



**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: 226 086 248 476 0  
Passcode: hP9g4LR9

Monday, September 15, 2025, at 10:30 a.m.

\*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Wilkinson
2. Additions, Deletions, and Changes to the Agenda – Chair Wilkinson
3. Approval of May 19, 2025, Meeting Minutes – Chair Wilkinson \* (pg.2-7)
4. LCB Membership (pg.8)
5. Northeast Florida Regional Council Update – Ms. Jones
  - a. TDSP Annual Review (Roll Call Vote)\* (pg.9-41)
  - b. TD 101 (pg.42-48)
  - c. RFP Timeline (pg.49)
6. Community Transportation Coordinator (CTC) System Update – Mr. Thompson
  - a. Annual Operation Report\*
  - b. 2025-2026 Rate Model\*(pg.50-61)
  - c. CTC Quarterly Update (pg.62-72)
  - d. Grants Update\* (Approval if required)
7. Old Business
8. New Business
9. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
10. Member and Department Reports
11. Adjournment – Chair Wilkinson

Next LCB Meeting: November 17, 2025, at 10:30 a.m.  
Putnam County Planning & Development Conference Room,  
2509 Crill Avenue, Suite 300, Palatka, Florida, 32177



**Transportation  
Disadvantaged**

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

**Monday, May 19, 2025**

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 Zoom on Monday, May 19, 2025. Chair Leota Wilkinson called the meeting to order at 10:30 a.m. with the following members present:

<b>Representing:</b>	<b>Voting Member:</b>
Elected Official/Chair	Leota Wilkinson (In-person)
Florida Department of Transportation	Geanelly Reveron (Virtual)
Department of Children and Families	Christina Gillis (Virtual)
Citizen Advocate/Non-User	Christopher Glymph (In-person)
Citizen Advocate/User	Darlene Laibl-Crowe (Virtual)
Agency for Health Care Administration	Pamela Hagley (Virtual)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)
Workforce Development	Marc Albert (In-person)

Members Not Present

Public Education	Sharon Spell
Department of Education Voc. Rehab.	Rochelle Price
Veterans	Allen Buquo
Medical Community	Nancy Russo

Community Transportation Coordinator Staff Present

Boyd Thompson, MariCarmen Beltran (In-Person)

Planning Agency Staff Present

Summer Jones, Andrew Prokopiak (In-Person)

Guests

None

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

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of November 18, 2024, and February 10, 2025, Public Hearing and Meeting Minutes\*

Mr. Glymph motioned for the approval of the November 18, 2024, and the February 10, 2025, public hearing and meeting minutes. Mr. Albert seconded the motion. The public hearing and meeting minutes were approved unanimously.

4. Election of Vice-Chair\*

Mr. Glymph volunteered to serve as Vice Chair for another term. Mr. Albert motioned to approve Mr. Glymph as the Vice Chair. Ms. Hagley seconded the motion. The motion was passed unanimously.

5. Grievance Committee Appointments\*

Ms. Jones explained the need for the Grievance Committee. Mr. Albert and Ms. Russo were nominated to serve another term. Mr. Glymph volunteered to serve on the committee. Mr. Albert made a motion to approve with a second from Ms. Hagley. The re-appointment of Mr. Albert and Ms. Russo and the appointment of Mr. Glymph passed unanimously.

6. Evaluation Committee Appointments\*

Ms. Jones explained the need for the Evaluation Committee. Ms. Spell and Mr. Albert were nominated to serve on the committee for another term. Chair Wilkinson, Mr. Glymph, and Ms. Stanford volunteered to serve on the Evaluation Committee. Mr. Albert motioned to approve the reappointment of himself and Ms. Spell and the appointment of Chair Wilkinson, Mr. Glymph, and Ms. Stanford for the Evaluation Committee. Ms. Stanford seconded the motion. The motion passed unanimously.

7. LCB Membership – Review/Approval\*

LCB Membership was considered next. Ms. Joyner-Howard will need to be removed from the roster, as she has retired. Ms. Reveron stated Heather Fish can replace Ms. Joyner-Howard. Ms. Murray will need to be removed from the roster as she is no longer with the Northeast Florida Community Action. There was a motion to approve the LCB Membership with the changes from Mr. Albert and a second from Mr. Glymph. The LCB Membership passed unanimously.

8. Annual Review of Bylaws –

The next item for consideration was the Annual Review of the Bylaws. There were no changes to the Bylaws. Mr. Albert motioned for the approval of the Annual Review of the Bylaws, with a second from Ms. Hagley. The Annual Review of the Bylaws was passed unanimously.

9. Northeast Florida Regional Council Update

a.) TDSP Annual Review (Roll Call Vote) \*

Ms. Jones stated the next item for review is the TDSP annual review. She stated she believes the demographics should be updated. It is dated back to 2018. The LCB members agreed and asked that the TDSP be updated before they approve the TDSP annual review. There was a motion to table the TDSP annual review until the next LCB meeting by Mr. Glymph and a second from Ms. Hagley.

b.) Proposed Meeting Schedule\*

Ms. Jones reviewed the proposed meeting schedule: 10:30am on the 3<sup>rd</sup> Monday Quarterly, 2<sup>nd</sup> Monday in February: 9/15/25, 11/17/25, 2/09/26, 5/18/26, 9/21/26 and the proposed LCB Public Annual Hearing – 2<sup>nd</sup> Monday in February 2/9/26.

Mr. Glymph motioned to approve the proposed meeting schedule. Mr. Albert seconded the motion. The motion was approved unanimously.

c.) CTC Evaluation\*

Ms. Jones reviewed the results of this year's CTC evaluation. There were no reported findings. Ms. Hagley motioned to approve the annual evaluation. Mr. Glymph seconded the motion. The annual evaluation passed unanimously.

Ms. Jones mentioned this will be the last meeting conducted on Zoom. Moving forward, the Teams will be utilized for the virtual portion of the meetings.

10. Community Transportation Coordinator (CTC) System Update

a) 2024-2025 Rate Model\*: The 2024-2025 ambulatory rate is \$4.75, an increase from \$3.47. The wheelchair rate is \$8.15, an increase from \$5.94.

There was a discussion regarding bus passes and how they work. Typically, those who frequently ride and know approximately how many trips they will need, are issued bus passes.

There was a motion to approve the 2024-2025 rate model from Mr. Albert and a second from Mr. Glymph. The motion passed unanimously.

b) Mr. Thompson gave the quarterly update:

- January 2025 there was a total of 1,283 trips.
- February 2025 there was a total of 1,265 trips.
- March 2025 there was a total of 1,168 trips.

c) Grants Update: There were no grants updates.

