



**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
Teams Meeting ID: 234 001 781 419 33
Passcode: K9YS6Dk2

Monday, September 21, 2026, 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 May 18, 2026, Meeting Minutes – Chair Wilkinson * (pg.2-8)
4. New Business
 - a. Planning Year Review for FY 26-27 (pg. 9)
 - b. Proposed LCB Meeting Schedule & Annual Public Hearing* (pg. 10)
 - i. 10:30 am on the 3rd Monday of each quarter, 2nd Monday in February:
9/21/26, 11/16/26 (Annual Public Hearing), 2/08/27, 5/17/27, 9/20/27
 - c. Transportation Disadvantaged Service Plan – Full Update* (pg.11-52)
 - d. LCB Membership Update* (If needed) (pg. 53-56)
 - i. Membership Recruitment Flyer
5. Community Transportation Coordinator (CTC) System Update – Mr. Thompson
 - a. 2026-2027 Rate Model*(pg.57-67)
 - b. CTC Quarterly Update (pg. 68-76)
 - c. Grants Update* (Approval if required)
6. Old Business (if required)
7. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
8. Member and Department Reports
9. Adjournment – Chair Wilkinson

Next LCB Meeting: November 16, 2026, at 10:30 a.m.
Putnam County Planning & Development Conference Room
2509 Crill Avenue, Suite 300, Palatka, Florida, 32177



Putnam County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Monday, May 18, 2026

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Putnam County Commission
Hon. Leota Wilkinson, 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 Microsoft Teams on Monday, May 18, 2026. Chair Wilkinson called the meeting to order at 10:30 a.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chair	Leota Wilkinson (In-person)
FDOT	Summer Jones (Virtual)
Vocational Rehabilitation	Francis Dollinger (Virtual)
Citizen Advocate/User	Darlene Laibl-Crowe (In-person)
Citizen Advocate/Non-User	Christopher Glymph (In-person)
Agency for Health Care Adm.	Pamela Hagley (Virtual)
Regional Workforce Dev. Board	Rhonda Bryant (Virtual)
Medical Community	Nancy Russo (Virtual)
Department of Children and Families	Diana Burgos-Garcia (Virtual)

Members Not Present

Department of Children and Families	Christina Gillis
Public Education	Sharon Spell
Veteran	Allen Buquo

Community Transportation Coordinator Staff Present

MariCarmen Beltran (In-Person)

Planning Agency Staff Present

Annette Bardge, Jenni Bryla, and Tyler Nolen (In-Person)

Guests

Trevor Nelson (local), Ron Kowalczyk (local), Jessica Boylston (DCF)

After roll call, a quorum was reached.

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of February 9, 2026, Meeting Minutes*

Mr. Glymph moved to approve the February 9, 2026, meeting minutes; seconded by Ms. Laibl-Crowe. The meeting minutes were approved unanimously.

4. Northeast Florida Regional Council Update

a) MOA Review*

Staff provided an overview of the new 5-year Memorandum of Agreement (MOA) between the Commission for Transportation Disadvantaged (CTD) and The Ride Solution (CTC).

Mr. Glymph moved to approve the Chair's signature on the MOA, seconded by Ms. Laibl-Crowe. The motion was approved unanimously.

b) LCB Membership Review/Approval*

Staff had the opportunity to highlight the current LCB membership list and discussed the vacant positions on the board. Following the discussion, Mr. Ron Kowalczyk, who was attending the meeting as an interested party, was nominated to serve in the vacant position representing people with disabilities.

Ms. Laibl-Crowe moved to approve Mr. Kowalczyk for the LCB position representing the disabled, seconded by Mr. Glymph. The motion was approved unanimously.

c) Annual CTC Evaluation – Ride Along*

Ms. Bardge provided an overview and an update on the Ride Along Assessment conducted on April 1, 2026. NEFRC staff highlighted the purpose of the ride-along, the evaluation committee members who participated, and the aspects evaluated, including the Bus and Van Specification Checklist, Onsite Observation of the System, and Rider Beneficiary Survey. Following that description, Ms. Bardge provided the evaluation committee's finding.

Putnam County Ride Along Assessment Results

Findings

The Putnam County TD Ride Along assessment was conducted on April 1, 2026.

All areas of the TD Evaluation were found in compliance and within the LCB guidelines.

Following the review, LCB members had questions about the process and the aspects assessed. Ms. Bardge gave an overview of the rider survey so that LCB members could review its content and ask how it was conducted. Ms. Laibl-Crowe recommended a year-round survey link for riders to submit information that may help inform the TD program about successes and opportunities for improvement.

While reviewing the Assessment Workbook, several errors in the county name were noted. Staff will make corrections and update the workbook to reflect Putnam County throughout the document.

Mr. Glymph moved to approve the ride-along assessment, seconded by Ms. Laibl-Crowe. The motion was approved unanimously.

5. Community Transportation Coordinator (CTC) System Update – Mr. Thompson

Ms. Beltran provided an update on behalf of the CTC.

a. CTC Quarterly Update

Ride Solution, Inc. March YTD Ridership

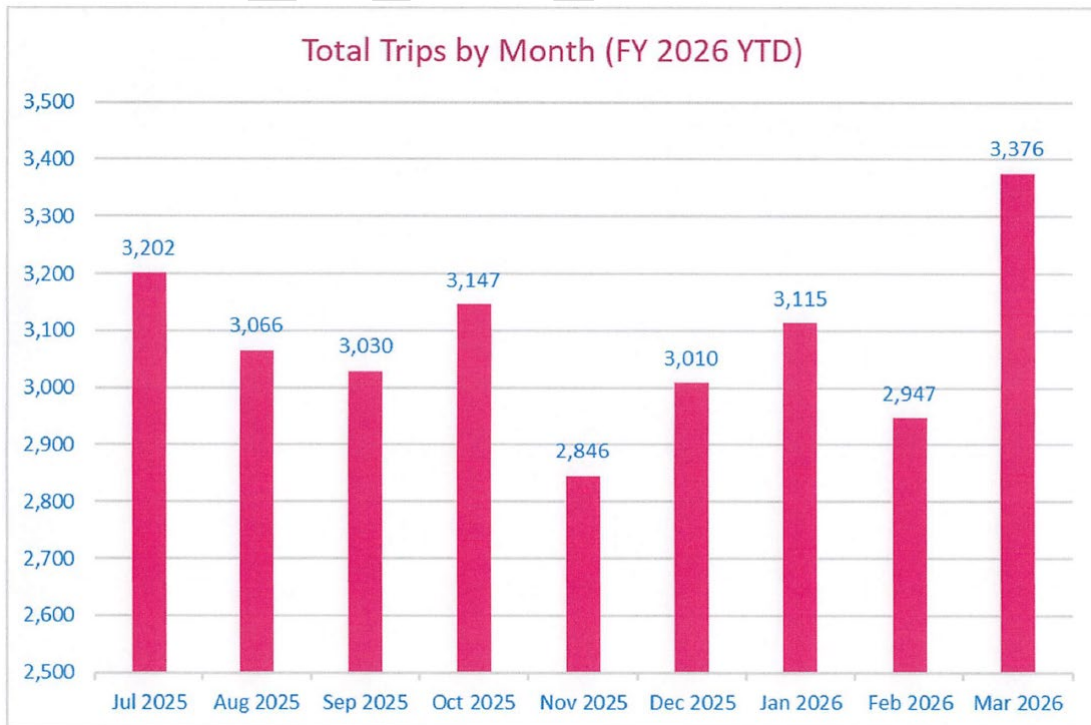
UDHC YTD March 2026	1,638
Total Trips March YTD	27,739

Trips by Funding Source

Funding Source	Trips	% of Total
NS/TD	13,279	48%
ALV/Medicaid	944	3%
ARC/Medwaiver	3,940	14%
RS_PCG/General Public	9,576	35%

Trips by Purpose

DIALYSIS	5,991	22%
MEDICAL	3,880	14%
WORK	3,597	13%
ETD/ARC	3,552	13%
SHOPPING	2,238	8%
OTHER	8,481	31%



Following the review of the report numbers, several LCB members discussed recent outreach efforts taking place that have resulted in more people learning about the TD program and may be eligible for the program. Efforts will be made to engage them and determine whether they qualify for the TD program. Locations such as Crescent City and the Hawthorne area were discussed.

b. Grant Updates*(Approval if required)

The CTC said they would apply for the Shirley Conroy Capital Assistance Grant to replace an existing cutaway van for \$178,714. This is a 14-passenger vehicle with three wheelchair positions.

Mr. Glymph moved to approve the Chair's signature on the Shirley Conroy Capital Assistance Grant, seconded by Ms. Laibl-Crowe. The motion was approved unanimously.

6. Old Business

There was no old business.

7. New Business

There was no new business.

8. Public Comment

There was no public comment.

9. Member and Department Reports

There are several activities and initiatives occurring throughout the county, including resources for eye exams and drives to collect old glasses that could be rehabilitated and given to those in need in the community. Other community activities were highlighted, such as Putnam PALS, Bread of Life, and Lions Club.

10. Adjournment

Chair Wilkinson adjourned the meeting at 11:40 p.m.

The LCB meeting will take place on September 21, 2026, at 10:30 a.m.

ATTENDANCE RECORD
PUTNAM COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	05/18/26	02/09/26	9/15/25	5/19/25
1. Chairperson	Commissioner Wilkinson/Commissioner- Adamczyk	P	P	P	P
2. Dept. of Transportation	Geanelly Reveron / Summer Jones	P	a	P	P
3. Dept. Of Children and Families	Christina Gillis / John Wisker	a	P	P	P
4. Public Education	Sharon Spell	a	a	P	a
5. Vocational Rehab. (Dept. Ed.)	Francis Dollinger	P	P	P	a
6. Veteran Services	Allen Buquo	a	P	P	a
7. Community Action(Econ. Disadv)	VACANT	-	-	-	a
8. Elderly	VACANT	-	-	-	-
9. Disabled	VACANT	-	-	-	-
10. Citizen Advocate/User	Darlene Laibl-Crowe	P	a	P	P
11. Citizen Advocate/Non-User	Christopher Glymph	P	P	a	P
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	P	a	P	P
17. Regional Workforce Dev. Brd.	Rhonda Bryant/ Alt	P	a	P	a
18. Local Medical Community	Nancy Russo	P	a	a	a

VACANT

Elderly

Disabled

Children at Risk

Private for Profit Transportation

Elder Affairs

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: May 18, 2026
Time: 10:30 a.m.

