

**PUTNAM COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB) QUARTERLY MEETING**

MEETING AGENDA

Putnam County Planning & Development Conference Room
2509 Crill Avenue, Suite 300, Palatka, Florida, 32177
Zoom Meeting ID: 824 8831 7897
Call in # +1 786-635-1003 or +1 470-250-9358

Monday, May 19, 2025, at 10:30 a.m.

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Wilkinson
2. Additions, Deletions, and Changes to the Agenda – Chair Wilkinson
3. Approval of November 18, 2024, and February 10, 2025, Meeting and Public Hearing Minutes – Chair Wilkinson* (pg. 2-13)
4. Election of Vice-Chair*
5. Grievance Committee Appointments*
6. Evaluation Committee Appointments*
7. LCB Membership – Review/Approval* (pg.14)
8. Annual Review of Bylaws* (pg. 15-23)
9. Northeast Florida Regional Council Update – Ms. Jones
 - a. TDSP Annual Review (Roll Call Vote)* (pg. 24-64)
 - b. Proposed LCB Meeting Schedule – 10:30 am on the 3rd Monday Quarterly, 2nd Monday in February: 9/15/25, 11/17/25, 2/09/26, 5/18/26, 9/21/26* (pg. 65)
Proposed LCB Public Annual Hearing – 2nd Monday in February: 2/09/26
 - c. CTC Evaluation* (pg. 66-121)
10. Community Transportation Coordinator (CTC) System Update – Mr. Thompson
 - a. 2024-2025 Rate Model* (pg. 122-131)
 - b. CTC Quarterly Update (pg. 132-141)
 - c. Grants Update* (Approval if required)
11. Old Business
12. New Business
13. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
14. Member and Department Reports
15. Adjournment – Chair Wilkinson

Next LCB Meeting: September 15, 2025, at 10:30 a.m.
Putnam County Planning & Development Conference Room,
2509 Crill Avenue, Suite 300, Palatka, Florida, 32177



Putnam County Transportation Disadvantaged Annual Public Hearing

Monday, February 10, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

St. Johns County Commission
TBD, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

MINUTES

*Denotes Required Action Item

1. Welcome, Call to Order

The Annual Public Hearing of the Putnam County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Monday, February 10, 2025. Vice Chair Christopher Glymph called the meeting to order at 10:33 a.m. with the following members present:

Representing:	Voting Member:
Florida Department of Transportation	Geanelly Reveron (Virtual)
Department of Children and Families	Christina Gillis (Virtual)
Citizen Advocate/Non-User	Christopher Glymph (In-Person)
Agency for Health Care Administration	Pamela Hagley (Virtual)

Members Not Present

Elected Official/Chair	TBD
Public Education	Sharon Spell
Department of Education Voc. Rehab.	Rochelle Price
Veterans	Allen Buquo
Northeast Florida Community Action Agency	Cyperiannia Murray
Citizen Advocate/User	Darlene Laibl-Crowe
Workforce Development	Marc Albert
Medical Community	Nancy Russo
Agency for Persons with Disabilities	Sheryl Stanford

Community Transportation Coordinator Staff Present

Boyd Thompson, MariCarmen Beltran (In-Person)

Planning Agency Staff Present

Summer Jones, Andrew Prokopiak (In-Person)

Guests

Eric Houston, Aminah Adams, Jeanette Burke (In-Person)

2. Presentation – NEFRC

Ms. Jones had a presentation on how the Florida TD Program works and how Putnam 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 – The Ride Solution

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

Mr. Glymph adjourned the hearing at 10:35 am.



Putnam County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Monday, February 10, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

St. Johns County Commission
TBD, 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 Putnam County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Monday, February 10, 2025. Vice Chair Christopher Glymph called the meeting to order at 10:35 a.m. with the following members present:

Representing:	Voting Member:
Florida Department of Transportation	Geanelly Reveron (Virtual)
Department of Children and Families	Christina Gillis (Virtual)
Citizen Advocate/Non-User	Christopher Glymph (In-Person)
Agency for Health Care Administration	Pamela Hagley (Virtual)

Members Not Present

Elected Official/Chair	TBD
Public Education	Sharon Spell
Department of Education Voc. Rehab.	Rochelle Price
Veterans	Allen Buquo
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Citizen Advocate/User	Darlene Laibl-Crowe
Workforce Development	Marc Albert
Medical Community	Nancy Russo
Agency for Persons with Disabilities	Sheryl Stanford

Community Transportation Coordinator Staff Present

Boyd Thompson, MariCarmen Beltran (In-Person)

Planning Agency Staff Present

Summer Jones, Andrew Prokopiak (In-Person)

Guests

Eric Houston, Aminah Adams, Jeanette Burke (In-Person)

After a roll call took place, a quorum was not met. This Local Coordinating Board meeting was held as a workshop.

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of November 18, 2024, Meeting Minutes*

The November 18, 2024, meeting minutes will be brought back to the May 19, 2025, LCB meeting due to there not being a quorum.

4. Regional Mobility Group Update

Eric Houston gave a presentation on the Northeast Florida Coordinated Mobility Plan. The plan is a locally developed plan to serve as a roadmap for transportation providers, human service agencies, and other organizations to use to improve mobility throughout the region. The coordinated mobility plan identifies the transportation needs of people with disabilities, older adults, and low-income people, and provides strategies to meet those needs.

5. Election of Vice-Chair*

The election of the vice-chair will be brought back to the May 19, 2025, LCB meeting due to there not being a quorum.

6. Grievance Committee Appointments*

The Grievance Committee appointments will be brought back to the May 19, 2025, LCB meeting due to there not being a quorum.

7. Evaluation Committee Appointments*

The Evaluation Committee appointments will be brought back to the May 19, 2025, LCB meeting due to there not being a quorum.

8. LCB Membership – Review/Approval*

LCB Membership approval will be brought back to the May 19, 2025, LCB meeting due to there not being a quorum.

9. Northeast Florida Regional Council Update

Ms. Jones stated that there needs to be a discussion of the date/time for a ride-along for the Annual CTC Evaluation. Ms. Jones will work with Ride Solutions to coordinate a date/time.

10. Community Transportation Coordinator (CTC) System Update

a) 2024-2025 Rate Model*: The 2024-2025 Rate Model will be brought back to the May 19, 2025, LCB Meeting due to the lack of a quorum.

There was a brief discussion regarding the Rate Model. Once approved, the rate will be \$4.75 for Ambulatory and \$8.15 for Wheelchair. This reflects a 37% increase due to inflation.

b) Mr. Thompson gave the quarterly update:

- November 2024 there was a total of 1,172 trips.
- December 2024 there was a total of 1,222 trips.
- January 2025 there was a total of 1,283 trips.

Ride Solution has a board meeting on the 1st Wednesday every other Month.

c) Grants Update: Mr. Thompson shared that a 14-passenger van was recently purchased.

11. Old Business

There was no old business.

12. New Business

There was no new business.

13. Public Comment

There was no public comment.

14. Member and Department Reports

Geanelly Reveron – FDOT – On March 4th, the Grants Scoring Committee will be scoring grants.

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

15. Adjournment

Ms. Jones adjourned the meeting at 11:18 a.m. The next LCB meeting will take place on May 19, 2025, at 10:30 a.m. in the Putnam County Planning and Development Conference Room.

ATTENDANCE RECORD
PUTNAM COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	2/10/25	11/18/24	9/16/24	5/20/24
1. Chairperson	TBD/Commissioner Paul- Adameczyk	a	a	a	a
2. Dept. of Transportation	Geanelly Reveron / Christina Nalsen / Lauren Adams	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis / John Wisker	P	a	P	a
4. Public Education	Sharon Spell	a	a	P	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	a	a	P
6. Veteran Services	Allen Buquo	a	a	P	P
7. Community Action(Econ. Disadv)	Cyperianina Murray	a	P	a	a
8. Elderly	Vacant/Fran Rossano / Betty- Fisher	-	a	a	a
9. Disabled	Vacant/Brenda Lang	-	a	a	a
10. Citizen Advocate/User	Darlene Laibl-Crowe	a	P	P	P
11. Citizen Advocate/Non-User	Christopher Glymph	P	P	P	a
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Vacant	-	-	-	-
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	a	a	P	P
17. Regional Workforce Dev. Brd.	Marc Albert	a	P	P	P
18. Local Medical Community	Nancy Russo	a	P	a	P

VACANT

Elderly

Disabled

Children at Risk

Private for Profit Transportation

Elder Affairs

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: February 10, 2025
Time: 10:30 a.m.

Putnam County Government Complex, 2509 Crill Avenue, Palatka, FL 32177

Name	Address	Phone	E-Mail
Summer Jones	NEFRC		sjones@nefrc.org
Andrew Prokopich	NEFRC - 40 E Adams		Aprokopich@NEFRC.org
Bond Harrison	Ride Sol. - 220 N. 1st St.		bond@theridesolution.org
Maracarmen Bertran	Ride Solution 220 N 1st St. Palatka		mbertran@theridesolution.org
Chr's Glymph	110 Nancy Pl Palatka		cbglymph@yahoo.com
Eric Houston	JTA		
Amoha Adams	JTA		
Jeanette Burke	Gianette Fleming		



**Transportation
Disadvantaged**

**Putnam County Transportation Disadvantaged
Local Coordinating Board Quarterly Meeting**

Monday, November 18, 2024

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Putnam County Commission
Hon. Paul Adamczyk, 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 Putnam County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Monday, November 18, 2024. Vice Chair Christopher Glymph presided over the meeting due to Chair Adamczyk being absent. Vice Chair Glymph called the meeting to order at 10:31 a.m. with the following members present:

Representing:	Voting Member:
Florida Department of Transportation	Geanelly Reveron (Virtual)
Northeast Florida Community Action Agency	Cyperianina Murray (Virtual)
Citizen Advocate/User	Darlene Laibl-Crowe (In-Person)
Citizen Advocate/Non-User	Christopher Glymph (In-person)
Agency for Health Care Administration	Pamela Hagley (Virtual)
Workforce Development	Marc Albert (In-Person)
Medical Community	Nancy Russo (Virtual)

Members Not Present

Elected Official/Chair	Paul Adamczyk
Department of Children and Families	Christina Gillis
Public Education	Sharon Spell
Department of Education Voc. Rehab.	Rochelle Price
Veterans	Allen Buquo
Elderly	Fran Rossano
Persons with Disabilities	Brenda Lang
Agency for Persons with Disabilities	Sheryl Stanford

Community Transportation Coordinator Staff Present

Boyd Thompson, MariCarmen Beltran (In-Person)

Planning Agency Staff Present

Summer Jones, Leigh Wilsey (In-Person)

Guests

None

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

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of September 16, 2024, Meeting Minutes*

Ms. Laibl-Crowe motioned for the approval of the meeting minutes. Ms. Murray seconded the motion. The September 16, 2024, Meeting minutes were approved unanimously.

4. LCB Membership

LCB Membership was considered next.

Current membership vacancies:

- Children at risk
- Private for-Profit Transportation
- Elder Affairs

5. Northeast Florida Regional Council Update

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

- On Thursday, January 9, 2025, the Northeast Florida Regional Council will be hosting the 21st Annual Elected Officials and Regional Awards Luncheon. This event celebrates the outstanding contributions of our region's elected officials and recognizes initiatives that have positively impacted Northeast Florida. Ms. Jones will be sending out information/invites when more information becomes available.

6. Grievance Procedure Review*

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

There were no suggested changes for the Grievance Procedure. The LCB members unanimously approved the Grievance Procedure with a motion from Mr. Albert and a second from Ms. Murray.

7. Community Transportation Coordinator (CTC) System Update

a) Annual Operation Report

Mr. Thompson reviewed the Annual Operation Report:

Mr. Thompson stated there is a decrease in numbers in the Annual Operation Report due to the

dissolution of the in-County routes that ended in December 2023.

- There was a total of 50,457 trips in 2024. They are predicting this number will be lower in 2025 around 40,000.
- There were 29,260 Deviated Fixed Route Service trips for 2024. The number is projected to be lower in 2025.
- The number of drivers went from 24 in 2023 to 18 in 2024.

There was a motion to approve the Annual Operation Report by Ms. Russo and seconded by Mr. Albert. The Annual Operation Report was passed unanimously.

b) Ms. Beltran gave the quarterly update:

- August 2024 there was a total of 1,507 trips.
- September 2024 there was a total of 1,324 trips.
- October 2024 there was a total of 1,419 trips.

They also stated that JTA (Jacksonville Transportation Authority) is wanting to do a transit study for their area.

c) Grants update:

Mr. Thompson and Ms. Beltran stated they plan on applying for grants that include 5311 and 5339.

8. Old Business

There was no old business.

9. New Business

There was no new business.

10.. Public Comment

There was no public comment.

11. Member and Department Reports

Ms. Hagley (AHCA) shared a few links in the chat regarding the Agency for Healthcare Administration. One of the links is to sign-up for alerts, as this is how Medicaid recipients are informed about what is happening.

FDOT- Geneally Reveron- Ms. Reveron stated the FDOT grants are due December 13, 2024.

12. Adjournment

Vice Chair Glymph adjourned the meeting at 11:11 a.m. The next LCB meeting will take place on February 10, 2025, at 10:30 a.m. in the Putnam County Planning and Development Conference Room.

