

2025-2030  
FLAGLER COUNTY  
TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the  
Flagler County  
Transportation Disadvantaged Coordinating Board

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**Hon. Pam Richardson, Chair**

With Assistance From



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# **SECTION 1: DEVELOPMENT PLAN**

## **INTRODUCTION OF THE 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 Designated Official Planning Agencies (DOPAs), and the CTCs.

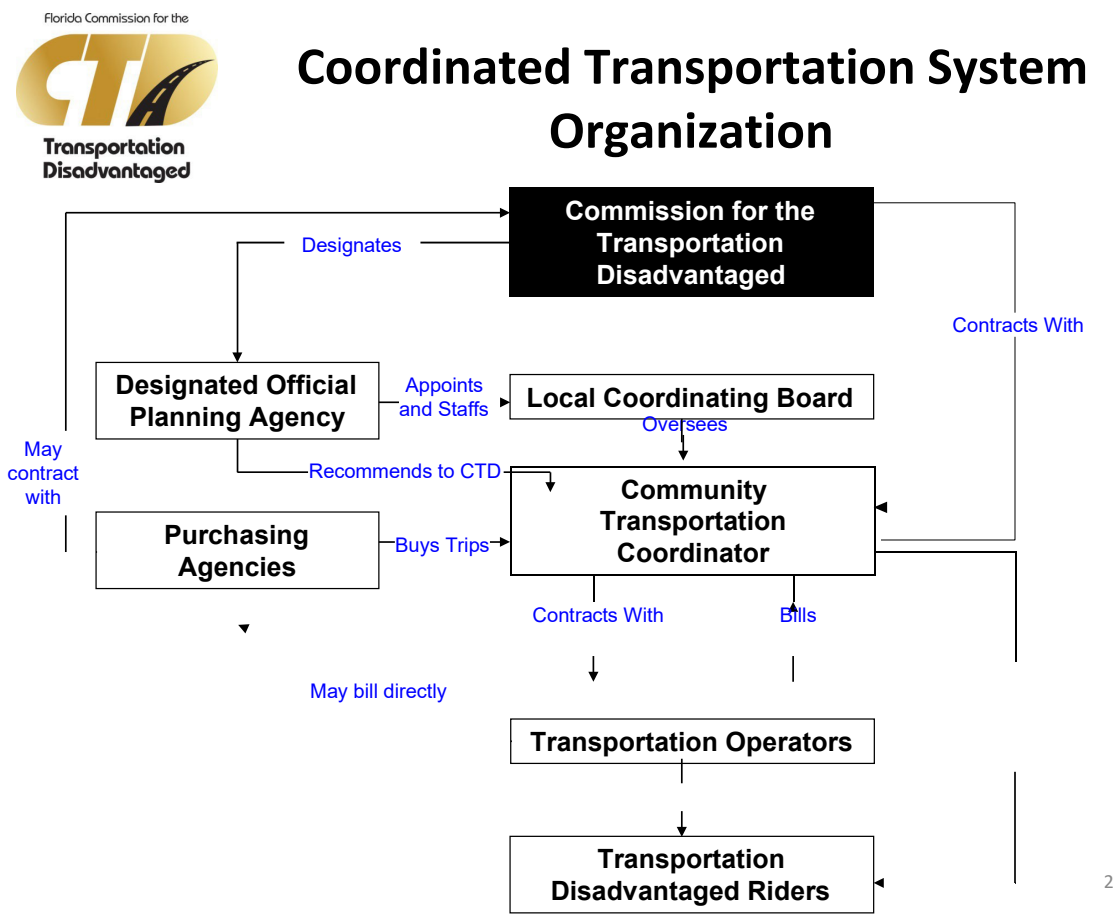
### **Community Transportation Coordinator Designation Date and History**

For 20 years, the Flagler County Council on Aging (FCCOA) provided transportation service in Flagler County. In 1979, transportation delivery began as a social service to the senior population. On July 15, 1982, the Flagler County Board of County Commissioners adopted the Transportation Disadvantaged Plan for Flagler County and designated the FCCOA as the Community Transportation Coordinator (CTC). In 1983, Flagler County Transport (FCT) was established as a department of the FCCOA to provide coordinated transportation services in the County. In creating this new department, the FCCOA's *charter*

was amended to include the provision of Transportation Disadvantaged services as part of the corporate mission. In 1984, FCT began to coordinate all county resources and execute Purchase of Service Agreements with other agencies which sponsor transportation for their eligible clients.

In late 2003, Flagler County began the process of transitioning to take over all Flagler Senior Services operations and merge them with County government. On March 1, 2004, the Flagler County Board of County Commissioners became the Community Transportation Coordinator (CTC) for the Flagler TD program. On April 15, 2009, the Flagler County Board of County Commissioners was reappointed as the CTC through 2014. On May 14, 2014, once again the Commission for the Transportation Disadvantaged reappointed Flagler County Transit as the CTC through 2019, with an extension through 2020. The Commission for the Transportation Disadvantaged approved a five year agreement at their meeting in June, 2020.

Organizational Chart



Consistency Review of Other Plans

This TDSP has been developed to be consistent with the various plans compiled by the River to Sea Transportation Planning Organization, including the Unified Planning Work Program, the

Transportation Improvement Program, and the Long Range Transportation Program. In addition, the following plans have been reviewed and the TDSP is also consistent with them:

- **Local Government Comprehensive Plan**

The Transportation Disadvantaged program in Nassau County is addressed in the required Transportation Element of the Flagler County Comprehensive Plan by Objective 3.3 and related policies.

- **Strategic Regional Policy Plan**

The TDSP is consistent with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan”, which was adopted by the NEFRC by Rule on January 16, 2014. The regional transportation element supports mobility, the transportation disadvantaged and transit in policies 2, 3 and 16.

