

LEON COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

FISCAL YEAR 2022-2027

Prepared by the

Leon County
Transportation Disadvantaged Coordinating Board

StarMetro
the Community Transportation Coordinator

Apalachee Regional Planning Council
the Designated Official Planning Agency

Approved by the

Leon County Transportation Disadvantaged Coordinating Board
on June 14, 2023

Updated June 26, 2024

Updated June 18, 2025

Updated June 17, 2026

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APALACHEE REGIONAL PLANNING COUNCIL

Local Partnerships. Regional Impact.

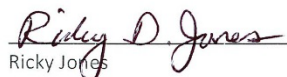
Leon County Coordinating Board Membership Certification

The Apalachee Regional Planning Council certifies that:

1. The membership of the local coordinating board, established pursuant to rule 41-2.012(3), F. A. C., does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Representation	Member's Name	Alternate's Name	Term
Chairman	Rick Minor		
Elderly	Wanda Stokely		July 2023 – June 2026
Disabled	Nancy Folsom		July 2023 – June 2026
Citizen Advocate	Marcus West		July 2023 – June 2026
Citizen Advocate/User	Cassandra Jessie		July 2024 – June 2027
Veterans	Ben Bradwell	Sean Brantley	July 2025 – June 2028
Community Action	Marcellas Durham		July 2024 – June 2027
Public Education	(vacant)		
Children at Risk	Chris Szorcsik	Amanda Madden	July 2024 – June 2027
Workforce Dvp Board	Kevin Harrington		July 2023 – June 2026
Medical	Brandi Knight		July 2023 – June 2026
FDOT	Debbie "Toni" Prough	Zach Balassone	
FDCF	Byron Wade	Terrence Watts	July 2025 – June 2028
FDOE/VR	Danielle Byrd		July 2024 – June 2027
FDEA	(vacant)		
AHCA	Ashlee Barton	Latarsha Hampton	July 2025 – June 2028
APD	Mariah Evans	Dwayne Jones	July 2025 – June 2028
Private Trans. Industry	(vacant)		
Mass/Public Transit	Not Applicable		

Signature:



Ricky Jones

Date: August 28, 2025

www.arpc.org

2507 Callaway Rd, Suite 100 Tallahassee, FL 32303

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Update Table

LEON COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE TABLE June 17, 2026

Updated/amended areas are indicated with a "✓".

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION ROLL CALL VOTE PAGE

✓
✓

DEVELOPMENT PLAN	PAGE	UPDATE
I. INTRODUCTION TO THE SERVICE AREA	7 – 14	✓
A. Background of the TD Program	7	✓
B. Community Transportation Coordinator Designation Date/History		
C. Organizational Chart	11	✓
D. Consistency Review of Other Plans		
E. Public Participation	14	✓
II. SERVICE AREA PROFILE/DEMOGRAPHICS	15 – 25	✓
A. Service Area Description	15	✓
B. Demographics		✓
a. Land Use		
b. Population/Composition	16 – 19	✓
c. Employment	20 – 21	✓
d. Major Trip Generators/Attractors	21 – 24	✓
e. Inventory of Available Transportation Services	25	✓
III. SERVICE ANALYSIS	26 – 31	✓
A. Forecasts of TD Population	27	✓
B. Needs Assessment	27 – 31	✓
C. Barriers to Coordination		
IV. GOALS, OBJECTIVES, AND STRATEGIES	32 – 34	✓
V. IMPLEMENTATION SCHEDULE	35	✓

SERVICE PLAN	PAGE	UPDATE
VI. OPERATIONS	36 – 55	✓
A. Types, Hours, and Days of Service	36 – 37	✓
B. Accessing Services	37 – 40	✓
C. Transportation Operators and Coordination Contractors		
D. Public Transit Utilization		
E. School Bus Utilization		
F. Vehicle Inventory	41 – 42	✓
G. System Safety Program Plan Certification	43 – 45	✓
H. Intercounty Services		
I. Emergency Preparedness and Response		
J. Education Efforts/Marketing		
K. Acceptable Alternatives		
L. Service Standards	46 – 52	✓
M. Animal Service Policy	52	✓
N. Local Complaint and Grievance Procedure/Process		
O. CTC Monitoring Procedures for Operators and Coordination Contractors		
P. Coordination Contract Evaluation Criteria		
VII. COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION	57	✓

QUALITY ASSURANCE		PAGE	UPDATE
VIII.	QUALITY ASSURANCE		✓
	A. Coordinator Evaluation Process		
	B. Coordinator Monitoring Procedures of Operators and Coordination Contractors		
	C. Coordination Contract Evaluation Criteria		
	D. Planning Agency Evaluation Process	60	✓

Adoption of TDSP Roll Call Vote

**LEON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
JUNE 18, 2025**

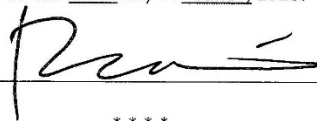
**ADOPTION OF
TRANSPORTATION DISADVANTAGED SERVICE PLAN
FOR THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

ROLL CALL VOTE

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairman	Rick Minor	✓		
Elderly	Wanda Stokley	✓		
Disabled	Nancy Folsom	✓		
Citizen Advocate	Marcus West	✓		
Citizen Advocate/User	Cassandra Jessie	✓		
Veterans	Ben Bradwell	✓		
Community Action	Marcellas Durham			✓
Public Education	(vacant)	✓		
Children at Risk	Amanda Madden			✓
Workforce Dvp Board	Kevin Harrington			✓
Medical	Brandi Knight	✓		✓
FDOT	Debbie "Toni" Prough <u>ALT 1</u>	✓		
FDCF	Byron Wade	✓		
FDOE/VR	Danielle Byrd	✓		
FDEA	(vacant)	✓		
AHCA	Ashlee Barton	✓		
APD	Mariah Evans	✓		
Private Trans. Industry	(vacant)			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the 18th day of June, 2025.

Coordinating Board Chairperson _____



* * * *

Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

Development Plan

I. Introduction to the Service Area

A. Background of the Transportation Disadvantaged Program

Transportation is often the vital link between not only quality of life, but also, jobs, access to medical care, and other life sustaining needs for some of the most vulnerable citizens. The Florida Legislature created the Florida Commission for the Transportation Disadvantaged (Commission) in 1989 to coordinate the transportation services provided to the transportation disadvantaged. The authority of the Commission derives from Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. The Commission is an independent agency located within the Department of Transportation for administrative and fiscal purposes. In all respects, the Commission operates independently, with rule making and budget authority. The Commission employs staff to administer and monitor the statutory requirements for the program.

Florida's transportation disadvantaged are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk. Chapter 427, Florida Statutes was created to promote the delivery of transportation services to the transportation disadvantaged in a coordinated manner that is cost effective, efficient, and reduces fragmentation and duplication of services, as well as increase planning for transportation services.

In 1991, the Tallahassee-Leon County MPO was designated as the Official Planning Agency for the Leon County Transportation Disadvantaged program. Since that time, urbanized boundaries have been expanded, and the MPO is now known as the Capital Region Transportation Planning Agency (CRTPA). The Apalachee Regional Planning Council (ARPC) became the Designated Official Planning Agency (DOPA) for the TD program in Leon County on July 1, 2020.

The Commission delegated the functions of transportation disadvantaged planning to the Apalachee Regional Planning Council. ARPC provides staff support to an appointed Local Transportation Disadvantaged Coordinating Board (TDCB) and recommends the Community Transportation Coordinator (CTC).

A Transportation Disadvantaged Coordinating Board was established to provide information, advice, and direction to the CTC regarding the coordination of transportation services. The Board evaluates services, funding applications, coordination strategies of service provision, and multi-county and regional opportunities. In conjunction with ARPC, the TDCB recommends the selection of the CTC.

The CTC is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. The CTC can provide service directly or through a contract with an approved operator.

B. Community Transportation Coordinator Designation Date/History

The Apalachee Regional Planning Council, as the designated official planning agency for the Transportation Disadvantaged program in Leon County, initiated a procedure for the selection of a community transportation coordinator in 1991. On January 11, 1991, the Transportation Disadvantaged Coordinating Board (TDCB) recommended Big Bend Transit, Inc. (BBT), a private, not-for-profit corporation, be designated as the CTC of Leon County. This was confirmed by the Commission for the Transportation Disadvantaged on March 28, 1991. In May 1991, the first Memorandum of Agreement (MOA), between BBT and the CTC was signed. BBT continued to function as the CTC for Leon County until December 1995.

On May 12, 1995, the TDCB recommended that a Request for Proposal (RFP) process be conducted for the functions of the Leon County CTC. COMSIS Mobility Services, Inc. (CMS) responded to an RFP for the Leon County CTC, and was subsequently endorsed by the Metropolitan Planning Organization (MPO) on May 15, 1995. On October 27, 1995, the TDCB unanimously chose CMS to become the CTC for Leon County. The MPO, in agreement with the TDCB, also voted to recommend to the Commission for the Transportation Disadvantaged that CMS become the CTC for Leon County as of January 1996. On March 20, 1997, the TDCB unanimously recommended that CMS be retained as the Leon County CTC.

On January 28, 2002, based on a recommendation from the TDCB, the MPO voted unanimously to recommend that Taltran, the City of Tallahassee Transit Agency, become the next CTC. The Commission approved this at their March 28, 2002 meeting. Resulting from this approval was an interlocal agreement between the City of Tallahassee and Leon County Board of County Commissioners. The agreement guaranteed \$30,000 of annual funding from the County for non-sponsored trips. An additional \$20,000 contingency fund was established by the County to alleviate trip denials. Through Memorandum of Agreement, Taltran became the CTC on July 1, 2002. When their contract with the Commission expired, it was unanimously extended by the Commission. Over the last decade, Leon County Board of County Commissioners has continually elevated their minimum contractual requirements. For the last several years their contribution has exceeded \$100,000, sometimes as much as \$120,000 per year, solely for the purchase of transportation.

During the last 10 years TalTran has renamed itself StarMetro, evolved under a self-imposed Renaissance, and has emerged a stronger, better-branded organization. Route extensions and pilots for improving fixed route transit have been underway. A greater percentage of TD system users have been assigned bus passes where appropriate and now enjoy greater opportunities for travel than ever before. Nova 2010 was implemented in 2011, creating a system with decentralized transfer stations and increased orientation for the commuter. The most recent designation was made by the Commission for the Transportation Disadvantaged on June 22, 2022 for the continuation of StarMetro, as the community transportation coordinator, effective July 1, 2022 for a five-year term.

C. Organizational Chart

The Florida Coordinated Transportation System is made up of many components. The principal participants in the delivery of transportation disadvantaged services in Florida are described below.

Commission for the Transportation Disadvantaged was created to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency within the Department of Transportation. It administers the Transportation Disadvantaged Trust

Fund for the Commission's operations and a statewide local grants program for the delivery of transportation services. The Commission appoints the community transportation coordinators and the designated official planning agency in each service area. The mission statement of the Commission is to "Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons".

Designated Official Planning Agencies have the responsibility for transportation disadvantaged planning. They recommend to the Commission the community transportation coordinator to serve in the service area. The designated official planning agency also appoints and staffs the local coordinating board.

Transportation Disadvantaged Coordinating Board provides local assistance to the community transportation coordinator. They identify local service needs and provide information, advice, and direction to the coordinator on the coordination of services. Each coordinating board is recognized as an advisory body in its service area and is composed of local representatives from different sectors of the community, such as the elderly, the disabled, the economically disadvantaged, veterans, users, public education, agencies that purchase transportation services, transportation industry/providers, and local government.

