

2016 - 2021 Putnam County Transportation Disadvantaged Service Plan

Approved by the

Putnam County
Transportation Disadvantaged Coordinating Board

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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those 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 as defined in Section 411.202, Florida Statutes.

Florida's transportation disadvantaged program is governed by Part 1 of Chapter 427, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Rule 41-2, and is implemented at the county or multi-county level by the following major participants:

- Florida Commission for the Transportation Disadvantaged (CTD)
- Local Coordinating Board (LCB)
- Designated Official Planning Agency (DOPA)
- Community Transportation Coordinator (CTC)
- Purchasers of Transportation Services
- Transportation Operators

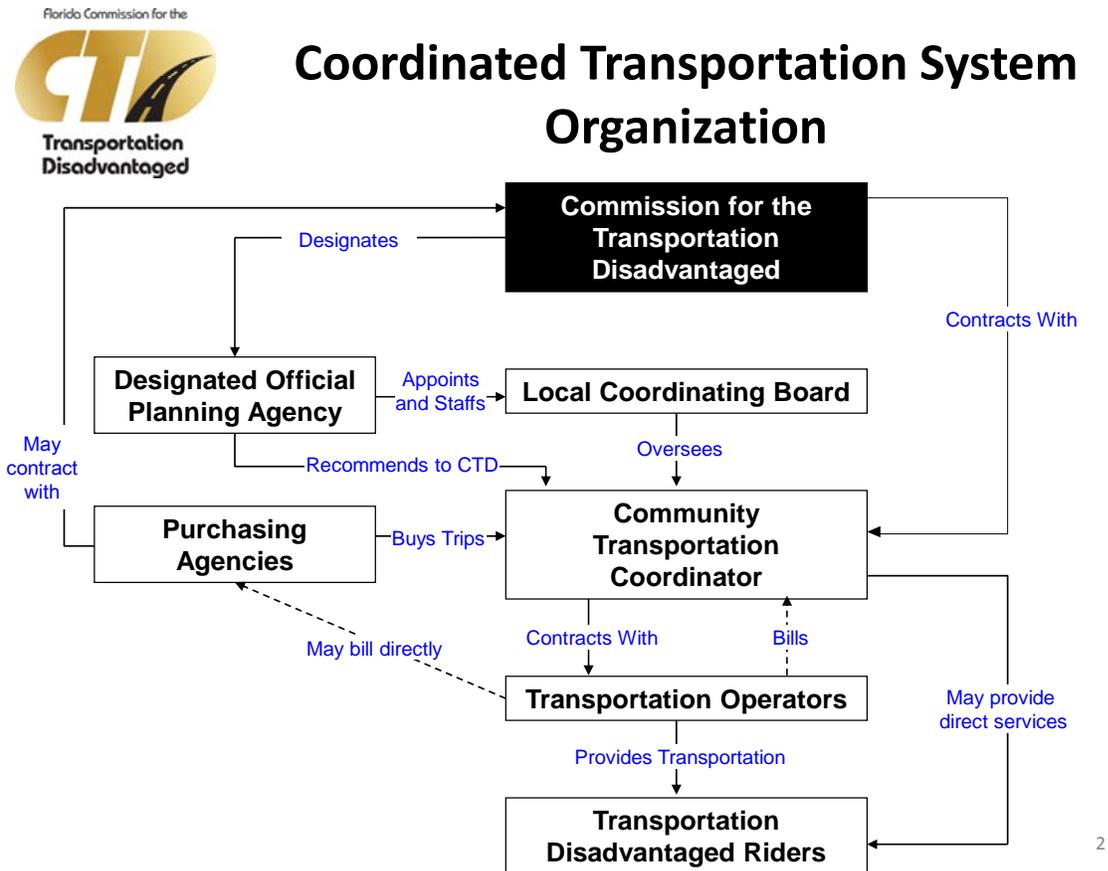
Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of LCBs and CTCs. Amendments made since 1989 have, among other things, changed the name of the Florida Transportation Disadvantaged Commission to the Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of "transportation disadvantaged," and supplemented or modified the responsibilities of the CTD, the LCBs, the DOPAs, and the CTCs.

Community Transportation Coordinator Designation Date/History

In April of 1984, the Putnam County Board of County Commissioners adopted a Transportation Disadvantaged Service Plan for Putnam County, recommending the Putnam County Association of Retarded Citizens (ARC) to serve as the Coordinated Community Transportation Provider. The ARC formed a separate non-profit corporation known as ARC Transit, Inc. to coordinate county-wide transportation. Beginning in 1985, the ARC Transit began to coordinate all county resources and execute Purchase of Service Agreements with other agencies that sponsor transportation for their respective eligible clients.

Since that time, ARC Transit, Inc. became known as Ride Solutions and has been the service provider. In 2015, a request for qualifications for Community Transportation Coordination was issued by the Northeast Florida Regional Council as the DOPA. Ride Solutions responded and was ultimately designated as the service provider for another five years, beginning in 2016.

