

2014-2019

**FLAGLER COUNTY
TRANSPORTATION
DISADVANTAGED
SERVICE PLAN**



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CHAPTER I - DEVELOPMENT PLAN

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CHAPTER I - DEVELOPMENT PLAN

A. INTRODUCTION TO THE SERVICE AREA

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those:

who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

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

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

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

Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged (CTD) is an independent agency which serves as the policy development and implementing agency for Florida's transportation disadvantaged program. According to Section 427.013 F.S., its purpose is to accomplish the coordination of transportation services provided to the transportation disadvantaged.

"Coordination" is defined in Chapter 427 and Rule 41-2 as the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective,

efficient, and reduces fragmentation and duplication of services. Section 427.013 adds that the goal of coordination must be to assure the cost-effective provision of transportation by qualified CTCs or transportation operators for the transportation disadvantaged without any bias or presumption in favor of multi-operator systems or non-profit transportation operators over single operator systems or for-profit transportation operators.

The CTD reports to the Governor and Legislature. Its responsibilities are set out in Section 427.013 and include, among others:

- Compiling information on the transportation operations for and needs of the transportation disadvantaged in the state;
- Establishing statewide objectives for providing transportation services for the transportation disadvantaged;
- Developing policies and procedures for the coordination of local government, federal and state funding for the transportation disadvantaged;
- Identifying and eliminating barriers to coordination and accessibility of transportation services to the transportation disadvantaged;
- Serving as an information clearinghouse;
- Assisting communities in developing transportation systems designed to serve the transportation disadvantaged;
- Assuring that all procedures, guidelines and directives issued by member departments are conducive to the coordination of transportation services;
- Assuring that member departments purchase all trips within the coordinated system unless they use a more cost-effective alternative provider and providing, by rule, criteria and procedures for member departments to use if they wish to use an alternative provider;
- Developing standards covering coordination, operation, costs and utilization of transportation disadvantaged services, including but not limited to acceptable ranges of trip costs for the various modes and types of transportation services provided and minimum performance standards for the delivery of services;
- Approving appointments or terminations of CTCs;
- Making an annual report by January 1 to the Governor and Legislature;
- Reporting annual budget estimates and actual expenditures for transportation disadvantaged services;

- Preparing a statewide five-year transportation disadvantaged plan;
- Approving a Memorandum of Agreement with each CTC for the delivery of coordinated transportation services within the CTC's designated service area;
- Developing transportation disadvantaged training programs;
- Designating an Official Planning Agency in areas where there is no Metropolitan Planning Organization;
- Developing need-based criteria for use by CTCs to prioritize the delivery of non-sponsored transportation disadvantaged services purchased with Transportation Disadvantaged Trust Fund monies; and,
- Developing a quality assurance and management review program.

The Commission for the Transportation Disadvantaged consists of seven gubernatorial appointed positions. As of September, 2014, the Commission consisted of the following individuals:

1. Commissioner David Darm of Tallahassee, representing Users with a Disability. Commissioner Darm is with the Executive Office of the Governor. Commissioner Darm is the current Chairman.
2. Commissioner Mike Willingham of Sebring, representing the Business Community. Commissioner Willingham (vice-Chairman) is the Sebring Airport Authority Executive Director.
3. Commissioner Michael Horan of Nokomis, representing the Business Community. Commissioner Horan is with Ajax Paving Industries, Inc.;
4. Commissioner Marion Hart of Tallahassee. Commissioner Hart is retired from FDOT.
5. Commissioner Dane Grey of Jacksonville, representing the Business Community. Commissioner Gray is the President of Elite Parking Services, Inc.
6. Commissioner Bryan Vaughn of Marianna, representing Users with a Disability. Commissioner Vaughn is the superintendent of Sunland Center.
7. Commissioner Charlotte Temple of Jacksonville, representing the Business Community. Commissioner Temple is the Director of Advocacy for the ARC Jacksonville.

Designated Official Planning Agency (DOPA)

Pursuant to Rule 41-2, Metropolitan Planning Organizations (MPOs) are required to serve as the Designated Official Planning Agency (DOPA) in the transportation service areas which they cover. In service areas not covered by an MPO, the CTD designates the DOPA. Entities eligible for selection as a DOPA include city or county governments, regional planning councils, MPOs

from other service areas, or local planning organizations which are currently performing planning activities in the designated service area. On April 11, 1990, the CTD designated the Northeast Florida Regional [Planning] Council to serve as the DOPA for the Flagler County service area.

The purpose of the DOPA is to perform long-range transportation disadvantaged planning and assist the CTD and the LCB in implementing the transportation disadvantaged program within a designated service area. Pursuant to Chapter 427 and Rule 41-2, the DOPA is required to:

- Appoint members of the LCB for the designated service area and provide sufficient staff support and resources to enable the LCB to fulfill its responsibilities;
- Appoint an elected official from the county the LCB serves to act as the official chairperson for all LCB meetings;
- Recommend an entity to serve as the CTC to the CTD;
- Develop and annually update a Transportation Disadvantaged Service Plan (TDSP) in consultation with the LCB and the CTC;
- Include a Transportation Disadvantaged Element in its federally-mandated Transportation Improvement Program (TIP) if the DOPA is a Metropolitan Planning Organization;
- Report to the CTD by the beginning of each state fiscal year, estimates of local government and direct federal transportation disadvantaged funds anticipated to be available in its designated service area during the upcoming state fiscal year;
- Report to the CTD by September 15, all local government and direct federal transportation disadvantaged funds expended in its designated service area during the prior state fiscal year; and,
- Certify on an annual basis, compliance with the intent of the CTD, that the membership of the LCB represents, to the maximum degree possible, a cross-section of the local community.

Community Transportation Coordinator (CTC)

The purpose of the CTC is to ensure the delivery of transportation services to the transportation disadvantaged in the most cost-effective, unduplicated and unfragmented manner possible. More specifically, Rule 41-2 states that a CTC is responsible for the short-range operational planning, administration, monitoring, coordination, arrangement and delivery of transportation disadvantaged services originating within its designated service area. It also states that a CTC can be a public, private for-profit, or private non-profit entity and can provide transportation services, subcontract or broker transportation services, or combine the two methods. Furthermore, the CTC is *required* to subcontract or broker transportation services to

transportation operators in situations where it is cost-effective and efficient to do so.

In order to function as a CTC and qualify for TDTF grants, a CTC must enter into a Memorandum of Agreement (MOA) every five (5) years with the CTD. An MOA, as defined in Rule 41-2, is the state contract for transportation disadvantaged services purchased with federal, state, or local government transportation disadvantaged funds. The MOA recognizes the CTC as being responsible for the arrangement of the provision of transportation disadvantaged services for its designated service area and requires that the CTC perform a wide range of tasks, as well as comply with specific provisions relating to insurance, safety, protection of civil rights, and other matters.

A Transportation Disadvantaged Service Plan (TDSP) must be submitted with each MOA. The MOA indicates implementation and monitoring of an approved TDSP will provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies and other entities that use local, state or federal government funds for the purchase of transportation for the transportation disadvantaged.

Other CTC responsibilities that are outlined in Chapter 427 and Rule 41-2 include:

- Being aware of all of the transportation disadvantaged resources available or planned in its designated service area in order to plan, coordinate, and implement the most cost-effective transportation disadvantaged transportation system possible under existing conditions in the designated service area;
- Executing uniform contracts for service using a standard contract which includes performance standards for operators;
- In cooperation with the LCB, annually reviewing transportation operator contracts and coordination contracts;
- Providing copies of executed purchase of service contracts to the CTD and LCB;
- Collecting operating data and preparing an Annual Operating Report due to the CTD by September 15;
- Maximizing the use of school bus and public transportation services in accordance with Section 427.0158, Florida Statutes;
- In cooperation with the LCB, reviewing all applications for local government, federal, and state transportation disadvantaged funds for its designated service area, and developing and implementing cost-effective coordination strategies for funds recommended for approval;
- In cooperation with the LCB, and pursuant to criteria developed by the CTD, establishing priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies; and,

- Preparing and submitting applications to the CTD for trip/equipment grants funded out of the Transportation Disadvantaged Trust Fund.

Rule 41-2, F.A.C., also outlines the selection process for CTCs. It states that a CTC may be selected without a competitive bidding process if the DOPA determines that it is the approach which is in the best interest of the transportation disadvantaged. However, it also states that public competitive bidding must be used to the maximum extent feasible when CTC selection occurs in a service area. If a CTC resigns or is terminated, the DOPA must complete the recommendation process for a new CTC within 90 days after the termination date for non-bid CTCs and within 150 days after the termination date of CTCs which were acquired by competitive bidding. In cases of termination or in unforeseen emergencies, the CTD is required to work with the LCB to provide for the continuation of services by providing or arranging necessary technical assistance.

Coordination of Service

Coordination of transportation services which are provided to the transportation disadvantaged is addressed in Chapter 427, F.S. and Rule 41-2, F.A.C. These rules specify the manner in which Transportation Disadvantaged funds are spent and the transportation services are delivered to the transportation disadvantaged. Chapter 427 mandates that:

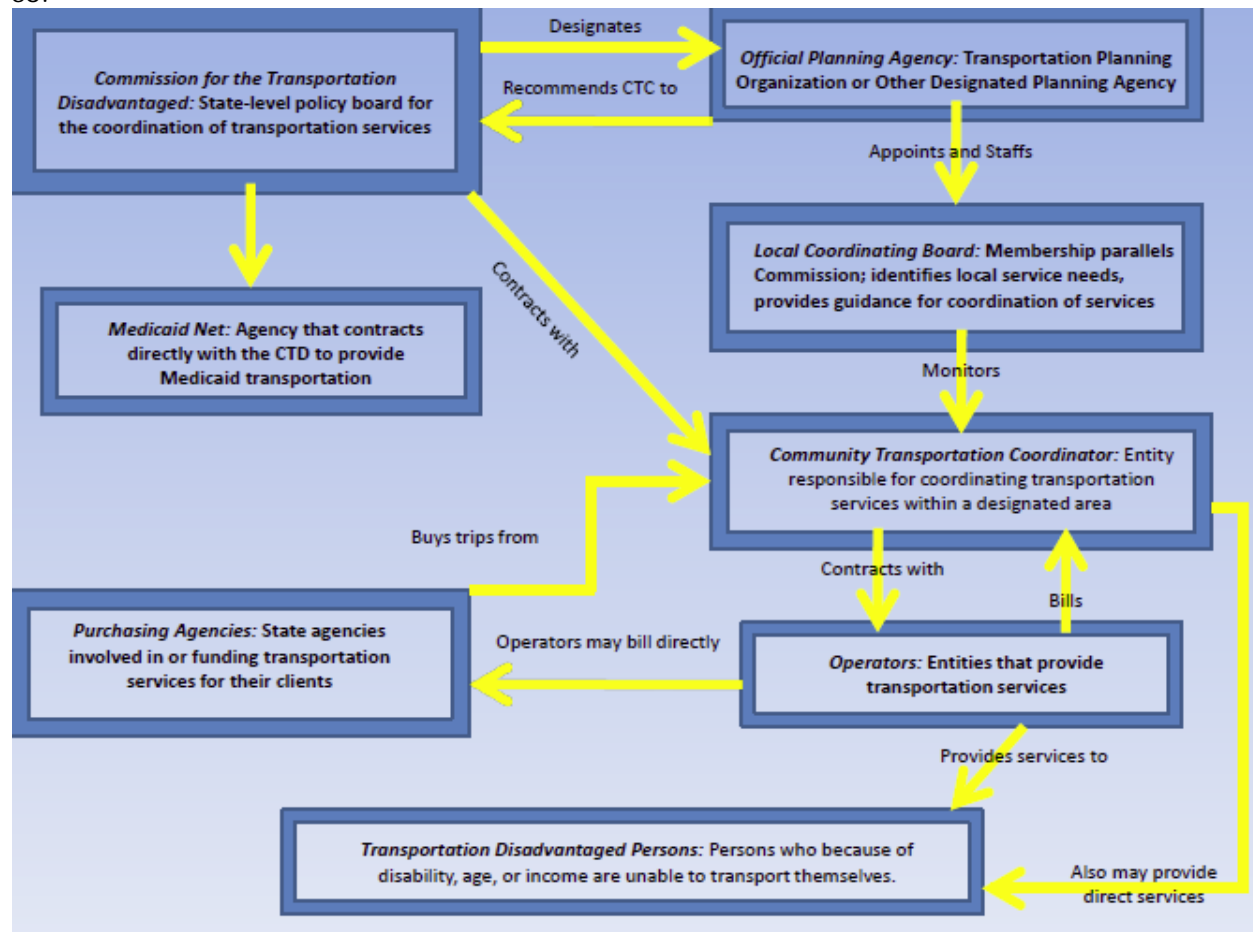
“All Transportation Disadvantaged funds expended within the state shall be expended to purchase transportation services from community transportation coordinators or public, private, or private non-profit transportation operators within the coordinated transportation system, except when the rates charged by proposed alternate operators are proven, pursuant to rules generated by the Commission for the Transportation Disadvantaged, to be more cost-effective and are not a risk to the public health, safety, or welfare. However, in areas where transportation suited to the unique needs of a transportation disadvantaged person cannot be purchased through the coordinated system, or where the agency has met the rule criteria for using an alternative provider, the service may be contracted for directly by the appropriate agency.”