ATTENDANCE RECORD
PUTNAM COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/18/24	9/16/24	5/20/24	2/12/24
1. Chairperson	Commissioner Paul Adamczyk	a	a	a	a
2. Dept. of Transportation	Geanelly Reveron / Christina Nalsen / Lauren Adams	P	P	P	a
3. Dept. Of Children and Families	Christina Gillis / Todd Banks	a	P	a	P
4. Public Education	Sharon Spell	a	P	a	P
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	a	P	a
6. Veteran Services	Allen Buquo	a	P	P	P
7. Community Action(Econ. Disadv)	Cyperiannia Murray	P	a	a	a
8. Elderly	Fran Rossano / Betty Fisher	a	a	a	a
9. Disabled	Brenda Lang	a	a	a	a
10. Citizen Advocate/User	Darlene Laibl-Crowe	P	P	P	a
11. Citizen Advocate/Non-User	Christopher Glymph	P	P	a	a
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Vacant	-	-	-	a
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	a	P	P	a
17. Regional Workforce Dev. Brd.	Marc Albert	P	P	P	P
18. Local Medical Community	Nancy Russo	P	a	P	a

VACANT

Children at Risk

Private for Profit Transportation

Elder Affairs

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: November 18, 2024
Time: 10:30 a.m.

Putnam County Government Complex, 2509 Crill Avenue, Palatka, FL 32177

Name	Address	Phone	E-Mail
Summer Jones	NEFRC		
Leigh Wolsey	NEFRC	904-476-0294	lwilsey@NEFRC.org
Bryan Thompson	Ride Solutions	386-325-9999	bryd@theridesolutions.com
Maricarmen Beltran	Ride Solution	386-325-9999	MBeltran@theridesolutions.org
Marc Albert	CareerSource Putnam Cty	904-89-0231 x-2520	MALBERT@ careersourcenetfla.com
Chris Glymph	110 Nancy Pl Palatka	352-672-2325	cbglymph@yahoo.com
Darlene Laibl -crome			

Salutation	First Name	Last Name	Organization	Representing		Grievance Committee	Evaluation Committee	Comments	VC Expire
PUTNAM COUNTY									
	TBD		Putnam Co Board of County Commissioners	Elected Official	Voting Member			Chair	
Ms.	Geanelly	Reveron	FDOT, District 2	FDOT	Voting Member				
Ms.	Janell	Damato	FDOT, District 2	FDOT	Alternate				
Ms.	Doreen	Joyner-Howard	FDOT, District 2						
Ms.	Chris	Nalsen	FDOT, District 2	FDOT	Alternate				
Ms.	Lauren	Adams	FDOT, District 2	FDOT	Alternate				
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting Member				
Mr.	John	Wisker	Department of Children and Families	DCF	Alternate				
Ms.	Sharon	Spell	Putnam County School District	Public Education	Voting Member		Feb-25		
Ms.	Rochelle	Price	Vocational Rehabilitation	Dept. of Education	Voting Member				
Mr.	Allen	Buquo	Putnam County Veterans Services	Veterans	Voting Member				
Ms.	Cyperiannia	Murray	Northeast Florida Community Action Agency, Inc	Community Action (Econ. Disadvantaged)	Voting Member				
VACANT				Elderly	VACANT				
VACANT				Persons w/Disabilities	VACANT				
Ms.	Darlene	Laibl-Crowe		Citizen Advocate/User	Voting Member				
Mr.	Christopher	Glymph	Hanley Center Foundation	Citizen Advocate/Non-User	Voting Member			Vice Chair	
VACANT				Children at Risk	VACANT				
VACANT				Elder Affairs	VACANT				
VACANT				Private for Profit Transportation	VACANT				
Ms.	Pamela	Hagley	Agency for Health Care Administration	Agency for Health Care Admin.	Voting Member				
Ms.	Reeda	Harris	Agency for Health Care Administration	Agency for Health Care Admin.	Alternate				
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting Member				
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Alternate				
Mr.	Marc	Albert	CareerSource NEFL Career Center	Workforce Development	Voting Member	Feb-25	Feb-25		
Ms.	Nancy	Russo	SMA Healthcare	Medical Community	Voting Member	Feb-25			
Mr.	Boyd	Thompson	Ride Solution, Inc.	Local Mass/Public Transit	Non-Voting Member			CTC Director	
Ms.	MariCarmen	Beltran	Ride Solution, Inc.	Local Mass/Public Transit	Non-Voting Member			Director of Operations	
Ms.	Karin	Flositz	Community Partnership for Children		Interested Party			Send November mtg invite to her	
Ms.	Laura	Berardi	Putnam Co Board of County Commissioners	Executive Assistant to County Commissioners	Interested Party			reserves BOCC room	

PUTNAM COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD BYLAWS

ARTICLE I: 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 Putnam 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 Putnam 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 Putnam 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 Putnam County Transportation Disadvantaged program, as designated by the Commission for the Transportation Disadvantaged, shall be the Northeast Florida Regional Council. The Putnam 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 Systems 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 DOPA Putnam County Board of County Commissioners, as specified in Rule 41-2.012(4) FAC.

Section 4: Termination of Membership

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

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Number

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

Section 2: Chair

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

Section 3: Vice Chair

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

ARTICLE V: BOARD MEETINGS

Section 1: Regular Meetings

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

Section 2: Special Meetings

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

Section 3: Notice of Meetings

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

Section 4: Quorum

At all meetings of the Board, the presence in person of at least two of the voting members, or their alternates, in addition to virtual representation sufficient to make up 40% of the voting members, shall be necessary and sufficient to constitute a quorum for the transaction of business. Positions on the Board, as specified in Article 3, Section 1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum.

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

Section 5: Voting

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

Section 6: Parliamentary Procedures

The Board will conduct business using parliamentary procedures according to *Robert's Rules of Order*, except when in conflict with these bylaws.

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 multicounty and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas if it is deemed appropriate and cost effective to do so. Pursuant to Chapter 427.0157(6) F.S., evaluate multicounty or regional transportation opportunities.
6. Appoint a Grievance committee as required by law and rule.
7. Coordinate with the CTC, and if necessary, jointly develop applications for grant funds that may become available.
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, FAC.

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 **19th** day of **May, 2025**.

Hon. Leota Wilkinson, Chair

TRANSPORTATION DISADVANTAGED SERVICE PLAN LOCAL COORDINATING BOARD ROLL CALL VOTE (PUTNAM COUNTY)

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson	Comm. Leota Wilkinson			
2. Dept. of Transportation	Geanelly Reveron / ALT			
3. Dept. Of Children and Families	Christina Gillis/ ALT			
4. Public Education Community	Sharon Spell			
5. Dept. of Education (Voc. Rehab)	Rochelle Price			
6. Veteran Services	Allen Buquo / ALT			
7. Econ. Disadvantaged (Comm. Action)	Cyperianina Murray			
8. Elderly	VACANT			
9. Disabled	VACANT			
10. Citizen Advocate/User	Darlene Laibl-Crowe			
11. Citizen Advocate/Non-User	Christopher Glymph			
12. Children at Risk	VACANT			
13. Dept. Of Elder Affairs	VACANT			
14. Private for Profit Transportation Industry	VACANT			
15. Agency for Health Care Adm.	Pamela Hagley / ALT			
16. Agency for Persons w/Disabilities	Sheryl Stanford / ALT			
17. Regional Workforce Dev. Brd.	Marc Albert			
18. Local Medical Community	Nancy Russo			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan, We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on: **05/19/25**

05/19/25
Date

Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

Executive Director

2021 – 2026
Putnam County
Transportation Disadvantaged Service Plan

Approved by the

Putnam County
Transportation Disadvantaged Coordinating Board

2509 Crill Avenue, Suite 200,
Palatka, Florida 32177

Chair, Hon. Leota Wilkinson

With Assistance From



Northeast Florida Regional Council
~~100 Festival Park Avenue~~
40 E Adams St. Ste. 40,
Jacksonville, FL 32202

www.nefrc.org
(904) 279-0880

May 2025

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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF SERVICE PLAN

Background of the Transportation Disadvantaged Program

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

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

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

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

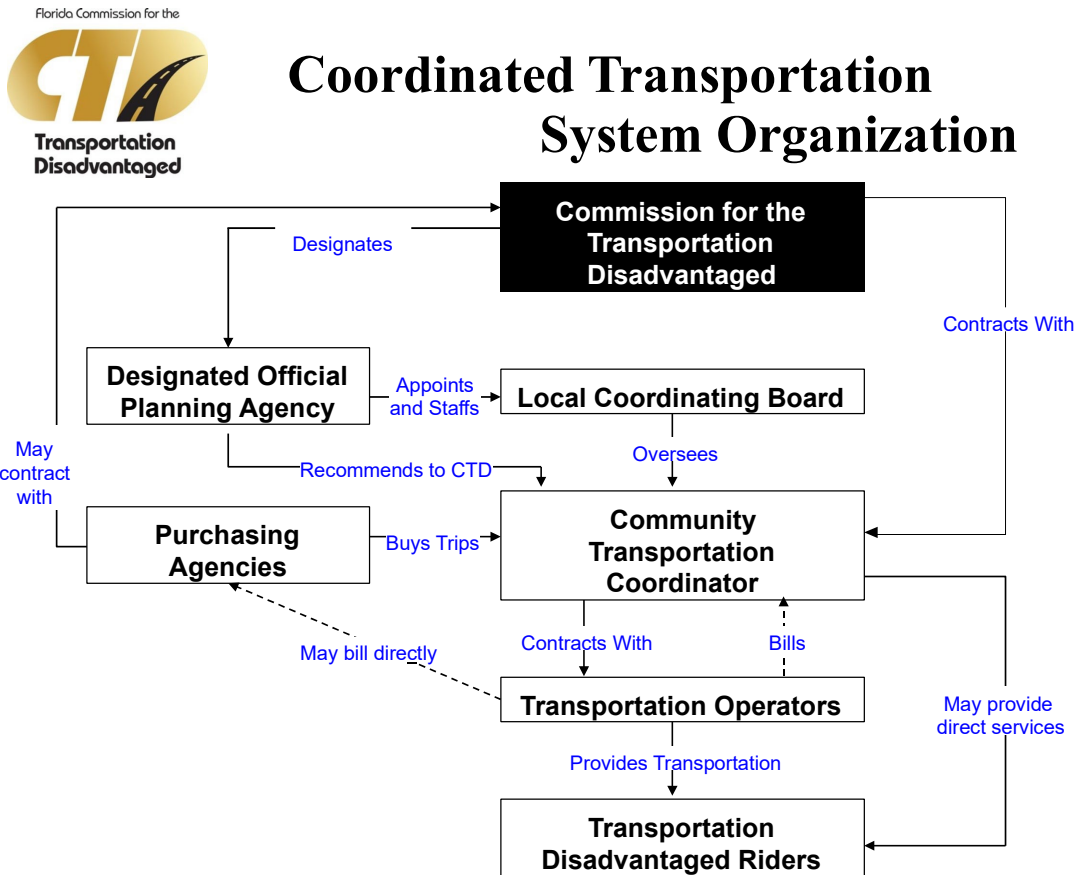
Community Transportation Coordinator Designation Date/History

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

Since that time, ARC Transit, Inc. became known as Ride Solutions and has been the service provider. In 2015, a request for qualifications for Community Transportation Coordination was issued by the Northeast Florida Regional

Council as the DOPA. Ride Solutions responded and was ultimately designated as the service provider for another five years, beginning in 2016.

Organizational Chart



Consistency Review with Other Plans

Local Government Comprehensive Plan

The 2021-2026 Putnam County Transportation Disadvantaged Service Plan (TDSP) has been reviewed for consistency with the Putnam County Comprehensive Plan, as adopted by the Putnam County Board of County Commissioners. The Transportation Disadvantaged program in Putnam County is addressed in the required Traffic Circulation Element of the Putnam County Comprehensive Plan and the TDSP is consistent with policies B.1.6.5 and B.1.6.6.

Strategic Regional Policy Plan

This TDSP is consistent, to the maximum amount feasible, with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan”, which was adopted by the NEFRC by Rule on January 16, 2014. The 2014 SRPP was based on a regional visioning process and included extensive public input. The transportation disadvantaged system in the region is addressed by Policies 2, 3, and 16 of the Regional Transportation Element.

Mobility Planning

Putnam County is not located within an MPO. However, Putnam County has been a long time participant in the Northeast Florida Mobility Coalition. The Northeast Florida Coordinated Mobility Plan is the guide to enhanced transportation access through improved coordination of transportation information, services and resources in

Northeast Florida. The Plan was developed by members of the general public, transportation providers, social service agencies, and elected officials who identified gaps and redundancies in transportation services and have initiated coordination methods to provide cost effective and efficient services in the Northeast Florida region. It was superseded by the Regional Transit Action Plan.