There was a discussion about Medicaid and how the discontinuation of Medicaid utilizing the Transportation Disadvantaged program for transportation has disrupted the flow of funding. It would be ideal to find a replacement for that funding and/or a new funding source.

There was also a discussion about the need for a standardized cost allocation model.

Ms. Beltran mentioned that beginning on April 1<sup>st</sup>, they opened the city bus to the public on Tuesdays and Thursdays for 4 hours and \$1 per trip.

11. Old Business

There was no old business.

12. New Business

There was no new business.

13. Public Comment

There was no public comment.

14. Member and Department Reports

FDOT – Ms. Reveron stated the deadline for submission for the FY 2026/2027 Public Transit Service Development Program Funding is close of business on Friday, May 30, 2025

15. Adjournment

Ms. Wilkinson adjourned the meeting at 11:36 a.m. The next LCB meeting will take place on September 15, 2025, at 10:30 a.m. in the Putnam County Planning and Development Conference Room.

ATTENDANCE RECORD  
 PUTNAM COUNTY  
 LOCAL COORDINATING BOARD

Position	Name/Alt.	5/19/25	2/10/25	11/18/24	9/16/24
1. Chairperson	Commissioner Wilkinson/ <del>Commissioner- Adamczyk</del>	<b>P</b>	<b>a</b>	<b>a</b>	<b>a</b>
2. Dept. of Transportation	Geanelly Reveron / Christina Nalsen / Lauren Adams	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
3. Dept. Of Children and Families	Christina Gillis / John Wisker	<b>P</b>	<b>P</b>	<b>a</b>	<b>P</b>
4. Public Education	Sharon Spell	<b>a</b>	<b>a</b>	<b>a</b>	<b>P</b>
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	<b>a</b>	<b>a</b>	<b>a</b>	<b>a</b>
6. Veteran Services	Allen Buquo	<b>a</b>	<b>a</b>	<b>a</b>	<b>P</b>
7. Community Action(Econ. Disadv)	VACANT-Cyperianna Murray	-	<b>a</b>	<b>P</b>	<b>a</b>
8. Elderly	VACANT/Fran Rossano / Betty Fisher	-	-	<b>a</b>	<b>a</b>
9. Disabled	Vacant/Brenda Lang	-	-	<b>a</b>	<b>a</b>
10. Citizen Advocate/User	Darlene Laibl-Crowe	<b>P</b>	<b>a</b>	<b>P</b>	<b>P</b>
11. Citizen Advocate/Non-User	Christopher Glymph	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
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	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
16. Agency for Persons w/Disabilities	Sheryl Stanford / Diana Burgos- Garcia	<b>P</b>	<b>a</b>	<b>a</b>	<b>P</b>
17. Regional Workforce Dev. Brd.	Marc Albert	<b>P</b>	<b>a</b>	<b>P</b>	<b>P</b>
18. Local Medical Community	Nancy Russo	<b>a</b>	<b>a</b>	<b>P</b>	<b>a</b>

VACANT  
 Community Action (Econ. Disadvantaged)  
 Elderly  
 Disabled  
 Children at Risk  
 Private for Profit Transportation  
 Elder Affairs

# PLEASE SIGN IN!



COMMISSION FOR THE  
TRANSPORTATION DISADVANTAGED

Date: May 19, 2025  
Time: 10:30 a.m.

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

Name	Address	Phone	E-Mail
Summer Jones	NEFRC		sjones@nefrc.org
Chris Glymph	110 Nancy Place		chglymph@yahoo.com
Andrew Prokopick	NEFRC 20 E Adams		Aprokopick@NEFRC.org
Brenda Thomas	220 N. 11th St. Palatka		brendathomas@tda.org
Maricarmen Bertan	" "		mberdan@thedesolution.org
Leota Wilkenson			leota.wilkenson@putnam-fl.gov
Mave Albert	Careersource NE FL 400 N 19 Palatka FL		MALBERT@careersourcefl.com

Salutation	First Name	Last Name	Organization	Email	Representing		Grievance Committee	Evaluation Committee	Comments	VC Expire
<b>PUTNAM COUNTY</b>										
Hon.	Leota	Wilkinson	Putnam Co Board of County Commissioners	<a href="mailto:leota.wilkinson@putnam-fl.gov">leota.wilkinson@putnam-fl.gov</a> ;	Elected Official			Feb-26	Chair	
Ms.	Geanelly	Reveron	FDOT, District 2	<a href="mailto:Geanelly.Reveron@dot.state.fl.us">Geanelly.Reveron@dot.state.fl.us</a> ;	FDOT					
Ms.	Janell	Damato	FDOT, District 2	<a href="mailto:janell.damato@dot.state.fl.us">janell.damato@dot.state.fl.us</a> ;	FDOT					
Ms.	Heather	Fish	FDOT, District 2	<a href="mailto:heather.fish@dot.state.fl.us">heather.fish@dot.state.fl.us</a> ;	FDOT					
Ms.	Chris	Nalsen	FDOT, District 2	<a href="mailto:christina.nalsen@dot.state.fl.us">christina.nalsen@dot.state.fl.us</a> ;	FDOT					
Ms.	Lauren	Adams	FDOT, District 2	<a href="mailto:lauren.adams@dot.state.fl.us">lauren.adams@dot.state.fl.us</a> ;	FDOT					
Ms.	Christina	Gillis	Department of Children and Families	<a href="mailto:christina.gillis@myflfamilies.com">christina.gillis@myflfamilies.com</a> ;	DCF					
Mr.	John	Wisker	Department of Children and Families	<a href="mailto:john.wisker@myflfamilies.com">john.wisker@myflfamilies.com</a> ;	DCF					
Ms.	Sharon	Spell	Putnam County School District	<a href="mailto:sspell@my.putnamschools.org">sspell@my.putnamschools.org</a> ;	Public Education			Feb-26		
Ms.	Rochelle	Price	Vocational Rehabilitation	<a href="mailto:rochelle.price@vr.fldoe.org">rochelle.price@vr.fldoe.org</a> ;	Dept. of Education					
Mr.	Allen	Buquo	Putnam County Veterans Services	<a href="mailto:allen.buquo@putnam-fl.gov">allen.buquo@putnam-fl.gov</a> ;	Veterans					
VACANT					Community Action (Econ. Disadvantaged)					
VACANT					Elderly					
VACANT					Persons w/Disabilities					
Ms.	Darlene	Laibl-Crowe		<a href="mailto:ldhlc32177@icloud.com">ldhlc32177@icloud.com</a> ;	Citizen Advocate/User					
Mr.	Christopher	Glymph	Hanley Center Foundation	<a href="mailto:cbglymph@yahoo.com">cbglymph@yahoo.com</a> ;	Citizen Advocate/Non-User		Feb-26	Feb-26	Vice Chair	
VACANT					Children at Risk					
VACANT					Elder Affairs					
VACANT					Private for Profit Transportation					
Ms.	Pamela	Hagley	Agency for Health Care Administration	<a href="mailto:Pamela.hagley@ahca.myflorida.com">Pamela.hagley@ahca.myflorida.com</a> ;	Agency for Health Care Admin.					
Ms.	Reeda	Harris	Agency for Health Care Administration	<a href="mailto:Reeda.harris@ahca.myflorida.com">Reeda.harris@ahca.myflorida.com</a> ;	Agency for Health Care Admin.					
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	<a href="mailto:Sheryl.Dick-Stanford@apdcare.org">Sheryl.Dick-Stanford@apdcare.org</a> ;	Agency for Persons with Disabilities			Feb-26		
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	<a href="mailto:diana.garcia@Apdcare.org">diana.garcia@Apdcare.org</a> ;	Agency for Persons with Disabilities					
Mr.	Marc	Albert	CareerSource NEFL Career Center	<a href="mailto:malbert@careersourcenefl.com">malbert@careersourcenefl.com</a> ;	Workforce Development		Feb-26	Feb-26		
Ms.	Nancy	Russo	SMA Healthcare	<a href="mailto:nrusso@smahealthcare.org">nrusso@smahealthcare.org</a> ;	Medical Community		Feb-26			
Mr.	Boyd	Thompson	Ride Solution, Inc.	<a href="mailto:boyd@theridesolution.org">boyd@theridesolution.org</a> ;	Local Mass/Public Transit				CTC Director	
Ms.	MariCarmen	Beltran	Ride Solution, Inc.	<a href="mailto:mbeltran@theridesolution.org">mbeltran@theridesolution.org</a> ;	Local Mass/Public Transit				Director of Operations	
Ms.	Karin	Flositz	Community Partnership for Children	<a href="mailto:Karin.Flositz@cbcvf.org">Karin.Flositz@cbcvf.org</a> ;					Send November mtg invite to her	
Ms.	Laura	Berardi	Putnam Co Board of County Commissioners	<a href="mailto:laura.berardi@putnam-fl.gov">laura.berardi@putnam-fl.gov</a> ;	Executive Assistant to County Commissioners				reserves BOCC room	