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

Name	Address	Phone	E-Mail
Christopher Glymph	110 Nancy Place, Palatka	352-872-2325	cbglymph@yahoo.com
Summer Jones	2198 Edison Ave		summer.jones@dot.state.fl.us
Maricaemmen Bettran	250 N. 1st St.	386-325-9999	MBettran@theredesolution.org
Trever Nelson	2509 Crill Ave Ste 801	386-329-0328	Trever.Nelson@Putnam-Fl.gov
Darlene Crowe			
Leota Wilkinson	Putnam BOCC		
Heather Fish	2198 Edison Ave, Jacksonville, FL		heather.fish@dot.state.fl.us
Faith Powell	2198 Edison Ave, Jacksonville, FL		faith.powell@dot.state.fl.us
Jenni Bryla	NEFRC		
Tyler Nolan	11		
Annette Babbage	40 E. Adams St		ababbage@nefrc.org

Planning Review for FY 26-27

		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Task 1	Update TDSP, approved by LCB	July-Sept	Oct-Dec	Jan-Mar	Apr-June
	Baker	X			
	Clay	X			
	Duval	X			
	Flagler			X	
	Nassau	X*			
	Putnam	X			
	St. Johns	X			
Task 2A	Solicit a CTC (Every 5 Years)				
	2024-2029: Nassau				
	2025-2030: Flagler				
	2026-2031: Baker, Clay, Duval, Putnam, St. Johns				
	OR				
Task 2B	Conduct Annual Evaluation & Ride Along				X
Task 3	Conduct Quarterly Meetings	X	X	X	X
	* Conduct New Member Orientation				
	* Agenda, Minutes, Membership Roster, Attendance Report & Public Notice				
Task 4	Conduct Annual Public Workshop		X		
Task 5	LCB Bylaws Update (Annual)			X	
Task 6	Grievance Procedures (Annual)			X	
Task 7	Annual Operating Report (AOR)		X		
Task 8	Annual Expenditure Report (AER)		X		
Task 9	Quarterly Reports	X	X	X	X
Task 10	Commission Sponsored Training	X			
Other Actions	Annual Calendar				X
	Election of Officers/Committees		X		
	CTC Rate Models				X

NORTHEAST FLORIDA TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS 2026/2027 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>
9/17/26 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.
11/19/26 Board Mtg. 10:00 a.m. (Annual PH)	11/16/26 Board Mtg. 2:00 p.m. (Annual PH)	11/05/26 Board Mtg. 2:00 p.m. (Annual PH)	11/11/26 Board Mtg. 10:00 a.m. (Annual PH)	11/19/26 Board Mtg. 1:00 p.m. (Annual PH)	11/16/26 Board Mtg. 10:30 a.m. (Annual PH)	11/10/26 Board Mtg. 1:30 p.m. (Annual PH)
2/18/27 Board Mtg. 10:00 a.m.	2/08/27 Board Mtg. 2:00 p.m.	2/25/27 Board Mtg. 2:00 p.m.	2/10/27 Board Mtg. 10:00 a.m.	2/18/27 Board Mtg. 1:00 p.m.	2/08/27 Board Mtg. 10:30 a.m.	2/09/27 Board Mtg. 1:30 p.m.
5/20/27 Board Mtg. 10:00 a.m.	5/17/27 Board Mtg. 2:00 p.m.	5/06/27 Board Mtg. 2:00 p.m.	5/12/27 Board Mtg. 10:00 a.m.	5/20/27 Board Mtg. 1:00 p.m.	5/17/27 Board Mtg. 10:30 a.m.	5/11/27 Board Mtg. 1:30 p.m.
9/16/27 Board Mtg. 10:00 a.m.	9/20/27 Board Mtg. 2:00 p.m.	9/02/27 Board Mtg. 2:00 p.m.	9/08/27 Board Mtg. 10:00 a.m.	9/16/27 Board Mtg. 1:00 p.m.	9/20/27 Board Mtg. 10:30 a.m.	9/14/27 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 (Room 202)

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 Conf. Rm, Ste 300, 2509 Crill Avenue, Palatka, FL (Administration Conference Room, Suite 200 not available)

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

The item highlighted in blue is a holiday. Needs to be rescheduled.

2026 - 2031

PUTNAM COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the

Putnam County

Transportation Disadvantaged Coordinating Board

2509 Crill Avenue, Suite 200
Palatka, Florida 32177

Hon. Leota Wilkinson, Chairperson

With Assistance From



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

September 2026

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- Appendix 1: Local Coordinating Board Membership Certification
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- Appendix 3: Organizational Chart
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- Appendix 5: SSPP Certification
- Appendix 6: CUTR Model
- Appendix 7: CTC Evaluation
- Appendix 8: Policies and Procedures Manual
- Appendix 9: Disaster Preparedness Plan

SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and high-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, the establishment of the Transportation Disadvantaged Trust Fund, and the enhancement of local participation in the planning and delivery of coordinated transportation services for 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 and History

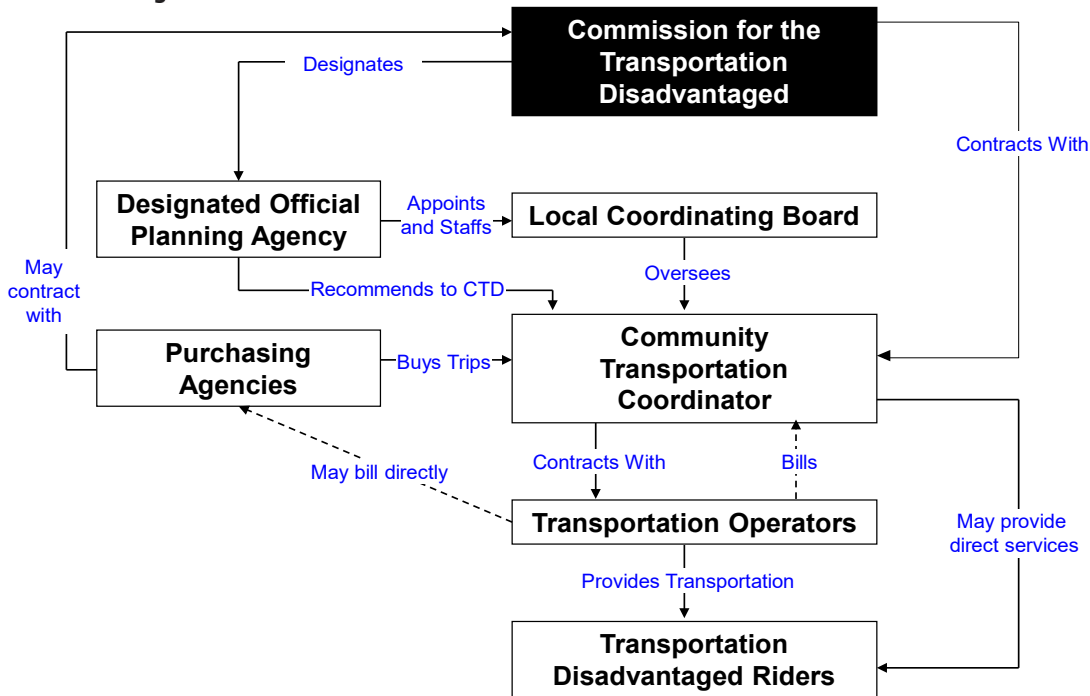
In April of 1984, the Putnam County Board of County Commissioners adopted a Transportation Disadvantaged Service Plan for Putnam County, recommending the Putnam County Association of Retarded Citizens (ARC) to serve as the Coordinated Community Transportation Provider. The ARC formed a separate nonprofit corporation, ARC Transit, Inc., to coordinate countywide transportation. In 1985, ARC Transit began coordinating all county resources and executing Purchase of Service Agreements with other agencies that sponsor transportation for their eligible clients. Since that time, ARC Transit Inc. has become known as Ride Solutions and has been the service provider.

In 2026, the Northeast Florida Regional Council (NEFRC), the Designated Official Planning Agency, issued a request for proposals. Ride Solution responded and was ultimately designated as the Community Transportation Coordinator (CTC) for another five (5) years, beginning in 2026.

Organizational Chart



Coordinated Transportation System Organization



Consistency Review of Other Plans

The following plans have been reviewed, and the TDSP is also consistent with them:

Local Government Comprehensive Plan

The 2026-2031 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

The Transportation Disadvantaged Service Plan (TDSP) is consistent with “The Northeast Florida Strategic Regional Policy Plan,” which was adopted by the NEFRC by Rule 29D-7 in 2026. The regional transportation element supports mobility, transportation-disadvantaged populations, and transit in policies two (2) and three (3).

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

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

Regional Transit Action Plan

Putnam County is not located within an MPO. However, Putnam County has been a long time participant in the Northeast Regional Transit Working Group, which is working to implement a regional transit system. Ride Solution

was represented in the creation of the Regional Transportation Commission's 2024 Northeast Florida Coordinated Mobility Plan, and the direction of that plan aligns with this TDSP.

Public Participation

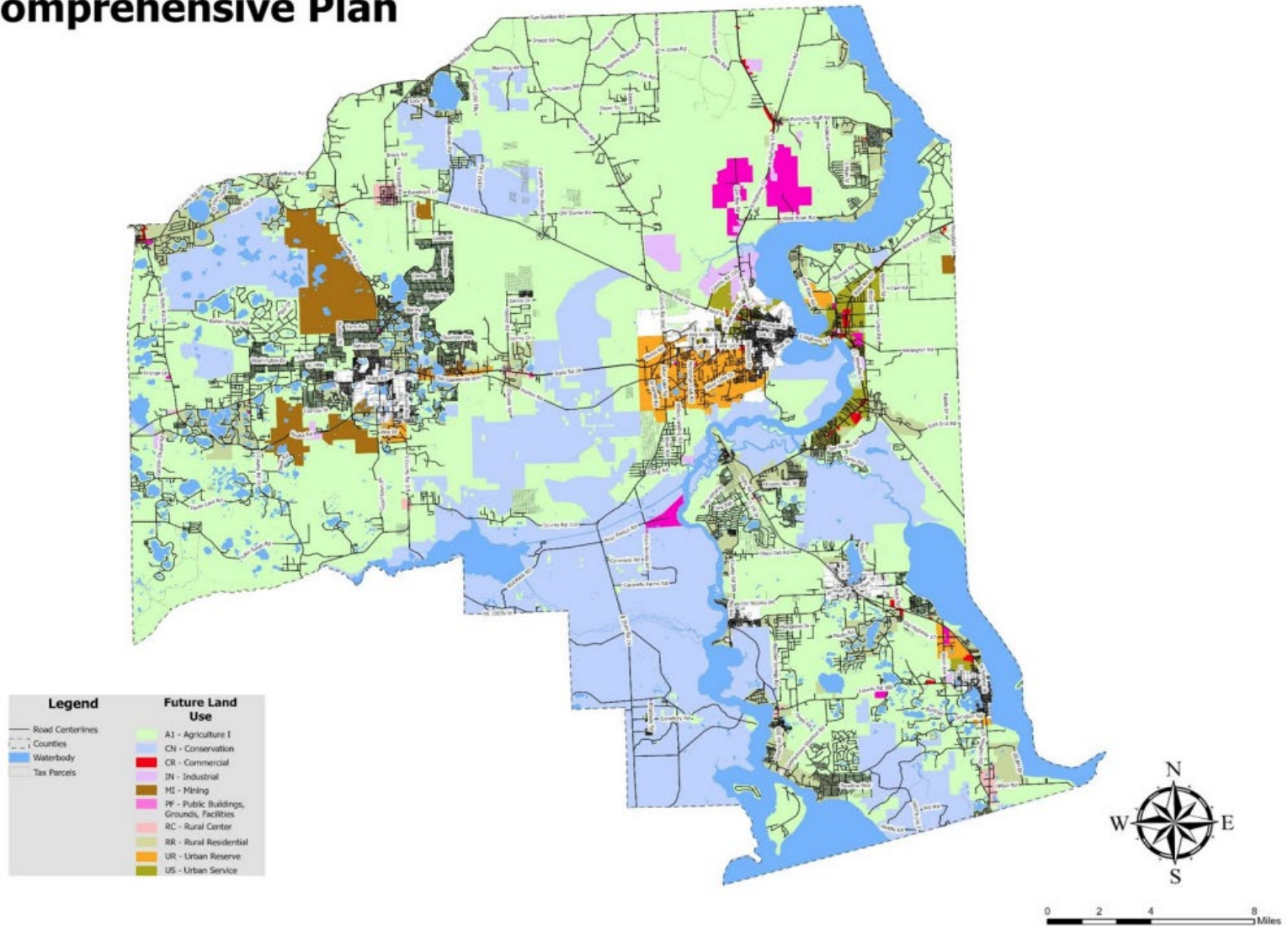
Representatives from public, private, and nonprofit transportation and human services providers, as well as members of the public, participate in developing the TDSP. Many of the Local Coordinating Board (LCB) members are staff of these agencies and review the Service Plan annually. All LCB members are invited to participate in developing the plan. The CTC staff have close relationships with many local churches, health care facilities, independent living centers, job training programs, and job placement agencies and receive ongoing input. Staff for the Northeast Florida Regional Council coordinate efforts to ensure that the policies in the plan are fully followed. A public hearing is held annually in conjunction with a quarterly board meeting for public input.