Regional Transit Action Plan

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

Commission for the Transportation Disadvantaged 5yr/20yr Plan

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

Public Participation

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

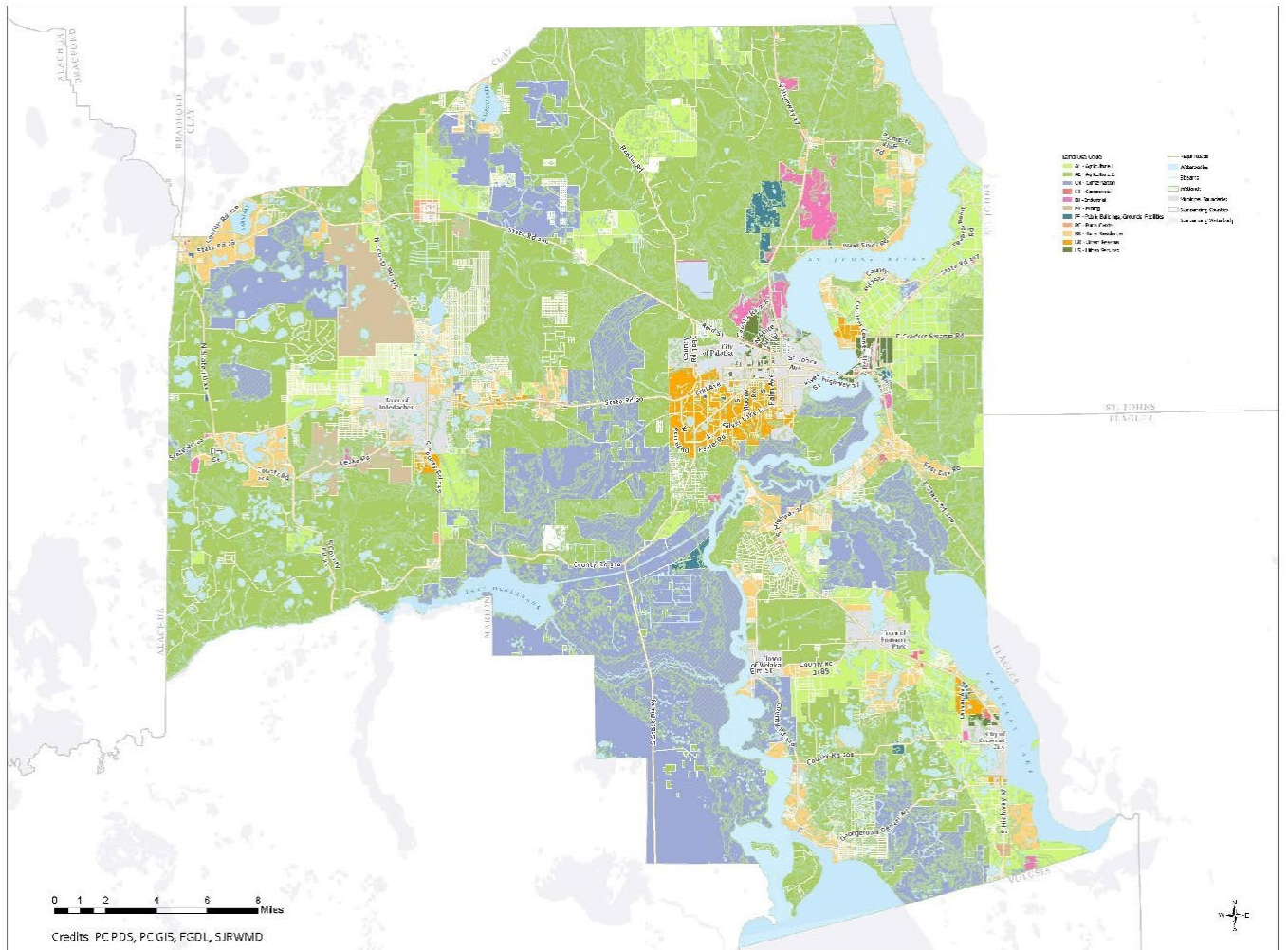
- a. Transportation – Staff for the Northeast Florida Regional Council actively participates with the development of the TDSP and coordinates the efforts to ensure that the policies in the plan are followed fully.
- b. Passengers and Advocates – The CTC has close contact with its riders, and get input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

Others - A public hearing is held annually in conjunction with a quarterly board meeting for public input.

SERVICE AREA PROFILE/DEMOGRAPHICS

Land Use

Putnam County Future Land Use



"This data is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Putnam County and its employees disclaim all responsibility for the accuracy or completeness of the data shown hereon."

Author: kmic22
7/10/2017 2:55 PM

Source: Putnam County, 2017

Putnam County BEBR Population Estimates and Projections

Estimate	Projections					
April 1, 2019 73,268	April 1, 2020	April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045
Low	70,400	68,700	66,900	65,300	63,500	61,800
Medium	73,300	73,600	73,700	73,900	74,100	74,300
High	76,300	78,700	81,100	83,400	85,400	87,300

Estimates of Population by County and City April 1, 2019	April 1, 2019	April 1, 2010	Total Change 2010- 2019
Putnam County	73,268	74,364	-1,096
Crescent City	1,583	1,577	6
Palatka	10,723	10,558	165
Interlachen	1,350	1,403	-53
Pomona Park	880	912	-32
Welaka	717	701	16
Unincorporated	58,015	59,213	-1,198

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

Putnam County Veterans - Total Population - Projections

Year	Data
2018	7,594
2020	7,214
2025	6,200
2030	5,466
2035	4,784
2040	4,204

2045

3,780

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

Putnam County Population - 5-year Estimates and Projections

Putnam County Population - 5-year Estimates and Projections

	Census	Estimate	Projections					
Age	2010	2018	2020	2025	2030	2035	2040	2045
0-4	4,689	4,446	4,446	4,480	4,381	4,337	4,249	4,275
5-9	4,506	4,471	4,443	4,441	4,501	4,435	4,407	4,321
10-14	4,675	4,502	4,538	4,404	4,426	4,516	4,466	4,443
15-19	4,930	4,076	4,041	4,207	4,099	4,152	4,254	4,214
20-24	4,046	3,821	3,721	3,581	3,752	3,668	3,730	3,831
25-29	3,985	3,941	3,995	3,518	3,408	3,598	3,526	3,593
30-34	3,762	3,775	3,751	4,011	3,561	3,473	3,673	3,609
35-39	3,861	3,940	3,989	3,827	4,123	3,674	3,596	3,809
40-44	4,126	3,866	3,861	4,117	3,974	4,307	3,848	3,769
45-49	5,300	4,076	4,047	4,019	4,312	4,193	4,561	4,078
50-54	5,714	4,581	4,377	4,233	4,219	4,562	4,455	4,851
55-59	5,444	5,657	5,621	4,579	4,447	4,454	4,840	4,737
60-64	5,256	5,791	5,890	5,739	4,708	4,597	4,614	5,026
65-69	4,468	5,164	5,214	5,721	5,618	4,642	4,550	4,567
70-74	3,497	4,221	4,327	4,568	5,052	4,998	4,153	4,075
75-79	2,705	3,065	3,144	3,638	3,904	4,379	4,391	3,680
80-84	1,932	1,933	1,957	2,277	2,680	2,921	3,319	3,363
85+	1,468	1,942	1,982	2,198	2,542	3,014	3,475	4,019
Total	74,364	73,268	73,344	73,558	73,707	73,920	74,107	74,260

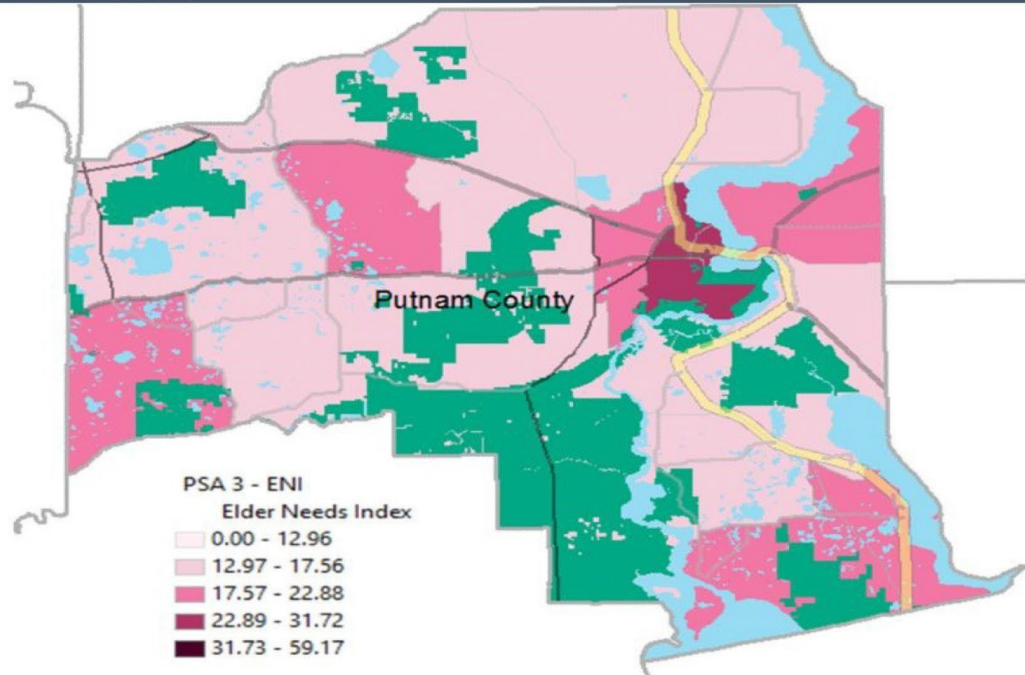
SOURCE: University of Florida, Bureau of Economic and Business Research, Florida Population Studies, Bulletin 178 <http://www.bebr.ufl.edu/population>

Statistics Related to County Population Age 60+

Putnam 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.** The green areas of the map represent bodies of land such as national parks, state forests, wildlife management areas, and local and private preserves. The blue areas of the map represent bodies of water such as lakes, streams, rivers, and coastlines. 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, 2013-2017 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

2018 Profile of Older Floridians

Putnam 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	72,981	100%
Under 18	15,795	22%
Under 60	51,304	70%
18-59	35,509	49%
60+	21,677	30%
65+	15,995	22%
70+	10,890	15%
75+	6,780	9%
80+	3,798	5%
85+	1,896	3%

Source: BEBR, 2019

Gender	Value	Percent
Male	10,334	48%
Female	11,343	52%

Source: BEBR, 2019

Living Alone	Value	Percent
Male Living Alone	2,005	37%
Female Living Alone	3,355	63%

Source: AGID 2012-16 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	3,273	20%
High School Diploma	6,321	40%
Some College, No Degree	2,759	17%
Associates Degree or Higher	3,348	21%

Source: U.S. Census Bureau, 2013-2017 ACS

Marital Status	Male	Female
Never Married	455	380
Percentage Never Married	5%	4%
Married	6,245	5,050
Percentage Married	65%	47%
Widowed	1,245	3,475
Percentage Widowed	13%	32%
Divorced	1,640	1,885
Percentage Divorced	17%	17%

Source: AGID 2012-16 ACS

Race and Ethnicity	Value	Percent
White	19,267	89%
Black	2,212	10%
Other Minorities	198	1%
Total Hispanic	720	3%
White Hispanic	658	3%
Non-White Hispanic	62	0%
Total Non-Hispanic	20,957	97%
Total Minority	3,328	15%

Source: BEBR, 2019

Driver License Holders	Value	Percent
Drivers	19,210	36%

Source: Florida Department of Highway Safety and Motor Vehicles, 2019

Registered Voters	Value	Percent
Registered Voters	21,296	42%

Source: Florida Department of State, 2018

Veterans	Value	Percent
Age 45-64	2,377	35%
Age 65-84	3,003	44%
Age 85+	497	7%

Source: U.S. Department of Veterans Affairs

Grandparents	Value	Percent
Living With Grandchildren	815	4%
Grandparent Responsible for Grandchildren	490	2%
Grandparent Not Responsible for Grandchildren	325	1%
Not Living With Grandchildren	19,125	88%

Grandchildren are defined as being under the age of 18.

Source: AGID 2012-16 ACS

English Proficiency	Value	Percent
With Limited English Proficiency	330	2%

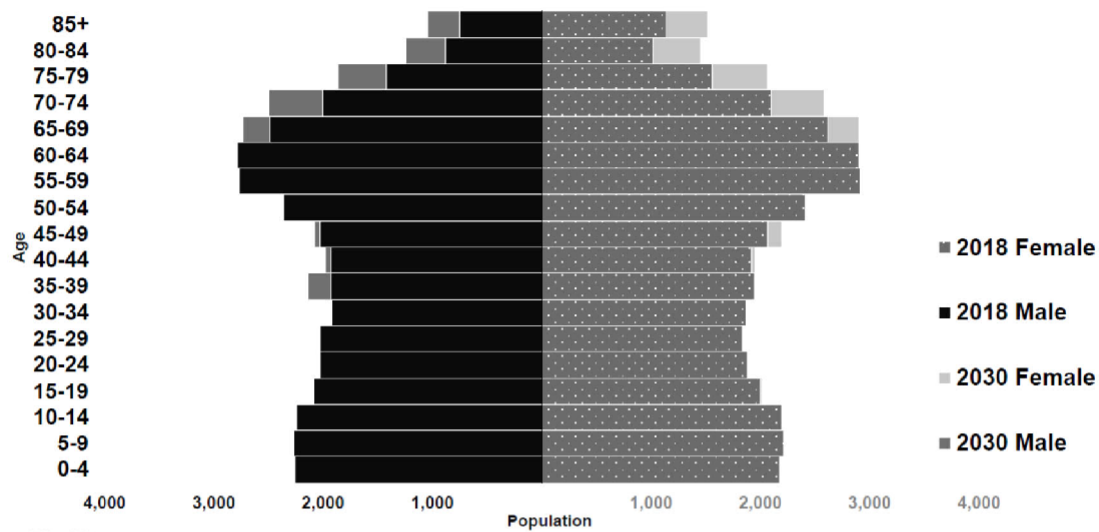
Source: AGID 2012-16 ACS

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.

