



FLAGLER COUNTY TRANSPORTATION DISADVANTAGED



LOCAL COORDINATING BOARD (LCB) QUARTERLY MEETING

MEETING AGENDA

Flagler County Government Services Building, 1769 East Moody Blvd., Building 2,
Finance & Budget Conference Room, 3rd floor Bunnell, Fl. 32110
Zoom Meeting ID: 846 9180 9998
Call in # +1 786-635-1003 or +1 470-250-9358

Wednesday, May 14, 2025, at 10:00 a.m.

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Dance
2. Additions, Deletions, Changes to the Agenda – Chair Dance
3. Approval of February 12, 2025, Meeting and Public Hearing Minutes – Chair Dance * (pg.2-9)
4. LCB Membership (pg. 10)
5. Annual Review of Bylaws* (pg. 11-19)
6. Northeast Florida Regional Council Update – Ms. Jones
 - TDSP Annual Review (Roll Call Vote)* (pg. 20-52)
 - Proposed LCB Meeting Schedule – 10:00 am on the 2nd Wednesday Quarterly: (pg. 53)
 - 9/10/25, 11/12/25, 2/11/26, 5/13/26, 9/09/26*
 - Proposed LCB Annual Hearing – 2nd Wednesday in February: 2/11/26
 - CTC Evaluation* (pg. 54-117)
 - Virtual Meeting Option – Zoom to Teams
7. Community Transportation Coordinator (CTC) System Update – Ms. Thomas
 - a. CTC Quarterly Update
 - b. Grants Update* (Approval if required)
8. Old Business
9. New Business
10. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
11. Member and Department Reports
12. Adjournment – Chair Dance

Next LCB Meeting: September 10, 2025, at 10:00 a.m.

Flagler County Government Services Building, 1769 East Moody Blvd., Building 2,
Finance & Budget Conference Room, 3rd floor Bunnell, Fl. 32110



Flagler County Transportation Disadvantaged Annual Public Hearing

Wednesday, February 12, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Flagler County Commission
Hon. Andy Dance, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

MINUTES

*Denotes Required Action Item

1. Welcome, Call to Order

The Annual Public Hearing of the Flagler County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Wednesday, February 12, 2025, and via Zoom virtual meeting. Janet Dickinson presided over the meeting as Vice Chair. Vice Chair Dickinson called the meeting to order at 10:07 a.m. with the following members present:

Representing:	Voting Member:
FDOT	Carlos Colon (In-person)
Dept. of Children and Families	Christina Gillis (Virtual)
Public Education	Rshawnda Lloyd-Miller (Virtual)
Citizen Advocate/User	Jill Dempsey (In-person)
Children at Risk	Phyllis Pearson (Virtual)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Pamela Hagley (Virtual)
Agency for Persons w/ Disabilities	Sheryl Stanford (Virtual)
Agency for Persons w/ Disabilities	Diana Burgos-Garcia (Virtual)

Members Not Present

Elected Official/Chairperson	Andy Dance
Citizen Advocate/Non-User	Mike Norris
Dept. of Education (Voc. Rehab.)	Rochelle Price

Community Transportation Coordinator Staff Present

Pia Thomas (In-Person)

Planning Agency Staff Present

Summer Jones, Robert Jordan (In-Person)

Guests

Stephan Harris (In-person)

2. Presentation – NEFRC

Ms. Jones had a presentation on how the Florida TD Program works and how Flagler County residents can access local TD services. Due to no members of the public being present, Ms. Jones chose to forgo the presentation.

3. Service Overview – Flagler County Public Transit

There was no service overview as there were no members of the public present.

4. Public Comment

There was no public comment as there were no members of the public present.

5. Additional Discussion

There was no additional discussion as there were no members of the public present.

6. Adjournment

Vice Chair Dickinson adjourned the hearing at 10:07 am.



Flagler County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Wednesday, February 12, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Flagler County Commission
Hon. Andy Dance, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

MINUTES

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review

A quarterly meeting of the Flagler County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Wednesday, February 12, 2025, and via Zoom virtual meeting. LCB Chair David Sullivan called the meeting to order at 10:00 a.m. with the following members present:

Representing:	Voting Member:
FDOT	Carlos Colon (In-person)
Dept. of Children and Families	Christina Gillis (Virtual)
Public Education	Rashawnda Lloyd-Miller (Virtual)
Citizen Advocate/User	Jill Dempsey (In-person)
Children at Risk	Phyllis Pearson (Virtual)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Pamela Hagley (Virtual)
Agency for Persons w/ Disabilities	Sheryl Stanford (Virtual)
Agency for Persons w/ Disabilities	Diana Burgos-Garcia (Virtual)

Members Not Present

Elected Official/Chairperson	Andy Dance
Citizen Advocate/Non-User	Mike Norris
Dept. of Education (Voc. Rehab.)	Rochelle Price

Community Transportation Coordinator Staff Present

Pia Thomas (In-Person)

Planning Agency Staff Present

Summer Jones, Robert Jordan (In-Person)

Guests

Stephan Harris (In-person)

After a roll call took place, a quorum was confirmed.

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of November 13, 2024, Meeting Minutes*

Mr. Colon motioned for approval of the November 13, 2024, Meeting Minutes. Ms. Dempsey seconded the motion. The November 13, 2024, Meeting Minutes were approved unanimously.

4. Volusia-Flagler TPO Update

Mr. Harris from the Volusia-Flagler TPO gave us an update on the Vision Zero Comprehensive Safety Action Plan (CSAP) and the Expansion of the Bike/Walk Central Florida's Best Foot Forward for Pedestrian Safety.

The Volusia-Flagler TPO recently announced that the TPO, in partnership with Volusia and Flagler Counties as joint applicants, was a recipient of a federal SS4A grant of \$320,000 to develop a CSAP, which will identify projects, programs, and implementable strategies aimed at eliminating fatalities and serious injuries for all modes of travel on our roadways.

The Best Foot Forward (BFF) program is kicking off 2025 with exciting news – an expansion into Polk, Lake, and Flagler counties. This program has an ongoing commitment to reduce pedestrian injuries and fatalities across Central Florida.

5. Election of Vice-Chair*

Ms. Jones stated the purpose and action needed for the Election of Vice Chair. Ms. Jones clarified the duties of the Vice Chair as the designee to act as LCB Chair as needed, lead meetings, and review items presented for LCB action. Ms. Dickinson volunteered to serve in the role. Mr. Colon motioned to elect Ms. Janet Dickinson as Vice-Chair, seconded by Ms. Dempsey. Ms. Dickinson's appointment passed unanimously.

6. Grievance Committee Appointments*

Ms. Jones stated the purpose and action needed for the Grievance Committee appointments. She explained that in the event a rider, purchasing agency, or transportation operator complaint is not resolved by the CTC, a committee of LCB members shall meet to review the complaint and provide recommendations to the full LCB or Commission for the Transportation Disadvantaged (CTD) for resolution. Mr. Colon and Chair Dance were nominated to be appointed. There was a motion to elect Mr. Colon and Chair Dance by Ms. Stanford and seconded by Mr. Dempsey. The appointments were unanimously approved.

7. Evaluation Committee Appointments*

Ms. Jones reviewed the purpose and action needed for the Evaluation Committee Appointments. Members of the LCB, once a year, are obligated to conduct an on-site observation, ride-along, and survey of riders concerning Flagler County Public Transportation. She recommended that new LCB members or members who have never conducted the evaluation participate, further adding that the process aids in understanding a rider's experience. Mr. Colon, Ms. Lloyd-Miller, Mr. Civitelli, and Mr. Norris were nominated to be appointed to the Evaluation Committee. The Evaluation Committee

nominations passed with unanimous approval with a motion from Ms. Stanford and seconded by Ms. Dempsey.

8. LCB Membership*

LCB Membership was considered next. It was noted by Ms. Jones that Board membership this quarter is an action item, and the NEFRC Board of Directors is to consider this membership for final approval.

The membership roster was unanimously approved by a motion from Mr. Colon and a second from Ms. Dempsey.

9. Northeast Florida Regional Council Update

- a.) Ms. Jones stated that there needs to be a discussion of the date/time for a ride-along for the Annual CTC Evaluation. Ms. Jones will reach out with dates to get the evaluation scheduled.
- b.) Ms. Jones stated the 5-year contract for Flagler County Public Transportation (FCPT) ends on June 30, 2025. On January 8, 2025, FCPT sent a letter to the Northeast Florida Regional Council, stating they would like to continue the responsibilities as the Community Transportation Coordinator (CTC). They have been in that capacity since 2004.

