



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
Teams Meeting ID: 292 226 006 668 4
Password #: p4Y3Hp9i

Wednesday, February 11, 2026, 10:00 a.m.
*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Richardson
2. Additions, Deletions, Changes to the Agenda – Chair Richardson
3. Approval of November 12, 2025, Public Hearing and Meeting Minutes – Chair Richardson *
4. Flagler County Transit Development Plan Presentation – Jonathan Roberson (CUTR)
5. Northeast Florida Regional Council Update – Ms. Jones
 - Election of LCB Vice-Chair*
 - Annual CTC Evaluation – Discussion of date/time for ride-along
 - LCB Membership – Review/Approval*
 - Annual Review of Bylaws*
 - TDSP Annual Review (Roll Call Vote)*
6. Community Transportation Coordinator (CTC) System Update – Mr. Martin
 - a. CTC Quarterly Update (2nd & 3rd quarter updates)
 - b. Grants Update* (Approval if required)
7. Old Business
8. New Business
9. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
10. Member and Department Reports
11. Adjournment – Chair Richardson

Next LCB Meeting: May 13, 2026, 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, November 12, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Flagler County Commission
Hon. Pam Richardson, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

M I N U T E S

*Denotes Required Action Item

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

An Annual Public Hearing of the Flagler County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Wednesday, November 12, 2025, and via Microsoft Teams virtual meeting. LCB Chair Richardson called the meeting to order at 10:17 a.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Pam Richardson (In-person)
FDOT	Carlos Colon (In-person)
Dept. of Education (Voc. Rehab.)	Daren Carstens (In-person)
Citizen Advocate/Non-User	David Sullivan (Virtual)
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)
Medical Community	Stephen Civitelli (Virtual)

Members Not Present

Dept. of Children and Families	Christina Gillis
Public Education	Rashawnda Lloyd-Miller
Citizen Advocate/User	Jill Dempsey

Community Transportation Coordinator Staff Present

Trevor Martin (In-Person)

Planning Agency Staff Present

Summer Jones, Robert Jordan (In-Person)

Guests

Jonathan Roberson (In-person)
Stephan Harris, Tia Boyd (Virtual)

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

Chair Richardson adjourned the hearing at 10:17 am.



Flagler County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Wednesday, November 12, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Flagler County Commission
Hon. Pam Richardson, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

M I N U T E S

*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, November 12, 2025, and via Microsoft Teams virtual meeting. LCB Chair Richardson called the meeting to order at 10:18 a.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Pam Richardson (In-person)
FDOT	Carlos Colon (In-person)
Dept. of Education (Voc. Rehab.)	Daren Carstens (In-person)
Citizen Advocate/Non-User	David Sullivan (Virtual)
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)
Medical Community	Stephen Civitelli (Virtual)

Members Not Present

Dept. of Children and Families	Christina Gillis
Public Education	Rashawnda Lloyd-Miller
Citizen Advocate/User	Jill Dempsey

Community Transportation Coordinator Staff Present

Trevor Martin (In-Person)

Planning Agency Staff Present

Summer Jones, Robert Jordan (In-Person)

Guests

Jonathan Roberson (In-person)
Stephan Harris, Tia Boyd (Virtual)

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 September 10, 2025, Meeting Minutes*

Carlos Colon motioned for the approval of the September 10, 2025, meeting minutes. David Sullivan seconded the motion. The September 10, 2025, meeting minutes were approved unanimously.

4. Flagler County Transit Development Plan Presentation

Jonathan Roberson gave a presentation on the Flagler County Transit Development Plan (TDP). The 2026-35 TDP will serve as the strategic guide for public transportation in Flagler County over the next 10 years. Development of this TDP will include several activities.

5. LCB Membership

Ms. Jones went over membership. She stated the vacancies included: Veterans, Community Action, Elderly, Disabled, Private for-Profit Transportation, and Workforce Development.

6. Election of Vice-Chair*

Ms. Jones stated it is time to elect a Vice-Chair and that Janet Dickinson is currently the Vice-Chair. Ms. Dickinson stated she is no longer able to serve in the position, as her organization will be assigning someone else to attend the LCB meetings. Election of a Vice-Chair was tabled until the next LCB meeting.

