LIBERTY COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Fiscal Year 2012-2017

Prepared by the

Liberty County
Transportation Disadvantaged Coordinating Board

Liberty County Board of County Commissioners
d.b.a. Liberty Transit
the Community Transportation Coordinator

Apalachee Regional Planning Council
the Designated Official Planning Agency

Approved by the

Liberty County Transportation Disadvantaged Coordinating Board
on June 12, 2012
Update June 11, 2013
Update June 10, 2014
Update June 9, 2015

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Apalachee Regional Planning Council

Serving Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson
Liberty, Leon and Wakulla Counties and their municipalities

Liberty 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	Jim Johnson	James Sanders	
2.	Elderly	Barbara Jacobs		July 2013 – June 2016
3.	Disabled	Joe Wall		July 2013 – June 2016
4.	Citizen Advocate	Monica Brinkley	Cathia Schmarje	July 2014 – June 2017
5.	Citizen Advocate/User	Sheila Mullins		July 2014 – June 2017
6.	Veterans	Nicki Phillips	Johnny Eubanks	July 2012 – June 2015
7.	Community Action	Peggy Sue Hall		July 2014 – June 2017
8.	Public Education	Jon (Rusty) Hill		Jan. 2013 – June 2015
9.	Children at Risk	Marissa Barfield		July 2013 – June 2016
10.	Workforce Dvp Board	Janice Sumner		July 2014 – June 2017
11.	Medical	Susan Chafin	Wendy Smith	July 2013 – June 2016
12.	FDOT	Vanessa Strickland	Kathy Rudd	
13.	FDCF	Sandra Porras-Gutierrez	Jeanna Olson	
14.	FDOE/VR	Keith Sutton		
15.	FDEA	Rhonda Lewis		
16.	AHCA	Mike Jones		
17.	Private Trans. Industry	*Not Applicable*		
18.	Mass/Public Transit	*Not Applicable*		

Signature:

John S. Jones, Jr.
Date: January 22, 2015

2507 Callaway Road, Suite 200, Tallahassee, Florida 32303
Telephone: 850-488-6211 • Facsimile: 850-488-1616
www.thearpc.com

January 2015

LIBERTY COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN
UPDATE TABLE
June 9, 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	**18**	✓
C. SERVICE ANALYSIS		
1. Forecasts of TD Population		
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D. GOALS, OBJECTIVES, AND STRATEGIES		
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II. SERVICE PLAN	**PAGE**	**UPDATE**
A. OPERATIONS		
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2. Accessing Services	**28, 29**	✓
3. Transportation Operators and Coordination Contractors		
4. Public Transit Utilization		
5. School Bus Utilization	**29**	✓
6. Vehicle Inventory	**30**	✓
7. System Safety Program Plan Certification	**31**	✓
8. Intercounty Services		
9. Emergency Preparedness and Response		
10. Education Efforts/Marketing		
11. Acceptable Alternatives		
12. Service Standards	**33, 34**	✓
13. Local Complaint and Grievance Procedure/Process		
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III. QUALITY ASSURANCE	**PAGE**	**UPDATE**
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LIBERTY COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
JUNE 8, 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	Jim Johnson			✓
Elderly	Barbara Jacobs			✓
Disabled	Joe Wall			✓
Citizen Advocate	Monica Brinkley			✓
Citizen Advocate/User	Sheila Mullins			✓
Veterans	Nicki Phillips			✓
Community Action	Peggy Sue Hall	✓		
Public Education	Jon (Rusty) Hill			✓
Children at Risk	Marissa Barfield	✓		
Workforce Dvp Board	Janice Sumner	✓		
Medical	Susan Chafin	✓		
FDOT	Vanessa Strickland			✓
FDCF	Sandra Porras-Gutierrez	✓		
FDOE/VR	Keith Sutton	✓		
FDEA	Rhonda Lewis			✓
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 9th day of June, 2015.

Coordinating Board Chairperson ✓ _____

* * * *

Approved by the Commission for the Transportation Disadvantaged

_____ Date

_____ Executive Director

Liberty County TDSP
July 1, 2012 – June 30, 2017
Update 6/11/13, 06/10/14, 06/09/15
5

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 was only one response received from Liberty County Board of County Commissioners. Liberty County Board of County Commissioners is a non-profit government entity. The Apalachee Regional Planning Council and the local transportation disadvantaged coordinating board then evaluated the provider of transportation services and determined that Liberty County Board of County Commissioners was the best source of providing the needed transportation. The transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council that Liberty County Board of County Commissioners serve as the community transportation coordinator on September 7, 1990. Liberty County Board of County Commissioners was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Liberty County Board of County Commissioners has continued to serve as the community transportation coordinator for Liberty County since that date. The most recent designation was made by the Commission for the Transportation Disadvantaged on April 12, 2012 for the continuation of Liberty

County Board of County Commissioners as the community transportation coordinator, effective July 1, 2012 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.