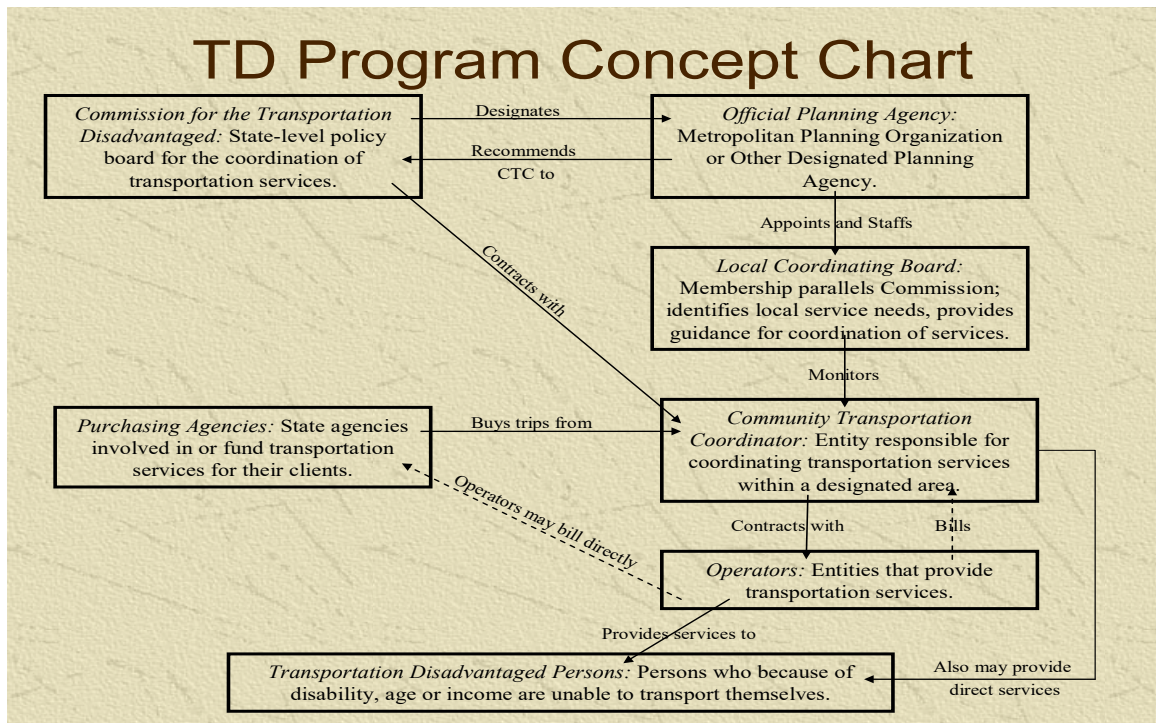
Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services for transportation disadvantaged persons in a service area. All agencies and transportation operators that receive federal, state, or local government transportation funds are required to contract with the community transportation coordinator for transportation services. The coordinator may contract with local transportation operators to provide transportation or, if none exists, may provide all the transportation services.

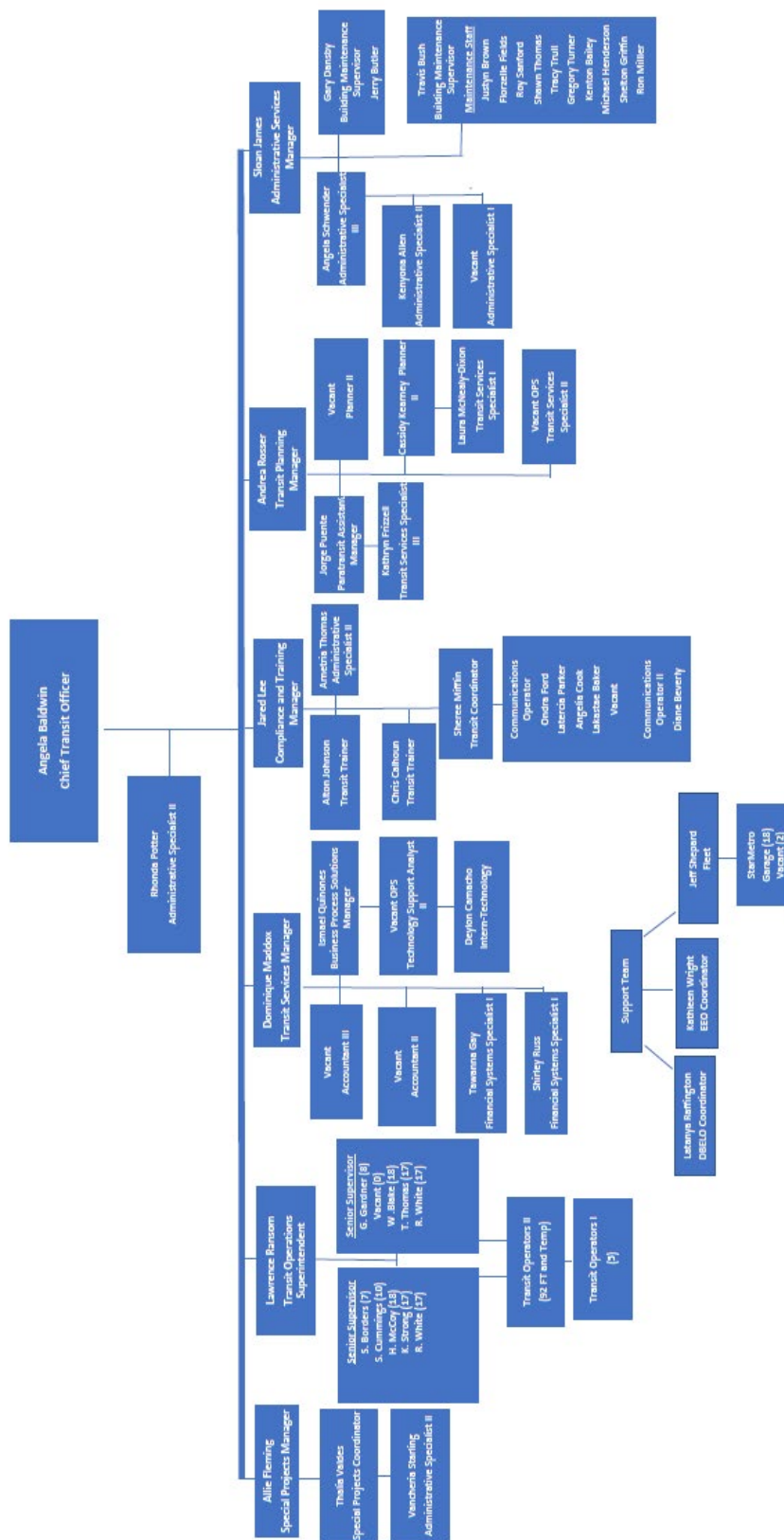
Transportation Operators are the actual providers of transportation services. Any public, private for-profit, or private non-profit provider of transportation services under contract with a community transportation coordinator is considered a transportation operator. Any social service agency that operates its own vehicles for the delivery of transportation service is also considered a transportation operator if the vehicles are purchased or operated with federal, state, or local government funds, and it must contract with the community transportation coordinator. The community transportation coordinator is itself a transportation operator if it provides some or all of the service.

Purchasing and Funding Agencies are those agencies receiving federal, state, or local government funds for transportation. These agencies must purchase service from the community transportation coordinator.

Transportation Disadvantaged Persons are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities. The legislation also includes children who are "high-risk" or "at-risk" of developmental disabilities.

COORDINATED TRANSPORTATION SYSTEM





D. Consistency Review of Other Plans

ARPC utilizes a continuing, cooperative, and comprehensive transportation planning process and meets the requirements for transportation planning under Title 23 USC 134 and CFR 450.

The following section is a summary of the transportation plans that the TDSP demonstrates consistency:

Tallahassee-Leon County 2030 Comprehensive Plan

The Tallahassee-Leon County 2030 Comprehensive Plan contains ten elements. The overall goal of the Transportation Element is to maintain and improve the quality of life in Leon County through an integrated and comprehensive transportation system emphasizing the elements of aviation, mass transit, and traffic circulation including non-motorized transportation. An objective of the Mass Transit Element of the Tallahassee-Leon County Comprehensive Plan was the full implementation of the requirements of Chapter 427, Florida Statutes regarding coordination of public and private transportation providers in meeting the needs of the transportation disadvantaged. Policies identified to carry out this objective included an assessment of the needs of the transportation disadvantaged, an assessment of public and private transit programs to determine unmet needs, and the development of a strategy to meet the needs of the transportation disadvantaged.

New policies for the Transportation element incorporated changes in the Transportation Disadvantaged program, insuring consistency between the two documents. In addition, the Comprehensive Plan has adopted a Complete Streets Goals. Objectives 1.2 and Policies 1.2.9 and 1.2.14 support and provide increased opportunities for those individuals not able to provide their own automobile transportation and supports this TDSP update. In addition, those areas of Leon County/City of Tallahassee that have been designated a Multi Modal Transportation District also provides other transportation opportunities for the TD population.

StarMetro Transit Development Plan

The StarMetro Transit Development Plan (TDP) determines the projected transit needs over a five-year period, develops recommendations specific to those needs, and promotes consistency between transit plans and other local transportation plans. The current TDP

<https://www.talgov.com/Uploads/Public/Documents/starmetro/tdp.pdf> was developed in conjunction with the CRTPA 2045 Long Range Transportation Plan/Regional Mobility Plan and adopted in July 07, 2021.

Commission for Transportation Disadvantaged 5-Year / 20 Year Plan

The Commission for Transportation Disadvantaged approved the 5 Year / 20 Year Plan at their May 2005 meeting. It has not been recently updated. Should it be adopted soon, the TDCB will update this plan, if there are significant findings which warrant the amendment.

CRTPA Connections 2045 Regional Mobility Plan

The Urban Area Transportation Study (UATS), also known as the Long-Range Transportation Plan, is a twenty-year outlook for transportation improvements in the CRTPA Region including Leon County.

The Long-Range Transportation Plan was adopted in November 2020. The phases consisted of data collection and development, model development and validation, development and adoption of goals and objectives, enhanced public involvement program, and analysis of the Years 2020 and 2040 level of service deficiencies based on:

- ➡ alternative land use scenarios;
- ➡ evaluation of needs plan alternatives;
- ➡ recommendation and adoption of 2045 needs plan;
- ➡ estimation of program costs and future transportation revenues, and
- ➡ evaluation and adoption of 2045 Cost Feasible Plan. The update was completed, and a new plan adopted in November 2020. Its goals and objectives are consistent with this plan.

CRTPA FY 2025-2029 Transportation Improvement Program (TIP)

The Transportation Improvement Program (TIP) is a planning document that shows the five-year implementation schedule for all modes of transportation. It is updated annually and includes long range improvements (construction of a new bridge or road), as well as short-term improvements (intersection improvements, etc.). A Transportation Disadvantaged section is included in the TIP. This section identifies the CID Trip/Equipment and Planning grant allocations within the state budget.

E. Public Participation

It is important that stakeholders be included in the development and implementation of the transportation disadvantaged service plan. A public hearing is held annually to allow residents the opportunity to discuss unmet transportation needs, or any other areas that relate to the local transportation services. All board and committee meetings are advertised in the local newspapers. The quarterly meeting agendas include an opportunity for public comments.