2018 Profile of Older Floridians

Putnam County Demographic Profile

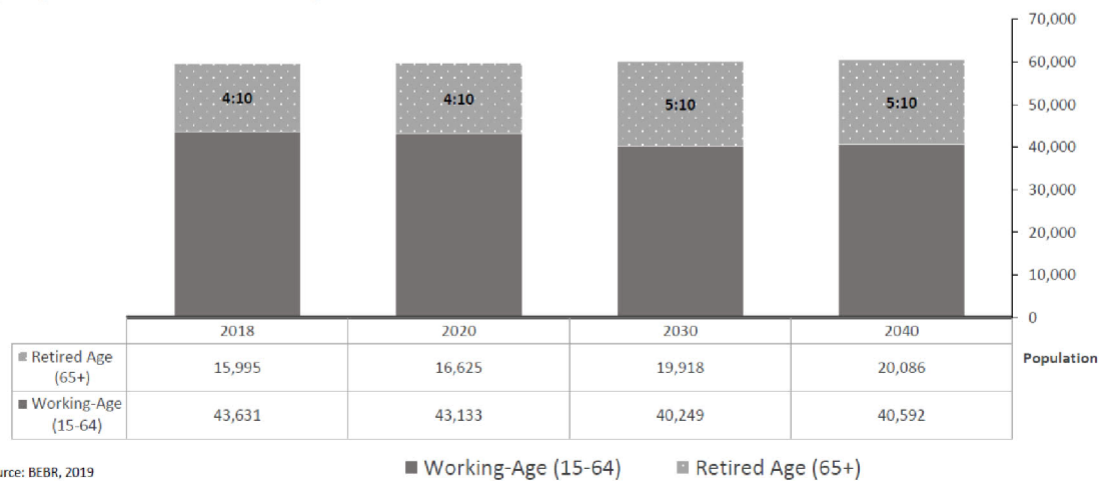
The population pyramid below compares the projected older adult population by gender between 2018 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2019

Senior Dependency Ratio

The dependency ratio contrasts the number of working-age (15-64) individuals compared to the number of individuals age 65 and older who are likely retired from the workforce. This ratio reflects the ongoing contributions of taxes and wages to support the health care and retirement systems used by retirees, as well as the availability of younger individuals to serve as caregivers to older loved ones.



Source: BEBR, 2019

2018 Profile of Older Floridians

Putnam 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.

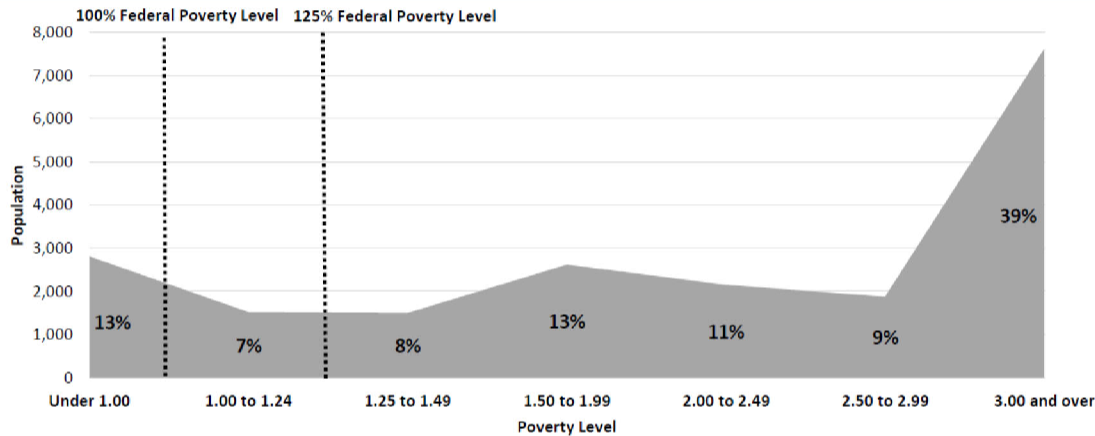
Federal Poverty Level	Value
Single-Person Household	\$12,140
Two-Person Household	\$16,460
125% Single-Person Household	\$15,175
125% Two-Person Household	\$20,575

Source: U.S. Department of Health & Human Services, 2018

Poverty	Value	Percent
At Poverty Level	2,805	13%
Below 125% of Poverty Level	4,320	20%
Minority At Poverty Level	695	3%
Minority Below 125% of Poverty Level	975	4%

Source: AGID 2012-16 ACS

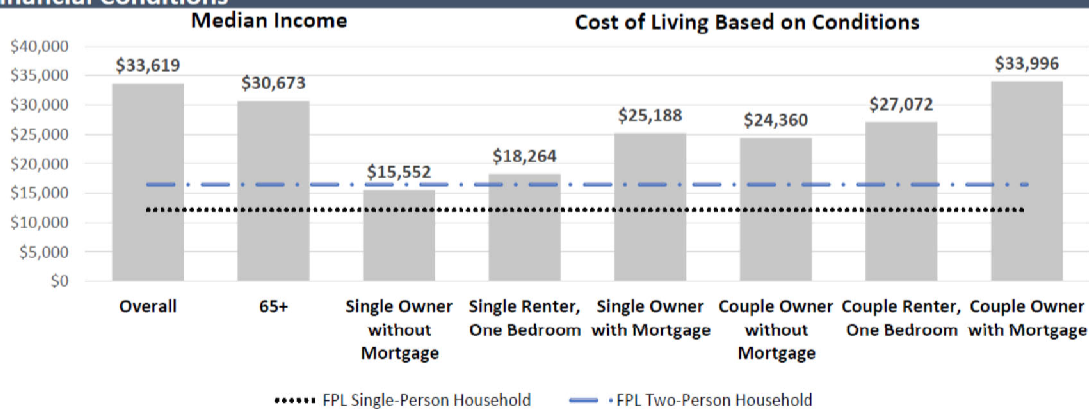
Ratio of Income to Poverty Level



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

Source: AGID 2012-16 ACS

Financial Conditions



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

Source: U.S. Census Bureau, 2013-2017 ACS and WOW Elder Economic Security Standard Index, 2016

Putnam 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 22%

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, 2018

Road Incidents Value

Total Involved in Fatal Car Crashes per 100,000 51

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

Source: National Highway Traffic Safety Administration, 2017

SNAP or Food Stamps Value

Participants 3,130

Potentially Eligible 4,320

Participation Rate 72%

Source: Florida Department of Children and Families, 2018

Food Resource Centers Value

SNAP Access Site 6

Fresh Access Bucks Outlet 0

Farmer's Market 2

Food Distribution (No Cost) 18

SNAP Retailers 97

Congregate Meal Sites 2

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

Source: Feeding Florida.org, USDA, and Florida DOEA, 2019

Public Transportation Options Value

Bus Operations at least at the County 1

Rail Operations at least at the County 0

Public Transit Service Area (sq. mi.) 137

Public Transit Service Area Population 503,506

Annual Unlinked Trips 130,947

Vehicles Operated in Maximum Service (VOMS) 31

Total Miles of Bike Lanes 46

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, 2017, and FDOT, 2018

Green Space Value

Number of Nearby State Parks 8

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

Source: Florida Department of Transportation, 2018

Rural-Urban Designation Value

Census Tracts Rural 76%

Census Tracts Urban 24%

Number of Census Tracts 17

Source: U.S. Department of Agriculture, 2019

Households With High Cost Burden (65+) Value

Owner-Occupied Households 8,834

Percent of Owners with High Cost Burden 13%

Renter-Occupied Households 1,389

Percent of Renters with High Cost Burden 36%

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, 2018

Affordable Housing Inventory Value

Properties 11

Properties Ready for Occupancy 11

Total Units 703

Units with Rent and/or Income Restrictions 701

Units Receiving Monthly Rental Assistance 269

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, 2018

Housing Units by Occupancy (65+) Percent

Owner-Occupied Housing Units 56%

Renter-Occupied Housing Units 25%

Source: U.S. Census Bureau, 2013-2017 ACS

Vehicle Access (65+) Percent

Owner-Occupied Households with Access to Vehicle(s) 95%

Renter-Occupied Households with Access to Vehicle(s) 78%

Source: U.S. Census Bureau, 2013-2017 ACS

Employment Status (65+) Value Percent

Number of Seniors Employed 1,774 11%

Number of Seniors Unemployed 808 5%

Source: U.S. Census Bureau, 2013-2017 ACS

Retirement (65+) Value Percent

Social Security Beneficiaries 14,150 67%

SSI Recipients 556 18%

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, 2018

Internet Access (65+) Percent

Have Internet Access 64%

Source: U.S. Census Bureau, 2013-2017 ACS

Putnam County Health Profile and Medical Resources

The health and medical section presents the variety and availability of different types of facilities, medical professionals, and treatment services in the community. This includes complex estimates based on probable usage by older adults. For example, the "Medically Underserved" are areas designated by the U.S. Department of Health and Human Services as having too few primary care providers, high infant mortality, high poverty, or a high elderly population. Medical access and health support services information is an important area for community planners to ensure that support is in place to accommodate an older population.

Ambulatory Surgical Centers	Value
Facilities	0
Operating Rooms	0
Recovery Beds	0

Source: Florida AHCA, 2019

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

Source: Florida AHCA, 2019

Medical Professionals	Value
Medical Doctors	
Licensed	54
Limited License	0
Critical Need Area License	2
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0

Other Professionals	
Licensed Podiatric Physicians	1
Licensed Osteopathic Physicians	5
Dentists	13

Licensed Registered Nurses	564
Pharmacies	19

Source: Florida Department of Health, 2019

Assisted Living Facility	Value
Total ALF Beds	250
Optional State Supplementation (OSS) Beds	69
Non-OSS Beds	181
Total ALF Facilities	10
Facilities with Extended Congregate Care License	2
Facilities with Limited Mental Health License	1
Facilities with Limited Nursing Service License	4

Source: Florida AHCA, 2019

Medically Underserved	Value	Percent
Total Medically Underserved	3,078	14%
Living in Areas Defined as Having Medically Underserved Populations	0	0%
Living in Medically Underserved Areas	3,078	14%

Source: Calculated using U.S. Health Resources & Services Administration and AGID

Health Insurance 65+	Value	Percent
Insured	15,359	100%
Uninsured	70	0%

Source: U.S. Census Bureau, 2013-2017 ACS

Disability Status	Value	Percent
With One Type of Disability	2,865	13%
With Two or More Disabilities	3,365	16%

Total With Any Disability		
Hearing	2,560	12%
Vision	1,050	5%
Cognitive	1,570	7%
Ambulatory	3,805	18%
Self-Care	1,295	6%
Independent Living	2,510	12%
With No Disabilities	13,825	64%
Probable Alzheimer's Cases (65+)	2,011	13%

Source: AGID 2012-16 ACS

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	3,394	15%
60+ Dual Eligible	3,039	68%

Source: Florida AHCA, 2019

Adult Day Care (ADC)	Value
ADC Facilities	0
Capacity	0

Source: Florida AHCA, 2019

Home Health Agencies	Value
Agencies	7
Medicaid Certified Agencies	0
Medicare Certified Agencies	3
Homemaker and Companion Service Companies	2

Source: Florida AHCA, 2019

Putnam County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	3
Community Beds	3
Sheltered Beds	0
Veteran Administration Beds	0
Other Beds	0
SNF Beds	337
Community Beds	337
Sheltered Beds	0
Veteran Administration Beds	0
Other Beds	0
SNFs With Community Beds	3
Community Bed Days	123,005
Community Patient Days	109,634
Medicaid Patient Days	76,121
Occupancy Rate	89%
Percent Medicaid	69%

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, 2019

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

Source: Florida Department of Health, 2019

Adult Family Care Homes	Value
Homes	0
Beds	0

Source: Florida AHCA, 2019

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2019

Dialysis	Value
End-Stage Renal Disease Centers	2

Source: Florida Department of Health, 2019

Putnam County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in Census tracts that fall within particular FEMA-designated evacuation zones, as well as the portions 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	1,024
Medicaid Beneficiary	63

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

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA and U.S. Centers for Medicare & Medicaid Services, 2018

Shelter Resources	Value
Number of General Shelters	21
General Shelter Max Capacity in People	4,621
Number of Special Needs Shelters	1
Special Needs Shelters Max Capacity in People	145

Source: FDEM, 2018

Evacuation Zones	Value	Percent
Total Population Residing in Evac Zone:	0	0%
Zone A	0	0%
Zone B	0	0%
Zone C	0	0%
Zone D	0	0%
Zone E	0	0%
DOEA HCBS Clients	208	100%
Zone A	5	2%
Zone B	1	0%
Zone C	6	3%
Zone D	1	0%
Zone E	0	0%
Lives in an Evac Zone and Has Memory Problems	3	1%
Lives in an Evac Zone and Lives Alone	7	3%