7. Annual Grievance Procedure Review*

Ms. Jones reviewed the Grievance Procedure. There was a suggested change to have contact information in the Grievance Procedure added. They would like to use the email: fpct@flaglercounty.gov and phone number 386-313-4100.

There was a motion to approve the Annual Grievance Procedure with the suggested changes by Mr. Colon and was seconded by Mr. Carstens. The motion passed unanimously.

8. Election of Grievance Committee*

Ms. Jones discussed the need for the Grievance Committee. There was a motion to re-appoint Mr. Colon and Mr. Dance on the Grievance Committee by Ms. Hagley and seconded by Mr. Carstens. The motion passed unanimously.

9. Election of CTC Evaluation Committee*

Ms. Jones discussed the need for the CTC Evaluation Committee. Chair Richardson and Mr. Colon volunteered for the Evaluation Committee. Mr. Harris stated he would like to participate in ride-along when the evaluation occurs.

There was a motion by Ms. Hagley and a second by Mr. Carstens to appoint Chair Richardson and Mr. Colon to the Evaluation Committee. The motion was approved unanimously.

10. Northeast Florida Regional Council Update

Ms. Jones gave an update for the Northeast Florida Regional Council.

a) TD 101

Summer Jones provided an overview of the Transportation Disadvantaged program, highlighting the responsibilities of the Designated Official Planning Agency and the Local Coordinating Board.

11. Community Transportation Coordinator (CTC) Update

a.) Annual Operation Report*

The Annual Operation Report was reviewed by Mr. Trevor Martin. There was a motion to approve the Annual Operation Report by Mr. Colon with a second by Mr. Carstens. The motion was approved unanimously.

b.) Quarterly Update:

The quarterly update will be brought back during the February LCB meeting. The software that collects the data for the quarterly report is undergoing system changes and is currently unavailable.

c.) Grants update – There are no grant updates currently.

12. Old Business

No old business at this time.

13. New Business

No new business at this time.

14. Public Comment

No public comment at this time.

15. Member and Department Reports

There were no member and department reports.

16. Adjournment

Chair Richardson adjourned the meeting at 11:24 am. The next LCB meeting will be on Wednesday, February 11, 2026, at 10:00am.

ATTENDANCE RECORD
FLAGLER COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/12/25	9/10/25	5/14/25	2/12/25
1. Chairperson	Pam Richardson/Andy Dance	P	P	P	a
2. Dept. of Transportation	Carlos Colon / Jamie Ledgerwood	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis / John Wisker	a	P	P	P
4. Public Education	Rashawnda Lloyd-Miller/ Thomas "Tom" Wooleyhan	a	a	P	P
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price/Daren Carstens	P	a	P	a
6. Veteran Services	Vacant	-	-	-	-
7. Community Action (Econ. Disadv.)	Vacant	-	-	-	-
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Jill Dempsey	a	P	a	P
11. Citizen Advocate/Non-User	Mike Norris/David Sullivan	P	P	P	a
12. Children at Risk	Phyllis Pearson	P	P	P	P
13. Dept. Of Elder Affairs	Janet Dickinson	P	P	P	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	P	P	P
17. Regional Workforce Dev. Brd.	Vacant	-	-	-	-
18. Local Medical Community	Stephen Civitelli	P	P	P	a

VACANCIES

Veterans

Community Action (Econ. Disadv.)

Elderly

Disabled

Private for Profit Transportation

Regional Workforce Development Board

PLEASE SIGN IN!



Florida Commission for the
Transportation Disadvantaged

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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

Name	Address	Phone	E-Mail
Summer Jones	NEFRC		
Robert Jordan	NEFRC		
John Richardson	FC - 1769 Messy Bells	386-276-0502	JRichardson@foreseconet.com
Daren Carstens	210 N Palmetto Daytona Beach	386-281-6767	daren. carstens@voc. f1doe. ed
Carlos M. O. Lin	FDOT		
Jonathan Roberson	Center for Urban Transportation Research (CUTR)		jkroberson@usc. ed
Trevor Martin	FCPT	(386) 813-4133	trevin@foreseconet. gov