Organizational Chart



Consistency Review with Other Plans

Local Government Comprehensive Plan

The 2016-2021 Putnam County Transportation Disadvantaged Service Plan (TDSP) has been reviewed for consistency with the Putnam County Comprehensive Plan, as adopted by the Putnam County Board of County Commissioners. The Transportation Disadvantaged program in Putnam County is addressed in the required Traffic Circulation Element of the Putnam County Comprehensive Plan and the TDSP is consistent with policies B.1.6.5 and B.1.6.6.

Strategic Regional Policy Plan

This TDSP is consistent, to the maximum amount feasible, with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan”, which was adopted by the NEFRC by Rule on January 16, 2014. The 2014 SRPP was based on a regional visioning process and included extensive public

input. The transportation disadvantaged system in the region is addressed by Policies 2, 3, and 16 of the Regional Transportation Element.

Mobility Planning

Putnam County is not located within an MPO. However, Putnam County has been a long time participant in the Northeast Florida Mobility Coalition. The Northeast Florida Coordinated Mobility Plan is the guide to enhanced transportation access through improved coordination of transportation information, services and resources in Northeast Florida. The Plan was developed by members of the general public, transportation providers, social service agencies, and elected officials who identified gaps and redundancies in transportation services and have initiated coordination methods to provide cost effective and efficient services in the Northeast Florida region. It has now been superseded by the Regional Transit Action Plan.

Regional Transit Action Plan

Ride Solutions was represented in the creation of the Regional Transportation Commission's Regional Transit Action Plan 2016 and the direction of that plan aligns with this TDSP. Ride Solutions is represented on the Regional Transit Coordinating Committee, which is working on implementation of the plan.

Commission for the Transportation Disadvantaged 5yr/20yr Plan

The TDSP is consistent with the themes of the Commission's 2005 plan, although much of the plan is outdated.

Public Participation

Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board members are staff to these agencies, and review the Service Plan at least annually. They are all invited to participate with the development and update of the TDSP.

- a. Transportation – Staff for the Northeast Florida Regional Council actively participates with the development of the TDSP and coordinates the efforts to ensure that the policies in the plan are followed fully.
- b. Passengers and Advocates – The CTC has close contact with its riders, and get input on a continuing basis.
- c. Human Service Partners – The CTC staff has a close relationship with many local churches, health care facilities, independent living centers, and job training and placement agencies, and receive input on a continuing basis.
- d. Others - A public hearing is held annually in conjunction with a quarterly board meeting for public input.

Population/Composition

BEBR Population Projections - All Races - Total

Year	Data
2015	72,756
2020	73,200
2025	73,700
2030	74,200
2035	74,600
2040	75,100

SOURCE: University of Florida, Bureau of Economic and Business Research, Population Program, Florida Population Studies <http://www.bibr.ufl.edu/population>

Population - Age 65+ - 5-year estimates

Year	Data
2009	13,843
2010	13,625
2011	13,913
2012	14,189
2013	14,426

SOURCE: U.S. Census Bureau, American Community Survey
<http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

Veterans - Total Population Estimate and 5 Year Projections

Year	Data
2017	7,399
2020	6,931
2025	6,104
2030	5,306
2035	4,582
2040	3,959

SOURCE: U.S. Veterans Administration http://www.va.gov/vetdata/Veteran_Population.asp

Population Age 60+ Below Poverty Level

Year	Putnam
2015*	2474
2014	2429
2013	2638
2012	2629
2011	3369
2010	3338
2009	2625
2008	2577

*Projection

SOURCE: Florida Department of Elder Affairs, County Profiles,

http://elderaffairs.state.fl.us/doea/pubs/stats/County_2014/florida_map.html

Number of Homeless People

County	2009	2010	2011	2012	2013	2014	2015
Putnam	911	288	141	164	89	49	26

SOURCE: Bureau of Economic and Business research, University of Florida,

<https://www.bebr.ufl.edu/data/localities/9760/county>

Population Over 65 with Disability

Year	Putnam
2015*	4724
2014	4634
2013	7263
2012	7231
2011	5467
2010	5411
2009	6848
2008	6752

*Projection

Source: Florida Department of Elder Affairs, County Profiles,

http://elderaffairs.state.fl.us/doea/pubs/stats/County_2014/florida_map.html

Employment

Employment - Total Jobs	
Year	Data
2001	21,511
2002	21,690
2003	23,448
2004	22,641
2005	23,421
2006	23,846
2007	23,813
2008	22,772
2009	21,988
2010	22,094
2011	21,627
2012	20,791
2013	20,897
2014	21,034

SOURCE: Bureau of Economic Analysis (BEA) <http://www.bea.gov>

Employment - Persons Unemployed	
Year	Data
1990	1,666
1991	2,062
1992	2,591
1993	2,360
1994	2,027
1995	1,576
1996	1,619
1997	1,709
1998	1,567
1999	1,524
2000	1,255
2001	1,631
2002	2,000
2003	1,752
2004	1,684
2005	1,357
2006	1,184
2007	1,525
2008	2,439
2009	3,797
2010	4,084
2011	3,808
2012	3,433
2013	2,951
2014	2,449
2015	2,072