Service Area Profile/Demographics

Land Use:

2045 Putnam County Comprehensive Plan

Future Land Use Map



Population/Composition

Putnam County BEBR Population Estimates & Percent Change				
ESTIMATES	Jurisdiction	Population	Population Change (2020-2025)	Percent Change (2020-2025)
4/1/2025	Putnam County	76,600	3,279	4.3%
	Crescent City	1,715	61	3.6%
	Interlachen	1,559	118	7.6%
	Palatka	10,601	155	1.5%
	Pomona Park	813	29	3.6%
	Welaka	824	110	13.3%
	UNINCORPORATED	61,088	2,806	4.6%
		AGE GROUP	Population	
		0-4	4,241	
		5-9	4,044	
		10-14	4,550	
		15-19	4,374	
		20-24	3,937	
		25-29	3,616	
		30-34	3,729	
		35-39	4,030	
		40-44	3,944	
		45-49	4,013	
		50-54	4,270	
		55-59	4,833	
		60-64	6,235	
		65-69	6,368	
		70-74	5,569	
		75-79	4,251	
		80-84	2,521	
		85+	2,075	
		Total	76,600	

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies. <https://www.bibr.ufl.edu/population>

Putnam County BEBR Population Projections

PROJECTIONS	2030	2035	2040	2045	2050
Low	73,800	72,000	70,200	68,500	66,900
Medium	77,800	78,500	78,900	79,400	79,800
High	81,800	84,900	87,700	90,400	92,800
AGE GROUP	2030	2035	2040	2045	2050
0-4	4,481	4,730	4,948	5,143	5,323
5-9	4,368	4,595	4,834	5,058	5,237
10-14	4,252	4,541	4,746	4,981	5,186
15-19	4,181	3,871	4,152	4,345	4,546
20-24	3,897	3,739	3,469	3,706	3,865
25-29	3,837	3,836	3,691	3,455	3,671
30-34	3,521	3,734	3,735	3,606	3,364
35-39	3,847	3,598	3,797	3,803	3,649
40-44	4,096	3,893	3,624	3,828	3,813
45-49	4,191	4,342	4,114	3,829	4,026
50-54	4,139	4,312	4,457	4,228	3,915
55-59	4,560	4,396	4,566	4,723	4,455
60-64	4,993	4,678	4,499	4,672	4,807
65-69	6,398	5,088	4,755	4,586	4,743
70-74	6,051	6,064	4,829	4,534	4,380
75-79	4,934	5,407	5,449	4,381	4,129
80-84	3,231	3,824	4,256	4,357	3,535
85+	2,823	3,852	4,979	6,165	7,156
Total	77,800	78,500	78,900	79,400	79,800

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies. <https://www.bibr.ufl.edu/population>

Putnam County Veterans Population Projections

PROJECTIONS	2030	2035	2040	2045	2050
as of 9/30/2023	5,049	4,392	3,904	3,545	3,251

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

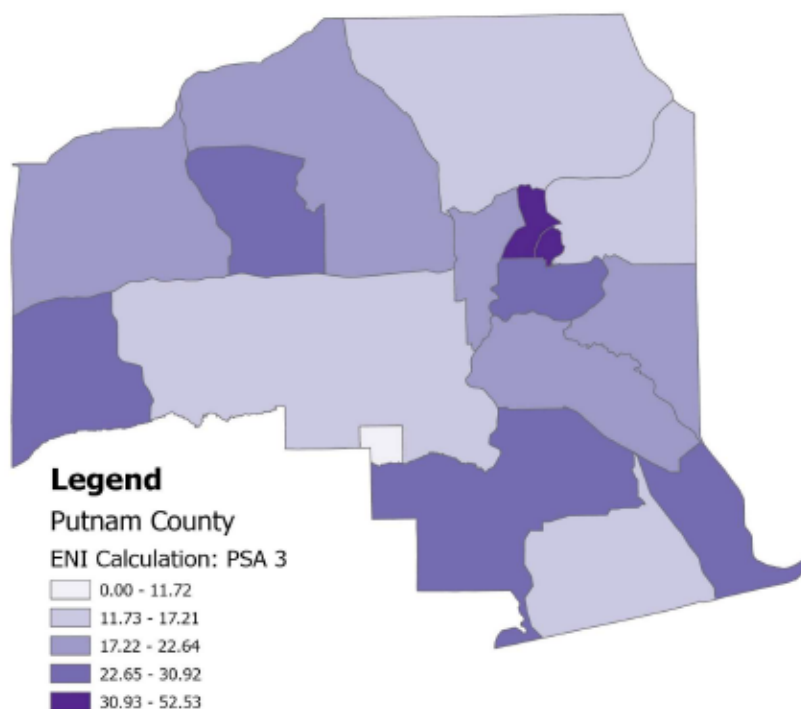
Statistics Related to County Population Age 60+

2025 Profile of Older Floridians

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. Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/does/eni_home.php

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

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

Useful Websites

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

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

2025 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	75,906	100%
Under 18	15,991	21%
Under 60	51,562	68%
18-59	35,571	47%
60+	24,344	32%
65+	18,326	24%
70+	12,599	17%
75+	7,968	10%
80+	4,408	6%
85+	2,186	3%

Source: BEBR, 2024

Gender	Value	Percent
Male	11,601	48%
Female	12,743	52%

Source: BEBR, 2024

Living Alone (65+)	Value	Percent
Male Living Alone	2,063	8%
Female Living Alone	3,035	12%

Source: U.S. Census Bureau, 2019-2023 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	2,810	15%
High School Diploma	6,970	38%
Some College, No Degree	2,985	16%
Associates Degree or Higher	3,965	22%

Source: AGID 2017-21 ACS

Marital Status	Male	Female
Never Married	750	410
Percentage Never Married	7%	4%
Married	7,140	5,290
Percentage Married	66%	45%
Widowed	825	3,570
Percentage Widowed	8%	31%
Divorced	2,060	2,365
Percentage Divorced	19%	20%

Source: AGID 2017-21 ACS

Race and Ethnicity	Value	Percent
White	21,346	88%
Black	2,761	11%
Other Race	237	1%
Total Hispanic	938	4%
White Hispanic	855	4%
Non-White Hispanic	83	0%
Total Non-Hispanic	23,406	96%
Total Minority	3,853	16%

The minority population includes black, other, and Hispanic.

Source: BEBR, 2024

Driver License Holders	Value	Percent
Drivers	22,528	39%

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

Registered Voters	Value	Percent
Registered Voters	24,086	44%

Source: Florida Department of State, 2024

Percentage calculation is based on total registered voters.

Veterans	Value	Percent
Age 45-64	1,845	37%
Age 65-84	2,684	54%
Age 85+	444	9%

Source: U.S. Department of Veterans Affairs, 2023

Grandparents	Value	Percent
Living With Grandchildren	1,115	5%
Grandparent Responsible for Grandchildren	365	1%
Grandparent Not Responsible for Grandchildren	755	3%
Not Living With Grandchildren	20,880	86%

Grandchildren are defined as being under the age of 18.

Source: AGID 2017-21 ACS

English Proficiency	Value	Percent
With Limited English Proficiency (65+)	340	2%

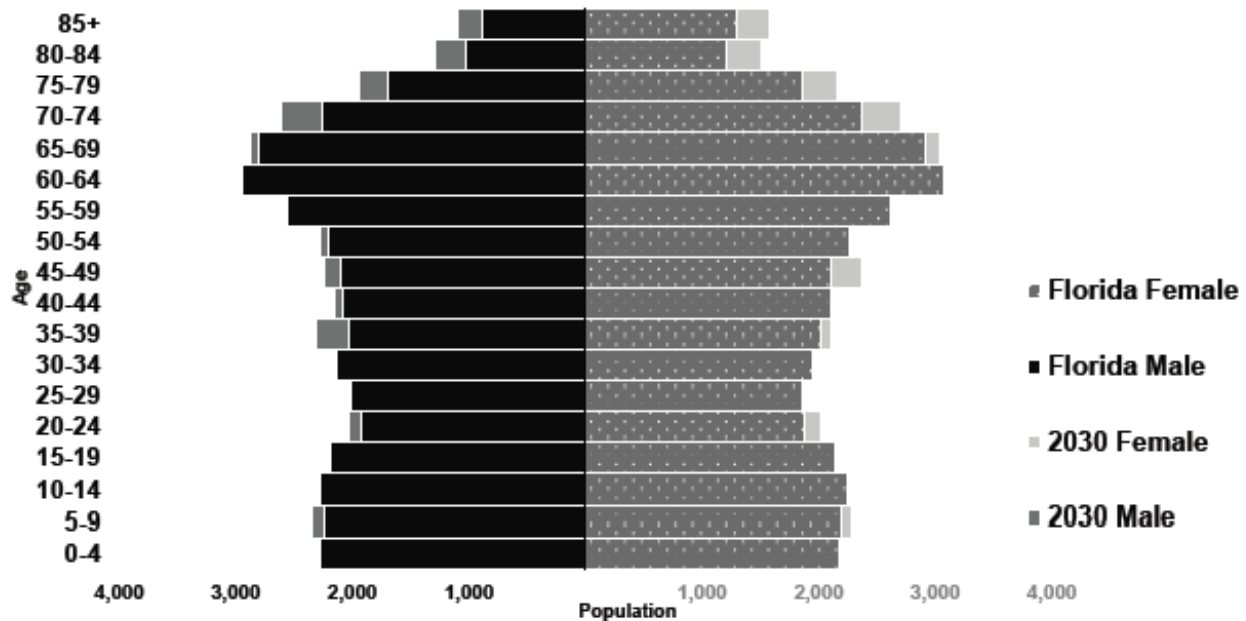
Source: U.S. Census Bureau, 2019-2023 ACS

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.