Salutation	First Name	Last Name	Organization	Representing	Voting/Non-Voting	Grievance Committee	Evaluation Committee	Comments
FLAGLER COUNTY								
Hon.	Pam	Richardson	Flagler County Commission	Elected Official	Voting		Nov-26	Chair
Hon.	Andy	Dance	Flagler County Commission	Elected Official	Alternate	Nov-26		
Mr.	Carlos	Colon	FDOT, District V	FDOT	Voting	Nov-26	Nov-26	
Ms.	Jamie	Ledgerwood	FDOT, District V	FDOT	Alternate			
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting			
Mr.	John	Wisker	Department of Children and Families	DCF	Alternate			
Ms.	Rashawnda	Lloyd-Miller	Flagler County School Board	Public Education	Voting			
Mr.	Thomas "Tom"	Wooleyhan	Flagler County School Board	Public Education	Alternate			
Mr.	Daren	Carstens	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.	David	Sullivan	Palm Coast City Council	Citizen Advocate/Non-User	Voting			
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			
Ms.	Reeda	Harris	Agency for Health Care Administration	AHCA / Medicaid	Alternate			
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting			
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Alternate			
VACANT				Workforce Development	VACANT			
Mr.	Stephen	Civitelli	Florida Department of Health	Medical Community	Voting			
Mr.	Trevor	Martin	Flagler County Transportation	CTC	Non-Voting			
Mr.	Stephan	Harris	Volusia-Flagler Transportation Planning Organization		Non-Voting			will be participating
Mr.	Martin	Catala	Center for Urban Transportation Research	Transit Development Plan	Interested Party			
Ms.	Tia	Boyd	Center for Urban Transportation Research	Transit Development Plan				
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	Chair's Contact (alternate)				
		Meetings at:						
		Flagler County Government Services Building						
		1769 East Moody Blvd., Bldg. 2						
		Bunnell, Florida 32110						
		F.C. General Services Director: Heidi Petito						
		Email Rose Keirnan to reserve meeting room						

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 member 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 at 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 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 then be 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 multicity 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 11th day of February, 2026.

Hon. Pam Richardson, Chair

2025-2030
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

Hon. Pam Richardson, Chair

With Assistance From



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

February 2026

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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

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

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

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

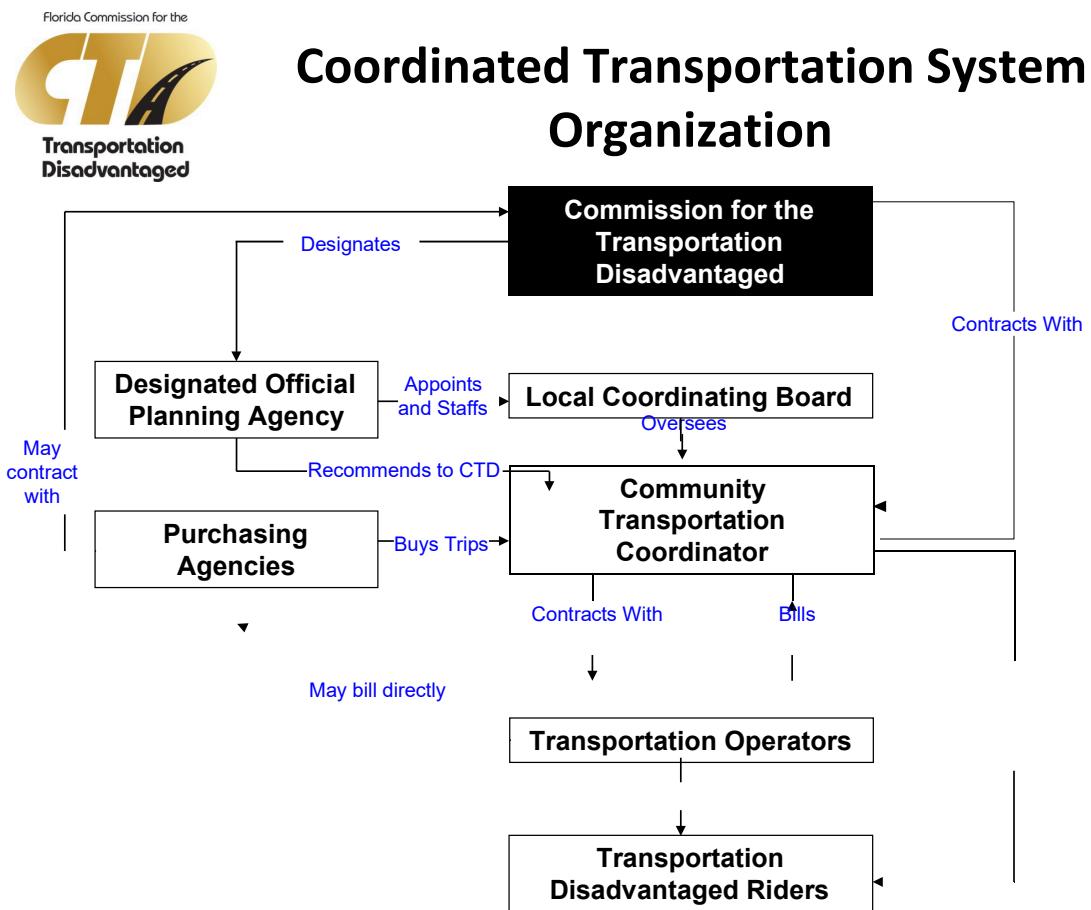
Community Transportation Coordinator Designation Date and History