ARPC selects the transportation disadvantaged coordinating board's membership from a cross section of the local community to include representation from (a) transportation partners, (b) passengers and advocates, (c) human service partners and (d) others. ARPC contacts agencies and community human services programs and requests their nominations to the transportation disadvantaged coordinating board. User group nominations such as the disabled, users and the elderly are received by recommendation from community advocates in the community. ARPC submits the transportation disadvantaged coordinating board membership certification to the Commission and certifies that the membership of the local coordinating board, established pursuant to Rule 41-2.012(3), F.A.C., does in fact represent the appropriate parties. The membership varies throughout the year due to term expirations, resignations, and the member's inability to attend meetings on a regular basis. Amendments are provided as needed throughout the year.

LOCAL COORDINATING BOARD CERTIFICATION

Representation	Member's Name	Alternate's Name	Term
Chairman	Rick Minor		
Elderly	Wanda Stokely		July 2026 – June 2029
Disabled	Nancy Folsom		July 2026 – June 2029
Citizen Advocate	Marcus West		July 2026 – June 2029
Citizen Advocate/User	Cassandra Jessie		July 2024 – June 2027
Veterans	Ben Bradwell	Sean Brantley	July 2025 – June 2028
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FDOE/VR	(Vacant)		
FDEA	(Vacant)		
AHCA	Ashlee Barton	Latarsha Hampton	July 2025 – June 2028
APD	Mariah Evans	Dwayne Jones	July 2025 – June 2028
Private Trans. Industry	(Vacant)		
Mass/Public Transit	Not Applicable		

Updated June 2026

II. Service Area Profile/Demographics

A. Service Area Description

Leon County is located in northwest Florida in the “Big Bend” area and is named after Spanish explorer Juan Ponce De Leon. It is bordered on the West by Gadsden County and Liberty County, on the south by Wakulla County, on the east by Jefferson County, and on the North by two counties located within the state of Georgia, Grady County and Thomas County. The county seat, the City of Tallahassee, is the only incorporated municipality within Leon County and serves as the County’s population center. The most densely populated areas within the City of Tallahassee occur around the Florida State University, with greater than 10 persons per acre. Population density generally declines with increased distance from the urban core. Named for “Old Fields”, the City of Tallahassee also serves as the state’s capital following a decision by the state legislature in 1824 to locate the capital of the new Florida Territory midway between St. Augustine and Pensacola.

B. Demographics

a. Land Use

The Tallahassee-Leon County Comprehensive Plan relies heavily on performance criteria to distribute land uses and to allocate their levels of density and intensity. As such, it is not a traditional plan in the sense of containing specific, narrowly defined future land use categories which, when applied in the form of a map, often resemble an existing zoning map.

Performance-oriented land use relies on fundamental land use relationships which are inherent throughout the County and thus, cannot be neatly categorized by depicting large areas in one distinct land use category. These relations include associating land use type and intensity with: (1) the availability of infrastructure; (2) compatibility with adjacent and future uses; (3) the environment of the land; and (4) accessibility to the present and future transportation network.

The future land uses categories include:

Rural Agriculture is large undeveloped acreage remotely located away from the urbanized area containing most of the City’s present agricultural, forestry, and grazing activities.

Urban Fringe is acreage located primarily on the urbanized fringe presently characterized by low density residential and/or open space or agricultural activity.

Residential Preservation is characterized by existing homogeneous residential areas within the community which are predominantly accessible by local streets. The primary function is to protect stable and viable residential areas from incompatible land use intensities and density intrusions.

Mixed Use is characterized primarily by areas consisting of a present or future mixture of a compatible land uses. In Fiscal Year 1998, all the properties located in mixed use were rezoned to a more specific zoning category.

Heavy Industrial contains industrial uses which have or may have substantial off-site impacts.

Central Urban is characterized by older developed portions of the community that are primarily

located in close proximity to the urban core and major universities.

High Intensity Urban Activity Centers provide for community wide or regional commercial activities located in proximity to multi-family housing and office employment centers.

Downtown is a present urban core of Tallahassee operating primarily as a government employment center with accompanying support services.

Rural Community is characterized by existing residential development which is clustered and is intended to operate as a satellite community.

Institutional includes Educational, Recreation/Open Space and Government Operations

Educational includes all public schools, all public lands for which educational facilities are proposed or planned and private facilities with capacities for three hundred or more students.

Recreation/Open Space includes Government owned lands which have activities or passive recreational facilities, historic sites, forests, cemeteries, or wildlife management areas and privately-owned lands which have golf courses, cemeteries, or wildlife management areas.

Government Operations contains facilities defined as Community services, Light Infrastructure, Heavy Infrastructure, and Post-Secondary, which provide the operation of and provision of service by local, state, and federal government.

University Transition includes the lands between the emerging cultural/entertainment area and Florida State University and Florida A&M University.

Lake Protection is a protection category for the Lake Jackson area.

Lake Talquin Recreation/Urban Fringe category is specific to the eastern shore of Lake Talquin, north of State Highway 20.

b. Population/Composition

In 2020, the United States Census Bureau's Decennial Census reported the county's population as 292,198. The 2025 Florida Population Studies and the 2025 Florida Estimates of Population, compiled by the Bureau of Economic and Business Research (BEBR), University of Florida, along with the United States Census Bureau's American Community Survey (ACS), provide quick, comprehensive overviews of current economic and demographic characteristics of the county. The information provided by BEBR and the ACS are the most recent datasets available and may vary from the Decennial Census. An overview of current economic and demographic characteristics of the county is provided in the following tables.

Population Growth

<i>Year</i>	<i>Total</i>	<i>0-14</i>	<i>15-24</i>	<i>25-44</i>	<i>45-64</i>	<i>65+</i>	<i>18+</i>
2020	291,863	45,224	71,972	74,004	61,446	39,217	237,443
2024	300,488	44,737	75,656	74,884	58,567	46,644	245,647

SOURCE: American Community Survey, 2024: ACS 5-Year Estimates Subject Table: S0101

Population Composition

Men	142,345
Women	158,143
Veterans	12,209
Disabled	41,502
Median age (years)	32.3
Public School Enrollment	103,603
High School Graduate or Higher	94%
Bachelor's Degree or Higher	51.2%

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table(s): DP02, DP05*

Educational Characteristics

Leon County residents have historically attained a very high level of education. According to the 2024 American Community Survey, 94% of area residents, 25 years or older, had at least completed high school, while 51% had completed at least four years of college. The high level of education can largely be attributed to the relatively skilled employment required by the government sector as well as the presence of three institutions for higher education: Florida State University, Florida A & M University, and Tallahassee State College.

Population Projections

These charts indicate the anticipated county growth in population based on census counts, estimates and projections.

<i>Leon</i>	<i>April 1, 2025 (est) 305,866</i>	<i>2030</i>	<i>2035</i>	<i>2040</i>	<i>2045</i>	<i>2050</i>
Low		299,600	296,100	291,100	286,000	280,900
Medium		315,800	322,700	327,500	331,700	335,300
High		332,000	349,300	364,000	377,400	389,600

SOURCE: *2025 Florida Population Studies*, Bureau of Economic & Business Research, Volume 59, Bulletin 203, February 2026

Population Distribution

<i>Location</i>	<i>2020 Census</i>	<i>April 1, 2025 (est)</i>	<i>Percentage of Change 2020-2025</i>
Tallahassee	196,169	205,623	4.8%
Unincorporated	96,029	100,243	4.4%
County	292,198	305,866	4.7%

SOURCE: *2025 Florida Estimates of Population*, Bureau of Economic & Business Research, April 2025

Housing Classifications and Patterns

As the region continues to grow, additional housing will be needed in every county. Where this housing should be located is a major planning issue. Local, state, and federal government regulations can have a major impact on the location of affordable housing. In some instances, there are regulations

encouraging the provision of affordable housing, while in other instances they discourage and sometimes prohibit housing in various locations. Government expenditures, for example on roads, schools, and parks, do the same. Nevertheless, local governments are required in their comprehensive plans to ensure the provision of adequate sites for affordable housing for existing residents and anticipated population growth.

Accessibility of facilities such as shopping, schools, mass and paratransit, recreation and employment is a critical issue. The lack of access to these facilities adversely affects independence, costs, and ability to participate as a member of society, especially for individuals who are unable to drive. For many working Floridians, the inaccessibility of affordable housing with respect to their place of employment is a major problem. The longer the distance to work, the higher the cost to the employee, the fewer the transportation choices, and the lower the reliability of available means of transportation. An imbalance in the location of jobs and housing isolates those without automobiles from new employment opportunities; increases traffic congestion; and artificially inflates the value of housing located near employment centers. The failure to conduct land use planning that is sensitive to affordable housing in the areas of density, jobs-housing balance, and urban mobility is directly contributing to the growing affordable housing shortages.

An additional means of measuring demand for housing is to determine the ratio of existing jobs to existing housing units. According to one study, a mismatch between the location of jobs and the location of affordable housing is forcing employees to reside farther from their workplace than they would otherwise choose. This study states that a “balanced” community has a ratio of jobs to housing units within a range of 0.75-1.50. A high ratio suggests that there is an insufficient supply of available housing within the community so employees must live elsewhere. This analysis has its limits. The jobs must match the workforce skills in that community and the housing costs must generally match the income. Also, there will always be residents who work outside the community, regardless of the jobs/housing ratio. Despite these limits, the ratio does provide a comparative indicator of housing availability.

Household Projections

	<i>2010</i>	<i>2020</i>	<i>Percentage of Change 2010-2020</i>	<i>Estimates 2025</i>	<i>Percentage of Change 2020-2025</i>
Households	110,945	121,085	9.1%	127,266	5.1%
Average Household Size	2.35	2.29	-2.6%	2.28	-0.4%

SOURCE: *2025 Florida Population Studies*, Bureau of Economic & Business Research, Volume 59, Bulletin 202, December 2025

Automobile Ownership and Use

Historically, automobiles have been used primarily for commuting to work. Not only are the preponderate of American automotive trips employment related, the majority of these trips are single occupancy, and people in the county do not differ from this norm. An analysis of data indicates that a person who is defined as transportation disadvantaged may be underrepresented in the labor market, since this segment of the population does not own transportation or is unable to provide its own transportation.

Automobile Ownership and Use

2024

Labor force (workers 16 years and over)	150,263
Labor force working outside county of residence	4.9%
Labor force with no vehicle(s) available	4%
1 vehicle(s) available	30.6%
2 vehicle(s) available	38.7%
3 or more vehicle(s) available	26.7%

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table: S0801*

Means of Transportation for Work Related Trips

Sixty-nine percent of Leon County workers drove to work alone in 2024, 10 percent carpooled, 2 percent took public transportation, and 19 percent used other means. Among those who commuted to work, it took them on average 20.9 minutes to get to work.

Historic Traditions/Cultural Descriptions

Leon County is part of the least populous planning region in the State, the Apalachee Region. Although the region has not seen the phenomenal growth experienced by much of the rest of the state, the rate of growth has increased steadily and is projected to continue.

The slower rate of growth in the Apalachee Region has resulted in the preservation of many of the natural, historic, and cultural resources. There are many special features in the region, some of which are unique in the state: wetlands; springs and sinkholes; ridge and ravine systems; and the numerous state and national parks, preserves, and forests. Wetlands cover more than 25 percent of the region's land area and constitute an important natural feature. Wildlife of many species relies on these areas for habitat and cover. In addition, these areas serve as a vital function in the hydrologic cycle by acting as a buffer zone for floodwaters, recharging, and discharging the aquifer, and filtering debris and pollutants from run-off. Freshwater springs and sinks are features that enhance the region. Five of the ten largest first magnitude springs in the state are in the Apalachee Region. These crystal-clear springs and sinkholes are important local recreational and aesthetic resources. Some are open to the public, many are privately owned. The ridge and ravine systems of north Liberty and west Gadsden Counties are unique in the state, and the endangered *Torreya* tree is found only in this specific local area and in parts of California and China. In addition to numerous local recreational facilities, the Apalachee Region is home to many state parks and recreation areas; the Apalachee National Forest, the largest national forest in the state; two national wildlife refuges and aquatic preserves; and over 80 historic and archaeological sites. These numerous natural features contribute to the maintenance of a quality of life that includes natural resource harvesting (such as agriculture and silviculture), hunting, outdoor recreation, and low-density development.

