



FLAGLER COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD 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, November 12, 2025, at 10:00 a.m.

1. Welcome, Call to Order – Chair Richardson
2. Presentation – NEFRC (pg. 2-13)
3. Service Overview – Flagler County Public Transit
4. Public Comment
5. Additional Discussion
6. Adjournment – Chair Richardson

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

The Flagler County Transportation Disadvantaged Program

*Prepared by the
Northeast Florida
Regional Council*



Key Definitions & Governing Statutes of Program

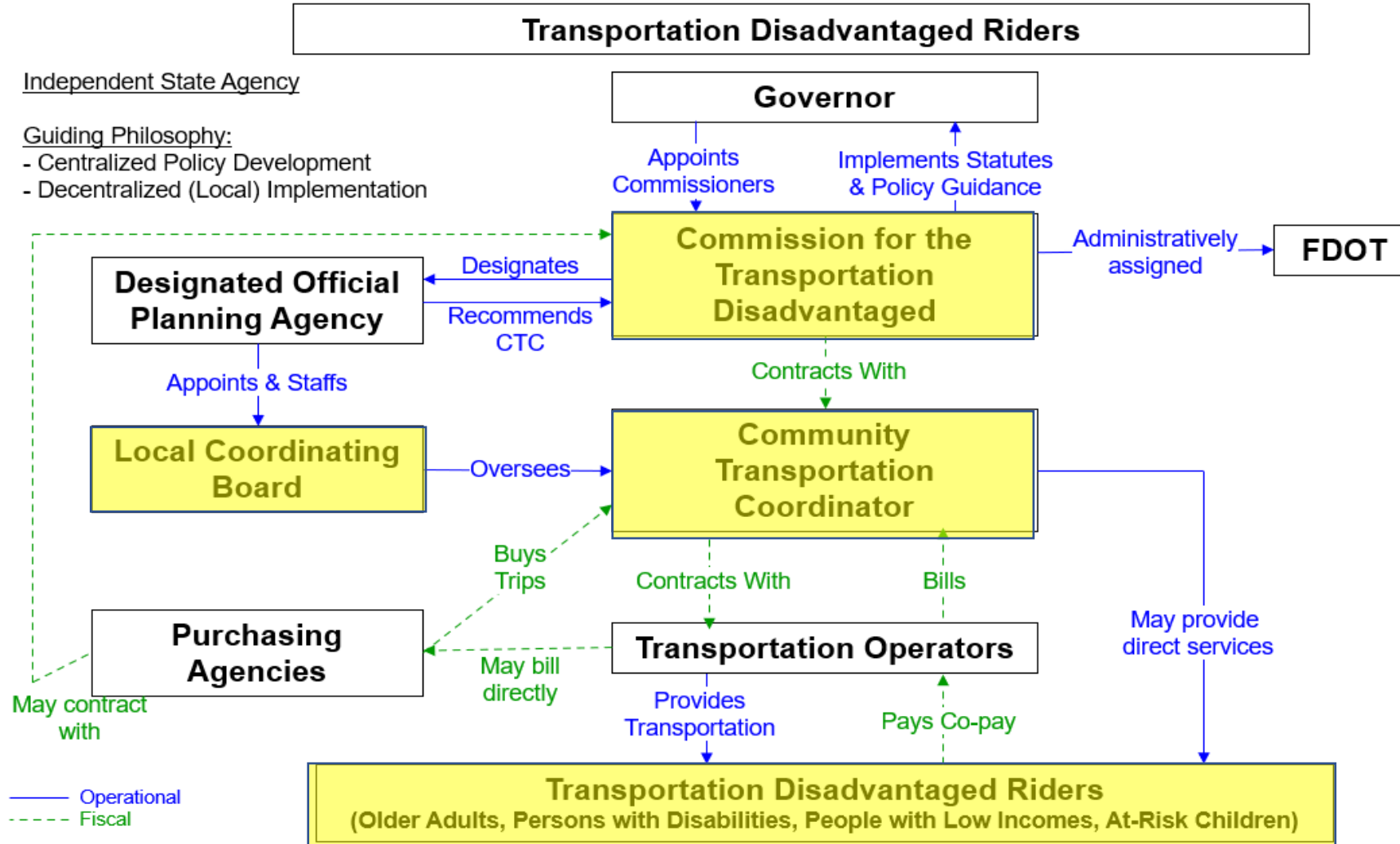
Florida State Legislature created the Transportation Disadvantaged Commission (CTD) and Transportation Disadvantaged (TD) Trust Fund in 1989.

What is Transportation Disadvantaged?