2025 Profile of Older Floridians

Putnam County Demographic Profile

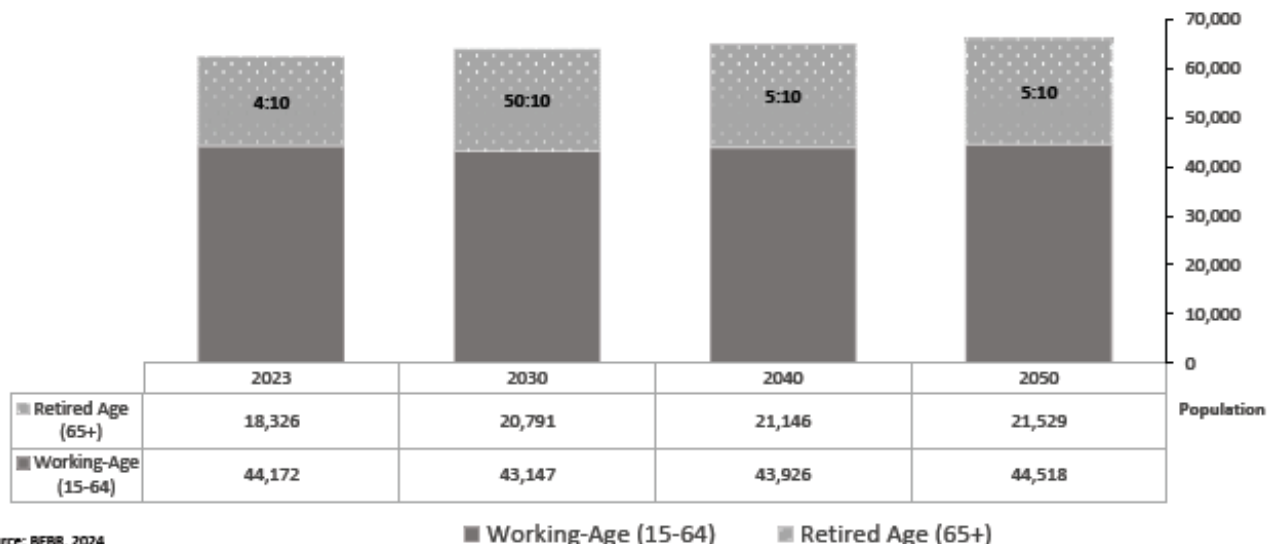
The population pyramid below compares the projected older adult population by gender between 2023 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2024

Older Adult 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, 2024

2025 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.

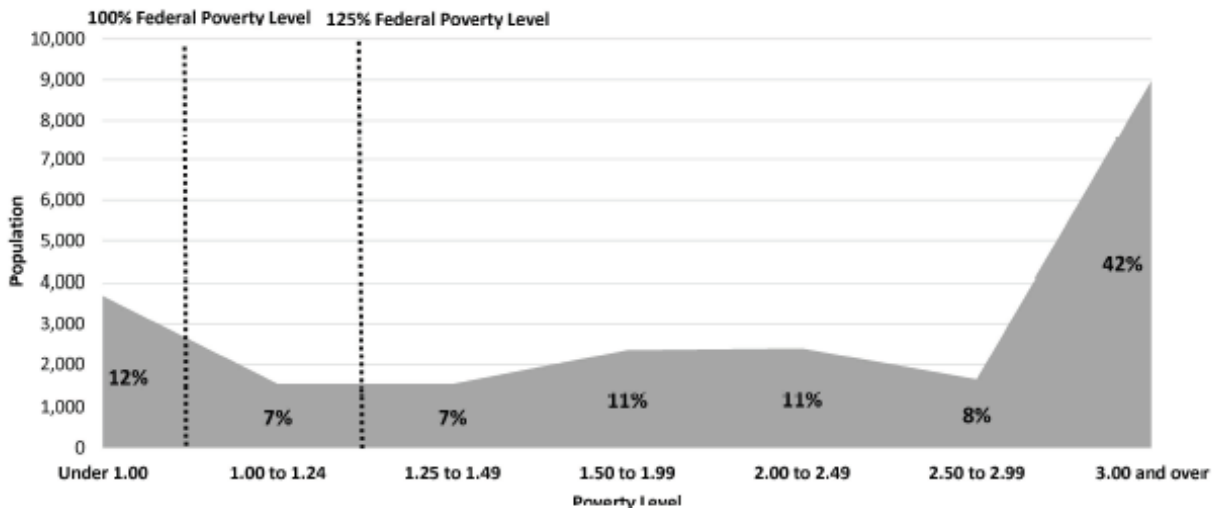
Federal Poverty Level	Value
Single-Person Household	\$15,650
Two-Person Household	\$21,150
125% Single-Person Household	\$19,563
125% Two-Person Household	\$26,438

Source: U.S. Department of Health & Human Services, 2025

Poverty (65+)	Value	Percent
At Poverty Level	2,258	12%
Below 125% of Poverty Level	3,557	19%
Minority At Poverty Level	347	2%
Minority Below 125% of Poverty Level	546	3%

Source: U.S. Census Bureau, 2019-2023 ACS

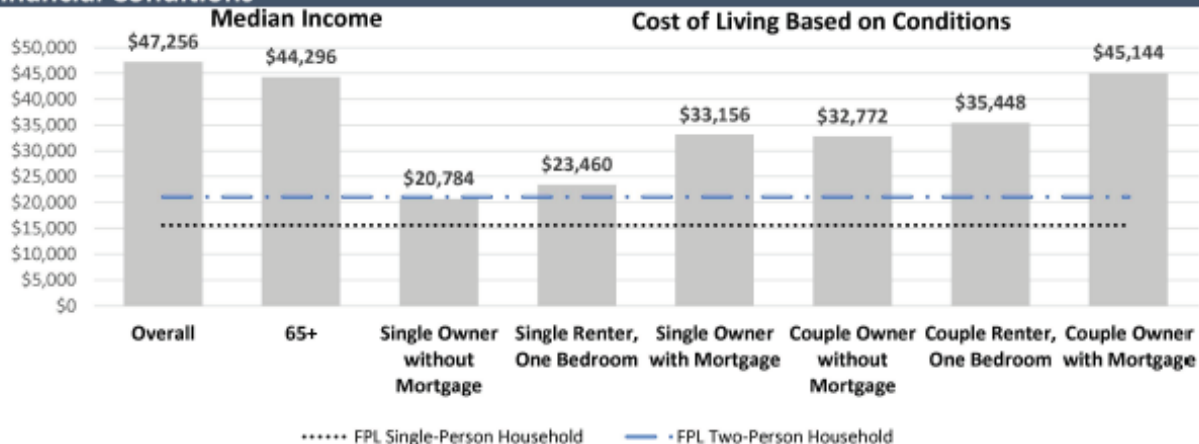
Ratio of Income to Poverty Level



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

Source: AGID 2017-21 ACS

Financial Conditions



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

Source: U.S. Census Bureau, 2019-2023 ACS, AGID 2017-21 ACS, and Elder Index. (2023). The Elder Index™ [Public Dataset]. Boston, MA: Gerontology Institute, University of Massachusetts

2025 Profile of Older Floridians

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	28%
-------------------------	-----

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

Source: Florida Department of Transportation, 2023

Road Incidents	Value
----------------	-------

Total Involved in Fatal Car Crashes per 100,000	22
---	----

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

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

Internet Access (65+)	Percent
-----------------------	---------

Have Internet Access	75%
----------------------	-----

Source: U.S. Census Bureau, 2019-2023 ACS

Food Resource Centers	Value
-----------------------	-------

SNAP Access Sites	0
-------------------	---

Fresh Access Bucks Outlet	2
---------------------------	---

Farmer's Market	1
-----------------	---

Food Distribution (No Cost)	2
-----------------------------	---

SNAP Retailers	95
----------------	----

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, USDA, Food-Banks, DCF, FDACS, 2023

Public Transportation Options	Value
-------------------------------	-------

Bus Operations at least at the County	0
---------------------------------------	---

Rail Operations at least at the County	0
--	---

Public Transit Service Area (sq. mi.)	0
---------------------------------------	---

Public Transit Service Area Population	0
--	---

Annual Unlinked Trips	0
-----------------------	---

Vehicles Operated in Maximum Service (VOMS)	0
---	---

Total Miles of Bike Lanes	47
---------------------------	----

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, 2023, and FDOT, 2023-2024

Green Space	Value
-------------	-------

Number of Nearby State Parks	5
------------------------------	---

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

Source: Florida Department of Environmental Protection, 2023

Rural-Urban Designation	Value
-------------------------	-------

Census Tracts Rural	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	2,047
---------------------------	-------

Percent of Owners with High Cost Burden	23%
---	-----

Renter-Occupied Households	1,962
----------------------------	-------

Percent of Renters with High Cost Burden	27%
--	-----

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, 2023, U.S. Census Bureau, 2019-2023 ACS

Affordable Housing Inventory	Value
------------------------------	-------

Properties	12
------------	----

Properties Ready for Occupancy	12
--------------------------------	----

Total Units	787
-------------	-----

Units with Rent and/or Income Restrictions	785
--	-----

Units Receiving Monthly Rental Assistance	277
---	-----

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

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

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

Owner-Occupied Housing Units	57%
------------------------------	-----

Renter-Occupied Housing Units	30%
-------------------------------	-----

Source: U.S. Census Bureau, 2019-2023 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, 2019-2023 ACS

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

Number of Seniors Employed	7,379	40%
----------------------------	-------	-----

Number of Seniors Unemployed	165	1%
------------------------------	-----	----

Source: U.S. Census Bureau, 2019-2023 ACS

Retirement (65+)	Value	Percent
------------------	-------	---------

Social Security Beneficiaries	17,065	74%
-------------------------------	--------	-----

SSI Recipients	671	23%
----------------	-----	-----

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, 2023

SNAP or Food Stamps	Value
---------------------	-------

Potentially Eligible	3,557
----------------------	-------

Annual Participants	4,315
---------------------	-------

Current Beneficiaries as of Dec-24	3,277
------------------------------------	-------

Percent of Total Population Receiving Benefits	17%
--	-----

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

Source: Florida Department of Children and Families, 2024

2025 Profile of Older Floridians

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, 2023

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

Source: Florida AHCA, 2023

Medical Professionals	Value
Medical Doctors	
Licensed	38
Limited License	0
Critical Need Area License	2
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0
Other Professionals	
Licensed Podiatric Physicians	2
Licensed Osteopathic Physicians	6
Dentists	9
Licensed Registered Nurses	715
Pharmacies	19

Source: Florida Department of Health, 2023

Assisted Living Facility	Value
Total ALF Beds	242
Optional State Supplementation (OSS) Beds	61
Non-OSS Beds	181
Total ALF Facilities	9
Facilities with Extended Congregate Care License	0
Facilities with Limited Mental Health License	1
Facilities with Limited Nursing Service License	1