Government Descriptions

There are two local governments in Leon County --- one incorporated community and the unincorporated area, which is governed by the Leon County Board of County Commissioners. Due to the inclusion of the state capital within the Apalachee Region virtually every state agency has an office within the region. Most federal agencies have a state headquarters office in Tallahassee, as well. As is to be expected because of the proximity of the state capital, government is one of the primary employment sectors.

c. Employment

Government employment, particularly state employment, in Tallahassee and Leon County has historically been the stabilizing force on the economy. In 2024, for the employed population 16 years and over, the leading industries in Leon County were educational services, health care, and social assistance at 26.8 percent; public administration at 14.4 percent; professional, scientific, management, administrative, and waste management services at 12.9 percent; arts, entertainment, recreation, accommodation, and food services at 12.6 percent; and retail trade at 11.6 percent. Government employment has historically kept the unemployment rate in the area well below state and federal levels.

Employment Statistics 2024

Population 16 years and over	252,300
Labor Force Participation rate	64.8%
Unemployment rate	6.3%
Percentage of families below the income poverty level	14.2%
Median household income	\$63,548

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table: DP03*

Employment by Industry 2024

<i>Type of Industry</i>	<i>Percentage of workers 16 years and over</i>	<i>Type of Industry</i>	<i>Percentage of workers 16 years and over</i>
Agriculture, forestry, fishing and hunting, and mining	0.3%	Information, Finance and insurance, and real estate and rental and leasing	5.4%
Construction	4.4%	Professional, scientific, and management, and administrative and waste management services	12.9%
Manufacturing	2.7%	Educational services, health care and social assistance	26.8%
Wholesale trade	1.1%	Arts, entertainment, recreation, and accommodation and food services	12.6%
Retail trade	11.6%	Other Services, except public administration	3.9%
Transportation and warehousing, and utilities	4%	Public administration	14.4%

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table: DP03*

Occupations and Types of Employers

Among the most common occupations were management, business, science, and arts occupations at 48.4 percent; sales and office occupations at 19.9 percent; service occupations at 19.5 percent;

production, transportation, and material moving occupations at 7.1 percent; and natural resources, construction, and maintenance occupations at 5.1 percent. Sixty-six percent of the people employed were private wage and salary workers; 29 percent were federal, state, or local government workers; and 5 percent were self-employed.

d. 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 attractors include shopping areas, employment centers, medical facilities, educational facilities, governmental offices and recreational areas.

While the majority of the trips made by clients occur within the confines of the county, many of the trips are located in neighboring counties or even more distant communities such as Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling is required on the part of the community transportation coordinator in order to deliver these services efficiently.

Trip generators and attractors were identified by the planning agency and the community transportation coordinator and are listed below.

Trip Generators and Attractors

<i>Education</i>	Florida A & M University	1601 S Martin Luther King Jr Blvd, Tallahassee
	Florida State University	222 S Copeland St, Tallahassee
	Leon County Schools (Multiple Campuses)	2727 West Pensacola Street, Tallahassee
	Tallahassee State College	550 Appleyard Drive, Tallahassee
<i>Health Care Facilities</i>	Apalachee Center	2634 Centerville Road, Tallahassee
	Bond Community Health Center	1720 South Gadsden Street, Tallahassee
	Bond Specialty & Community Wellness Center (OB/GYN and Pediatric Care)	1549 S. Monroe Street, Tallahassee
	Capital Region Medical Center	2626 Capital Medical Boulevard, Tallahassee
	DaVita Kidney Dialysis (3 Locations)	1607 Physician's Drive, Tallahassee
	Everex Florida LLC	1407 E Lafayette St, Tallahassee
	Hangar Clinic	2717 Mahan Drive, Tallahassee
	Monaco Holdings LLC	2410 S Adams St, Tallahassee
	Neighborhood Medical Center	2613 South Monroe Street, Tallahassee
	Neighborhood Medical Center	2295 Pasco Street, Tallahassee

	Patients First (7 Locations)	1690 North Monroe Street, Tallahassee
	Tallahassee Memorial Hospital (Multiple Campuses)	1300 Miccosukee Road, Tallahassee
	Veteran's Hospital	2181 Orange Avenue, Tallahassee
<i>Shopping Centers</i>	Capital West Plaza	4330 West Tennessee Street, Tallahassee
	Governor's Marketplace	1500 Governor's Square Blvd, Tallahassee
	Governor's Square Mall	1500 Apalachee Parkway, Tallahassee
	Gulf Wind Shopping Center	1416 Apalachee Parkway, Tallahassee
	Manor at Midtown	1122 Thomasville Road, Tallahassee
	Market Square Tallahassee	1410 Market Street, Tallahassee
	Ocala Corners	800 Ocala Road, Tallahassee
	Parkway Center	1241 Apalachee Parkway, Tallahassee
	Southside Shopping Plaza	2529 South Adams Street, Tallahassee
	The Centre of Tallahassee	2415 North Monroe Street, Tallahassee
	University Village Shopping Centers	2020 West Pensacola Street, Tallahassee
	Wal-Mart Stores East LP	4400 W Tennessee St, Tallahassee
<i>Social Activities & Organizations</i>	Adult Protective Services	1317 Winewood Blvd Ste 6, Tallahassee
	Bethany Family Services	2207 South Meridian Street, Tallahassee
	Capital Area Community Action Agency	309 Office Plaza Drive, Tallahassee
	Elder Care Services	2518 West Tennessee Street, Tallahassee
	Life Church DBA Genesischurch.tv	4070 N Mission Rd, Tallahassee
	Lighthouse of the Big Bend	3071 Highland Oaks Ter, Tallahassee
	Lutheran Social Services	606 West 4 th Avenue, Tallahassee
	Pyramid Inc	1910 Commonwealth Ln, Tallahassee
	School Board of Leon County	2540 Shumard Oak Blvd, Tallahassee
	Social Security Administration	2000 Old St. Augustine Road, Tallahassee
<i>Housing</i>	Allegro	4501 West Shannon Lakes, Tallahassee
	ASI Savannah Sound LLC	1950 North Point Blvd, Tallahassee
	Azalea Gardens	2427 Ox Bottom Road, Tallahassee

	Bethel Towers	324 North Martin Luther King Jr Blvd, Tallahassee
	Brookdale Hermitage	1780 Hermitage Drive, Tallahassee
	Brookstone I LP	3373 Apalachee Pkwy, Tallahassee
	Centre Point	2255 Centerville Road, Tallahassee
	City of Tallahassee	3025 Schoolhouse Rd, Tallahassee
	Consulate Health Care	1650 Phillips Road, Tallahassee
	Elder Care Services Inc	2518 W Tennessee St, Tallahassee
	Goodbread Community	950 Edgehill Dr, Tallahassee
	Harbor Chase	100 John Knox Road, Tallahassee
	Home Instead	2477 Tim Gamble Pl, Tallahassee
	Independence Landing	2910 Kerry Forest Parkway, and under development at School House Road, Tallahassee
	Macon Community	605 Steele Drive, Tallahassee
	Miracle Hill	1329 Abraham Street, Tallahassee
	Orange Avenue Apartments Redevelopment	2710 Country Club Drive, Tallahassee
	Pacifica Senior Woodmont	3207 North Monroe Street, Tallahassee
	Springfield Apartments	1700 Joe Luis Street, Tallahassee
	St Augustine Plantation	2003 Old St. Augustine Road, Tallahassee
	The Dwellings	5100 Blountstown Hwy, Tallahassee
	Westminster Oaks	4449 Meandering Way, Tallahassee
<i>Governmental Offices</i>	Florida Board of Trustees of Internal Improvement Trust Fund	325 W Gaines St, Tallahassee
	TIITF, Satellite CTR Office	2540 Shumard Oak Blvd, Tallahassee
<i>Recreational Areas</i>	Chaires Community Center	4768 Chaires Crossroad, Tallahassee
	Fort Braden Community Center	16387 Blountstown Highway, Tallahassee
	Jack McLean	700 Paul Russell Road, Tallahassee
	Jake Gaither	700 Paul Russell Road, Tallahassee
	Lake Jackson Community Center	3840 North Monroe Street, Tallahassee
	Laurence-Gregory Community Center	1115 Dade Street, Tallahassee

	Leverne-Payne Community Center	504 West 4 th Street, Tallahassee
	Miccosukee Community Center	15011 Cromartie Road, Tallahassee
	Senior Center – City of Tallahassee	1400 North Monroe Street, Tallahassee
	Walker Ford Center	2301 Pasco Street, Tallahassee
<i>Employment Centers</i>	City of Tallahassee	300 South Adams Street, Tallahassee
	State of Florida – Southwood Satellite Complex	Capital Circle Southeast, Tallahassee
	Tallahassee Memorial Hospital & Professional Office Center	1500 Centerville Road, Tallahassee
	Amazon Fulfillment Center TLH2	2635 Vineland Dr., Tallahassee

e. Inventory of Available Transportation Services

The following is a list of all identifiable transportation services that are currently available in the service area. This includes public, private, non-profit, and local commuter service providers.

Name:	StarMetro	Big Bend Transit, Inc.	Pensacola Cares	RideOn Commuter Services	Leon County School Board
Telephone Number:	850-891-5200	850-574-6266 (Tallahassee)	850-575-0619	850-322-5028	850-488-2636
Contact Person & Title:	Andrea Rosser, Transit Planning Manager	Shawn Mitchell, General Manager	Elizabeth Schlein, Administrator	Tom Thompson, Commuter Assistance Programs	Fredrick Johnson, Transportation Director
Number Vehicles:	97	16	8	-	
Provider Type:	Government	Private, Not for Profit	Private, Non-Profit	Private, Not for Profit	Government
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes	No	No	Yes
Does the provider provide transportation services to the general public?	Yes	Yes	No	Yes	No
What are the criteria for passenger eligibility?	General Public	Program participants and general public	Resident of Tallahassee Developmental Center	18+ Public Workforce and Education Trips	School children
Is the provider part of the coordinated transportation program?	Yes, CTC	Yes, Coordinated Contract	No	No	No

Updated June 2026

III. Service Analysis

In order to ensure service availability, an estimate of the total transportation disadvantaged population and the estimated total demand for trips for the service area must be known. In the coordinated system, the population eligible for program-sponsored trips is larger than the population eligible for trips funded by the Transportation Disadvantaged Trust Fund. Separate population and demand estimates are needed for each of these categories.

This section attempts to estimate the need and demand for transportation services by the various transportation disadvantaged populations. It will provide a quantitative transportation needs profile for the various transportation disadvantaged population segments and will estimate the unmet need for transportation in the service area.

Potential Transportation Disadvantaged Population and the Transportation Disadvantaged Population (formerly referred to as “Category I” and “Category II”)

The Potential Transportation Disadvantaged Population (Category I) refers to the total population of persons who are eligible for trips through the coordinated transportation program (i.e., persons who have a disability, are elderly, children-at-risk, and/or are low income). This population is eligible for trips purchased by social service agencies.