Ms. Jones recommended FCPT as the CTC for 2025-2030. Mr. Colon motioned to approve the recommendation for FCPT as the CTC, with a second by Ms. Dempsey. *

10. Community Transportation Coordinator (CTC) Update

a.) Quarterly Update:

Ms. Thomas gave the quarterly update:

- November 2024 – 6,695 total trips for the month
- December 2024 – 6,487 total trips for the month
- January 2025 – 7,512 total trips for the month

This quarter, FCPT covered 165,480 miles and provided 20,694 trips, reflecting an increase of 846 trips over the same quarter in 2024.

There are currently 19 full-time and 5 part-time employees. There are 2 full-time and 1 part-time employees starting soon.

b.) Grants update:

Ms. Thomas stated there are currently 27 vehicles in total, and they plan on applying for 3 buses in the Summer of 2025.

They are applying for a \$335,000 Block Grant in March. In January, they were awarded a 5311 Grant for \$58,142, a 5310 Grant for \$298,344, and another 5310 Grant for \$571,988.

11. Old Business

No old business at this time.

12. New Business

No new business at this time.

13. Public Comment

No public comment at this time.

14. Member and Department Reports

Pamela Hagley – AHCA – Provided the members with a link for Medicaid recipients. She advised that this link will allow current Medicaid recipients to change their current health care plan if needed. There is also an abundance of information here: <https://flmedicaidmanagedcare.com/>

15. Adjournment

Chair Sullivan adjourned the meeting at 10:37 am. The next LCB meeting will be on Wednesday, May 14, 2025, at 10:00am.

ATTENDANCE RECORD
FLAGLER COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	2/12/25	11/13/24	9/11/24	5/8/24
1. Chairperson	Andy Dance	a	P	P	P
2. Dept. of Transportation	Carlos Colon / Jamie Ledgerwood	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis / John Wisker	P	a	P	a
4. Public Education	Rashawnda Lloyd-Miller/ Thomas "Tom" Wooleyhan	P	P	P	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	P	a	P
6. Veteran Services	David Lyden /ALT/ Vacant	-	a	a	a
7. Community Action (Econ. Disadv.)	Emanuel Roberts /Vacant	-	a	a	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Jill Dempsey	P	P	a	a
11. Citizen Advocate/Non-User	Vacant / Mike Norris	a	a	-	a
12. Children at Risk	Phyllis Pearson	P	P	P	P
13. Dept. Of Elder Affairs	Janet Dickinson/ Neil Ambrus	P	P	a	P
14. Private for Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Stanford / Diana Burgos-Garcia / Leslie Richards	P	a	a	P
17. Regional Workforce Dev. Brd.	Vacant	-	-	-	a
18. Local Medical Community	Vacant /Stephen Civitelli	a	a	P	-

VACANCIES

Veterans
Community Action (Econ. Disadv.)
Elderly
Disabled
Private for Profit Transportation
Regional Workforce Development Board

PLEASE SIGN IN!



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: February 12, 2024
Time: 10:00 a.m.

Flagler County Government Service Bldg., 1769 East Moody Blvd., Bldg. 2, Bunnell, FL

Name	Address	Phone	E-Mail
Summer Jones	NEFRC - 40 E Adams		
Carlos M. Colon	FDOT		
Pice Thomas	Transportation		
Robert Jordan	NEFRC - 40 E Adams		
Jill Dempsey	Jill Dempsey (386) 543-0995		
Stephan Harris	1 Deuce Ct Suite 100 Daytona Beach FL 32129	386-226-5848	

Salutation	First Name	Last Name	Organization	Representing	Voting/Non-Voting	Grievance Committee	Evaluation Committee	Comments
FLAGLER COUNTY								
Hon	Andy	Dance	Flagler County Commission	Elected Official	Voting	Feb-26		
Mr.	Carlos	Colon	FDOT, District V	FDOT	Voting	Feb-26	Feb-26	
<i>Ms.</i>	<i>Jamie</i>	<i>Ledgerwood</i>	<i>FDOT, District V</i>	<i>FDOT</i>	<i>Alternate</i>			
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting			
<i>Mr.</i>	<i>John</i>	<i>Wisker</i>	<i>Department of Children and Families</i>	<i>DCF</i>	<i>Alternate</i>			
Ms.	Rashawnda	Lloyd-Miller	Flagler County School Board	Public Education	Voting		Feb-26	
<i>Mr.</i>	<i>Thomas "Tom"</i>	<i>Wooleyhan</i>	<i>Flagler County School Board</i>	<i>Public Education</i>	<i>Alternate</i>			
Ms.	Rochelle	Price	Vocational Rehabilitation	Dept. of Education (Voc. Rehab.)	Voting			
VACANT				Veterans	VACANT			
VACANT				Community Action (Econ. Disadvantaged)	VACANT			
VACANT				Elderly	VACANT			
VACANT				Disabled	VACANT			
Ms.	Jill	Dempsey		Citizen Advocate/User	Voting			
Mr.	Mike	Norris	City of Palm Coast	Citizen Advocate/Non-User	Voting		Feb-26	
Ms.	Phyllis	Pearson	Flagler NAACP	Children at Risk	Voting			
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging / Elder Source	Elder Affairs	Voting			Vice Chair
VACANT				Private for Profit Transportation	VACANT			
Ms.	Pamela	Hagley	Agency for Health Care Administration	AHCA / Medicaid	Voting			
<i>Ms.</i>	<i>Reeda</i>	<i>Harris</i>	<i>Agency for Health Care Administration</i>	<i>AHCA / Medicaid</i>	<i>Alternate</i>			
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting			
<i>Ms.</i>	<i>Diana</i>	<i>Burgos-Garcia</i>	<i>Agency for Persons with Disabilities</i>	<i>Agency for Persons with Disabilities</i>	<i>Alternate</i>			
<i>Ms.</i>	<i>Leslie</i>	<i>Richards</i>	<i>Agency for Persons with Disabilities</i>	<i>Agency for Persons with Disabilities</i>	<i>Alternate</i>			
VACANT				Workforce Development	VACANT			
Mr.	Stephen	Civitelli	Florida Department of Health	Medical Community	Voting		Feb-26	
Ms.	Pia	Thomas	Flagler County Transportation	CTC	Non-Voting			CTC Manager
Mr.	Trevor	Martin	Flagler County Transportation	CTC	Non-Voting			
Mr.	Stephan	Harris	Volusia-Flagler Transportation Planning Organization		Non-Voting			
Mr.	Martin	Catala	Center for Urban Transportation Research	Transit Development Plan	Interested Party			
Ms.	Tia	Boyd	Center for Urban Transportation Research	Transit Development Plan	Interested Party			
Mr.	Adam	Mengel	Flagler Planning & Zoning Interested party during TDSP update		Interested Party			
Ms.	Rose	Keirnan	Flagler County Commission	Chair's Contact (primary)	Interested Party			
Ms.	Luci	Dance	Flagler County Commission	<i>Chair's Contact (alternate)</i>				
		Meetings at:						
		Flagler County Government Services Building						
		1769 East Moody Blvd., Bldg. 2						
		Bunnell, Florida 32110						
		F.C. General Services Director: Heidi Petito						
		Leanne Burke (lburke@flaglercounty.gov) to reserve meeting room		10				

FLAGLER COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
BYLAWS

ARTICLE 1: PREAMBLE

Section 1: Preamble

The following sets forth the Bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in Flagler County through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: DEFINITIONS, NAME, AND

PURPOSE Section 1: Definitions

Commission for the Transportation Disadvantaged: An independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged population

Community Transportation Coordinator (also known as the CTC or Coordinator): A transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

Designated Official Planning Agency (also known as the DOPA): The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Non-sponsored Trip: Means a trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

Sponsored Trip: A passenger trip that is subsidized in part or in whole by a local, state or federal government funding source (not including monies provided by the TD Trust Fund).

Transportation Disadvantaged: Those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Service Plan (also known as the TDSP): A five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

Transportation Disadvantaged Trust Fund (also known as the TDTF): A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: One or more public, private for profit, or private non-profit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Section 2: Name

The name of the Local Coordinating Board shall be the Flagler County Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the Board.

Section 3: Purpose

The purpose of the Board is to identify local service needs and to provide information, advice and direction to the Flagler County Community Transportation Coordinator, hereinafter referred to as the CTC, on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The Board is recognized as an advisory body to the Commission for the Transportation Disadvantaged in its respective service area.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE,
AND TERMINATION OF MEMBERSHIP**

Section 1: Voting Members

In accordance with Chapter 427.012 F.S., all members of the Board shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the DOPA, after consideration by the Board. The DOPA for the Flagler County Transportation Disadvantaged program, as designated by the Commission for the Transportation Disadvantaged, shall be the Northeast Florida Regional Council. The Flagler County Board of County Commissioners shall appoint one of its members to serve as the official chairperson for all Coordinating Board meetings. The following agencies or groups are eligible to be represented on the Board as voting members, pursuant to 41-2.012(3)(a-n):

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Family Services;
3. A representative of the Public Education Community;
4. A representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services who shall represent the Department of Education;
5. A person who is recommended by the local Veterans Service Office representing the veterans of the county;
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
7. A person over sixty representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation
10. A local representative for children at risk;
11. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's board, except in cases where they are also the Community Transportation Coordinator;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Ch. 445, F.S.;
16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living

facilities, hospitals, the local health department or other home and community based services, etc.