- **Commission for the Transportation Disadvantaged 2005 5-year / 20-year Plan**

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

## Public Participation

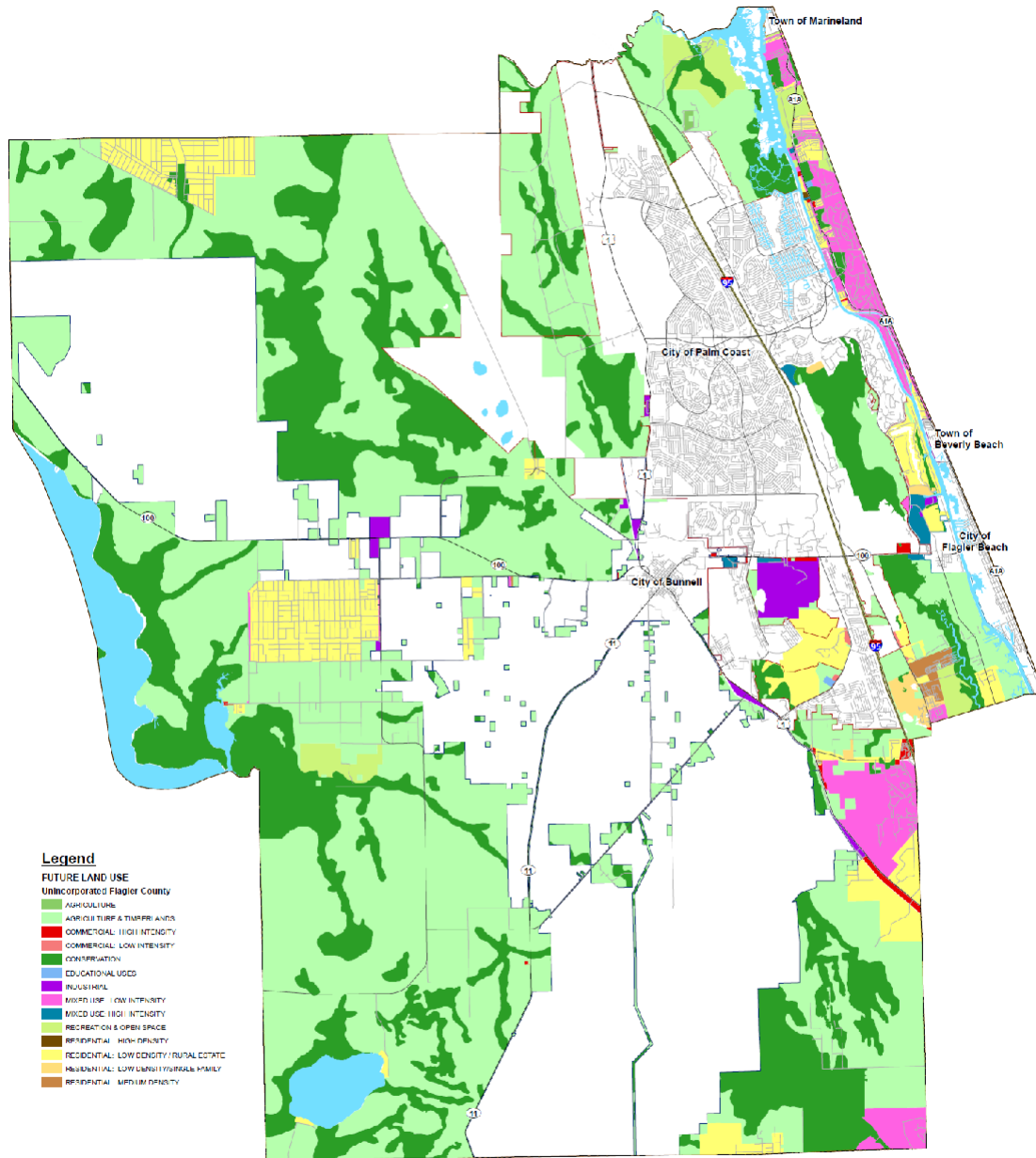
Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board members are staff to these agencies and review the Service Plan 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 gets 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 job placement agencies, and receives input on a continuing basis.
- d. Others - A public hearing is held annually in conjunction with a quarterly board meeting for public input.

# SERVICE AREA PROFILE/DEMOGRAPHICS

## Land Use

### Future Land Use Flagler County, Florida



Source: Flagler County 2020

## Population/Composition

### Flagler County BEBR Population Estimates and Projections

Estimate April 1, 2024			Projections					
136,310			April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045	April 1, 2050
		Low	134,300	142,700	147,200	148,900	148,700	146,800
		Medium	139,900	156,800	171,100	183,100	193,300	202,000
		High	145,500	171,000	195,000	217,200	238,000	257,100

Estimates of population by County and City April 1, 2024	April 1, 2024	April 1, 2020	Total Change 2020-2024
Flagler County	136,310	115,378	20,932
Beverly Beach	503	474	29
Bunnell	4,149	3,276	873
Flagler Beach	5,550	5,088	462
Marineland	12	12	0
Palm Coast	106,193	89,258	16,935
Unincorporated	19,903	17,270	2,633

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

### Flagler County Veterans - Total Population - Projections

Year	Data
2023	11,228
2025	11,107
2030	10,884
2035	11,015
2040	11,036
2045	11,146
2020	11,481

SOURCE: Veterans Administration Website: [https://www.va.gov/vetdata/Veteran\\_Population.asp](https://www.va.gov/vetdata/Veteran_Population.asp)

## Population Projections by Age, Sex, Race, and Hispanic Origin for Florida and Its Counties, 2025–2050, with Estimates for 2023

County and State	Age/ Sex	Estimates	Projections					
		2023	2025	2030	2035	2040	2045	2050
<b>FLAGLER</b>								
All Races	Total	130,756	137,398	152,874	166,722	178,147	187,885	196,573
	0-4	5,897	6,266	6,968	7,515	7,562	7,867	8,179
	5-17	17,102	17,706	19,401	21,423	23,149	23,863	24,147
	18-24	7,902	8,128	9,012	9,270	9,907	10,828	11,346
	25-54	43,339	45,926	52,608	59,206	64,045	67,709	68,328
	55-64	17,920	18,082	17,917	18,850	21,110	23,748	28,422
	65-79	28,581	30,197	32,786	33,963	33,450	33,379	35,411
	80+	10,015	11,093	14,182	16,495	18,924	20,491	20,740

SOURCE: University of Florida, Bureau of Economic and Business Research, Florida Population Studies, Bulletin 178  
<http://www.bebr.ufl.edu/polation>



# Statistics Related to County Population Age 60+

## 2024 Profile of Older Floridians

### Flagler County Demographic Profile

The demographics section presents the population characteristics of those age 60 and older and examines traits about older Floridians, such as the number of veterans, voters, and drivers.