SOURCE: Bureau of Labor Statistics (BLS) <http://www.bea.gov/>

Overview of Land Use, Population/Composition and Employment

The future land use map and demographics, when considered together indicate that Putnam is a rural County with slow population and job growth, when compared to other Counties in Northeast Florida. The population is aging. The ALICE (Asset Limited, Income Constrained, Employed) report, done in 2014 by the United Way of Florida, analyzed households that earn more than the U.S. poverty level but less than the basic cost of living for the County. In the case of Putnam County, the median household income at \$34,025 is significantly lower than the statewide average of \$45,040. The ALICE report identifies the household survival budget for a single adult as \$17,358 and for a family with two working parents, an infant and a Pre-K child as \$40,870. The transportation portion of the family survival budget exceeds the portions needed for food and housing is the second largest factor after childcare. The number of households below the poverty level (21%) combined with the number of ALICE households, who earn less than the household survival budget (28%), make up 49% of Putnam County's population. These households are among those in need of transit, so they can save money and build wealth.

Major Trip Generators/Attractors

In addition to trip generated by the needs of individual rural residents, trips are generated by nursing homes and long term care facilities, and public or multi-family housing. Social service facilities, doctor's offices and shopping areas are attractors for trips, as are the downtowns of the County seat of Palatka, and the smaller towns such as Satsuma, Crescent City, Pomona Park and Interlachen. St. Johns River Community College, the VA hospital in Gainesville, Green Cove Springs, Orange Park and the City of Jacksonville are all attractors outside of the county, for those seeking education, health care and/or jobs.

Inventory of Available Transportation Services

Other than transportation network companies that may provide rides to or from Putnam County and Ride Solutions as the Community Transportation Coordinator for Putnam County, the following companies provide transportation:

- Beep Beep Taxi
- Coastal Cab
- Courtesy Transport

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2017 is 43,034, or 60.9% of the total population. The forecast for 2017 considers that of the TD population, 8,652 persons are considered to be of critical need. This is comprised of 3,055 persons who are considered to have severe disabilities and 5,596 persons of low income without access to an automobile or transit. The critical need population could be expected to make 11,118 daily trips, and 2,901,676 annual trips. The forecast model is included as Appendix 6.

Needs Assessment

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The CTC provides paratransit service inside the County and to outside destinations, supplemented by local ambulance service to meet the demand for stretcher trips.

Section 5310 - Transit for the Elderly and Persons with Disabilities – This program provides formula funding to states for the purpose of assisting private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities with the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

Section 5311 - Rural and Small Urban Areas – This program provides formula funding to states for the purpose of supporting public transportation in areas for less than 50,000 people. Funds may be used of capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofits organizations and operators of public transportation services.

5-Year Transportation Disadvantaged Transportation Improvement Program and other Funding Requests and Results

Fiscal Year	Section 5310	Section 5311	Section 5339	Commuter Assistance Grant	Shirley Conroy Grant	Funded (updated the next year)
16/17	Operational grant for \$223,313 and \$73,861 for the Orange Park to Palatka route. \$745,110 (plus a match of \$82,790) in capital grant for vehicle replacement.*	Operating expenses of \$949,809. \$808,764 for Greyhound routes.	\$827,900, full cost of replacement vehicle.*			
			*same need			
17/18	Operational budget of \$256,072 and one vehicle at \$74,900.	Operational budget of \$799,378, \$808,764 Greyhound routes.	One vehicle at \$74,500.	Budget of \$90,620.	One vehicle at \$93,606	
18/19						
19/20						
20/21						

Barriers to Coordination

The following are identified barriers to the Coordination process:

- Continued funding cuts for transportation services from the Commission for the Transportation Disadvantaged and other purchasing agencies.
- Agencies that do not pay the fully allocated operating cost for transportation services. This causes other agencies to pay a higher cost for transportation services in effect subsidizing the agencies that do not pay the fully allocated operating cost.
- Agencies that do not include a line-item budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.
- Lack of a dedicated funding source for operating and capital expenses.
- Increasing cost of vehicles and insurance.
- Lack of, or limited, specialized medical care available within Putnam County itself, which results in numerous trips being made outside of the service area for specialized care.

GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION SCHEDULE

Goal 1: Coordination of transportation disadvantaged services

OBJECTIVE 1.1: Contract with agencies purchasing transportation services using public funds.

Strategy 1.1.1: Utilize executed Purchase of Service Agreements (POS) as necessary with all agencies purchasing transportation services with public funds prior to service being initiated. Such POS Agreements shall specify the service and cost of each type of transportation service to be provided (fixed, direct, indirect, per mile, etc.).

Implementation Schedule: The CTC will act as soon as it becomes aware of the need for a POS. Reporting will be as needed or in the final quarter, when the TDSP is reviewed.

Goal 2: Focus on consumer choice and efficiency.

OBJECTIVE 2.1: Arrange transportation services to maximize consumer choice and vehicle efficiency.

