transportation needs profile for the various transportation disadvantaged population segments and will estimate the unmet need for transportation in the service area.

Potential Transportation Disadvantaged Population and the Transportation Disadvantaged Population (formerly referred to as “Category I” and “Category II”)

The *Potential Transportation Disadvantaged Population (Category I)* refers to the total population of persons who are eligible for trips through the coordinated transportation program (i.e., persons who have a disability, are elderly, children at-risk, and/or are low income). This population is eligible for trips purchased by social service agencies.

The *Transportation Disadvantaged Population (Category II)* is a subset of the Potential Transportation Disadvantaged Population and includes those persons who, because of their disability, income status, or age, are unable to transport themselves or to purchase transportation, and children who are “high-risk” or “at risk”. Persons who are included in the Transportation Disadvantaged Population are eligible for trips funded through the Transportation Disadvantaged Trust Fund. This population is eligible for trips purchased through the Transportation Disadvantaged Trust Fund as well as for trips purchased by social service agencies.

Program and General Trips

Program trips are trips made by clients of social service agencies for the purpose of participating in programs of the agencies. Examples of program trips are trips to congregate dining facilities, sheltered workshops, job training facilities, and Medicaid services. Generally, these trips are purchased by the agencies for their clients. Members of both transportation disadvantaged populations are eligible for program trips.

General trips are trips made by transportation disadvantaged persons to destinations of their choice, not to agency programs. Examples of general trips are trips to work or grocery stores, and non-Medicaid medical trips. Most general trips are purchased through the Transportation Disadvantaged Trust Fund, although social service agencies purchase some general trips for their clients. Only persons in the transportation disadvantaged population are eligible for general trips purchased through the Transportation Disadvantaged Trust Fund.

Sponsored and Non-Sponsored

In the transportation disadvantaged system, trips are commonly referred to as either sponsored or non-sponsored. These terms should not be confused with program and general. “Sponsored” and “non-sponsored” refer to the funding source for the trip. Sponsored trips are subsidized by social service agencies, while non-sponsored trips are subsidized with the Transportation Disadvantaged Trust Fund. “Program” and “general” refer to the purpose of a trip. All program trips are sponsored because they are trips funded by social service agencies for transportation to agency programs. General trips can be either sponsored or non-sponsored.

1. Forecasts of Transportation Disadvantaged Population

TRANSPORTATION DISADVANTAGED POTENTIAL POPULATION (Category I) FORECAST

MARKET SEGMENT	2013	2014	2015	2016	2017	2018
Disabled Non-Elderly Low Income	214	216	217	219	221	223
Disabled Non-Elderly Non-Low Income	555	560	565	570	574	579
Disabled Elderly Low Income	295	300	305	311	316	321
Disabled Elderly Non-Low Income	989	1,006	1,023	1,040	1,058	1,076
Non-Disabled Elderly Low Income	370	376	383	389	396	403
Non-Disabled Elderly Non-Low Income	1,238	1,259	1,280	1,302	1,324	1,347
Non-Disabled Non-Elderly Low Income	2,394	2,414	2,435	2,455	2,476	2,497
T O T A L	6,055	6,131	6,208	6,286	6,365	6,446

SOURCES: Methodology Guidelines for Forecasting Transportation Disadvantaged Demand at the County Level and the Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 Supplemental Information (2/8/99), Center for Urban Transportation Research

TRANSPORTATION DISADVANTAGED POPULATION (Category II) FORECAST

MARKET SEGMENT	2013	2014	2015	2016	2017	2018
Transp. Disabled Non-Elderly Low Income	91	92	93	94	94	95
Transp. Disabled Non-Elderly Non-Low Income	237	239	241	243	246	247
Transp. Disabled Elderly Low Income	130	133	135	137	139	142
Transp. Disabled Elderly Non-Low Income	437	443	451	459	467	475
Non-Transp. Disabled Low Income No Auto, No Fixed Route	794	801	809	816	825	832
T O T A L	1,687	1,708	1,729	1,749	1,771	1,791
Non-TD Low Income No Automobile	794	801	809	816	825	832

SOURCES: Methodology Guidelines for Forecasting Transportation Disadvantaged Demand at the County Level and the Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 Supplemental Information (2/8/99), Center for Urban Transportation Research

2. Needs Assessment

The need for transportation is not the same as the demand for transportation. Travel need is the amount of travel necessary to provide an adequate standard of living, a quantity not affected by the price of travel. People may have a need to travel independent of their ability or willingness to pay. On the other hand, demand is based on economic willingness to pay and is related to users' income levels. Demand can be measured by the number of people who will use a service at a given price. Need and demand exists in proportion to each other. High levels of need and low levels of demand more typically characterize rural areas.

Techniques to estimate need are not completely successful, particularly when used in rural areas. The Center for Urban Transportation Research has used an approach that estimates demand based on a correlation between ridership and market characteristics of similar services provided in other areas. The approach uses trip rates derived in a study of paratransit demand in San Francisco, California. This approach was chosen because the trip rates are based on actual experiences of paratransit systems that are meeting most or all of the trip demand in their service areas. The Federal Transit Administration also has recommended this approach for use in estimating demand for Americans with Disabilities Act requirements for complementary paratransit services.

Program trips and general trips will be supplied by operators within the coordinated transportation disadvantaged system and by operators currently outside of the coordinated system. The demand for program trips is a derived demand -- the demand depends on the existence of social service programs. Therefore, assuming that these programs provide sufficient funding to transport their clients to their programs, the supply of program trips will equal the demand for the trips. It is assumed that the demand and supply of program trips within the coordinated system and outside of it will increase at the same rate of growth as the potential transportation disadvantaged population.

General trips will be purchased through the Transportation Disadvantaged Trust Fund, through local subsidies, and by local service agencies. Within the coordinated system, it is assumed that the supply of general trips purchased through the Transportation Disadvantaged Trust Fund will increase at the same rate as the transportation disadvantaged population and that the supply of general trips purchased through local subsidies and by social service agencies will increase at the same rate as the potential transportation disadvantaged population.

The unmet demand for transportation disadvantaged trips is the difference between the demand and the supply of these trips. All of the unmet demand consists of demand for general trips.

Since virtually all program trips are sponsored, all demand for "program" trips should be able to be met. A primary objective for the community transportation coordinator is to meet as much of the demand as possible, although the supply of general trips is dependant on funding from the Transportation Disadvantaged Trust Fund established for non-sponsored trips and other sources.

To solicit concerns and comments regarding the transportation needs and the program, a public hearing is held annually. Concerns can be expressed verbally or written. All concerns are noted in the minutes of the public hearing and responded to in a timely manner.

During the annual evaluation of the community transportation coordinator, the local coordinating board will survey riders of the system. The survey evaluates the transportation program and the services it provides, but it also addresses unmet needs of the users. Rider surveys may be conducted by telephone or on-board during a scheduled trip during a designated period of time.

The Transportation Disadvantaged Improvement Program identifies transportation improvements (such as capital purchases, renovations to buildings), indicates the transportation disadvantaged coordinating board's priorities, groups improvements into staging periods, and includes realistic estimates of costs and revenues for the program period.