Age Category	Value	Percent
All Ages	124,202	100%
Under 18	21,937	18%
Under 60	78,355	63%
18-59	56,418	45%
60+	45,847	37%
65+	36,297	29%
70+	26,315	21%
75+	16,943	14%
80+	9,225	7%
85+	4,233	3%

Source: BEBR, 2023

Gender	Value	Percent
Male	20,742	45%
Female	25,105	55%

Source: BEBR, 2023

Living Alone	Value	Percent
Male Living Alone	2,955	6%
Female Living Alone	4,330	9%

Source: AGID 2017-21 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	3,750	10%
High School Diploma	10,890	30%
Some College, No Degree	7,920	22%
Associates Degree or Higher	12,070	33%

Source: AGID 2017-21 ACS

Marital Status	Male	Female
Never Married	985	1,100
Percentage Never Married	5%	5%
Married	15,885	14,725
Percentage Married	76%	62%
Widowed	1,650	5,190
Percentage Widowed	8%	22%
Divorced	2,480	2,890
Percentage Divorced	12%	12%

Source: AGID 2017-21 ACS

Race and Ethnicity	Value	Percent
White	40,669	89%
Black	4,266	9%
Other Minorities	912	2%
Total Hispanic	3,065	7%
White Hispanic	2,751	6%
Non-White Hispanic	314	1%
Total Non-Hispanic	42,782	93%
Total Minority	8,243	18%

The minority population is the summation of black, other, and Hispanic

Source: BEBR, 2023

Driver License Holders	Value	Percent
Drivers	53,331	45%

Source: Florida Department of Highway Safety and Motor Vehicles, 2023

Registered Voters	Value	Percent
Registered Voters	53,789	50%

Source: Florida Department of State, 2023

Percentage calculation is based on total registered voters.

Veterans	Value	Percent
Age 45-64	2,792	31%
Age 65-84	4,992	55%
Age 85+	1,305	14%

Source: U.S. Department of Veterans Affairs, 2020

Grandparents	Value	Percent
Living With Grandchildren	1,505	3%
Grandparent Responsible for Grandchildren	345	1%
Grandparent Not Responsible for Grandchildren	1,165	3%
Not Living With Grandchildren	43,170	94%

Grandchildren are defined as being under the age of 18.

Source: AGID 2017-21 ACS

English Proficiency	Value	Percent
With Limited English Proficiency	1,410	3%

Source: AGID 2017-21 ACS

Note: The American Community Survey (ACS) requires a minimum of 50 cases in a geographic area and therefore a value of 0 may denote fewer than 50 seniors in a region.

## 2024 Profile of Older Floridians

### Flagler County Financial Profile

This section examines financial conditions, poverty rates, and the cost of living for older Floridians. The ratio of income to poverty level graphic below shows the distribution of older adults relative to the poverty level to show the proportion of the senior population who fall below the Federal Poverty Level (FPL). The portrayal of the financial conditions of older adults is detailed in the final graphic, which includes information about income relative to rates of homeownership and partnership status in the consideration of cost of living.

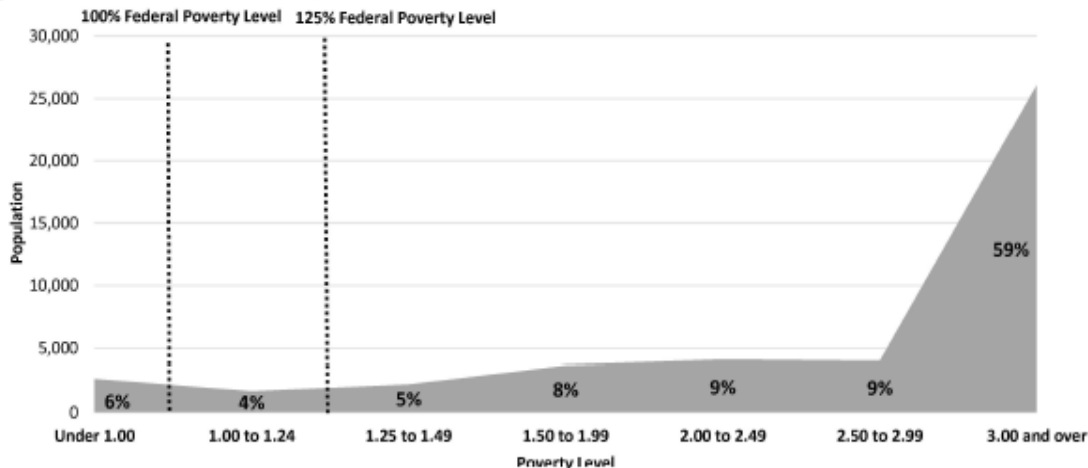
Federal Poverty Level	Value
Single-Person Household	\$15,060
Two-Person Household	\$20,440
125% Single-Person Household	\$18,825
125% Two-Person Household	\$25,550

Source: U.S. Department of Health & Human Services, 2024

Poverty	Value	Percent
At Poverty Level	2,710	6%
Below 125% of Poverty Level	4,420	10%
Minority At Poverty Level	1,030	2%
Minority Below 125% of Poverty Level	1,450	3%

Source: AGID 2017-21 ACS

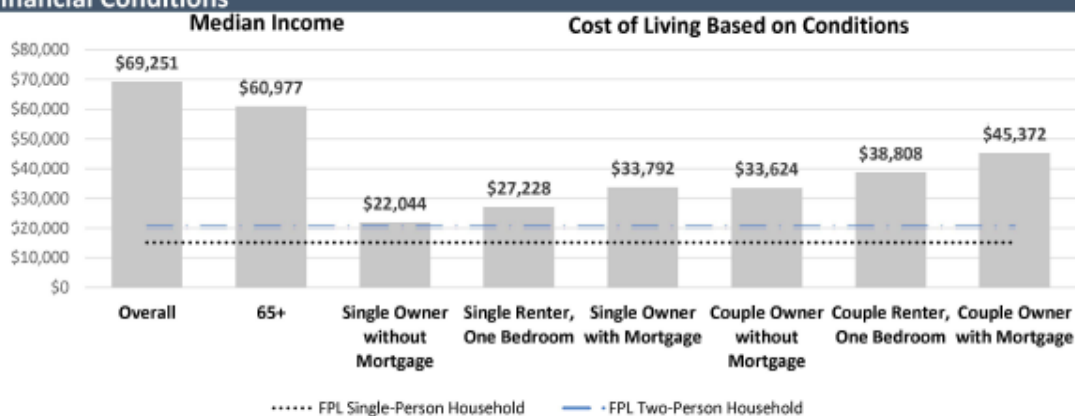
### Ratio of Income to Poverty Level



Value is expressed as the percentage of the 60+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2017-21 ACS

### Financial Conditions



Cost of living is an index of how much income retired older adults require to meet their basic needs to live in their community without assistance.

Source: U.S. Census Bureau, 2018-2022 ACS, AGID 2017-21 ACS, and Elder Index. (2023). The Elder Index™ [Public Dataset]. Boston, MA: Gerontology Institute, University of Massachusetts

## 2024 Profile of Older Floridians

### Flagler County Livability Profile

The livability section presents new elements, such as available affordable housing for older adults. Many essential community elements are also included below, such as sidewalk safety, the safety of roadways, and availability of green spaces. The rates of older Floridians who have access to a vehicle or public transportation, as well as the availability of internet access and various food resources, are also provided. These provide estimates of older adults' ability to access community resources.