2021 – 2026  
Putnam County  
Transportation Disadvantaged Service Plan

Approved by the

Putnam County  
Transportation Disadvantaged Coordinating Board

2509 Crill Avenue, Suite 200,  
Palatka, Florida 32177

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**Chair, Hon. Leota Wilkinson**

With Assistance From



Northeast Florida Regional Council  
40 E Adams St. Ste. 40,  
Jacksonville, FL 32202

[www.nefrc.org](http://www.nefrc.org)  
(904) 279-0880

September 2025

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# SECTION 1: DEVELOPMENT PLAN

## INTRODUCTION OF SERVICE PLAN

### Background of the Transportation Disadvantaged Program

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

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

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

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

### Community Transportation Coordinator Designation Date/History

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

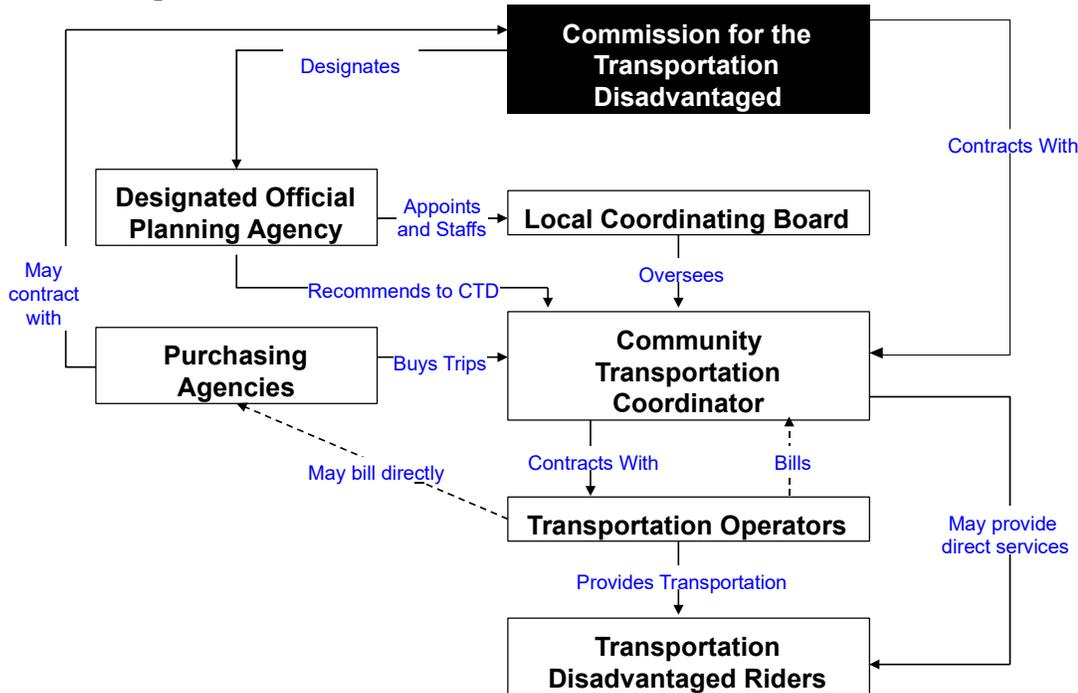
Since that time, ARC Transit, Inc. became known as Ride Solutions and has been the service provider. In 2015, a request for qualifications for Community Transportation Coordination was issued by the Northeast Florida Regional