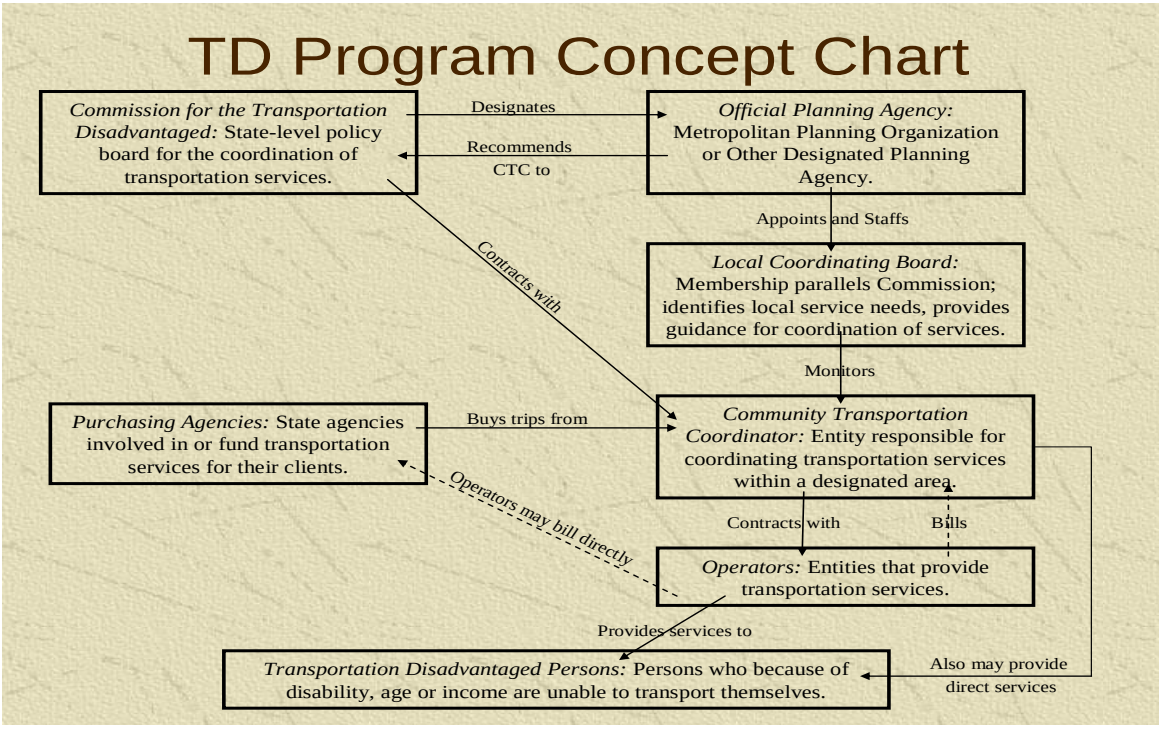
Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services 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



Official Planning Agency:	Apalachee Regional Planning Council
Local Coordinating Board:	See Certification
Community Transportation Coordinator:	Liberty County Board of County Commissioners d.b.a. Liberty Transit
Operator:	Liberty County Board of County Commissioners d.b.a. Liberty Transit
Purchasing Agencies:	Florida Commission for the Transportation Disadvantaged, Florida Department of Elder Affairs, Local Government, Prestige Health Choice/Access2Care, Staywell/MTM, Magellan Complete Care/Logisticare, General Public, Miscellaneous others

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	Jim Johnson	James Sanders	
Elderly	Barbara Jacobs		July 2013 – June 2016
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FDCF	Sandra Porras-Gutierrez	Jeanna Olson	
FDOE/VR	Keith Sutton		
FDEA	Rhonda Lewis		
AHCA	Mike Jones		
Private Trans. Industry	Not Applicable		
Mass/Public Transit	Not Applicable		

Update January 2015

B. County Profile/Demographics

1. Service Area Description

Liberty County is located in northwest Florida and is bordered by Calhoun, Gulf, Franklin, Wakulla, Leon and Gadsden Counties. The county has 835.56 square miles of land and 7.56 square miles of water for a total area of 843.12 square miles. Most of Liberty County is part of the Apalachicola National Forest. The only incorporated municipality within the county is the City of Bristol, which serves as the county seat.

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 8,365. The *2010 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	5,569	1,096	870	1,917	1,059	627	4,221
2000	7,021	1,235	954	2,644	1,472	716	5,490
2010	8,365	1,472	1,041	2,698	2,266	888	6,588

SOURCE: U. S. Census Bureau

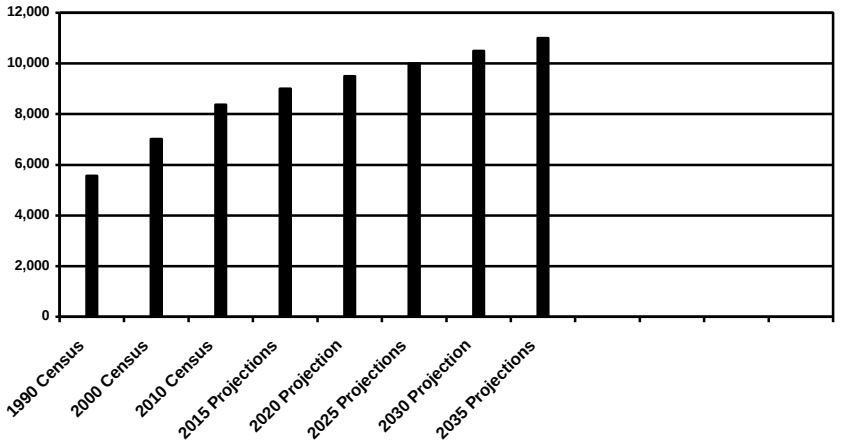
COMPOSITION

Men	5092
Women	3273
Veterans	578
Disabled (Receiving SSI)	280
Density (Persons/Square Mile)	10
Median age (years)	37
Public School Enrollment	1586
Percentage High School Graduate or Higher	74.9%
Percentage Bachelor's Degree or Higher	15.1%

SOURCES: U. S. Census Bureau, 2010 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.