#### Pedestrian Safety Percent

Sidewalks with Barriers 20%

Physical barriers are those that separate motorized vehicle lanes from sidewalks or shared path (e.g. areas for parking lots, guardrail, trees, etc.).

Source: Florida Department of Transportation, 2023

#### Road Incidents Value

Total Involved in Fatal Car Crashes per 100,000 7

This figure includes occupants and non-occupants involved in a crash.

Source: Florida Department of Highway Safety and Motor Vehicles, 2024

#### Internet Access (65+) Percent

Have Internet Access 94%

Source: U.S. Census Bureau, 2018-2022 ACS

#### Food Resource Centers Value

SNAP Access Sites 2

Fresh Access Bucks Outlet 0

Farmer's Market 1

Food Distribution (No Cost) 5

SNAP Retailers 66

Congregate Meal Sites 1

Food Distribution (No Cost) is the number of food pantries, soup kitchens, and food banks in the area.

Source: Feeding Florida.org, USDA, 2023, FDIACS, 2023, and Florida DOEA, 2022

#### Public Transportation Options Value

Bus Operations at least at the County 0

Rail Operations at least at the County 0

Public Transit Service Area (sq. mi.) 0

Public Transit Service Area Population 0

Annual Unlinked Trips 0

Vehicles Operated in Maximum Service (VOMS) 0

Total Miles of Bike Lanes 72

Information on service area is not reported by rural and intercity public transit.

VOMS are the number of vehicles operated to meet the annual max service, and unlinked trips are the number of passengers boarding public transit.

Source: Federal Transit Administration, 2022, and FDOT, 2022-2023

#### Green Space Value

Number of Nearby State Parks 5

Nearby refers to the park that has the shortest distance from the center of the county.

Source: Florida Department of Environmental Protection, 2023

#### Rural-Urban Designation Value

Census Tracts Rural 0%

Census Tracts Urban 100%

Number of Census Tracts 20

Source: U.S. Department of Agriculture, 2019

#### Households With High Cost Burden (65+) Value

Owner-Occupied Households 5,249

Percent of Owners with High Cost Burden 19%

Renter-Occupied Households 2,638

Percent of Renters with High Cost Burden 10%

Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.

Source: The Shimberg Center for Housing Studies, 2022, U.S. Census Bureau, 2018-2022 ACS

#### Affordable Housing Inventory Value

Properties 4

Properties Ready for Occupancy 4

Total Units 281

Units with Rent and/or Income Restrictions 271

Units Receiving Monthly Rental Assistance 78

Affordable housing inventory receives funding from HUD, Florida Housing Financing Corp., and the USDA. The inventory above includes older adults as its target population.

Source: The Shimberg Center for Housing Studies, 2022-2023

#### Housing Units by Occupancy (65+) Percent

Owner-Occupied Housing Units 61%

Renter-Occupied Housing Units 35%

Source: U.S. Census Bureau, 2018-2022 ACS

#### Vehicle Access (65+) Percent

Owner-Occupied Households with Access to Vehicle(s) 97%

Renter-Occupied Households with Access to Vehicle(s) 83%

Source: U.S. Census Bureau, 2018-2022 ACS

#### Employment Status (65+) Value Percent

Number of Seniors Employed 15,057 41%

Number of Seniors Unemployed 496 1%

Source: U.S. Census Bureau, 2018-2022 ACS

#### Retirement (65+) Value Percent

Social Security Beneficiaries 36,305 83%

SSI Recipients 453 25%

SSI stands for Supplemental Security Income. To qualify, a person must be at least age 65 OR be blind or disabled. Also, the person must have limited income and resources.

Source: U.S. Social Security Administration, 2022

#### SNAP or Food Stamps Value

Potentially Eligible 4,420

Annual Participants 3,118

Current Beneficiaries as of Dec-23 2,384

Percent of Total Population Receiving Benefits 6%

Potentially Eligible are individuals below 125% of the Federal Poverty Level

Source: Florida Department of Children and Families, 2023

## 2024 Profile of Older Floridians

### Flagler County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	2
Community Beds	2
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNF Beds	240
Community Beds	240
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNFs With Community Beds	2
Community Bed Days	87,600
Community Patient Days	74,756
Medicaid Patient Days	39,518
Occupancy Rate	85%
Percent Medicaid	53%

The day the patient is admitted is a patient day. A bed day is a day during which a person is confined to a bed and in which the patient stays overnight in a hospital.

Source: Florida AHCA, 2023

Emergency Medical Services (EMS) Providers	Value
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EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2023

Adult Family Care Homes	Value
Homes	13
Beds	58

Source: Florida AHCA, 2023

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2023

Dialysis	Value
End-Stage Renal Disease Centers	4

Source: Florida AHCA, 2023

### Flagler County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in the legislative district that fall within particular storm surge evacuation zones, as well as the number of DOEA Home and Community-Based Services (HCBS) clients who reside in these zones. The estimate of electricity-dependent individuals is presented by insurance type to show the number of people who use electricity-dependent medical equipment necessary for things such as survival or mobility. This information can also be used to evaluate the sufficiency of shelters, generators, and evacuation route roadways to handle the needs of seniors and medically fragile adults in emergencies.

Electricity-Dependent	Value
Medicare Beneficiary	1,521
Medicaid Beneficiary	19

Medicare beneficiary includes the entire Medicare population (65+ and SSI Recipients).

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA, U.S. Centers for Medicare & Medicaid Services, 2022, and U.S. Department of Health & Source: FDEM, 2024

Shelter Resources	Value
Number of General Shelters	18
General Shelter Max Capacity in People	11,569
Number of Special Needs Shelters	3
Special Needs Shelters Max Capacity in People	731

Evacuation Zones	Value	Percent
DOEA HCBS Clients	279	100%
Zone A	0	0%
Zone B	0	0%
Zone C	0	0%
Zone D	0	0%
Zone E	0	0%
Lives in an Evac Zone and Has Memory Problems*	36	13%
Lives in an Evac Zone and Lives Alone*	65	23%

Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet,

Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 33 feet.

\*Note: There are additional county-specific evacuation zones not listed on this table.

Source: Florida DOEA CIRTS, Florida Division of Emergency Management (FDEM), 2024

## 2024 Profile of Older Floridians

### Flagler County

This profile of older Floridians is a source of current information related to seniors in the county. Topics include the current and future population of older adults, the prevalence of older adults who experience financial and housing issues, the array of health and medical resources, and information related to disasters. As Florida's older adult population grows, awareness of these issues is needed to ensure that elders continue to be vital participants in their communities.