Furthermore, Rule 41-2, F.A.C. requires that:

“Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through a contractual agreement with the Community Transportation Coordinator, unless otherwise identified and specifically approved by the Commission as a transportation alternative.”

Agencies and CCS comply with this rule by entering into purchase of service contracts. As indicated above, a CTC can provide the purchased services, subcontract with transportation operators to provide the purchased services or combine the two approaches. Transportation operators can be public entities (i.e.: a school board or public transit system), private for-profit entities (i.e.: a taxi company), or private non-profit entities (i.e.: a senior citizens' council). Also, to complete the coordinated transportation system, a CTC is required to enter into coordination contracts with agencies that receive Transportation Disadvantaged funds and

perform some or all of their own transportation services, as well as transportation services to others, because it is more effective and efficient from a total system perspective for them to do so.



Designation Date/History of the CTC

For 20 years, the Flagler County Council on Aging (FCCOA) provided transportation service in Flagler County. In 1979, transportation delivery began as a social service to the senior population. On July 15, 1982, the Flagler County Board of County Commissioners adopted the Transportation Disadvantaged Plan for Flagler County and designated the FCCOA as the Community Transportation Coordinator (CTC). In 1983, Flagler County Transport (FCT) was established as a department of the FCCOA to provide coordinated transportation services in the County. In creating this new department, the FCCOA's charter was amended to include the provision of Transportation Disadvantaged services as part of the corporate mission. In 1984, FCT began to coordinate all county resources and execute Purchase of Service Agreements with other agencies which sponsor transportation for their eligible clients.

In late 2003, Flagler County began the process of transitioning to take over all Flagler Senior Services operations and merge them with County government. On March 1, 2004, the Flagler County Board of County Commissioners became the Community Transportation Coordinator

(CTC) for the Flagler TD program. On April 15, 2009, the Flagler County Board of County Commissioners was reappointed as the CTC through 2014. On May 14, 2014, once again the Commission for the Transportation Disadvantaged reappointed Flagler County Transit as the CTC through 2019.

Organizational Chart of the Flagler County CTC

The Flagler County CTC completes its transportation duties doing business as Flagler County Public Transportation (FCPT). The Flagler County Director of General Service Department supervises FCPT. FCPT has an Operations Manager who oversees the daily operations of the transportation division and reports directly to the Director of General Services Department. An organizational chart of the FCPT is included as Appendix 3.

Consistency Review of Other Plans

Local Government Comprehensive Plan

The Flagler County Transportation Disadvantaged Service Plan (TDSP) is consistent to the maximum amount feasible with the Transportation Element of the Flagler County Comprehensive Plan, in particular Objective 3.3. and its associated policies.

Strategic Regional Policy Plan

The Flagler County 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. This 2014 SRPP has been based on a regional visioning process that has been the culmination of extensive public input. The transportation disadvantaged system in the region is addressed by the following objectives and policies in the Regional Transportation Element of the 2014 SRPP:

REGIONAL TRANSPORTATION ELEMENT

- | | |
|------------|--|
| Policy 2: | The Region supports affordable mobility options other than the private car for residents that do not own a car. |
| Policy 3: | The Region aspires to provide the most reliable, comprehensive, and cost-effective service possible to the transportation disadvantaged. The NEFRC will use partnerships to realize Regional efficiencies, provide access to all necessary services, and increase trips that encourage social interaction. |
| Policy 16: | NEFRC and its partners collaborate to make transit, of whatever modes are found to be appropriate, a viable choice for workers in the Region. |

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

The Flagler County TDSP is consistent to the maximum extent feasible with the Commission for the Transportation Disadvantaged's State of Florida 5 & 20 Year Transportation Disadvantaged Plan, 2005. Also, CUTR's Forecasting Paratransit Service Demand – Review and Recommendations Final Report was used for forecasting service demand in the preparation of the TDSP.

MPO Long Range Transportation Plan

The portion of Flagler County that is located in the newly designated Palm Coast Urbanized Area is now located within the River-to-Sea Transportation Planning Organization. The 2014-2019 Flagler County TDSP is consistent to the maximum extent feasible with the Volusia TPO's Long Range 2035 Transportation Plan.

Transportation Improvement Program

The County is now a member of the River-To-Sea Transportation Planning Organization. The County will continue to work with the TPO as it develops its TIP to make certain that the Flagler County portion is consistent with this document.

Local Coordinating Boards (LCBs)

The purpose of the LCB is to identify local service needs and to provide information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged. Also, each LCB is recognized as an advisory board to the CTD in its designated service area. Pursuant to Chapter 427 and Rule 41-2, the LCB is required to:

- Maintain official meeting minutes;
- Review and approve the CTC's Memorandum of Agreement and Transportation Disadvantaged Service Plan (TDSP) prior to their submission to the CTD;
- Approve coordination contracts, recommend approval or disapproval of transportation operator contracts and, in cooperation with the CTC, annually review coordination contracts and transportation operator contracts to determine whether their continuation is the most cost-effective and efficient utilization possible;
- Evaluate services provided under the approved TDSP on a continuing basis and annually provide the DOPA and CTD with an evaluation of the CTC's performance in general and relative to CTD standards and the completion of current TDSP elements;
- Review the CTC's Annual Operating Report;

- In cooperation with the CTC, review and provide recommendations to the CTD and the DOPA on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost-effective and efficient manner;
- Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost-effectiveness, efficiency, safety, working hours, and types of service in an effort to increase ridership to a broader population. Such strategies should encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas when it is appropriate and cost-effective to do so.
- Appoint a Grievance Committee 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 LCB for improvement of service;
- In coordination with the CTC, jointly develop applications for funds that may become available;
- Review and approve the TDSP for consistency with approved minimum guidelines and the goals and objectives of the LCB;
- Assist the CTC in establishing priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund (TDTF) monies;
- Consult with the DOPA regarding the recommendation of an entity to serve as the CTC in cases where a Request for Proposal process is used; and,
- Approve applications for trip/equipment grants funded out of the TDTF if any part of the grant is to be used for purposes other than the provision of non-sponsored trips.

Rule 41-2, states that a LCB shall be composed of the following individuals who represent a variety of state agencies and other interests:

1. An elected official appointed by the DOPA who acts as chairperson. (NOTE: This elected official is typically the current chairperson of the County Commission.)
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department of Children and Family Services;
4. A representative of the Public Education;
5. A local representative of the Florida Department of Employment and Labor Security;
6. A person who is recognized by the Florida Department of Veterans Affairs as representing veterans in the county;
7. A person who is recognized by the Florida Association for Community Action as

- representing the economically disadvantaged in the county;
- 8. A person over 60 years of age representing the elderly in the county;
- 9. A handicapped person representing the handicapped in the county;
- 10. Two citizen advocate representatives in the county, one of whom must be a user of the system;
- 11. A local representative recommended by the State Coordinating Council for Early Childhood Services;
- 12. The chairperson or designee of the local mass transit or public transit system's board, except in cases where the board is also the CTC;
- 13. A local representative of the Florida Department of Elderly Affairs;
- 14. An experienced representative of the local private for-profit transportation industry or, in an area where such a representative is not available, a local private non-profit representative except where said representative is also the CTC; and,
- 15. A local representative of the Florida Agency for Health Care Administration.

The intent of the CTD, as indicated above, is that the membership of the LCB represents, to the maximum degree possible, a cross-section of the local community.

Except for the chairperson and agency representatives, the members of the LCB are appointed for three year staggered terms with the initial membership being appointed equally for one, two, and three years. The chairperson must be appointed or re-appointed by the DOPA every two years. The DOPA defers to the Flagler County Commission to make this appointment. Also, in contrast to the CTD, the LCB does not include CTC or non-transportation business community representatives, one of its citizen advocates must be a user of the coordinated transportation system, and the representative of the local private industry cannot be a non-profit operator unless a for-profit operator is not available.

The LCB must meet at least quarterly and is required by the CTD to hold at least one public hearing a year. The purpose of the public hearing is to provide input to the LCB on unmet needs or any other areas relating to local transportation services.

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. On an annual basis, the NEFRC, as the planning agency, conducts a sampling of riders as part of the annual evaluation of the CTC. The survey provides a

gauge of the satisfaction of participants in the program. Where there are complaints or concerns expressed by those surveyed, the CTC is provided contact information so they can be contacted to discuss the issue and arrive at a remedial solution.

- c. **Human Service Partners** - The CTC staff has a close relationship with many local churches, health care facilities, independent living centers, and job training and job placement agencies, and receive input on a continuing basis.
- d. **Others** - A public hearing is held annually in conjunction with a quarterly board meeting for public input.