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

## Organizational Chart



# Coordinated Transportation System Organization



## Consistency Review with Other Plans

### **Local Government Comprehensive Plan**

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

### **Strategic Regional Policy Plan**

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

### **Mobility Planning**

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

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

### **Regional Transit Action Plan**

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

### **Commission for the Transportation Disadvantaged 5yr/20yr Plan**

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

### Public Participation

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

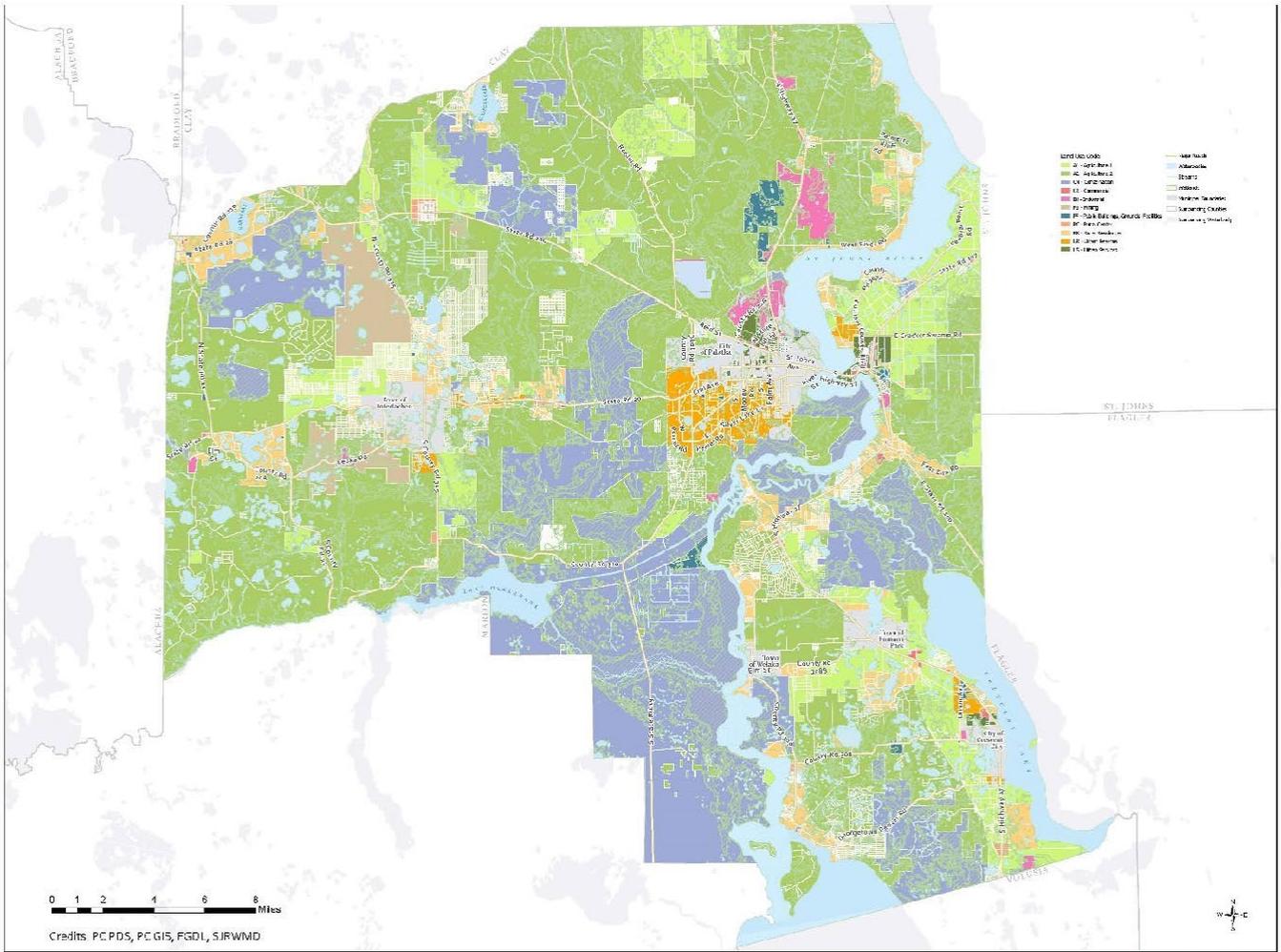
- a. Transportation – Staff for the Northeast Florida Regional Council actively participates with the development of the TDSP and coordinates the efforts to ensure that the policies in the plan are followed fully.
- b. Passengers and Advocates – The CTC has close contact with its riders, and get input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

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

## **SERVICE AREA PROFILE/DEMOGRAPHICS**

### Land Use

Putnam County Future Land Use



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

Source: Putnam County, 2017

## Putnam County BEBR Population Estimates and Projections

Estimate	Projections						
	April 1, 2024	April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045	April 1, 2050
76,138							
<b>Low</b>	74,500	73,100	71,000	68,900	66,900	65,100	
<b>Medium</b>	76,400	77,600	78,100	78,600	79,000	79,400	
<b>High</b>	78,300	82,000	85,300	88,300	91,100	93,700	

Estimates of Population by County and City	April 1, 2024	April 1, 2020	Total Change 2020-2024
<b>Putnam County</b>	76,138	73,321	2,817
<b>Crescent City</b>	1,702	1,654	48
<b>Palatka</b>	10,503	10,446	57
<b>Interlachen</b>	1,495	1,441	54
<b>Pomona Park</b>	801	784	17
<b>Welaka</b>	815	714	101
<b>Unincorporated</b>	60,822	58,282	2,540

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

## Putnam County Veterans - Total Population - Projections

Year	Data
2025	5,814
2030	5,049
2035	4,392
2040	3,904
2045	3,545
2050	3,251

SOURCE: Veterans Administration Website: [https://www.va.gov/vetdata/Veteran\\_Population.asp](https://www.va.gov/vetdata/Veteran_Population.asp)

## Putnam County Population - 5-year Estimates and Projections

### Putnam County Population - 5-year Estimates and Projections

Age	Census	Estimate	Projections				
	2023	2025	2030	2035	2040	2045	2050
0-4	4,454	4,510	4,464	4,423	4,325	4,352	4,396
5-9	4,428	4,468	4,620	4,553	4,517	4,434	4,459
10-14	4,526	4,426	4,538	4,672	4,609	4,585	4,497
15-19	4,332	4,442	4,198	4,288	4,423	4,380	4,357
20-24	3,799	3,776	4,043	3,785	3,873	4,014	3,974
25-29	3,867	3,708	3,666	3,906	3,658	3,758	3,891
30-34	4,082	4,221	3,812	3,754	4,001	3,762	3,867
35-39	4,055	4,021	4,412	3,967	3,908	4,178	3,938
40-44	4,187	4,323	4,243	4,637	4,174	4,118	4,396
45-49	4,196	4,219	4,599	4,502	4,929	4,446	4,382
50-54	4,459	4,429	4,491	4,891	4,798	5,267	4,744
55-59	5,177	4,781	4,713	4,769	5,206	5,125	5,622
60-64	6,018	5,985	4,970	4,897	4,956	5,430	5,347
65-69	5,727	5,962	5,916	4,922	4,858	4,926	5,401
70-74	4,631	4,753	5,315	5,293	4,421	4,375	4,434
75-79	3,560	3,775	4,096	4,630	4,666	3,936	3,916
80-84	2,222	2,362	2,804	3,081	3,525	3,594	3,049
85+	2,186	2,282	2,660	3,170	3,676	4,285	4,729
<b>Total</b>	<b>75,906</b>	<b>76,443</b>	<b>77,560</b>	<b>78,140</b>	<b>78,523</b>	<b>78,965</b>	<b>79,399</b>