Strategy 2.1.1: As funding permits, maintain operations of deviated fixed-route systems.

- Strategy 2.1.2: Using Trapeze, analyze current service delivery and demands for service to develop consumer travel patterns.
- Strategy 2.1.3: Survey transportation system users for potential ridership levels and develop routes accordingly.
- Strategy 2.1.4: Increase number of clients/riders served.
- Strategy 2.1.5: Maximize the multi-loading of vehicles trips as practical to reduce cost per trip and maximize efficiency.
- Strategy 2.1.6: As the State and County allow, and as the TD Commission develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in Putnam County or regionally to maximize efficiency and choice.

Implementation Schedule: The CTC will track data and report in the final quarter, when the TDSP is reviewed.

OBJECTIVE 2.2: Market the system within Putnam County and regionally.

Strategy 2.2.1: Promote service availability to agencies and consumers through advertising efforts, social media, partnerships, the distribution of flyers to social service agencies and consumers, and to the general public at County events.

Strategy 2.2.2: Maintain an on-time performance of at least 90 percent, as this will help the system “sell itself” by word of mouth.

Implementation Schedule: The CTC will market on an ongoing basis. On-time performance will be reported with the annual evaluation done by the LCB.

Goal 3: **Accountability: Utilize the Transportation Disadvantaged trust fund non-sponsored grant monies efficiently.**

OBJECTIVE 3.1: Adhere to strict budget of non-sponsored funding to prevent over-spending or under-spending of non-sponsored trip monies at end of grant year cycle.

Strategy 3.1.1: Delineate budget utilizing non-sponsored monies with monthly allocation. Provide report to Coordinating Board on status of these funds at each meeting.

Implementation Schedule: The CTC will track the budget on an ongoing basis and report quarterly to the LCB.

Goal 4: **Utilize the expertise of the Local Coordinating Board.**

OBJECTIVE 4.1: Complete all reports in a timely fashion which require Coordinating Board approval and/or review, including all reports requested by the Coordinating Board.

- Strategy 4.1.1: Final draft preparation of reports will be completed prior to the Quarterly meeting and presented to the Board for their review.
- Strategy 4.1.2: Provide a written overview of ridership totals, vehicles miles, costs, and revenue at each quarter, with a comparison to the same quarter of the previous year.
- Strategy 4.1.3: Provide and present the Annual Operating Report to the LCB prior to its submittal to the Commission for the Transportation Disadvantaged on or before September 15.
- Strategy 4.1.4: Present rate calculation for the LCB approval.
- Strategy 4.1.5: Information on grants applied for will be provided to the LCB for their approval for incorporation into this plan.
- Implementation Schedule: The CTC and Planning Agency will provide timely reporting to the LCB and the Commission on an ongoing basis.

Goal 5: Customer Satisfaction.

- OBJECTIVE 5.1: The Local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy 5.1.1: The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- Strategy 5.1.2: The Community Transportation Coordinator will respond to grievances as specified by the bylaws of the Local Coordinating Board.
- Strategy 5.1.3: The Community Transportation Coordinator will develop a system to serve non-English speaking customers more effectively.
- Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 6: Maintain and plan for a safe and adequate fleet.

- OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.
- Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC fiscal year.
- Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion purposes as necessary.

Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 7: Support regional transit.

OBJECTIVE 7.3: Increase coordination with other counties in Northeast Florida and surrounding communities.

Strategy 7.3.1: Continue to participate in the Northeast Florida Regional Transportation Commission’s Northeast Florida Regional Transit Coordinating Committee (RTCC) in implementing the Regional Transit Action Plan.

Strategy 7.3.2: Coordinate multi-county trips and service enhancement between Putnam County and other counties by cooperating and working with nearby counties as well as the Community Transportation Coordinators represented on the RTCC (Baker, Clay, Duval, Nassau, and St. Johns Counties).

Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTCC as needed. Other efforts are ongoing.

Performance Measures

These measures will assist in determining if the goals, objectives and strategies are being met:

Performance Measure	Target
Accidents per 100,000 Paratransit Miles	Less than 1.2
Vehicle miles between Road Calls (PT)	At least 10,000
On-Time Performance	At least 90%

SECTION 3: SERVICE PLAN

OPERATIONS

The operations element is a profile of the Putnam County Transportation Disadvantaged system. This element is intended to provide basic information about the daily operations of Ride Solution Inc.

LCB Prioritization Policy for Non-Sponsored Trips by Trip Purpose

Coordinated Trips that are funded by the Transportation Disadvantaged Trust Fund are managed by the Community Transportation Coordinator (CTC) according to the Local Coordinating Board's Prioritization Policy. The Policy ranks certain trip purposes in a priority order. The funding is allocated according to a monthly spending plan. Trips are provided based on trip efficiency, seating availability and available funding. There may be times when the Community Transportation Coordinator cannot provide every trip requested. Passengers may be asked if they could take their trip on a different day, when there may be more funding available. The CTC will track the purpose and date of all trip requests that are denied.