B. SERVICE AREA PROFILE AND DEMOGRAPHICS

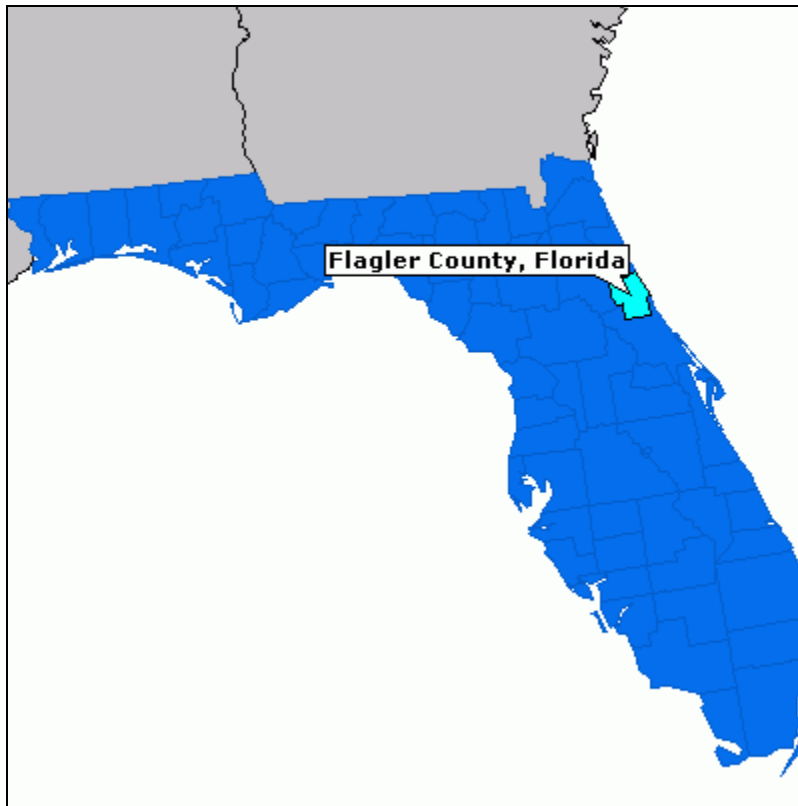
Service Area Description

Located on the Atlantic Ocean and named for Henry Flagler, the county was formed in 1917 with the county seat in Bunnell. Flagler County is about 23 miles east to west and 29 miles north to south. The Atlantic Shore is the eastern boundary and Crescent Lake is the major portion of the western boundary. 86% percent of the county population is located in the incorporated municipalities of Bunnell, Palm Coast, Flagler Beach, Beverly Beach and Marineland. From 2000 to 2010 Flagler County was ranked as the fastest growing county in Florida percentage-wise, much of this growth stems from a large influx of retirees moving to the area.

Flagler County is divided into two major areas: the coastal area east of U.S. 1 and western Flagler County. The coastal area is the most developed and includes the communities of Flagler Beach, Beverly Beach, Marineland, Palm Coast and Bunnell, as well as the Plantation Bay development. Most of the residential growth is occurring in these developments due to three factors:

1. Location on the Atlantic Ocean and Intracoastal Waterway;
2. Excellent highway arterial access provided by A1A, Interstate 95, U.S. 1, and S.R. 100; and
3. The provision of water and sewer services by the cities of Bunnell, Flagler Beach and Palm Coast and the Plantation Bay planned community.

Western Flagler County remains sparsely populated, with much of the acreage held by interests in the paper, agricultural, and silvicultural industry.



Source: ePodunk, Flagler County Profile

Demographics

Land Use

The following section briefly describes the existing and future land categories designated for Flagler County. The Flagler County Comprehensive Plan is currently under review. Any changes made as a result of the review process will be included in the next update of the Flagler County TDSP.

Existing Land Use

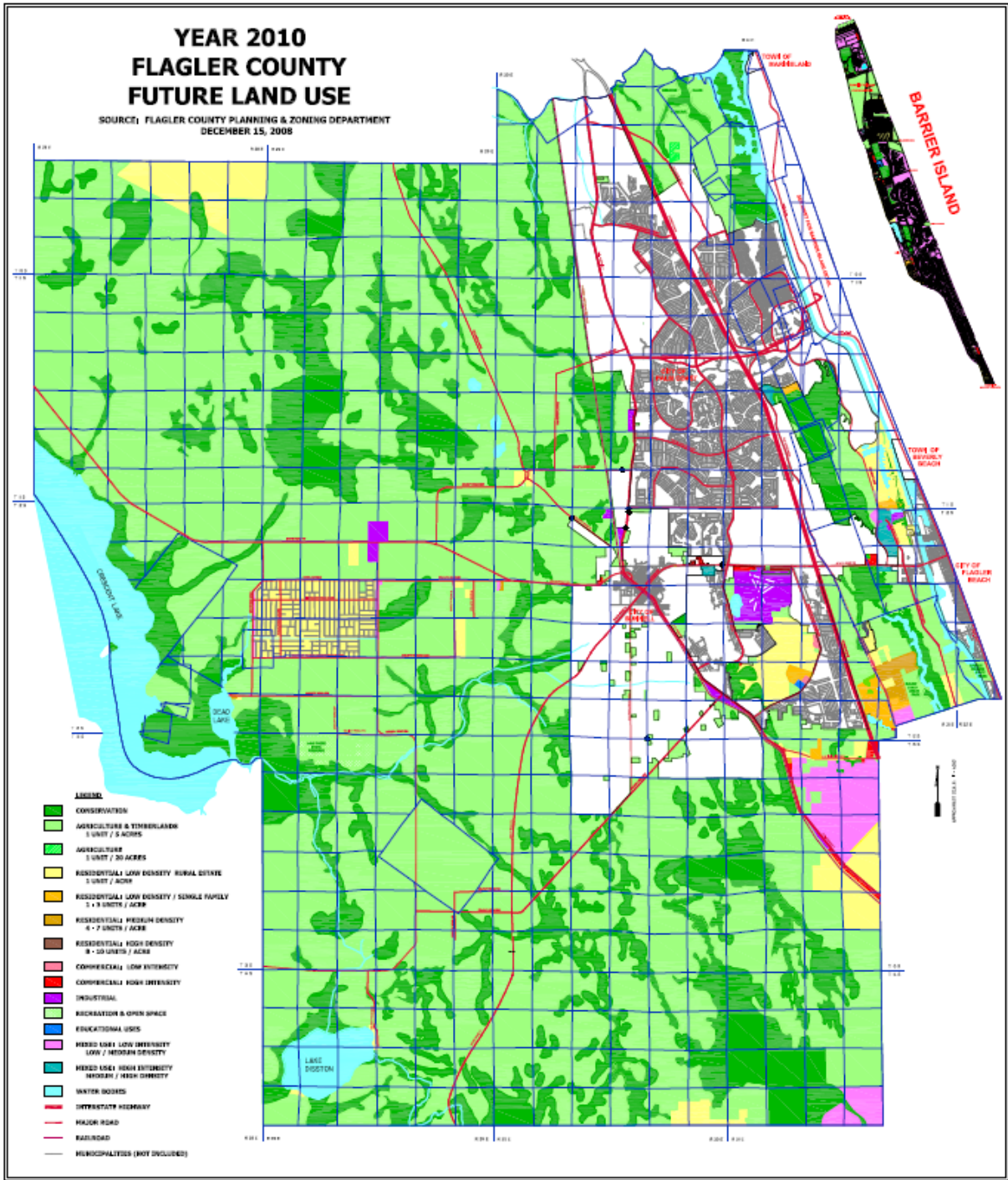
Current land development patterns show that most of the residential development in the coastal area of the county is occurring in the City of Palm Coast and Plantation Bay planned community. Other residential development occurs in the incorporated areas of Flagler Beach, Beverly Beach or Bunnell, and older smaller subdivisions or isolated single-family residences along A1A, S.R. 100, Old Dixie Highway, Old Kings Road and John Anderson Highway. The City of Bunnell has annexed a large portion of the unincorporated area of central Flagler County; however there has not been additional growth in the City as a result of this expansion of its boundaries. The area is characterized by an overall low density settlement pattern, comfortable climate, recreational amenities, and access to numerous urban services and resources. Additionally, the county is

well linked to adjacent communities of St. Augustine, Daytona Beach and Palatka by two federal highways (Interstate 95 and US 1), and two major State Roads (SR A1A and SR 100). The West Flagler region, west of U.S. 1, occupies approximately 65% of the total county land area. This area has been and continues to be characterized by farming and timber production. The western region of the county has several small rural communities including St. Johns Park, Espanola, Haw Creek, and Cody's Corner. Rural subdivisions (one acre minimum) include Flagler Estates, Daytona North and Smokerise. Little development has occurred in this area due to the lack of infrastructure and the fact that most of the area is used for agricultural use or timber production. Increased development activity is not expected due to the severe limitations imposed by low wet terrain, lack of urban services, and continued use of land for agriculture and timber production. (Existing Land Use – Map 1)

Future Land Use

There are 14 future land use categories identified in the Future Land Use Element of the Flagler County Comprehensive Plan. The future land use categories are distributed on the Future Land according to the following concept of Urban Development Areas and General Rural Areas.

Map 1



The Flagler County Comprehensive Plan Future Land Use Element identifies General Rural Areas and Urban Development Areas. The Urban Development Areas include Planned Urban Service Areas and Low Intensity Urban Areas. Planned urban service areas have been designated by the County as the locations for higher density and intensive future development. Growth is directed to these areas where urban services such as central water and sewer will be provided. The locations of the planned urban service areas were selected because the environmental constraints were minimal, the concentration of existing urban development, the existence of infrastructure and the avoidance of prime agricultural or timber producing lands.

Low intensity urban areas serve as a land use intensity transition between the planned urban service areas and major environmentally sensitive areas, agricultural pursuits and rural communities. The low intensity urban areas provide a low density residential character with limited supporting commercial uses. The locations of these areas were selected because the environmental constraints were minimal, the close proximity to planned urban service areas, and the avoidance of prime agricultural or timber producing lands.

General Rural Areas include Rural Communities and Agricultural Pursuits and Timberland Areas. General rural areas are intended to allow and protect agricultural pursuits and environmentally sensitive lands while allowing limited residences on large tracts. The location of the general rural areas were selected because of major environmental constraints, the lack of urban infrastructure, and the fact that the predominant land uses are either agricultural or silvicultural. Rural communities are existing rural subdivisions with little or no infrastructure improvements, small farm communities or recreation oriented communities. The rural community locations occur where access is provided to arterials or near arterial intersections. The agricultural pursuits and timberland areas are designated as appropriate locations for all types of agricultural pursuits including timberland, crop production, pasture land, and cover crops for soil regeneration.

Population/Composition

County Population and Households

Flagler County is the fastest growing county in the State of Florida. According to the U.S. Census, the population in 1970 was 4,454 and increased to 95,696 by the year 2010. The County consists of five municipalities – Beverly Beach, Bunnell, Flagler Beach, Marineland and Palm Coast. Population estimates for 2012 are depicted below.

Table I - 1
Estimated Population in Flagler County's Municipalities 2013

Municipality	Population
Beverly Beach	335
Bunnell	2,686
Flagler Beach	4,450
Marineland	3
Palm Coast	77,068
Unincorporated	13,301
Total	97,843

Source: Florida Office of Economic & Demographic Research

The population in Flagler County slightly increased from 1940–1970, and began escalating rapidly the years after, with a population projected to reach 170,170 in the year 2030 as depicted in Table I-2.

Table I-2
Flagler County Population Growth 1970-2030

Year	1970	1980	1990	2000	2010	2020	2030
Population	4,454	10,913	28,701	49,832	95,696	129,896	170,170

Source: US Census Bureau 1970-2010; Florida Housing Data Clearinghouse 2020-2030 Projections

Table I-3 depicts a breakdown of population count in Flagler County by selected age brackets in 2012. The population in the under 25 age bracket is expected to slowly decline in the coming years, and the percentage in the over 64 age bracket is expected to sharply increase over the period. This decline in the youth and increase in the elderly population reflects a trend found in many other parts of Florida.