- “Transportation disadvantaged” means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202. (F.S)”
427.011 (F.S)
- The Transportation Disadvantaged Program is a coordinated state-wide effort that groups riders together for a shared ride service. Transportation services are available in all 67 Florida counties for those who are eligible and have no access to transportation. Federal, State, and Local agencies join together to provide necessary transportation to medical appointments, employment, educational, and other life-sustaining services.
- [*Florida State Statute 427.011-427.017*](#)
- [*Florida State Administrative Code 41-2*](#)

Florida's Coordinated Transportation System

Organizational Structure... At A Glance



Where You Participate

Commission for the Transportation Disadvantaged (CTD)

The Commission for the Transportation Disadvantaged (CTD) oversees the coordination of TD services across Florida's 67 counties. The CTD is made up of a 7-member governor-appointed board, with 8 ex-officio members, representing purchasing agencies, and staff that monitors activity at a regional level.

Responsibilities

- Approves the designation of every CTC at least every five years.
- Administers the TD Trust Fund, including the awarding of grants.
- Reviews and approves Commission publications, including the Annual Performance Report.
- Develops/approves policies governing coordinated transportation (e.g., rules, procedures, etc.).
- Participates in professional development events, including an annual training workshop.
- Appoints and oversees Executive Director.

Designated Official Planning Agency (DOPA)

The Northeast Florida Regional Council has proudly served as the CTD designated official planning agency for Baker, Clay, Flagler, Nassau, St. Johns, and Putnam since 1994. The Council was made the designated planning agency for Duval county in 2021.

Responsibilities

- Assist the Community Transportation Coordinator and Local Coordinating Board in the implementation of local Transportation Disadvantaged program(s).
- Staffs Local Coordinating Board.
- Appoints members to Local Coordinating Board(s).
- Procures and recommends Community Transportation Coordinator.
- Coordinates and conducts transportation planning activities for its service area.

Local Coordinating Board (LCB)

The Commission for the Transportation Disadvantaged (CTD) outlines 17 suggested stakeholders from varied communities to form LCB voting membership. These representatives collectively advocate the needs of their communities at LCB meetings to create the local coordinated system.

LCB Community Representation

- | | |
|--|---|
| 1. Elected official
<i>*serves as chair of LCB</i> | 9. Disabled Community |
| 2. Florida Department of Transportation | 10. Citizen Advocates (2)
<i>*at least one is a TD rider</i> |
| 3. Florida Department of Children and Family Services | 11. Children at Risk |
| 4. Public Education Community | 12. Mass Transit Representative
<i>*except in cases where a CTC exists</i> |
| 5. Vocational Rehabilitation/Blind Services
<i>*in areas where they exist</i> | 13. Florida Department of Elder Affairs |
| 6. Veterans Services | 14. Private for-profit-transportation |
| 7. Florida Association for Community Action
<i>*representing the economically disadvantaged</i> | 15. Florida Agency for Healthcare Administration |
| 8. Elderly Community | 16. Medical Community |
| | 17. Workforce Development Board |

Local Coordinating Board (LCB) *Continued*

The LCB meets quarterly and provides guidance on local coordination of transportation services.

Responsibilities

- Assists in establishing eligibility guidelines and trip priorities.
- Assist with the development of the TD Service Plan.
- Evaluates the performance of CTC.
- Identifies and prioritizes local service needs.
- Appoints a grievance committee.
- Reviews and recommends other funding applications.
- Reviews strategies of service provision to the area.
- Evaluates local and regional transportation opportunities.

Community Transportation Coordinator (CTC)

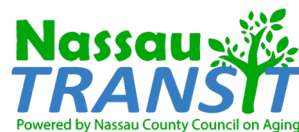
CTCs are contracted agencies that provide transportation to TD customers in designated service areas.

CTCs are funded by the CTD and must abide by their standards, including receiving guidance from an LCB.

CTC by County	
Baker	Baker Council on Aging
Clay	Jacksonville Transportation Authority *MV Transportation (Contracted Operator)
Duval	Jacksonville Transit Authority
Flagler	Flagler County Public Transit
Nassau	NassauTransit
Putnam	The Ride Solution
St. Johns	St. Johns Council on Aging

Responsibilities

- Coordinates transportation services for a county.
- Provides and/or contracts with transportation operators to deliver trips for TD customers.
- Determines TD eligibility and performs gatekeeping duties.
- Invoices purchasing agencies.
- Assists Local Coordinating Board in developing their Transportation Disadvantaged Service Plan.
- Submits annual operating report (AOR) data.