The Transportation Disadvantaged Population (Category II) is a subset of the Potential Transportation Disadvantaged Population and includes those persons who, because of their disability, income status, or age, are unable to transport themselves or to purchase transportation, and children who are “high-risk” or “at risk”. Persons who are included in the Transportation Disadvantaged Population are eligible for trips funded through the Transportation Disadvantaged Trust Fund. This population is eligible for trips purchased through the Transportation Disadvantaged Trust Fund as well as for trips purchased by social service agencies.

Program and General Trips

Program trips are trips made by clients of social service agencies for the purpose of participating in programs of the agencies. Examples of program trips are trips to congregate dining facilities, sheltered workshops, job training facilities, and sponsored agency services. Generally, these trips are purchased by the agencies for their clients. Members of both Transportation Disadvantaged populations are eligible for program trips.

General trips are trips made by transportation disadvantaged persons to destinations of their choice, not to agency programs. Examples of general trips are trips to work or grocery stores, and non-Medicaid medical trips. Most general trips are purchased through the Transportation Disadvantaged Trust Fund, although social service agencies purchase some general trips for their clients. Only persons in the transportation disadvantaged population are eligible for general trips purchased through the Transportation Disadvantaged Trust Fund.

Sponsored and Non-Sponsored

In the transportation disadvantaged system, trips are commonly referred to as either sponsored or non-sponsored. These terms should not be confused with program and general. “Sponsored” and “non-sponsored” refer to the funding source for the trip. Sponsored trips are subsidized by social service agencies, while non-sponsored trips are subsidized with the Transportation Disadvantaged Trust Fund. “Program” and “general” refer to the purpose of a trip. All program trips are sponsored because they

are trips funded by social service agencies for transportation to agency programs. General trips can be either sponsored or non-sponsored.

A. Forecasts of TD Population

General TD Population Forecast	2024	2025	2026	2027	2028
Overlapping Circle Component					
E - Estimate non-elderly/disabled/ low income	8,100	8,153	8,206	8,259	8,313
B - Estimate non-elderly/ disabled/not low income	17,715	17,830	17,946	18,062	18,180
G - Estimate elderly/disabled/low income	2,049	2,062	2,076	2,089	2,103
D - Estimate elderly/ disabled/not low income	12,238	12,317	12,398	12,478	12,559
F - Estimate elderly/non-disabled/low income	2,012	2,025	2,038	2,051	2,065
A - Estimate elderly/non-disabled/not low income	29,226	29,416	29,607	29,799	29,993
C - Estimate low income/not elderly/not disabled	52,256	52,595	52,937	53,281	53,627
TOTAL GENERAL TD POPULATION	123,596	124,399	125,207	126,020	126,839
TOTAL POPULATION	281,157	282,983	284,821	286,672	288,534

SOURCE: American Community Survey, 2024: PUMA, Center for Urban Transportation Research (CUTR), Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts

B. Needs Assessment

The need for transportation is not the same as the demand for transportation. Transportation need is the amount of travel necessary to provide an adequate standard of living, a quantity not affected by the price of travel. People may have a need to travel independent of their ability or willingness to pay. On the other hand, demand is based on economic willingness to pay and is related to users' income levels. Demand can be measured by the number of people who will use a service at a given price. Need and demand exist in proportion to each other.

Techniques to estimate need are not completely successful, although the Center for Urban Transportation Research has used an approach that estimates demand based on a correlation between ridership and market characteristics of similar services provided in other areas. The approach uses trip rates derived in a study of paratransit demand in San Francisco, California. This approach was chosen because the trip rates are based on actual experiences of paratransit systems that are meeting most or all of the trip demand in their service areas. The Federal Transit Administration also has recommended this approach for use in estimating demand for Americans with Disabilities Act requirements for complementary paratransit services.

Program trips and general trips will be supplied by operators within the coordinated transportation disadvantaged system and by operators currently outside of the coordinated system. The demand for program trips is a derived demand -- the demand depends on the existence of social service programs. Therefore, assuming that these programs provide sufficient funding to transport their clients to their programs, the supply of program trips will equal the demand for the trips. It is assumed that the demand and supply of program trips within the coordinated system and outside of it will increase at the same rate of growth as the potential transportation disadvantaged population.

General trips will be purchased through the Transportation Disadvantaged Trust Fund, through local subsidies, and by local service agencies. Within the coordinated system, it is assumed that the supply of general trips purchased through the Transportation Disadvantaged Trust Fund will increase at the same

rate as the transportation disadvantaged population and that the supply of general trips purchased through local subsidies and by social service agencies will increase at the same rate as the potential transportation disadvantaged population.

The forecasted unmet demand for transportation disadvantaged trips is the difference between the demand and the supply of these trips. All of the unmet demand consists of demand for general trips.

Since virtually all program trips are sponsored, all demand for “program” trips should be able to be met. A primary objective for the community transportation coordinator is to meet as much demand as possible, although the supply of general trips is dependent on funding from the Transportation Disadvantaged Trust Fund established for non-sponsored trips and other sources.

To solicit concerns and comments regarding the transportation needs and the program, a public hearing is held annually. Concerns can be expressed verbally or written. All concerns are noted in the minutes of the public hearing and responded to in a timely manner.

During the annual evaluation of the community transportation coordinator, the local coordinating board will survey riders of the system. The survey evaluates the transportation program and the services it provides, but it also addresses unmet needs of the users. Rider surveys may be conducted by telephone or on-board during a scheduled trip during a designated period of time.

The Transportation Disadvantaged Improvement Program identifies transportation improvements (such as capital purchases, renovations to buildings), indicates the transportation disadvantaged coordinating board’s priorities, groups improvements into staging periods, and includes realistic estimates of costs and revenues for the program period.

New vehicles will be needed to replace old vehicles and to allow for the service expansion that is necessary to provide the increasing number of transportation disadvantaged trips that are forecast during the study period. Transportation disadvantaged trips are provided by a variety of vehicles including automobiles, buses, and vans. Each type of vehicle has unique operating characteristics and replacement cycles. The number of new vehicles required to replace old vehicles was forecasted based on the assumption of the average useful life, increase in vehicle miles required to supply the additional trips forecasted during the period, current average trip lengths and current average service efficiency.

Five-Year Transportation Disadvantaged Improvement Plan

Project Year	Project Name	Asset Category	Cost	Fund Source	Priority
2021					
2021	Electric Bus Battery Lease (15 Buses)	Revenue Vehicles	\$407,880	Sec. 5307	Med
2021	Fleet Infrastructure and Charging Study	Facilities-Adm	\$265,000	ARP 5307	Med
2021	Fuel Island Roof and Fire Suppression Replacement	Facilities-Adm	\$130,000	Sec. 5339	Med
2021	Replace Shop Overhead Doors	Facilities-Adm	\$278,000	Sec. 5339	Med
2021	Purchase 1 Depot Charger for Garage	Equipment	\$58,000	Sec. 5339	Med
2021	Concrete for Shelters	Facilities	\$100,000	ARP	Med
2022					
2022	Replace 3 Diesel Buses with Battery Electric Bus	Revenue Vehicles	\$3,000,000	Sec. 5307	High
2022	Electric Bus Battery Lease (15 Buses)	Revenue Vehicles	\$407,880	Sec. 5307	Med
2022	Stop Improvements	Facilities - Pass	\$610,000	Blueprint	High
2022	CK Steele Audio/Display	Facilities - Pass	\$240,000	ARP	Med
2022	Post-COVID Marketing	Facilities-Adm	\$30,000	ARP	Med
2022	Travel Trainer Program	Facilities-Adm	\$30,000	Sec. 5310	Med
2022	TDP/Annual Progress Report	Facilities-Adm	\$40,000	ARP	Med
2022	Route Optimization Study	Facilities-Adm	\$400,000	HOPE	Med
2022	Radio for supervisors, operators, and dispatch	Equipment	\$78,000	ARP	Med
2022	Trapeze/TransitMaster and Hardware	Technology	\$1,260,791	ARP	High
2022	Security Fence at Appleyard	Facilities-Adm	\$165,000	CRRSAA	High
2022	Parking lot reseal and stripe	Facilities-Adm	\$83,000	CRRSAA	Med
2022	Rehabilitate transit bus diesel engines	Revenue Vehicles	\$200,000	Sec. 5339	High
2022	Garage charger	Equipment	\$100,000	Sec. 5339	Med
2023					
2023	Charging Infrastructure Project Phase 1 (16 bus charging equipment and strategy)	Equipment	\$12,500,000	Infrastructure	High
2023	Replace 2 Diesel Buses with Battery Electric Bus	Revenue Vehicles	\$3,000,000	Sec. 5307	High
2023	Electric Bus Battery Lease (15 Buses)	Revenue Vehicles	\$407,880	Sec. 5307	Med
2023	Replace 2 Demand Response Vans	Revenue Vehicles	\$300,000	Sec. 5339	Med
2023	Stop Improvements	Facilities - Pass	\$610,000	Sec. 5339	High
2023	Transit Signal Priority	Technology	\$400,000	ARP	Med
2023	Southside Transit Center	Facilities-Adm	\$2,400,000	Infrastructure	High
		Facilities-Adm	\$1,000,000	Blueprint	High
2023	Travel Trainer Program	Facilities-Adm	\$30,000	Sec. 5310	Med
2023	TDP/Annual Progress Report	Facilities-Adm	\$40,000	ARP	Med
2023	2 Bay addition w/ paint booth and 1 bay conversion for demand response with depot chargers	Facilities-Adm	\$2,000,000	Sec. 5339	Med
2023	Sewer Line Replacement at StarMetro HQ	Facilities-Adm	\$500,000		High
2023	Concrete work at CK Steele Plaza	Facilities - Pass	\$600,000		High
2024					
2024	Replace 4 Diesel Buses with Battery Electric Bus	Revenue Vehicles	\$3,000,000	Sec. 5307	High
2024	Electric Bus Battery Lease (15 Buses)	Revenue Vehicles	\$407,880	Sec. 5307	Med
2024	Replace 2 Demand Response Vans	Revenue Vehicles	\$300,000	Sec. 5339	Med
2024	Stop Improvements	Facilities - Pass	\$612,500	Blueprint	High
2024	CK Steele Redevelopment Study	Facilities-Adm	\$750,000	ARP	High
2024	Travel Trainer Program	Facilities-Adm	\$30,000	Sec. 5310	Med
2024	TDP/Annual Progress Report	Facilities-Adm	\$40,000	ARP	Med
2025					
2025	Replace 4 Diesel Buses with Battery Electric Bus	Revenue Vehicles	\$3,000,000	Sec. 5307	High
2025	Electric Bus Battery Lease (15 Buses)	Revenue Vehicles	\$407,880	Sec. 5307	Med
2025	Replace 2 Demand Response Vans	Revenue Vehicles	\$300,000	Sec. 5339	Med
2025	Travel Trainer Program	Facilities-Adm	\$30,000	Sec. 5310	Med
2025	TDP/Annual Progress Report	Facilities-Adm	\$40,000	Sec. 5307	Med
2025	Stop Improvements	Facilities - Pass	\$612,500	Blueprint	High
2026					
2026	Charging Infrastructure Project Phase 2 (16 bus charging equipment and strategy)	Equipment	\$2,500,000	Infrastructure	High
2026	Replace 4 Diesel Buses with Battery Electric Bus	Revenue Vehicles	\$4,000,000	Sec. 5307	High
2026	Electric Bus Battery Lease (15 Buses)	Revenue Vehicles	\$407,880	Sec. 5307	Med
2026	Replace 2 Demand Response Vans	Revenue Vehicles	\$170,000	Sec. 5339	Med
2026	Travel Trainer Program	Facilities-Adm	\$30,000	Sec. 5310	Med
2026	TDP/Annual Progress Report	Facilities-Adm	\$170,000	Sec. 5307	Med
2026	Stop Improvements	Facilities - Pass	\$612,500	Blueprint	High
2026	CK Steele Redevelopment Construction	Facilities-Adm	\$17,500,000	Blueprint	High
2026	LBB 5310 Paratransit Van	Revenue Vehicles	\$52,000	Sec. 5310	High

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C. Barriers to Coordination

The purpose of this section is to identify transportation disadvantaged services that are needed but not currently being provided because of the barriers to coordination that exist.

a. Agencies Not Participating in the Coordinated System

With Chapter 427, F.S., the Legislature is attempting to coordinate transportation services for the transportation disadvantaged by establishing Transportation Disadvantaged Coordinating Boards to oversee local coordination efforts. These Boards are staffed by the local Metropolitan Planning Organization (MPO) or by some other designated official planning agency (DOPA), often a regional planning council (RPC). The Transportation Disadvantaged Coordinating Boards review and approve the CTC's Memorandum of Agreement prior to its transmittal to the Florida Commission for the Transportation Disadvantaged. Contracts with individual transportation operators or carriers and local coordination agreements are also reviewed and approved by the Board.