New vehicles will be needed to replace old vehicles and to allow for the service expansion that is necessary to provide the increasing number of transportation disadvantaged trips that are forecast during the study period. Transportation disadvantaged trips are provided by a variety of vehicles including automobiles, buses and vans. Each type of vehicle has unique operating characteristics and replacement cycles. The number of new vehicles required to replace old vehicles was forecasted based on the assumption of the average useful life, increase in vehicle miles required to supply the additional trips forecasted during the period, current average trip lengths and current average service efficiency.

FIVE-YEAR TRANSPORTATION DISADVANTAGED IMPROVEMENT PLAN

	PROJECT	IMPROVEMENT	ESTIMATED COST	ESTIMATED REVENUE SOURCE
1	Purchase replacement paratransit vehicle to provide transportation for the elderly and disabled.	<ul style="list-style-type: none"> •4 turtle top mini buses •2 15-passenger vans •4 mini-vans •3 sedans/suv 	\$100,000 \$ 70,000 \$120,000 \$ 90,000	FTA/ DOT Sec. 5310
2	Provide public transportation in the rural area of the county.	Operating Assistance	\$250,000	FTA/DOT Sec. 5311
3	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	1 stretcher equipped Van	\$ 85,000	CTD, CTC
4	Purchase equipment for maintenance shop including stationary vacuum/shampooer for interior of vehicles and drive thru washer	Maintenance Facility	\$200,000	FTA/DOT Sec. 5310, CTD
5	Purchase replacement office equipment	<ul style="list-style-type: none"> •Computer Hardware & Software for (6) Workstations •2 Laptop Computers, Projectors & Screen •Fax Machine and Office Copier 	\$ 60,000	CTD, CTC

Update: March 2014

3. Barriers to Coordination

The community transportation coordinator and the local transportation disadvantaged coordinating board have worked together to address and eliminate known barrier to coordination of transportation disadvantaged trips within their control.

Known Barriers

The need to transport out of the service area is the primary barrier. The need for specialized medical services, medical services for veterans, and employment opportunities are not as available in the rural counties as in the urban. Transportation to neighboring urban areas to supply these needs is increasing at a remarkable rate. Grouping trips and purposes is difficult and becomes more intricate when going out of the service area.

The lack of funding continues to be a barrier to coordination. Additional funds are needed to increase the availability of core transportation needs such as employment, education and shopping trips for the non-sponsored.

Local Efforts to Eliminate Barriers

The community transportation coordinator and the local transportation disadvantaged coordinating board will:

- ❖ communicate to the public the various routes and schedules. Information about transportation services will continually be provided through brochures, public service announcements, public speaking engagements, interagency affiliations, and attendance at County Commission and Regional Planning Council meetings;
- ❖ monitor the performance of the system;
- ❖ continue to educate the public about the Voluntary Dollar Program when purchasing and renewing automobile tags so that these donations can be used to increase local revenues for expanded services;
- ❖ continue to advocate for transportation disadvantaged persons with local and state government leaders regarding the need for additional funds;
- ❖ monitor spending of the non-sponsored funds for agencies' use and work with agencies to include transportation when developing its budget;
- ❖ reach out to non-traditional partners that has a desire to improve transportation in the county;
- ❖ work cooperatively with local WAGES coalitions to provide assistance in the development of innovative transportation services for WAGES participants; and
- ❖ continue coordinating out-of-service-area trips to destinations such as Gainesville, Lake City, Pensacola, etc.

D. Goals, Objectives, and Strategies

Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan and each component. They are important policy statements that have been carefully considered by the community transportation coordinator, the designated official planning agency with the direction and support of the transportation disadvantaged 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 goals and objectives are based on requirements of Chapter 427, Florida Statutes, and those of the Commission, but are adapted to the local planning area. It should also be noted the goals and objectives would be used, in conjunction with findings of the needs/demands analysis, to develop strategies for goal attainment.

The goals and objectives will be evaluated annually with the required Commission for the Transportation Disadvantaged evaluation elements, noting deficiencies and corrective actions, service improvements and expansions. Information will be based on the most recent annual operating report.

GOAL: Increase the number of transportation disadvantaged persons served by the coordinated system.

OBJECTIVE 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

- * Increase the number of sponsored and non-sponsored trips
- * Maintain and expand the client database relating to the clients' needs and capabilities
- * Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds
- * Prepare a user's guide and update when needed
- * Provide announcements to local newspapers announcing public hearings

MEASURES:

- * Percentage of change in the number of sponsored and non-sponsored trips provided
- * Percentage of change in the number of passengers
- * Availability of the user's guide in the community
- * Number of persons in attendance at public hearings

OBJECTIVE 2: Ensure that service is delivered in the most cost effective and efficient manner.

- * Maintain an operational fleet of vehicles to meet all needs
- * Evaluate and revise routes and schedules when needed
- * Develop a workable budget and keep within budget expectations
- * Review driver logs for areas of inefficient use of time, drivers, and miles
- * Review driver non-revenue hours and reduce when possible
- * Review routes, schedules and type of services being provided
- * Contract with an adequate number of operators to meet the needs

MEASURES:

- * Operating cost/passenger trip
- * Operating cost/vehicle mile
- * Operating cost/driver hour
- * Reduced average trip length
- * Passenger trips/vehicle
- * Passenger trips/driver hour
- * Passenger trips/vehicle mile
- * Miles/trip
- * Miles/passengers

OBJECTIVE 3: Ensure that safe and quality service is provided.

- * Provide training on customer satisfaction

- * Provide training on passenger assistance techniques
- * Maintain an operational fleet of vehicles to meet all needs
- * Review routes, schedules and type of services being provided
- * Report accidents and roadcalls to the LCB
- * Review operator contracts for compliance with safety requirements
- * Annually review SSPP and amend as needed
- * Provide opportunities for riders to express concerns and suggestions on service delivery
- * Sponsor at least one public hearing each year for public comment
- * Schedule an opportunity for public comments on all LCB agendas
- * Address public organizations and agencies regarding services

MEASURES:

- * Completion of training programs
- * Number of grievances filed
- * Complaints/trips
- * Number of Ombudsman calls recorded regarding service
- * Percent of on-time pick-ups to meet or exceed standard
- * Percent of on-time to destinations to meet or exceed standard
- * Accidents/vehicle miles
- * Vehicle miles between roadcalls
- * Satisfactory review of operator contracts
- * Proof of an annual review of SSPP and updated as needed
- * Percent of trip requests denied/unmet
- * Satisfactory rider survey results (80% or better)
- * Number of persons attending the public hearing

OBJECTIVE 4: Secure necessary funding to support the TD program.

- * Address public organizations and agencies on the need of local financial support
- * Promote the Voluntary Dollar Program

MEASURES:

- * Percent of local funds are of total operating revenue
- * Increase in voluntary dollars donated
- * Increase in funding from new sponsors/sources

OBJECTIVE 5: Ensure program accountability.

- * Provide copies of reports to the LCB for review
- * Provide at least quarterly, operational and financial information to the LCB
- * Provide a copy of audit or annual financial report to LCB
- * Provide copies of purchasing agency evaluation/monitoring reports to LCB
- * Perform annual evaluation of CTC

MEASURES:

- * Submittal of accurate AOR
- * Submittal of on-time MOA
- * Submittal of on-time TDSP
- * Submittal of TDTF Trip/Equipment grant application
- * Submittal of accurate reports to LCB
- * Satisfactory audit or annual financial report
- * Compliance with annual evaluation findings and recommendations
- * Compliance with sponsoring agency's monitoring/evaluations findings and recommendations

E. Implementation Plan

The Implementation Schedule reiterates the goals and objectives discussed previously. Each goal and objective will be reviewed annually at the time of the community transportation coordinator's evaluation to determine progress made in each area. A determination will be made in each area as to whether the component was met satisfactorily or unsatisfactorily. Unsatisfactory responses will be followed with a corrective action plan.