How To Ride With Flagler County Public Transit

The Flagler County Local Coordinating Board establishes eligibility to receive “non-sponsored” trips through Flagler County Public Transit .

Eligibility

- Potential riders must not be eligible for transportation services sponsored or provided by another program or agency as part of an agency’s eligible services.
- Potential riders must be a resident of Flagler County.
- Potential riders must have no access to their own method of personal transportation, or another household member, and are therefore transportation dependent on others.
- Potential riders must have a documented household income that does not exceed 150% 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.



How To Ride With Flagler County Public Transit

Application Process

- Applications are available through Flagler County Public Transit's website.
- Applicants may be requested to submit documentation from a physician or other medical professional.
- An in-person, functional assessment may be requested by Flagler County Public Transit .



How To Ride With Flagler County Public Transit

The Flagler County Local Coordinating Board establishes TD trip prioritization for Flagler County Public Transit.

Trip Prioritization

1. Medical
2. Nutritional
3. Employment
4. Educational
4. Social Service Agency Trips
5. Shopping
6. Recreation or Other



How To Ride With Flagler County Public Transit

CTCs are contracted agencies that provide transportation to TD customers in designated service areas.

CTCs are funded by the CTD and must abide by their standards, including receiving guidance from an LCB.

Hours of Service

Hours of Operation:

Monday	5:00 am – 6:00 pm
Tuesday	5:00 am – 6:00 pm
Wednesday	5:00 am – 6:00 pm
Thursday	5:00 am – 6:00 pm
Friday	5:00 am – 6:00 pm
Saturday	8:00 am – 6:00 pm

**Dialysis-related transportation available on weekends and holidays*

Out-of-County Routes:

Jacksonville	Friday Only
Volusia County	Tuesday & Thursday
St. Augustine	Friday Only
Gainesville	Friday Only





**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, November 12, 2025, immediately following the Public Hearing
*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 September 10, 2025, Meeting Minutes – Chair Richardson *
(pg. 16-20)
4. Flagler County Transit Development Plan Presentation – Jonathan Roberson
(pg. 21-22)
5. LCB Membership (pg. 23)
6. Election of LCB Vice-Chair*
7. Annual Grievance Procedure Review* (pg. 24-26)
8. Election of Grievance Committee*
9. Election of CTC Evaluation Committee*
10. Northeast Florida Regional Council Update – Ms. Jones
 - TD 101(pg. 27-31)
11. Community Transportation Coordinator (CTC) System Update – Mr. Martin
 - a. Annual Operation Report* (pg.32-40)
 - b. CTC Quarterly Update
 - c. Grants Update* (Approval if required)
12. Old Business
13. New Business
14. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
15. Member and Department Reports
16. Adjournment – Chair Richardson

Next LCB Meeting: February 11, 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 Local Coordinating Board Quarterly Meeting

Wednesday, September 10, 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

MINUTES

*Denotes Required Action Item

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

A quarterly meeting of the Flagler County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Wednesday, September 10, 2025, and via Microsoft Teams virtual meeting. LCB Chair Richardson called the meeting to order at 10:03 a.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Pam Richardson (In-person)
FDOT	Carlos Colon (In-person)
Dept. of Children and Families	John Wisker (Virtual)
Citizen Advocate/User	Jill Dempsey (In-person)
Citizen Advocate/Non-User	David Sullivan (In-person)
Children at Risk	Phyllis Pearson (Virtual)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Pamela Hagley (Virtual)
Agency for Persons w/ Disabilities	Sheryl Stanford (Virtual)
Medical Community	Stephen Civitelli (In-person)

Members Not Present

Public Education	Rashawnda Lloyd-Miller
Dept. of Education (Voc. Rehab.)	Rochelle Price

Community Transportation Coordinator Staff Present

Trevor Martin (In-Person)

Planning Agency Staff Present

Summer Jones, Robert Jordan (In-Person)

Guests

Stephan Harris (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 May 14, 2025, Meeting Minutes*

David Sullivan motioned for the approval of the May 14, 2025, meeting minutes. Stephen Civitelli seconded the motion. The May 14, 2025, meeting minutes were approved unanimously.

4. LCB Membership

Ms. Jones went over membership. She stated the vacancies included: Veterans, Community Action, Elderly, Disabled, Private for-Profit Transportation, and Workforce Development. There was some discussion regarding Veterans Services and who from their office would be the representative.

5. 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 groups that fall under this category, such as older adults and individuals with disabilities. She discussed the establishment of the Commission for the Transportation Disadvantaged in 1979 and its role in coordinating services statewide. Additionally, she mentioned the criteria for non-sponsored eligibility for transportation services.