As outlined in Chapter 427, F.S., the community transportation coordinator (CTC) is at the center of the local coordination effort. Local and state agencies are required to participate in the coordinated transportation system if they receive local, State, or Federal funds for the transporting of transportation disadvantaged persons. A recent revision of the Statute allows agencies that provide their own transportation to circumvent coordination by executing a coordination agreement with the CTC.

A *coordination agreement* is defined as:

"a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation service to and from the community transportation coordinator."

If an agency fails to develop a coordination agreement with the CTC, the Commission for the Transportation Disadvantaged may pressure agencies funding local programs to withhold funding. Though the Transportation Disadvantaged Coordinating Board has requested the Commission to do so in Leon County, the Commission has deferred such action.

b. Disseminating Information to the Public

Communication with the coordinated system continues to be improved. Increased communication in the TD community has increased awareness of service provisions and limitations.

The riders, purchasing agencies, support coordinators, operators, and other persons involved in the TD program need to be aware of the policies and procedures of the systems. As new information becomes available from the Commission for the Transportation, it should be disseminated to the groups mentioned above. The Local Coordinating Board meetings have become forums for these groups to learn and participate in the operation of the Leon County system. As of 2020, the website for ARPC has TDCB meeting dates and posts the TDSP, as well as contacts for the entire region.

c. Decreased Funding Levels

Another constraint to the coordination system is the decreased level of funding for transportation services. Agencies are streamlining their budgets to trim costs, but the transportation need is still there. The agencies need to realize that the cuts to the transportation budgets severely impact the users of the TD system.

Historically, in Leon County, the primary barrier to coordination is funding. The demand for service exceeds available funding. The CTC will continue to work to provide as much service as possible.

Unfortunately, efforts of this nature are often hindered most by those people who would benefit most. Many customers are resistant to shared transportation, but single-passenger transportation can be extremely expensive. Further, local organizations often do not encourage their clients to utilize the fixed route system whenever possible. Creating dependence on paratransit services results in less availability for customers who require door-to-door service. The cost of paratransit service is often needlessly inflated by the customer (or insurance company) selecting a physician or medical facility located at a considerable distance from their home, even when comparable service is available nearby.

The CTC was approved in 2022 to pursue an on-demand pilot program, expanding paratransit and TD services to include taxi companies and transportation network companies (TNCs). Trips will be subsidized for equal or less than the amount paid contracted trips.

More service can be provided with the available funds if more trips are moved to the fixed-route bus system, average trip distance shortened, and technology is leveraged to outsource trips at lower costs.

Since the 2002 plan, the TDCB has benefited greatly from a generous annual contribution from the Leon County Board of County Commissioners. The contribution has totaled nearly \$1.3 million during that time. It has been used to meet unmet need as well as a match to leverage other grant sources.

IV. Goals, Objectives, and Strategies

Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan and each component. They are important policy statements that have been carefully considered by the community transportation coordinator, the designated official planning council with the direction and support of the transportation disadvantaged coordinating board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area.

The goals and objectives are based on requirements of Chapter 427, Florida Statutes, and those of the Commission, but are adapted to the local planning area. It should also be noted the goals and objectives would be used, in conjunction with findings of the needs/demands analysis, to develop strategies for goal attainment.

The goals and objectives will be evaluated annually with the required Commission for the Transportation Disadvantaged evaluation elements, noting deficiencies and corrective actions, service improvements and expansions. The information will be based on the most recent annual operating report.

The Mission of the Tallahassee-Leon County Coordinated Transportation System is:

“To increase the mobility of Leon County’s transportation disadvantaged population through the countywide coordination of transportation service, in an economically efficient manner, in conformance with applicable law.”

GOAL 1: Ensure Availability of Service to the Transportation Disadvantaged

Objective 1: Promote the provision of services to meet the demand for sponsored and non-sponsored trips.

Objective 2: Promote a variety of transportation services to serve diverse user needs.

Policy 1.2.1: The CTC will continue to implement the Transportation Disadvantaged bus pass program.

Objective 3: The Coordinating Board has established eligibility criteria to be implemented by the Community Transportation Coordinator.

Policy 1.3.1: The Coordinating Board shall review eligibility criteria on a regular basis and amend as necessary.

Objective 4: As necessary, the Coordinating Board will establish or amend priorities for the types of trips provided by the coordinated system.

Objective 5: The Coordinating Board and the CTC shall participate in the emergency preparedness plan of the City of Tallahassee and Leon County.

GOAL 2: Ensure That Service is Delivered in the Most Effective and Efficient Manner

Objective 1: Promote and implement the most cost-effective method of transportation.

Policy 2.2.1: The CTC shall utilize the most cost-effective mode of transportation for out-of-county trips.

Policy 2.2.2: The CTC shall continue to work cooperatively with the Commuter Services of North Florida on a TD commuter assistance program.

Policy 2.2.3: The Coordinating Board shall evaluate the Coordinated System to identify any needed improvements.

Policy 2.2.4: The CTC will continue to utilize an automated system for trip scheduling and tracking purposes.

Goal 3: Ensure That Quality of Service Meets the Established Standards

Objective 1: Provide courteous customer relations and passenger comfort.

Objective 2: Seek service that minimizes customer travel and wait times.

Objective 3: Provide safe and reliable service, through the implementation of the following policies:

Policy 3.3.1: The CTC shall require all system operators to develop and maintain vehicle maintenance reports.

Policy 3.3.2: The Coordinating Board and the CTC shall identify training needs. The CTC shall organize training sessions for operators in those identified areas.

Goal 4: Ensure Program Accountability

Objective 1: Adhere to procedures, rules and regulations, and standards established by the Federal government, State of Florida, and the Commission for the Transportation Disadvantaged.

Objective 2: The Coordinating Board shall require the CTC to furnish uniform, accurate, and timely submittals of data and contracts.

Policy 4.2.1: Continue to submit an accurate Annual Operating Report (AOR), including data from all purchase of service and coordination contracts.

Goal 5: Monitor the System to Determine That Community Transportation Disadvantaged Needs Are Being Met

Objective 1: Each year the Coordinating Board will conduct an annual public hearing.

Objective 2: Each year the Coordinating Board will determine the need to conduct an annual survey of riders.

Objective 3: Each year the Coordinating Board will determine the need to conduct an annual survey of purchasing agents.

Objective 4: Each year the Coordinating Board will conduct an evaluation of the Community Transportation Coordinator.

Goal 6: Ensure Coordinating Board Development and Function

Objective 1: Ensure effective participation of the Coordinating Board through the following policies:

Policy 6.1.1: The coordinating board shall maintain the Grievance subcommittee. Other subcommittees may be established as needed.

Policy 6.1.2: Depending on financial resources, the Coordinating Board shall send at least one Board Member to a state, regional, or national transportation meeting annually.

Objective 2: Provide new board members with orientation of transportation disadvantaged laws, regulations, and policies.

Objective 3: Continue Transportation Disadvantaged Board training as needed.

Goal 7: Improve Awareness of System Services and Limitations.

Objective 1: Provide information on the availability of service, schedules, routes, and rate structure.

Policy 7.1.1: The Coordinating Board, in cooperation with the CTC, shall conduct a continuous public information program. This program may include, but not be limited to, the CRTPA newsletter, articles in the newspaper and /or inserts in utility bills, public service announcements, radio ads, television ads, talk shows, the telephone book, and the Internet.

Policy 7.1.2: The Coordinating Board will continue to fully coordinate its efforts with the update of the Capital Region Transportation Planning Agency Community Involvement Plan and include policies and strategies that will comply with Title VI of the Civil Rights Act of 1964.

Policy 7.1.3: The Coordinated Board will endeavor to improve the transportation system by making the medical and user community aware of the system functions and limitations.

Policy 7.1.4: The Coordinating Board will establish a Speaker's Bureau.

Policy 7.1.5: The Coordinating Board will increase its efforts to promote the Voluntary Dollar Program.

Goal 8: Promote Community Resource Development

Objective 1: Encourage the City of Tallahassee to continue their financial participation in the coordinated system.

Objective 2: Encourage Leon County to continue their financial participation in the coordinated system.

Objective 3: Explore alternative revenue sources.

Goal 9: Create Additional Transportation Opportunities

Objective 1: The Coordinating Board will take a pro-active role in developing other transportation opportunities for the Transportation Disadvantaged.

Policy 9.1.1: The Planning Agency (ARPC) will participate in the review of any amendments to the Year 2040 Long Range Transportation Plan.

V. Implementation Schedule

3-Year Implementation Transportation Disadvantaged Improvement Program

Operators will provide capital improvements as needed to comply with their contract with StarMetro and the City of Tallahassee.

Implementation Schedule

The implementation schedule includes the activities the TDCB and CTC will undertake to fulfill the goals and objectives of this plan.

Ongoing Activities:

Terms

Winter Quarter or Winter Quarterly Meeting: The three months from January 1 to March 31. The quarterly meeting usually takes place in February.

Spring Quarter or Spring Quarterly Meeting: The three months from April 1 to June 30. The quarterly meeting usually takes place in June.

Summer Quarter or Summer Quarterly Meeting: The three months from July 1 to September 30. The quarterly meeting usually takes place in September.

Fall Quarter or Fall Quarterly Meeting: The three months from October 1 to December 31. The quarter meeting usually takes place in November.

Service Plan

VI. Operations

A. Types, Hours, and Days of Service

All services are curb-to-curb except for the fixed route bus system. Door-to-door service is provided as needed and customers requiring a greater level of service are identified on the driver's mobile data terminal or tablet. A monthly free bus pass program for StarMetro's fixed route system is available for transportation disadvantaged customers where applicable.

Ambulatory and wheelchair transportation service is offered county-wide. Drivers are not permitted to assist persons in wheelchairs up or down more than one step, through grass or sand, or on an incline of more than 1:12.

General service hours for the coordinated system are Monday through Friday, 5:00 AM to 10:00 PM, Saturday, 6:30 AM to 10:00 PM, and Sunday, 6:00 AM to 7:00 PM. Request for transportation can be made by calling the Community Transportation Coordinator (CTC) or by scheduling their trip online at www.Talgov.com/StarMetro. This website can be accessed by a personal computer, tablet or smartphone and is screen-reader friendly. The CTC has a system in place to create repeating subscription trips. A telephone line is available to receive facsimile (FAX) information. The CTC office hours are 8:00 AM to 5:00 PM, Monday through Friday.