OBJECTIVE 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

Strategies	Responsible Party for Accomplishment	Anticipated Beginning & Ending Dates
Increase the number of sponsored and non-sponsored trips	CTC	July 1, 2013 – June 20, 2018
Maintain and expand the client data base relating to the clients' needs and capabilities	CTC	July 1, 2013 – June 20, 2018
Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds	CTC	July 1, 2013 – June 20, 2018
Prepare a user's guide and update when needed	CTC, LCB	July 1, 2013 – June 20, 2018
Provide announcements to local newspapers announcing public hearings	PA	July 1, 2013 – June 20, 2018

OBJECTIVE 2: Ensure that service is delivered in the most cost effective and efficient manner.

Strategies	Responsible Party for Accomplishment	Anticipated Beginning & Ending Dates
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2013 – June 20, 2018
Evaluate and revise routes and schedules when needed	CTC, LCB	July 1, 2013 – June 20, 2018
Develop a workable budget and keep within budget expectations	CTC	July 1, 2013 – June 20, 2018
Review driver logs for areas of inefficient use of time, drivers, and miles	CTC, LCB	July 1, 2013 – June 20, 2018
Review driver non-revenue hours and reduce when possible	CTC, LCB	July 1, 2013 – June 20, 2018
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2013 – June 20, 2018
Contract with an adequate number of operators to meet the needs	CTC	July 1, 2013 – June 20, 2018

(CTC/Community Transportation Coordinator, LCB/Local Coordinating Board, PA/Planning Agency)

OBJECTIVE 3: Ensure that safe and quality service is provided.

Strategies	Responsible Party for Accomplishment	Anticipated Beginning & Ending Dates
Provide training on customer satisfaction	CTC	July 1, 2013 – June 20, 2018
Provide training on passenger assistance techniques	CTC	July 1, 2013 – June 20, 2018
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2013 – June 20, 2018
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2013 – June 20, 2018
Report accidents and roadcalls to the LCB	CTC	July 1, 2013 – June 20, 2018
Review operator contracts for compliance with safety requirements	CTC, LCB	July 1, 2013 – June 20, 2018
Annually review SSPP and amend as needed	CTC	July 1, 2013 – June 20, 2018
Provide opportunities for riders to express concerns and suggestions on service delivery	CTC, LCB	July 1, 2013 – June 20, 2018
Sponsor at least one public hearing each year for public comment	PA	July 1, 2013 – June 20, 2018
Schedule an opportunity for public comments on all LCB agendas	PA	July 1, 2013 – June 20, 2018
Address public organizations and agencies regarding services	CTC, LCB, PA	July 1, 2013 – June 20, 2018

OBJECTIVE 4: Secure necessary funding to support the TD program.

Strategies	Responsible Party for Accomplishment	Anticipated Beginning & Ending Dates
Address public organizations and agencies on the need of local financial support	CTC, LCB, PA	July 1, 2013 – June 20, 2018
Promote the Voluntary Dollar Program	CTC, LCB, PA	July 1, 2013 – June 20, 2018

OBJECTIVE 5: Ensure program accountability.

Strategies	Responsible Party for Accomplishment	Anticipated Beginning & Ending Dates
Provide copies of reports to the LCB for review.	CTC, PA	July 1, 2013 – June 20, 2018
Provide, at least quarterly, operational and financial information to the LCB	CTC	July 1, 2013 – June 20, 2018
Provide a copy of audit or annual financial report to LCB	CTC	July 1, 2013 – June 20, 2018
Provide copies of purchasing agency evaluation/monitoring reports to LCB	CTC	July 1, 2013 – June 20, 2018
Perform annual evaluation of CTC	LCB, PA	July 1, 2013 – June 20, 2018

(CTC/Community Transportation Coordinator, LCB/Local Coordinating Board, PA/Planning Agency)

SERVICE PLAN

A. Operations

Crooms, Inc. is a private, non-profit organization established January, 1990. Croom's Inc. began providing coordinated transportation to the transportation disadvantaged in Franklin County in March, 1990. Transportation is primarily provided to doctors and medical facilities. However, transportation for educational, shopping, and other life sustaining purposes are provided when it can be coordinated with trips to medical facilities. Transportation services are provided door-to-door, 24 hours a day, 7 days a week to passengers that have been determined qualified and eligible through the application process. The use of family and friends for transportation is encouraged. Coordinated transportation should be considered as a means of last resort.

1. Types, Hours and Days of Service

Crooms, Inc. provides intra-county and inter-county non-emergency paratransit services to the transportation disadvantaged population of Franklin County. Crooms, Inc. transports passengers that are ambulatory and non-ambulatory (wheelchair and stretcher).

Paratransit is defined by Chapter 427, Florida Statutes, as "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".

Advance Reservation: A shared or individual paratransit service that is readily delivered with a minimum of 24 hours advance notice, seven days/week, 24 hours/day. Points of origin and destination vary.

Subscription: 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.

Demand Response: A paratransit service that is readily delivered with less than prior day notification, seven days/week, 24 hours/day. This service can be either an individual or a shared ride. This service is available based upon driver and vehicle availability and allows for flexible routes and schedule. Riders must allow for at least four (4) hours notice for out of county trips and one (1) hour notice for local trips.

All weekend and after hours travel are arranged and provided based upon driver and vehicle availability. All riders are requested to make their travel arrangements during the normal hours of operation when possible.

Office hours are Monday – Friday from 9:00 am until 6:00 pm.

Crooms, Inc. observes the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day. The office is not open on the following holidays: New Year's Day, Thanksgiving Day and Christmas Day. However, for the other holidays, the office is open with only the necessary staff and drivers to accommodate the transportation needs for that day.

2. Accessing Services

The Crooms, Inc. physical address is 133 Highway 98 (Avenue E), Apalachicola, Florida. The mailing address is Post Office Box 6, Apalachicola, Florida 32329-0006. Transportation arrangements may be made in person at the office or by calling (850) 653-2270. Franklin County passengers outside of the immediate service area may call toll free at 1-888-844-2270. The Florida Relay System is available to the hearing impaired by calling 850-653-2270 or 888-844-2270. Agencies scheduling transportation may also fax their request to 850-653-8887. User guides are available in Braille for the visually impaired. Reservations can not be made via the voice mail system.

Advance Reservations: Passengers utilizing the non-sponsored funding must schedule transportation by 2:00 pm the last business day prior to their requested date of service. All trips via the MMA systems are dispatched to the CTC

based on need and availability and may be done so at any times. The CTC reserves the right to accept or reject trips according to driver and vehicles availability.

Subscription: Passengers must confirm the continuation of this service at least monthly since they are traveling on a continuous schedule from the same origin to the same destination. Passengers must notify the office immediately to prevent scheduling mishaps, deadhead miles, No-Show charges, etc. when any change in their subscription service is needed.

Demand Response: Passengers are made aware that this service is based upon driver and vehicle availability. To help alleviate the expense of this type of service, passengers are requested to have their physician fax a signed statement that the passenger's appointment can not wait until reservation service can be provided.