**Table I-3
Flagler County Age Distribution**

Age	2012	% of Population
0 - 24	25,586	26.3%
25 - 64	47,707	49.1%
Over 64	23,871	24.6%
TOTAL	97,164	100.0%

Source: Florida Housing Data Clearinghouse

Housing

Certain housing characteristics such as “cost-burdened” households and other related data are important to consider when planning for the Transportation Disadvantaged in a given service area. “Cost-burdened” households pay more than 30% of income for rent or mortgage costs. In 2012, 12,696 Flagler County households (~26%) paid more than 30% of income for housing. By comparison, ~29% of households statewide are cost-burdened. 10,366 households in Flagler County (~21%) pay 35% or more of their income for housing.

**Table I – 4
Households by Cost Burden, Flagler County, 2009**

Amount of Income Paid for Housing			
	0 – 30%	30 – 50%	50% or more
All Households	29,321	6,508	4,421

Source: Florida Housing Data Clearinghouse, Households by Cost Burden, Flagler County, 2009

13,814 households in Flagler County (~34%) are headed by a person age 65 or older in 2009. In comparison, ~28% of households statewide are headed by elderly persons. 12,803 of elderly households in Flagler County (~93%) own their homes. 3,578 elderly households (~26%) pay more than 30% of income for rent or mortgage costs.

**Table I – 5
Elderly Households by Age and Cost Burden, Flagler County, 2009**

Amount of Income Paid for Housing			
Age of Householder	0 – 30%	30 – 49.9%	50+%
65 +	10,236	1,795	1,783

Source: Florida Housing Data Clearinghouse, Households by Age and Cost Burden, Flagler County, 2009

28,427 households in Flagler County (~71%) are made up of 1-2 persons in 2009. ~26% of these households pay more than 30% of income for rent or mortgage costs. 9,246 households in Flagler County (~23%) are made up of 3-4 persons in 2009. ~27% of these households pay more than 30% of income for rent or mortgage costs. 2,574 households in Flagler County (~6%) are made up of 5 persons or more in 2007. ~37% of these households pay more than 30% of income for rent or mortgage costs.

Table I – 6
Household by Size and Cost Burden, Flagler County, 2009

# of Persons in Household	Amount of Income Paid for Housing		
	0 – 30%	30.01 - 50%	50.01+ %
1 to 2	20,919	4,238	3,270
3 to 4	6,777	1,674	795
5 and more	1,625	595	354

Source: Florida Housing Data Clearinghouse, Households by Size and Cost Burden, Flagler County, 2009

Housing units are considered to be substandard if they are overcrowded, do not have heat, or lack complete kitchen or plumbing facilities. In 2011, 320 housing units (0.9% of occupied units) in Flagler County were overcrowded, meaning that they housed more than one person per room, compared to a statewide percentage of 2.5%. 76 units (0.2%) in Flagler County did not use home heating fuel, compared to a statewide percentage of 1.5%. 334 units (0.9%) in Flagler County lacked complete kitchen facilities, compared to a statewide percentage of 0.7%. 175 units (0.5%) in Flagler County lacked complete plumbing facilities, compared to a statewide percentage of 0.5%.

Of greater note is the percentage of households which do not have access to an automobile. While this population is presently quite low, it should be closely monitored in the future, as a lack of access to automobile transportation is of great importance to the TD planning process.

Employment

The employment growth for Flagler County has slowly increased from 2010-2012 after the decline in employment from 2008-2009. Table I-7 below shows the percentage of employment growth from 2006 – 2012.

Table I - 7
Flagler County Employment Growth

County	2006	2007	2008	2009	2010	2011	2012
Flagler County	1.97%	0.13%	-0.68%	-3.25%	2.30%	2.28%	1.41%

Source:

Bureau of Economic and Business Research, Florida Statistical Abstract 2012.

Table I-8 below shows the unemployment rate from 2006 through 2012. The unemployment rate has decreased from a high of 15.1% in 2010.

Table I – 8
Flagler County Unemployment Rate

Characteristic	2006	2007	2008	2009	2010	2011	2012
Labor Force	30,354	31,007	31,909	32,638	33,637	34,022	33,701
Unemployed Persons	1,339	1,954	3,053	4,721	5,079	4,813	4,081
Unemployment Rate	4.4%	6.3%	9.6%	14.5%	15.1%	14.1%	12.1%

Source: Bureau of Economic and Business Research, Florida Statistical Abstract 2012

Retail trade and health care service industries provide the greatest number of jobs for Flagler County. The table below depicts the Civilian employment by industry.

Table I - 9
Civilian Employment by Industry 2010

	Flagler County		Florida
	Number	Percentage	Percentage
Manufacturing	682	4.8	5.1
Accommodation & Food Service	1,873	13.2	12.2
Retail Trade	3,011	21.2	15.4
Health Care	2,237	15.7	15.3
Finance and Insurance	383	2.7	5.2
Professional, Scientific & Technical Services	544	3.8	7.2

Table shows selected industries

Sources: Bureau of Economic and Business Research, Florida Statistical Abstract 2009

The median household income for Flagler County is slightly higher than the median household income for the State as indicated in the table below.

Table I - 10
Median Household Income 2011

Flagler County	\$48,708
Florida	\$47,827

Source: U.S. Census Bureau, 2007-2011 American Community survey

Major Trip Generators/Attractors

Trip generators are land use from which trips originate such as residential areas and group homes while trip attractors are land uses which serve as the destinations of trips. Types of these attractors include shopping areas, employment centers, medical offices and hospitals, educational facilities and recreational areas.

While the majority of trips made by clients occur within the confines of Flagler County, often times more specialized attractors are located in neighboring counties such as Volusia or even more distant communities such as Jacksonville or Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling is required on the part of the CTC in order to deliver these services efficiently.

Inventory of Available Transportation Services

The Flagler County Board of County Commissioners, doing business as Flagler County Public Transportation, is the Community Transportation Coordinator for Flagler County, and is the primary transportation service for the county's transportation disadvantaged clients.

C. SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

In 2013, the Center for Urban Transportation Research (CUTR) at the University of South Florida updated its population and demand forecasts for the Statewide Transportation Disadvantaged Plan. CUTR developed a spreadsheet tool to serve as an aid in development of TD population projections. It was designed in a way that enables users to input the most current Census demographic and socio-economic data available. These data were obtained from the American Community Survey (ACS) data, which was started in 2005 and involves the continuous collection of data from a small percentage of the population on a rotating basis each year rather than every ten years. The three census data sets used to measure Florida's TD population are age, income, and disability.

The tables below show population estimates for Potential Transportation Disadvantaged individuals and current Transportation Disadvantaged individuals in Flagler County, using the methodology developed by CUTR in consultation with the Commission for the Transportation Disadvantaged. From this set of data, forecasts for total demand and unmet demand for trips are generated.

- **Elderly Population** - Forecasts of total population and of elderly population (i.e.: persons age 60 and older) are based on county-level data from the Bureau of Economic and Business Research (BEBR) at the University of Florida. BEBR provided estimates or forecasts of population by age for the years 2015, 2020, 2025, and 2030. CUTR developed population forecasts for intermediate years under the assumption that the rate of population growth would remain constant within the five-year periods.

- **Disabled Population** - CUTR used county-level data from the American Community Survey to develop estimates of the percentage of the current population who were disabled in the 0 to 59 and the 60 and older age groups. CUTR used these percentages to forecast the number of persons who are disabled in each year of the study period.
- **Low Income Population** - CUTR used county-level data from the American Community Survey to develop estimates of the percentage of the current population who were low-income (i.e.: who lived in families with an income below the federal poverty level) in the 0 to 59 and the 60 and older age groups. To estimate the number of low-income persons in each year of the study period, CUTR assumed that the percentage of low-income persons in each county would remain unchanged.
- **High-Risk and At-Risk Children Populations** - According to the Florida Department of Children and Family Services (DCFS), 28 percent of Florida's children under the age of 5 are "high-risk" or "at-risk". The Center for Urban and Transportation Research has stated that because most of these children are disabled and/or are members of low income families, they are already included in the population forecasts of disabled and low-income persons.

**FORECAST OF GENERAL AND CRITICAL NEED
TRANSPORTATION DISADVANTAGED POPULATIONS, 2014– 2016**

General TD Population Forecast	2014	2015	2016
Disabled, Non-Elderly, Low-Income	2,066	2,148	2,232
Disabled, Non-Elderly, Non-Low-Income	5,483	5,699	5,924
Disabled, Elderly, Low-Income	1,412	1,468	1,526
Disabled, Elderly, Non-Low-Income	6,282	6,530	6,788
Non-Disabled, Elderly, Low-Income	1,397	1,452	1,510
Non-Disabled, Elderly, Non-Low-Income	17,711	18,410	19,137
Non-Disabled, Non-Elderly, Low-Income	13,299	13,824	14,370
TOTAL GENERAL TD POPULATION	47,950	49,531	51,486
TOTAL POPULATION	104,237	108,352	112,630

Source: Forecasting Paratransit Services Demand – Review and Recommendations:
CUTR National Center for Transit Research
June, 2013

Critical Need TD Population Forecast	2014	2015	2016
Total Critical TD Population			
Disabled	3,775	3,924	4,079
Low Income, Not Disabled, No Auto/Transit	3,997	4,155	4,319
Total Critical Need TD Population	7,772	8,079	8,398
Daily Trips – Critical Need TD Population			
Severely Disabled	185	192	200
Non-Transportation Disabled, Low-Income, No Auto	7,591	7,891	8,202
Total Daily Trips Critical Need TD Population	7,442	7,568	7,695
ANNUAL TRIPS	2,321,840	2,361,079	2,400,981

Source: Forecasting Paratransit Services Demand – Review and Recommendations:
CUTR National Center for Transit Research
June, 2013