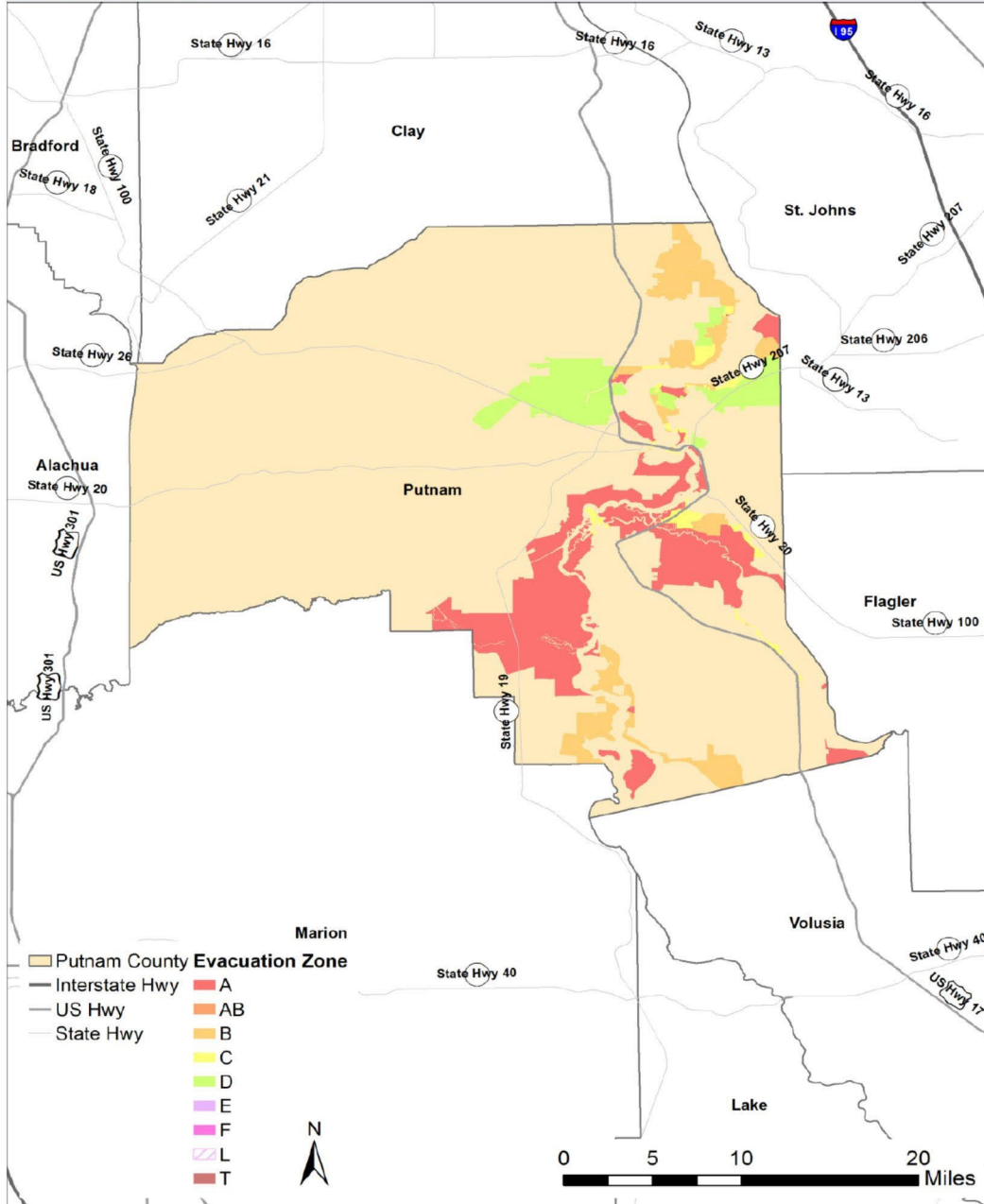
Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet,

Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

Source: Florida DOEA CIRT, ACS, Florida Division of Emergency Management (FDEM), 2019

Putnam County Disaster Preparedness

Evacuation Zones



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.
Source: FDEM, 2018

Source: 2018 Putnam County Profile of Older Floridians, State of Florida, Department of Elder Affairs,
http://elderaffairs.state.fl.us/doea/pubs/stats/County_2018/Counties/Putnam.pdf

Number of Homeless Students PK-12 in Putnam County

Total Homeless Students 2017-18 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
634		64	483	39	48

Source: Florida Department of Education's website:

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

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

<u>Age</u>	<u>Total Estimates</u>	<u>Total Margin of Error</u>	<u>Total Below the Poverty Line Estimates</u>	<u>Total Below the Poverty Line Margin of Errors</u>	<u>Percent Below Poverty Line</u>	<u>Percent Below Poverty Line Margin of Error</u>
<u>Under 18 years</u>	15,081	+/-256	5,820	+/-814	38.6%	+/-5.2
<u>Under 5 years</u>	4,106	+/-90	2,034	+/-365	49.5%	+/-8.9
<u>5-17 Years Old</u>	10,975	+/-257	3,786	+/-643	34.5%	+/-5.7
<u>Related Children of Householder Under 18 Years</u>	15,005	+/-266	5,744	+/-811	38.3%	+/-5.2
<u>18 to 64 years</u>	40,073	+/-307	9,870	+/-934	24.6%	+/-2.3
<u>18 to 34 years</u>	13,121	+/-222	4,064	+/-526	31%	+/-3.9
<u>35-64 years</u>	26,952	+/-216	5,806	+/-635	21.5%	+/-2.3
<u>60 years and over</u>	21,354	+/-411	2,973	+/-334	13.9%	+/-1.5
<u>65 years and over</u>	16,007	+/-136	1,963	+/-265	12.3%	+/-1.7

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-povertythresholds.html>

Source: The American Community Survey 2018-Five Year Estimates

https://data.census.gov/cedsci/table?q=S1701&g=0500000US12107&tid=ACSST5Y2018.S1701&vintage=2018&layer=VT_2018_050_00_PY_DI

Employment

Subject	Putnam			
	Total		Labor Force Participation Rate	
Native Hawaiian and Other Pacific Islander alone	340	+/-71	63.8%	+/-20.6
Some other race alone	8	+/-14	100%	+/-100
Two or more races	428	+/-189	74.3%	+/-16.4
	755	+/-202	46.4%	+/-16.3
Hispanic or Latino origin (of any race)				
White alone, not Hispanic or Latino	4,742	+/-88	58%	+/-5
	44,029	+/-174	46.2%	+/-1.4
Population 20 to 64 years				
SEX	39,528	+/-195	64.1%	+/-1.7
Male				
Female	19,560	+/-86	67.7%	+/-2.6
With own children under 18 years	19,968	+/-165	60.5%	+/-2.4
With own children under 6 years only	5,369	+/-433	67.9%	+/-5.5
With own children under 6 years and 6 to 17 years old	1,242	+/-298	53.3%	+/-12.7
With own children to 6 to 17 years	1,137	+/-251	62.4%	+/-10.7
	2,990	+/-335	76%	+/-6.1
POVERTY STATUS IN THE PAST 12 MONTHS				
Below poverty level				
At or above the poverty level	9,508	+/-913	44.5%	+/-4.4
	29,223	+/-863	72.2%	+/-1.6
DISABILITY STATUS				
With any disability				
	6,276	+/-603	7.6%	+/-4.9
EDUCATIONAL ATTAINMENT				
Population 25 to 64 years				
Less than high school graduate	35,570	+/-167	64.1%	+/-1.9

High school graduate (includes equivalency)	6,671	+/-630	51.9%	+/-4.7
Some college or associate degree	14,471	+/-674	65%	+/-3.2
Bachelor's degree or higher	10,550	+/-790	66.8%	+/-3.5
	3,878	+/-479	74.3%	+/-4.3

Subject	Employment/Population Ratio		Unemployment rate	
	Putnam County, Florida			
	Estimate	Margin of Error	Estimate	Margin of Error
Population 16 years and over	42.5%	+/-1.3	10.5%	+/-1.7
AGE				
16 to 19 years	19.3%	+/-5.8	28.9%	+/-12.4
20 to 24 years	52.8%	+/-6.9	17.4%	+/-7.6
25 to 29 years	67.3%	+/-6.4	9.5%	+/-5.2
30 to 34 years	63.6%	+/-6.2	11.9%	+/-4.8
35 to 44 years	64.4%	+/-5.1	9%	+/-3.7
45 to 54 years	61.9%	+/-3.8	10.8%	+/-3.7
55 to 59 years	56.1%	+/-5.4	7.9%	+/-2.5
60 to 64 years	32.8%	+/-3.6	6.9%	+/-4.1
65 to 74 years	15.2%	+/-2.7	3.4%	+/-3.7
75 years and over	4.1%	+/-2.1	4.4%	+/-7.8
RACE AND HISPANIC OR LATINO ORIGIN				
White alone	42.8%	+/-1.5	8.8%	+/-1.6
Black or African American alone	39%	+/-4.5	18.8%	+/-6
American Indian and Alaska Native alone	23.1%	+/-28	57%	+/-48.5
Asian alone	59.1%	+/-23	7.4%	+/-12.4
Native Hawaiian and Other Pacific Islander alone	100%	+/-100	0%	+/-100
Some other race alone	70.8%	+/-14.2	4.7%	+/-7.1
Two or more races	42.5%	+/-14.9	8.3%	+/-12.2
Hispanic or Latino origin (of any race)	53.6%	+/-5.6	7.5%	+/-4.8
White alone, not Hispanic or Latino	41.9%	+/-1.6	9.2%	+/-1.7
Population 20 to 64 years	57.4%	+/-1.9	10.4%	+/-1.8
SEX				
Male	60.9%	+/-2.8	9.9%	+/-2.7
Female	53.9%	+/-2.8	10.8%	+/-2.6
With own children under 18 years	59.6%	+/-5.2	12.2%	+/-4.7
With own children under 6 years only	44.7%	+/-13	16.2%	+/-12.6
With own children under 6 years and 6 to 17 years	50.9%	+/-11.2	18.5%	+/-12.4
With own children under 6 to 17 years only	69.1%	+/-6.8	9.1%	+/-5.7
POVERTY STATUS IN THE PAST 12 MONTHS				
Below poverty level	28.1%	+/-3.6	36.9%	+/-6.3
At or above the poverty level	68.5%	+/-1.9	5%	+/-1.4
DISABILITY STATUS				
With any disability	20.3%	+/-3.8	26.7%	+/-10.1
EDUCATIONAL ATTAINMENT				
Population 25 to 64 years	57.9%	+/-2	9.6%	+/-1.8
Less than high school graduate	45.9%	+/-5	11.5%	+/-4.7
High school graduate (includes equivalency)	57.7%	+/-3.3	11.1%	+/-3.4
Some college or associate degree	60.9%	+/-3.9	8.8%	+/-2.9
Bachelor's degree or higher	71.3%	+/-4.6	4.1%	+/-2.5

Source: The American Community Survey 2018-Five Year Estimates

https://data.census.gov/cedsci/table?q=S2301&g=0500000US12107&tid=ACST5Y2018.S2301&vintage=2018&layer=VT_2018_050_00_PY_D1

Overview of Land Use, Population/Composition and Employment

The future land use map and demographics, when considered together indicate that Putnam is a rural County with slow population and job growth, when compared to other Counties in Northeast Florida. The population is aging. The ALICE (Asset Limited, Income Constrained, Employed) report, done in 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 Putnam County, the median household income at \$ 41,608 is significantly lower than the statewide average of \$ 55,462. The ALICE report identifies the household survival budget for a single adult as \$ 22,584 and for a family with two working parents, an infant and a Pre-K child as \$ 59,676. The transportation portion of the family survival budget exceeds food and housing and is the second largest expense after childcare for a family of two adults with two children in childcare. The number of households below the poverty level (22%) combined with the number of ALICE households, who earn less than the household survival budget (36%), make up 58% of Putnam County's total households. These households are among those in need of transit, so they can save money and build wealth.

Major Trip Generators/Attractors

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

Inventory of Available Transportation Services

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

- Beep Beep Taxi
- Coastal Cab
- Courtesy Transport

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2018 is 35,757 or 49.1% of the total population. The forecast for 2020 considers that of the TD population, 3,975 persons are considered to be of critical need. This is comprised of 2,837 persons who are considered to have severe disabilities and 1,138 persons of low income without access to an automobile or transit. The critical need population could be expected to make 2,378 daily trips and 618,279 annual trips in 2020. The forecast model is included as Appendix 6.

Needs Assessment

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users

(SAFETEA-LU). The CTC provides paratransit service inside the County and to outside destinations, supplemented by local ambulance service to meet the demand for stretcher trips.

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

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

5-Year Transportation Disadvantaged Transportation Improvement Program and other Funding Requests and Results				
*Same Need				
Fiscal Year	Section 5310	Section 5311	Section 5339	Funding Received
16/17	Operational grant for \$223,313 and \$73,861 for the Orange Park and Palatka route. \$745,110 (plus a match of \$82,790) in capital grant vehicle replacement *	Operating expenses of \$949,809. \$808,764 for Greyhound routes.	\$827,900, full cost of replacement vehicle.*	\$74,900 5310 Capital, \$256,071 5310 Operating
17/18	Operational budget of \$256,072 and one vehicle at \$74,900.	Operational budget of \$799,378, \$808,764 Greyhound routes.	One vehicle at \$74,500.	5310 Operating \$349,640
18/19	Operating \$200,000, Capital \$90,119	Total \$831,768, Local \$415,884.	\$187,368 no match required.	5310 Total \$180,000, Local \$90,000 Federal \$90,000 5311 Total \$831,768, Local \$415,884. 5339 Total \$187,368 No match required.