17. A local representative of the Agency for Persons with Disabilities.

Section 2: Alternate Members

Each member of the Board may name an alternate who may vote only in the absence of that member on a one-vote-per-member basis. Alternates for voting members may be changed at the discretion of the voting member. The Board member or agency represented shall confirm alternative representation with the DOPA in advance of a meeting where such representation is to be in place, and will indicate if such representation is to be long term.

Section 3: Terms of Appointment

Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. Furthermore, the Chair shall serve until replaced by the Flagler County Board of County Commissioners, as specified in Rule 41-2.012(4) FAC.

Section 4: Termination of Membership

Any members of the Board may resign at any time by notice in writing to the Chair and the DOPA. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should make every effort to ensure that the designated alternate will attend in his/her place. The DOPA shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Number

The officers of the Board shall be a Chair and a Vice-Chair.

Section 2: Chair

The Board of County Commissioners shall appoint an elected official to serve as the official Chair to preside at all Board meetings. The Chair shall be an elected official from the county area of the Board. The Chair shall preside at all meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chair shall assume the powers and duties of the Chair. Pursuant to section 41-2.012(4), the Chair shall serve until replaced by the Board of County Commissioners.

Section 3: Vice-Chair

During a regular quarterly meeting each State Fiscal Year, the Board shall elect a Vice- Chairperson. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the quarterly meeting. The Vice-Chair shall serve a term of one year starting with the next meeting. The Vice-Chair shall assume the powers and duties of the Chair in his/her absence.

ARTICLE V: BOARD MEETINGS

Section 1: Regular Meetings

Pursuant to Chapter 427.0157 F.S., the Board shall meet quarterly.

Section 2: Special Meetings

The Chair may convene special meetings of the Board as deemed necessary provided that proper notice is given to all members of the Board, other interested parties, and news media within a reasonable amount of time prior to the special Board meeting. For purposes of establishing a quorum for special meetings, Board attendance by conference call is permissible. However, under no circumstance shall the representative from the Community Transportation Coordinator or the DOPA participate in the special meeting via conference call.

Section 3: Notice of Meetings

Notices and tentative agendas shall be sent to all Board members, other interested parties, and the news media (meeting announcement only) within a reasonable amount of time prior to the Board meeting. Meeting notices shall state the date, time, and the location of the meeting.

Section 4: Quorum

At all meetings of the Board, the presence in person of at least two of the voting members, or their alternates, in addition to virtual representation sufficient to make up 40% of the voting members, shall be necessary and sufficient to constitute a quorum

for the transaction of business. Positions on the Board, as specified in Article 3, Section 1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum.

In the absence of a quorum, the Chair or Vice Chair may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. Any such recessed meeting shall be then conducted as a "workshop". At any such workshop, items on the agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

Section 5: Voting

At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these bylaws, shall be decided by the vote of a majority of the members of the Board present, in person or remotely.

Section 6: Parliamentary Procedures

The Board will conduct business using parliamentary procedures according to *Roberts Rules of Order*, except when in conflict with these by-laws.

ARTICLE VI: STAFF

Section 1: General

The DOPA shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157 F.S. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties.

ARTICLE VII: BOARD DUTIES

Section 1: Board Duties

The Board shall perform the following duties as specified in Rule 41-2(5) FAC.

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the DOPA;
2. Review and approve the Memorandum of Agreement and the Service Plan;
3. On a continuing basis, evaluate services provided under the approved service plan. Annually, provide the DOPA with an evaluation of the CTC's performance in general and relative to Commission standards and the completion of the current service plan elements. Recommendations relative to performance and the renewal of the CTC's Memorandum of Agreement shall be included in the report.
4. In cooperation with the CTC, review and provide comments to the Commission and the DOPA, on all applications for local government, state, or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner;
5. Review coordination efforts and service provision strategies in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service available in an effort to increase system ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas if it is deemed appropriate and cost effective to do so. Pursuant to Chapter 427.0157(6)F.S., evaluate multicounty or regional transportation opportunities.
6. Appoint a Grievance committee as required by law and rule.
7. Coordinate with the CTC, and if necessary, jointly develop applications for grant funds that may become available; and
8. Review and approve the Transportation Disadvantaged Service Plan (TDSP) for consistency with approved minimum guidelines and the goals and objectives of the Board. The TDSP shall include a complete vehicle inventory for the local system and shall be updated with the assistance of the CTC on an annual basis.

ARTICLE VIII: COMMITTEES

Section 1: Committees

Committees may be designated by the Chair to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance Committee which shall be a standing committee. The Chair may serve as a voting member of all committees, but does not count against the quorum if absent. Each committee may elect a Chair from its membership.

Section 2: Grievance Committee

The Grievance committee will 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 CTC and the full Board for improvement of service. The Board shall establish procedures to provide ample opportunity for aggrieved parties to be brought before such committee and to address properly filed and documented grievances in a timely manner. Members appointed to the committee shall be voting members of the Board.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

Section 1: General

The Northeast Florida Regional Council authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAG.

ARTICLE X: AMENDMENTS

Section 1: General

The bylaws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) are discussed at a meeting prior to the meeting where action is taken, or are provided to all members in advance of the meeting where bylaws are amended.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the bylaws of this Board as adopted by the Transportation Disadvantaged Coordinating Board on the **14th** day of **May, 2025**.

Hon. Andy Dance, Chair

Flagler County
Transportation Disadvantaged Service Plan
 Local Coordinating Board
 Roll Call Vote

Representation	Member	Voted	Voted Against	Absent from voting
1. Chairperson	Andy Dance			
2. Dept. of Transportation	Carlos Colon/Alt.			
3. Dept. of Children and Families	Christina Gillis/Alt.			
4. Public Education	Rashawnda Lloyd-Miller/Alt.			
5. Dept of Education Voc. Rehab	Rochelle Price			
6. Veteran Services	VACANT			
7. Community Action (Econ. Disadvantaged)	VACANT			
8. Elderly	VACANT			
9. Persons with Disabilities	VACANT			
10. Citizen Advocate / User	Jill Dempsey			
11. Citizen Advocate / Non-User	Mike Norris			
12. Children at Risk	Phyllis Pearson			
13. Dept of Elder Affairs	Janet Dickinson			
14. Private For Profit Transportation	VACANT			
15. Agency for Health Care Adm.	Pamela Hagley/Alt.			
16. Agency for Persons w/Disabilities	Sheryl Stanford/Alt.			
17. Regional Workforce Dev. Brd	VACANT			
18. Local Medical Community	Stephen Civitelli			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan, We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on: **05/14/25**

05/14/25

Date

Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

CTD Executive Director

2020-2025
FLAGLER COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the
Flagler County
Transportation Disadvantaged Coordinating Board

2405 E. Moody Blvd., Suite 102
Palm Coast, Florida 32110

Honorable Andy Dance, Chair

With Assistance From



Northeast Florida Regional Council
40 E Adams Street, Ste 320
Jacksonville, FL 32202
www.nefrc.org
(904) 279-0880

May 2025

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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.