SOURCES: U.S. Census, and 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

POPULATION DISTRIBUTION

Location	Census 2000	Estimates 2009	Percentage Change 2000-2009
Bristol	845	990	17.16%
Unincorporated	6176	7230	17.07%
County	7021	8220	17.08%

SOURCES: U. S. Census Bureau, 2010 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.

	1990	2000	Percentage of Change 1990-2000	Estimates 2009	Percentage of Change 2000 – 2009
Households	1,706	2,222	30%	2,607	17.3%
Average Household Size	2.69	2.51		2.51	

SOURCES: U. S. Census Bureau, 2010 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
Eighty-nine percent of Liberty County workers drove to work alone in 2006-2010, 9 percent carpooled, and less than 1 percent used other means. The remaining 2 percent worked at home. Among those who commuted to work, it took them on average 23.4 minutes to get to work.

AUTOMOBILE OWNERSHIP & USE
2008 - 2009

Total Tags Purchased	8871
Passenger Car Tags	2880
Households with no Vehicle Available	129

SOURCE: U. S. Census Bureau, 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida,

Historic Traditions/Cultural Descriptions
Liberty 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 two local governments in Liberty County --- one incorporated community and the unincorporated area, which is governed by the Liberty 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 2008-2009, for the employed population 16 years and older, the leading industries in Liberty County were education and health services (23.8%), manufacturing (5.9%), trade, transportation and utilities (5.6%), natural resources and mining (4.4%), leisure and hospitality (1.4%), public administration (1.2%), other services (-1%) 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.

2009 EMPLOYMENT STATISTICS

Labor Force	3,881
Employment	3,653
Unemployment Rate	5.9%
Employed Working Outside of County of Residence	51.5%
Families Below Poverty Level	15.8%
Median Household Income,	$38,608

SOURCES: U. S. Census Bureau; 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

LARGEST EMPLOYERS

COMPANY	PRODUCT/SERVICE	EMPLOYEES
Twin Oaks Juvenile Development	Juvenile detention facility	600
C. W. Roberts Contracting, Inc.	Road contractor	180
Georgia Pacific	Lumber mill	150
North Florida Lumber, Inc.	Lumber	100
Apalachee Pole	Poles	40

SOURCE: 2010 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

Health Care	Liberty County Health Department, Bristol, Clinic	12832 North Central Street, Bristol
	Liberty County Health Department, Hosford Clinic	17316 NE SR 65, Hosford
	Liberty Community Health Care	10971 NW Spring Street, Bristol
	Buy Rite Drug Store	11049 NW SR 20, Bristol
	Dr. Labon Bontrager, DMD	12761 NW Pea Ridge Road, Bristol
	Apalachee Center for Human Services	13888 NW CR 12, Bristol
Education	Bristol Youth Academy	12422 NW Revell Road, Bristol
	Early Learning Center	12926 NW CR 12, Bristol
	Hosford Elementary & Jr. High	16864 NE SR 65, Hosford
	Liberty County Adult School	12926 NW CR 12, Bristol
	Liberty County High School	12592 NW Myers Ann Street, Bristol
	Liberty Wilderness Crossroads Camp	29806 SW Liberty Wilderness Camp Road, Wilma
	W. R. Tolar K-8	14745 NW CR 12, Bristol
	Children's Comprehensive Services, Inc.	12422 NW Revell Road, Bristol
	Twin Oaks	11939 NW SR 20, Bristol
	Twin Oaks Community Services	14745 NW CR 12, Bristol
	Noah's Ark & Friends Day Care, Preschool and Early Childcare	19057 NE SR 65, Hosford
Shopping	Piggly Wiggly	11325 NW SR 20, Bristol
	Ace Hardware	10898 NW SR 20, Bristol
	Dollar General Store	11221 NW SR 20, Bristol
	Family Dollar Store	11350 NW SR 20, Bristol
	Southern Express Convenience Store	10694 NW SR 20, Bristol
	Southern Express Convenience Store	22258 NE SR 20, Hosford
	Blackburn's Grocery & Hardware	16998 NE SR 65, Hosford
	Sumatra Grocery	SR 65, Sumatra
	Thompson's Grocery	19994 NE SR 65, Telogia
	T & P Discount Foods	18193 NE SR 65, Hosford
	Busy Boys	Hosford
	Crow's Corner	29102 NE SR 20, Hosford
	Xpress Lane Convenience Store	Bristol
	Benny's BP Station Convenience Store	Bristol
	Big River Sports	10750 NW SR 20, Bristol