19/20	Capital: Total \$90,119, Federal \$72,095, State \$9,012 Local \$9,012 Same as applied. Operational: Requested Total \$400,00 Federal \$200,000.	\$454,245 Federal Local Share same, total-\$908,490 Requested Total \$1,000,000.00 Local \$500,000 Federal \$500,000	26' vehicle (10 amb, 2 w/c positions) \$90,119 (100% Fed)	5310 Operating \$180,000 (50% 1 5310 Capital \$90,119 (\$72,095 Fed, \$9,012 State, \$9,012 local)ocal),
20/21	Capital: 2 replacement cutaways \$178,330 (\$142,664 Fed, \$17,838 State, \$17,838 local) Operating: Continue existing level of services for flex routes in the City of Palatka (\$340,400 total)	\$907,276 Total (Fed \$453,638 , Local \$453,638)		5310 Total Operating \$340,400 (\$170,200 Fed, \$170,200 Local) 5310 Total Capital \$178,330 (\$142,664 Fed, \$17,833 State, \$17,833 local) 5311 Total \$907,276 (\$453,638 Fed, \$453,638 Local)
21/22	\$320,000 (\$160,000 Fed, \$160,000 Local) OPERATING funds to continue flex route and demand services in the City of Palatka. \$2,136,843 Operating funds; \$2,978,800 Capital (CRRSAA/ARP)	\$2,136,843 Operating funds; \$2,978,800 Capital (CRRSAA/ARP)		\$1,334,948 (all federal)
22/23	Ride Solution requesting \$1,455,549 (\$727,774 Federal, \$727,775 Local) OPERATING funds to increase frequency on Palatka City Route and expand service hrs on existing in-county flex routes			
23/24	Requesting \$406,871 in federal CAPITAL funds for			

	<p>three (3) REPLACEMENT cutaways. Two (2) cutaways with 10AMB and 3W/C positions and one (1) cutaway with 6 AMB and 6W/C positions.</p> <p>Additional request for \$1,401,285 in federal OPERATING funds to increase frequency on Palatka City Route and expand service hours on existing in-county flex routes.</p>			
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Barriers to Coordination

The following are identified barriers to the Coordination process:

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

GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION SCHEDULE

Goal 1: Coordination of transportation disadvantaged services

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

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

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

Goal 2: Focus on consumer choice and efficiency.

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

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

Strategy 2.1.2: Using Trapeze, analyze current service delivery and demands for service to develop consumer travel patterns.

Strategy 2.1.3: Survey transportation system users for potential ridership levels and develop routes accordingly.

Strategy 2.1.4: Increase number of clients/riders served.

Strategy 2.1.5: Maximize the multi-loading of vehicles trips as practical to reduce cost per trip and maximize efficiency.

Strategy 2.1.6 As the State and County allow, and as the TD Commission develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in Putnam County or regionally to maximize efficiency and choice.

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

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

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

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

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

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

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

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

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

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

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

Strategy 4.1.1: Final draft preparation of reports will be completed prior to the Quarterly meeting and presented to the Board for their review.

Strategy 4.1.2: Provide a written overview of ridership totals, vehicles miles, costs, and revenue at each quarter, with a comparison to the same quarter of the previous year.

Strategy 4.1.3: Provide and present the Annual Operating Report to the LCB prior to its submittal to the Commission for the Transportation Disadvantaged on or before September 15.

Strategy 4.1.4: Present rate calculation for the LCB approval.

Strategy 4.1.5: Information on grants applied for will be provided to the LCB for their approval for incorporation into this plan.

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

Goal 5: Customer Satisfaction.

OBJECTIVE 5.1: The Local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.

Strategy 5.1.1: The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.

Strategy 5.1.2: The Community Transportation Coordinator will respond to grievances as specified by the bylaws of the Local Coordinating Board.

Strategy 5.1.3 The Community Transportation Coordinator will develop a system to serve non-English speaking customers more effectively.

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

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

OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.

Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC fiscal year.

Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion purposes as necessary.

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

Goal 7: **Support regional transit.**

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

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

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

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

Performance Measures

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

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

SECTION 3: SERVICE PLAN OPERATIONS

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

LCB Prioritization Policy for Non-Sponsored Trips by Trip Purpose

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

Priority Order Trip Purposes – Categories and Definitions

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

Types, Hours and Days of Service

The transportation disadvantaged services in Putnam County are provided in various methods, determined by the needs of the transportation users and the frequency of use. Ride Solution, Inc. has developed fixed routes with deviation which serve Palatka, Interlachen, Crescent City, St. Augustine (St. Johns County), Gainesville (Alachua County) and Orange Park (Clay County). All trip requests are coded for pick up and drop off locations. Route corridor flow studies are then utilized to determine the feasibility of fixed route with deviation service. Routes are then designed to include stops at all service centers (Government offices, shopping malls, medical facilities, etc.). Route deviation time is then added to the route schedule so that the bus can provide door-to-door service when needed. All vehicles used on the fixed route with deviation are wheelchair-lift equipped with vehicles having between two and seven wheelchair lock down positions. Pure demand/response service is used when routes are either not yet established or are not financially feasible.

Accessing Services

Individuals wishing to utilize the Ride Solution, Inc. transportation services can access the system by calling the central reservation number at (386) 325-9999 by 12:00 p.m. (noon) the previous work day. This notification is required in order to group trips for individuals who are sponsored and non-sponsored to obtain the most cost-effective method of service delivery. Transportation services are provided seven days a week, 24 hours per day. **Trip Cancellation / No Show Policy**

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

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

Ride Solution Non-sponsored Transportation Priorities

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

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

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

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

Eligibility of Riders

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

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

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

Transportation Operators and Coordination Contractors

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

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

Public Transit Utilization

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

School Bus Utilization

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

Vehicle Inventory

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

System Safety Program Plan Certification

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

Intercounty Services

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

Natural Disaster/Emergency Preparedness

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

Educational Efforts/Marketing

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

Acceptable Alternatives

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

Service Standards

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The Putnam County Local Coordinating Board (LCB) will evaluate the CTC's compliance of the established service standards annually. The LCB will also accept any other agency's review of the CTC (i.e.: FDOT, etc.) which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

COMMISSION SERVICE STANDARDS

Drug and Alcohol Testing

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

Transport of Escorts and Dependent Children

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

Use, Responsibility and Cost of Child Restraint Devices

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

Passenger Property

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

Vehicle Transfer Points

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

Local Toll Free Telephone Number

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

Out-of-Service Area Trips

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

Vehicle Cleanliness

Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

Billing Requirements

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

Passenger/Trip Database

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

Adequate Seating

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

Driver Identification

Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.

Passenger Assistance

All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door.

Other assistance may be provided except in situations in which providing assistance would not be safe for passengers remaining on the vehicle.

Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step. Smoking There will be no smoking on any vehicles in the coordinated system.

Eating & Drinking on Vehicles

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

Passenger No-Shows

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

Two-Way Communications

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

Air Conditioning/Heating of Vehicles

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

Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for its repair. The priority of the LCB is that the CTC provide transportation. If a vehicle's air conditioning or heating is not functioning

properly, and, if there are no other vehicles available, the passengers will be transported, rather than removing the vehicle from service.

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

LOCAL STANDARDS

CPR / First Aid

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

Driver Background Screening

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

Service Effectiveness The CTC shall:

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

Contract Monitoring

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

Pick-up Window

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

For trips that are prescheduled:

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

For will-call trips:

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

On-Time Performance

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

Advance Reservation Requirement

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

Accidents

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

Road Calls

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

Call-hold Time

All calls shall be answered as soon as possible.

Passenger Behavior

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

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

1. First incident, a verbal warning to advise the responsible agency that an incident has occurred.
2. Second incident shall be reported to the sponsoring agency for possible corrective action.
3. Third incident, Ride Solution will meet with all concerned parties and decide if transportation privileges are to be suspended.

ADA Policies

Life Support Systems

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

Standees on Lift

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

Driver Assistance

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

Personal Care Attendants (PCAs)

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

Service Animals

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

Transfer

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

Passenger Sensitivity

All employees of Ride Solution will receive passenger sensitivity training.

Local Complaint and Grievance Procedure/Process

Definition of a Complaint

A complaint is defined as:

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

Filing a Complaint

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

Recording of Complaints

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

Appeal to the Grievance Committee

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

Responsibility of the Local Coordinating Board to Grievances

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

Definition of a Grievance

A grievance shall be defined as:

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

Grievance Procedures

The following Grievance Procedures are established for grievances to be brought before the Grievance Committee. When a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern,

complaint, or problem relative to transportation services, proper grievance procedures which are described below should be followed in sequence.

Filing a Grievance

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

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

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

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

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

Appeal to the Grievance Committee

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

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

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

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

Grievance Committee Hearing Procedures

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

1. Call to order - Planning Staff;

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

Recommendation to the Local Coordinating Board

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

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

COST/Revenue Allocation and SERVICE RATES SUMMARY

BASED ON THE COMMISSION’S RATE CALCULATION MODEL

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

EFFECTIVE DATE: **FEBRUARY 2025**

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT \$
Ambulatory	Passenger Mile	\$3.47 -\$4.75
Wheelchair	Passenger Mile	\$5.94 -\$8.15
Public Transit	Trip – In County	\$1.00
	Trip – Out of County	\$2.00

SECTION 4: QUALITY ASSURANCE

CTC EVALUATION PROCESS

CTC Evaluation

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

CTC Monitoring Procedures of Operators and Coordination Contractors

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

Coordination Contract Evaluation Criteria

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

Planning Agency Evaluation Process

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

Cost / Revenue Allocation and Rate Structure Justification

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

Updates and Amendments

Updates

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

Amendments

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

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

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

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

PH = Public Hearing

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

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

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

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

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

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

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



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🌐 www.nefrc.org
✉ info@nefrc.org



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

DATE: May 19, 2025

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

FROM: SUMMER JONES, TRANSPORTATION DISADVANTAGED COORDINATOR

RE: **THE RIDE SOLUTION COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION**

On April 21, 2025, the Ride Solution was evaluated by the Northeast Florida Regional Council (NEFRC). After an on-site observation of the coordinated system, inspection of service vehicles, and review of documents based on the Commission for the Transportation Disadvantaged approved evaluation criteria, the Ride Solution has been reviewed as compliant with Florida Statutes 427 and Florida Administrative Code 41-2.

At this time, the NEFRC has no findings to note.

Action Recommendation

The Northeast Florida Regional Council recommends the Putnam Local Coordinating Board approve the Ride Solution's Annual CTC Evaluation.

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

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

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
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LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
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STATUS REPORT _____	43
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REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

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

ITEMS TO REVIEW ON-SITE:

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

ITEMS TO REQUEST:

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

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

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

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

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

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

GENERAL QUESTIONS

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

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

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

Is the process being used? ☐ Yes ☐ No

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

☐ Yes ☐ No

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

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

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

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

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

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☐ Yes ☐ No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☐ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☐ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

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

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

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

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

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

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

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

REPORTING TIMELINESS

Were the following items submitted on time?

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

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

List:

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

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

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

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

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

Is a written report issued? ☐ Yes ☐ No

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

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

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

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

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

☐ N/A

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

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

☐ Yes ☐ No

If Yes, describe the application review process.

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

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

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Review the Operational section of the TDSP

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

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

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

Comments:

CHAPTER 427

Findings:

Recommendations:

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

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

☐ Yes ☐ No

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

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

Comments:

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

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

*Date of last SSPP Compliance Review*_____, *Obtain a copy of this review.*

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

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

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
---------------------	------------------------	-------------------------	----------------------

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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

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

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

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

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

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

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

Bus and Van Specification Checklist

Name of Provider: The Ride Solution

Vehicle Number (either VIN or provider fleet number): 46

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

Person Conducting Review: Summer Jones

Date: 4/21/2025

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

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

Have the driver lower the lift to the ground:

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

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

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

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

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

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

While inside the vehicle:

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

Vehicles under 22 feet must have:

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

Vehicles over 22 feet must have:

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

Contractor Survey

_____County

Contractor name (optional)

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

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

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

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

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

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

☐ Yes

☐ No If no, skip to question 7

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

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

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

☐ Vehicle condition [specify operator (s)]

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

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

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

☐ Other [specify operator (s)] _____

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

☐ Yes

☐ No If no, why? _____



CTC Expense Sources

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

CTC Status: Complete
CTD Status: Complete

CTC Organization: Ride Solution, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 1,154,303	\$ 0	\$ 1,154,303	\$ 1,137,282	\$ 0	\$ 1,137,282
Fringe Benefits	\$ 270,597	\$ 0	\$ 270,597	\$ 281,275	\$ 0	\$ 281,275
Services	\$ 263,233	\$ 0	\$ 263,233	\$ 215,662	\$ 0	\$ 215,662
Materials & Supplies Consumed	\$ 320,861	\$ 0	\$ 320,861	\$ 372,984	\$ 0	\$ 372,984
Utilities	\$ 58,971	\$ 0	\$ 58,971	\$ 57,052	\$ 0	\$ 57,052
Casualty & Liability	\$ 454,432	\$ 0	\$ 454,432	\$ 423,426	\$ 0	\$ 423,426
Taxes	\$ 1,954	\$ 0	\$ 1,954	\$ 1,677	\$ 0	\$ 1,677
Miscellaneous	\$ 11,953	\$ 0	\$ 11,953	\$ 57,551	\$ 0	\$ 57,551
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 23,290	\$ 0	\$ 23,290	\$ 29,443	\$ 0	\$ 29,443
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	\$ 2,559,594	\$ 0	\$ 2,559,594	\$ 2,576,352	\$ 0	\$ 2,576,352

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

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

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

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)

Worksheet 3

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

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

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

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

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

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

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

Scheduling – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

4/21/25

Please list any special guests that were present:

Location:

220 N. 11th Street

Number of Passengers picked up/dropped off:

3

Ambulatory

2

Non-Ambulatory

1

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

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

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

Did the driver render an appropriate greeting?