Ms. Jones stated she did a tour with JTA's NAVI (Neighborhood Autonomous Vehicle Innovation). She showed a couple of slides and a short video clip of her experience. There was some discussion on the importance of human assistance in transportation, especially for those with mobility issues. Ms. Dickinson added that there are measures in place, such as cameras and specialized vehicles.

6. TDSP Review*

There was a review of the TDSP because Flagler County Public Transportation was re-selected as the CTC. The State requires a TDSP to be submitted 120 days after the contract has begun.

After a review, there were no changes to the TDSP. Mr. Colon motioned to approve the TDSP with a second from Ms. Stanford. The TDSP was approved unanimously.

7. Community Transportation Coordinator (CTC) Update

a.) Annual Operation Report*

The Annual Operation Report has been submitted but not approved by the CTD. It will be brought to the November LCB meeting for approval.

b.) 2025-2026 Rate Model*

Ms. Jones reviewed the rate model, indicating that the ambulatory service is priced at \$25.73 and wheelchair service at \$44.12 per trip. It is \$2.69 per passenger mile for ambulatory and \$4.60 per passenger mile for wheelchair.

Some members pointed out that there are inconsistencies in the rates, particularly regarding increases from previous figures. Mr. Martin clarified that the rates discussed pertain to what passengers pay versus the actual costs for reimbursement. He also discussed the implications of changing the \$2 fare charge, suggesting that eliminating it could set a dangerous precedent and affect user commitment. He highlighted the need for careful consideration of how fare changes might impact grant funding and the overall budget, given that fare revenue constitutes a small fraction of it. Mr. Martin also pointed out the challenges faced by users who may not understand the scheduling requirements of the service.

There was a motion to approve the 2025-2026 rate model by Mr. Colon and a second from Ms. Dempsey. The 2025-2026 rate model was approved unanimously.

c.) Quarterly Update:

Mr. Martin gave the quarterly update:

- May 2025 – 7,163 total trips for the month
- June 2025 – 6,522 total trips for the month
- July 2025 – 6,670 total trips for the month

This quarter, FCPT covered 172,195 miles and provided 20,355 trips, reflecting a decrease of 484 trips over the same period in 2024.

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

8. Old Business

No old business at this time.

9. New Business

No new business at this time.

10. Public Comment

No public comment at this time.

11. Member and Department Reports

David Sullivan – Citizen Advocate/Non-user – Mr. David Sullivan discussed the importance of educating the City Council and residents about the public transportation system, noting that many misconceptions exist. He suggested a briefing for the City Council on October 28 and proposed the creation of informational brochures to distribute in various community locations. Mr. Sullivan also mentioned the potential for advertising on local cable to reach a broader audience.

There was a discussion regarding different ways to advertise for the TD program.

12. Adjournment

Chair Richardson adjourned the meeting at 10:57 am. The Annual Public Hearing and the next LCB meeting will be on Wednesday, November 12, 2025, at 10:00am.

ATTENDANCE RECORD
FLAGLER COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	9/10/25	5/14/25	2/12/25	11/13/24
1. Chairperson	Pam Richardson/Andy Dance	P	P	a	P
2. Dept. of Transportation	Carlos Colon / Jamie Ledgerwood	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis / John Wisker	P	P	P	a
4. Public Education	Rashawnda Lloyd-Miller/ Thomas "Tom" Wooleyhan	a	P	P	P
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	P	a	P
6. Veteran Services	David Lyden /ALT/ Vacant	-	-	-	a
7. Community Action (Econ. Disadv.)	Emanuel Roberts /Vacant	-	-	-	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Jill Dempsey	P	a	P	P
11. Citizen Advocate/Non-User	Mike Norris /David Sullivan	P	P	a	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	a
17. Regional Workforce Dev. Brd.	Vacant	-	-	-	-
18. Local Medical Community	Vacant /Stephen Civitelli	P	P	a	a

VACANCIES

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

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: September 10, 2025
Time: 10:00 a.m.

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

Name	Address	Phone	E-Mail
Summer Jones			
Robert Jordan			
Stephen Ciofelli			
David A. Kelly			
Paul Richardson			
Travis Martin			
Jill Dempsey			
Carlos M. C. Colon			

TITLE

Flagler County FY 2026-35 Transit Development Plan (TDP) Update

BRIEF OVERVIEW

In 1990, the Florida Legislature enacted Section 341.052, F.S., which established a Public Transit Block Grant Program to be administered by the Florida Department of Transportation (FDOT). The program provides Flagler County Public Transportation (FCPT) operating funding assistance on an annual basis for the operation of the current demand response, shared ride, and door-to-door services offered throughout the county. In recent years, the State Transit Block Grant Program has provided over \$335,000 annually with operating assistance for existing FCPT services.