	Bonnie & Clydes	11003 NW SR 20, Bristol
Housing	Habilitative Services of North Florida, Inc.	12192 NW Rock Bluff Road, Bristol
	Habilitative Services of North Florida, Inc.	11710 NW Spring Brand Road, Bristol
	River View RV Park	12319 NW Central Avenue, Bristol
	Varnum's ALF Home	12167 NE Freeman Road, Bristol
	Duggar House	12192 NW Rockbluff Road, Bristol
Social Activities	Hosford-Eulogia Game Room & Entertainment Center	20960 NE Burlington Road, Hosford
	The Nature Conservancy	10326 NW Longleaf Drive, Bristol
	Torreya State Park	2576 NW Torreya Park Road, Bristol
	Bristol Lions Club	Bristol
	Capital Area Community Action Agency	12832 North Central Street, Bristol
	Liberty County Chamber of Commerce	11493 NW Summers Road, Bristol
	Liberty County Senior Citizens Assn. Center	15629 NW CR 12, Bristol
	Liberty County Senior Citizens Assn. Center	17111 NE SR 65, Hosford
	Woodmen of the World Youth Camp	22459 NE Woodmen of the World Road, Hosford
	Veterans Memorial Civic Center	10405 NW Theo Jacobs Way, Bristol
Other Life Sustaining Activities	Calhoun-Liberty Employees Credit Union	10640 NW Main Street, Bristol
	Cadence Bank	10956 NW SR 20, Bristol
	Centennial Bank	10911 NW SR 20, Bristol
	Bristol City Hall	12444 NW Virginia G. Weaver Street, Bristol
	Bristol Post Office	12587 NW Virginia G. Weaver Street, Bristol
	Hosford Post Office	16827 NE SR 65, Hosford
	Telogia Post Office	27134 NE CR 67, Telogia
	Liberty County Courthouse	10818 NW SR 20, Bristol
	Maxwell & Evelyn Harrell Memorial Library	12818 NW CR 12, Bristol
	Jimmy Weaver Memorial Library	SR 20, Hosford
	Liberty County Sheriff's Department	12499 NW Pogo Street, Bristol
	Liberty County Veteran's Services	11493 NW Summers Road, Bristol
	Juvenile Justice Council	10818 NW SR 20, Bristol

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:	**Liberty County Board of County Commission d.b.a. Liberty Transit**	**Liberty County School Board**	**North Florida Head Start Program**
Telephone Number:	850-643-2524	850-643-5242 850-447-4192	850-639-5080
Contact Person & Title:	Ann Kincaid, Executive Director	Rusty Hill, Transportation Manager	Sharon Gaskin, Executive Director
Number Vehicles:	20 (8 wheelchair accessible, 1 stretcher)	20 buses, 7 vans and stationwagons	1
Provider Type:	Government	Government	Private Not for Profit
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes	Yes
Does the provider provide transportation services to the general public?	Yes	No	No
What are the criteria for passenger eligibility?	Program participants and general public	School children	Program participants
Is the provider part of the coordinated transportation program?	Yes, CTC	No	No

December 2014

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	2012	2013	2014	2015	2016	2017
Disabled Non-Elderly Low Income	156	156	156	156	156	157
Disabled Non-Elderly Non-Low Income	883	884	885	886	887	887
Disabled Elderly Low Income	212	215	218	221	224	227
Disabled Elderly Non-Low Income	654	663	672	680	689	698
Non-Disabled Elderly Low Income	78	79	80	81	82	83
Non-Disabled Elderly Non-Low Income	241	244	247	251	254	257
Non-Disabled Non-Elderly Low Income	647	648	649	650	650	650
T O T A L	**2,871**	**2,889**	**2,907**	**2,925**	**2,942**	**2,959**

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	2012	2013	2014	2015	2016	2017
Transp. Disabled Non-Elderly Low Income	32	32	32	32	32	32
Transp. Disabled Non-Elderly Non-Low Income	182	182	183	183	183	183
Transp. Disabled Elderly Low Income	60	60	61	62	63	64
Transp. Disabled Elderly Non-Low Income	183	186	188	191	193	195
Non-Transp. Disabled Low Income No Auto, No Fixed Route	279	280	281	282	283	283
T O T A L	**736**	**740**	**745**	**750**	**754**	**757**
Non-TD Low Income No Automobile	279	280	281	282	283	283

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 vehicles to provide transportation for the elderly and disabled.	6 vans with lift equipment 3 Ramp Accessible w/c vans 6 mini vans 4 mid-sized sedans 6 SUV 10 11-passenger vans	$450,000 $120,000 $280,000 $160,000 $160,000 $250,000	FTA/ DOT Sec. 5310
2	Purchase expansion paratransit vehicles to provide transportation for the disadvantaged citizens residing in the county.	4 11-passenger vans 4 SUV's 2 Sedan's 3 6-passenger w/c ramp, lowered floor minivans 4 6-passenger minivans	$100,000 $120,000 $60,000 $180,000 $128,000	CTD, CTC, FTA/DOT Sec. 5310
3	Provide paratransit transportation service to the elderly, handicapped and disadvantaged citizens residing in the county.	Operating Assistance	$500,000	FTA/DOT Sec. 5311
4	Purchase of maintenance facility equipment and tools to reduce the down time due to repairs.	Maintenance facility equipment and tools	$70,000	FTA/DOT Sec. 5310
5	Purchase paratransit vehicle equipment	5 Two-way radios	$10,000	CTD/CTC
6	Purchase emergency generator for use during inclement weather to keep operations open for evacuation trips	Generator	$30,000	FTA/DOT Sec. 5310
7	Purchase and have installed telephone system. Provides better communication system with clients.	Telephone system	$10,000	FTA/DOT Sec. 5310/5311
8	Purchase and install a GPS system into vehicles with tracking capabilities and upgrade systems	20 GPS systems and Computer systems	$120,000	DOT Service Development

April 2015

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 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, 2012 – June 20, 2017
Maintain and expand the client data base relating to the clients' needs and capabilities	CTC	July 1, 2012 – June 20, 2017
Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds	CTC	July 1, 2012 – June 20, 2017
Prepare a user's guide and update when needed	CTC, LCB	July 1, 2012 – June 20, 2017
Provide announcements to local newspapers announcing public hearings	PA	July 1, 2012 – June 20, 2017