Source: Florida AHCA, 2023

Medically Underserved	Value	Percent
Total Medically Underserved	0	0%
Living in Areas Defined as Having Medically Underserved Populations	0	0%
Living in Medically Underserved Areas	0	0%

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

Health Insurance 65+	Value	Percent
Insured	17,002	100%
Uninsured	13	0%

Source: U.S. Census Bureau, 2019-2023 ACS

Disability Status (65+)	Value	Percent
With One Type of Disability	3,243	---
With Two or More Disabilities	2,535	---
Total With Any Disability		
Hearing	1,978	11%
Vision	1,031	6%
Cognitive	1,755	10%
Ambulatory	4,135	23%
Self-Care	1,572	9%
Independent Living	2,778	15%
With No Disabilities	12,060	---
Probable Alzheimer's Cases (65+)	1,756	10%

Source: U.S. Census Bureau, 2019-2023 ACS, 2023 One-Year Estimate

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	4,090	17%
60+ Dual Eligible	3,628	77%

Source: Florida AHCA, 2023

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

Source: Florida AHCA, 2023

Home Health Agencies	Value
Agencies	4
Medicaid Certified Agencies	0
Medicare Certified Agencies	2
Homemaker and Companion Service Companies	9

2025 Profile of Older Floridians

Putnam County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	3
Community Beds	3
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNF Beds	337
Community Beds	337
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNFs With Community Beds	3
Community Bed Days	123,342
Community Patient Days	102,809
Medicaid Patient Days	75,421
Occupancy Rate	83%
Percent Medicaid	73%

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

Source: Florida AHCA, 2023

Emergency Medical Services (EMS) Providers	Value
--	-------

1

EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2023

Adult Family Care Homes	Value
Homes	0
Beds	0

Source: Florida AHCA, 2023

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Department Overview, 2024

Dialysis	Value
End-Stage Renal Disease Centers	2

Source: Florida AHCA, 2024

Putnam County Disaster Preparedness

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

Electricity-Dependent	Value
Medicare Beneficiary	1,106
Medicaid Beneficiary	34

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

Medicaid beneficiaries are individuals age 60 to 64.

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

Shelter Resources	Value
Number of General Shelters	11
General Shelter Max Capacity in People	3,740
Number of Special Needs Shelters	1
Special Needs Shelters Max Capacity in People	80

Evacuation Zones	Value	Percent
DOEA HCBS Clients	235	100%
Zone A	13	6%
Zone B	3	1%
Zone C	12	5%
Zone D	4	2%
Zone E	0	0%
Lives in an Evac Zone and Has Memory Problems*	8	3%
Lives in an Evac Zone and Lives Alone*	14	6%

Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 33 feet.

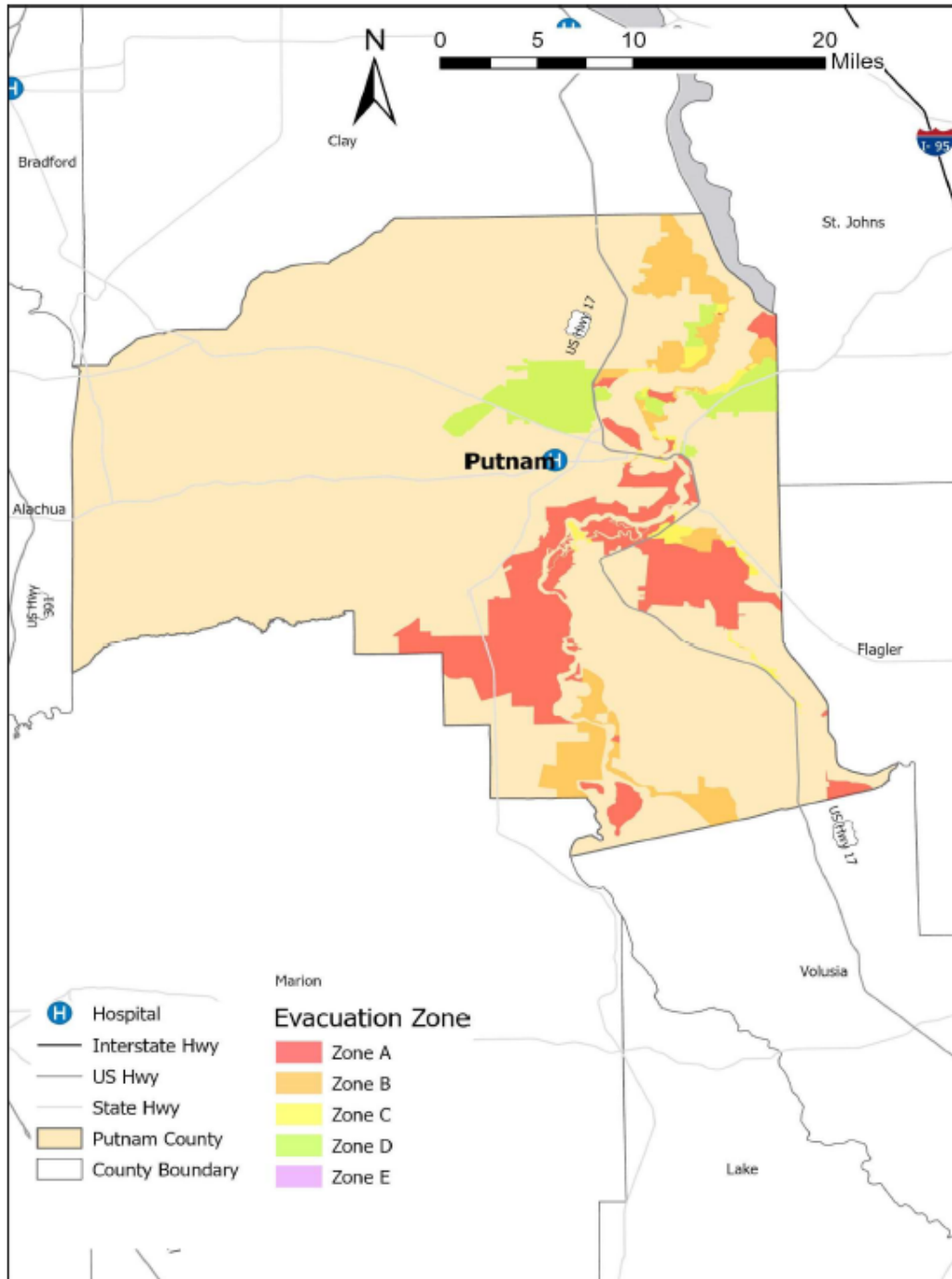
*Note: There are additional county-specific evacuation zones not listed on this table.

Source: Florida DOEA eCIRTS, 2023; Florida Division of Emergency Management (FDEM), 2024

2025 Profile of Older Floridians

Putnam County Disaster Preparedness

Evacuation Zones



Source: MyElderSource: Putnam County 2025 Profile of Older Floridians

Homeless Students in Putnam County				
TOTAL HOMELESS STUDENTS	SHELTERS	SHARING HOUSE	OTHER	MOTELS
502	52	386	49	15

Source: Florida Department of Education's website: <https://www.fldoe.org/policy/federal-edu-programs/title-ix-mvp/data-reports.stml>

The Percent of Population Below the Poverty Line by Age in Putnam County						
AGE	TOTAL ESTIMATE	TOTAL MARGIN OF ERROR	TOTAL BELOW POVERTY LINE ESTIMATE	TOTAL BELOW POVERTY LINE MARGIN OF ERROR	% BELOW POVERTY LINE	% BELOW POVERTY LINE MARGIN OF ERROR
Under 18 Years	16,087	+/- 245	6,100	+/- 2,609	37.90%	+/- 12.8
Under 5 years	3,395	+/- 629	1,617	+/- 862	47.60%	+/- 26.4
5-17 Years Old	12,692	+/- 682	4,483	+/- 1,684	35.30%	+/- 12.9
Related Children of Householder Under 18 Years	16,087	+/- 245	6,100	+/- 2,609	37.90%	+/- 12.8
18 - 64 years	42,158	+/- 985	7,523	+/- 2,056	17.80%	+/- 5.0
18 - 34 years	13,437	+/- 1,634	3,192	+/- 1,399	23.80%	+/- 9.7
35 - 64 years	28,721	+/- 2,037	4,331	+/- 1,237	15.10%	+/- 4.6
60 years and over	24,490	+/- 1,224	3,490	+/- 1,155	14.30%	+/- 4.6
65 years and over	18,056	+/- 961	2,391	+/- 935	13.20%	+/- 4.9

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

Source: The American Community Survey 2024-Five Year Estimates
<https://data.census.gov/table/ACSST5Y2024.S1701?g=050XX00US12003>

Employment

Employment in Putnam County								
LABEL	Total		Labor Force Participation Rate		Employment/ Population Ratio		Employment Rate	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 16 years and over	59,578	+/- 288	47.70%	+/- 1.4	43.50%	+/- 1.5	8.90%	+/- 1.6
AGE								
16 to 19 years	3,179	+/- 364	3.10%	+/- 6.1	24.90%	+/- 6.1	19.50%	+/- 10.4
20 to 24 years	3,743	+/- 221	70.00%	+/- 5.4	56.10%	+/- 6.9	19.90%	+/- 7.2
25 to 29 years	4,274	+/- 215	79.20%	+/- 5.9	70.10%	+/- 7.9	11.50%	+/- 6.7
30 to 34 years	4,072	+/- 157	76.90%	+/- 5.5	70.30%	+/- 6.5	8.50%	+/- 4.4
35 to 44 years	7,429	+/- 148	73.10%	+/- 5.3	66.90%	+/- 5.7	8.40%	+/- 4.4
45 to 54 years	8,271	+/- 57	67.80%	+/- 4.6	62.40%	+/- 4.3	8.00%	+/- 3.2
55 to 59 years	5,596	+/- 425	58.50%	+/- 4.3	54.90%	+/- 4.6	6.10%	+/- 4.2
60 to 64 years	5,745	+/- 428	33.00%	+/- 4.9	32.50%	+/- 4.9	1.50%	+/- 1.4
65 to 74 years	10,288	+/- 108	17.40%	+/- 3.4	17.30%	+/- 3.4	0.70%	+/- 0.9
75 years and over	6,981	+/- 91	4.30%	+/- 2.7	4.20%	+/- 2.8	2.00%	+/- 4.6
RACE AND HISPANIC OR LATINO ORIGIN								
White alone	46,003	+/- 571	48.00%	+/- 1.6	44.70%	+/- 1.7	6.80%	+/- 1.8
Black or African American alone	8,818	+/- 254	43.50%	+/- 4.3	35.70%	+/- 4.5	17.90%	+/- 7.8
American Indian and Alaska Native alone	148	+/- 64	37.20%	+/- 21.1	37.20%	+/- 21.1	0.00%	+/- 49.6
Asian alone	387	+/- 68	54.00%	+/- 12.9	48.60%	+/- 13.1	10.00%	+/- 11.2
Native Hawaiian and Other Pacific Islander	0	+/- 35	-	**	-	**	-	**
Some other race alone	579	+/- 269	36.40%	+/- 16.7	34.50%	+/- 15.8	5.20%	+/- 7.7
Two or more races	3,643	+/- 521	55.90%	+/- 6.4	47.80%	+/- 6.1	14.60%	+/- 7.2
Hispanic or Latino origin (of any race)	5,214	+/- 58	64.00%	+/- 5.3	56.70%	+/- 5.7	11.40%	+/- 5.0
White alone, not Hispanic or Latino	43,845	+/- 315	47.00%	+/- 1.6	43.80%	+/- 1.7	6.90%	+/- 1.8