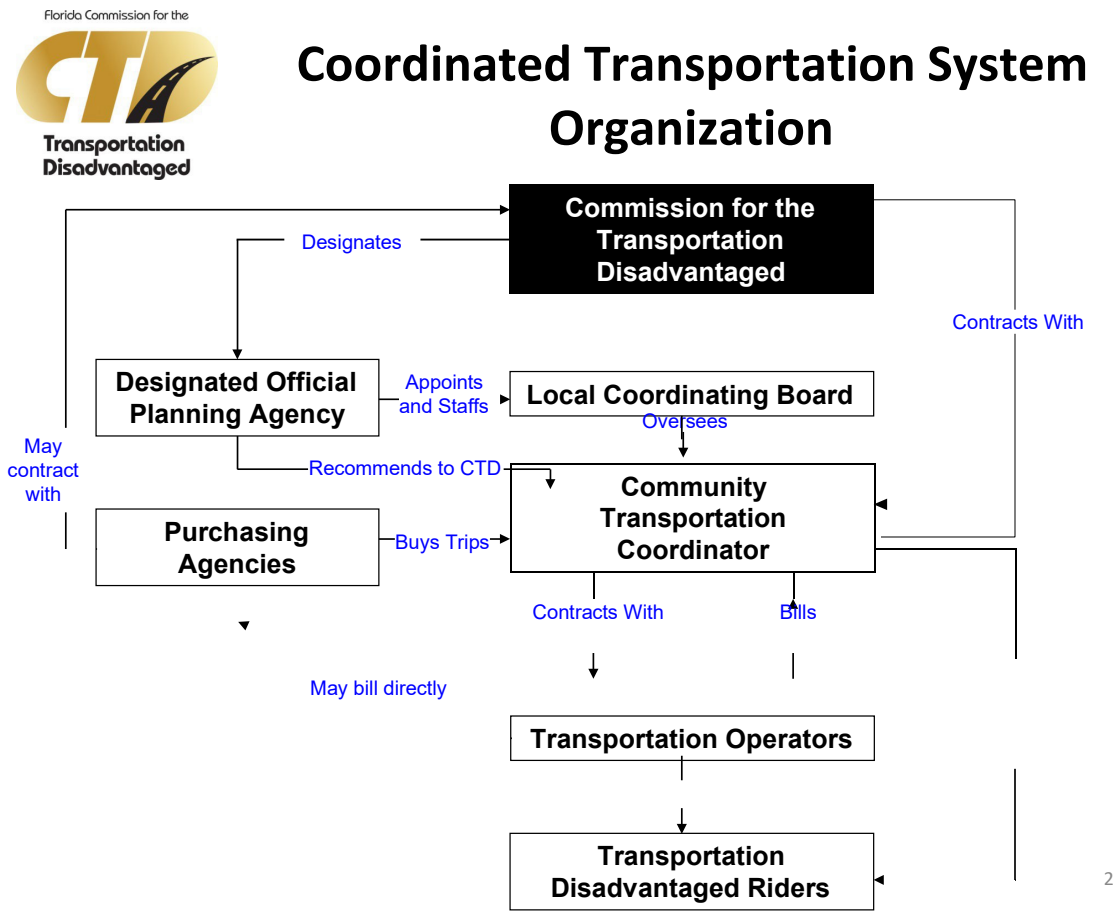
Community Transportation Coordinator Designation Date and History

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

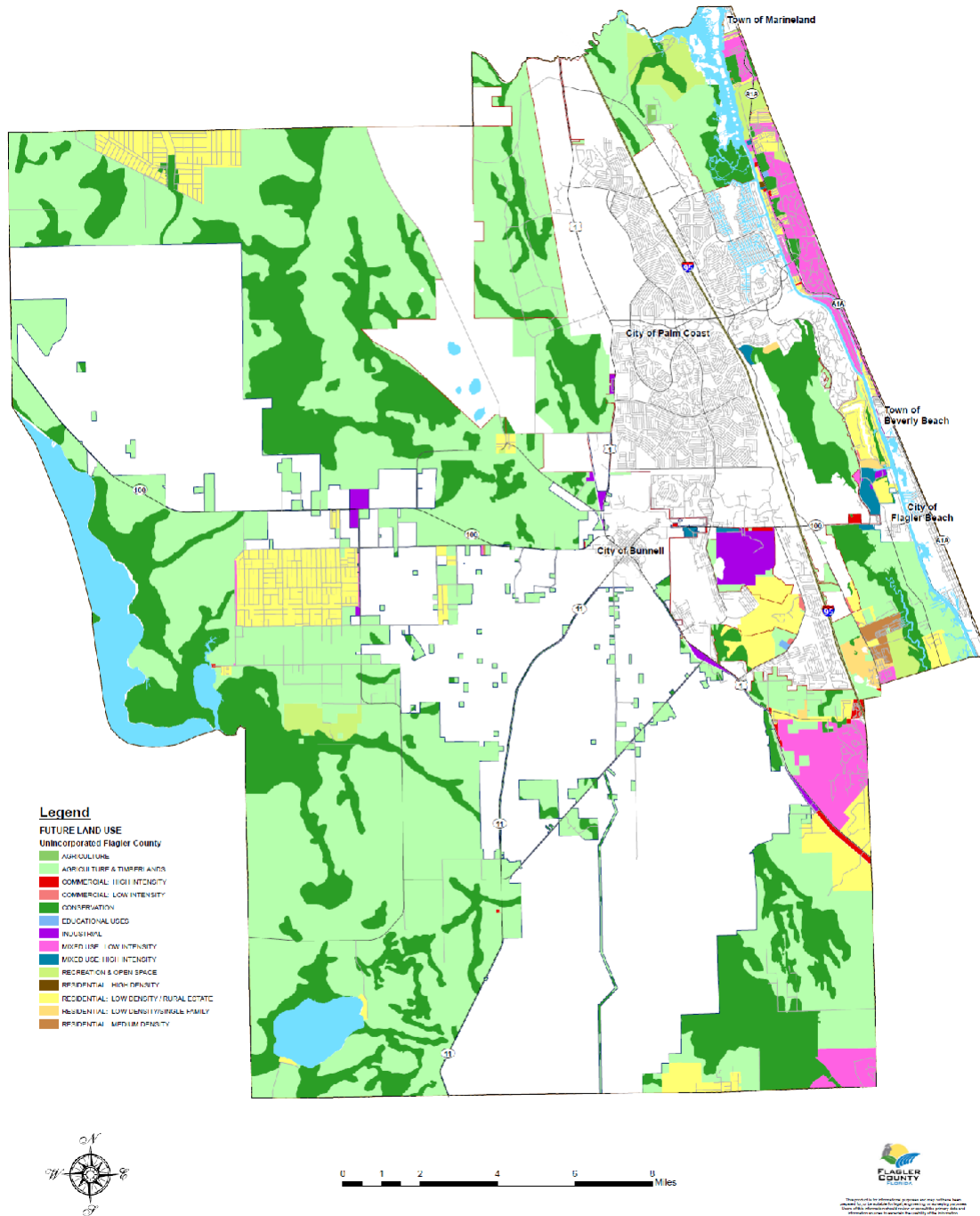
Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board members are staff to these agencies and review the Service Plan 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, 2019			Projections					
110,635			April 1, 2020	April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045
		Low	106,500	113,900	119,900	124,500	127,700	129,600
		Medium	113,400	126,500	138,300	148,400	157,300	165,200
		High	120,000	137,700	155,800	173,600	190,500	207,500

Estimates of Population by County and City April 1, 2019	April 1, 2019	April 1, 2010	Total Change 2010-2019
Flagler County	110,635	95,696	14,939
Beverly Beach	372	338	34
Bunnell	3,271	2,676	595
Flagler Beach	4,779	4,484	295
Marineland	8	16	-8
Palm Coast	86,768	75,180	11,588
Unincorporated	15,437	13,002	2,435

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

Flagler County Veterans - Total Population - Projections

Year	Data
2018	12,245
2020	12,003
2025	11,299
2030	10,890
2035	10,567
2040	9,876
2045	9,417

SOURCE: Veterans Administration Website: https://www.va.gov/vetdata/Veteran_Population.asp

Flagler County Population - 5-year Estimates and Projections

	Census	Estimate	Projections						
Age	2010	2018	2020	2025	2030	2035	2040	2045	
0-4	4,766	5,154	5,242	6,027	6,620	7,056	7,090	7,398	
5-9	5,153	5,889	5,998	6,431	7,282	7,890	8,346	8,311	
10-14	5,571	5,937	6,104	6,586	6,952	7,761	8,343	8,736	
15-19	5,572	5,278	5,316	6,032	6,409	6,677	7,396	7,873	
20-24	3,959	5,149	5,156	5,240	5,857	6,139	6,350	6,966	
25-29	4,300	6,152	6,538	6,471	6,474	7,146	7,433	7,617	
30-34	4,711	5,918	6,104	8,473	8,264	8,163	8,942	9,214	
35-39	5,143	6,191	6,409	7,420	10,176	9,781	9,587	10,397	
40-44	5,620	5,887	6,027	7,129	8,118	10,960	10,458	10,171	
45-49	6,142	5,636	5,678	6,302	7,353	8,247	11,003	10,415	
50-54	6,529	6,131	6,097	6,217	6,805	7,837	8,707	11,490	
55-59	6,864	7,527	7,596	7,267	7,290	7,881	9,006	9,888	
60-64	7,961	8,693	8,935	9,223	8,709	8,627	9,254	10,477	
65-69	7,528	8,843	8,951	10,197	10,411	9,721	9,567	10,179	
70-74	6,065	8,391	8,713	9,139	10,299	10,406	9,658	9,447	
75-79	4,327	6,394	6,721	8,195	8,566	9,622	9,727	9,007	
80-84	3,078	3,996	4,201	5,518	6,722	7,000	7,870	7,943	
85+	2,407	3,469	3,612	4,623	5,976	7,467	8,519	9,650	
Total	95,696	110,635	113,398	126,490	138,283	148,381	157,256	165,179	