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, 2012 – June 20, 2017
Evaluate and revise routes and schedules when needed	CTC, LCB	July 1, 2012 – June 20, 2017
Develop a workable budget and keep within budget expectations	CTC	July 1, 2012 – June 20, 2017
Review driver logs for areas of inefficient use of time, drivers, and miles	CTC, LCB	July 1, 2012 – June 20, 2017
Review driver non-revenue hours and reduce when possible	CTC, LCB	July 1, 2012 – June 20, 2017
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2012 – June 20, 2017
Contract with an adequate number of operators to meet the needs	CTC	July 1, 2012 – June 20, 2017

(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, 2012 – June 20, 2017
Provide training on passenger assistance techniques	CTC	July 1, 2012 – June 20, 2017
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2012 – June 20, 2017
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2012 – June 20, 2017
Report accidents and roadcalls to the LCB	CTC	July 1, 2012 – June 20, 2017
Review operator contracts for compliance with safety requirements	CTC, LCB	July 1, 2012 – June 20, 2017
Annually review SSPP and amend as needed	CTC	July 1, 2012 – June 20, 2017
Provide opportunities for riders to express concerns and suggestions on service delivery	CTC, LCB	July 1, 2012 – June 20, 2017
Sponsor at least one public hearing each year for public comment	PA	July 1, 2012 – June 20, 2017
Schedule an opportunity for public comments on all LCB agendas	PA	July 1, 2012 – June 20, 2017
Address public organizations and agencies regarding services	CTC, LCB, PA	July 1, 2012 – June 20, 2017

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, 2012 – June 20, 2017
Promote the Voluntary Dollar Program	CTC, LCB, PA	July 1, 2012 – June 20, 2017

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, 2012 – June 20, 2017
Provide, at least quarterly, operational and financial information to the LCB	CTC	July 1, 2012 – June 20, 2017
Provide a copy of audit or annual financial report to LCB	CTC	July 1, 2012 – June 20, 2017
Provide copies of purchasing agency evaluation/monitoring reports to LCB	CTC	July 1, 2012 – June 20, 2017
Perform annual evaluation of CTC	LCB, PA	July 1, 2012 – June 20, 2017

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

SERVICE PLAN

1. Types, Hours and Days of Service

TYPES OF SERVICE: Liberty County Transit provides paratransit subscription, demand response, and reservation transportation. There are no fixed routes available in Liberty County.

Liberty County Transit provides service to the entire county as well as a number of routes to surrounding counties. Routes include travel in the panhandle of Florida from Pensacola to Gainesville.

MODES OF SERVICE: Liberty County Transit provides non-emergency ambulatory, wheelchair and stretcher service. Service is provided curb-to-curb.

HOURS/DAYS OF SERVICE: Services are available twenty-four (24) hours per day, seven days a week, as need dictates and as previously arranged based on driver and vehicle availability. Transportation is provided as a last resort source. Friends and family should be contacted first.

HOLIDAYS: The following Holidays will be observed, New Years Day, Martin Luther King's Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day. Additional holidays may be designated by the Liberty County Board of County Commissioners.

Subscription trips are defined as regular and reoccurring service in which schedules are prearranged, to meet the needs of riders who sign up in advance. Riders do not have to continually call to arrange for their transportation and must provide information only once, unless changes occur. The subscription service routes operate Monday through Saturday
for dialysis, mental health, and developmental services needs. Reservation service is provided with Seventy-two (72) hours advanced notice. Demand transportation is provided only in the case of an emergency.

Group trips are defined as trips of 5 or more passengers going from the same general area to the same destination.

2. Accessing Services

MAKING RESERVATIONS: Requests for transportation are received Monday through Friday between the hours of 7:00 A.M. and 5:00 P.M., Eastern Time, by calling 850/643-2524. Monday service requests are taken on the proceeding Friday. Requests must be made 72-hours in advance of needed trip. Same day transportation will be accomplished only if an emergency occurs.

DISPATCHING: The driver schedules are completed by the dispatcher in a manner appropriate for routing the vehicles efficiently and cost-effectively. The drivers are responsible for recording passenger trips and vehicle miles.

Return trips for doctor appointments, etc., which cannot be scheduled 72-hours in advance are scheduled the day of service. Drivers contact the office regarding these trips, and the dispatcher records them on a Transportation Request Log.

CANCELLATIONS: There will not be a charge for cancellation made prior to the driver being dispatched. If the driver has been dispatched, the trip will be charge as a no-show.

NO-SHOW POLICY: Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. Policy is defined in service standards.

AFTER HOURS/BACK-UP SERVICE: After hours and back-up service is provided by the Community Transportation Coordinator. The rider will contact the Sheriff's office at 643-2235, who then notifies Liberty County Transit management, who will then contact a driver.

CLIENT INFORMATION SYSTEM: A client information system is maintained by Liberty County Transit which contains record of demographic and eligibility data regarding each client. The file is used to supply the information necessary for daily trip planning and billing purposes. When the request for transportation is received it is entered in the transportation request log. This log contains information necessary for the dispatcher to schedule a trip.

TD ELIGIBILITY REQUIREMENTS:
Transportation service under non-sponsored will be available for all residents of Liberty County "who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities," and as such are "transportation disadvantaged" as defined by Chapter 427, Florida Statutes.

Intake Eligibility Form
Liberty Transit requires individuals needing non-sponsored transportation service to complete an Intake Eligibility Form. The dispatcher will screen individuals requesting transportation at the time of the reservation to see if they qualify for non-sponsored transportation services. The criteria being followed is based on the eligibility requirements set forth by the Commission for the Transportation Disadvantaged. If budget restraints apply, then Liberty Transit will receive reservations based on a first come, first served basis.