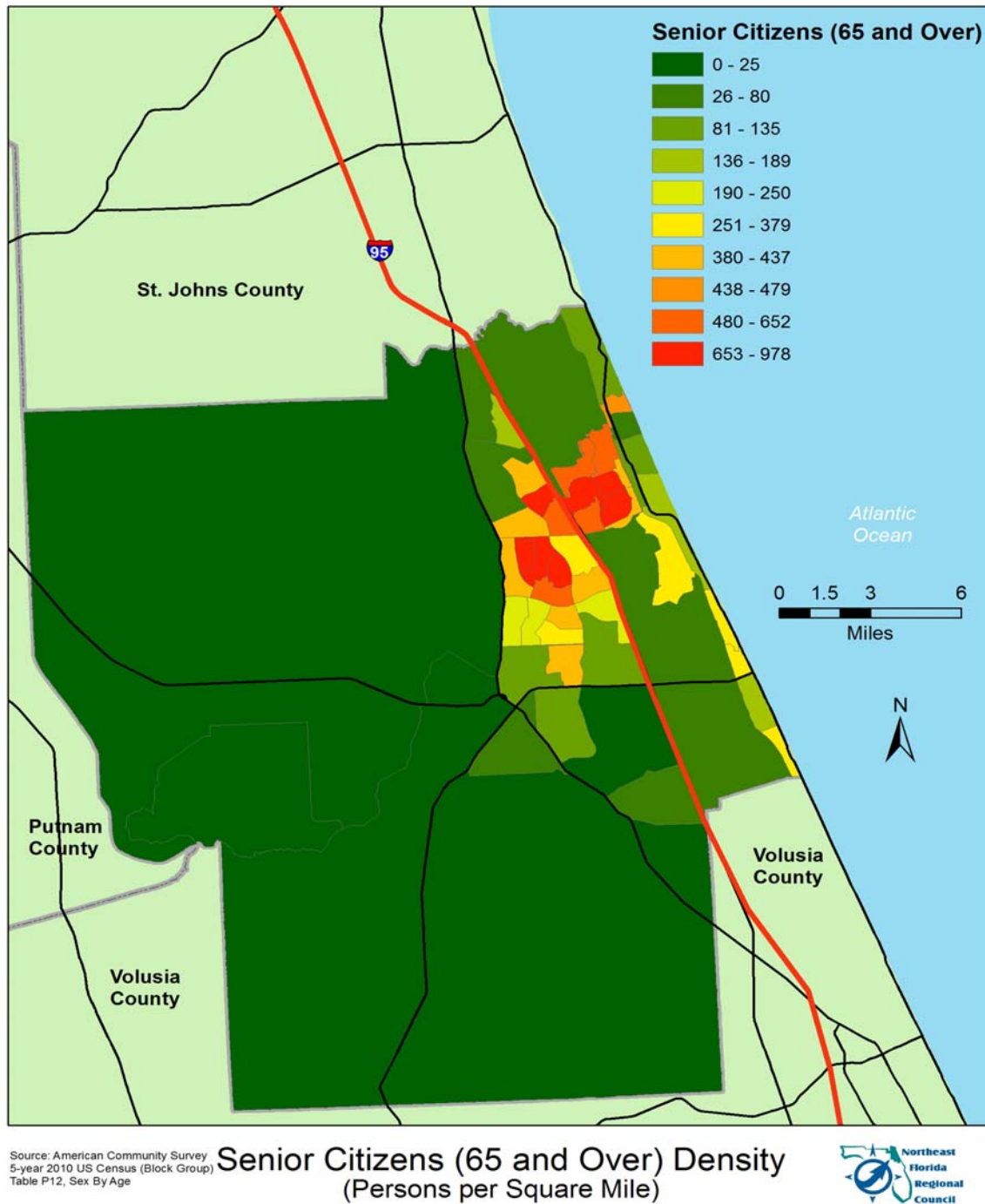
Needs Assessment

Seniors

Transportation for seniors is a critical component of the public transportation system in Flagler County. Flagler County has the largest percentage of population 65 years or older in Northeast Florida, totaling 24%. As can be seen in Map 2, the main concentration of senior population is in Palm Coast in the central part of the County. This concentration provides for efficiencies in multi-loading medical trips, etc., in that a majority of the major destinations for the elderly are in this same general area of the County. However, as can be seen on Map *, there are a number of senior citizens who live in the more rural areas of the County, which makes for longer trips and more single passenger trips.

Flagler County currently provides no deviated flex route system, with all trip needs being met by demand response service. The configuration of the street system in Palm Coast makes regular service difficult. The County recognizes that a deviation flex route system will more efficiently serve the needs of all of its citizens, including the elderly. The County has hired CUTR to do a feasibility analysis for providing this type of regular scheduled service in the County. The results are not final at this time.

Map 2

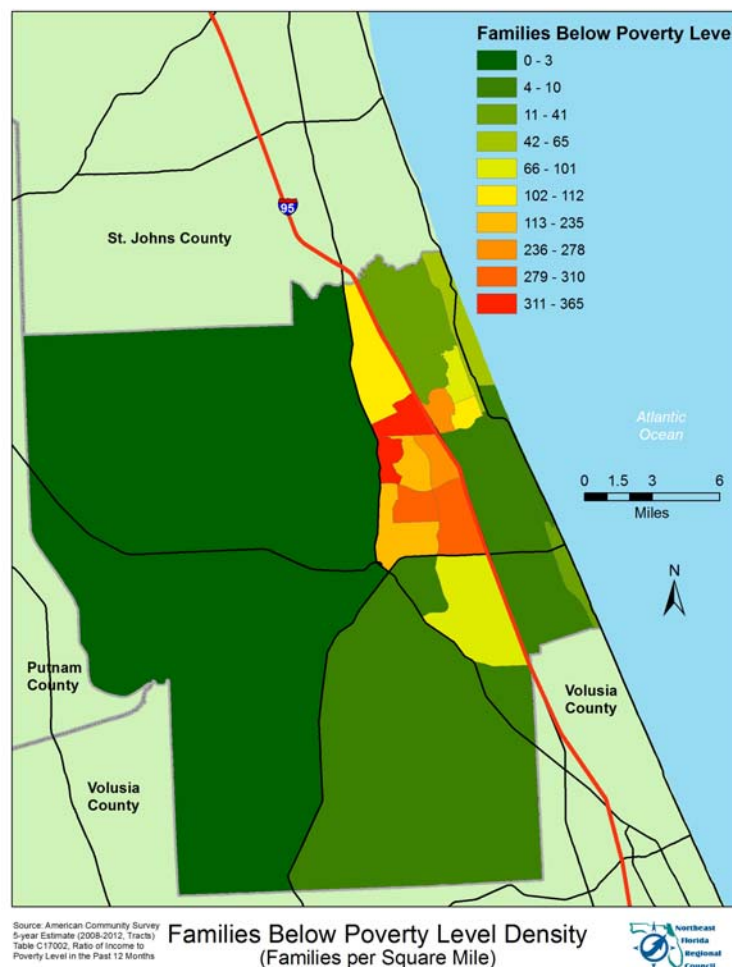


Income

The Census defines a family to live below poverty level when the total family income is less than

the poverty threshold. The poverty threshold is based on family size, number of children, and age of the primary householder. According to ACS five-year estimates, 13% of families in Flagler County have income below the poverty threshold. As can be seen on Map 3, families living in poverty are spread fairly evenly through the non-coastal areas of Flagler County. The CTC will continue to need to connect low income residents with needed services in Palm Coast. Densities are such that many of these trips will continue to be served by demand response service. However, Flagler County no longer provides for medical trips for many of these low income families. This need will need to be met through the broker system contracting with the designated HMOs.

Map 3

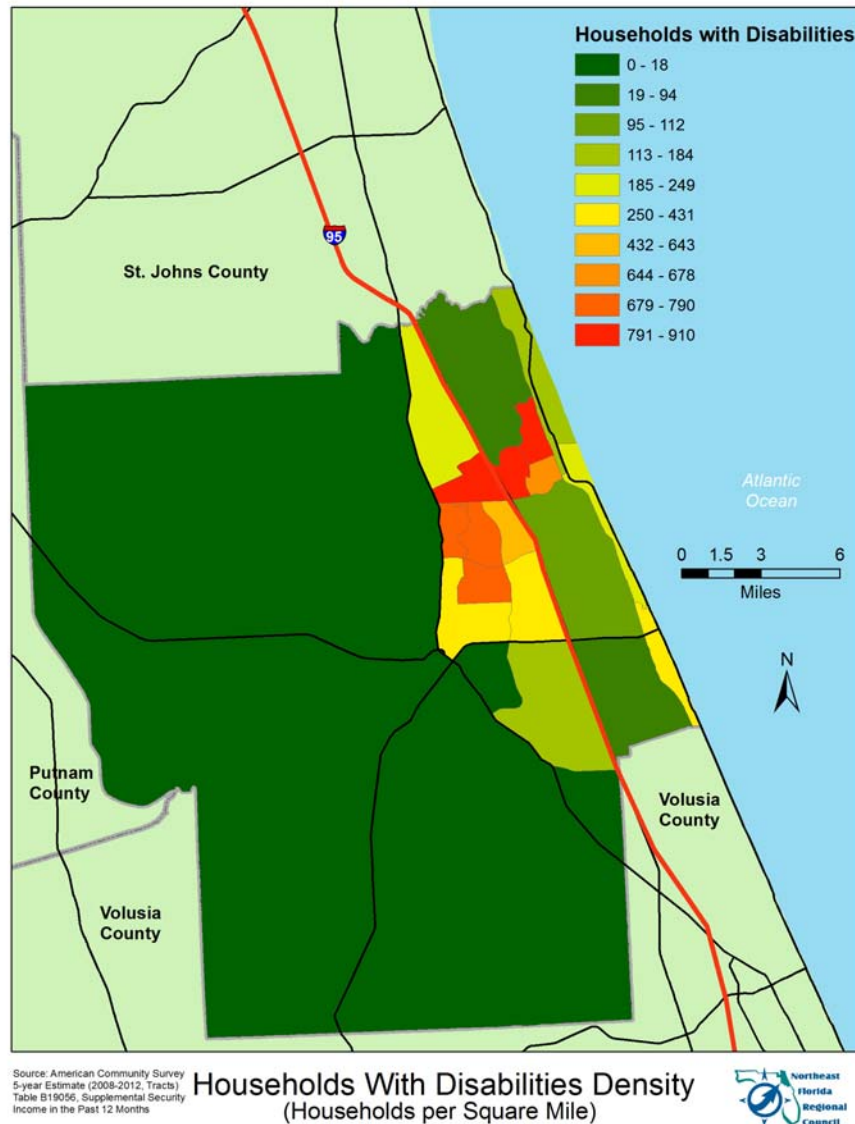


Disabilities

People with disabilities are an important component of the Flagler County population whose livelihood depends upon this transportation system. Many people with disabilities are not able to operate a motor vehicle, and need the transportation services provided by Flagler County for

access to doctor's visits, employment, education, etc. As can be seen on Map 4, there is a relatively large number of disabled individuals residing in the northwestern portion of the County, as well as in Palm Coast.

Map 4



Grant Funding

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).

In an effort to maintain the existing system that has provided transportation alternatives for Flagler County residents, Flagler County Public Transportation has applied for the following Federal Grants.

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. In FY 16/17 Flagler County Public Transportation applied for capital reimbursement funds of \$322,756 (federal: \$258,204, state: \$32,276, local: \$32,276) to purchase four replacement buses. The County Commission match associated with this grant is 10%. In FY16/17, Flagler County Public Transportation applied for \$376,758 (federal \$188,379;Local \$188,379) operating assistance to continue extended hours and Saturday service previous funded by the 5317 grant program. This program has been very successful and needs to be continued. The County Commission match associated with this grant is 50%. In FY 18/19 Flagler County Public Transportation applied for capital reimbursement funds of \$335,392 (federal: \$268,314 state: \$33,539 local: \$33,359) to purchase four replacement buses. The County Commission match associated with this grant is 10%.

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. Flagler County Public Transportation requested \$132,900: federal \$66,450; Local \$66,450 for operating assistance for FY18/19. The Board of County Commissioners has agreed each year to fund the 50% match associated with this grant.

Barriers to Coordination

The following are identified barriers to the Coordination process:

- Excessive distances to specialized medical care. Trips outside of Flagler County are costly and difficult to multi-load.
- Agencies that do not budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.
- Increasing capital and operating costs which encourage agencies from participating in the coordinated system.

D. GOALS, OBJECTIVES AND STRATEGIES

GOAL 1: Ensure and promote the availability of transportation services to the identified Transportation Disadvantaged population in Flagler County.

OBJECTIVE 1.1: The LCB and CTC shall identify the most prevalent unmet needs of the transportation disadvantaged population in Flagler County.

Strategy 1.1.1: On a quarterly basis, LCB members shall report any identified unmet needs of transportation disadvantaged persons to the Coordinating Board and the CTC and discuss ways to meet these needs.

Strategy 1.1.2: On a quarterly basis, the CTC shall report to the LCB the number and type of transportation services which are being provided and, to the best of their knowledge, any service requests that are being unmet.

Strategy 1.1.3: The CTC shall conduct a needs assessment for public transportation in Flagler County and report findings to the LCB.