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

Statistics Related to County Population Age 60+

2018 Projections



Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

Population by Age Category		
All Ages	108,392	100.0%
Under 18	20,096	18.5%
Under 60	69,846	64.4%
18-59	49,750	45.9%
60+	38,546	35.6%
65+	30,071	27.7%
70+	21,309	19.7%
75+	13,211	12.2%
80+	7,133	6.6%
85+	3,336	3.1%

Source: Office of Economic and Demographic Research (EDR), 2017

Population by Gender		
Male	17,487	45.4%
Female	21,059	54.6%

Source: EDR, 2017

English Proficiency	
With Limited English Proficiency ¹	1,285

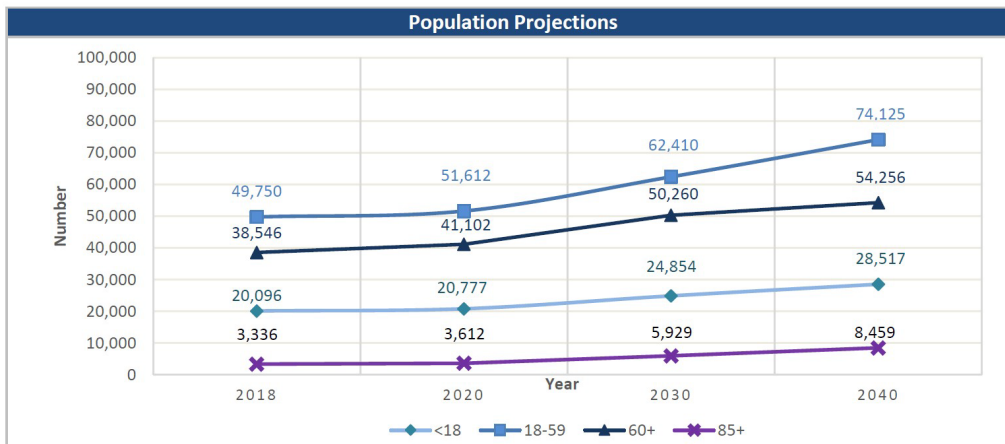
Source: DOE calculations based on EDR and 2011-2015 American Community Survey (ACS) Special Tabulation on Aging tabulated for AoA

Population by Race and Ethnicity		
White	33,744	87.5%
Black	3,974	10.3%
Other Minorities	828	2.1%
Total Hispanic	2,436	6.3%
White	2,190	5.7%
Non-White	246	0.6%
Total Non-Hispanic	36,110	93.7%
Total Racial and Hispanic Minorities ²	6,992	18.1%

Source: EDR, 2017

Financial Status		%
Below Poverty Guideline	3,238	8.4%
Below 125% of Poverty Guideline	4,781	12.4%
Minority Below Poverty Guideline	1,149	3.0%
Minority Below 125% of Poverty Guideline	1,515	3.9%

Source: DOE calculations based on EDR and 2011-15 ACS data



Source: Office of Economic and Demographic Research, 2017

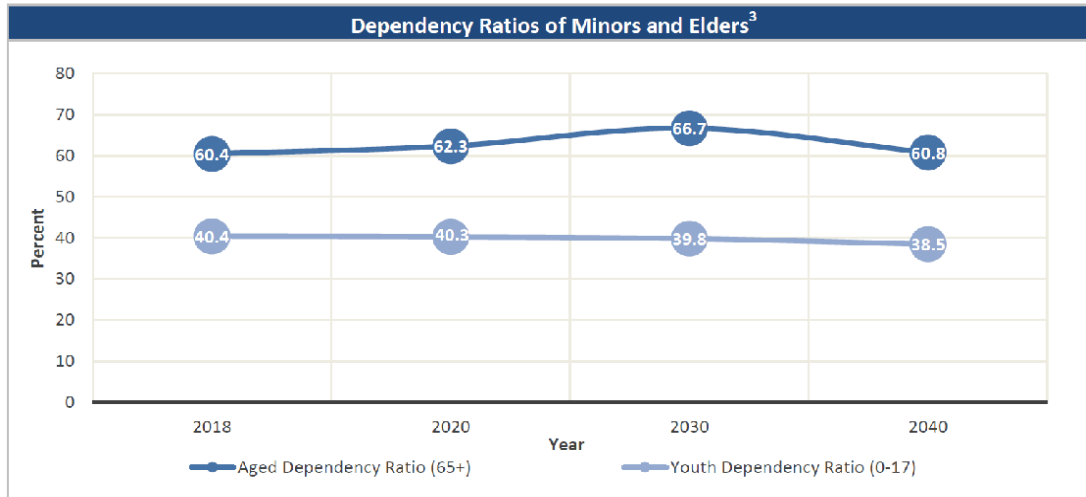
2018 Projections



Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.



Source: Office of Economic and Demographic Research, 2017

Grandparents	
Living With Own Grandchildren*	1,616
Grandparent Responsible for Own Grandchildren*	362
Grandparent Not Responsible for Own Grandchildren*	1,255
Not Living With Own Grandchildren*	36,930

*Grandchildren Under Age 18

Source: DOEA calculations based on EDR and 2011-15 ACS data

SNAP or Food Stamps	
Participants	1,933
Potentially Eligible	4,781
Participation Rate	40.4%

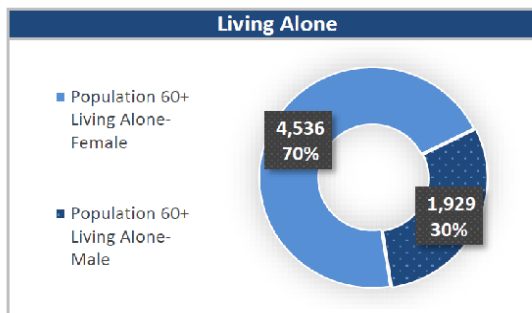
Source: Florida Department of Children and Families, 2017

Rural Designation	
Rural (Yes/No)	YES

Source: Rural Economic Development Initiative

Medically Underserved (65+)	
Total Medically Underserved ⁴	7,946
Living in Areas Defined as Having Medically Underserved Populations	7,946
Living in Medically Underserved Areas	0

Source: DOH and U.S. HHS, Data as of 8/07/2018



Source: DOEA calculations based on EDR and 2011-15 ACS data

2018 Projections



Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

Florida Registered Voters ¹³	
Elder Registered Voters (60+)	39,421
Registered Voters (All Ages)	79,808

Source: FL Department of State, 2017

Florida Driver's License	
Elder Drivers (60+)	43,260
Drivers (All Ages)	101,439

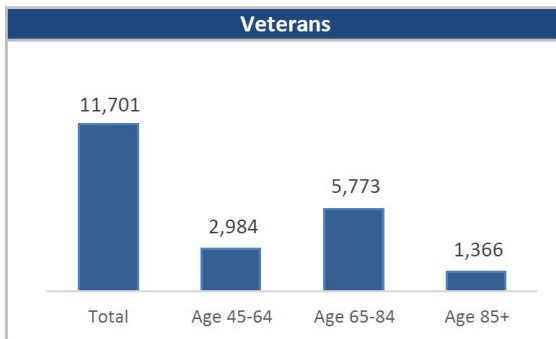
Source: FL Department of Highway Safety & Motor Vehicles as of 07/08/2018

Retirement (65+)	
Disability Insurance (OASDI) Beneficiaries	23,868
Percent OASDI Beneficiaries	79.4%

Source: DOE calculations based on EDR and the U.S. Social Security Administration data, 2017

Median Household Income for All Ages	
2012-2016	\$48,898

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates



Source: U.S. Department of Veterans Affairs, 2016

Households With Cost Burden Above 30% and Income Below 50% Area Median Income (65+) ⁵	
Elder Households	17,215
Percent of All Households	14.5%

Source: The Shimberg Center for Housing Studies, 2017

Cost of Living, Annual Expenses(65+) ⁶	
Single Elders	
Owner without Mortgage	\$18,072
Renter, one bedroom	\$22,656
Owner with Mortgage	\$28,416
Elder Couple	
Owner without Mortgage	\$28,032
Renter, one bedroom	\$32,616
Owner with Mortgage	\$38,376

Source: Wider Opportunities for Women Elder Economic Security Standard™ Index (Elder Index), Data as of 7/28/2018

Disability Status	
With One Type of Disability ⁷	5,634
With Two or More Disabilities	5,092
Total With Any Disability	
Hearing	3,942
Vision	1,916
Cognitive	2,699
Ambulatory	6,433
Self-Care	2,064
Independent Living	3,652
With No Disabilities	27,820
Probable Alzheimer's Cases (65+) ⁸	3,714

Source: DOE calculations based on EDR, 2011-15 ACS data, and Alzheimer's Disease Facts and Figures Report, 2017

Medical Professionals	
Medical Doctors	
Licensed	135
Limited License	0
Critical Need Area License	1
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0
Specialties	
Licensed Podiatric Physicians	4
Licensed Osteopathic Physicians	10
Licensed Chiropractic Physicians	28
Licensed Registered Nurses	1,725