Liberty Transit has set the following Eligibility requirements to be eligible to ride under the Transportation Disadvantaged program: One of the following criteria must be met-

- No other funding Available
- No other means of transportation is available
- Has a physical or mental disability
- Individual Household income is poverty level
- No other resources for transportation

Individuals must be eligible for the service they receive by the funding agency.

Services will be provided for whatever service is needed, i.e. kidney dialysis, grocery shopping, etc.

3. Transportation Operators and Coordination Contractors

Liberty County Transit is the sole operator of transportation. There are no known operators at the present time in the county. The Community Transportation Coordinator will utilize the Commission for the Transportation Disadvantaged approved process for selection and contracting operators, as needed.

4. Public Transit Utilization

Public Transit is not provided in Liberty County.

5. School Bus Utilization

Liberty County Transit does not utilize school buses to provide transportation services. School buses are utilized during emergency evacuations as deemed necessary and requested by the Liberty County Emergency Management Services.

CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a)

Name of Applicant: Liberty County Board of County Commissioners/Liberty County Transit **Date of Inventory:** 3/11/2015

Vehicle #	Model Yr. (b)	Make/size/type (C)	FDOT control # And last four of VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/Yr.	Current Mileage	Expected retirement date	Other equipment (e)	Funding source (f)
51	2004	Ford Bus	99330 8985	Lift	8+2	15000	146912	2012		DOT
52	2005	Ford Bus	99347 0699	Lift	12+2	11000	91945	2013		DOT
57	2007	Ford Van	99375 1769		St 1+2	400	101908	2013		
58	2008	Ford Van	99391 3881		11	14000	96466	2015		DOT
59	2008	Ford Van	99392 3882		11	10000	53006	2016		DOT
61	2009	Ford Van	92303 1185		11	8000	37515	2016		DOT
62	2009	Ford Van	92304 6565		7	7000	37001	2016		DOT
63	2009	Ford Van	80307 9554		11	12000	54849	2017		DOT
64	2009	Ford Van	80306 9555		11	8000	52216	2017		DOT
65	2010	Dodge Van	80319 8595	Ramp	4+2	90515	92121	2018		DOT
66	2010	Ford Van	92316 0946		11	11000	43200	2018		DOT
67	2010	Dodge Van	92320 2537	Ramp	5+2	18000	109719	2018		DOT
*68	2011	Ford Flex	92325 29120		6	35000	106869	2019		DOT
*69	2011	Ford Flex	92326 29121		6	35000	104930	2019		DOT
70	2012	Ford Explor	1FMK7D89DGA84692		6	30000	61186	2020		TD
71	2013	Chev Bus	92357 08411	Lift	8+2	10000	16912	2021		DOT
72	2012	VPG	523MF1A61CM101550	Ramp	4+1	10000	16372	2021		TD
73	2012	VPG	92361 1154	Ramp	4+1	10000	4955	2022		DOT
74	2014	Chevy SUV	1GNKRHKD4EJ276476		6	15000	10893	2023		TD
75	2015	Chevy Van	1GAWGPFA4E1209282		11		535	2023		DOT

(a) A computerized in-house inventory providing the same information as this form is acceptable.
(b) Identify vehicles to be replaced with this or other grant by placing an asterisk (*) next to the model year. In Exhibit B of the application, provide the name of the lessee or contractor, if applicable.
(c) For example, Ford 22' bus; Dodge converted van.
(d) Show FDOT control number and VIN if bought with grant through FDOT. If bought through other funding, list the complete VIN.
(e) Include computer hardware and software, copiers, printers, mobile radios, communication systems, etc.
(f) Identify the grant or other funding source used for purchasing the vehicle/equipment.
NOTE: Those requesting replacement vehicles, please identify the year the vehicle(s) were purchased
51 and 56 will both be removed from our inventory shortly. 57 is being transferred to being a stretcher vehicle.

7. System Safety Program Plan Certification

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2014.

DATE: 01/06/2015

TRANSIT SYSTEM: Liberty County Board of County Commissioners/Liberty County Transit

ADDRESS: P.O. Box 730, Bristol, Fl 32321

In accordance with Florida Statue 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: Sterling Brown

Name: Sterling Brown (Type or Print) Title: Mechanic

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

Name/Company: _____

Address: _____

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

8. Intercounty Services

Liberty County Transit has a cooperative agreement with Calhoun Transit, Wakulla County Transportation, Crooms Inc. (Franklin), Big Bend Transit and Gulf Public Transportation to provide out of area service trips. Liberty County Transit will contact other bordering Community Transportation Coordinators to discuss similar agreements.

9. Emergency Preparedness and Response

Liberty County Transit works closely with Emergency Management Service for Liberty County during a disaster. When an evacuation is mandatory for Liberty County, Liberty County Transit vehicles are always available to transport disadvantaged passengers to a designated shelter. In the event of a disruption in regular services due to natural disasters, Liberty County Transit will notify each contracting agency to discuss the service delivery schedule.

Liberty County vehicles are equipped with two-way radios or cellular phones, allowing immediate communications with other vehicles and with the administrative office.

When the office receives information concerning emergencies, breakdowns, delays or accidents, the purchasing agency or passenger's families are notified immediately**.**

10. Educational Efforts/Marketing

Information about transportation services is provided through brochures, public service announcements, public speaking engagements, interagency affiliation and County Commission meetings. Written Materials are placed in businesses and agencies throughout the county.

11. Acceptable Alternatives

At this time there are no acceptable alternatives in Liberty County. If alternative becomes available with approval of Transportation Disadvantaged Coordinating Board, it will be implemented.

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.