Cancellations: All scheduled passengers must provide advance notice of cancellation before the driver is dispatched for their pickup. Passengers are aware of the driver's scheduled arrival time.

Passenger No-Show: A "no-show" is defined as: the riders' failure to provide the required cancellation notice. Passengers who fail to contact the office to cancel their scheduled trip before the driver arrives will be considered a no-show. The complete No-Show Policy is provided in Section 12. Service Standards.

CTC No-Show: If the CTC fails to meet the passenger's transportation need and cause the passenger to miss a scheduled appointment, the CTC must make all reasonable efforts to ensure that the passenger receives the requested service, including contacting the facility to explain the delay and requesting the possibility of the passenger still making the appointment at a later time. The passenger has the right to file a complaint or a written grievance if dissatisfied with the CTC's explanation or performance. Passengers may also call the TD Commission's Ombudsman Hotline number, which is posted in each vehicle. All drivers retain copies of the complaint and grievance process and forms and are available to passengers upon request.

After Hours/Backup Service: Crooms, Inc. provides after hours service only when medically necessary and reservations have been previously arranged and for hospital releases. Backup service is available in the event of road calls. A driver is always available on a rotating basis for after hours, previously arranged weekend service and for road calls.

Eligibility:

To be eligible for TD services, an applicant must complete a Non-Sponsored Trip Application and provide applicable verification and documentation, such as a birth certificate, driver license, agency verification, Medicaid card, physical verification. To be eligible, an applicant must verify (1) there is no other funding source or purchasing agency that can provide the transportation; (2) there are no other means of transportation available, such as owning a vehicle, relatives or friends with vehicles that can transport the applicant; or (3) the applicant's income does not exceed 25% of the current poverty level.

Passenger Information: Passengers must have all of the necessary trip information available before calling to schedule transportation, including; the physical pickup address, the physical destination address, appointment date and time, whether an escort is needed and their physical state of being to determine the appropriate mode of travel.

Courtesy Call: Passengers will receive an Interactive Voice Response (IVR) notification to inform them of their pickup time and pickup window. Calls are generally placed to riders around 4:45 pm the day prior to the scheduled transportation. If a passenger does not have a telephone or does not have an answering service, it is the responsibility of the passenger to contact the office for their scheduled pickup time.

Passenger Residence: Crooms, Inc. prohibits drivers from entering the homes of passengers. It is the responsibility of the passenger to arrange, if necessary, for someone to be at the residence if they need assistance leaving the inside of the home. Drivers will assist passengers on and off the vehicle, if needed or requested.

Driver Waiting: As a standard operating procedure, Crooms, Inc. will allow five (5) minutes waiting time or each passenger to board the vehicle. After the lapse of five (5) minutes, another appointment will be scheduled or other transportation arrangements made. Variations to this procedure can be negotiated with the respective vendors.

3. Transportation Operators and Coordination Contractors

If the CTC deems it necessary to select operators, the selection will be based on a Request from Interested Parties process. Potential operators must meet the minimum qualifications and requirements as established by the CTD in Chapter 427 F.S. and Rule 41-2 F.A.C. and the CTC. The CTC requires operators to comply with the requirements of the Memorandum of Agreement and all local requirements for service delivery. Operators must also provide a System Safety Program Plan or adopt the SSPP currently being used by the CTC. Crooms, Inc. has operated as the CTC and as an operator since 1990. Effective July 1, 2013, Croom's Inc. will operate as the sole operator. There are no coordination contractors.

CTC/Operator:

Crooms, Inc.
133 Avenue E, Apalachicola, FL 32320
850-653-2270
John Croom, Executive Director

Services & Clients:

Ambulatory, Wheelchair & Stretcher
Advance Reservation, Subscription, Demand

Hours of Operation: 24 hours a day

Days of Operation: Sunday-Saturday

4. Public Transit Utilization

There is no fixed route public transportation available in Franklin County.

5. School Bus Utilization

School buses are not utilized within the coordinated system. It is not cost effective at the present time to do so considering the school bus driver average hourly wage and the cost per mile charged by the School Board.

6. Vehicle Inventory
March 2015

CROOMS INC.

	VEH #	Model Yr.	Make/size/type	FDOT control # or VIN	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)
1	1	2008	FORD/VAN	1FTNS24W68db56932	LIFT	1 + 1
2	3	2012	DODGE/MINIVAN	2C4RDGBG8CR166936 (FDOT#: 92342)	RAMP	5 + 2
3	5	2012	DODGE/MINIVAN	2C4RDGBG8CR166937 (FDOT#: 92341)	RAMP	5 + 2
4	6	2011	KIA/SUV	5XYKT3A15BG139806	N/A	5
5	7	2000	DODGE/VAN	2B5WB35Y1YK113785	N/A	15
6	8	2012	VHPG VAN	523MF1A65CM101602	RAMP	4 + 2
7	9	2012	DODGE/MINIVAN	2C4RDGBG6CR180741	RAMP	5 + 2
8	10	2008	KIA/VAN	KNDMB233486238844	N/A	7
9	11	2006	CHEVY/MINIBUS	1GBJG310161142948	LIFT	9 + 2
10	12	2004	FORD/MINIBUS	1FDWE35L14HA96840 (FDOT#: 99345)	LIFT	9 + 2
11	14	2013	KIA/OPTIMA	5XXGM4A79DG174935	N/A	4
12	15	2013	DIMO	1GB6G5BG0D1112170	LIFT	9 + 3
13	22	2006	CHEVY/MINIBUS	1GBJG31U861135625 (FDOT#: 99362)	LIFT	9 + 2

7. System Safety Program Plan Certification

The most recent Safety Certification from FDOT follows.

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE 14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2014.

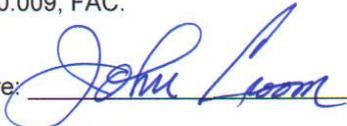
DATE: **January 15, 2015**

TRANSIT SYSTEM: CROOM'S, INCORPORATED

ADDRESS: P. O. BOX 6, APALACHICOLA, FLORIDA 32329/ 133 HIGHWAY 98, APALACHICOLA, FLORIDA 32320

In accordance with Florida Statute 341.061, the Bus Transit System named above and Private Contract Bus Transit System(s) (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) & Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted safety standards in the SSPP & SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, FAC.

Signature: 

Name: **JOHN CROOM** Title: **EXECUTIVE DIRECTOR**
(Type or Print)

Name and address of entity (ies) which has (have) performed safety inspections:

Name/Company: **GULF COAST AUTO PARTS & SERVICE**

Address: 318 U S HIGHWAY 98, EASTPOINT, FLORIDA 32328

Attachment: (Applicable Contractor(s) - Name, Address, Phone#, Contact Person)

8. Intercounty Services

Crooms, Inc. currently does not have any written agreements with neighboring counties, but has occasionally combined trips with neighboring CTCs if going to the same location.

9. Emergency Preparedness and Response

Crooms, Inc. has a signed agreement with the Franklin County Board of County Commissioners to provide evacuation transportation services to all transportation disadvantaged residents in the event of an emergency or natural disaster. Crooms, Inc. is a party to the Franklin County Comprehensive Emergency Management Plan and trains with the Franklin County Emergency Management Center in the anticipation of a disaster and its aftermath. Crooms, Inc. supervisor personnel have received Certificates of Achievement through FEMA's Emergency Management Institute.