Source: Florida Department of Health, 2017

2018 Projections



Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

Skilled Nursing Facility (SNF) Utilization	
SNF Beds	240
Community Beds	240
Sheltered Beds	-
Veterans' Affairs Administration Beds	120
Other Beds	-
SNFs With Beds	3
Community Beds	2
Sheltered Beds	-
Veterans' Affairs Administration Beds	1
Other Beds	-
SNFs With Community Beds	2
Community Bed Days	87,600
Community Patient Days	80,733
Medicaid Patient Days	35,846
Occupancy Rate	92.2%
Percent Medicaid	44.4%

Home Health Agencies	
Agencies	6
Medicaid Certified Agencies	1
Medicare Certified Agencies	4

Homemaker & Companion Service Companies	
Companies	7

Adult Day Care	
Facilities	1
Capacity	30

Assisted Living Facility	
Total Beds	420
OSS Beds ⁹	0
Non-OSS Beds	420
Total Facilities	18
Facilities with ECC License ¹⁰	2
Facilities with LMH License ¹¹	0
Facilities with LNS License ¹²	2

Adult Family Care Homes	
Homes	15
Beds	66

Ambulatory Surgical Centers	
Facilities	-
Operating Rooms	-
Recovery Beds	-

Hospitals	
Hospitals	1
Hospitals with Skilled Nursing Units	0
Hospital Beds	99
Skilled Nursing Unit Beds	0

Medicaid & Medicare Eligibility	
Medicaid Eligible - All Ages	16,770
60+ Medicaid Eligible	2,221
Dual Eligible - All Ages	2,981
60+ Dual Eligible	1,995

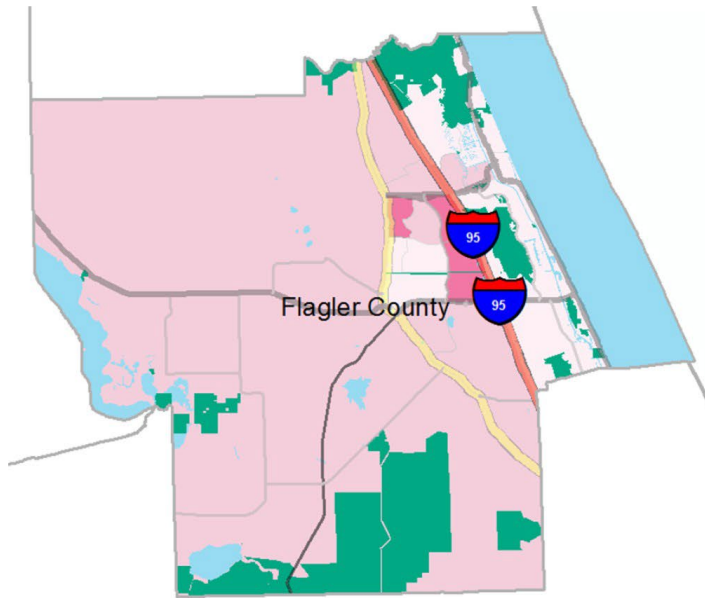
Source for Page: AHCA, 2017

Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

Elder Needs Index



The Elder Needs Index (ENI) is a composite 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 who 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% of the Federal Poverty Level. The Index is an averaged score that indicates senior citizens' overall level of risk for a probable need of social services within a geographic area. It is not a percentage of the area's population. The green areas of the map represent current conservation land such as national parks, state forests, wildlife management areas, local and private preserves. The blue areas of the map represent current water features such as lakes, streams, rivers, and coastlines. Complete maps available at http://elderaffairs.state.fl.us/doea/eni_home.php

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2012-16 ACS data

Useful Websites

[Office of Economic & Demographic Research \(EDR\)](#)
[U.S. Census Bureau, American Community Survey](#)
[U.S. Census Bureau, Quick Facts](#)
[Agency for Health Care Administration \(AHCA\)](#)

[FL Division of Emergency Management \(Shelters\)](#)
[Florida Housing Data Clearinghouse](#)
[County Chronic Disease Profile](#)

Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

¹ Those who report speaking English "Not well" or "Not at all" are defined as having Limited English Proficiency (LEP) in this profile.

² Total Minorities = (60+ Population) - (White Non-Hispanic 60+)

³ A "dependency ratio" is commonly depicted as a ratio of workers to non-workers. Rather than using labor-force participation rates, which fluctuate, a stable dependency ratio can be estimated by using the number of individuals in the population who fall into age groups generally aligned with school-aged kids, working age adults, and retired seniors. For this graphic, working age adults (defined as 18-59) were compared to minors (age 0-17)(youth dependency ratio) and seniors (age 65+)(aged dependency ratio). Some of the potential implications of a higher dependency ratio include labor shortages, lower tax revenues, higher government spending, higher taxes, and pressure to raise retirement age.

⁴ Medically Underserved Areas/Populations are areas or populations designated by Health Resources & Services Administration(HRSA) as having too few primary care providers, high infant mortality, high poverty or a high elderly population.

⁵ Households age 65 and older paying more than 30 percent of income for housing costs (including utilities) and have an income below 50 percent of the area median income.

⁶ Wider Opportunities for Women Elder Economic Security Standard™ Index (Elder Index) measures how much income retired older adults require to meet their basic needs without public or private assistance. The Elder Index measures basic expenses for elders age 65+ living in the community, not in institutions. Annual expenses include: housing, including utilities, taxes, insurance; food; transportation; health care, based on good health; and miscellaneous. Data found at <http://www.basiceconomicsecurity.org/EI/>

⁷ With One Type of Disability: 60+ people who have only one type of disability

⁸ Probable Alzheimer's Cases = (65-74 Population x 0.036596) + (75-84 Population x 0.169158) + (85+ Population x 0.427599)
Alzheimer's by Age in 2017 Alzheimer's Disease Facts and Figures Report used to develop calculation can be found at https://www.alz.org/getmedia/4d0840b6-0baa-4b97-8a0e-1775cfbf44a4/statesheet_florida

⁹ OSS Beds: Optional State Supplementation Beds. Optional State Supplementation (OSS) is a cash assistance program. Its purpose is to supplement a person's income to help pay for costs in an assisted living facility, mental health residential treatment facility, and adult family care home. It is NOT a Medicaid program.

¹⁰ ECC License: Extended Congregate Care License. The ECC license is a specialty license that enables a facility to provide, directly or through contract, services beyond those permissible under the standard license, including acts performed by licensed nurses, and supportive services defined by rule to persons who otherwise would be disqualified from continued residence in a facility licensed under this part.

¹¹ LMH License: Limited Mental Health License. Any facility intending to admit three or more mental health residents must apply for and obtain a limited mental health license from AHCA's Assisted Living Unit before accepting the third mental health resident.

¹² LNS License: Limited Nursing Services License. The LNS license is a specialty license that enables a facility to provide a select number of nursing services.

¹³ Florida Registered Voters: Totals reflect the number of active registered voters in Florida on 03/20/2018

Source: 2018 Flagler County Profile of Older Floridians, State of Florida, Department of Elder Affairs,
http://elderaffairs.state.fl.us/doea/pubs/stats/County_2018_projections/Counties/Flagler.pdf

Number of Homeless Students PK-12 in Flagler County, 2017-2018

Total Homeless Students 2017-18 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
529		21	448	23	37

Source: Florida Department of Education's website:

<http://www.fldoe.org/policy/federal-edu-programs/title-x-homeless-edu-program-hep.stml>

The Percentage of Population Below the Poverty Line by Age in Flagler County, 2018

<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>	17,972	+/-282	3,255	+/-737	18.1%	+/-4.1
<u>Under 5 years</u>	4,274	+/-125	738	+/-243	17.3%	+/-5.7
<u>5 to 17 Years Old</u>	13,698	+/-286	2,517	+/-603	18.4%	+/-4.4
<u>Related Children of Householder Under 18 Years</u>	17,841	+/-290	3,135	+/-728	17.6%	+/-4.1
<u>18 to 64 years Old</u>	56,652	+/-160	7,195	+/-825	12.7%	+/-1.5
<u>18 to 34 years Old</u>	16,158	+/-143	2,329	+/-378	14.4%	+/-2.3
<u>35 to 64 years Old</u>	40,494	+/-181	4,866	+/-624	12%	+/-1.5
<u>60 years and over</u>	40,094	+/-552	2,859	+/-475	7.1%	+/-1.2
<u>65 years and over</u>	31,381	+/-147	2,125	+/-376	6.8%	+/-1.2