Children under age 16 and individuals requiring special assistance (including wheelchair passengers) shall be required to be accompanied by an escort. Passengers must provide their own escorts. The escort must be able to provide the necessary assistance to the passenger. Escorts shall be transported at no cost.

CHILD RESTRAINT DEVICES …..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, childseats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Passengers shall be allowed to have four pieces of personal property, which they can place in their laps or stow, 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.

Out-of-service area trips will be provided Sunday- Saturday for medically necessary purposes.

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 Para transit 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 Para transit 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 Para transit 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 Para transit 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 POLICY…..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, when passengers are considered no-shows, they shall be notified. With the exception of Medicaid sponsored riders, a payment of $3.00 is charged to any no-show passengers that must be paid before the client accesses the transportation system for the next appointment. 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.

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.

All drivers shall complete training in First Aid.

CARDIOPULMONARY RESUSCITATION (CPR)…..41-2.006(4)(s)
Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

All drivers shall complete training in CPR.

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.

All potential drivers must complete a FDLE/FBI Level 2 Background check before they can be considered for employment.

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. The CTC shall have at least a 95% on-time performance for all scheduled pick-up times.

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 REQUIREMENT…..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 72 hour notice requirement for all trips scheduled within the coordinated system, except under special 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 vehicle 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 roadcall.

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

13. Local Complaint and 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. 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.

Effective July 1, 2015

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	passenger mile	$1.22
Wheelchair	passenger mile	$2.09
Stretcher	passenger mile	$4.34

Preliminary Information Worksheet

Version 1.4

CTC Name:	Liberty County Transit
County (Service Area):	Liberty
Contact Person:	Angelyn Kincaid
Phone #	(850) 643-2524

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"

Copy of 2015 rate calculations: Preliminary Information

Page 1 of 1

Comprehensive Budget Worksheet

Version 1.4

CTC: Liberty County Transit
County: Liberty

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

	Prior Year's ACTUALS from 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
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do **NOT** include coordination contractors!)						
Local Non-Govt						
Farebox						
Medicaid Co Pay Received						
Donations/ Contributions	$ 547	$ 560	$ 580	2.4%	3.6%	
In-Kind, Contributed Services	$ 4,000	$ 4,000	$ 4,000	0.0%	0.0%	
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						County increased in-kind service
Compl. ADA Services						
County Cash	$ 29,000	$ 30,000	$ 30,000	3.4%	0.0%	
County In-Kind, Contributed Services	$ 3,800	$ 4,000	$ 4,000	5.3%	0.0%	
City Cash						
City In kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Sponsr. Trip Program	$ 199,946	$ 194,425	$ 243,425	2.8%	25.2%	Based on grant received
Non-Sponsr. Capital Equipment		$ 49,000			-100.0%	
Rural Capital Equipment	$ 30,000	$ 68,753	$ 45,000	129.2%	-34.5%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						5311: Based on Grant received . OPERATIONAL ONLY
49 USC 5310						
49 USC 5311 (Operating)	$ 51,558	$ 48,966	$ 30,000	-5.0%	38.7%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid	$ 99,232	$ 6,000	$ -	-93.9%	-100.0%	Changes in the medicaid program to MMA
Other AHCA (specify in explanation)	$ 31,560	$ 144,212	$ 145,000	356.9%	0.5%	
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis/Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
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						
Older Americans Act	$ 2,100	$ 2,100	$ 2,100	0.0%	0.0%	
Community Care for Elderly	$ 2,100	$ 2,100	$ 2,100	0.0%	0.0%	
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Copy of 2015 rate calculations. Comprehensive Budget

Page 1 of 3

Comprehensive Budget Worksheet

Version 1.4

CTC: Liberty County Transit
County: Liberty

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

1	2	3	4	5	6	7
	Prior Year's **ACTUALS** from 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
APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None	None			
Total Revenues =	$453,281	$554,115	$506,205	22.2%	-8.6%	

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

Operating Expenditures						
Labor	$ 220,254	$ 230,516	$ 241,208	4.7%	4.6%	
Fringe Benefits	$ 45,762	$ 47,063	$ 50,058	4.8%	4.4%	
Services	$ 30,612	$ 30,782	$ 32,200	0.6%	4.6%	
Materials and Supplies	$ 58,244	$ 59,980	$ 62,930	3.0%	4.9%	
Utilities	$ 8,300	$ 8,525	$ 8,858	2.7%	3.9%	
Casualty and Liability	$ 32,000	$ 32,000	$ 33,500	0.0%	4.7%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	$ 10,569	$ 10,756	$ 11,250	2.1%	4.2%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	$ 7,800	$ 7,800	$ 8,200	0.0%	5.1%	
Contrib. to Capital Equip. Replacement Fund		$ -				
In-Kind, Contributed Services	$ 7,800	$ 8,000	$ 8,000	2.6%	0.0%	
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	$ 30,000	$ 117,753	$ 50,000	292.5%	-57.5%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
ACTUAL YEAR GAIN	$7,990					
Total Expenditures =	$451,291	$554,115	$506,205	22.8%	-8.6%	

See NOTES Below.