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

## Statistics Related to County Population Age 60+ Number of Homeless Students PK-12 in Putnam County

Total Homeless Students 2022-2023 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
434		56	308	48	22

Source: Florida Department of Education's website:

<https://www.fldoe.org/policy/federal-edu-programs/title-ix-mvp/data-reports.stml>

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

<u>Age</u>	<u>Total Estimates</u>	<u>Total Margin of Error</u>	<u>Total Below the Poverty Line Estimates</u>	<u>Total Below the Poverty Line Margin of Errors</u>	<u>Percent Below Poverty Line</u>	<u>Percent Below Poverty Line Margin of Error</u>
<u>Under 18 years</u>	15,641	+/-147	5,276	+/-842	33.7%	+/-5.4
<u>Under 5 years</u>	4,091	+/-62	1,368	+/-296	33.4%	+/-7.2
<u>5-17 Years Old</u>	11,550	+/-152	3,908	+/-723	33.8%	+/-6.2
<u>Related Children of Householder Under 18 Years</u>	15,553	+/-164	5,188	+/-835	33.4%	+/-5.4
<u>18 to 64 years</u>	40,269	+/-72	9,875	+/-885	24.5%	+/-2.2
<u>18 to 34 years</u>	13,276	+/-190	3,634	+/-510	27.4%	+/-3.9
<u>35-64 years</u>	26,993	+/-200	6,241	+/-711	23.1%	+/-2.7
<u>60 years and over</u>	23,483	+/-484	3,870	+/-482	16.5%	+/-1.9
<u>65 years and over</u>	17,015	+/-74	2,258	+/-323	13.3%	+/-1.9

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-povertythresholds.html>

Source: The American Community Survey 2023-Five Year Estimates

[https://data.census.gov/table/ACSST5Y2023.S1701?q=S1701&g=050XX00US12107&vintage=2018&layer=VT\\_2018\\_050\\_00\\_PY\\_D1](https://data.census.gov/table/ACSST5Y2023.S1701?q=S1701&g=050XX00US12107&vintage=2018&layer=VT_2018_050_00_PY_D1)

## Employment

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

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

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

Source: The American Community Survey 2023-Five Year Estimates

[https://data.census.gov/table/ACSST5Y2023.S2301?q=S2301&g=050XX00US12107&vintage=2018&layer=VT\\_2018\\_050\\_00\\_PY\\_DI](https://data.census.gov/table/ACSST5Y2023.S2301?q=S2301&g=050XX00US12107&vintage=2018&layer=VT_2018_050_00_PY_DI)

## **Overview of Land Use, Population/Composition and Employment**

The future land use map and demographics, when considered together indicate that Putnam is a rural County with slow population and job growth, when compared to other Counties in Northeast Florida. The population is aging. The ALICE (Asset Limited, Income Constrained, Employed) report, done in 2018 by the United Way of Florida, analyzed households that earn more than the U.S poverty level but less than the basic cost of living for the County. In the case of Putnam County, the median household income at \$ 41,608 is significantly lower than the statewide average of \$ 55,462. The ALICE report identifies the household survival budget for a single adult as \$ 22,584 and for a family with two working parents, an infant and a Pre-K child as \$ 59,676. The transportation portion of the family survival budget exceeds food and housing and is the second largest expense after childcare for a family of two adults with two children in childcare. The number of households below the poverty level (22%) combined with the number of ALICE households, who earn less than the household survival budget (36%), make up 58% of Putnam County's total households. These households are among those in need of transit, so they can save money and build wealth.

### **Major Trip Generators/Attractors**

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

### **Inventory of Available Transportation Services**

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

- Beep Beep Taxi
- Coastal Cab
- Courtesy Transport

## **SECTION 2: SERVICE ANALYSIS**

### **Forecasts of Transportation Disadvantaged Population**

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

### **Needs Assessment**

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

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

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

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

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

<b>19/20</b>	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),
<b>20/21</b>	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)
<b>21/22</b>	\$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)
<b>22/23</b>	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			
<b>23/24</b>	Requesting \$406,871 in federal CAPITAL funds for			

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

The following are identified barriers to the Coordination process:

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

**GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION SCHEDULE**

Goal 1:                    Coordination of transportation disadvantaged services

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

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

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

Goal 2:                    Focus on consumer choice and efficiency.

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

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

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

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

Strategy 2.1.4:            Increase number of clients/riders served.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Strategy 4.1.4: Present rate calculation for the LCB approval.

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

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

**Goal 5:** **Customer Satisfaction.**

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

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

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

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

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

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

- OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.
- Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC fiscal year.
- Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion purposes as necessary.
- Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

**Goal 7: Support regional transit.**

- OBJECTIVE 7.3: Increase coordination with other counties in Northeast Florida and surrounding communities.
- Strategy 7.3.1: Continue to participate in the Northeast Florida Regional Transportation Commission’s Northeast Florida Regional Transit Coordinating Committee (RTCC) in implementing the Regional Transit Action Plan.
- Strategy 7.3.2: Coordinate multi-county trips and service enhancement between Putnam County and other counties by cooperating and working with nearby counties as well as the Community Transportation Coordinators represented on the RTCC (Baker, Clay, Duval, Nassau, and St. Johns Counties).
- Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTCC as needed. Other efforts are ongoing.

**Performance Measures**

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

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

**SECTION 3: SERVICE PLAN  
OPERATIONS**

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

## LCB Prioritization Policy for Non-Sponsored Trips by Trip Purpose

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

### **Priority Order Trip Purposes – Categories and Definitions**

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

### Types, Hours and Days of Service

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

### Accessing Services

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

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

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

### **Ride Solution Non-sponsored Transportation Priorities**

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

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

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

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

#### Eligibility of Riders

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

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

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

### Transportation Operators and Coordination Contractors

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

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

### Public Transit Utilization

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

### School Bus Utilization

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

### Vehicle Inventory

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

### System Safety Program Plan Certification

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

### Intercounty Services

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

### Natural Disaster/Emergency Preparedness

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

## Educational Efforts/Marketing

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

## Acceptable Alternatives

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

## Service Standards

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

## **COMMISSION SERVICE STANDARDS**

### Drug and Alcohol Testing

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

### Transport of Escorts and Dependent Children

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

### Use, Responsibility and Cost of Child Restraint Devices

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

### Passenger Property

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

### Vehicle Transfer Points

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

### Local Toll Free Telephone Number

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

### Out-of-Service Area Trips

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

### Vehicle Cleanliness

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

### Billing Requirements

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

### Passenger/Trip Database

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

### Adequate Seating

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

### Driver Identification

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

### Passenger Assistance

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

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

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

### Eating & Drinking on Vehicles

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

### Passenger No-Shows

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

### Two-Way Communications

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

### Air Conditioning/Heating of Vehicles

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

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

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

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

## **LOCAL STANDARDS**

### CPR / First Aid

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

### Driver Background Screening

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

### Service Effectiveness The CTC shall:

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

### Contract Monitoring

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

### Pick-up Window

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

For trips that are prescheduled:

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

For will-call trips:

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

### On-Time Performance

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

### Advance Reservation Requirement

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

### Accidents

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

### Road Calls

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

### Call-hold Time

All calls shall be answered as soon as possible.