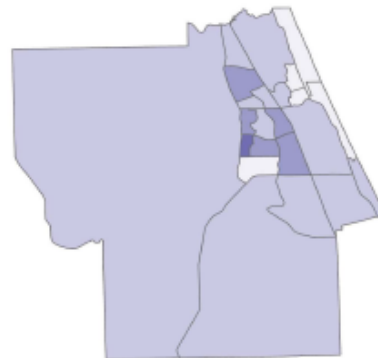
### Elder Needs Index

#### Legend

Flagler County

ENI Calculation: PSA 4

- 3.64 - 13.11
- 13.12 - 18.85
- 18.86 - 26.49
- 26.50 - 37.90
- 37.91 - 56.30



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. It is not a percentage of the area's population. Interactive maps, viewing software, and a detailed user's guide are available at [http://elderaffairs.state.fl.us/doea/eni\\_home.php](http://elderaffairs.state.fl.us/doea/eni_home.php)

The index cutpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

#### Useful Websites

Bureau of Economic and Business Research (BEBR)  
U.S. Census Bureau, American Community Survey (ACS)  
U.S. Census Bureau, Quick Facts  
Florida Agency for Health Care Administration (AHCA)  
Florida Department of Elder Affairs (DOEA)  
How to Become an Age Friendly Community

Florida Division of Emergency Management (Shelters)  
Florida Housing Data Clearinghouse  
County Chronic Disease Profile  
Aging Integrated Database (AGID)  
Florida DOEA ENI Maps

## Number of Homeless Students PK-12 in Flagler County, 2022-2023

Total Homeless Students 2022-2023 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
270		12	219	12	27

Source: Florida Department of Education's website:

<https://www.fldoe.org/policy/federal-edu-programs/title-ix-mvp/data-reports.stml>

## The Percentage of Population Below the Poverty Line by Age in Flagler County, 2023

<u>Age</u>	<u>Total Estimates</u>	<u>Total Margin of Error</u>	<u>Total Below the Poverty Line Estimates</u>	<u>Total Below the Poverty Line Margin of Errors</u>	<u>Percent Below Poverty Line</u>	<u>Percent Below Poverty Line Margin of Error</u>
<u>Under 18 years</u>	19,328	+/-345	2,754	+/-676	14.2%	+/-3.5
<u>Under 5 years</u>	4,068	+/-207	771	+/-334	19.0%	+/-8.2
<u>5 to 17 Years Old</u>	15,260	+/-217	1,983	+/-561	13.0%	+/-3.7
<u>Related Children of Householder Under 18 Years</u>	19,032	+/-445	2,458	+/-679	12.9%	+/-3.5
<u>18 to 64 years Old</u>	63,802	+/-70	6,360	+/-913	10.0%	+/-1.4
<u>18 to 34 years Old</u>	18,148	+/-272	2,394	+/-485	13.2%	+/-2.7
<u>35 to 64 years Old</u>	45,654	+/-264	3,966	+/-684	8.7%	+/-1.5
<u>60 years and over</u>	48,969	+/-719	3,153	+/-580	6.4%	+/-1.2
<u>65 years and over</u>	37,463	+/-45	2,246	+/-478	6.0%	+/-1.3

Note: The poverty line is based on the U.S. Census's Poverty Threshold which is the minimum annual income determined by the age, household type, and the number of children in a household for each family unit. The number of family units below that minimum annual income for each group are considered living below the poverty line. The minimum breakdown for each group is found at <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

Source: The American Community Survey 2023-Five Year Estimates

[https://data.census.gov/table/ACST5Y2023.S1701?q=S1701&q=050XX00US12035&vintage=2018&layer=VT\\_2018\\_050\\_00\\_PY\\_D1](https://data.census.gov/table/ACST5Y2023.S1701?q=S1701&q=050XX00US12035&vintage=2018&layer=VT_2018_050_00_PY_D1)



## Employment

Subject	Flagler County, Florida				
	Total		Labor Force Participation Rate		Employment/Pop- ulation Ratio
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 16 years and over	104,327	+/-273	49.7%	+/-1.3	47.7%
AGE					
16 to 17 years	4,693	+/-333	44.2%	+/-8.4	41.7%
18 to 24 years	5,246	+/-185	68.4%	+/-6.6	66.3%
25 to 34 years	5,271	+/-202	77.6%	+/-5.6	71.8%
30 to 34 years	5,510	+/-243	86.8%	+/-4.0	83.3%
35 to 44 years	12,055	+/-251	81.7%	+/-3.0	78.4%
45 to 54 years	14,106	+/-146	79.5%	+/-3.4	76.8%
55 to 59 years	8,102	+/-720	65.6%	+/-6.1	63.8%
60 to 64 years	11,511	+/-726	50.3%	+/-4.0	48.4%
65 to 74 years	21,849	+/-78	19.9%	+/-2.5	19.3%
75 years and over	15,984	+/-73	5.1%	+/-1.4	4.7%
RACE AND HISPANIC OR LATINO ORIGIN					
White alone	82,101	+/-837	49.2%	+/-1.5	47.5%
Black or African American alone	9,531	+/-372	50.5%	+/-4.6	48.1%
American Indian and Alaska Native alone	134	+/-61	55.2%	+/-23.4	44.8%
Asian alone	2,411	+/-306	49.0%	+/-9.9	48.8%
Native Hawaiian and Other Pacific Islander alone	91	+/-104	78.0%	+/-45.9	78.0%
Some other race alone	3,069	+/-695	46.4%	+/-10.0	45.1%
Two or more races	6,990	+/-917	56.3%	+/-5.2	51.1%
Hispanic or Latino origin (of any race)	10,910	+/-106	57.0%	+/-4.4	54.4%
White alone, not Hispanic or Latino	78,313	+/-475	48.7%	+/-1.5	46.9%
Population 20 to 64 years	61,801	+/-211	72.2%	+/-1.7	69.4%
SEX					
Male	29,589	+/-155	78.1%	+/-2.3	74.9%
Female	32,212	+/-145	66.8%	+/-2.5	64.3%
With own children under 18 years	9,590	+/-610	79.5%	+/-4.2	76.5%
With own children under 6 years only	1,427	+/-369	71.4%	+/-12	68.5%
With own children under 6 years and 6 to 17 years old	1,399	+/-293	56.5%	+/-13.3	52.1%
With own children to 6 to 17 years	6,764	+/-498	85.9%	+/-3.9	83.2%
POVERTY STATUS IN THE PAST 12 MONTHS					
Below poverty level	5,899	+/-838	45.5%	+/-6.2	38.9%
At or above the poverty level	55,716	+/-891	75.3%	+/-1.8	72.9%
DISABILITY STATUS					
With any disability	7,205	+/-835	37.9%	+/-5.4	32.6%
EDUCATIONAL ATTAINMENT					
Population 25 to 64 years	56,555	+/-127	72.6%	+/-1.7	69.7%
Less than high school graduate	3,073	+/-511	67.2%	+/-8.6	64.8%
High school graduate (includes equivalency)	16,612	+/-926	71.1%	+/-3.4	68.1%
Some college or associate degree	19,054	+/-1,136	73.1%	+/-2.7	68.9%
Bachelor's degree or higher	17,816	+/-1,073	74.3%	+/-3.4	72.9%