GOAL 2: Promote the efficient use of resources in providing transportation services to the Transportation Disadvantaged population in Flagler County.

OBJECTIVE 2.1: The CTC shall increase overall system efficiency in the provision of transportation services in Flagler County.

Strategy 2.1.1: The CTC shall work with purchasing agencies and encourage service providers (i.e.: hospitals, nursing homes, doctor's offices, etc.) to schedule appointments in a manner which allows for the grouping of trips and multi-loading of vehicles.

Strategy 2.1.2: Continue to enforce no show penalties for those habitual no show clients and monitor the effectiveness of those policies.

GOAL 3: Ensure the accessibility of transportation services to all persons regardless of physical or mental handicaps.

OBJECTIVE 3.1: The CTC shall fully comply with the requirements of the Americans with Disabilities Act (ADA) regarding the access to transportation services.

Strategy 3.1.1: The CTC shall annually train all staff members of the transportation program regarding the utilization of special equipment for disabled persons as well as the abilities of persons with disabilities.

Strategy 3.1.2: The CTC shall ensure that the level of services provided to disabled clients is equivalent to that provided to non-disabled clients (i.e.: hours of service, availability of special equipment, etc.).

Strategy 3.1.3: The CTC shall provide alternative methods for accessing the transportation system for persons with disabilities including, but not limited to, a TDD phone system and braille bus brochures.

Strategy 3.1.4: The CTC shall continue to increase and improve the vehicle inventory by developing and adhering to a vehicle acquisition and replacement plan, which shall include an adequate fleet of wheelchair accessible vehicles to meet the needs of Flagler County's non-ambulatory citizens.

GOAL 4: Ensure the quality and safety of transportation service provided to the transportation disadvantaged population in Flagler County.

OBJECTIVE 4.1: The CTC shall maintain courteous and respectful customer relations.

Strategy 4.1.1: The CTC shall maintain and expand customer service training opportunities for its employees.

Strategy 4.1.2: The CTC shall ensure that clients are aware of the established policies for complaints and grievances as established by the LCB and adopted by the Commission. These policies shall be made available to all clients upon request and shall be annually reviewed and updated by the LCB.

Strategy 4.1.3: The Planning Agency, shall survey riders on an annual basis to receive feedback regarding service quality. The results of these surveys will be reported to the LCB and any identified deficiencies will be discussed and appropriate policy changes will be incorporated if deemed necessary.

OBJECTIVE 4.2: The CTC shall maximize client safety while using the system.

Strategy 4.2.1: The CTC shall maintain and conduct annual safety training programs for new employees and updates for existing employees. The CTC shall annually report to the LCB any such training programs implemented for its employees.

Strategy 4.2.2: The CTC shall maintain all accident reports as required by the AOR and shall report any reportable accidents to the LCB. Reportable accidents are defined as those involving injuries or damage in excess of \$1,000.

Strategy 4.2.3: The CTC shall maintain the required FDOT System Safety Plan. The FDOT representative shall report the Safety Plan review results to the LCB annually.

Strategy 4.2.4: The CTC shall computerize all vehicle inspection and maintenance records in order to enhance the vehicle inspection and monitoring program of the agency.

OBJECTIVE 4.3: The CTC shall minimize travel and wait times to the maximum extent possible.

Strategy 4.3.1: The LCB and the CTC shall jointly establish and annually review and update local standards for call-hold times and on-time performance. The CTC shall maintain an on-time performance of at least 92 percent.

Strategy 4.3.2: The LCB shall work with clients and service providers to schedule appointments in a manner which promotes vehicle multi-loading and reduces the amount of travel time for clients. The CTC shall report such efforts to the LCB on a quarterly basis.

GOAL 5: Promote cost-effectiveness in the delivery of transportation services to the transportation disadvantaged in Flagler County.

OBJECTIVE 5.1: The CTC shall deliver transportation services via the most cost-effective means possible.

Strategy 5.1.1: The CTC shall utilize established performance measures found in the Annual Operating Report to monitor cost-effectiveness, and shall report to the LCB, actions taken to increase cost-effectiveness as determined by these measures.

Strategy 5.1.2: The LCB, with assistance from the Planning Agency, shall annually evaluate the CTC to determine the cost-effectiveness of the Transportation Disadvantaged program in Flagler County.

GOAL 6: Ensure adequate funding of the Transportation Disadvantaged program in Flagler County.

OBJECTIVE 6.1: The LCB, CTC, and Planning Agency shall work to maintain and increase the amount of funding for the transportation disadvantaged program in Flagler County.

Strategy 6.1.1: The CTC shall work to increase agency funding for trips over current funding levels by pursuing available grant funds and other sources.

Strategy 6.1.2: The CTC shall develop a capital improvement forecasting program for new and replacement vehicle needs for the next 5 years.

GOAL 7: Ensure accountability in the transportation disadvantaged program in Flagler County.

OBJECTIVE 7.1: The CTC and Planning Agency shall comply with all reporting requirements of the Transportation Disadvantaged Commission and the LCB.

Strategy 7.1.1: The CTC shall have the final draft preparation of reports required by the LCB completed prior to the scheduled board meeting and shall present to the LCB for their review.

- Strategy 7.1.2: The Planning Agency shall ensure that LCB agenda packets are mailed to LCB members a minimum of seven calendar days prior to the scheduled meeting to ensure adequate time for review of meeting material.
- Strategy 7.1.3: The CTC shall provide an overview of ridership totals, vehicle miles, and revenue at each quarterly LCB meeting.
- Strategy 7.1.4: The CTC shall provide and present the Annual Operating Report to the LCB prior to its submission to the Commission for the Transportation Disadvantaged on or before September 15.
- Strategy 7.1.5: The CTC shall present rate calculations for the LCB approval.
- Strategy 7.1.6: The CTC shall present information on grants applied for to the LCB for their approval for incorporation into this plan.
- Strategy 7.1.7: The CTC and the Planning Agency shall comply with the TD Commission's contract reporting requirements for timely submission of all deliverables.
- Strategy 7.1.8: The Planning Agency and the CTC shall establish an annual schedule for completion of required contract deliverables and grant applications.
- Strategy 7.1.9: The Planning Agency shall incorporate training sessions as needed for new LCB members for the purpose of educating members about the coordinated system and the roles and responsibilities of the LCB including, but not limited to, proposed legislation and agency rule changes which affect the funding and provision of transportation disadvantaged services in Flagler County.

E. IMPLEMENTATION PLAN

5-Year TD Program Implementation Schedule

OBJECTIVE	STRATEGIES	PARTY(IES) RESPONSIBLE	DATE TO BE IMPLEMENTED
1.1: The LCB and CTC shall identify the most prevalent needs of the transportation disadvantaged population in Flagler County.	1.1.1: Report any identified unmet needs of transportation disadvantaged persons to the LCB and CTC & discuss ways to meet these needs.	LCB	Quarterly
	1.1.2: Report to the LCB the number and type of transportation services which	CTC	Quarterly

OBJECTIVE	STRATEGIES	PARTY(IES) RESPONSIBLE	DATE TO BE IMPLEMENTED
	are being provided and any service requests that are being unmet.		
	1.1.3: Conduct a needs assessment for public transportation in Flagler County.	CTC	2014
2.1: The CTC shall increase the overall system efficiency in the provision of transportation services in Flagler County.	2.1.1: Work with purchasing agencies and encourage service providers to schedule appointments in a manner which allows for the grouping of trips and multi-loading of vehicles.	CTC	Ongoing
3.1: The CTC shall fully comply with the requirements of the Americans with Disabilities Act (ADA) regarding the access to transportation services.	3.1.1: Train all staff members of the transportation program regarding the utilization of special equipment for disabled persons as well as the abilities of persons with disabilities.	CTC	Annually
	3.1.3: Provide alternative methods for accessing the transportation system for persons with disabilities including, but not limited to, TDD phone systems & braille bus brochures.	CTC	Ongoing
4.1: Maintain courteous and respectful customer relations.	4.1.1: Maintain and expand customer service training opportunities for employees.	CTC	Ongoing
	4.1.2: Ensure that clients are aware of the established policies for complaints and grievances as established by the LCB and adopted by the Commission by ensuring that copies are available on all vehicles.	CTC	Ongoing

OBJECTIVE	STRATEGIES	PARTY(IES) RESPONSIBLE	DATE TO BE IMPLEMENTED
	4.1.3: Survey riders annually to receive feedback regarding service quality and report findings to the LCB.	DOPA	Annually
4.2: The CTC shall maximize client safety while using the system.	4.2.1: Maintain and conduct safety training programs for all employees.	CTC	Annually
	4.2.2: Maintain all accident reports as required by the AOR and report any accidents to the LCB.	CTC	Quarterly
	4.2.3: Maintain the required FDOT System Safety Plan.	CTC	Ongoing
	4.2.4: Computerize all vehicle inspection and maintenance records in order to enhance the vehicle inspection and monitoring program.	CTC	Completed
4.3: The CTC shall minimize travel and wait times to the maximum extent possible.	4.3.1: Establish & annually review/update local standards for call-hold times and on-time performance and maintain an on-time performance of at least 92%.	CTC & LCB	Annually
	4.3.2: Work with clients and service providers to schedule appointments in a manner which promotes vehicle multi-loading and reduces the amount of travel time for clients.	CTC	Ongoing
5.1: The CTC shall deliver transportation services via the most cost-effective	5.1.1: Utilize established performance measures found in the AOR to monitor cost-effectiveness and report	CTC	Annually

OBJECTIVE	STRATEGIES	PARTY(IES) RESPONSIBLE	DATE TO BE IMPLEMENTED
means possible.	actions taken to increase cost-effectiveness as determined by these measures.		
	5.1.2: Evaluate the CTC to determine the cost-effectiveness of the transportation disadvantaged program in Flagler County.	LCB & DOPA	Annually
6.1: The LCB, CTC and DOPA shall work to maintain and increase the amount of funding for the transportation disadvantaged program in Flagler County.	6.1.1: Work to increase agency funding for trips by over current funding levels.	CTC	Ongoing
	6.1.2: Develop a capital improvement forecasting program for new and replacement vehicle needs for the next 5 years.	CTC	Ongoing
7.1: The CTC and DOPA shall comply with all reporting requirements of the Transportation Disadvantaged Commission and the LCB.	7.1.1: Final draft preparation of required reports shall be completed and shall be presented to the LCB.	CTC	Quarterly
	7.1.2: Ensure that LCB agenda packets are mailed to members a minimum of 10 calendar days prior to the scheduled meeting for review of meeting materials.	DOPA	Quarterly
	7.1.3: Provide an overview of ridership totals, vehicle miles, and revenue at each quarterly meeting.	CTC	Quarterly

OBJECTIVE	STRATEGIES	PARTY(IES) RESPONSIBLE	DATE TO BE IMPLEMENTED
	7.1.4: Provide and present the Annual Operating Report prior to September 15 th .	CTC, LCB	Annually
	7.1.5: Present rate calculations for LCB approval.	CTC, LCB	As Needed
	7.1.6: Present grant information for approval by LCB for incorporation into this plan.	CTC, LCB	As Needed
	7.1.7: Comply with the TD Commission's contract reporting requirements for timely submission of all deliverables.	CTC & DOPA	Ongoing
	7.1.8: Establish an annual schedule for completion of required contract deliverables and grant applications.	CTC & DOPA	Ongoing
	7.1.9: Incorporate training sessions for new LCB members for the purpose of educating members to the Coordinated system including, but not limited to, proposed legislation and agency rule changes which affect the funding and provision of transportation disadvantaged services in Flagler County.	DOPA	As Needed

CHAPTER II - SERVICE DELIVERY

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CHAPTER II - SERVICE DELIVERY

A. OPERATIONS ELEMENT

The operations element is a profile of the Flagler County coordinated transportation system. This element is intended to provide basic information about the daily operations of Flagler County Public Transportation (FCPT). A glossary of common acronyms and terms used in the coordinated transportation system is included as Appendix #1.