Priority Order Trip Purposes – Categories and Definitions

1. **MEDICAL** – medical, dental or therapeutic services including hospital appointments, clinic visits, dialysis, health department, mental health centers, speech, occupational, physical therapies, psychiatric, psychological services, pharmaceuticals, etc.
2. **NUTRITIONAL** – adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
3. **EMPLOYMENT** – work or employment related education.
4. **SOCIAL SERVICE AGENCY** – agency related support services, churches, senior citizen programs (excluding nutritional programs).
5. **PERSONAL BUSINESS** – non-agency activities essential to maintenance of independence including banking, non-shopping, legal appointments, etc.
6. **RECREATION** – non-essential, non-employment related trips to activities such as: bowling, bingo, beach, parks, restaurants, libraries, theaters, etc.

Types, Hours and Days of Service

The transportation disadvantaged services in Putnam County are provided in various methods, determined by the needs of the transportation users and the frequency of use. Ride Solution, Inc. has developed fixed routes with deviation which serve Palatka, Interlachen, Crescent City, St. Augustine (St. Johns County), Gainesville (Alachua County) and Orange Park (Clay County). All trip requests are coded for pick up and drop off locations. Route corridor flow studies are then utilized to determine the feasibility of fixed route with deviation service. Routes are then designed to include stops at all service centers (Government offices, shopping malls, medical facilities, etc.).

Route deviation time is then added to the route schedule so that the bus can provide door-to-door service when needed. All vehicles used on the fixed route with deviation are wheelchair-lift equipped with vehicles having between two and seven wheelchair lock down positions. Pure demand/response service is used when routes are either not yet established or are not financially feasible.

Accessing Services

Individuals wishing to utilize the Ride Solution, Inc. transportation services can access the system by calling the central reservation number at (386) 325-9999 by 12:00 p.m. (noon) the previous work day. This notification is required in order to group trips for individuals who are sponsored and non-sponsored to obtain the most cost-effective method of service delivery. Transportation services are provided seven days a week, 24 hours per day.

Trip Cancellation / No Show Policy

Ride Solution staff monitors trip cancellations and no shows daily. Passengers with a 20% trip cancellation and no show percentage rate are counseled on their impact to the overall system and to their fellow passengers. Passengers with standing orders who have a 30% or greater trip no show rate may have their standing orders cancelled. This will require the passenger to call each day to schedule their trip.

After-Hours Service

In order to access service on weekends, individuals need to reserve transportation by noon on Friday.

Ride Solution Non-sponsored Transportation Priorities

The following priorities further refine the LCB priorities. They will be observed in scheduling trips using non-sponsored TD grant funds, unless the trip occurs entirely on a regularly scheduled route.

1. Life Threatening Medical
 - a) Kidney Dialysis
 - b) Cancer Treatment
2. Route Medical
 - a) Doctor Appointments
 - b) Therapy
 - c) Prescription & Medical Supplies
3. Life-Sustaining Activities
 - a) Nutrition/Food Stamps
 - b) Medical Re-Certification
4. Work - Transportation to and from work will be limited to thirty (30) days during a one year period and will be accessible by the priority schedule.
5. Education
6. Personal Business (i.e.: banking, hair appointments, paying bills, etc.)
7. Recreational (restaurants, movies, bowling, etc.)

Requesting a trip will not insure transportation. Trips will be provided according to the priority schedule. Request must be received by 12:00 noon the work day prior to the date of service. Same day service will be provided for medically necessary trips only with the driver and vehicle availability when possible.

To insure funding for priority #3 or lower trips, contact the transportation office prior to 12:00 noon the day before the requested trip.

Eligibility of Riders

Any resident of Putnam County may request an eligibility application from Ride Solution. An eligibility application must be completely filled out to be considered for transportation service. If assistance is needed completing the application, Ride Solution staff members are available to help. The completed application is reviewed by Ride Solution staff and a determination of eligibility will be made based on the information provided. A staff interview or assessment may be required to complete the process.

In addition to riders at general public bus stops, Ride Solution serves a limited group of people, including those sponsored under the following limited to availability of funding:

- **Transportation Disadvantaged (TD):** Includes qualifying individuals in areas where fixed route service does not operate and have no other means of transportation.
- **Medicaid:** Ride Solution provides trips for Medicaid eligible services for those persons who cannot travel by fixed route and have no other means of transportation.
- **Agencies:** Includes people whose trips are under a negotiated agency contract.

Ride Solution staff will determine the funding category appropriate for each customer.

Transportation Operators and Coordination Contractors

Ride Solution Inc. currently has purchase of service or rate agreements with the following agencies: ARC of Putnam County, Inc., AHCA Medicaid, Putnam County Health Department, St. Johns River Water Management employees, and Suwannee River Economic Opportunity Council (Community Care for Elderly, Older Americans Act).

The CTC will utilize a competitive RFP process when acquiring the services of private for profit operators. The execution and implementation of the operator contracts will be the responsibility of and at the discretion of Ride Solution, Inc.