Subject	Flagler County, Florida		
	Employment/Population Ratio	Unemployment rate	
	Margin of Error	Estimate	Margin of Error
Population 16 years and over	+/-1.2	3.7%	+/-0.7
AGE			
16 to 19 years	+/-8.5	5.8%	+/-4.1
20 to 24 years	+/-7.0	3.1%	+/-2.4
25 to 29 years	+/-5.2	7.5%	+/-3.2
30 to 34 years	+/-4.5	3.5%	+/-2.3
35 to 44 years	+/-3.5	2.7%	+/-1.3
45 to 54 years	+/-3.5	3.3%	+/-1.4
55 to 59 years	+/-6.0	2.7%	+/-1.3
60 to 64 years	+/-4.0	3.7%	+/-2.1
65 to 74 years	+/-2.5	3.2%	+/-2.1
75 years and over	+/-1.4	6.9%	+/-5.9
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	+/-1.4	3.1%	+/-0.6
Black or African American alone	+/-4.6	4.7%	+/-2.6
American Indian and Alaska Native alone	+/-26.9	18.9%	+/-31.3
Asian alone	+/-9.8	0.5%	+/-1.0
Native Hawaiian and Other Pacific Islander alone	+/-45.9	0.0%	+/-43.7
Some other race alone	+/-9.3	2.8%	+/-3.5
Two or more races	+/-5.3	9.2%	+/-3.8
Hispanic or Latino origin (of any race)	+/-4.3	4.5%	+/-1.9
White alone, not Hispanic or Latino	+/-1.4	3.2%	+/-0.6
Population 20 to 64 years	+/-1.6	3.5%	+/-0.7
SEX			
Male	+/-2.3	3.4%	+/-0.8
Female	+/-2.4	3.7%	+/-1.1
With own children under 18 years	+/-4.1	3.7%	+/-1.6
With own children under 6 years only	+/-12.3	4.0%	+/-4.7
With own children under 6 years and 6 to 17 years	+/-11.9	7.7%	+/-7.4
With own children under 6 to 17 years only	+/-4.1	3.1%	+/-1.7
POVERTY STATUS IN THE PAST 12 MONTHS			
Below poverty level	+/-6.0	14.5%	+/-5.1
At or above the poverty level	+/-1.7	2.8%	+/-0.6
DISABILITY STATUS			
With any disability	+/-5.0	12.4%	+/-4.7
EDUCATIONAL ATTAINMENT			
Population 25 to 64 years	+/-1.6	3.6%	+/-0.7
Less than high school graduate	+/-8.1	3.5%	+/-2.2
High school graduate (includes equivalency)	+/-3.4	3.6%	+/-1.1
Some college or associate degree	+/-2.7	5.3%	+/-1.6
Bachelor's degree or higher	+/-3.4	1.8%	+/-1.0

Source: The American Community Survey 2023-Five Year Estimates



## **Overview of Land Use, Population/Composition and Employment**

The future land use map and demographics, when considered together indicate that Flagler is a County that is projected to grow significantly. Growth and development have been brisk in the recent past, and this is anticipated to continue, as evidenced by planned communities and industrial areas currently in the planning or development stages. This will result in more jobs. The population is projected to grow, as medium projections anticipate the population will increase by more than 46,000 by 2040. The ALICE (Asset Limited, Income Constrained, Employed) report updated in 2018 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 Flagler County, the median household income of \$58,963 is slightly higher than the statewide average of \$ 55,462. The ALICE report identifies the household survival budget for a single adult as \$ 26,784 and for a family with two working parents, an infant and a Pre-K child as \$71,004. The transportation portion of the family survival budget is the fourth largest expense for a family with two working adults and two children in childcare after childcare, housing, and food. The number of households below the poverty level (10%) combined with the number of ALICE households, who earn less than the household survival budget (30%), make up 41% of Flagler County's total households. These households are among those in need of transit, so they can save money and build wealth. If the transportation portion of their budgets can be made more manageable, there is the potential for real impact on the future of Flagler County families and children.

## **Major Trip Generators/Attractors**

Trips are generated by the daily needs of residents. They are also generated by nursing homes and long-term care facilities, the local college and workforce training, and public or multi-family housing. Senior program facilities, doctor's offices and shopping areas are attractors for trips, as are the downtowns and commercial areas of Palm Coast, Flagler Beach, and Bunnell, along with job centers throughout the County. The City of Daytona Beach is an attractor outside of the County, for those seeking education, health care and/or jobs.

## **Inventory of Available Transportation Services**

Other than transportation network companies that provide rides to or from Flagler County, the following taxi services are based in the County:

- A 1 American Cabs
- AAA Limousine & Airport Service
- AAA Taxi Service
- Alliance Taxi & Shuttle

- Always on Time Transportation
- Mobile Medical Transport
- Palm Coast Transportation
- Run About Taxi Service
- Tico Taxi
- Trips Car Service
- VIP Taxi

## 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 2018 is 50,657 or 45.6% of the total population. The forecast for 2020 considers that of the TD population, 7,877 persons are considered to be of critical need. This is comprised of 5,268 persons who are considered to have severe disabilities and 2,609 persons of low income without access to an automobile or transit. The critical need population could be expected to make 5,390 daily trips and 1,681,790 annual trips in 2020. The forecast model is included as Appendix 6.<sup>1</sup>

### 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).

**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. The County Commission match associated with this grant is 10%.

**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. The Board of County Commissioners has agreed each year to fund the 50% match associated with this grant.

**Section 5339 – Bus and Bus Facilities Formula Program** – Federal funding for capital assistance.

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<sup>1</sup> The population estimate for 2015 was utilized in this model to conform to the standard of the 2013 CUTR Model Worksheet.