10. Educational Efforts/Marketing

Crooms, Inc. advertises through the local radio station (WOYS) and the local papers (The Apalachicola Times & The Forgotten Coast). The CTC provides community education that details the operation of the coordinated transportation system, its services, where and how to apply for these services. Crooms, Inc. will network with social service and medical organizations, such as but not limited to, Franklin Promise, Franklin County Senior Citizens, Elder Care, Hospice, the local health departments, medical clinics and hospitals, etc. As deemed appropriate, CTC will utilize Facebook, and other social media to promote the transportation services. User guides are also available explaining the services and eligibility.

11. Acceptable Alternatives

No alternatives, based on Chapter 427 F.S. and Rule 41-2 F.A.C., have been requested or approved.

12. Service Standards

Service standards are an integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The Transportation Disadvantaged Coordinating Board will annually evaluate the Community Transportation Coordinator's compliance of the established service standards. The Transportation Disadvantaged Coordinating Board will accept any agency's review of the Community Transportation Coordinator which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards.

DRUG AND ALCOHOL POLICY.....41-2.006(4)(a)

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.

ESCORTS AND CHILDREN.....41-2.006(4)(b)

An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.

Escorts and Personal Attendants are considered the same. Children under age 14 and individuals requiring assistance while traveling, getting in and out of the medical facility or assistance in the facility shall be required to be accompanied by an escort. Only under extenuating circumstances will this standard be compromised. It is the responsibility of the rider when making the reservation to advise the staff that an escort will be accompanying them on the trip. Escorts must be at least 18 years of age and be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts are to remain with the passenger at all times and will load and unload with the passengers. Escorts are limited to one person unless an adult is accompanying a teenage person with children or has been approved by a paying vendor.

CHILD RESTRAINTS.....41-2.006(4)(c)

Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

Children 3 and younger must be secured in a federally approved child-restraint seat. Children aged 4 - 5 must be secured by either a federally approved child restraint seat or child booster seat. The passenger will provide child restraint devices. All passengers under age 18 must wear a seat belt.

PASSENGER PROPERTY.....41-2.006(4)(d)

Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. 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.

Passengers shall be allowed to have two pieces of personal property that can be placed in their lap or safely stowed under the seat. Passengers must be able to independently carry all items brought onto the vehicle. Drivers shall not be allowed to carry packages, other than on and off the vehicle.

VEHICLE TRANSFER POINTS.....41-2.006(4)(e)

Vehicle transfer points shall provide shelter, security, and safety of passengers

LOCAL TOLL FREE TELEPHONE NUMBER FOR CONSUMER COMMENT.....41-2.006(4)(f)

A local toll free telephone number for complaints or grievances shall be posted inside the vehicles. The TD Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. 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. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.

OUT-OF-SERVICE AREA TRIPS.....41-2.006(4)(g)

Out of service area trips shall be provided when determined locally and approved by the local coordinating board, except in instances where local ordinances prohibit such trips.

The community transportation coordinator will provide out-of-service area trips Sunday – Saturday for medically necessary purposes only. The CTC has scheduled the 3rd Thursday in each month for out-of-service area trips to Lake City, Gainesville, Chattahoochee and Pensacola, and Jacksonville based on driver and vehicle availability.

VEHICLE CLEANLINESS.....41-2.006(4)(h)

Interior of all vehicles shall be 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.

BILLING REQUIREMENTS TO CONTRACTED OPERATORS.....41-2.006(4)(i)

Billing requirements of the community transportation coordinator to subcontractors shall be determined locally by the local coordinating board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the community transportation coordinator, in accordance with Section 287.0585, F.S.

PASSENGER/TRIP DATA BASE..... 41-2.006(4)(j)

Passenger/trip database must be maintained or accessible by the community transportation coordinator on each rider being transported within the system.

ADEQUATE SEATING.....41-2.006(4)(k)

Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and 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.

DRIVER IDENTIFICATION.....41-2.006(4)(l)

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.

PASSENGER ASSISTANCE.....41-2.006(4)(m)

The paratransit drivers 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 the door-through-door paratransit service category, the driver shall 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.

SMOKING, EATING AND DRINKING ON VEHICLES.....41-2.006(4)(n)

Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

The use of any tobacco products on the vehicles is prohibited. In general, eating and drinking on board the vehicle will not be allowed. Reasonable accommodation for eating or drinking on board a vehicle shall be provided where it does not fundamentally alter service, pose a direct safety threat and where an undue administrative or financial burden is experienced. If a passenger with a medical condition requests to eat or drink aboard a vehicle in order to avoid adverse health consequences, the request will be granted. Stops will be made to accommodate the needs of the passengers as pre-determined by the dispatcher. The driver will determine comfort stops.

NO-SHOW POLICIES.....41-2.006(4)(o)

The community transportation coordinator and the local coordinating board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. With the exception of Medicaid beneficiaries, the passenger no-show policy is as follows:

First offense within a 30 day period: The rider will be called and counseled on the no-show policy.

Second offense: The rider will receive written statement notifying them of the second offense and warning that he/she will be suspended from transportation services for 30 days if there is a third offense.

Third offense: Written notice that the rider's privilege to arrange transportation as been suspended. If applicable, their sponsoring agency will be notified and must make arrangements for the rider by other means.

If a Medicaid beneficiary commits a no-show as defined in the CTC's Medicaid contract, the CTC will contact the person and counsel them on the proper usage of non-emergency transportation services and provide technical assistance, as needed. The CTC will provide the CTD a monthly report listing its no-show Medicaid beneficiaries in accordance with the CTC's Medicaid contract.

No-Shows will not exceed 1% of the requested trips.

COMMUNICATION EQUIPMENT.....41-2.006(4)(p)

All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

All vehicles shall have cellular telephones that are required to be on at all times while the driver and the vehicles are in service. The driver and vehicle are considered to be in service from the time the driver and vehicle leave the depot to the time they return.

VEHICLE AIR CONDITIONING AND HEATING EQUIPMENT..... 41-2.006(4)(q)

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.

FIRST-AID POLICY.....41-2.006(4)(r)

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

First Aid will is required training for employees.

CARDIOPULMONARY RESUSCITATION41-2.006(4)(s)

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

CPR is required training for employees.

DRIVER BACKGROUND SCREENING.....41-2.006(4)(t)

Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan.

PUBLIC TRANSIT RIDERSHIP.....41-2.006(4)(u)

In areas where fixed route transportation is available, the community transportation coordinator should jointly establish with the local coordinating board a percentage of total trips that will be placed on the fixed route system.

This standard is not applicable to this service area.

PICK-UP WINDOW.....41-2.006(4)(v)

The community transportation coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

There is a sixty (60) minutes pick-up window in place for all trips, based on a determined pick-up time. This standard will be met 95% for all trips.

ON-TIME PERFORMANCE.....41-2.006(4)(w)

The community transportation coordinator and the local coordinating board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the community transportation coordinator's evaluation of its contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

The coordinator shall have at least a 95% on-time performance rate for all completed trips.

ADVANCE RESERVATION REQUIREMENTS.....41-2.006(4)(x)

The community transportation coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

There shall be a 24 hour notice requirement for all trips scheduled within the coordinated system, except under special medical circumstances.

ACCIDENTS.....41-2.006(4)(y)

The community transportation coordinator and the local coordinating board should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

1 chargeable accident per 100,000 miles shall be the maximum allowable number of accidents for the evaluation period.