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 2018-Five Year Estimates

https://data.census.gov/cedsci/table?q=S1701&q=0500000US12035&tid=ACSST5Y2018.S1701&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	90,732	+/-190	47.5%	+/-1.1	44.8%
AGE					
16 to 19 years	4,812	+/-309	38.7%	+/-5.5	32.8%
20 to 24 years	4,472	+/-261	69%	+/-5.6	65.4%
25 to 29 years	4,528	+/-259	78.4%	+/-5.8	71.3%
30 to 34 years	4,784	+/-143	79.3%	+/-5.9	73.6%
35 to 44 years	10,776	+/-214	77.1%	+/-4.7	75.3%
45 to 54 years	13,127	+/-183	72.3%	+/-3.8	68.8%
55 to 59 years	7,924	+/-542	66.6%	+/-4.2	63.7%
60 to 64 years	8,729	+/-509	44.6%	+/-3.6	42.7%
65 to 74 years	18,506	+/-119	17.2%	+/-2.1	16.1%
75 years and over	13,074	*****	4.8%	+/-1.4	4%
RACE AND HISPANIC OR LATINO ORIGIN					
White alone	76,142	+/-561	46.9%	+/-1.3	44.4%
Black or African American alone	9,481	+/-284	47.5%	+/-3.7	44.6%
American Indian and Alaska Native alone	150	+/-103	78.7%	+/-18.1	54%
Asian alone	2,324	+/-89	51.1%	+/-9.1	47.4%
Native Hawaiian and Other Pacific Islander alone	14	+/-23	0%	+/-87.9	0.0%
Some other race alone	1,764	+/-486	64.7%	+/-12.4	62.4%
Two or more races	857	+/-246	50.4%	+/-12.9	42.4%
Hispanic or Latino origin (of any race)	8,265	+/-71	53.8%	+/-3.9	51.5%
White alone, not Hispanic or Latino	69,757	+/-236	46.3%	+/-1.2	43.8%
Population 20 to 64 years	54,340	+/-269	68.8%	+/-1.7	65.5%
SEX					
Male	25,637	+/-206	74.4%	+/-2.2	70.4%
Female	28,703	+/-246	63.9%	+/-2.2	61.1%
With own children under 18 years	7,660	+/-537	75%	+/-5.2	72.5%
With own children under 6 years only	1,345	+/-261	69.7%	+/-8	65.2%
With own children under 6 years and 6 to 17 years old	1,323	+/-238	70.4%	+/-10.3	69.8%
With own children to 6 to 17 years	4,992	+/-459	77.7%	+/-6.4	75.1%
POVERTY STATUS IN THE PAST 12 MONTHS					
Below poverty level	6,728	+/-744	40.4%	+/-6.7	31.2%
At or above the poverty level	47,458	+/-773	73.1%	+/-1.8	70.6%
DISABILITY STATUS					
With any disability	6,872	+/-636	32.4%	+/-4.1	25.4%
EDUCATIONAL ATTAINMENT					
Population 25 to 64 years	49,868	+/-282	68.8%	+/-2	65.5%
Less than high school graduate	3,023	+/-396	55.5%	+/-7.4	49.9%
High school graduate (includes equivalency)	17,963	+/-1,048	62.5%	+/-3.3	58.9%
Some college or associate degree	18,136	+/-916	72.8%	+/-3	69.8%
Bachelor's degree or higher	10,746	+/-748	76.3%	+/-2.9	73.8%

Subject	Flagler County, Florida		
	Employment/Population Ratio	Unemployment rate	
	Margin of Error	Estimate	Margin of Error
Population 16 years and over	+/-1.1	5.5%	+/-0.9
AGE			
16 to 19 years	+/-5.4	15.3%	+/-5.8
20 to 24 years	+/-5.7	5.2%	+/-3.2
25 to 29 years	+/-6	9%	+/-3.7
30 to 34 years	+/-6.4	6.8%	+/-3.3
35 to 44 years	+/-4.9	2.3%	+/-1.2
45 to 54 years	+/-3.8	4.8%	+/-1.5
55 to 59 years	+/-4.3	4.3%	+/-2.1
60 to 64 years	+/-3.4	4.3%	+/-2.1
65 to 74 years	+/-1.9	6.4%	+/-2.9
75 years and over	+/-1.3	17.3%	+/-10.7
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	+/-1.3	5.3%	+/-1
Black or African American alone	+/-3.5	6%	+/-3
American Indian and Alaska Native alone	+/-29	31.4%	+/-39.2
Asian alone	+/-9.7	7.2%	+/-6.2
Native Hawaiian and Other Pacific Islander alone	+/-87.9	-	**
Some other race alone	+/-12.2	3.5%	+/-4.8
Two or more races	+/-12.9	16%	+/-12.2
Hispanic or Latino origin (of any race)	+/-3.7	4.2%	+/-2.2
White alone, not Hispanic or Latino	+/-1.3	5.3%	+/-1
Population 20 to 64 years	+/-1.7	4.8%	+/-0.9
SEX			
Male	+/-2.1	5.1%	+/-1.2
Female	+/-2.2	4.4%	+/-1.2
With own children under 18 years	+/-5.2	3.4%	+/-1.5
With own children under 6 years only	+/-8.6	6.4%	+/-6
With own children under 6 years and 6 to 17 years	+/-10.2	1%	+/-1.8
With own children under 6 to 17 years only	+/-6.5	3.3%	+/-1.8
POVERTY STATUS IN THE PAST 12 MONTHS			
Below poverty level	+/-6.1	22.9%	+/-6.4
At or above the poverty level	+/-1.8	3.3%	+/-0.8
DISABILITY STATUS			
With any disability	+/-4.1	21.5%	+/-5.9
EDUCATIONAL ATTAINMENT			
Population 25 to 64 years	+/-2	4.7%	+/-0.9
Less than high school graduate	+/-7.4	10.1%	+/-5.5
High school graduate (includes equivalency)	+/-3.3	5.8%	+/-1.8
Some college or associate degree	+/-3	4%	+/-1.3
Bachelor's degree or higher	+/-3.2	3.3%	+/-1.5

Source: The American Community Survey 2018-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 6.¹

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.

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

5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results				
Fiscal Year	Section 5310	Section 5311	Section 5339	Funded (updated the next year)
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, 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. 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 effects 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: SEPTEMBER 2024

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT #
AMBULATORY	PASSENGER TRIP	\$3.17
WHEELCHAIR	PASSENGER TRIP	\$5.44
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.

NORTHEAST FLORIDA
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS
2025/2026 SCHEDULE

Baker County <i>3rd Thursday</i>	Clay County <i>3rd Monday, 2nd Monday in February</i>	Duval County <i>1st Thursday, 4th Thursday in February</i>	Flagler County <i>2nd Wednesday</i>	Nassau County <i>3rd Thursday</i>	Putnam County <i>3rd Monday, 2nd Monday in February</i>	St. Johns County <i>2nd Tuesday</i>
9/18/25 Board Mtg. 10:00 a.m.	9/15/25 Board Mtg. 2:00 p.m.	9/04/25 Board Mtg. 2:00 p.m.	9/10/25 Board Mtg. 10:00 a.m.	9/18/25 Board Mtg. 1:00 p.m.	9/15/25 Board Mtg. 10:30 a.m.	9/09/25 Board Mtg. 1:30 p.m.
11/20/25 Board Mtg. 10:00 a.m.	11/17/25 Board Mtg. 2:00 p.m.	11/06/25 Board Mtg. 2:00 p.m.	11/12/25 Board Mtg. 10:00 a.m.	11/20/25 Board Mtg. 1:00 p.m.	11/17/25 Board Mtg. 10:30 a.m.	11/11/25 Board Mtg. 1:30 p.m.
2/19/26 Board Mtg. 10:00 a.m. (Annual PH)	2/09/26 Board Mtg. 2:00 p.m. (Annual PH)	2/26/26 Board Mtg. 2:00 p.m. (Annual PH)	2/11/26 Board Mtg. 10:00 a.m. (Annual PH)	2/19/26 Board Mtg. 1:00 p.m. (Annual PH)	2/09/26 Board Mtg. 10:30 a.m. (Annual PH)	2/10/26 Board Mtg. 1:30 p.m. (Annual PH)
5/21/26 Board Mtg. 10:00 a.m.	5/18/26 Board Mtg. 2:00 p.m.	5/07/26 Board Mtg. 2:00 p.m.	5/13/26 Board Mtg. 10:00 a.m.	5/21/26 Board Mtg. 1:00 p.m.	5/18/26 Board Mtg. 10:30 a.m.	5/12/26 Board Mtg. 1:30 p.m.
9/17/26 Board Mtg. 10:00 a.m.	9/21/26 Board Mtg. 2:00 p.m.	9/03/26 Board Mtg. 2:00 p.m.	9/09/26 Board Mtg. 10:00 a.m.	9/17/26 Board Mtg. 1:00 p.m.	9/21/26 Board Mtg. 10:30 a.m.	9/08/26 Board Mtg. 1:30 p.m.

Please note that this is a **tentative** meeting schedule and all dates and times are subject to change.