The State of Florida, under Public Transit Rule (14-73.001), requires each transit agency in Florida that receives Block Grant funding to prepare a “Major” Transit Development Plan (TDP) every five years, with subsequent Annual TDP Updates each of the following four years. This requirement is intended to ensure that the provision of public transportation services is consistent with the travel needs and mobility goals of the local communities that are served by the transit system.

Flagler County is utilizing the University of South Florida’s Center for Urban Transportation Research (CUTR) to assist in the management and development of the FY 2026-2035 Transit Development Plan (TDP). The last ten-year TDP (FY 2022-31) was adopted by the Board of County Commissioners at its September 19, 2022, meeting. Subsequent Annual Updates were adopted in FY 2024 and FY 2025.

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 including:

- **Public Involvement Process:** A robust Public Involvement Plan (PIP) that involves in-person and online surveys and presentations to a diverse set of community stakeholders and citizens
- **MPO Planning & Coordination Process:** Analysis and coordination with agencies active in transportation planning including the Volusia-Flagler Transportation Planning Organization (TPO) and local government comprehensive plans
- **Operating Context Evaluation:** Analysis of the current and project operating environment and mobility needs for current and projected Flagler County residents
- **Land Use & Corridor Development:** Identification of key corridors or areas where new public transportation services may be warranted

- **Ten-Year Operating & Capital Program:** A Ten-Year Operating and Capital Plan that focuses on prioritizing and strategizing the implementation of funded and unfunded service and capital needs of the current FCPT system and identified new services and needs for Flagler County.

Overall, this TDP effort will focus on improving the existing FCPT system to better meet the needs of the community, reflect the vision for future services as confirmed by extensive public and stakeholder involvement, and provide a strategic plan that puts Flagler County in a competitive position for additional state and federal public transportation grant funding.

Upcoming TDP activities will be advertised or archived on the Flagler County Public Transportation webpage (see: <https://www.flaglercounty.gov/County-Services/Transportation/Public-Transportation>). If any TDP project-related questions, please reach out to CUTR Jonathan Roberson at jkroberson@usf.edu or Tia Boyd at tiaboyd@usf.edu.

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			Chair
<i>Hon.</i>	<i>Andy</i>	<i>Dance</i>	<i>Flagler County Commission</i>	<i>Elected Official</i>	<i>Alternate</i>	<i>Feb-26</i>		
Mr.	Carlos	Colon	FDOT, District V	FDOT	Voting	Feb-26	Feb-26	
<i>Ms.</i>	<i>Jamie</i>	<i>Ledgerwood</i>	<i>FDOT, District V</i>	<i>FDOT</i>	<i>Alternate</i>			
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting			
<i>Mr.</i>	<i>John</i>	<i>Wisker</i>	<i>Department of Children and Families</i>	<i>DCF</i>	<i>Alternate</i>			
Ms.	Rashawnda	Lloyd-Miller	Flagler County School Board	Public Education	Voting		Feb-26	
<i>Mr.</i>	<i>Thomas "Tom"</i>	<i>Wooleyhan</i>	<i>Flagler County School Board</i>	<i>Public Education</i>	<i>Alternate</i>			
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			
<i>Ms.</i>	<i>Reeda</i>	<i>Harris</i>	<i>Agency for Health Care Administration</i>	<i>AHCA / Medicaid</i>	<i>Alternate</i>			
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting			
<i>Ms.</i>	<i>Diana</i>	<i>Burgos-Garcia</i>	<i>Agency for Persons with Disabilities</i>	<i>Agency for Persons with Disabilities</i>	<i>Alternate</i>			
VACANT				Workforce Development	VACANT			
Mr.	Stephen	Civitelli	Florida Department of Health	Medical Community	Voting		Feb-26	
Mr.	Trevor	Martin	Flagler County Transportation	CTC	Non-Voting			
Mr.	Stephan	Harris	Volusia-Flagler Transportation Planning Organization		Non-Voting			
Mr.	Martin	Catala	Center for Urban Transportation Research	Transit Development Plan	Interested Party			
Ms.	Tia	Boyd	Center for Urban Transportation Research	Transit Development Plan	Interested Party			
Mr.	Adam	Mengel	Flagler Planning & Zoning Interested party during TDSP update		Interested Party			
Ms.	Rose	Keirnan	Flagler County Commission	Chair's Contact (primary)	Interested Party			
Ms.	Luci	Dance	Flagler County Commission	<i>Chair's Contact (alternate)</i>				
		Meetings at:						
		Flagler County Government Services Building						
		1769 East Moody Blvd., Bldg. 2						
		Bunnell, Florida 32110						
		F.C. General Services Director: Heidi Petito						
		Email Rose Keirnan to reserve meeting room		23				

A. LOCAL GRIEVANCE PROCEDURE/PROCESS

Definition of a Complaint

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

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

Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to FCPT. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. The complaint will be filed within 5 working days of the incident.