<b>5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results</b>				
<b>Fiscal Year</b>	<b>Section 5310</b>	<b>Section 5311</b>	<b>Section 5339</b>	<b>Funded (updated the next year)</b>
18/19	\$335,392 Capital reimbursement for four replacement buses with \$33, 539 Local Match	\$66,450 Federal, \$66,450 Local Match for Operating Expenses		\$382,928 including match for 5310, \$61,405 Federal and \$61,405 Local Match for 5311
19/20	\$191,465 Federal and \$191,465 Local Match Operating Funds	\$64,000 Federal, \$64,000 Local Match for Operating Expenses	\$64,000 Federal, \$64,000 Local Match for Operating Expenses	\$275, 408 Federal, \$34,426 State and \$34,426 Local for 5310 Capital, \$67,039 Federal and \$67,039 Local Match for 5311
20/21	\$414,360 Operating, \$368,565 Capital for 5 vehicles	\$68,477 Federal, \$68,477 Local Match for Operating Expenses		\$368,565 for 5 vehicles, \$217,898 operating for 5310, \$68,477 Federal, \$68,477 Local Match for 5311
21/22	\$364,385 Capital for 5 replacement buses (\$291,508 Federal, \$26,438.50 State, \$26,438.50 Local) \$414,360 Operating (\$207,180 Federal, \$207,180 Local)  \$189,328 Operating funds (CRRSAA/ARP)	\$140,000 Operating (\$70,000 Federal, \$70,000 Local)  \$189,326 Operating funds (CRRSAA/ARP)		
22/23	Requested \$189,328 for Operating funds	Requesting \$189,326 for Operating funds		

### Barriers to Coordination (From Prior Plan)

The following are identified barriers to the Coordination process:

- Excessive distances to specialized medical care. Trips outside of Flagler County are costly and difficult to multi-load.
- Agencies that do not 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.

- Increasing capital and operating costs which discourage agencies from participating in the coordinated system.

Consider (from other plans):

- Increasing cost of fuel, vehicles and insurance.
- Lack of specialized medical care (particularly kidney dialysis) located in the county.

## GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION PLAN

### 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 vehicle trips as practical to reduce cost per trip and maximize efficiency.

Strategy 2.1.4      As the State and County allow, and as the CTD develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in Flagler 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 Flagler 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.

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 LCB 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 CTD 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 LCB shall monitor the quality of service provided by the CTC.

Strategy 5.1.1: The CTC shall report complaints to the LCB.

Strategy 5.1.2: The CTC will respond to grievances as specified by the bylaws of the LCB.

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 and surrounding communities as appropriate.

Strategy 7.3.1: Coordinate multi-county trips and service enhancement between Flagler County and other counties by cooperating and working with nearby counties and the Community Transportation Coordinators that serve them.

Implementation Schedule: Efforts are ongoing.

**Performance Measures**

This measure will assist in determining if the goals, objectives and strategies are being met:

Performance Measure	Target
Call Hold Time	Less than 2 minutes

## **SECTION 3: SERVICE DELIVERY**

### **A. SERVICE STANDARDS**

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about the uniform service provision in the coordinated system. The Local Coordinating Board (LCB) will evaluate the CTC's compliance of the established service standards annually. The LCB will accept any agency's review of the CTC 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, random, post-accident and reasonable suspicion drug and alcohol testing requirements of the Federal Transit Administration if Section 18 funds are utilized.

##### **Transport of Escorts and Dependent Children**

Children under age 15 and individuals requiring special loading assistance will be required to be accompanied by an escort. Escorts, when required, must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts shall be transported at no cost.

##### **Use, Responsibility and Cost of Child Restraint Devices**

All passengers under the age of 4 and/or under 45 pounds shall be requested to use a child restraint device. This device must be provided and installed by the caretaker.

##### **Passenger Property**

Passengers shall be allowed to have personal property that can be stowed under their seat and be carried independently onto the vehicle. 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 needed with approval of the funding source.

### **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 in a database on each passenger.

### **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.

### **Local Service Standards**

#### **Call-Hold Time:**

FCPT takes all calls from Flagler County residents regarding transportation using a four (4)-line phone system that is covered by a receptionist from 7:00 a.m. to 6:00 p.m. Trip reservations must be made between the hours of 9:00 a.m. and 2:00 p.m. Calls made between these hours will not be placed on hold for more than two (2) minutes. In the event that all lines are busy, FCPT utilizes voice mail for clients to leave messages. Voice mail messages are checked every 15 minutes and message is noted or return call is made. Callers, who are left on hold for a longer time, should report such incidents to the Transportation Supervisor, or in his/her absence, FCPT Director as soon as possible

#### **On-Time Performance:**

FCPT uses computer assisted scheduling software to reserve and route all trips. The Transportation Scheduler determines routes for the next working day and produces a vehicle manifest for each assigned driver. These manifests are produced with cost effectiveness in mind and may not always result in convenience for the client.

Clients need to be ready for their ride anytime from 10 minutes before until 40 minutes after the



scheduled pickup time, allowing for traffic problems that may arise. Drivers are not allowed to wait longer than 3 minutes after their arrival, without approval from dispatch.

## **Accidents**

All accidents involving another vehicle or property damage will be investigated by the transportation manager or designated representative. A Flagler County Supervisor's Incident Investigation form will be submitted along with a police report if one can be obtained. Dispatcher if needed will call ambulance. Florida Department of Transportation will be notified if an accident involves a death. A quarterly report of accidents will be presented to the Local Coordinating Board for their review.

## **Roadcalls**

FCPT will compile a report of all road calls for presentation to the Local Coordinating Board for their review. A road call is defined as an interruption of service during the time the vehicle is in-service and which may or may not involve a mechanical failure of some element of the vehicle. FCPT participates in a preventative maintenance program aimed at keeping the vehicles in good operating condition, thus reducing the incidents of road calls.

## **First Aid:**

Annual training in first aid is provided by Flagler County for all drivers. New hires will attain CPR/First Aid certification within six months of hire.

## **B. Rider Eligibility**

### **Eligibility**

Eligibility to ride with FCPT is determined through an application process. To complete an application, individuals may call FCPT at 386-313-4100, download the application from [www.flaglercounty.gov/departments/transportation](http://www.flaglercounty.gov/departments/transportation), and deliver the completed form in person, or mail to the following address:

Flagler County Public Transit  
1769 E Moody Blvd # 5,  
Bunnell, FL 32110

The application may also be submitted online at the aforementioned webpage. The eligibility process will include the application, possible medical documentation to be filled out by a physician or other medical professional, and a potential in-person interview and functional assessment performed by FCPT. The FCPT will determine a person's eligibility for TD funding.