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

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

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

Organizational Chart



Consistency Review of Other Plans

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

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

- **Local Government Comprehensive Plan**

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

- **Strategic Regional Policy Plan**

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

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

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

Public Participation

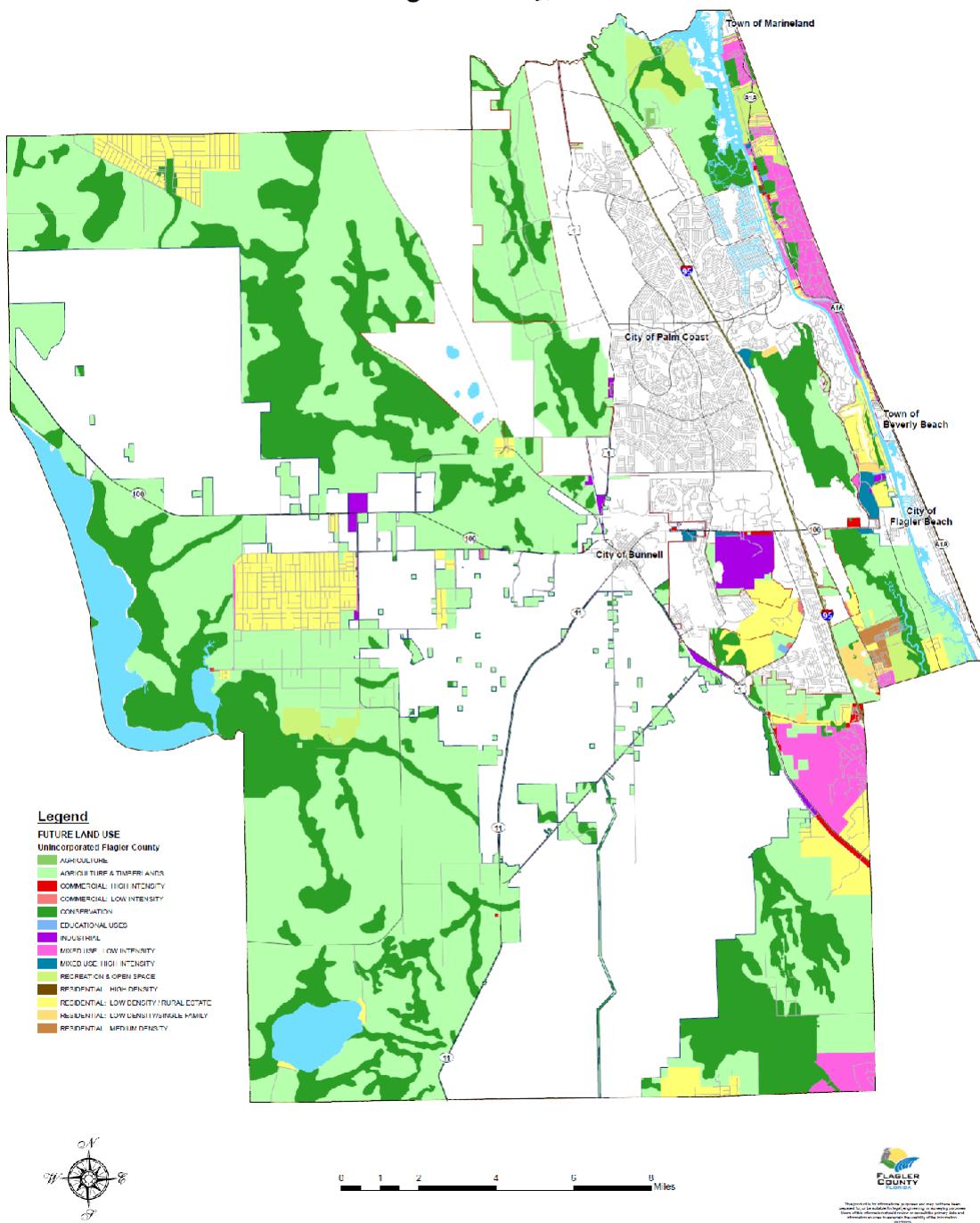
Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board members are staff to these agencies and review the Service Plan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