Types, Hours and Days of Service

FCPT provides transportation services to ambulatory and wheelchair-bound clients within the Flagler County service area. The two classifications of transportation services provided by FCPT are Group (Subscription/Advanced) and Non-Group (Demand).

Group Service (Subscription/Advanced)

Definition: This type of service is defined as a prior notice and is a recurring service in which schedules are pre-arranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the riders are picked up and are transported to the same location at the same time and then returned to the point of origin in the same manner.

Group (Subscription/Advanced) services are run Monday – Saturday, primarily for Mental Health Day Treatment, trips to Senior Centers, Dialysis and Protective Services clients. Flagler County recently added Saturday service through a 5317 New Freedom grant.

Non-Group Service (Demand)

Definition: This type of service is characterized by prior notice and same day flexible routing and scheduling.

Non-Group (Demand) services are provided Monday – Saturday.

FCPT transports their clients on a door-to-door basis for persons who are ambulatory or wheelchair. Drivers may not assist wheelchairs up and down more than one step unless it can be performed safely as determined by the passenger, guardian, and driver.

Accessing Services

Eligibility

In order to be eligible for paratransit service which includes TD-sponsored trips, an application must be completed. Part of the application includes a verification of the individual's disability or medical information that would qualify the person for door-to-door service. Persons potentially eligible for door-to-door service include elderly, disabled and children-at-risk. However, anyone in Flagler County who has no access to personal transportation is eligible to use the service.

Advance Notification

Individuals wishing to use FCPT's transportation services can access the system by calling the reservation line at (386) 313-4100., between 9:00 a.m. - 2:00 p.m. up to five days before the service is requested excluding holidays. Hearing and voice impaired persons may access the transportation system through the Florida Relay Service.

Three-day advance notice is required by FCPT in order to obtain transportation services. Same-day requests are only allowed in special circumstances on a space available basis. Same-day requests for hospital discharges are exempt from the advance notice requirements. For individuals requesting subscription service, reservations may be placed up to one week in advance and between the hours of 9:00 am and 5:00 p.m. weekdays. Individuals who require demand-response services are required to make reservations three days in advance. Trips must be scheduled by FCPT between 9:00 a.m. - 2:00 p.m. the day before transportation is needed. This deadline is necessary to multi-load riders who are sponsored and non-sponsored in order to obtain the most cost-effective method of service delivery.

Prioritization

Trip Prioritization assures that riders needing Transportation Disadvantaged services the most (e.g., medical reasons) receive trip priority over those requesting transportation for non-medical trips. FCPT tries to provides adequate service to meet the demand for all Transportation Disadvantaged eligible trips, medical or non-medical, However, there are times when availability is limited, and in such a case they work with the client to reschedule on a different day. Therefore, FCPT has not formally adopted a list of trip prioritizations for its TD program. Should the need arise for the Flagler County Local Coordinating Board to institute trip priorities, the following list of trip prioritizations would be recommended to be adopted by the Local Coordinating Board:

1. Medical
2. Work, Education, and Training
3. Food Shopping
4. Socialization and Recreation
5. Personal Business and Shopping
6. Other

Trip Cancellation / No Show Policy

FCPT requests that individual riders needing to cancel their reserved transportation service contact the transit office as soon as possible, either by telephone, answering machine, or pager, preferably the day prior to needing the service. Trips should be cancelled in enough time to inform the driver before he/she leaves to pick-up the client, as cancellations made at the door will be considered a "no-show".

If a client fails to notify the appropriate entity and an expense is incurred due to a vehicle being dispatched, and upon arrival, the client is either unavailable, or has decided not to go, then the client is classified as a "no-show". When an individual is determined to be a "no-show", the driver will leave a no-show notice with the individual and a letter of warning will also be mailed out to the individual. Should an individual incur a second no-show, they are then billed an \$8.00 no-show fee. For individuals who do not pay the "no-show" fee after being billed, services will be suspended until the \$8.00 "no-show" fee has been paid.

After-Hours Service

After hours and weekend service is scheduled as required with 24-hour advance notification by the client.

Transportation Operators and Coordination Contractors

At the present time, FCPT is the sole transportation provider in Flagler County.

Public Transit Utilization

There is no public fixed-route transit system available in Flagler County at the present time.

School Bus Utilization

School buses are currently used only as needed to backup the existing FCPT fleet in emergencies. Furthermore, cost of service declarations from the Flagler County School Board indicate that the cost to use school buses greatly exceeds current FCPT service costs. However, the Flagler County School District will provide FCPT information on vehicle availability for the coordination of services whenever possible.

Vehicle Inventory

A vehicle inventory for FCPT is included as Appendix #4.

System Safety Program Plan Certification

FCPT's System Safety Program Plan Certification is included as Appendix #5.

Intercounty Services

Presently, the FCPT does not have any formal arrangements with Coordinators from neighboring counties.

Hazard and Security Plan

Provisions for disaster preparedness are covered in the Hazard and Security Plan in Appendix #6.

Marketing

Currently, FCPT has advertised the transportation services through the following methods: word of mouth; newspaper articles; brochures; Flagler County Website, and public speaking events.

Acceptable Alternatives

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

**FLAGLER COUNTY TDSP
SECTION III - QUALITY ASSURANCE
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III. QUALITY ASSURANCE

A. SERVICE STANDARDS

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

Commission Service Standards

Drug and Alcohol Testing

All safety sensitive job positions shall comply with the pre-employment, random, post-accident and reasonable suspicion drug and alcohol testing requirements of the Federal Transit Administration if Section 18 funds are utilized.

Transport of Escorts and Dependent Children

Children under age 15 and individuals requiring special loading assistance will be required to be accompanied by an escort. Escorts, when required, must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts shall be transported at no cost.

Use, Responsibility and Cost of Child Restraint Devices

All passengers under the age of 4 and/or under 45 pounds shall be required to use a child restraint device. This device must be provided and installed by the caretaker.

Passenger Property

Passengers shall be allowed to have personal property that can be stowed under their seat and be carried independently onto the vehicle. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Vehicle Transfer Points

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

Local Toll Free Telephone Number

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

Out-of-Service Area Trips

The CTC will provide out-of-service area trips as needed with approval of the funding source.

Vehicle Cleanliness

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

Billing Requirements

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

Passenger/Trip Database

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

Adequate Seating

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

Driver Identification

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

Local Service Standards

Call-Hold Time:

FCPT takes all calls from Flagler County residents regarding transportation using a four (4)-line phone system that is covered by a receptionist from 7:00 a.m. to 6:00 p.m. Trip reservations must be made between the hours of 9:00 a.m. and 2:00 p.m. Calls made between these hours will not be placed on hold for more than two (2) minutes. In the event that all lines are busy, FCPT utilizes voice mail for clients to leave messages. Voice mail messages are checked every 15 minutes and message is noted or return call is

made. Callers, who are left on hold for a longer time, should report such incidents to the Transportation Supervisor, or in his/her absence, FCPT Director as soon as possible.

On-Time Performance:

FCPT uses computer assisted scheduling software to reserve and route all trips. The Transportation Scheduler determines routes for the next working day and produces a vehicle manifest for each assigned driver. These manifests are produced with cost effectiveness in mind and may not always result in convenience for the client.

Clients need to be ready for their ride anytime from 10 minutes before until 40 minutes after the scheduled pickup time, allowing for traffic problems that may arise. Drivers are not allowed to wait longer than 3 minutes after their arrival, without approval from dispatch.

Accidents:

All accidents involving another vehicle or property damage will be investigated by the transportation manager or designated representative. A Flagler County Supervisor's Incident Investigation form will be submitted along with a police report if one can be obtained. Dispatcher if needed will call ambulance. Florida Department of Transportation will be notified if an accident involves a death. A quarterly report of accidents will be presented to the Local Coordinating Board for their review.

Roadcalls:

FCPT will compile a report of all road calls for presentation to the Local Coordinating Board for their review. A road call is defined as an interruption of service during the time the vehicle is in-service and which may or may not involve a mechanical failure of some element of the vehicle. FCPT participates in a preventative maintenance program aimed at keeping the vehicles in good operating condition, thus reducing the incidents of road calls.

First Aid:

Annual training in first aid is provided by Flagler County for all drivers. New hires will attain CPR/First Aid certification within six months of hire.

B. LOCAL GRIEVANCE PROCEDURE/PROCESS

Definition of a Complaint

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

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

Filing a Complaint

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

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

Recording of Complaints

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

Definition of a Grievance

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

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

Grievance Procedures

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

Filing a Grievance

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

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

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

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

Appeal to the Grievance Subcommittee

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

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

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

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

4. A finding that the issue effects safety or the provision of service; and,
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

Grievance Committee Hearing Procedures

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

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

Recommendation to the County Transportation Disadvantaged Coordinating Board

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

C. EVALUATION PROCESS

CTC Evaluation

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

CTC Monitoring Procedures of Operators and Coordination Contractors

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

Coordination Contract Evaluation Criteria

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

Planning Agency Evaluation Process

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

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: Flagler County Public Transportation

COUNTY (IES): Flagler

ADDRESS: 1769 E. Moody Blvd., Bunnell, FL 32110

CONTACT: Ted Brand

PHONE: 386-313-4189

REVIEW PERIOD: 2014-2015

REVIEW DATES: 4/26/2016

PERSON CONDUCTING THE REVIEW: Margo Moehring

CONTACT INFORMATION: mmoehring@nefrc.org

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

APR Data Pages

QA Section of TDSP

Last Review (Date: 4/16/15)

List of Omb. Calls

QA Evaluation

Status Report (from last review)

AOR Submittal Date

TD Clients to Verify

TDTF Invoices

Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

SSPP

Policy/Procedure Manual

Complaint Procedure

Drug & Alcohol Policy (see certification)

Grievance Procedure

Driver Training Records (see certification)

Contracts

Other Agency Review Reports

Budget

Performance Standards

Medicaid Documents

ITEMS TO REQUEST:

REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)

REQUEST INFORMATION FOR CONTRACTOR SURVEY (Contractor Name, Phone Number, Address and Contact Name)

REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY (Purchasing Agency Name, Phone Number, Address and Contact Name)

REQUEST ANNUAL QA SELF CERTIFICATION (Due to CTD annually by January 15th).

MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

Measuring Tape

Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).

The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards

Following up on the Status Report from last year and calls received from the Ombudsman program.

Monitoring of contractors.

Surveying riders/beneficiaries, purchasers of service, and contractors

The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.

Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

☒

RURAL

☐

URBAN

2. ORGANIZATION TYPE:

☐

PRIVATE-FOR-PROFIT

☐

PRIVATE NON-PROFIT

☒

GOVERNMENT

☐

TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☒ SOLE PROVIDER PARTIAL
☐ BROKERAGE COMPLETE
☐ BROKERAGE

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

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION
CONTRACTS WITH: ☒ N/A

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

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

The CTC is sole source and has no other operators.