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

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

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

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

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

☒ Yes ☐ No

If No, please explain:

CTC: The Ride Solution

County: Putnam

Date of Ride: 4/21/25

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

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

Note: Attach the manifest

Operator Manifest

Driver: GREEN, ANN
Date: 2025-04-21
Route: D03LOCAL
Vehicle: 46

Run Begin: 8:50
Run End: 4:21

Ending Mileage: 119171
Beginning Mileage: 119085
Total Daily Mileage:

Est Time	Sch /Appt. Time	Address / Comments	Est Time	Address	Client Name / ID / Disability	Pass Type	Space Type	Pass Num	Fare Type	Fare Amount
Route Begin 08:50	08:50	Route Begin								
Pickup 09:08	09:08	607 MADISON ST PALATKA TD-MAILED FREE JUNE PASS 6/12/2024+-- ABIGAIL MCGUIRE SPOUSE	Dropoff 09:39	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	SWINSON, EDDIE 480866	CLI	AM	1	NS	\$ 1.0
						Later Trips:	14:34		Route :	D03LOCAL
Pickup 09:15	09:15	109 CHERRY ST PALATKA D 2025 MB - QMB	Dropoff 09:39	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	JONES, SIMON 472551	CLI	AM	1	NS	\$ 1.0
						Later Trips:	15:00		Route :	D03LOCAL
Pickup 09:20	09:19	203 NELLIE ST PALATKA	Dropoff 09:37	6541 ST JOHNS AVE PALATKA FRESENIUS DIALYSIS CENTER	WILLIAMS, JIMMIE 479986	CLI	AM	1	NS	\$ 1.0
						Later Trips:	13:52		Route :	U2
Pickup 09:26	09:25	3024 SILVER LAKE DR PALATKA TD MAILED FREE MARCH PASS+12 AND LETTER 3/13/25	Dropoff 09:39	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	STRUNK, WYLINE 483603	CLI	AM	1	FRE	\$ 0.0
						Later Trips:	13:54		Route :	U2
Dropoff 09:37	09:37	6541 ST JOHNS AVE PALATKA FRESENIUS DIALYSIS CENTER	Pickup 09:20	203 NELLIE ST PALATKA	WILLIAMS, JIMMIE 479986					
Dropoff 09:39	09:39	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	Pickup 09:26	3024 SILVER LAKE DR PALATKA	STRUNK, WYLINE 483603					
Dropoff 09:39	09:39	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	Pickup 09:08	607 MADISON ST PALATKA	SWINSON, EDDIE 480866					
Dropoff 09:39	09:39	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	Pickup 09:15	109 CHERRY ST PALATKA	JONES, SIMON 472551					
Pickup 09:47	09:49	1000 HUSSON AVE, #322 PALATKA BARRY MANOR APTS TD MAILED FREE FEB PASS 1/26/2024	Dropoff 10:19	1023 ST JOHNS AVE PALATKA ISLAND DOCTORS - PALATKA	MELENDEZ, VIOLA 204845	CLI	WH	1	NS	\$ 1.0
						Later Trips:	11:20		Route :	D03LOCAL
Dropoff 10:19	10:30	1023 ST JOHNS AVE PALATKA ISLAND DOCTORS - PALATKA	Pickup 09:47	1000 HUSSON AVE, #322 PALATKA BARRY MANOR APTS	MELENDEZ, VIOLA 204845					
Pickup 10:28	10:30	5101 SILVER LAKE DR PALATKA TD MAILED FREE PASS JAN 1/16/2024	Dropoff 10:40	135 TOWN AND COUNTRY DR PALATKA PUBLIX PALATKA	FLYNN, SARA 470759	CLI	AM	1	NS	\$ 1.0
						Later Trips:	17:18		Route :	D120U

Route: D03LOCAL

Est Time	Sch /Appt. Time	Address / Comments	Est Time	Address	Client Name / ID / Disability	Pass Type	Space Type	Pass Num	Fare Type	Fare Amount
Pickup 10:35	10:37	2002 SHERMAN AVE PALATKA ALIVI	Dropoff 10:44	326 ZEAGLER DR PALATKA	WHITE, LORENE 482930	CLI	WH	1	SIG	\$ 0.00
Dropoff 10:40	11:00	135 TOWN AND COUNTRY DR PALATKA PUBLIX PALATKA	Pickup 10:28	5101 SILVER LAKE DR PALATKA	FLYNN, SARA 470759	Later Trips: 15:27		Route: D03LOCAL		
Dropoff 10:44	10:00	326 ZEAGLER DR PALATKA	Pickup 10:35	2002 SHERMAN AVE PALATKA	WHITE, LORENE 482930					
Pickup 10:46	10:45	6500 CRILL AVE PALATKA			BRINSON, ANGELA 444629	ESC CLI	AM AM	1 1	NS NS	\$ 1.00 \$ 1.00
Dropoff 10:54	12:20	2102 BRINSON ST, #APT C104 PALATKA TD- MAILED LETTER AND FREE DEC PASS 11/29/22 EXP 11/25	Pickup 10:46	6500 CRILL AVE PALATKA	BRINSON, ANGELA 444629					
Pickup 10:54	10:56	605 N 19TH ST PALATKA NO EXP 8-2026	Dropoff 11:07	205 ZEAGLER DR, #401 PALATKA	JONES, PEARLIE MAE 476865	CLI	AM	1	NS	\$ 1.00
Pickup 10:59	11:00	109 N 10TH ST PALATKA TD MAILED FREE MARCH BUS PASS 2/20/2024	Dropoff 11:09	611 UNNAMED ST PALATKA PUTNAM COMMUNITY MEDICAL CNT	KEENE, JAMES 468814	CLI	AM	1	NS	\$ 1.00
Dropoff 11:07	11:15	205 ZEAGLER DR, #401 PALATKA	Pickup 10:54	605 N 19TH ST PALATKA	JONES, PEARLIE MAE 476865	Later Trips: 12:11		Route: D03LOCAL		
Dropoff 11:09	11:15	611 UNNAMED ST PALATKA PUTNAM COMMUNITY MEDIC	Pickup 10:59	109 N 10TH ST PALATKA	KEENE, JAMES 468814	CLI	AM	1	NS	\$ 1.00
Pickup 11:10	11:12	110 KAY LARKIN DR PALATKA TD	Dropoff 11:16	3015 CRILL AVE PALATKA	CAMPBELL, DAVID 483926	CLI	WH	1	FRE	\$ 0.00
Dropoff 11:16	11:15	3015 CRILL AVE PALATKA	Pickup 11:10	110 KAY LARKIN DR PALATKA	CAMPBELL, DAVID 483926	Later Trips: 12:45		Route: D03LOCAL		
Pickup 11:20	11:20	1023 ST JOHNS AVE PALATKA ISLAND DOCTORS - PALATKA NEW LOCATION	Dropoff 11:53	1000 HUSSON AVE, #322 PALATKA BARRY MANOR APTS	MELENDEZ, VIOLA 204845	CLI	WH	1	NS	\$ 1.00
Dropoff 11:53	12:30	1000 HUSSON AVE, #322 PALATKA BARRY MANOR APTS TD MAILED FREE FEB PASS 1/26/2024	Pickup 11:20	1023 ST JOHNS AVE PALATKA ISLAND DOCTORS - PALATKA	MELENDEZ, VIOLA 204845					
Pickup 12:11	12:15	205 ZEAGLER DR, #401 PALATKA	Dropoff 12:21	605 N 19TH ST PALATKA	JONES, PEARLIE MAE 476865	CLI	AM	1	NS	\$ 1.00

Route: D03LOCAL

Est Time	Sch /Appt. Time	Address / Comments	Est Time	Address	Client Name / ID / Disability	Pass Type	Space Type	Pass Num	Fare Type	Fare Amount
Dropoff 12:21	12:15	605 N 19TH ST PALATKA TD EXP 8-2026	Pickup 12:11	205 ZEAGLER DR, #401 PALATKA	JONES, PEARLIE MAE 476865					
Pickup 12:31	12:35	7331 CRILL AVE, #LOT 18 PALATKA TD MAILED FREE JAN PASS+9 AND LETTER 1/17/2025	Dropoff 12:40	205 ZEAGLER DR, #401 PALATKA	VAN NORTWICK, JUDITH 483098	CLI COM	AM AM	1 1	NS NS	\$ 1.0 \$ 1.0
Dropoff 12:40	12:45	205 ZEAGLER DR, #401 PALATKA	Pickup 12:31	7331 CRILL AVE, #LOT 18 PALATKA	VAN NORTWICK, JUDITH 483098	Later Trips: 13:59			Route : D03LO	
Pickup 12:45	12:45	3015 CRILL AVE PALATKA	Dropoff 12:50	110 KAY LARKIN DR PALATKA	CAMPBELL, DAVID 483926	CLI	WH	1	FRE	\$ 0.0
Dropoff 12:50		110 KAY LARKIN DR PALATKA TD	Pickup 12:45	3015 CRILL AVE PALATKA	CAMPBELL, DAVID 483926					
Pickup 13:01	13:16	611 UNNAMED ST PALATKA PUTNAM COMMUNITY MEDIC	Dropoff 13:04	6710 OLD WOLF BAY RD PALATKA GOEL, DR.	KEENE, JAMES 468814	CLI	AM	1	NS	\$ 1.0
Dropoff 13:04	13:30	6710 OLD WOLF BAY RD PALATKA GOEL, DR.	Pickup 13:01	611 UNNAMED ST PALATKA PUTNAM COMMUNITY MEDICAL CNT	KEENE, JAMES 468814	Later Trips: 14:32			Route : D03LO	
Pickup 13:12	13:19	256 N HIGHWAY 17 PALATKA BECK CHRYSLER DODGE	Dropoff 13:31	108 GIBBS AVE SATSUMA	KININMONTH, GEORGE 209714	CLI	AM	1	NS	\$ 0.0
Dropoff 13:31		108 GIBBS AVE SATSUMA	Pickup 13:12	256 N HIGHWAY 17 PALATKA BECK CHRYSLER DODGE	KININMONTH, GEORGE 209714					
Pickup 13:49	14:00	276 US 17 N PALATKA	Dropoff 14:23	2201 HUSSON AVE PALATKA TYRRELL OAKS APARTMENTS	WASHINGTON, RUSSELL 213510	CLI	AM	1	NS	\$ 1.0
Pickup 13:57	14:05	6541 ST JOHNS AVE PALATKA FRESENIUS DIALYSIS CENTER	Dropoff 14:16	501 S PALM AVE PALATKA RADIANT NURSING HOME	BOWERS, WILLIE 467939	CLI	AM	1	NS	\$ 1.0
Pickup 13:59	14:06	205 ZEAGLER DR, #401 PALATKA	Dropoff 14:08	7331 CRILL AVE, #LOT 18 PALATKA	VAN NORTWICK, JUDITH 483098	CLI COM	AM AM	1 1	NS NS	\$ 1.0 \$ 1.0
Dropoff 14:08		7331 CRILL AVE, #LOT 18 PALATKA TD MAILED FREE JAN PASS+9 AND LETTER 1/17/2025	Pickup 13:59	205 ZEAGLER DR, #401 PALATKA	VAN NORTWICK, JUDITH 483098					
Dropoff 14:16	14:29	501 S PALM AVE PALATKA RADIANT NURSING HOME	Pickup 13:57	6541 ST JOHNS AVE PALATKA FRESENIUS DIALYSIS CENTER	BOWERS, WILLIE 467939					

Route: D03LOCAL

Est Time	Sch /Appt. Time	Address / Comments	Est Time	Address	Client Name / ID / Disability	Pass Type	Space Type	Pass Num	Fare Type	Fare Amount
Dropoff 14:23	2:45	2201 HUSSON AVE PALATKA TD F M/C 02/27/24 JM TYRRELL OAKS APARTMENTS	Pickup 13:49	276 US 17 N PALATKA	WASHINGTON, RUSSELL 213510					
Pickup 14:32	14:30 1:09	6710 OLD WOLF BAY RD PALATKA GOEL, DR.	Dropoff 14:44	109 N 10TH ST PALATKA	KEENE, JAMES 468814	CLI	AM	1	NS	\$ 1.00
Pickup 14:34	14:30 2:14	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	Dropoff 14:47	607 MADISON ST PALATKA	SWINSON, EDDIE 480866	CLI	AM	1	NS	\$ 1.00
Dropoff 14:44	1:45	109 N 10TH ST PALATKA TD MAILED FREE MARCH BUS PASS 2/20/2024	Pickup 14:32	6710 OLD WOLF BAY RD PALATKA GOEL, DR.	KEENE, JAMES 468814					
Dropoff 14:47	2:45	607 MADISON ST PALATKA TD MAILED FREE JUNE PASS 6/12/2024+-- ABIGAIL MCGUIRE SPOUSE	Pickup 14:34	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	SWINSON, EDDIE 480866					
Pickup 15:00	15:00 3:09	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	Dropoff 15:09	109 CHERRY ST PALATKA	JONES, SIMON 472551	CLI	AM	1	NS	\$ 1.00
Dropoff 15:09	3:19	109 CHERRY ST PALATKA TD 2025 MB - QMB	Pickup 15:00	326 ZEAGLER DR PALATKA DAVITA DIALYSIS - PALATKA	JONES, SIMON 472551					
Pickup 15:27	15:27 3:09	326 ZEAGLER DR PALATKA	Dropoff 15:35	2002 SHERMAN AVE PALATKA	WHITE, LORENE 482930	CLI	WH	1	SIG	\$ 0.00
Dropoff 15:35	3:31	2002 SHERMAN AVE PALATKA ALIVI	Pickup 15:27	326 ZEAGLER DR PALATKA	WHITE, LORENE 482930					
Route End 15:56	16:00	Route End								

RIDER/BENEFICIARY SURVEY

Staff making call: Summer Jones

County: P u t n a m

Date of Call: 4 / 22 / 25

Funding Source: _____

1) Did you receive transportation service on 4/21/25? ☒ Yes or ☐ No

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

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

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

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical

☐ Education/Training/Day Care

☐ Employment

☒ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on 4/21/25?