ROADCALLS.....41-2.006(4)(z)

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

There should be no less than 10,000 miles between each road call.

CALL HOLD TIME.....41-2.006(4)(aa)

This performance measure can be used to address the accessibility of the service. The community transportation coordinator and the local coordinating board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local coordinating board's evaluation of the community transportation coordinator.

90% of all incoming calls will be answered within an average of three (3) minutes.

COMPLAINTS.....41-2.006(4)(bb)

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

1 complaint for 10,000 trips shall be the maximum number of complaints for the evaluation period.

WAITING POLICY....TDCB 9/23/93

Croom's Inc. will allow five (5) minutes waiting time for each passenger to board the vehicle upon its arrival. If a passenger is still not ready to board the vehicle after the five minutes, other transportation arrangements will be required. Passengers are notified of their pick-up time/window. Passengers without a telephone or not available to receive their courtesy call must contact the coordinator the evening prior to their appointment to receive their scheduled pick-up time/window.

13. Local Complaint and Grievance Process

All vehicles have the toll free telephone number posted for reporting complaints, grievances, and commendations in plain view of passengers. Crooms, Inc. periodically notifies passengers of the grievance process, responds to all requests for the grievance process, provides it in a format accessible to persons with disabilities, and to agencies contracting services as well as to the transportation operators.

Crooms, Inc.'s process for resolving complaints are to determine first if the complaint is valid. If not valid, determine if follow up is necessary, if not, close and file. If valid, a complaint form must be completed and the complaint researched. All critical issues must be written up and handled immediately with supervisory action. Critical issues include, but are not limited to, physical, verbal, or substance abuse, and any life-threatening situation (reckless driving, client abandonment, accidents/incidents). The complaint must contain the customer's name, telephone number and or address of person making the report in order to be contacted for additional information or to update on status. Complaints, verbal or written, may be initiated by anyone regarding anyone or any situation, even another customer. Any person with a complaint who remains dissatisfied with the actions of the CTC may file a grievance. The grievance procedures/forms, as well as user guides, are made available to passenger informing them of their right to file a complaint/grievance.

Local Grievance Procedure/Process

1. The aggrieved person is to present a formal (written) grievance to the Community Transportation Coordinator **within 10 working days of the incident.**
2. The Community Transportation Coordinator will have **10 working days from the date of receipt of the grievance** to respond in writing to the aggrieved person. The response will include the right to appeal to the Transportation Disadvantaged Coordinating Board Grievance Committee. The Community Transportation Coordinator shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee.
3. The aggrieved person, dissatisfied with the response from the Community Transportation Coordinator, has **5 working days of the received response** to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee.
4. The Transportation Disadvantaged Coordinating Board Grievance Committee has **10 working days from the date of receipt of the request** to hear the grievance and recommend to the Community Transportation Coordinator in writing any actions that may assist in dealing with the stated grievance. The Grievance Committee will report to the Transportation Disadvantaged Coordinating Board at the next regular meeting.
5. The aggrieved person, dissatisfied with the advice of the Grievance Committee, has **10 working days from the date of receipt of the response** to request in writing a hearing before the Transportation Disadvantaged Coordinating Board.
6. The Transportation Disadvantaged Coordinating Board will hear the grievance **within 60 calendar days**, either at its next regular meeting or special called meeting as requested by the Grievance Committee Chairman, based on severity of the issue. The findings, explanations and recommendations of the Transportation Disadvantaged Coordinating Board will be in written form, recorded and transmitted to the aggrieved person and the Community Transportation Coordinator **within 10 working days following the hearing.** The determination of the Transportation Disadvantaged Coordinating Board is final.
7. The Community Transportation Coordinator will have **10 working days from receipt of the recommendations** to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.
8. The Transportation Disadvantaged Coordinating Board will review the Community Transportation Coordinator's response to the recommendations at **the next meeting** of the Transportation Disadvantaged Coordinating Board. A record of the grievances, their status (i.e., resolved, unresolved) and the response to the Transportation Disadvantaged Coordinating Board's recommendations will be included in the Community Transportation Coordinator's annual evaluation. The grievance record will also be reviewed during the development of the Community Transportation Coordinator's service plan.
9. The customer, dissatisfied with the advice of the Transportation Disadvantaged Coordinating Board, can file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450 or through the TD Helpline (1-800-983-2435), or by email (www.dot.state.fl.us/ctd). Upon request of the customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.
10. If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

11. **FAIR HEARING REQUIREMENTS:** In addition to the appeals process described above, Medicaid beneficiaries who have been denied non-emergency transportation services have an additional avenue of relieve available to them. The beneficiary has the right to request a Medicaid Fair Hearing at anytime during the appeals process from the Office of Public Assistance Appeals Hearings at the Department of Children and Families (DCF). The beneficiary, or their representative, must request a Medicaid Fair Hearing within 90 calendar days of the date of the notice of action by contacting the Department of Children and Families, Office of Public Assistance Appeals Hearings, 1317 Winewood Boulevard, Building 5, Room 203, Tallahassee, Florida 32399-0700 or by telephone at (850) 488-1429 or by facsimile at (850) 487-0662.

Aggrieved persons with proper standing may also have recourse through the Chapter 120, Florida Statutes administrative hearing process. Nothing in this process is intended to preclude the aggrieved person from pursuing legal action. Aggrieved persons may contact the Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

The Coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the Coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the Coordinator will be used annually to evaluate the operators.

15. Coordination Contract Evaluation Criteria

The same criteria used to evaluate the Coordinator will be used annually to evaluate the Coordination Contractors. The evaluation results will be provided to the Transportation Disadvantaged Coordinating Board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

B. Cost/Revenue Allocation and Rate Structure Justification

The Cost Revenue Allocation and Rate Structure are determined by the Commission for Transportation Disadvantaged Rate Calculation Model. The Rate Calculation Model Worksheets are reviewed annually to determine rate adjustments. Rate changes are calculated annually by changes to the level of service, expenditures and revenues. The Rate Calculation Model Worksheets are included.

SERVICE RATES SUMMARY

Effective July 1, 2015*

*Contingent on CTD review of CTC's solvency issues (revenue and expense adjustments) and the CTC's ability to provide the local match funding sources.

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Per Passenger Mile	\$1.31
Wheelchair	Per Passenger Mile	\$2.24
Stretcher	Per Passenger Mile	\$4.66

Preliminary Information Worksheet

Version 1.4

CTC Name: Croom's, Incorporated
County (Service Area): Franklin County
Contact Person: John Croom
Phone # (850) 653-2270

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: Croom's, Incorporated
County: Franklin County

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

1	Prior Year's ACTUALS from July 1st of 2013 to June 30th of 2014	Current Year's APPROVED Budget, as amended for July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget for July 1st of 2015 to June 30th of 2016	5 % Change from Prior Year to Current Year	6 Proposed % Change from Current Year to Upcoming Year	7 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
	2	3	4			