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

SERVICE AREA PROFILE/DEMOGRAPHICS

Land Use

Future Land Use
Flagler County, Florida



Source: Flagler County 2020

Population/Composition

Flagler County BEBR Population Estimates and Projections

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

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

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

Flagler County Veterans - Total Population - Projections

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

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

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

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

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

Statistics Related to County Population Age 60+

2024 Profile of Older Floridians

Flagler County Demographic Profile

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

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

Source: BEBR, 2023

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

Source: BEBR, 2023

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

Source: AGID 2017-21 ACS

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

Source: AGID 2017-21 ACS

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

Source: AGID 2017-21 ACS

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

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

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

Source: BEBR, 2023

Driver License Holders	Value	Percent
Drivers	53,331	45%

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

Registered Voters	Value	Percent
Registered Voters	53,789	50%

Source: Florida Department of State, 2023

Percentage calculation is based on total registered voters.

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

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

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

Source: AGID 2017-21 ACS

Grandchildren are defined as being under the age of 18.

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

Source: AGID 2017-21 ACS

2024 Profile of Older Floridians

Flagler County Financial Profile

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

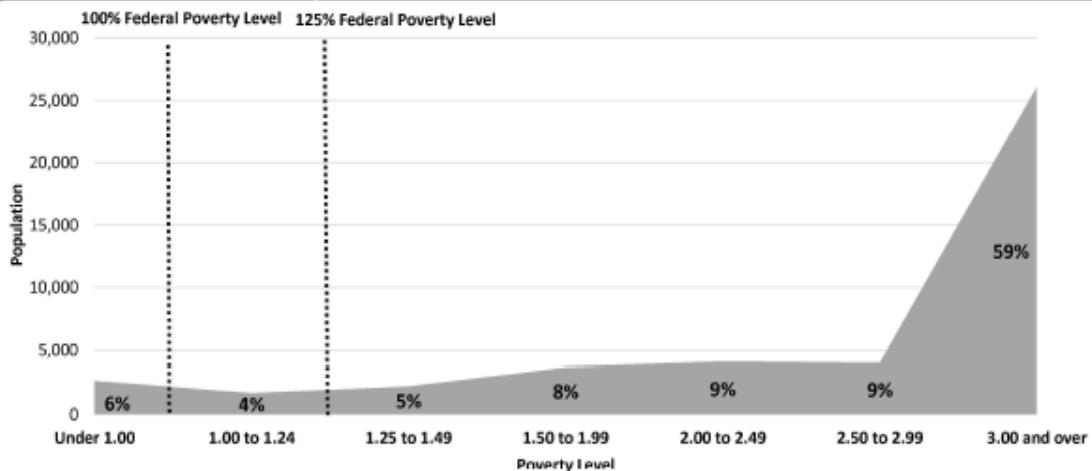
Federal Poverty Level	Value
Single-Person Household	\$15,060
Two-Person Household	\$20,440
125% Single-Person Household	\$18,825
125% Two-Person Household	\$25,550