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

Recording of Complaints

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

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

Definition of a Grievance

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

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

Grievance Procedures

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

described below should be followed in sequence.

Filing a Grievance

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

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

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

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

Appeal to the Grievance Subcommittee

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

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

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

1. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position;
2. A statement that clearly defines the issues discussed;

3. An opinion and reasons for the recommendations based on the information provided
4. A finding that the issue effects safety or the provision of service; and,
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

Grievance Committee Hearing Procedures

The grievance committee agenda shall be conducted in accordance with the following procedures:

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

Recommendation to the County Transportation Disadvantaged Coordinating Board

Within thirty (30) working days of the receipt of any recommendation for improvement of service, the County Transportation Disadvantaged Coordinating Board will meet and consider the recommendation for improvement of service. A written copy of the recommendation for improvement of service will be forwarded to the Board and all parties involved within ten (10) working days of the date of the recommendation. The grievant will be notified in writing of the date, time and place of the Board meeting at which the recommendation will be presented. This written notice will be mailed at least ten (10) working days prior to the meeting.

b. TD 101

Planning Agency

- ▶ Can be a Metropolitan/Transportation Planning Organization
- ▶ Regional Planning Council
- ▶ Local Planning Organization

Designated Official Planning Agency (DOPA)

The Northeast Florida Regional Council has proudly served as the CTD designated official planning agency for Baker, Clay, Flagler, Nassau, St. Johns, and Putnam since 1994. The Council was made the designated planning agency for Duval county in 2021.

Responsibilities

- Assist the Community Transportation Coordinator and Local Coordinating Board in the implementation of local Transportation Disadvantaged program(s).
- Staffs Local Coordinating Board.
- Appoints members to Local Coordinating Board(s).
- Procures and recommends Community Transportation Coordinator.
- Coordinates and conducts transportation planning activities for its service area.

Local Coordinating Board

Responsibilities

- Assists in establishing eligibility guidelines and trip priorities.
- Assist with the development of the TD Service Plan.
- Evaluates the performance of CTC.
- Identifies and prioritizes local service needs.
- Appoints a grievance committee.
- Reviews and recommends other funding applications.
- Reviews strategies of service provision to the area.
- Evaluates local and regional transportation opportunities.

Local Coordinating Board (LCB)

The Commission for the Transportation Disadvantaged (CTD) outlines 17 suggested stakeholders from varied communities to form LCB voting membership. These representatives collectively advocate the needs of their communities at LCB meetings to create the local coordinated system.

LCB Community Representation

- | | |
|--|---|
| 1. Elected official
<i>*serves as chair of LCB</i> | 9. Disabled Community |
| 2. Florida Department of Transportation | 10. Citizen Advocates (2)
<i>*at least one is a TD rider</i> |
| 3. Florida Department of Children and Family Services | 11. Children at Risk |
| 4. Public Education Community | 12. Mass Transit Representative
<i>*except in cases where a CTC exists</i> |
| 5. Vocational Rehabilitation/Blind Services
<i>*in areas where they exist</i> | 13. Florida Department of Elder Affairs |
| 6. Veterans Services | 14. Private for-profit-transportation |
| 7. Florida Association for Community Action
<i>*representing the economically disadvantaged</i> | 15. Florida Agency for Healthcare Administration |
| 8. Elderly Community | 16. Medical Community |
| | 17. Workforce Development Board |

From: [Zeruto, Dan](#) on behalf of [CTD AOR](#)
To: tmartin@flaglercounty.gov
Cc: [Summer Jones](#)
Subject: RE: Flagler FY24/25 - All Sections Submitted for Review
Date: Monday, November 3, 2025 2:00:48 PM
Attachments: [image001.png](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

I have reviewed the corrections and adjustments made to the FY 2024-2025 AOR for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the AOR to the LCB for review.