### Passenger Behavior

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

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

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

## **ADA Policies**

### Life Support Systems

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

### Standees on Lift

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

### Driver Assistance

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

### Personal Care Attendants (PCAs)

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

### Service Animals

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

### Transfer

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

## Passenger Sensitivity

All employees of Ride Solution will receive passenger sensitivity training.

## Local Complaint and Grievance Procedure/Process

### **Definition of a Complaint**

A complaint is defined as:

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

### Filing a Complaint

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

### Recording of Complaints

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

### Appeal to the Grievance Committee

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

### Responsibility of the Local Coordinating Board to Grievances

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

Definition of a Grievance A grievance shall be defined as:

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

### **Grievance Procedures**

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

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

### Filing a Grievance

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

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

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

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

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

### Appeal to the Grievance Committee

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

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

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

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

### Grievance Committee Hearing Procedures

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

1. Call to order - Planning Staff;

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

#### Recommendation to the Local Coordinating Board

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

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

# COST/Revenue Allocation and SERVICE RATES SUMMARY

BASED ON THE COMMISSION’S RATE CALCULATION MODEL

COMMUNITY TRANSPORTATION COORDINATOR: Ride Solution, Inc.

EFFECTIVE DATE: July 2024

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

## SECTION 4: QUALITY ASSURANCE

### CTC EVALUATION PROCESS

#### CTC Evaluation

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

#### CTC Monitoring Procedures of Operators and Coordination Contractors

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

## **Coordination Contract Evaluation Criteria**

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

## **Planning Agency Evaluation Process**

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

### Cost / Revenue Allocation and Rate Structure Justification

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

## **Updates and Amendments**

### Updates

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

### Amendments

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

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

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

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan, We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on: **09/15/25**

09/15/2025  
Date

\_\_\_\_\_  
Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

## b. TD 101

### Quarter One

### Quarter Two

### Quarter Three

### Quarter Four

Putnam
<p><b>Administrative Items</b></p> <ul style="list-style-type: none"> <li>•Annual Operations Report (AOR); Requires CTD approval prior to LCB approval)</li> <li>•Annual TDSP review, subject to LCB amendment and/or approval (Roll Call Vote)(updated demographics)</li> <li>•Annual Expenditure Report; drafted with information from AER, not subject to LCB review/approval</li> <li>•2025-2026 Rate Model; requires approval from CTD prior to LCB approval</li> </ul> <p><b>Standing Items</b></p> <ul style="list-style-type: none"> <li>•NEFRC Report</li> <li>•Grants Update</li> <li>•CTC Report</li> </ul> <p><b>Service Development/Local Issues</b></p> <ul style="list-style-type: none"> <li>•TD 101</li> <li>•5 yr contract ends June 2026. Present board with timeline</li> </ul>

Putnam
<p><b>Administrative Items</b></p> <ul style="list-style-type: none"> <li>•Annual Public Hearing (see Public Hearing folders)</li> <li>•Election of LCB Vice Chair</li> <li>•Election of Grievance Committee</li> <li>•Election of CTC Evaluation Committee</li> <li>•Annual Operations Report (AOR); <i>&lt;If not approved in Q1&gt;</i> Requires CTD approval prior to LCB approval)</li> <li>•Annual Grievance Procedures Review; Requires LCB approval</li> </ul> <p><b>Standing Items</b></p> <ul style="list-style-type: none"> <li>• NEFRC Update</li> <li>•Grants Update</li> <li>•CTC Report</li> </ul> <p><b>Service Development/Local Issues</b></p> <ul style="list-style-type: none"> <li>•TD 101</li> </ul>

Putnam
<p><b>Administrative Items</b></p> <ul style="list-style-type: none"> <li>•Annual review of LCB by-laws, subject to LCB amendment and/or approval</li> <li>•Selection of time and date for CTC Evaluation (March – April)</li> <li>•LCB review/approval of members, final membership review/approval subject to NEFRC Board of Directors action before submission to CTD</li> </ul> <p><b>Standing Items</b></p> <ul style="list-style-type: none"> <li>• NEFRC Report</li> <li>•Grants Update</li> <li>•CTC Report</li> </ul> <p><b>Service Development/Local Issues</b></p> <ul style="list-style-type: none"> <li>•TD 101</li> </ul>

Putnam
<p><b>Administrative Items</b></p> <ul style="list-style-type: none"> <li>•Review of CTC Evaluation, requires LCB approval</li> <li>•Meeting Schedule (Workplan)(Note: when approved, send to point person in County to reserve meeting room)(SJ)</li> </ul> <p><b>Standing Items</b></p> <ul style="list-style-type: none"> <li>• NEFRC Report</li> <li>•Grants Update</li> <li>•CTC Report</li> </ul> <p><b>Service Development/Local Issues</b></p> <ul style="list-style-type: none"> <li>•TD 101</li> </ul>

# The “Transportation Disadvantaged”



OLDER ADULTS



PERSONS WITH  
DISABILITIES



PEOPLE WITH  
LOW INCOME



AT-RISK  
CHILDREN

## They Could Need A Ride To...



Medical Services



Work



School



Grocery Store



“The purpose of the commission is to accomplish the coordination of transportation services provided to the transportation disadvantaged”

OUR PURPOSE

## Creation of the Transportation Disadvantaged (TD) Program

---

Established by the Florida Legislature in 1979.

Intended to ensure TD customers have access to transportation services across the state.

Created Commission and TD Trust Fund in 1989.

Designated provider network responsible for coordinating services in all 67 counties.

Defined “coordination” as services provided in manner that is “cost-effective, efficient, and reduces fragmentation or duplication”.

TD Trust Fund subsidizes a part of a TD person’s transportation “not sponsored” by another agency.