Public Transit Utilization

In addition to its county wide, general public flex route system, Ride Solution also operates seven day a week Greyhound connector services to St. Augustine, Gainesville, and Jacksonville. Respectively, these Greyhound routes also connect with Sunshine Bus, RTS, and JTA.

School Bus Utilization

Ride Solution Inc. does not maintain an agreement with the Putnam County School Board to utilize the school buses when needed. There has been no need for this contract for several years.

Vehicle Inventory

A vehicle inventory for Ride Solution Inc. is included as Appendix 4.

System Safety Program Plan Certification

The System Safety Program Plan Certification for Ride Solution Inc. is included as Appendix 5.

Intercounty Services

Ride Solution serves Gainesville with through its contract with Greyhound on a seven day a week schedule. Ride Solution has also, as needed, supplied transport for clients of St. Johns and Clay counties as requested by the neighboring CTCs. Ride Solution also provides service to and from Palatka and Orange Park four times a day, five days per week.

Natural Disaster/Emergency Preparedness

The Disaster Preparedness Plan for Ride Solution Inc. has been included as Appendix 9.

Educational Efforts/Marketing

In the past Ride Solution Inc. has primarily used the word of mouth marketing approach in addition to working with the sponsoring programs to obtain ridership for the system. Ride Solution is now working with many social service agencies to share information about the services available and is participating in community events. Ride Solution is also revamping their website and taking advantage of social media platforms.

Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Putnam County.

Service Standards

Service standards are 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 Putnam County Local Coordinating Board (LCB) will evaluate the CTC's compliance of the established service standards annually. The LCB will also accept any other agency's review of the CTC (i.e.: FDOT, etc.) which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

COMMISSION SERVICE STANDARDS

Drug and Alcohol Testing

All safety sensitive job positions shall comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration.

Transport of Escorts and Dependent Children

Children under the age of 12 and individuals requiring special loading assistance will be required to be accompanied by an escort. The escorts must be an adult and able to provide the necessary assistance to the passenger, and will be transported at the additional passenger rate (per company policy for escorts). Ride Solution will provide escorts if the sponsoring agency will pay the salary.

Use, Responsibility and Cost of Child Restraint Devices

All passengers under the age of 5 and/or fewer than 45 pounds shall be required to use a child restraint device. This device will be provided by the parent or sponsoring agency.

Passenger Property

Passengers will be allowed to have all personal property which they can place in their lap or stow under the seat. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Vehicle Transfer Points

Vehicle transfer points shall be located in a safe and secure place that provides shelter.

Local Toll Free Telephone Number

A local toll free telephone number shall be posted in all vehicles within the transportation system. This telephone number shall be included in the complaint process.

Out-of-Service Area Trips

The CTC will provide out-of-service area trips as necessary on weekdays for specified reasons.

Vehicle Cleanliness

Interior of all vehicles shall be free of 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. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

Billing Requirements

The CTC shall pay all bills within 15 days to subcontractors after receipt of said payment by the CTC.

Passenger/Trip Database

The CTC shall collect the name, telephone number, address, funding source eligibility and special requirements on each prescheduled passenger in a database.

Adequate Seating

Vehicle seating shall not exceed the manufacturer's recommended capacity.

Driver Identification

Drivers 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 except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.

Passenger Assistance

All 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.

Other assistance may be provided except in situations in which providing assistance 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.

Smoking

There will be no smoking on any vehicles in the coordinated system.

Eating & Drinking on Vehicles

Eating and drinking on board vehicles in the coordinated system is prohibited.

Passenger No-Shows

Passenger no-shows are defined as trips not canceled prior to the dispatch of the vehicle. Ride Solution staff monitors trip cancellations and no shows daily. Passengers with a 20% trip cancellation and no show percentage rate are counseled on their impact to the overall system and to their fellow passengers. Passengers with standing orders who have a 30% or greater trip no show rate may have their standing orders cancelled. This will require the passenger to call each day to schedule their trip.

Two-Way Communications

All vehicles will be equipped with 2-way radios. Cell phones will be provided for long-distance trips.

Air Conditioning/Heating of Vehicles

All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible.

Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for its repair. The priority of the LCB is that the CTC provide transportation. If a vehicle's air conditioning or heating is not functioning properly, and, if there are no other vehicles available, the passengers will be transported, rather than removing the vehicle from service.

Passengers with health conditions which are affected by A/C, or lack of it, will be notified if their vehicle's A/C is not working, and the passenger will be given the opportunity to decide whether to take the trip.

LOCAL STANDARDS

CPR / First Aid

All drivers will be certified in First Aid annually. All drivers will be certified in Cardiopulmonary Resuscitation (CPR) every two years.

Driver Background Screening

All drivers in the coordinated system must have a favorable FDLE background screening as approved by the Department of Children and Families.

Service Effectiveness

The CTC shall:

1. Increase the number of passenger trips per vehicle miles annually.
2. Maintain the cost per passenger trip annually.
3. Maintain the cost per vehicle mile annually.

Contract Monitoring

The CTC will perform on-going monitoring and an annual evaluation of the contracted operator according to the Local Coordinating Board's evaluation process, using applicable portions of the evaluation materials.