Is a written report issued to the operator? ☐ Yes ☐ No ☒ N/A

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

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

N/A

Is a written report issued? ☐ Yes ☐ No ☒ N/A

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

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

N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No ☒ N/A

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

The CTC does not use school buses in the coordinated system due to liability issues, except for emergencies. In case of an emergency, e.g., a hurricane, the Emergency Support Function (ESF) is activated, and school buses are used in whatever capacity needed.

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

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

☐

N/A

The CTC is the sole operator, and is exploring possible ways to establish a public transportation deviated fixed-route system through a CUTR study that is currently underway.

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

☒

Yes

☐

No

If YES, what is the goal?

It is currently under study through contract with CUTR. The ability of transit to serve many areas in Flagler County, particularly Palm Coast, is inhibited by the development patter of the City and the lack of a roadway grid system.

Is the CTC accomplishing the goal?

☐

Yes

☐

No

☒

N/A

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?

☐

Yes

☐

No

Comments:

There is currently no fixed-route public transit system in the County. Alternatives are under study by the Center for Urban Transportation Research (CUTR). The study is on-going and the results of the study may lead to a limited flex route transit system.

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

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

Each occurrence: \$1,000,000.

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

N/A

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
CTC	\$18,245.00
	(2014-2015)

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

☐ Yes ☒ No

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

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

Comments:

Flagler County Public Transportation is insured through Flagler County.

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)	Ambulatory: \$1.18 per mile Wheelchair: \$2.02 per mile	N/A	N/A	N/A	N/A
Detail other rates as needed: (e.g. ambulatory,					
Special or unique considerations that influence costs? None.					
Explanation: Stretcher service provided through Med One.					

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

Cost [CTC and Transportation Alternative (Alt.)] N/A

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

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

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	All buses are equipped with the toll free number posted.
Vehicle Cleanliness	All vehicles are cleaned on a regular basis.
Passenger/Trip Database	The passenger database has the name, telephone number, address, funding source eligibility and special requirements on each rider. Database is input into Trapeze software.

Adequate seating	There is adequate seating on each bus.
Driver Identification	The drivers wear ID badges with a picture ID.
Passenger Assistance	Drivers are very helpful and recognize the special needs of some riders, and are always willing to assist any passenger. The CTC has not received any complaints about any lack of passenger assistance.
Smoking, Eating and Drinking	There is no smoking, eating or drinking allowed on any bus.

Two-way Communications	Each vehicle has a built-in two way radio.
Air Conditioning/Heating	The vehicles have air conditioning and heating that are maintained in good working order.
Billing Requirements	The billing department makes every effort to pay all bills within the time frame, and can think of no instance of a late payment

COMMISSION STANDARDS

Findings:

The CTC continues to strive toward providing a cost-effective and convenient service to its patrons. The CTC makes every effort to procure additional grant funding to provide additional service and newer vehicles. The inclusion of the urbanized portion of Flagler County in the River to Sea TPO will affect the grant funding availability. FCT staff believes it will have a positive impact on grant opportunities in the long term. However, available funds have been reduced because of the City of Palm Coast being in an urban area, until there is a fixed rate.

Recommendations:

The CTC has received grants that have allowed it to establish expanded weekday and Saturday service. These expanded hours have been successful, however, funding cutbacks or termination of grants could jeopardize these expanded hours. FCT is considering a grant to provide additional service, and should continue to pursue grants through FDT to provide expanded service hours. They should consider the recommendations of the CUTR study on the feasibility of a deviated flex-route system when the study is complete.


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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Escorts are transported at no cost. Passenger provides and makes arrangements for the escort. (meets TDSP local standards)
Use, Responsibility, and cost of child restraint devices	Children 5 years old and younger must be in a federally approved child restraint device. The driver is responsible for ensuring that child riders are securely and safely restrained. Safety seats are not provided by FCPT. (meets TDSP local standards)
Out-of-Service Area trips	The CTC has established a set out-of-county medical trip service schedule on M-W-F to Jacksonville, Gainesville, and St. Augustine. In addition, out-of-area service is provided on Tuesday and Thursday to Volusia County. (meets TDSP local standards)
CPR/1st Aid	There are First Aid and pathogen kits on every bus. (meets TDSP local standards)
Driver Criminal Background Screening	Level II screening is accomplished for all drivers. (meets TDSP local standards)
Rider Personal Property	Riders are permitted to bring as much as they can carry on and stow under their seats. (meets TDSP local standards)
Advance reservation requirements	CTC asks for 24 hour call-in reservations. Medical trips continue to receive priority when scheduling trips. (meets TDSP local standards)
Pick-up Window	The CTC has a 45-minute pick up window. (meets TDSP local standards)

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership - N/A - all service is paratransit.	CTC	CTC Continues to study public transit.	N/A
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance - Reports provided to LCB at quarterly meetings.	CTC	CTC Very few complaints. 	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC 1,563	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents - Accident reports are provided to LCB at quarterly meetings.	CTC	CTC 2	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls Reports provided to LCB at quarterly meetings - Average age of fleet:	CTC	CTC 5	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints Procedure listed in TDSP. - Number filed:	CTC	CTC 8	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time Less than one minute.	CTC	CTC Not monitored	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

While no-shows increased slightly (after decreasing the prior year), roadcalls and complaints stayed about the same as last year. Accidents were non-chargeable involving other vehicles hitting Flagler vehicles, with no injuries.

Recommendations:

Flagler County Transportation addresses the issue of no shows by charging an \$8.00 penalty for no shows. Given the only minor variation from last year, efforts by the CTC to address the issue seem to be working and should be continued, as no shows lead to down time for the vehicles and inefficient use of driver and dispatcher work hours.

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 4/26/16

Please list any special guests that were present:

Location: Transit headquarters to Leslie Street

Number of Passengers picked up/dropped off:

1

Ambulatory

wheelchair lift

Non-Ambulatory

-0-

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

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

Was the driver wearing any identification? ☐ Yes: ☒ Uniform ☐ Name Tag

☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

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

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

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

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒

Yes

☐

No

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

☒

Yes

☐

No

If No, please explain:

CTC: Flagler County Public Transportation County: Flagler

Date of Ride: 4/26/16

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	12	12	4	5
Medicaid				
Other				
Other				
Other)				
Other				
Totals	12	12	4	5

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

Note: Attach the manifest

- I can get to where I have to go.
- I am 95 and it helps me when it is hot or cold.
- Essential. Without it I wouldn't be able to get around. It is a life line.
- It is very important. It gets me from point A to point B.

RIDER/BENEFICIARY SURVEY

Staff making call: _____
Date of Call: / /

County: _____
Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

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

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

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

☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____?

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

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

<input type="checkbox"/> Advance notice	<input type="checkbox"/> Cost
<input type="checkbox"/> Pick up times not convenient	<input type="checkbox"/> Late pick up-specify time of wait
<input type="checkbox"/> Assistance	<input type="checkbox"/> Accessibility
<input type="checkbox"/> Service Area Limits	<input type="checkbox"/> Late return pick up - length of wait

☐ Drivers - specify
☐ Vehicle condition

☐ Reservations - specify length of wait
☐ Other

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

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

Additional Comments:

Contractor Survey

_____County

Contractor name (optional)

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call:
Purchasing Agency name:
Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

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

☐ Medical Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

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

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

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

☐

Yes

☐

No If no, skip to question 7

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

☐

Advance notice requirement [specify operator (s)]

☐

Cost [specify operator (s)]

☐

Service area limits [specify operator (s)]

☐

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

☐

Vehicle condition [specify operator (s)]

☐

Lack of passenger assistance [specify operator (s)]

☐

Accessibility concerns [specify operator (s)]

☐

Complaints about drivers [specify operator (s)]

☐

Complaints about timeliness [specify operator (s)]

☐

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

☐

Other [specify operator (s)] _____

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

☐

Yes

☐

No If no, why? _____

FLCTD

Annual Operations Report

Section VII: Expense Sources

County: Flagler		Fiscal Year: July 1, 2014 - June 30, 2015	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$677,567.00	\$0.00	\$677,567.00
Fringe Benefits (502):	\$288,131.00	\$0.00	\$288,131.00
Services (503):	\$185,341.00	\$0.00	\$185,341.00
Materials and Supplies Cons. (504):	\$409,716.00	\$0.00	\$409,716.00
Utilities (505):	\$861.00	\$0.00	\$861.00
Casualty and Liability (506):	\$18,245.00	\$0.00	\$18,245.00
Taxes (507):	\$0.00	\$0.00	\$0.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$0.00	\$0.00	\$0.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$0.00	\$0.00	\$0.00
Annual Depreciation (513):	\$0.00	\$0.00	\$0.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$1,579,861.00	\$0.00	\$1,579,861.00

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

<input type="checkbox"/>	Capabilities of operator	<input type="checkbox"/>	Scope of Work
<input type="checkbox"/>	Age of company	<input type="checkbox"/>	Safety Program
<input type="checkbox"/>	Previous experience	<input type="checkbox"/>	Capacity
<input type="checkbox"/>	Management	<input type="checkbox"/>	Training Program
<input type="checkbox"/>	Qualifications of staff	<input type="checkbox"/>	Insurance
<input type="checkbox"/>	Resources	<input type="checkbox"/>	Accident History
<input type="checkbox"/>	Economies of Scale	<input type="checkbox"/>	Quality
<input type="checkbox"/>	Contract Monitoring	<input type="checkbox"/>	Community Knowledge
<input type="checkbox"/>	Reporting Capabilities	<input type="checkbox"/>	Cost of the Contracting Process
<input type="checkbox"/>	Financial Strength	<input type="checkbox"/>	Price
<input type="checkbox"/>	Performance Bond	<input type="checkbox"/>	Distribution of Costs
<input type="checkbox"/>	Responsiveness to Solicitation	<input type="checkbox"/>	Other: (list)

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)

Worksheet 3

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

The FCPT now has a TD Service Plan. FCPT is included as part of the new Regional Coordinated Transportation Plan. Through CUTR, Part 3 of the transit study is now being completed, which will allow the County to determine if a deviated fixed route system is feasible and the level of funding available.

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

Public information is distributed by the County web site, televised BOCC meetings, civic club meetings, and brochures.

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

CTC is sole source.

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

The intake registration forms that each client completes contain this information.

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

The phone system has several extensions for the three schedulers/dispatchers. Rarely are calls put on hold; when they are, it is for less than one minute.

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

Dispatchers/schedulers take reservations on the phone and enter them into the Trapeze computer software system.

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

N/A

Scheduling – How is the trip assignment to vehicles coordinated?

The Trapeze computer system prints manifests, with the Operations coordinator responsible for trip assignment.

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

The dispatcher provides coordination as necessary.

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

This is done by radio from a dispatcher to each bus with some cell phone back up.

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

FCPT is sole source and monitors its own drivers.

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

Dispatchers resolve the problems by talking to clients and drivers. Transportation coordinator or director resolves problems that can not be handled at the working level.

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

These are coordinated through the dispatcher and trip manifests.

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

The FCPT accountant handles all matters pertaining to payments, fare collection and submission. The driver collects the co-pay from the rider and turns it in to the Transportation office.

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

The Trapeze computer system collects this information.

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

N/A - FCPT is sole source.

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

Information is available on the County's web site.

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

N/A.

CHAPTER IV - SERVICE RATES SUMMARY

COMMUNITY TRANSPORTATION COORDINATOR: Flagler County Transportation

EFFECTIVE DATE: July 2017[illegible]