## TD Non-Sponsored Eligibility Criteria (adopted in 1997)

**No Other Funding Available** – Individual has no other purchasing agency “sponsoring” a trip to a certain activity

**No Other Means of Transportation** – Individual does not own a vehicle, have a family member, or others who can provide a trip to an activity.

**Public Transit** – Individual does not have access to a fixed bus route, or one is not available in their community, to access an activity.

**Disability** – Individual has a disability as defined by the ADA that presents a barrier to transportation.

**Age** – The individual’s age presents a barrier to transportation [the age limit is defined by the CTC and LCB].

**Income** – The individual or household income presents a barrier to transportation [the income threshold is defined by the CTC and LCB].



## Our Organization:

Independent state agency, housed in FL Dept of Transportation (FDOT).

Consists of 11 board members appointed by the Governor.

Appoints Executive Director and oversees staff in Tallahassee.

Administers TD Trust Fund and grant programs that support TD Services.

Adopts policies and rules governing the Coordinated System.

Designates Community Transportation Coordinators (CTCs) and Planning Agencies in all 67 counties.

Collects data on TD service operations and presents Annual Report to the Governor and Legislature (January 1 each year).

Serves as a clearinghouse of information on TD services.



ACTIONS	DATES #1
Release of RFP	11/4/2025
RFP Questions Due to NEFRC	12/2/2025
NEFRC Response to RFP Questions	1/13/2026
Proposal Submission Deadline	1/27/2026
Oral Presentation (if requested by NEFRC)	2/10/2026
LCB decision on the recommendation of the top-ranked candidate to the CTD	2/9/2026
NEFRC decision on the recommendation of the top-ranked candidate to the CTD - (Executive Committee)	4/2/2026
Commission for Transportation Disadvantaged makes the final decision for approval of the top-ranked candidate - (CTD Meeting)	April-June 2026
CTC Start-Up	7/1/2026

**From:** Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>  
**Sent:** Friday, May 23, 2025 11:43 AM  
**To:** '(boyd@theridesolution.org)' <boyd@theridesolution.org>; Maricarmen Beltran <mbeltran@theridesolution.org>  
**Cc:** Summer Jones <Sjones@nefrc.org>  
**Subject:** 2024-2025 Putnam Approved Rate Model Extended to FY 2025-2026  
**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,

Please be informed that your current rates, originally approved on December 30, 2024 for FY 2024–2025, will be extended through the FY 2025–2026 grant cycle.

Please incorporate these same rates into your FY 2025–2026 grant application with rates page and don't forget to submit them as soon as possible.

If you have any questions or need additional guidance, please do not hesitate to reach out.

Thank you,

Dan



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

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

**From:** Zeruto, Dan  
**Sent:** Monday, December 30, 2024 10:57 AM  
**To:** '(boyd@theridesolution.org)' <boyd@theridesolution.org>

Cc: Maricarmen Beltran <[mbeltran@theridesolution.org](mailto:mbeltran@theridesolution.org)>; Reginald Johnson <[Reginald@theridesolution.org](mailto:Reginald@theridesolution.org)>; Wanda <[Wanda@theridesolution.org](mailto:Wanda@theridesolution.org)>; Summer Jones <[Sjones@nefrc.org](mailto:Sjones@nefrc.org)>

Subject: 2024-2025 Putnam Approved Rate Model

Importance: High

Good morning Boyd,

I have reviewed the corrections and adjustments made to the attached 2024-25 Rate Model Calculation Spreadsheet for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered, nor does it address the reasonableness of the unsubsidized cost of services.

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

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

		RATES FOR FY: 2024 - 2025			
		Ambul	Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	31,776	74,000	17,776	Leave Blank	Leave Blank
					0
Rate per Passenger Mile =		\$4.75	\$8.15	\$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](mailto:dan.zeruto@dot.state.fl.us)



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# Preliminary Information Worksheet

Version 1.4

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

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

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

# Comprehensive Budget Worksheet

Version 1.4

CTC: Ride Solution  
County: Putnam

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

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

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

### Local Non-Govt

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

### Local Government

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

### CTD

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

### 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)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: Ride Solution  
County: Putnam

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

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

### APD

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

### D.J.J

(specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### Other Fed or State

xxx						
xxx						
xxx						
<b>Bus Pass Program Revenue</b>						

### Other Revenues

Interest Earnings						
xxxx						
xxxx						
<b>Bus Pass Program Revenue</b>						

### Balancing Revenue to Prevent Deficit

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

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

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

#### Operating Expenditures

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

#### Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
<b>ACTUAL YEAR LOSS</b>	<b>(\$47,332)</b>	<b>\$47,332</b>			
<b>Total Expenditures =</b>	<b>\$473,331</b>	<b>\$473,331</b>	<b>\$496,659</b>	<b>0.0%</b>	<b>4.9%</b>

See NOTES Below.

Error: Revenues  
< Expenditures

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

# Comprehensive Budget Worksheet

Version 1.4

CTC: Ride Solution  
County: Putnam

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

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2022</b> to June 30th of <b>2023</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from July 1st of <b>2023</b> to June 30th of <b>2024</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of ▼ <b>2024</b> to June 30th of <b>2025</b>	% 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.**





# Worksheet for Program-wide Rates

CTC: Ride Solution  
 County: Putnam

Version 1.4

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

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	91,776
<b>Rate Per Passenger Mile = \$</b>	<b>5.41</b>
Total Projected Passenger Trips =	8,590
<b>Rate Per Passenger Trip = \$</b>	<b>57.82</b>

Fiscal Year

2024 - 2025

<b>Avg. Passenger Trip Length =</b>	<b>10.7 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>5.41</b>
<b>Rate Per Passenger Trip = \$</b>	<b>57.82</b>

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

**Worksheet for Multiple Service Rates**

CTC: Ride Solution  
 County: Putnam Version 1.4

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

**SECTION I: Services Provided**

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

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

**SECTION II: Contracted Services**

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

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

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

<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> 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?

Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Effective Rate for Contracted Services:  
 per Passenger Mile =  
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

**Worksheet for Multiple Service Rates**

CTC: Ride Solution  
County: Putnam Version 1.4

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

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....  
 Yes  
 No  
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
per passenger mile?.....  
 Pass. Trip **Leave Blank**  
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

**SECTION IV: Group Service Loading**

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

**SECTION V: Rate Calculations for Multiple Services:**

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

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

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

### Worksheet for Multiple Service Rates

CTC: **Ride Solution** 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

**Program These Rates Into Your Medicaid Encounter Data**

## RIDE SOLUTION, INC.

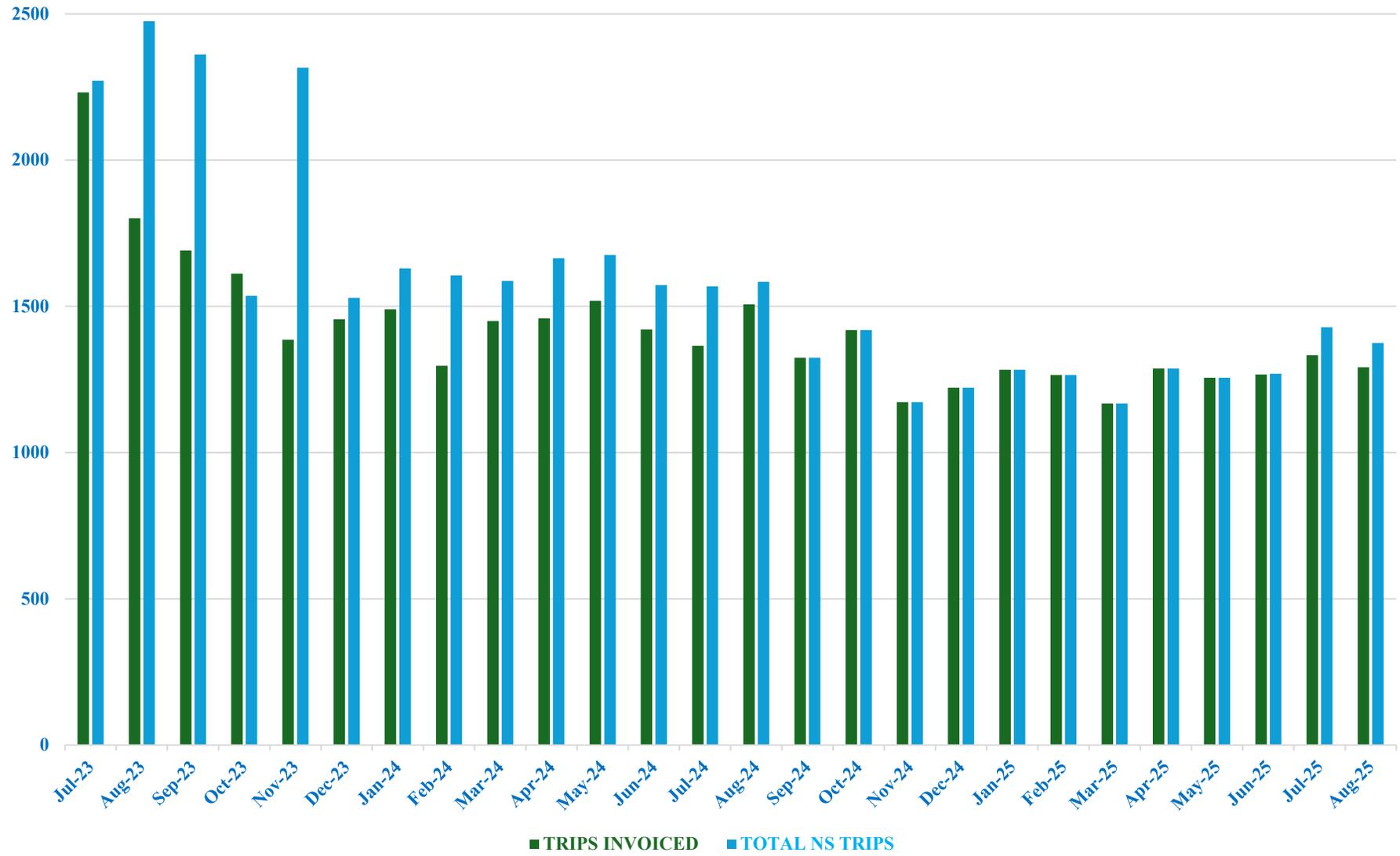
### SEPTEMBER 2025 LOCAL COORDINATING BOARD UPDATE

#### A. 2025 NS TRIPS

a. JAN.	1283
b. FEB.	1265
c. MAR.	1168
d. APR.	1288
e. MAY	1168
f. JUNE	1267
g. JULY	1333
h. AUG	1375

#### B. FY 2025 PRELIMINARY AOR

# RIDE SOLUTION NS TRIPS



















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

Email: [boyd@theridesolution.org](mailto:boyd@theridesolution.org)

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,638



Trips By Type of Service	2023	2024	2025
Fixed Route (FR)	2,484	0	0
Deviated FR	47,251	29,260	18,051
Complementary ADA	0	0	0
Paratransit	15,733	20,188	16,683
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	2,446	1,009	1,106
<b>TOTAL TRIPS</b>	<b>67,914</b>	<b>50,457</b>	<b>35,840</b>

Passenger Trips By Trip Purpose	2023	2024	2025
Medical	15,672	16,495	12,843
Employment	9,559	8,296	7,112
Ed/Train/DayCare	10,057	8,952	5,321
Nutritional	6,257	4,693	2,202
Life-Sustaining/Other	26,369	12,021	8,362
<b>TOTAL TRIPS</b>	<b>67,914</b>	<b>50,457</b>	<b>35,840</b>

Passenger Trips By Revenue Source	2023	2024	2025
CTD	28,511	18,814	15,536
AHCA	528	759	1,366
APD	13,232	9,960	5,536
DOEA	0	0	0
DOE	0	0	0
Other	25,643	20,924	13,402
<b>TOTAL TRIPS</b>	<b>67,914</b>	<b>50,457</b>	<b>35,840</b>

Trips by Provider Type	2023	2024	2025
CTC	67,914	50,457	35,840
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>67,914</b>	<b>50,457</b>	<b>35,840</b>

Vehicle Data	2023	2024	2025
Vehicle Miles	612,603	507,969	428,362
Roadcalls	5	4	14
Accidents	0	2	0
Vehicles	26	19	17
Drivers	24	18	16

Financial and General Data	2023	2024	2025
Expenses	\$ 2,576,352	\$ 2,559,594	\$ 2,282,365
Revenues	\$ 2,567,042	\$ 2,270,913	\$ 2,273,364
Commendations	3	0	1
Complaints	0	0	1
Passenger No-Shows	0	0	0
Unmet Trip Requests	0	0	0

Performance Measures	2023	2024	2025
Accidents per 100,000 Miles	0.00	0.40	0.00
Miles between Roadcalls	122,521	126,992	30,597
Avg. Trips per Passenger	33.26	23.51	21.88
Cost per Trip	\$37.94	\$50.73	\$63.68
Cost per Paratransit Trip	\$39.38	\$50.73	\$63.68
Cost per Total Mile	\$4.21	\$5.04	\$5.33
Cost per Paratransit Mile	\$4.21	\$5.04	\$5.33