Pick-up Window

There is a 30-minute pick-up window in place for all trips within the coordinated system.

For trips that are prescheduled:

There is a 30-minute window on appointment time and return pick up time.
(15/15 on either side)

For will-call trips:

There is a 60-minute pickup window. The passenger should expect the vehicle to pick them up within 30 minutes after the customer contacts the CTC.

On-Time Performance

The CTC shall have a 90% on-time performance rate for all completed trips.

Advance Reservation Requirement

There will be a 24-hour notice requirement for all trips scheduled within the coordinated system.

Accidents

During each evaluation period, there shall be a target standard of not more than 1.2 accidents per 100,000 miles traveled within the coordinated system.

Road Calls

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

Call-hold Time

All calls shall be answered as soon as possible.

Passenger Behavior

Ride Solution deals with a variety of agencies, some of which have policies regarding disciplinary problems. When an agency has an existing policy regarding behavioral problems, Ride Solution will abide by the agencies' existing policy.

If no policy exists, Ride Solution will deal with behavioral problems as follows:

1. First incident, a verbal warning to advise the responsible agency that an incident has occurred.
2. Second incident shall be reported to the sponsoring agency for possible corrective action.

3. Third incident, Ride Solution will meet with all concerned parties and decide if transportation privileges are to be suspended.

ADA Policies

Life Support Systems

Portable medical oxygen is allowed on board all vehicles provided that the passenger is not oxygen dependent and is capable of administering the oxygen themselves. At no time will Ride Solution employees be involved in the administration of oxygen. Passengers who are oxygen dependent or incapable of administering their own oxygen will be referred to EMS for transport.

Standeers on Lift

Persons who use canes or walkers and other standees with disabilities will be permitted to use the wheelchair lifts provided they are capable of grasping the lift handrail while self-supporting. Persons incapable of self-supporting while grasping the lift handrail will be provided the use of a wheelchair if one is available.

Driver Assistance

Drivers will assist passengers with the securement of their mobility devices where necessary or requested by the passenger.

Personal Care Attendants (PCAs)

Personal Care Attendants must reserve a seat on all prescheduled trips. Limitations on the number of PCAs per passenger are determined by the funding source. Boarding assistance remains the driver's responsibility in the event that the passenger is being accompanied by a PCA.

Service Animals

Service animals shall always be permitted to accompany their users in any Ride Solution vehicle or facility. One of the most common misunderstandings about service animals is that they are limited to being guide dogs for persons with visual impairments. Dogs are trained to assist people with a wide variety of disabilities, including individuals with hearing and mobility impairments. Other animals (e.g., monkeys) are sometimes used as service animals as well. In any of these situations, Ride Solution will permit the animal to accompany its user.

Transfer

The decision of whether to transfer from a mobility device to a vehicle seat remains the option of the passenger. With the exception of three-wheeled scooters, driver assistance for this activity remains the option of the driver. Passengers using three wheeled scooters will be required by the driver to transfer to a vehicle seat. Under no circumstances will passengers with three wheeled scooters be transported while sitting on the scooter.

Passenger Sensitivity

All employees of Ride Solution will receive passenger sensitivity training.

Local Complaint and Grievance Procedure/Process

Definition of a Complaint

A complaint is defined as:

“An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor which addresses an issue or several issues concerning transportation services of the CTC or operators used by the CTC.”

Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to the CTC. The complaint will be filed within 30 working days of the incident. If a system user/advocate, sponsoring agency, or community service provider/subcontractor has a complaint, the CTC will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action to address each complaint. Complaints that cannot be resolved by the CTC directly or through mediation with operators and/or sponsoring agencies can be brought before the County Transportation Disadvantaged Coordinating Board Grievance Committee.

Recording of Complaints

The CTC will keep a MEMO OF RECORD file of all complaints received. A copy of the Memo of Record file will be made available to the Local Coordinating Board on an as needed basis.

Appeal to the Grievance Committee

The CTC shall advise and provide directions to all persons, system user/advocates, sponsoring agencies, and/or community service providers from which a complaint has been received by the CTC of the right to file a formal written grievance. If after the CTC attempts to resolve the complaint, the complainant is not satisfied with the action taken by the CTC the individual should proceed to the next step.

Responsibility of the Local Coordinating Board to Grievances

The Local Coordinating Board shall appoint a Grievance Committee to serve as a mediator to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the Local Coordinating Board for improvement of service. The Local Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Members appointed to the committee shall be voting members of the Local Coordinating Board. (Rule 41-2.012, F.A.C.)

Definition of a Grievance

A grievance shall be defined as:

“A circumstance or condition thought to be unjust and grounds for bitterness of resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance.”

Grievance Procedures

The following Grievance Procedures are established for grievances to be brought before the Grievance Committee. When a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services, proper grievance procedures which are described below should be followed in sequence.

Filing a Grievance

If a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a complaint as defined in Section 1, the party should first discuss the matter with the staff involved for immediate resolution, if possible. If no resolution or satisfaction is reached, the individual should proceed to the grievance level.