REVENUES (CTC/Operators ONLY; Do NOT include coordination contractors!)						
Local Non-Govt						
Fee/Box	\$ 581	\$ 2,400	\$ 849	313.1%	64.7%	Expected increase in fare/box due to shift in trips categories
Market/Co-Play Based	\$ 729	\$ 3,600		208.0%	100.0%	
Donations/Contributions						
In Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
Rich of School Board	\$ 54,350	\$ 58,500		7.6%	-100.0%	County Match request
Compl. ADA Services						
County Cash	\$ 10,282	\$ 10,282	\$ 10,077	6.6%	-2.0%	
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 Spous. Trip Program	\$ 141,098	\$ 195,481	\$ 177,701	39.5%	-12.1%	100% Match for Trips is from County Cash, Fare/Box, and other revenues
Non Spous. Capital Equipment	\$ 54,893	\$ 44,413		-19.0%	100.0%	
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
46 USC 5507						
46 USC 5516	\$ 3,000	\$ -		-100.0%		
46 USC 5511 (Operating)	\$ 40,857	\$ 40,450		-48.7%	-100.0%	
46 USC 5511 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid	\$ 241,232	\$ 231,042		-19.5%	-100.0%	Projected slower Trips
Other AHCA (specify in explanation)			\$ 129,160			
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis. Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DCH						
Children Medical Services						
County Public Health						
Other DCH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
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						
Other Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Croom's, Incorporated
County: Franklin County

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

1	2	3	4	5	6	7
	Prior Year's ACTUALS Year July 1st of 2013 to June 30th of 2014	Current Year's APPROVED Budget as amended Year July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget Year July 1st of 2015 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 $\geq 10\%$ and Also $\geq \$53,000$						

APD

Office of Disability Determination	\$ 1,581	\$ 2,500	\$ -	58.1%	-100.0%	
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DUI

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxxx						
xxxx						
xxxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						Projected revenue used as match to CTD Grant. Remainder used as system subsidy
Misc Revenue	\$ 1,353	\$ 2,000	\$ -	89.2%	-100.0%	
Fuel Tax Refund	\$ 1,895	\$ 4,600	\$ 2,000	112.2%	<0.0%	
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit:

Actual or Planned Use of Cash Reserve	\$ (9,428)		\$ -		
---------------------------------------	------------	--	------	--	--

Balancing Revenue is Short By =

	None	None
Total Revenues =	\$590,865	\$617,115
		\$313,846
		4.4%
		-49.1%

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

Operating Expenditures

Labor	\$ 193,097	\$ 230,347	\$ 163,684	5.7%	45.5%
Fringe Benefits	\$ 25,788	\$ 30,549	\$ 21,294	18.5%	-36.5%
Services	\$ 23,585	\$ 27,765	\$ 27,765	17.8%	0.0%
Materials and Supplies	\$ 60,717	\$ 72,919	\$ 65,075	18.9%	-23.7%
Utilities	\$ 12,030	\$ 14,648	\$ 9,854	16.6%	-30.0%
Obsolescence Liability	\$ 86,825	\$ 84,825	\$ 78,328	10.0%	-13.5%
Taxes	\$ 618	\$ 618	\$ 818	0.1%	0.0%
Purchased Transportation:					
Purchased Bus Pass Expense					
School bus Utilization Expense					
Contracted Transportation Services	\$ 111,943	\$ 111,303	\$ -	0.0%	-100.0%
Other					
Miscellaneous	\$ 9,292	\$ 9,583	\$ 9,483	2.2%	0.0%
Operating Debt Service - Principal & Interest	\$ -	\$ -	\$ -		
Leases and Rentals	\$ 10,325	\$ 10,325	\$ 10,325	0.0%	0.0%
Contrib. to Capital Equip. Replacement Fund					
In-Kind Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					
Capital Expenditures					
Equip. Purchases with Grant Funds	\$ 57,600	\$ 41,800	\$ -	-27.7%	-100.0%
Equip. Purchases with Local Revenue	\$ -	\$ -	\$ -		
Equip. Purchases with Rate Generated Rev					
Capital Debt Service - Principal & Interest					
Total Expenditures =	\$590,865	\$617,115	\$313,846	4.4%	-49.1%

See NOTES Below.

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Croom's, Incorporated
County: Franklin County

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

1	2	3	4		5	6	7
			Current Year's APPROVED Budget as amended from July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2015 to June 30th of 2016			
	Prior Years ACTUALS for July 1st of 2013 to June 30th of 2014	Current Year's APPROVED Budget as amended from July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2015 to June 30th of 2016	% 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	

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: **Croom's, Incorporated**

County: **Franklin County**

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

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue is to be generated at the rate per unit determined by this spreadsheet OR used as a match for these type revenues?		What amount of the Subsidy Revenue is to be used as a match for the purchase of equipment?	
From	To	Budgeted Base	Subsidy Revenue	Subsidy Revenue	Subsidy Revenue
July 1st of	June 30th of	Excluded from this Rate Base	Included from this Rate Base	Included from this Rate Base	Included from this Rate Base
2013	2014	3	4	5	6
1	2	3	4	5	6
RFID					
Office of Facility, Construction	\$ -	\$ -	\$ -	\$ -	\$ -
Developmental Services	\$ -	\$ -	\$ -	\$ -	\$ -
Other AFD	\$ -	\$ -	\$ -	\$ -	\$ -
Rate Base Program Revenue	\$ -	\$ -	\$ -	\$ -	\$ -
Cell					
Cell	\$ -	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -	\$ -
Other Field or State					
FD	\$ -	\$ -	\$ -	\$ -	\$ -
MS	\$ -	\$ -	\$ -	\$ -	\$ -
MS	\$ -	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -	\$ -
Other Revenue					
Interest Earnings	\$ -	\$ -	\$ -	\$ -	\$ -
Other Revenue	\$ -	\$ -	\$ -	\$ -	\$ -
Fuel Tax Rebate	\$ 2,000	\$ 2,000	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -	\$ -
Research Revenues to Project Ohio					
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	\$ -	\$ -
Total Revenues =	\$ 215,846	\$ 215,846	\$ -	\$ -	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Food	\$ 103,000
Fringe Benefits	\$ 91,204
Services	\$ 27,025
Materials and Supplies	\$ 25,025
Utilities	\$ 2,824
Casualty and Liability	\$ 76,378
Taxes	\$ 518
Purchased Transportation	\$ -
- Purchased Bus Pass Expenses	\$ -
- School Bus Utilization Expenses	\$ -
- Contracted Transportation Services	\$ -
- Other	\$ -
Maintenance	\$ 2,492
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 10,301
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Rand. Contributed Services	\$ -
Allocated Interest	\$ -
Capital Expenditures	
Equip. Purchase with Grant Funds	\$ -
Equip. Purchase with Local Revenue	\$ -
Equip. Purchase with State General Fund	\$ -
Capital Debt Service - Principal & Interest	\$ -
Total Expenditures =	\$ 313,846
LESS: EXCLUDED Safety Revenue	\$ -
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 313,846
Rate Base Adjustment	\$ -
Adjusted Expenditures Included in Rate Base =	\$ 313,846

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 explanation area of the Comprehensive Budget Sheet.

The Difference between Expenses and Revenues for Fiscal Year 2013 - 2014

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

Worksheet for Program-wide Rates

CTC: Croom's, Incorporated Version 1.4
County: Franklin 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 = 210,000

Rate Per Passenger Mile = \$ 1.49

Total Projected Passenger Trips = 4,500

Rate Per Passenger Trip = \$ 69.74

Fiscal Year:

2015 - 2016

Avg. Passenger Trip Length = 46.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 1.49

Rate Per Passenger Trip = \$ 69.74

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: **Chrom's, Incorp** Version 1.4
 County: **Franklin County**

- Answer the questions by completing the GREEN table during in Section 1 for all services.
- Follow the DARK RED arrows to find out if you skip or go to certain questions and sections based on previous answers.