Employment in Putnam County (Continued)

LABEL	Total		Labor Force Participation Rate		Employment/ Population Ratio		Employment Rate	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 20 to 64 years	39,130	+/- 215	64.80%	+/- 2.0	58.90%	+/- 2.1	9.10%	+/- 1.6
SEX								
Male	19,470	+/- 169	67.80%	+/- 2.6	62.50%	+/- 2.9	7.80%	+/- 2.4
Female	19,660	+/- 162	61.80%	+/- 3.0	55.30%	+/- 2.9	10.50%	+/- 2.5
With own children under 18 years	6,046	+/- 480	73.60%	+/- 4.8	66.40%	+/- 5.1	9.80%	+/- 4.3
With own children under 6 years only	1,364	+/- 354	73.10%	+/- 11.0	60.10%	+/- 13.0	17.80%	+/- 12.6
With own children under 6 years and 6 to 17 years old	1,765	+/- 372	63.30%	+/- 10.2	58.80%	+/- 9.9	7.10%	+/- 5.2
With own children to 6 to 17 years	2,917	+/- 439	80.10%	+/- 5.8	73.90%	+/- 6.6	7.70%	+/- 5.7
POVERTY STATUS IN THE PAST 12 MONTHS								
Below poverty level	8,633	+/- 917	35.10%	+/- 5.0	24.40%	+/- 4.5	30.70%	+/- 7.4
At or above the poverty level	29,834	+/- 961	74.80%	+/- 2.3	70.20%	+/- 2.5	6.20%	+/- 1.5
DISABILITY STATUS								
With any disability	6,552	+/- 787	22.10%	+/- 5.6	16.60%	+/- 3.8	25.10%	+/- 11.9
EDUCATIONAL ATTAINMENT								
Population 25 to 64 years	35,387	+/- 224	64.20%	+/- 2.1	59.20%	+/- 2.2	7.90%	+/- 1.6
Less than high school graduate	6,364	+/- 685	50.00%	+/- 5.8	43.90%	+/- 5.8	12.30%	+/- 5.5
High school graduate (includes equivalency)	14,868	+/- 946	66.70%	+/- 3.7	60.10%	+/- 3.9	9.90%	+/- 3.1
Some college or associate degree	10,160	+/- 775	66.30%	+/- 4.2	62.80%	+/- 4.3	5.20%	+/- 2.4
Bachelor's degree or higher	3,995	+/- 555	72.40%	+/- 6.1	70.70%	+/- 6.0	2.20%	+/- 1.5

Source: The American Community Survey 2024-Five Year Estimates
<https://data.census.gov/table/ACSST5Y2024.S2301?g=050XX00US12003>

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 slower population and job growth than other counties in Northeast Florida. The population is aging.

The ALICE (Asset Limited, Income Constrained, Employed) report, done in 2026 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. While conditions have improved for some households, many continue to struggle, especially as wages fail to keep pace with the rising cost of household essentials (housing, childcare, food, transportation, health care, and a basic smartphone plan). Households below the ALICE Threshold —ALICE households plus those in poverty — can't afford the essentials.

2024 Point-in-Time-Data

- Population: 77,301
- Number of Households: 31,360
- Median Household Income: \$51,293 (state average: \$77,735)
- Labor Force Participation Rate: 51% (state average: 61%)
- ALICE Households: 31% (state average: 34%)
- Households in Poverty: 24% (state average: 12%)

The Household Survival Budget reflects the minimum cost to live and work in the current economy and includes housing, childcare, food, transportation, health care, technology, and taxes. It does not include savings for emergencies or future goals like college or retirement. In 2024, household costs in every county in Florida were well above the Federal Poverty Level of \$15,060 for a single adult and \$31,200 for a family of four.

Household Survival Budget, Putnam County, Florida, 2024								
Monthly Costs	Single Adult	One Adult, One Child	One Adult, One In Child Care	Two Adults	Two Adults Two Children	Two Adults, Two In Child Care	Single Adult 65+	Two Adults 65+
Housing	\$758	\$762	\$762	\$762	\$1,002	\$1,002	\$758	\$762
Child Care	\$0	\$203	\$542	\$0	\$406	\$1,292	\$0	\$0
Food	\$472	\$798	\$716	\$866	\$1,451	\$1,280	\$435	\$797
Transportation	\$424	\$516	\$516	\$598	\$869	\$869	\$362	\$475
Health Care	\$189	\$529	\$529	\$529	\$900	\$900	\$521	\$1,043
Technology	\$97	\$97	\$97	\$131	\$131	\$131	\$97	\$131
Miscellaneous	\$194	\$291	\$316	\$289	\$476	\$547	\$217	\$321
Taxes	\$255	\$175	\$220	\$317	\$283	\$420	\$304	\$528
Monthly Total	\$2,389	\$3,371	\$3,698	\$3,492	\$5,518	\$6,441	\$2,694	\$4,057
ANNUAL TOTAL	\$28,668	\$40,452	\$44,376	\$41,904	\$66,216	\$77,292	\$32,328	\$48,684
Hourly Wage	\$14.33	\$20.23	\$22.19	\$20.95	\$33.11	\$38.65	\$16.16	\$24.34

Major Trip Generators/Attractors

In addition to trips generated by the needs of individual rural residents, trips are generated by nursing homes and long-term care facilities, as well as 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 Welaka, 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

In addition to transportation network companies (e.g., Uber and Lyft) and The Ride Solution, the designated Community Transportation Coordinator (CTC) for Putnam County, transportation options available within or serving Putnam County include:

- (1) Beep! Beep! Taxi, (2) VIP American Eagle Taxi, (3) Rapid Taxi, (4) West Putnam Taxi, (5) AABAC Taxi, (6) Comfort Cab of River City, and (7) Courtesy Transport Services.

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			
	three (3) REPLACEMENT cutaways. Two (2) cutaways with 10AMB and 3W/C positions and one (1) cutaway with 6 AMB and 6W/C positions. 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.			

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 the number of clients/riders served.

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

Strategy 2.1.6: 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 a strict budget of non-sponsored funding to prevent overspending or underspending of non-sponsored trip monies at the end of the grant year cycle.

Strategy 3.1.1: Delineate the budget using non-sponsored funds with a monthly allocation. Provide a report to the Coordinating Board on the 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 that 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 to 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 the LCB with timely reporting 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 7.1: Increase coordination with other counties in Northeast Florida and surrounding communities.

Strategy 7.1.1: 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 7.1.2: 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 workday. 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 canceled. 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 ensure transportation. Trips will be provided according to the priority schedule. Requests must be received by 12:00 noon the workday prior to the date of service. Same-day service will be provided for medically necessary trips only, with driver and vehicle availability when possible.

To ensure 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. **(THESE ARE PROVIDED ONLY FOR BROKERS WHICH WE HAVE A CONTRACT WITH< CURRENTLY ONLY ALIVI)**
- **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, , 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.

CTC Organizational Structure

An organizational chart for the Ride Solution is included as Appendix 3.

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 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

Putnam County has identified no acceptable alternatives for providing transportation service. However, Putnam County is currently conducting a Transit Study. The goal of a Putnam County Transit Study is to reflect current demographic, economic, and transportation conditions. The study will forecast new demographic trends, mobility patterns, and transportation needs while also identifying actionable strategies for improving and expanding public transit services across the county. The study is expected to be completed by the 1st quarter of 2028

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 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. You may contact the CTC at 386-325-9999 and/or Mbeltran@theridesolution.org.

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: July 2026

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT \$
Ambulatory	Passenger Mile	\$4.33
Wheelchair	Passenger Mile	\$7.42
Public Transit	Trip – In County	\$1.00
	Trip – Out of County	\$2.00 Fare being currently waived

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.

Salutation	First Name	Last Name	Organization	Representing		Grievance Committee	Evaluation Committee	Comments
PUTNAM COUNTY								
Hon.	Leota	Wilkinson	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.	Heather	Fish	FDOT, District 2	FDOT	Alternate			
Ms.	Lauren	Adams	FDOT, District 2	FDOT	Alternate			
Ms.	Summer	Jones	FDOT, District 3	FDOT	Alternate			
Ms.	Faith	Powell	FDOT, District 2	FDOT	Alternate			
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting Member			
Ms.	Jessica	Boylston	Department of Children and Families	DCF	Alternate			
Ms.	Sharon	Spell	Putnam County School District	Public Education	Voting Member			
Mr.	Francis	Dollinger	Vocational Rehabilitation	Dept. of Education	Voting Member			
Mr.	Allen	Buquo	Putnam County Veterans Services	Veterans	Voting Member			
VACANT				Community Action (Econ. Disadvantaged)	VACANT			
VACANT				Elderly	VACANT			
Mr.	Ronald	Kowalczyk	P.A.L.S. (People Adjusting to Limited Sight)	Persons w/Disabilities	Voting Member			
Ms.	Darlene	Laibl-Crowe		Citizen Advocate/User	Voting Member	Nov-26	Nov-26	**please send Ms. Laibl-Crowe a packet
Mr.	Christopher	Glymph	Hanley Center Foundation	Citizen Advocate/Non-User	Voting Member	Nov-26	Nov-26	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.	Casey	Polmueller	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting Member	Nov-26		
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Alternate			
Ms.	Rhonda	Bryant	CareerSource NEFL Career Center	Workforce Development	Voting Member			
Ms.	Atheia	Gillespie	CareerSource NEFL Career Center	Workforce Development	Alternate			
Ms.	Nancy	Russo	SMA Healthcare	Medical Community	Voting Member	Nov-26		
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
Ms.	Nikki	De Los Santos			Interested Party			Reserves Planning and Developme
			LCB meetings held at:					
			Putnam County Planning and Development Training Room					
			2509 Crill Avenue, Sute 300, Putnam, FL 32177					
			386-329-0207; Laura Berardi					

NOW RECRUITING

Putnam County Transportation Disadvantaged Local Coordinating Board

The Local Coordinating Board (LCB) helps guide transportation services for Putnam County residents who cannot drive themselves — including seniors, people with disabilities, veterans, and the economically disadvantaged. Board members represent their community and help ensure safe, reliable transportation is available to those who need it most.

A Seat Is Open — Could It Be Yours?

On the roster inside, positions highlighted in yellow are currently VACANT.
If you represent one of these groups or interests, we want to hear from you.

Why Join the Board?

- Give a voice to a population or interest currently unrepresented on the LCB.
- Help shape how transportation-disadvantaged residents get to medical care, jobs, and school.
- Quarterly Meetings are a modest but meaningful time commitment.
- No special background required — just a connection to the community you'd represent.

How to Apply

Complete the Interest Form on the next page and return it using the information below. Board and vacancy details follow on page 3.