Data Collection System

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CTC Data & Status

County:

Flagler ▾

Fiscal Year:

07/01/2024 - 06/30/2025 ▾

Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date	Submit
Organization	Approved	11/03/2025	Approved	11/03/2025	
Coordinated System	Approved	11/03/2025	Approved	11/03/2025	
Trips	Approved	11/03/2025	Approved	11/03/2025	
Vehicles & Drivers	Approved	11/03/2025	Approved	11/03/2025	
Revenue Sources	Approved	11/03/2025	Approved	11/03/2025	
Expense Sources	Approved	11/03/2025	Approved	11/03/2025	

Thank you –

-Dan-

Thank you,

Daniel Zeruto

Area 3 Project Manager
Florida Commission for Transportation Disadvantaged
605 Suwannee St., MS 49
Tallahassee, FL 32399-0450

Phone 850-410-5704

Fax 850-410-5752

Email: dan.zeruto@dot.state.fl.us



Daniel Zeruto
Transportation Disadvantaged Specialist
Project Manager – Area 2
Tel: (850) 410-5704
Email: Dan.zeruto@dot.state.fl.us
Website: <https://ctd.fdot.gov/>

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399
Tel: (850) 410-5700 Fax (850) 410-5752
TD Helpline: 1-800-983-2435

-----Original Message-----

From: DoNotReply-FDOTApp@dot.state.fl.us <DoNotReply-FDOTApp@dot.state.fl.us>
Sent: Friday, September 12, 2025 1:19 PM
To: CTD AOR <CTD.AOR@dot.state.fl.us>
Subject: Flagler FY24/25 - All Sections Submitted for Review

All sections for Flagler for fiscal year FY24/25 have been submitted for review. This is an automated email. Do not reply.



CTC Organization

County: Flagler

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Complete

CTD Status: Complete

Date Initiated: 9/8/2025

CTC Organization Name: Flagler County Public Transportation

Address: 1769 E Moody Blvd

City: Bunnell

State: FL

Zip Code: 32110

Organization Type: County

Network Type: Sole Source

Operating Environment: Urban

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Pam Richardson

CTC Contact: Mike Dickson

CTC Contact Title: General Services Director

CTC Contact Email: mdickson@flaglercounty.gov

Phone: (386) 313-4191

CTC Certification

I, Mike Dickson, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Pam Richardson, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Flagler

CTC Status: Complete

CTC Organization: Flagler County Public Transportation

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	72,544	0	72,544	71,885	0	71,885
Non-Ambulatory	12,969	0	12,969	15,081	0	15,081
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	85,513	0	85,513	86,966	0	86,966
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	18,927	N/A	18,927	72,537	N/A	72,537
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	5,046	0	5,046	5,921	0	5,921
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	59,067	0	59,067	4,327	0	4,327
Local Government	2,340	0	2,340	4,086	0	4,086
Local Non-Government	133	0	133	95	0	95
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	85,513	0	85,513	86,966	0	86,966



CTC Trips (cont'd)

County: Flagler

CTC Status: Complete

CTC Organization: Flagler County Public Transportation

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	31,840	0	31,840	31,960	0	31,960
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	29,929	0	29,929	30,649	0	30,649
Low Income	23,088	0	23,088	23,618	0	23,618
Other	656	0	656	739	0	739
Total - Passenger Type	85,513	0	85,513	86,966	0	86,966
Trip Purpose - One Way						
Medical	22,470	0	22,470	22,090	0	22,090
Employment	14,451	0	14,451	14,684	0	14,684
Education/Training/Daycare	39,336	0	39,336	40,269	0	40,269
Nutritional	5,986	0	5,986	6,073	0	6,073
Life-Sustaining/Other	3,270	0	3,270	3,850	0	3,850
Total - Trip Purpose	85,513	0	85,513	86,966	0	86,966
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	1,299	0	1,299	896	0	896
Total - UDPHC	1,299	0	1,299	896	0	896
Unmet & No Shows						
Unmet Trip Requests	892	N/A	892	634	N/A	634
No Shows	2,724	N/A	2,724	4,080	N/A	4,080
Customer Feedback						
Complaints	4	N/A	4	5	N/A	5
Commendations	13	N/A	13	11	N/A	11



CTC Vehicles & Drivers

County: Flagler

CTC Status: Complete

CTC Organization: Flagler County Public Transportation

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	680,773	0	680,773	690,853	0	690,853
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	680,773	0	680,773	690,853	0	690,853
Roadcalls & Accidents						
Roadcalls	0	0	0	0	0	0
Chargeable Accidents	0	0	0	2	0	2
Vehicle Inventory						
Total Number of Vehicles	27	0	27	27	0	27
Number of Wheelchair Accessible Vehicles	27	0	27	27	0	27
Drivers						
Number of Full Time & Part Time Drivers	29	0	29	29	0	29
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Flagler