The Call Center is open 6:00 AM to 11:00 PM, Monday through Saturday, and 11:00 AM to 7:00 PM on Sunday. Customers can cancel their trips online no less than 48 hours in advance, and after hours, voicemail is available. The Paratransit Operations Supervisor is on call to assist customers having trouble with transportation after the close of the business day. Trip subsidies and same-day trip scheduling for the Options Pilot Program will be limited to Call Center Hours during the course of the pilot.

Requests for service must be made no later than 5:00 PM on the business day prior to the trip. Reservation requests are accepted up to 14 days in advance of the trip. No telephone or online reservations are accepted after 5:00 PM on the business day before service is expected.

Return trips must be requested at the time of the original booking, with same-day changes limited to trips for medical and life-sustaining purposes. Customers are advised to be ready for pickup at the start of their 30-minute pick-up window, which is calculated based on their location, destination, and appointment time, when applicable.

The CTC office will be closed for the following holidays (though the Call Center will remain open for reduced hours):

- New Year's Day
- Martin Luther King, Jr. Day
- Emancipation Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day

➡ Election Day

The CTC office and Call Center will be closed for these Holidays:

- ➡ Thanksgiving Day and the following Friday
- ➡ Christmas Day

The CTC provides services on all holidays except Thanksgiving Day and Christmas Day.

B. Accessing Services

The CTC maintains a telephone system available to receive toll free calls within the coverage area. The CTC uses the Florida Relay Service permitting access to hearing impaired users. The number for the CTC reservations system and administration is: (850) 891-5199.

The StarMetro office hours are Monday through Friday, 8:00 AM to 5:00 PM, but customers may call the Call Center after hours, to cancel, check the status of a trip, or address a customer concern.

Customers can be assured of timely service if:

- ➡ Return trips are scheduled in advance. Return trips cannot be scheduled less than 60 minutes after the scheduled arrival time.
- ➡ Customers allow themselves 15 minutes upon arrival to disembark, travel to their appointment location, clock in for work, or do anything else they need to do. For example, if a work shift starts at 9:00 AM, the customer should tell the representative they need to be there at 8:45 AM so the transportation can be scheduled accordingly.
- ➡ Customers are ready at the beginning of the 30-minute pick-up window. For ADA qualified customers inside three-quarters of a mile of the StarMetro fixed-route system, this will be 60 minutes in advance of the scheduled appointment. For customers outside the City of Tallahassee, this will be 90 minutes in advance of the scheduled appointment. Drivers will wait no more than five minutes for a customer. The CTC will make a reasonable effort to contact the customer and confirm the location before moving on.
- ➡ Customers are specific about the type of service required (i.e., wheelchair, etc.) and the destination (i.e., address, suite number, doctor's name, etc.) Service is curb-to-curb by default. Door-to-door service will be provided as needed, if requested in advance and noted by the CTC on the trip reservation. The driver should not be expected to assist customers to specific offices, departments or floors within large medical facilities and cannot provide personal care attendant services for the customer. A personal care attendant or companion should accompany customers who are unable to care for themselves.
- ➡ Customers cancel unneeded trips ahead of time, no later than one hour before the scheduled pickup time. If the trip has not been canceled and the customer is not at the designated place during the pick-up window, or if the customer calls to cancel the trip within one hour of the requested pick-up window, the customer may receive a no-show.

For more information, please refer to Customer No-Shows under Commission Service Standards (Section III).

Eligibility of Non-Sponsored Trips Funded through the Transportation Disadvantaged Trust Fund

This service is offered only to those persons who are transportation disadvantaged, as defined by Chapter 427, Florida Statutes, and whose trips cannot be subsidized by another funding agency.

Anyone utilizing the non-sponsored funds must complete an application for transportation assistance and qualify as transportation disadvantaged. The CTC will provide an accessible online application for download on its website in addition to having the application available by mail, email, fax, or by request at the office. The application must be processed and approved prior to the scheduling of transportation. The application approval process, after receipt of all appropriate paperwork, may take up to 21 days for evaluation and approval for eligibility. To be approved for the CTC Program, the following must be true:

- Applicant requires transportation outside of the StarMetro fixed route bus service area or hours.
- Applicant is solely dependent on others for their transportation needs.

AND the applicant must be one or more of the following:

- 60 years of age or older.
- Have a diagnosed medical condition or disability.
- Participating in an approved income-based assistance program.

CTC Program trips are only considered non-sponsored if the trip occurs outside of fixed route bus service area or hours and the trip is not qualified for FDOT 5311 reimbursement.

Prioritization of Non-Sponsored Trips Funded through the Transportation Disadvantaged Trust Fund

Effective July 1, 2003, and reaffirmed January 10, 2009, and June 26, 2024, a Prioritization Policy for non-sponsored trips was adopted by the Local Coordinating Board for trips provided by the Transportation Disadvantaged Trust Fund. The policy ranks certain trip purposes in a priority order. Trips will be provided based on available funding and seating availability. This translates to a daily “cap” where the Trip Prioritization is followed. There may be days where the Community Transportation Coordinator cannot provide every single trip requested.

Priority	Trip Purpose - Categories and Definitions
1	<i>Dialysis</i> – Medical, daily to weekly scheduled, life-sustainment treatment
2	<i>Medical</i> – Medical, dental, or therapeutic services including hospital appointments, clinic visits, health department or other necessary medical-related care.
3	<i>Employment/Education</i> – Work, employment, job-seeking, education, or life skills related training.

Advance Reservation Requirement

All trips scheduled with the coordinated system must be scheduled the day prior (excluding weekend days) to the transportation request. The daily limit for non-sponsored trips may be met prior to the business day before the ride is needed.

Reservation Service

The name(s), origin, and destination address(es) for the customer(s) to be transported, with the appointment time, are placed with the CTC no later than 5:00 PM on the last business day before the

day of travel. Reservations may be made up to fourteen (14) days in advance of the trip when funding allows.

Subscription Service

The purchaser of services or customer submits a request for subscription service no later than 5:00 PM on the business day before the service is to start. This request is a standing trip, which is an on-going trip that regularly occurs, such as customers from the Agency for Persons with Disabilities, or TD dialysis customers. These customers' trips will automatically be generated without the customer needing to call in individual trip requests.

The purchaser will provide the CTC with timely revisions to the Subscription Service Plan in order to update the standing trip request.

Fare Policy

The TDLCB has set a fare of \$2.50 for trips provided by the non-sponsored trip grant. The Leon County grant reimburses the CTC for a percentage of the cost of the trip; the fare is designed to cover the remaining 10% of the cost of the trip. The CTC will reimburse the provider with the full contract cost of the trip, less the fare collected.

Public Awareness of Non-Sponsored Funds

Brochures describing the coordinated transportation system, outlining eligibility criteria, and services provided, will be distributed to social service agencies within the designated area. Additionally, our Communications Division personnel, including our Travel Trainer, conduct outreach events in coordination with other COT departments. Additionally, the staff participates in other agency's staff and advocacy groups meetings so as to promote StarMetro services. The CTC will meet with social service agency staff and advocacy groups on a frequent basis, to ensure that those individuals eligible for service have access to the system. Information on the Transportation Disadvantaged Voluntary Dollar program will continue to be made available to the driving public. All citizens of Leon County will be encouraged to participate.

Other Procedures

Driver Training: The contracted service providers will have a driver training program in place. The training will meet the requirements of Rule Chapter 14-90, Florida Administrative Code, as amended.

Emergency, Collision, Incident, and Delay Procedures: The CTC, through contractual agreements with service providers and in the System Safety Program Plan (SSPP), establishes policies for the handling of emergencies, collisions, and delays. Service providers are to notify the CTC and appropriate emergency personnel immediately if an emergency, collision, or schedule delay occurs. The service providers must also submit a written collision or incident report and management analysis, within 24 hours. If bodily injury and/or property damage exceeds levels outlined in the U.S. DOT policies, then driver is required to undergo drug and alcohol testing as per Federal guidelines.

- ➡ If service delays occur, the CTC may reassign trips. Where possible, customers will be notified of extended delays and alternate arrangements. To handle delays, each service provider is required to have one back up vehicle for every ten vehicles in service. If delays occur, the CTC may reassign trips to other service providers. If an extended delay results, the customer will be notified, and a satisfactory resolution will be reached.

- ➡ Collisions involving a fatality must be reported to both FDOT and the Commission for Transportation Disadvantaged not more than 24 hours after the CTC becomes aware of the fatal collision. Any other collision, those not involving a fatality, with over \$500 in property damages, must be reported to the Commission not more than 72 hours after the CTC becomes aware of the collision.
- ➡ Copies of any collision reports prepared or received by the CTC and the individual service providers are also required. Records kept include personnel data, operational reports, dispatching logs, driver trip sheets, and reports of collisions, incidents, and service delays.

C. Transportation Operators and Coordination Contractors

Transportation service providers shall maintain insurance limits consistent with their contract with the CTC. CTC requirements shall meet or exceed standards established by the Commission for the Transportation Disadvantaged and applicable Florida Statutes and Florida Administrative Codes.

Using procedures established by the City of Tallahassee which meet all state and Federal requirements for procurement, Requests for Proposals were published and received pursuant to City policy.

Requests for Proposals are reviewed and those meeting the advertised criteria are awarded trips.

StarMetro has entered contracts with the transportation service providers approved under the Request for Proposal process conducted by the CTC. Should at any time service levels change, StarMetro makes no guarantee as to the total number of vehicles, hours, or trips that a transportation service provider will receive. These contracts are for three years, with two optional one-year renewals. The CTC, however, is not bound to renewal and may re-bid services at any time with contract expiration or termination for cause or convenience.

The rate paid to contracted service providers is covered in the contract and any subsequent amendments.

D. Public Transit Utilization

Efforts to move appropriate and capable customers to StarMetro's fixed route service will continue.

E. School Bus Utilization

School buses are not currently utilized in the coordinated system. Coordination of transportation with Leon County Schools has not proven to be feasible in the past because of similar peak service hours that are mutually encountered. The size and design of school vehicles are specifically for children, and not appropriate for most transportation disadvantaged customers.

Students are eligible for STAR, an opt-in free fare bus pass program.