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation (senior/caregiver) passengers in the upcoming budget year?

1. Ambulatory	1. Wheelchair	1. Stretcher	2. Group
<input type="radio"/> Yes <input type="radio"/> No Go to Section II for Ambulatory Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section II for Wheelchair Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section II for Stretcher Service	<input type="radio"/> Yes <input type="radio"/> No STOP! DO NOT Go to Section II for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting for any of these Services FULLY in the upcoming budget year?

2. Ambulatory	2. Wheelchair	2. Stretcher	2. Group
<input type="radio"/> Yes <input type="radio"/> No Step 2.1, 2.2, 2.3, 2.4 and Go to Section III for Ambulatory Service	<input type="radio"/> Yes <input type="radio"/> No Step 2.1, 2.2, 2.3, 2.4 and Go to Section III for Wheelchair Service	<input type="radio"/> Yes <input type="radio"/> No Step 2.1, 2.2, 2.3, 2.4 and Go to Section III for Stretcher Service	<input type="radio"/> Yes <input type="radio"/> No Do Not Complete Section III for Group Service

2. If you answered YES to #1 above, do you want to arrive at the Utility rate by Utility Billing? (If using the proposed contract amount for the projected Passenger Miles / passenger trips).....

<input type="radio"/> Yes <input type="radio"/> No			
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3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service? (If you answered NO to #1 or #2, skip this question. If you answered YES to #1 or #2, enter the total projected Passenger Miles for the contracted service? How many of the total projected passenger trips relate to the contracted service?

Low Bid	Low Bid	Low Bid	Do NOT Complete Section III for Group Service
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Enter the Rate for Contracted Services per Passenger Trip =

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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4. If you answered # 3 & want a Contracted Hazardous Trip Rate, what is the rate per mile for the service. INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) Rate per Passenger Mile for Hazardous

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Combination Trip and Mile Rate

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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OTC: Crossroads, Incorp/Venue 14
 County: Franklin County

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN self-standing in Section I for all services.
 2. Follow the BLACK RED font indicating you should not go to either question as the black based for (check us anyway).

SECTION III: Escort Service

1. Do you need to charge an escort fee?
 Yes
 No
 Step 62 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you need to charge the fee per passenger trip?
 Yes
 No
 Step 62 - 4 and Section IV and Go to Section V

3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Miles will a caregiver be required to accompany an escort?
 Low: \$
 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 (combined services)?
 Loading Rate: \$/100

Available with projected total number of Group Vehicle Revenue Miles?

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the OTHER calls and the Rates will be calculated automatically. Miles and trips input must sum to the total for all services entered on the "Program" web pages: Workshop, Workshop, MILES miles and trips for contracted services. If the rates were calculated in the Section II above.
 *The rate to have the service CLASS in Section for (FIS) calculation #9 to Section II.

2. If you answered #1 above and want to COMBINE Rates per Trip, DLS and Mile with #1 or more services.
 (INPUT the Desired Rate per Trip, but must be less than per trip rate above) =

RATES FOR FY: 2015 - 2016

Service	Rate	Group	Rate	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	210,000	Wheel Chair	37,440	Leave Blank
Rate per Passenger Mile =	\$1.31	Stretcher	1,440	\$0.00
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	4,503	Wheel Chair	654	Leave Blank
Rate per Passenger Trip =	\$82.68	Stretcher	23	\$0.00

Program These Rates Into Your Medicaid Encounter Data

Service	Rate	Group	Rate	Group
Rate per Passenger Mile =	\$1.31	Wheel Chair	\$4.86	\$0.00
Rate per Passenger Trip =	\$82.68	Wheel Chair	\$23.84	\$0.00

Program These Rates Into Your Medicaid Encounter Data

QUALITY ASSURANCE

The Quality Assurance Element contains the steps the transportation disadvantaged coordinating board will take to monitor and evaluate the services provided by or coordinated through the community transportation coordinator, based on the locally established service standards consistent with those of the Commission for the Transportation Disadvantaged.

Service standards are an integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The transportation disadvantaged coordinating board will annually evaluate the community transportation coordinator's compliance of the established service standards. The community transportation coordinator and any transportation operator from whom service is purchased or arranged by the community transportation coordinator shall adhere to Commission approved standards.

1. Coordinator Evaluation Process

Annually, the transportation disadvantaged coordinating board evaluates the community transportation coordinator to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner. The transportation disadvantaged coordinating board makes a recommendation to the Apalachee Regional Planning Council. The Apalachee Regional Planning Council reviews the evaluation and the recommendation of the transportation disadvantaged coordinating board and recommends to the Commission for the Transportation Disadvantaged the designation of the community transportation coordinator for the next fiscal year.

The evaluation of the coordinator is conducted utilizing the Commission for the Transportation Disadvantaged approved format. A copy of the most recent coordinator evaluation follows.

The transportation disadvantaged coordinating board has agreed to not evaluate any area of service delivery that was recently evaluated by a purchasing/sponsoring agency or the Commission for the Transportation Disadvantaged. The board will appraise the results of the reviews and, if satisfactory, the coordinating board will incorporate the results into their evaluation.

2. Coordinator Monitoring Procedures of Operators and Coordination Contractors

The coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the coordinator will be used annually to evaluate the operators.

3. Coordination Contract Evaluation Criteria

The same criteria used to evaluate the coordinator will be used annually to evaluate the coordination contractors. The evaluation results will be provided to the transportation disadvantaged coordinating board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

4. Planning Agency Evaluation Process

The transportation disadvantaged coordinating board will participate and assist the Commission for the Transportation Disadvantaged in its quality assurance review of the planning agency.

**LOCAL COORDINATING BOARD ANNUAL REVIEW
COMMUNITY TRANSPORTATION COORDINATOR
FINDINGS AND RECOMMENDATIONS
REVIEW PERIOD: FY 13-14**

CTC Being Reviewed Crooms, Inc.

Review Date 8/4/14

General Information

Crooms, Inc. was designated as the CTC for Franklin County for Fiscal Years July 1, 2013-June 30, 2018. The CTC is a private non-profit organization, operating as a sole provider in a rural area.

FINDINGS AND RECOMMENDATIONS

Compliance with Chapter 427, F.S.	Area of Noncompliance: None
Compliance with Rule 41-2, F.A.C.	Area of Noncompliance: None
On-Site Observation of the System	Area of Noncompliance: None
Rider/Beneficiary Survey Summary	Area of Noncompliance: None
Contractor Survey Summary	Area of Noncompliance: None
Purchasing Agency Survey Summary	Area of Noncompliance: None
Level of Cost – Worksheet 1	Area of Noncompliance: None
Level of Competition – Worksheet 2	Area of Noncompliance: None
Level of Coordination – Worksheet 3	Area of Noncompliance: None
Status Report Follow-Up From Last Review	Area of Noncompliance: None
CTD NET Safety Compliance & Emergency Management Self Certification	Attached
Review of Transportation Disadvantaged Service Plan – Barriers, Goals, Objectives and Strategies, Section II. Service Plan, Service Standards, Service Rates	Area of Noncompliance: None

Report completed by: Vanita Anderson, LCB/ARPC staff

Date: September 10, 2014