If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service; the individual will present the grievance to the CTC within 10 working days from the response of the CTC to the original complaint. All grievances must be in writing and shall include the following:

- 1) The name and address of the grievant;
- 2) Transit route, date and approximate time of incident(s);
- 3) A statement of the grounds for the grievance and supporting documentation;
- 4) An explanation of the relief desired by the grievant.

Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the CTC staff and/or the designated official planning agency. Within 15 working days following the date of receipt of the formal grievance, the CTC staff will respond, in writing, to the system user/advocate, or other party concerning the registered grievance. The CTC's response shall explain the factors that entered into the decision and shall identify the action, if any, that will be taken.

The CTC will keep a GRIEVANT RECORD file of all grievances received. A copy of the Record file will be made available to the Local Coordinating Board on an as needed basis.

Appeal to the Grievance Committee

The decision of the CTC may be appealed to the Grievance Committee of the Local Coordinating Board within 15 working days of the receipt of the CTC's final decision. Within 30 working days of receipt of the appeal the Grievance Committee will meet and make recommendations to the Local Coordinating Board.

The grievant will be notified in writing of the date, time and place of the committee meeting at which the appeal will be heard. This written notice will be mailed at least 10 working days prior to the meeting. The notice shall clearly state the purpose of the discussion and a statement of issues involved.

A written copy of the recommendation will be forwarded to the Board and all parties involved within 15 working days of the date of the recommendation. The written recommendation will include the following information:

1. A statement that a meeting was held in which the involved parties, their representatives, and witness were given an opportunity to present their position;
2. A statement that clearly defines the issues discussed;
3. An opinion and reasons for the recommendations based on the information provided;
4. A finding that the issue affects safety, provision of service, or efficiency; and
5. A recommendation by the Grievance Committee based on their investigation and findings.

Grievance Committee Hearing Procedures

The Grievance Committee agenda shall be conducted in accordance with the following procedures:

1. Call to order - Planning Staff;
2. Election of Grievance Committee Chairman - Committee members;
3. Presentation of grievance by planning staff;
4. Presentation of grievance by complainant;
5. Response of party(s) concerned;
6. Discussion of grievance, shall take place in accordance with Robert's Rule of Order amongst the Grievance Committee, the complainant and other interested parties. Discussion shall focus solely on the grievance;
7. Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance; and
8. Close hearing.

Recommendation to the Local Coordinating Board

Within 30 working days of the receipt of the recommendation, the Local Coordinating Board will meet and consider the recommendation. A written copy of the recommendation will be forwarded to the Board and all parties involved within 10 working days of the date of the recommendation.

The grievant will be notified in writing of the date, time and place of the Board meeting at which the recommendation will be presented. This written notice will be mailed at least ten working days prior to the meeting.

COST/Revenue Allocation and SERVICE RATES SUMMARY

BASED ON THE COMMISSION'S RATE CALCULATION MODEL

COMMUNITY TRANSPORTATION COORDINATOR: **Ride Solution, Inc.**

EFFECTIVE DATE: July 2017

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT \$
Ambulatory	Passenger Mile	\$2.85
Wheelchair	Passenger Mile	\$4.89
Public Transit	Trip - In County	\$1.00
	Trip - Out of County	\$2.00

SECTION 4: QUALITY ASSURANCE

CTC EVALUATION PROCESS

CTC Evaluation

The Northeast Florida Regional [Planning] Council conducts an annual evaluation of the Putnam County TD program pursuant to Rule 41-2, *Florida Administrative Code* (FAC) and utilizing guidelines established by the Commission for the Transportation Disadvantaged. This evaluation utilizes, at a minimum, Chapters 5 (Competition), 7 (Cost Effectiveness & Efficiency) and 12 (Availability) of the Commission's *Workbook for CTC Evaluations*. The most recent evaluation is included as Appendix 7.

CTC Monitoring Procedures of Operators and Coordination Contractors

The Putnam County TD program does not have any sub-contracted operators at this time.

Coordination Contract Evaluation Criteria

The Putnam County TD program currently does not have any coordination contracts. However, any future coordination contracts shall be evaluated on an annual basis and the performance of these coordination contracts shall be included in the annual joint LCB/Planning Agency evaluation of the CTC.

Planning Agency Evaluation Process

The Florida Commission for the Transportation Disadvantaged conducts biennial reviews of the planning agency's performance based upon established procedures utilizing staff from the CTD's Quality Assurance & Program Evaluation (QAPE) section.

Cost / Revenue Allocation and Rate Structure Justification

The Rate Calculation Model provided by the Florida Commission for the Transportation is reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues.

Updates and Amendments

Updates

The Local Coordinating Board approves any changes to the TDSP. The NEFRC submits the changes to the Commission after it has been reviewed and approved by the LCB.

Amendments

Amendments may occur in any section of the TDSP. Amendments are changes that need to be made to the Plan that were not made during the annual update process. Each year, certain portions of the TDSP should be amended to be current.