## Eligibility Criteria for TD Funded Trips

The Flagler County Transportation Disadvantaged Coordinating Board has established an eligibility process for the provision of non-sponsored service to Flagler County residents. Recognizing that the non-sponsored funding is very limited the CTC has decided to recertify clients every **two** years. Clients will need to reapply every **two** years to continue eligibility. If there is change in a customer's financial or medical condition, they should contact eligibility immediately to discuss. Proof of income and medical verification are required to qualify for non-sponsored funding.

Upon expiration or failure to re-certify for eligibility, a customer will not be able to utilize transportation until the process is completed. Applications for non-sponsored eligibility determination process requires a multi-step qualification process that substantiates the individual's ability to meet the criteria outlined in Chapter 427, F.S.

The applicants **must** meet the following criteria:

- Are not eligible for transportation service sponsored or provided by another program or agency as part of an agency's eligible services.
- Must be a resident of Flagler County
- Do not have access to your own or a household member's automobile, and are therefore transportation dependent on others

AND

- Have a documented household income that does not exceed **150 percent** of the federal poverty guidelines. Household income includes **ALL** income that an applicant receives prior to disbursement to any assisted living facility or care provider.

## Temporary Eligibility for the TD Life Sustaining (TDLS) Program

FCPT will provide temporary eligibility for a period not to exceed 6 months for applicants receiving life-sustaining dialysis or oncology/chemo medical appointments. After the six-month period, applicants must meet all criteria to be TD service eligible.

## **Trip Prioritization**

FCPT can prioritize services purchased with Transportation Disadvantaged Trust Funds based on the following criteria:

- ✓ Cost-effectiveness and efficiency
- ✓ Purpose of the trip
- ✓ Unmet needs
- ✓ Available resources

FCPT is authorized to apply trip prioritization strictly when funding provided by the TD Commission is under or over the assigned monthly allocation. When trip demand exceeds available funding allocation, FCPT may have to limit to medical trips only until funding levels are restored or increased. The Flagler County Transportation Disadvantaged Coordinating Board has endorsed trip prioritization based on the following priorities: Life-Sustaining (dialysis, oncology treatments)

- ✓ Medical trips
- ✓ Nutritional (meal sites and grocery shopping)
- ✓ Employment
- ✓ Educational
- ✓ Social Service Agency Trips
- ✓ Shopping
- ✓ Recreation and other

#### **Transportation Disadvantaged Out —of—County Trips**

The Flagler County Transportation Disadvantaged Coordinating Board has established limited out-of-county trips. The TD program primarily serves Flagler County. Out-of-area trips are considered on a case-by-case basis and only for medical trips. FCPT has the right to ask individuals to seek service from the closest medical provider or from a medical provider within the TD service area.

#### **Escorts and Attendants Escorts**

An escort is an individual traveling with a TD eligible individual as a companion or is a specifically designated person to assist with the eligible individual's needs. Escorts may travel with the customer at any time, provided space is reserved when the trip is booked and they have the same origin and destination as the eligible client. When scheduling a trips, Customers will need to tell the reservationist that they will be traveling with an escort. Drivers cannot add escorts not scheduled on the reservation.

### **C. LOCAL GRIEVANCE PROCEDURE/PROCESS**

#### **Definition of a Complaint**

For the purpose of this section, a complaint is defined as:

“An issue brought to the attention of the Community Transportation Coordinator (FCPT) 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 FCPT.”

### **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 FCPT. You may contact [fpct@flaglercounty.gov](mailto:fpct@flaglercounty.gov) and/or 386-313-4100. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. The complaint will be filed within 5 working days of the incident.

FCPT will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action for resolution. Issues not resolved by FCPT can be brought before the County Transportation Disadvantaged Coordinating Board Grievance Committee.

### **Recording of Complaints**

The Community Transportation Coordinator (FCPT) 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 Community Transportation Coordinating Board on an as needed basis.

The Community Transportation Coordinator will bring a record of any submitted complaint(s) to the Local Coordinating Board.

### **Definition of a Grievance**

For purposes of this section, a grievance is defined as:

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

### **Grievance Procedures**

The following Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. 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 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 Community Transportation Coordinator (CTC) within five (5) working days of the incident. 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 the 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 fifteen (15) working days following the date of receipt of the formal grievance, the Community Transportation Coordinator (CTC) staff will respond, in writing, to the system user/advocate, or other party concerning the registered grievance and copy all correspondence to the Designated Official Planning Agency. The Community Transportation Coordinator's response shall explain the factors that entered into the decision and shall identify the action, if any, that will be taken.

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

### **Appeal to the Grievance Subcommittee**

The decision of the Community Transportation Coordinator may be appealed to the Grievance Subcommittee of the Transportation Disadvantaged Coordinating Board within fifteen (15) working days of the receipt of the Community Transportation Coordinator's final decision. Within thirty (30) days of receipt of the appeal the Grievance Subcommittee will meet and make recommendations to the Transportation Disadvantaged Coordinating Board.

The grievant will be notified in writing of the date, time and place of the subcommittee meeting at which the appeal will be heard. This written notice will be mailed at least ten (10) 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 decision will be forwarded to the Board and all parties involved within fifteen (15) 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 witnesses 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 or the provision of service; and,
5. A recommendation by the Grievance Subcommittee 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(ies) concerned;
- 6) Discussion of grievance, shall take place in accordance with Robert's Rules 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;
- 8) Close hearing.

### **Recommendation to the County Transportation Disadvantaged Coordinating Board**

Within thirty (30) working days of the receipt of any recommendation for improvement of service, the County Transportation Disadvantaged Coordinating Board will meet and consider the recommendation for improvement of service. A written copy of the recommendation for improvement of service will be forwarded to the Board and all parties involved within ten (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 (10) working days prior to the meeting.

### **D. RATE SCHEDULE**

#### **COST/REVENUE ALLOCATION AND RATE STRUCTURE**

#### **Service Rates**

**COMMUNITY TRANSPORTATION COORDINATOR:** FLAGLER

**EFFECTIVE DATE:** July 2025

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT #
AMBULATORY	PASSENGER TRIP	\$2.69
WHEELCHAIR	PASSENGER TRIP	\$4.60
PASSENGER CHARGE	PER ONE WAY TRIP (IN COUNTY)	\$2.00

## **SECTION 4: QUALITY ASSURANCE**

## **CTC Evaluation**

The Northeast Florida Regional Council conducts an annual evaluation of the County's TD program including on-going coordination with the LCB.

## **CTC Monitoring Procedures of Operators and Coordination**

**Contractors** The Flagler County TD program does not have sub-contracted operators at this time. **Coordination Contract**

## **Evaluation Criteria**

The Flagler 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.