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

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

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Copy of 2015 rate calculations: Comprehensive Budget

Budgeled Rate Base Worksheet

Version 1.4

CTD: Liberty County Transit

County: Liberty

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 and 5

	Upcoming Years BUDGETED Revenues from July 1st of 2015 to June 30th of 2016	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet. OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue $ to be taken from the Rate Base	What amount of the Subsidy Revenue in Col. 4 will come from funds to purchase equipment OR will be used as match for the purchase of equipment?	local match req
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Gov't					
Farebox	$ -		$ -		
Medicaid Co Pay Received	$ -		$ -		
Donations/Contributions	$ 550		$ 550		
In-Kind Contributed Services	$ 4,000	$ -	$ 4,000		
Other	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl ADA Services	$ -	$ -	$ -		
County Cash	$ 30,000	$ 27,047	$ 2,953	$ 2,953	
County In-Kind Contributed Services	$ 4,000	$ -	$ 4,000		
City Cash	$ -		$ -		
City In-kind Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					
Non-Sponsored Trip Program	$ 249,425	$ 249,425	$ -	$ -	$ 27,047
Non-Sponsored Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ 45,000	$ -	$ 45,000	$ 45,000	$ 5,000
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 80,000		$ 80,000		
49 USC 5311 (Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ 146,000	$ 146,000	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcohol, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis/Aging & Adult Serv	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ -	$ -	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ 2,100	$ 2,100	$ -		
Community Care for Elderly	$ 2,100	$ 2,100	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

Copy of 2015 rate calculations Budgeted Rate Base

Page 1 of 2

Budgeted Rate Base Worksheet

Version 1.1

CTC: Liberty County Transit

County: Liberty

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

	Upcoming Years BUDGETED Revenues from July 1st of 2016 to June 30th of 2016	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	1	2	3	4	5
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$	$	$	
Other APD	$	$	$	
Bus Pass Program Revenue	$	$ -	$ -	
DJJ				
DJJ	$	$	$	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
xxx	$ -	$	$	
xxx	$ -	$ -	$ -	
xxx	$ -	$ -	$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
xxx	$ -	$ -	$ -	
xxx	$ -	$ -	$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$	$	$	
Total Revenues =	$ 506,205	$ 419,672	$ 88,533	$ 47,953

EXPENDITURES (CTC/Operators ONLY)		
Operating Expenditures		
Labor	$ 241,208	
Fringe Benefits	$ 32,058	
Services	$ 32,200	
Materials and Supplies	$ 62,900	
Utilities	$ 8,818	
Casualty and Liability	$ 33,600	
Taxes	$ -	
Purchased Transportation		
Purchased Bus Pass Expenses	$ -	
School Bus Utilization Expenses	$ -	
Contracted Transportation Services	$ -	
Other	$	
Miscellaneous	$ 11,250	
Operating Debt Service - Principal & Interest	$	
Leases and Rentals	$ 8,300	
Contrib. to Capital Equip. Replacement Fund	$	
In-Kind, Contributed Services	$ 8,000	
Allocated Indirect	$ -	
Capital Expenditures		
Equip. Purchases with Grant Funds	$ 50,000	
Equip. Purchases with Local Revenue	$	
Equip. Purchases with Rate Generated Rev.	$	
Capital Debt Service - Principal & Interest	$ -	
	$ -	
Total Expenditures =	$ 506,205	
minus EXCLUDED Subsidy Revenue =	$ 88,533	
Budgeted Total Expenditures INCLUDED in Rate Base =	$ 419,672	
Rate Base Adjustment Cell[1] =		
Adjusted Expenditures included in Rate Base =	$ 419,672	

$ 38,580

Amount of Budgeted Operating Rate Subsidy Revenue

[1] Rate Base Adjustment Cell

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

[1] The Difference between Expenses and Revenues for Fiscal Year: 2013 - 2014

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

Copy of 2015 rate calculations - Budgeted Rate Base

Page 2 of 2

Worksheet for Program-wide Rates

CTC: Liberty County Tra Version 1.4
County: Liberty

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 =	340,523
Rate Per Passenger Mile =	$ 1.23
Total Projected Passenger Trips =	29,116
Rate Per Passenger Trip =	$ 14.41

Fiscal Year
2015 - 2016

Avg. Passenger Trip Length = 11.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile =	$ 1.49
Rate Per Passenger Trip =	$ 17.39

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.

Page 1 of 1

Copy of 2015 rate calculations: Program-wide Rates

Worksheet for Multiple Service Rates

CTC: Liberty County Version 1.4
County: Liberty

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

SECTION I: Services Provided

	1 Ambulatory	1 Wheelchair	1 Stretcher	2 Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	● Yes ○ No	● Yes ○ No	● Yes ○ No	○ Yes ● No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

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

Copy of 2012 rate calculations - Multiple Service Rates

Page 1 of 2

Worksheet for Multiple Service Rates

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

CTC: Liberty County Version 1.4
County: Liberty

SECTION III: Escort Service

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

SECTION IV: Group Service Loading

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

And what is the projected total number of Group Vehicle Revenue Miles? — Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Mulitple Services:

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

RATES FOR FY: 2015 - 2016

		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	340,523	304,667	5,956	100	0	
Rate per Passenger Mile =		$1.22	$2.09	$4.34	$0.00 per passenger	$0.00 per group
		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	29,116	20,606	8,500	10		
Rate per Passenger Trip =		$11.92	$20.43	$42.56	$0.00 per passenger	$0.00 per group

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

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$1.22	$2.09	$4.34	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$1.47	$2.52	$5.24	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$14.38	$24.64	$51.34	$0.00 per passenger	$0.00 per group

Program These Rates Into Your Medicaid Encounter Data

Copy of 2015 rate calculations - Multiple Service Rates

Page 2 of 2

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 Liberty County Board of Commissioners
d.b.a. Liberty Transit

Review Date 8/13/14

General Information

Liberty County Board of Commissioners/Liberty Transit was designated as the CTC for Liberty County for Fiscal Years July 1, 2012 – June 30, 2017. The CTC is a public entity/government 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 9, 2014