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

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

Source: AGID 2017-21 ACS

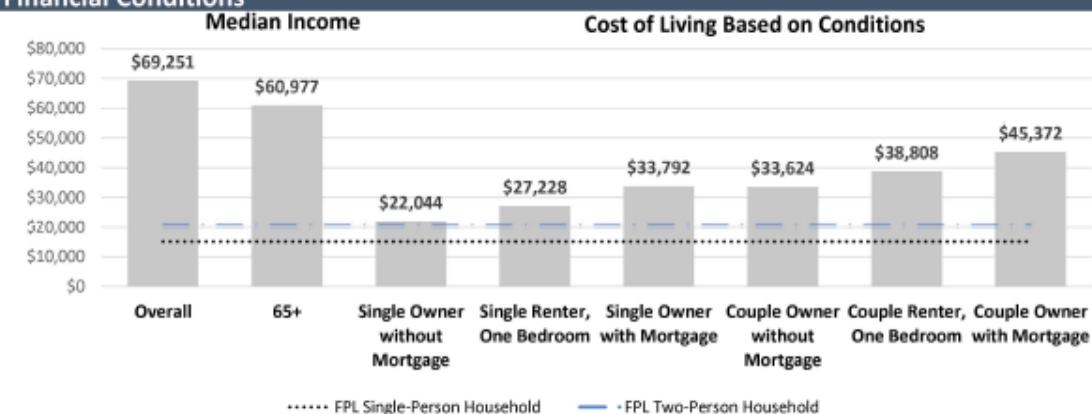
Ratio of Income to Poverty Level



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

Source: AGID 2017-21 ACS

Financial Conditions



..... FPL Single-Person Household — FPL Two-Person Household

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

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

2024 Profile of Older Floridians

Flagler County Livability Profile

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

Pedestrian Safety	Percent
Sidewalks with Barriers	20%
Physical barriers are those that separate motorized vehicle lanes from sidewalks or shared path (e.g. areas for parking lots, guardrail, trees, etc.).	
Source: Florida Department of Transportation, 2023	

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	7
This figure includes occupants and non-occupants involved in a crash.	
Source: Florida Department of Highway Safety and Motor Vehicles, 2024	

Internet Access (65+)	Percent
Have Internet Access	94%

Food Resource Centers	Value
SNAP Access Sites	2
Fresh Access Bucks Outlet	0
Farmer's Market	1
Food Distribution (No Cost)	5
SNAP Retailers	66
Congregate Meal Sites	1
Food Distribution (No Cost) is the number of food pantries, soup kitchens, and food banks in the area.	
Source: Feeding Florida.org, USDA, 2023, FDACS, 2023, and Florida DOEA, 2022	

Public Transportation Options	Value
Bus Operations at least at the County	0
Rail Operations at least at the County	0
Public Transit Service Area (sq. mi.)	0
Public Transit Service Area Population	0
Annual Unlinked Trips	0
Vehicles Operated in Maximum Service (VOMS)	0

Total Miles of Bike Lanes	72
Information on service area is not reported by rural and intercity public transit.	
VOMS are the number of vehicles operated to meet the annual max service, and unlinked trips are the number of passengers boarding public transit.	
Source: Federal Transit Administration, 2022, and FDOT, 2022-2023	

Green Space	Value
Number of Nearby State Parks	5
Nearby refers to the park that has the shortest distance from the center of the county.	
Source: Florida Department of Environmental Protection, 2023	

Rural-Urban Designation	Value
Census Tracts Rural	0%
Census Tracts Urban	100%
Number of Census Tracts	20
Source: U.S. Department of Agriculture, 2019	

Households With High Cost Burden (65+)	Value
Owner-Occupied Households	5,249
Percent of Owners with High Cost Burden	19%
Renter-Occupied Households	2,638
Percent of Renters with High Cost Burden	10%

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

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

Affordable Housing Inventory	Value
Properties	4
Properties Ready for Occupancy	4
Total Units	281
Units with Rent and/or Income Restrictions	271
Units Receiving Monthly Rental Assistance	78

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

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

Housing Units by Occupancy (65+)	Percent
Owner-Occupied Housing Units	61%
Renter-Occupied Housing Units	35%

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

Vehicle Access (65+)	Percent
Owner-Occupied Households with Access to Vehicle(s)	97%
Renter-Occupied Households with Access to Vehicle(s)	83%