CTC Status: Complete

CTC Organization: Flagler County Public Transportation

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 34,349	\$ 0	\$ 34,349	\$ 97,384	\$ 0	\$ 97,384
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 627,374	N/A	\$ 627,374	\$ 520,739	N/A	\$ 520,739
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 414,360	\$ 0	\$ 414,360	\$ 275,310	\$ 0	\$ 275,310
49 USC 5311	\$ 58,142	\$ 0	\$ 58,142	\$ 232,480	\$ 0	\$ 232,480
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 127,212	\$ 0	\$ 127,212
Block Grant	\$ 780,542	\$ 0	\$ 780,542	\$ 277,253	\$ 0	\$ 277,253
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 92,798	\$ 0	\$ 92,798	\$ 378,091	\$ 0	\$ 378,091
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 51,900	\$ 0	\$ 51,900	\$ 46,700	\$ 0	\$ 46,700
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 47,915	\$ 0	\$ 47,915	\$ 49,291	\$ 0	\$ 49,291
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 2,107,380	\$ 0	\$ 2,107,380	\$ 2,004,460	\$ 0	\$ 2,004,460



CTC Expense Sources

County: Flagler

CTC Status: Complete

CTC Organization: Flagler County Public Transportation

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 1,103,192	\$ 0	\$ 1,103,192	\$ 1,182,489	\$ 0	\$ 1,182,489
Fringe Benefits	\$ 634,794	\$ 0	\$ 634,794	\$ 576,877	\$ 0	\$ 576,877
Services	\$ 135,147	\$ 0	\$ 135,147	\$ 39,584	\$ 0	\$ 39,584
Materials & Supplies Consumed	\$ 175,907	\$ 0	\$ 175,907	\$ 151,369	\$ 0	\$ 151,369
Utilities	\$ 20,143	\$ 0	\$ 20,143	\$ 19,324	\$ 0	\$ 19,324
Casualty & Liability	\$ 27,376	\$ 0	\$ 27,376	\$ 23,950	\$ 0	\$ 23,950
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 10,821	\$ 0	\$ 10,821	\$ 10,867	\$ 0	\$ 10,867
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 2,107,380	\$ 0	\$ 2,107,380	\$ 2,004,460	\$ 0	\$ 2,004,460

County: Flagler
 CTC: Flagler County Public Transportation
 Contact: Mike Dickson
 1769 E Moody Blvd
 Bunnell, FL 32110
 386-313-4191

Email: mdickson@flaglercounty.gov

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,299



Trips By Type of Service				Vehicle Data			
	2023	2024	2025		2023	2024	2025
Fixed Route (FR)	0	0	0	Vehicle Miles	669,084	690,853	680,773
Deviated FR	0	0	0	Roadcalls	0	0	0
Complementary ADA	0	0	0	Accidents	1	2	0
Paratransit	80,538	86,966	85,513	Vehicles	33	27	27
TNC	0	0	0	Drivers	29	29	29
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	80,538	86,966	85,513				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	19,610	22,090	22,470	Expenses	\$1,665,990	\$2,004,460	\$2,107,380
Employment	13,435	14,684	14,451	Revenues	\$1,665,990	\$2,004,460	\$2,107,380
Ed/Train/DayCare	36,597	40,269	39,336	Commendations	93	11	13
Nutritional	7,652	6,073	5,986	Complaints	4	5	4
Life-Sustaining/Other	3,244	3,850	3,270	Passenger No-Shows	3,051	4,080	2,724
TOTAL TRIPS	80,538	86,966	85,513	Unmet Trip Requests	2,034	634	892
Passenger Trips By Revenue Source				Performance Measures			
CTD	47,516	72,537	18,927	Accidents per 100,000 Miles	0.15	0.29	0
AHCA	0	0	0	Miles between Roadcalls	0	0	0
APD	0	0	0	Avg. Trips per Passenger	97.03	97.06	65.83
DOEA	20,999	5,921	5,046	Cost per Trip	\$20.69	\$23.05	\$24.64
DOE	0	0	0	Cost per Paratransit Trip	\$20.69	\$23.05	\$24.64
Other	12,023	8,508	61,540	Cost per Total Mile	\$2.49	\$2.90	\$3.10
TOTAL TRIPS	80,538	86,966	85,513	Cost per Paratransit Mile	\$2.49	\$2.90	\$3.10
Trips by Provider Type							
CTC	80,538	86,966	85,513				
Transportation Operator	0	0	0				
Coordination Contractor	0	0	0				
TOTAL TRIPS	80,538	86,966	85,513				