Ready to serve? Return your Interest Form to:
Eric Anderson, Northeast Florida Regional Council
eanderson@nefrfc.org • (904) 505-3428

INTEREST FORM — LOCAL COORDINATING BOARD

Last Name:

First Name:

Phone:

Email Address:

Mailing Address:

Vacancy Interested in Representing:

Tell Us About Yourself

Please provide a brief description of why you want to join the Local Coordinating Board and how your skills and experience will help you represent the part of the community not currently represented due to a vacancy:

Thank you for your interest.

Ready to serve? Return your Interest Form to:
Eric Anderson, Northeast Florida Regional Council
eanderson@nefrc.org • (904) 505-3428

VOTING MEMBERS OF THE BOARD

Yellow highlight = Open Position (VACANT). If your community fits one of the roles below, we encourage you to apply using the Interest Form on page 2.

1	An elected official from the service area, serving as the chairperson.
2	A local representative of the Florida Department of Transportation.
3	A local representative of the Florida Department of Children and Family Services.
4	A representative of the Public Education Community — which could include a representative of the District School Board, School Board Transportation Office, or Head Start Program in areas where the School District is responsible.
5	In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
6	A person recognized by the Veterans Service Office, representing veterans in the county.
7	A person recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county.
8	A person over sixty representing the elderly in the county.
9	A person with a disability, representing the disabled in the county.
10	Two citizen advocate representatives in the county — one of whom must use the transportation service(s) of the system as their primary means of transportation.
11	A local representative for children at risk.
12	In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except where they are also the CTC.
13	A local representative of the Florida Department of Elder Affairs.
14	An experienced representative of the local private for-profit transportation industry. Where unavailable, a local private non-profit representative will be appointed, except where that representative is also the CTC; where neither is available, this position will not exist on the LCB.
15	A local representative of the Florida Agency for Health Care Administration.
16	A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes.
17	A representative of the local medical community — which may include kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, the local health department, or other homes and community-based services.

From: [Zeruto, Dan](#)
To: ["\(boyd@theridesolution.org\)"; Maricarmen Beltran](#)
Cc: [Anderson, Eric; Annette Budge](#)
Subject: 2026-2027 Putnam Approved Rate Model
Date: Tuesday, May 5, 2026 10:01:38 AM
Attachments: [image005.png](#)
[2026-2027 Putnam Rate Model Approved.xls](#)
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 2026-27 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: 2026 - 2027			
		Ambul	Wheel Chair	Stretcher	Group
				Leave Blank	Leave Blank
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	96,436	73,361	23,075		0
Rate per Passenger Mile =		\$4.33	\$7.42	\$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



Join us on Facebook or on the web.

Preliminary Information Worksheet

Version 1.4

CTC Name: Ride Solution, Inc.
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, Inc.
County: Putnam

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

	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026	Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027	% 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		\$ 11,953	\$ 13,985		17.0%
Medicaid Co-Pay Received					
Donations/ Contributions					
In-Kind, Contributed Services					
Other		\$ 36,925	\$ 4,887		-86.8%
Bus Pass Program Revenue					

Local Government

District School Board					
Compl. ADA Services					
County Cash			\$ 30,000		
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	\$ 446,993	\$ 439,912	\$ 439,850	-1.6%	0.0%
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, Inc.
County: Putnam

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

	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026	Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027	% 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 =		None	None		
Total Revenues =	\$446,993	\$488,790	\$488,722	9.4%	0.0%

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

Operating Expenditures

Labor	\$ 226,989	\$ 223,393	\$ 223,572	-1.6%	0.1%	
Fringe Benefits	\$ 49,079	\$ 48,301	\$ 48,340	-1.6%	0.1%	
Services	\$ 57,490	\$ 56,579	\$ 56,624	-1.6%	0.1%	
Materials and Supplies	\$ 63,398	\$ 62,394	\$ 62,444	-1.6%	0.1%	
Utilities	\$ 12,123	\$ 11,931	\$ 11,941	-1.6%	0.1%	
Casualty and Liability	\$ 81,564	\$ 80,272	\$ 80,336	-1.6%	0.1%	
Taxes	\$ 587	\$ 578	\$ 578	-1.5%	0.1%	
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	\$ 5,342	\$ 4,887	-1.6%	-8.5%	
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	(\$49,666)					
Total Expenditures =	\$496,659	\$488,790	\$488,722	-1.6%	0.0%	

See NOTES Below.

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Ride Solution, Inc.
County: Putnam

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

	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026	Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027	% 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, Inc.

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
	2026
	to
	June 30th of
	2027
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

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 13,985
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 4,887
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 30,000
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	\$ 439,850
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
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	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ 13,985	\$ -	
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	\$ -	
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\$ 4,887	\$ -	
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\$ -	\$ -	
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\$ 30,000	\$ -	
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YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

Worksheet for Program-wide Rates

CTC: Ride Solution, Inc. Version 1.4
County: Putnam

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 = 96,436

Rate Per Passenger Mile = \$ 5.07

Total Projected Passenger Trips = 15,587

Rate Per Passenger Trip = \$ 31.35

Fiscal Year

2026 - 2027

Avg. Passenger Trip Length = 6.2 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 5.07

Rate Per Passenger Trip = \$ 31.35

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, Ir Version 1.4
County: Putnam

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
☒ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ 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
☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ 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
☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No

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	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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, Ir Version 1.4
County: Putnam

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 96,436

Rate per Passenger Mile =

RATES FOR FY: 2026 - 2027				
Ambul	Wheel Chair	Stretcher	Group	
73,361	23,075	Leave Blank	Leave Blank	0
\$4.33	\$7.42	\$0.00	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 15,587

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
11,716	3,871	Leave Blank	Leave Blank	
\$26.63	\$45.65	\$0.00	\$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 =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
		Leave Blank	Leave Blank	\$0.00
\$4.33	\$7.42	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$4.33	\$7.42	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$26.63	\$45.65	\$0.00	\$0.00	\$0.00
			per passenger	per group

Worksheet for Multiple Service Rates

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

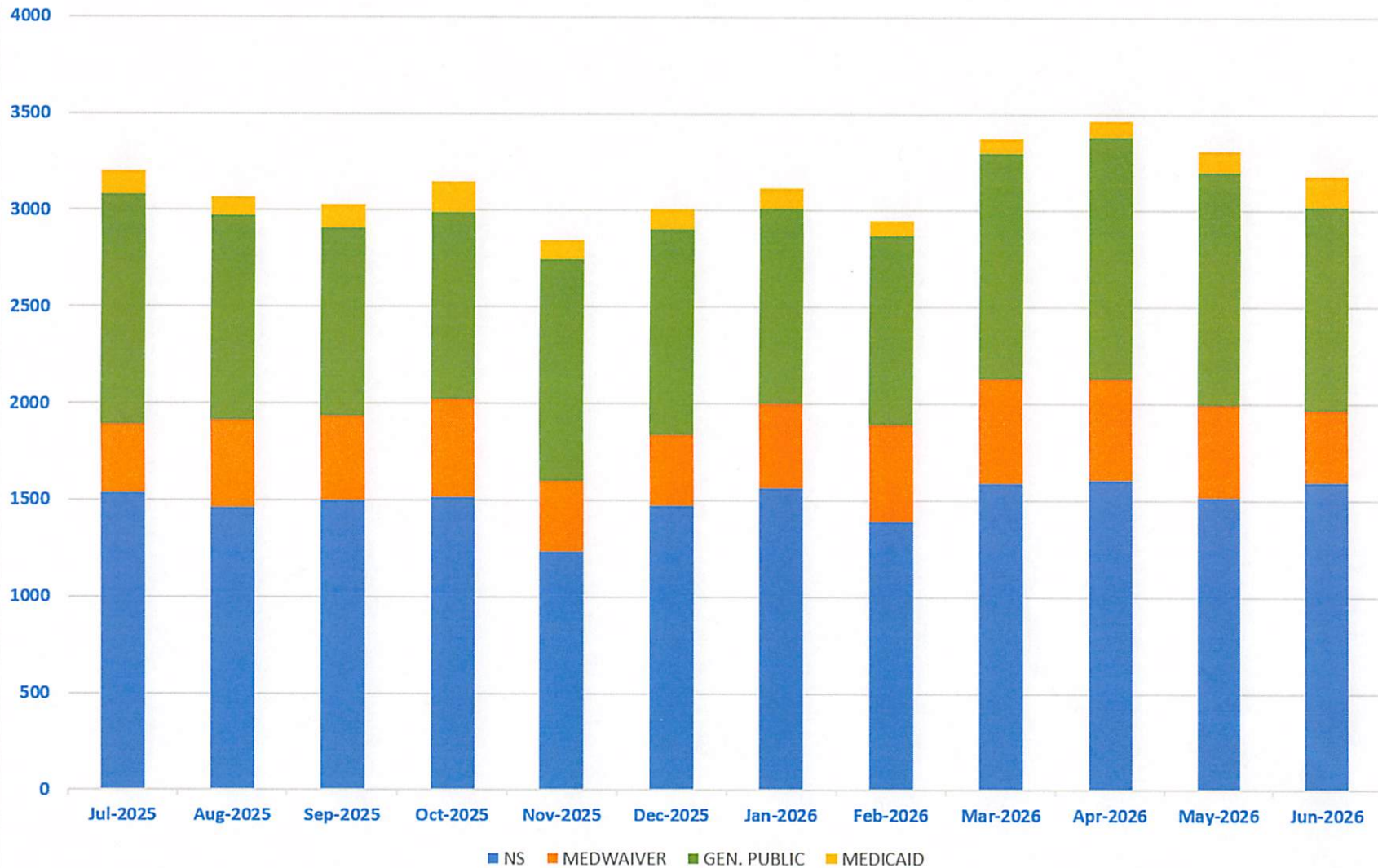
CTC: Ride Solution, Ir Version 1.4
County: Putnam