PH = Public Hearing

Baker County Council on Aging Transit Building, 9264 Buck Starling Road, Macclenny, FL

Clay County BCC Mtg Rm, 4th Floor, Clay County Administration Bldg, 477 Houston St., Green Cove Springs, FL

Duval County Jessie Ball duPont Center, 40 E Adams Street, Jacksonville, FL (201 / Rich Magill Seminar Room)

Flagler County Gov. Service Building Budget & Finance Mtg. Rm, 3rd floor, 1769 East Moody Blvd, Building 2, Bunnell, FL

Nassau County Nassau County Commission Chambers, 96135 Nassau Place, Yulee, FL

Putnam County Planning & Development Training Room, 2509 Crill Avenue, Suite 300, Palatka, FL

St. Johns County Council on Aging Senior Center Board Room, 179 Marine Street, St. Augustine, FL



Serving the communities of Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns Counties

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Jacksonville, FL 32202
(904) 279-0880
(904) 279-0881
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info@nefrc.org

Bringing Communities Together

DATE: May 14, 2025

TO: **FLAGLER COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB)**

FROM: SUMMER JONES, TRANSPORTATION DISADVANTAGED COORDINATOR

RE: **FLAGLER COUNTY PUBLIC TRANSPORTATION (FCPT) COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION**

On April 29, 2025, Flagler County Public Transportation (FCPT) was evaluated by the Northeast Florida Regional Council (NEFRC) and Flagler County Local Coordinating Board Evaluation Subcommittee Members Carlos Colon. After an on-site observation of the coordinated system, inspection of service vehicles, and review of documents based on the Commission for the Transportation Disadvantaged approved evaluation criteria, FCPT has been reviewed as compliant with Florida Statutes 427 and Florida Administrative Code 41-2.

At this time, the Northeast Florida Regional Council and Evaluation Subcommittee have no findings to present.

Action Recommendation

The Northeast Florida Regional Council and Evaluation Subcommittee recommends the Flagler Local Coordinating Board approve FCPT's Annual CTC Evaluation.

Follow Us.



CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
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AMERICANS WITH DISABILITIES ACT _____	36
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STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☐ Monitoring of contractors.
- ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

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

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

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☐ Yes ☐ No

**Review completed complaint forms to ensure the resolution section is
being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☐ Yes ☐ No If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☐ Yes ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☐ Yes ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			Application on File?
Name of Client	Address of client	Date of Ride	

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

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

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report ☐ Yes ☐ No
Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement ☐ Yes ☐ No
c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No
d. Grant Applications to TD Trust Fund ☐ Yes ☐ No
e. All other grant application (____%) ☐ Yes ☐ No

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

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

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

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

Is a written report issued? ☐ Yes ☐ No

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

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

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

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

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

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

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

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:
2. Hours of Intake:
3. Provisions for After Hours Reservations/Cancellations?
4. What is the minimum required notice for reservations?
5. How far in advance can reservations be place (number of days)?

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

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

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

☐ Yes ☐ No

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

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

Comments:

COMPLIANCE WITH 41-2, F.A.C.

“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

[illegible]

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COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

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

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

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

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider: Flagler County Public Transportation

Vehicle Number (either VIN or provider fleet number): 139

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
☒ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review: Summer Jones, Carlos Colon

Date: 4/29/25

Review the owner's manual, check the stickers, or ask the driver the following:

- ☒ The lift must have a weight limit of at least 600 pounds.
- ☒ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☒ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☒ Controls to operate the lift must require constant pressure.
- ☒ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☒ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☒ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☒ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☒ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☒ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☒ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☒ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☒ The securement system must accommodate all common wheelchairs and mobility aids.
- ☒ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☒ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☒ One securement system that can be either forward or rear-facing.
- ☒ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 4/29/2025

Please list any special guests that were present: Carlos Colon FOOT

Location: Flagler Co.

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? ☐ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☐ Name Tag
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?
☐ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

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

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

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

Does the vehicle have working heat and air conditioning? ☒ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☒ Yes ☐ No

If used, was the lift in good working order? Not used, inspected ☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☐ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☐ No

If No, please explain:

N/A

CTC: _____ County: _____

Date of Ride: 4/29/2025

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

4/29/25

Please list any special guests that were present:

Location:

1769 E Moody Blvd

Number of Passengers picked up/dropped off:

2

Ambulatory

2

Non-Ambulatory

0

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☐ Name Tag
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

The lift was not used, but it was inspected.

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: Flagler County Public Transportation County: Flagler

Date of Ride: 4/29/25

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest



Driver Manifest - FL_Flagler

For Time Period: 4/29/2025

Printed: 4/25/2025 11:27:32

Vehicle: 139

Driver Name: ARLENE JOHNSON

Run: Unassigned [09:30 - 12:30]

Driver Signature: _____

Date: 4/29/2025

	Run Start	First Pickup	Last Dropoff	Run End	Break1 Start	Break1 End	Break2 Start	Break2 End
Time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Odometer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
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09:30	Earliest Pullout	FLAGLER COUNTY GARAGE			Stop Time <input type="text"/>
09:30	Scheduled Pullout	1769 E Moody Blvd Bunnell, FL 32110			Odometer <input type="text"/>

10:30	HAREWOOD, OLIVE ✓	4 SENECA PATH Palm Coast, FL 32164	226560	10:30 P	Stop Time <input type="text"/>	Cancellation <input type="checkbox"/>
Pick Up	(386) 276-0786				Odometer <input type="text"/>	No Show <input type="checkbox"/>
Customer Pay:						Complete <input type="checkbox"/>
\$2.00						

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: _____ Funding Source: TD

Fare Type : Assorted **Cash** Free Med Waiver No Charge Out of County 1 Out of County 2 Token

10:50	HAREWOOD, OLIVE ✓	WALGREENS - CORNER OF BELLE TERRE & 100 5000 E HWY 100 Bunnell, FL 32110	226560	10:30 P	Stop Time <input type="text"/>
Drop Off	(386) 276-0786				Odometer <input type="text"/>

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: _____ Funding Source: TD

Vehicle: 139	Run: 16 ARLENE [09:30 - 12:30]	Driver Name: [-]	For: 4/29/2025
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Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
11:00	CARLIN, CHRISTOPHER ✓	PUBLIX (TOWN CENTER) 800 Belle Terre Pkwy Palm Coast, FL 32164	228971	11:00 P	Stop Time <input type="text"/> Cancellation <input type="checkbox"/>
Pick Up	(352) 516-0332			10:	Odometer <input type="text"/> No Show <input type="checkbox"/>
Customer Pay: \$2.00					Complete <input type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: TD

Fare Type : Assorted **Cash** Free Med Waiver No Charge Out of County 1 Out of County 2 Token

11:15	CARLIN, CHRISTOPHER ✓	6000 Sunset Blvd. (6104) Palm Coast, FL 32164	228971	11:00 P	Stop Time <input type="text"/>
Drop Off	(352) 516-0332				Odometer <input type="text"/>

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: TD

12:31	Scheduled Pullin	FLAGLER COUNTY GARAGE			Stop Time <input type="text"/>
12:31	Latest Pullin	1769 E Moody Blvd Bunnell, FL 32110			Odometer <input type="text"/>

Total Customer Pay: \$4.00

RIDER/BENEFICIARY SURVEY

Staff making call: Summer Jones

County: F l a g e r

Date of Call: 5 / 2 / 2025

Funding Source: _____

1) Did you receive transportation service on 4-29-25? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☒ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☒ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

8) What does transportation mean to you? (Permission granted by _____ for
use in publications.)

Additional Comments:

Contractor Survey

_____ County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? _____



CTC Expense Sources

County: Flagler

CTC Status: Complete

CTC Organization: Flagler County Public Transportation

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,182,489	\$ 0	\$ 1,182,489	\$ 875,683	\$ 0	\$ 875,683
Fringe Benefits	\$ 576,877	\$ 0	\$ 576,877	\$ 423,726	\$ 0	\$ 423,726
Services	\$ 39,584	\$ 0	\$ 39,584	\$ 89,148	\$ 0	\$ 89,148
Materials & Supplies Consumed	\$ 151,369	\$ 0	\$ 151,369	\$ 208,584	\$ 0	\$ 208,584
Utilities	\$ 19,324	\$ 0	\$ 19,324	\$ 26,820	\$ 0	\$ 26,820
Casualty & Liability	\$ 23,950	\$ 0	\$ 23,950	\$ 22,754	\$ 0	\$ 22,754
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 10,867	\$ 0	\$ 10,867	\$ 19,275	\$ 0	\$ 19,275
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 2,004,460	\$ 0	\$ 2,004,460	\$ 1,665,990	\$ 0	\$ 1,665,990

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

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

5. Does the CTC have a competitive procurement process? _____
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)

Worksheet 3

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

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

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

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

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

--

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

--