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

Employment Status (65+)	Value	Percent
Number of Seniors Employed	15,057	41%
Number of Seniors Unemployed	496	1%

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

Retirement (65+)	Value	Percent
Social Security Beneficiaries	36,305	83%
SSI Recipients	453	25%

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

Source: U.S. Social Security Administration, 2022

SNAP or Food Stamps	Value
Potentially Eligible	4,420
Annual Participants	3,118
Current Beneficiaries as of Dec-23	2,384
Percent of Total Population Receiving Benefits	6%

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

Source: Florida Department of Children and Families, 2023

2024 Profile of Older Floridians

Flagler County Health Profile and Medical Resources

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

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

Source: Florida AHCA, 2023

Emergency Medical Services (EMS) Providers	Value
Providers	3

EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).
Source: Florida Department of Health, 2023

Adult Family Care Homes	Value
Homes	13
Beds	58

Source: Florida AHCA, 2023

Memory Disorder Clinics	Value
Total	0

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

Dialysis	Value
End-Stage Renal Disease Centers	4

Source: Florida AHCA, 2023

Flagler County Disaster Preparedness

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

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

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

Medicaid beneficiaries are individuals age 60 to 64.

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

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

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

Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

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

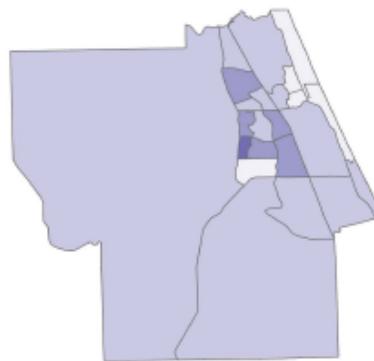
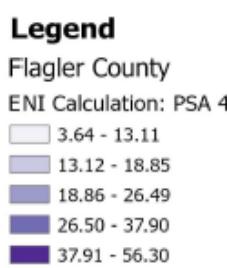
Source: Florida DOEA CIRTS, Florida Division of Emergency Management (FDEM), 2024

2024 Profile of Older Floridians

Flagler County

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

Elder Needs Index



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

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

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

Useful Websites

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

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

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

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

Source: Florida Department of Education's website:

<https://www.fl DOE.org/policy/federal-edu-programs/title-ix-mvp/data-reports.shtml>

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

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

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

Source: The American Community Survey 2023-Five Year Estimates

https://data.census.gov/table/ACSST5Y2023.S1701?q=S1701&q=050XX00US12035&vintage=2018&layer=VT_2018_050_00_PY_D1

Employment

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

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

Source: The American Community Survey 2023-Five Year Estimates

Overview of Land Use, Population/Composition and Employment

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

Major Trip Generators/Attractors

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

Inventory of Available Transportation Services

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

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

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

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2018 is 50,657 or 45.6% of the total population. The forecast for 2020 considers that of the TD population, 7,877 persons are considered to be of critical need. This is comprised of 5,268 persons who are considered to have severe disabilities and 2,609 persons of low income without access to an automobile or transit. The critical need population could be expected to make 5,390 daily trips and 1,681,790 annual trips in 2020. The forecast model is included as Appendix 6.¹

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.

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

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

Recording of Complaints

The Community Transportation Coordinator (FCPT) will keep a MEMO OF RECORD file of all complaints received. A copy of the MEMO OF RECORD file will be made available to the Community Transportation Coordinating Board on an as needed basis.

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

Definition of a Grievance

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

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

Grievance Procedures

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

Filing a Grievance

If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (CTC) within five (5) working days of the incident. All grievances must be in writing and shall include the following:

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

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

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

Appeal to the Grievance Subcommittee

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

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

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

1. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position;
2. A statement that clearly defines the issues discussed;
3. An opinion and reasons for the recommendations based on the information provided
4. A finding that the issue 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: July 2025

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

SECTION 4: QUALITY ASSURANCE

CTC Evaluation

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

CTC Monitoring Procedures of Operators and Coordination

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

Evaluation Criteria

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

Planning Agency Evaluation Process

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

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

Representation	Member	Voted	Voted Against	Absent from voting
1. Chairperson	Pam Richardson/Alt.			
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	Daren Carstens			
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	VACANT			
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: **02/11/2026**

February 11, 2026

Date

Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

CTD Executive Director