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

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

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

Additional Comments:

From: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Sent: Monday, December 30, 2024 10:57 AM
To: '(boyd@theridesolution.org)' <boyd@theridesolution.org>
Cc: Maricarmen Beltran <mbeltran@theridesolution.org>; Reginald Johnson <Reginald@theridesolution.org>; Wanda <Wanda@theridesolution.org>; Summer Jones <Sjones@nefrc.org>
Subject: 2024-2025 Putnam Approved Rate Model
Importance: High

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 morning Boyd,

I have reviewed the corrections and adjustments made to the attached 2024-25 Rate Model Calculation Spreadsheet 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, nor does it address the reasonableness of the unsubsidized cost of services.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the spreadsheet to the LCB for approval and inclusion in the TDSP update.

When the time comes, I will produce your T/E grant Amendment contract with the passenger mile rates from this spreadsheet presuming no further changes by the LCB.

		RATES FOR FY: 2024 - 2025				
		Ambul	Chair	Stretcher	Group	
				Leave Blank	Leave Blank	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		31,776	= 74,000	+ 17,776	+ 0	
Rate per Passenger Mile =		\$4.75	\$8.15	\$0.00	\$0.00	\$0.00
					per passenger	per group

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



Preliminary Information Worksheet

Version 1.4

CTC Name: Ride Solution
County (Service Area): Putnam
Contact Person: Boyd Thompson
Phone # 386.325.9999

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☒ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☐ Partially Brokered
- ☒ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Ride Solution
County: Putnam

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2022 to June 30th of 2023	Current Year's APPROVED Budget, as amended from July 1st of 2023 to June 30th of 2024	Upcoming Year's PROPOSED Budget from July 1st of 2024 to June 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox			\$ 10,800			\$38866 in RS reserves
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other			\$ 38,866			
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 425,999	\$ 425,999	\$ 446,993	0.0%	4.9%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Ride Solution
County: Putnam

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2022 to June 30th of 2023	Current Year's APPROVED Budget, as amended from July 1st of 2023 to June 30th of 2024	Upcoming Year's PROPOSED Budget from July 1st of 2024 to June 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =	\$	47,332	None			
Total Revenues =	\$425,999	\$425,999	\$496,659	0.0%	16.6%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 193,342	\$ 193,342	\$ 226,989	0.0%	17.4%	
Fringe Benefits	\$ 82,510	\$ 82,510	\$ 49,079	0.0%	-40.5%	
Services	\$ 47,432	\$ 47,432	\$ 57,490	0.0%	21.2%	
Materials and Supplies	\$ 70,414	\$ 70,414	\$ 63,398	0.0%	-10.0%	
Utilities	\$ 11,264	\$ 11,264	\$ 12,123	0.0%	7.6%	
Casualty and Liability	\$ 57,101	\$ 57,101	\$ 81,564	0.0%	42.8%	
Taxes	\$ 570	\$ 570	\$ 587	0.0%	3.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest	\$ 4,855	\$ 4,855		0.0%	-100.0%	
Leases and Rentals	\$ 5,843	\$ 5,843	\$ 5,429	0.0%	-7.1%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

ACTUAL YEAR LOSS	(\$47,332)	\$47,332				
Total Expenditures =	\$473,331	\$473,331	\$496,659	0.0%	4.9%	

See NOTES Below.

Error: Revenues
< Expenditures

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Comprehensive Budget Worksheet

Version 1.4

CTC: Ride Solution
County: Putnam

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2022 to June 30th of 2023	Current Year's APPROVED Budget, as amended from July 1st of 2023 to June 30th of 2024	Upcoming Year's PROPOSED Budget from July 1st of 2024 to June 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Ride Solution

County: Putnam

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	July 1st of
	2024
	to
	June 30th of
	2025
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

APD

Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -

DJJ

DJJ	\$ -
Bus Pass Program Revenue	\$ -

Other Fed or State

xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -

Other Revenues

Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ -
---------------------------------------	------

Total Revenues = \$ 496,659

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
------	------	--

\$ 496,659 \$ - \$ -

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures

Labor	\$ 226,989
Fringe Benefits	\$ 49,079
Services	\$ 57,490
Materials and Supplies	\$ 63,398
Utilities	\$ 12,123
Casualty and Liability	\$ 81,564
Taxes	\$ 587
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 5,429
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -

Capital Expenditures

Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -

Total Expenditures = \$ 496,659

minus EXCLUDED Subsidy Revenue = \$ -

Budgeted Total Expenditures INCLUDED in
Rate Base = \$ 496,659

Rate Base Adjustment¹ =

Adjusted Expenditures Included in Rate
Base = \$ 496,659

\$ -

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year:

2022 - 2023

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Ride Solution
County: Putnam

Version 1.4

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 91,776

Rate Per Passenger Mile = \$ 5.41

Total Projected Passenger Trips = 8,590

Rate Per Passenger Trip = \$ 57.82

Fiscal Year

2024 - 2025

Avg. Passenger Trip Length = 10.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 5.41

Rate Per Passenger Trip = \$ 57.82

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Ride Solution
County: Putnam Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for Contracted Services:

per Passenger Mile =
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Ride Solution
County: Putnam

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

 Leave Blank
3. If you answered Yes to # 1 and completed # 2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank).....
Do NOT Complete Section IV
..... And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2024 - 2025			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	91,776	74,000	17,776	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$4.75	\$8.15	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	8,590	6,625	1,965	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$49.70	\$85.20	\$0.00	\$0.00
				per passenger	per group
2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...					
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					
Rate per Passenger Mile for Balance =		\$4.75	\$8.15	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$4.75	\$8.15	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$49.70	\$85.20	\$0.00	\$0.00
				per passenger	per group

RIDE SOLUTION, INC.

MAY 2025 LOCAL COORDINATING BOARD UPDATE

A. 2025 NS TRIPS

- a. JAN. - 1283
- b. FEB. - 1265
- c. MAR.- 1168
- d. APR.- 1288

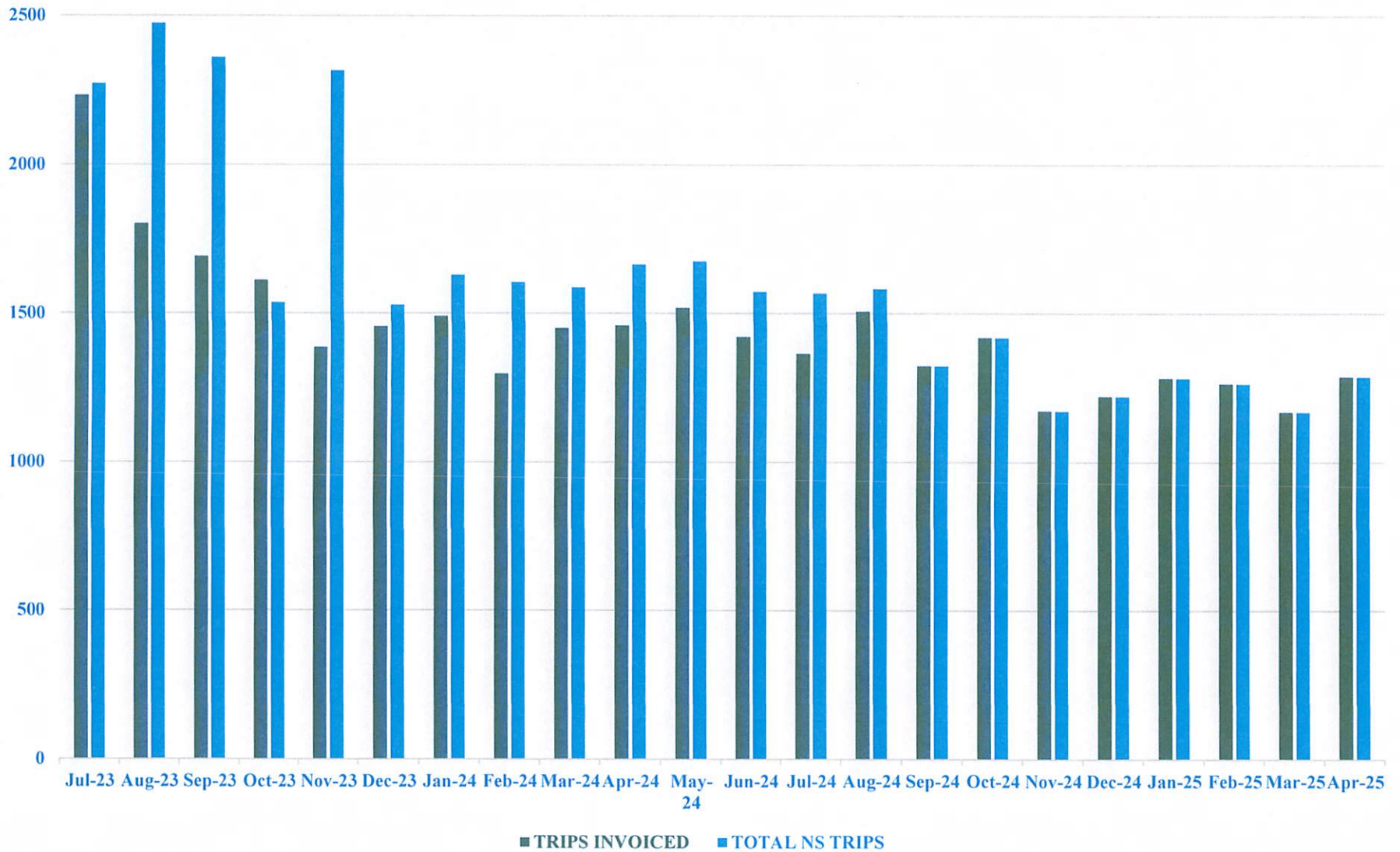
B. NEW RATES

- | | | |
|-------------|---------------|---------------|
| a. PREVIOUS | AM \$ 3.47/MI | WH \$ 5.94/MI |
| b. UPDATED | AM \$ 4.75/MI | WH \$ 8.15/MI |

C. CTD 2025 MONITORING EXIT CONFERENCE

MAY 16, 2025 - NO FINDINGS

RIDE SOLUTION NS TRIPS



Putnam

2024-2025
CTD TRIP INVOICE

Ride Solution, Inc.
220 N 11th St.
Palatka, Fl, 32177
386-325-9999

Bill To:		Invoice Number:	G2Z4402
Commission for the Transportation Disadvantaged		Invoice Date:	03/10/2025
605 Suwannee Street, MS49		Grant Number:	G2Z44
Tallahassee, FL 32399-0450		Monthly Disbursement Amount from Exhibit "B" of Grant:	\$ 37,249.00

Dates of Services	Start Date			End Date		
	February	1	2025	February	28	2025

[illegible]

Total Project Cost	\$ 40,795.16
Less: Amount over Exhibit "B" of the Grant	\$ -
Add: Amount to be Recovered from Previous Billing	
Subtotal	\$ 40,795.16
Less: 10% Local Match	\$ (4,079.52)
TOTAL	\$ 36,715.64



Putnam

2024-2025
CTD TRIP INVOICE

Ride Solution, Inc
220 N 11th Street
Palatka, FL 32177
386-325-9999

Bill To:		Invoice Number:	G2Z4407
Commission for the Transportation Disadvantaged		Invoice Date:	05/14/2025
605 Suwannee Street, MS49		Grant Number:	G2Z44
Tallahassee, FL 32399-0450	Monthly Disbursement Amount from Exhibit "B" of Grant:		\$ 37,249.00

Dates of Services	Start Date			End Date		
	July	1	2024	April	30	2025

[illegible]

Total Project Cost	\$ 56,443.50
Less: Amount over Exhibit "B" of the Grant	\$ (15,055.72)
Add: Amount to be Recovered from Previous Billing	
Subtotal	\$ 41,387.78
Less: 10% Local Match	\$ (4,138.78)
TOTAL	\$ 37,249.00



Ride Solution, Inc

Putnam

July 1, 2024 - April 30, 2025

[illegible]

Revised 01/01/2023 (Casey Perkins - THF 001)