Program These Rates Into Your Medicaid Encounter Data

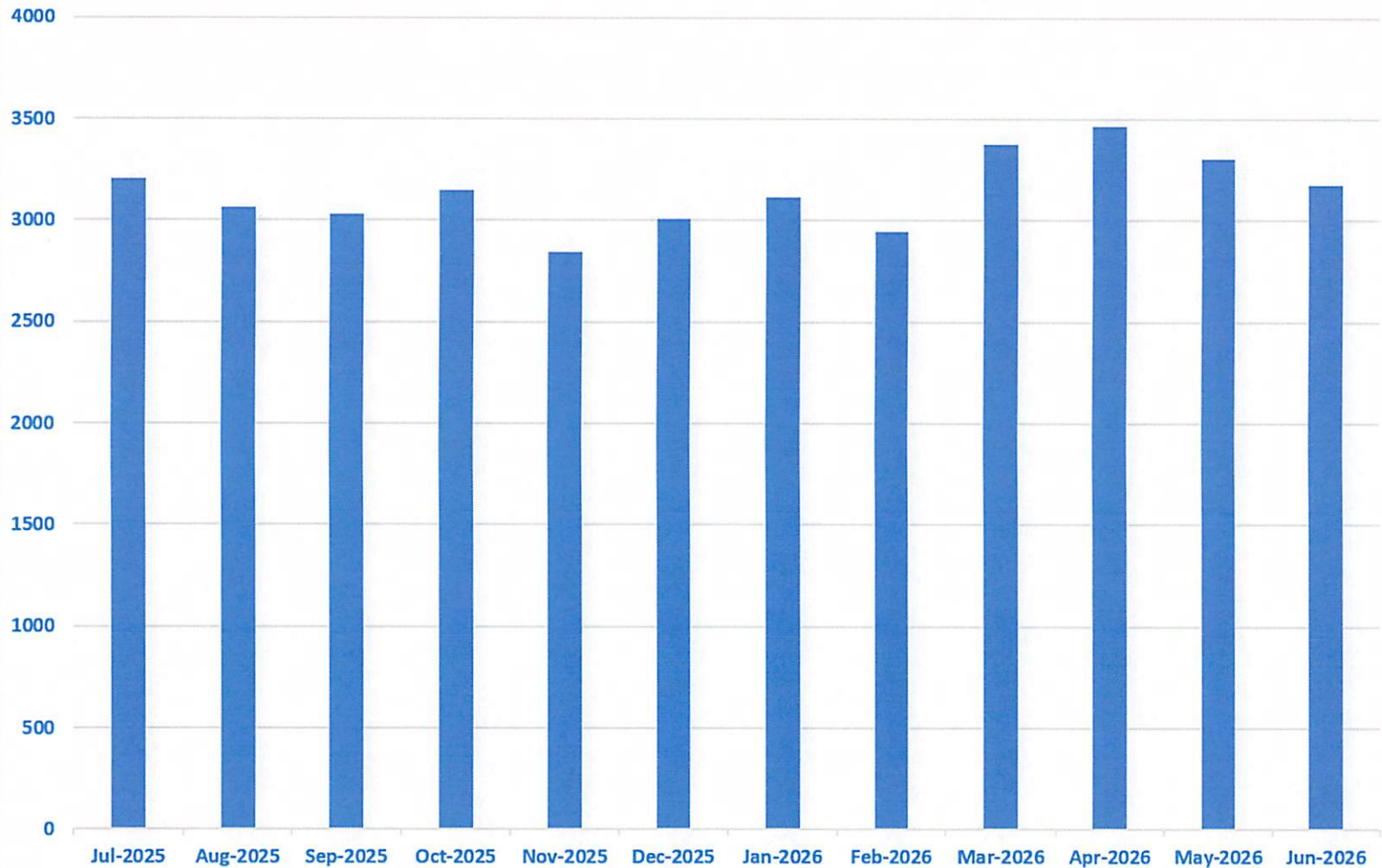
RIDE SOLUTION, IC.
PUTNAM COUNTY
SEPTEMBER 2026 LCB MEETING UPDATE

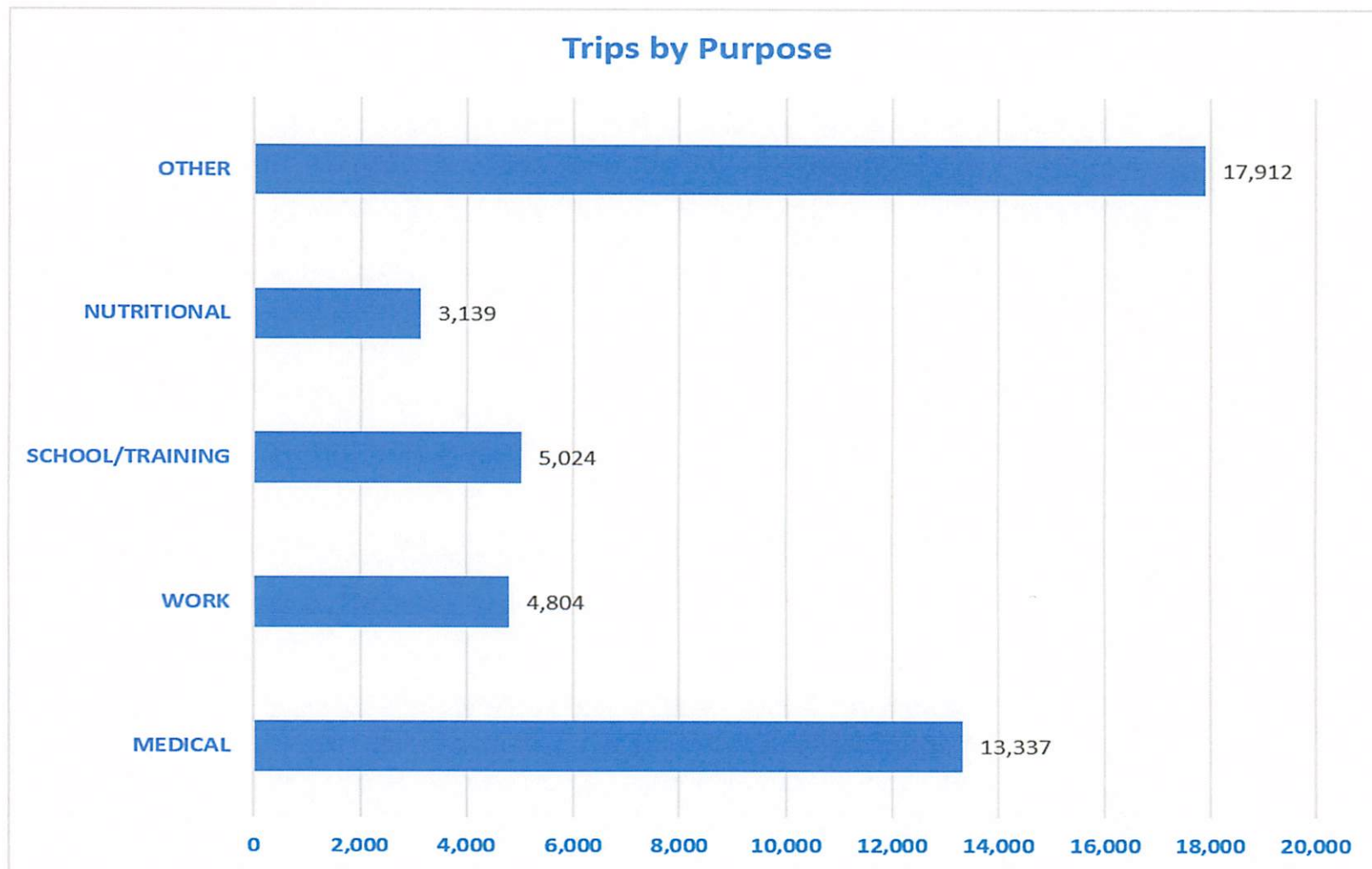
- 1.) FY 2026 RIDERSHIP
- 2.) FY 2026 AOR SUBMISSION
- 3.) JULY 2026 AND AUGUST 2026 CTD INVOICES
- 4.) PUTNAM COUNTY TRANSIT STUDY

RIDE SOLUTION - PUTNAM
Trips by Funding Source per Month (FY 2026)



RIDE SOLUTION - PUTNAM
Number of Trips per Month (FY 2026)





County: Putnam
 CTC: Ride Solution, Inc.
 Contact: Boyd Thompson
 220 N 11 St.
 Palatka, FL 32177
 386-325-9999

Email: boyd@theridesolution.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,984



Trips By Type of Service	2024	2025	2026
Fixed Route (FR)	0	0	0
Deviated FR	29,260	18,051	23,648
Complementary ADA	0	0	0
Paratransit	20,188	16,683	20,568
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	1,009	1,106	0
TOTAL TRIPS	50,457	35,840	44,216

Passenger Trips By Trip Purpose

Medical	16,495	12,843	13,337
Employment	8,296	7,112	4,804
Ed/Train/DayCare	8,952	5,321	5,024
Nutritional	4,693	2,202	3,139
Life-Sustaining/Other	12,021	8,362	17,912
TOTAL TRIPS	50,457	35,840	44,216

Passenger Trips By Revenue Source

CTD	18,814	15,536	15,916
AHCA	759	1,366	1,285
APD	9,960	5,536	5,315
DOEA	0	0	0
DOE	0	0	0
Other	20,924	13,402	21,700
TOTAL TRIPS	50,457	35,840	44,216

Trips by Provider Type

CTC	50,457	35,840	44,216
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	50,457	35,840	44,216

Vehicle Data	2024	2025	2026
Vehicle Miles	507,969	428,362	465,885
Roadcalls	4	7	6
Accidents	2	0	3
Vehicles	19	17	19
Drivers	18	16	13

Financial and General Data

Expenses	\$ 2,559,594	\$ 2,282,365	\$ 2,351,305
Revenues	\$ 2,270,913	\$ 2,273,364	\$ 2,306,075
Commendations	0	1	0
Complaints	0	1	0
Passenger No-Shows	0	0	0
Unmet Trip Requests	0	0	0

Performance Measures

Accidents per 100,000 Miles	0.40	0.00	0.64
Miles between Roadcalls	126,992	61,195	77,648
Avg. Trips per Passenger	23.51	21.88	22.29
Cost per Trip	\$50.73	\$63.68	\$53.18
Cost per Paratransit Trip	\$50.73	\$63.68	\$53.18
Cost per Total Mile	\$5.04	\$5.33	\$5.05
Cost per Paratransit Mile	\$5.04	\$5.33	\$5.05

PUTNAM

2026-2027

CTD TRIP INVOICE

RIDE SOLUTION, INC.
220 N 11TH STREET
PALATKA, FL 32177
(386) 325-9999

Bill To:		<i>Invoice Number:</i>	G3T1007
Commission for the Transportation Disadvantaged		<i>Invoice Date:</i>	08/14/2026
605 Suwannee Street, MS49		<i>Grant Number:</i>	G3T10
Tallahassee, FL 32399-0450		<i>Monthly Disbursement Amount from Exhibit "B" of Grant:</i>	\$ 38,431.00

Dates of Services	Start Date			End Date		
	July	1	2026	July	31	2026

[illegible]

<i>Total Project Cost</i>	\$ 51,968.53
<i>Less: Amount over Exhibit "B" of the Grant</i>	\$ (9,267.42)
<i>Add: Amount to be Recovered from Previous Billing</i>	
<i>Subtotal</i>	\$ 42,701.11
<i>Less: 10% Local Match</i>	\$ (4,270.11)
TOTAL	\$ 38,431.00



PUTNAM

CTD TRIP INVOICE

Bill To:

Invoice Number:

G3T1008

Commission for the Transportation Disadvantaged

Invoice Date:

605 Suwannee Street, MS49

Grant Number:

G3T10

Tallahassee, FL 32399-0450

Monthly Disbursement Amount from Exhibit "B" of Grant:

\$	38,358.00
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<i>Total Project Cost</i>	\$ 43,286.90
<i>Less: Amount over Exhibit "B" of the Grant</i>	\$ (666.90)
<i>Add: Amount to be Recovered from Previous Billing</i>	
<i>Subtotal</i>	\$ 42,620.00
<i>Less: 10% Local Match</i>	\$ (4,262.00)
TOTAL	\$ 38,358.00