F. Vehicle Inventory

APPENDIX A – ASSET REGISTER

A1 –Asset Register – Last updated: 10/17/2025

Asset Category	Asset Class	Asset Name	Make	Model	Wheelchair Positions	Qty.	ID/Serial No.	Title Holder	Federal Interest	Acq. Year	Avg. Annual Miles	Vehicle Miles	Replacement Cost/Value
Revenue Vehicles – Fixed Route	BU2	SB0901	Gillig	G27B102N4	2	1	156GB271691176702	COT-SM	100%	2009	24433	390,932	\$1,200,000
Revenue Vehicles	BU2	SB0902	Gillig	G27B102N4	2	1	156GB271891176703	COT-SM	100%	2009	23302	372,828	\$1,200,000
Revenue Vehicles	BU2	SB0903	Gillig	G27B102N4	2	1	156GB271X91176704	COT-SM	100%	2009	28565	457,033	\$1,200,000
Revenue Vehicles	BU2	SB0904	Gillig	G27B102N4	2	1	156GB271191176705	COT-SM	100%	2009	22543	360,682	\$1,200,000
Revenue Vehicles	BU2	SB0905	Gillig	G27B102N4	2	1	156GB271391176706	COT-SM	100%	2009	38465	615,441	\$1,200,000
Revenue Vehicles	BU2	SB0906	Gillig	G27B102N4	2	1	156GB271591176707	COT-SM	100%	2009	37461	599,375	\$1,200,000
Revenue Vehicles	BU2	SB0907	Gillig	G27B102N4	2	1	156GB271791176708	COT-SM	100%	2009	37880	606,085	\$1,200,000
Revenue Vehicles	BU2	SB0908	Gillig	G27B102N4	2	1	156GB271991176709	COT-SM	100%	2009	40891	654,253	\$1,200,000
Revenue Vehicles	BU2	SB1101	Gillig	G27D102N4	2	1	156GB271081180198	COT-SM	100%	2011	30865	401,244	\$1,200,000
Revenue Vehicles	BU2	SB1102	Gillig	G27D102N4	2	1	156GB271281180199	COT-SM	100%	2011	31158	405,058	\$1,200,000
Revenue Vehicles	BU2	SB1103	Gillig	G27D102N4	2	1	156GB271581180200	COT-SM	100%	2011	28772	374,032	\$1,200,000
Revenue Vehicles	BU3	SB0703	Gillig	G29D102N4	2	1	156GD291371077243	COT-SM	100%	2007	39785	716,125	\$1,200,000
Revenue Vehicles	BU3	SB0707	Gillig	G29D102N4	2	1	156GD271571078395	COT-SM	100%	2007	38446	653,579	\$1,200,000
Revenue Vehicles	BU3	SB0709	Gillig	G29D102N4	2	1	156GD271971078397	COT-SM	100%	2007	35817	608,896	\$1,200,000
Revenue Vehicles	BU3	SB1001	Gillig	G27D102N4	2	1	156GD2719A1177857	COT-SM	100%	2010	39193	587,893	\$1,200,000
Revenue Vehicles	BU3	SB1002	Gillig	G27D102N4	2	1	156GD2710A1177858	COT-SM	100%	2010	38440	576,599	\$1,200,000
Revenue Vehicles	BU3	SB1004	Gillig	G27D102N4	2	1	156GD2719A1177860	COT-SM	100%	2010	52423	786,344	\$1,200,000
Revenue Vehicles	BU3	SB1005	Gillig	G27D102N4	2	1	156GD2710A1177861	COT-SM	100%	2010	42100	631,504	\$1,200,000
Revenue Vehicles	BU3	SB1006	Gillig	G27D102N4	2	1	156GD2712A1177862	COT-SM	100%	2010	44781	671,714	\$1,200,000
Revenue Vehicles	BU3	SB1007	Gillig	G27D102N4	2	1	156GD2714A1177863	COT-SM	100%	2010	40193	602,898	\$1,200,000
Revenue Vehicles	BU3	SB1009	Gillig	G27D102N4	2	1	156GD2718A1177865	COT-SM	100%	2010	37447	561,709	\$1,200,000
Revenue Vehicles	BU3	SB1010	Gillig	G27D102N4	2	1	156GD271XA1177866	COT-SM	100%	2010	40448	606,719	\$1,200,000
Revenue Vehicles	BU3	SB1011	Gillig	G27D102N4	2	1	156GD271A1177867	COT-SM	100%	2010	25458	381,873	\$1,200,000
Revenue Vehicles	BU3	SB1012	Gillig	G27D102N4	2	1	156GD2713A1177868	COT-SM	100%	2010	42734	641,010	\$1,200,000
Revenue Vehicles	BU3	SB1104	Gillig	G27D102N4	2	1	156GD2718B1180363	COT-SM	100%	2011	44989	584,857	\$1,200,000
Revenue Vehicles	BU3	SB1105	Gillig	G27D102N4	2	1	156GD271XB1180364	COT-SM	100%	2011	46378	602,919	\$1,200,000
Revenue Vehicles	BU3	SB1201	Gillig	G27D102N4	2	1	156GD2717C1180405	COT-SM	100%	2012	36644	476,377	\$1,200,000
Revenue Vehicles	BU3	SB1202	Gillig	G27D102N4	2	1	156GD2719C1180406	COT-SM	100%	2012	38365	498,740	\$1,200,000
Revenue Vehicles	BU3	SB1301	Gillig	G27D102N4	2	1	156GD2712D1183052	COT-SM	100%	2013	38992	467,904	\$1,200,000
Revenue Vehicles	BU3	SB1302	Gillig	G27D102N4	2	1	156GD2714D1183053	COT-SM	100%	2013	32954	395,451	\$1,200,000

Asset Category	Asset Class	Asset Name	Make	Model	Wheelchair Positions	Qty.	ID/Serial No.	Title Holder	Federal Interest	Acq. Year	Avg. Annual Miles	Vehicle Miles	Replacement Cost/Value
Revenue Vehicles	BU4	SB1501	Gillig	G27E102N4	2	1	15GGE2719F1092957	COT-SM	100%	2015	33717	337,171	\$1,200,000
Revenue Vehicles	BU4	SB1502	Gillig	G27E102N4	2	1	15GGE2710F1092958	COT-SM	100%	2015	33818	338,176	\$1,200,000
Revenue Vehicles	BU4	SB1503	Gillig	G27E102N4	2	1	15GGE2712F1092959	COT-SM	100%	2015	38472	384,716	\$1,200,000
Revenue Vehicles	BU5	SB1701	Gillig	G31B102N4	2	1	15GGB3111H3190668	COT-SM	100%	2017	49785	398,283	\$1,200,000
Revenue Vehicles	BU5	SB1702	Gillig	G31B102N4	2	1	15GGB3113H3190669	COT-SM	100%	2017	43257	346,055	\$1,200,000
Revenue Vehicles	BU5	SB1703	Gillig	G31B102N4	2	1	15GGB3111H3190670	COT-SM	100%	2017	34787	278,296	\$1,200,000
Revenue Vehicles	BU5	SB1704	Gillig	G31B102N4	2	1	15GGB3111H3190671	COT-SM	100%	2017	40503	324,023	\$1,200,000
Revenue Vehicles	BU5	SB1705	Gillig	G31B102N4	2	1	15GGB3113H3190672	COT-SM	100%	2017	38876	311,006	\$1,200,000
Revenue Vehicles	BU5	SB1706	Gillig	G31B102N4	2	1	15GGB3115H3190673	COT-SM	100%	2017	47639	381,115	\$1,200,000
Revenue Vehicles	BU5	SB1801	Gillig	G31B102N4	2	1	15GGB3112J3192905	COT-SM	100%	2018	47448	284,690	\$1,200,000
Revenue Vehicles	BU5	SB1802	Gillig	G31B102N4	2	1	15GGB3114J3192906	COT-SM	100%	2018	45169	271,011	\$1,200,000
Revenue Vehicles	BU5	SB1803	Gillig	G31B102N4	2	1	15GGB3116J3192907	COT-SM	100%	2018	40073	240,440	\$1,200,000
Revenue Vehicles	BU6	SBE002	Proterra	BE-35	2	1	1M9TG16J3CS816012	COT-SM	100%	2012	7914	102,884	\$1,200,000
Revenue Vehicles	BU6	SBE003	Proterra	BE-35	2	1	1M9TG16J5CS816013	COT-SM	100%	2012	7092	92,194	\$1,200,000
Revenue Vehicles	BU6	SBE004	Proterra	BE-35	2	1	1M9TG16J4DS816022	COT-SM	100%	2013	12312	147,749	\$1,200,000
Revenue Vehicles	BU6	SBE005	Proterra	BE-35	2	1	1M9TG16J6DS816023	COT-SM	100%	2013	9576	114,912	\$1,200,000
Revenue Vehicles	BU6	SB1901	Proterra	XR Plus	2	1	7JZTG11J3KS000041	COT-SM	0%	2019	14191	85,147	\$1,200,000
Revenue Vehicles	BU6	SB1902	Proterra	XR Plus	2	1	7JZTG11J5KS000042	COT-SM	0%	2019	18244	109,464	\$1,200,000
Revenue Vehicles	BU6	SB1903	Proterra	XR Plus	2	1	7JZTG11J5KS000043	COT-SM	0%	2019	11716	82,013	\$1,200,000
Revenue Vehicles	BU6	SB1904	Proterra	XR Plus	2	1	7JZTG11J9KS000044	COT-SM	0%	2019	17075	102,450	\$1,200,000
Revenue Vehicles	BU6	SB1905	Proterra	XR Plus	2	1	7JZTG11J0KS000045	COT-SM	0%	2019	15436	92,617	\$1,200,000
Revenue Vehicles	BU6	SB1906	Proterra	XR Plus	2	1	7JZTG11J2KS000046	COT-SM	0%	2019	19501	117,006	\$1,200,000
Revenue Vehicles	BU6	SB1907	Proterra	XR Plus	2	1	7JZTG11J4KS000047	COT-SM	0%	2019	18345	110,068	\$1,200,000
Revenue Vehicles	BU6	SB1908	Proterra	XR Plus	2	1	7JZTG11J6KS000048	COT-SM	100%	2019	20821	104,107	\$1,200,000
Revenue Vehicles	BU6	SB1909	Proterra	XR Plus	2	1	7JZTG11J8KS000049	COT-SM	0%	2019	12000	72,002	\$1,200,000
Revenue Vehicles	BU6	SB1910	Proterra	XR Plus	2	1	7JZTG11J4KS000050	COT-SM	0%	2019	16976	101,856	\$1,200,000
Revenue Vehicles	BU6	SB1911	Proterra	XR Plus	2	1	7JZTG11J4KS000051	COT-SM	0%	2019	22634	113,170	\$1,200,000
Revenue Vehicles	BU6	SB1912	Proterra	XR Plus	2	1	7JZTG11J4KS000052	COT-SM	0%	2019	17518	87,591	\$1,200,000
Revenue Vehicles	BU6	SB1913	Proterra	XR Plus	2	1	7JZTG11J4KS000053	COT-SM	0%	2019	21995	109,977	\$1,200,000
Revenue Vehicles	BU6	SB1914	Proterra	XR Plus	2	1	7JZTG11J4KS000054	COT-SM	0%	2019	19720	98,600	\$1,200,000
Revenue Vehicles	BU6	SB1915	Proterra	XR Plus	2	1	7JZTG11J4KS000055	COT-SM	0%	2019	18708	112,250	\$1,200,000
Revenue Vehicles	BU6	SB2301	Proterra	ZK5 Plus	2	1	7JZTG12J1PS000755	COT-SM	80%	2023	19977	39,954	\$1,200,000
Revenue Vehicles	BU6	SB2505	Gillig	G28D	2	1	15GGB2815S3201226	COT-SM	80%	2025		3,859	\$1,200,000

Asset Category	Asset Class	Asset Name	Make	Model	Wheelchair Positions	Qty.	ID/Serial No.	Title Holder	Federal Interest	Acq. Year	Avg. Annual Miles	Vehicle Miles	Replacement Cost/Value
Revenue Vehicles	BU6	SB2506	Gillig	G28D	2	1	15GGB2811S3201224	COT-SM	80%	2025	2025	7,055	\$1,200,000
Revenue Vehicles	BU6	SB2507	Gillig	G28D	2	1	15GGB281S3201225	COT-SM	80%	2025	2025	4,302	\$1,200,000
Revenue Vehicles	BU6	SB2508	Gillig	G28D	2	1	15GGB281XS3201223	COT-SM	80%	2025	2025	5,340	\$1,200,000
Revenue Vehicles	BU7	SB2302	Proterra	ZK5 MAX	2	1	71ZTH121J1PS000753	COT-SM	80%	2023	8814	17,627	\$1,200,000
Revenue Vehicles	BU7	SB2303	Proterra	ZK5 MAX	2	1	71ZTH121J3PS000754	COT-SM	80%	2023	6785	13,569	\$1,200,000
Revenue Vehicles	BU7	SB2401	Gillig	G28D	2	1	15GGD2816R3199040	COT-SM	80%	2024	34431	34,431	\$1,200,000
Revenue Vehicles	BU7	SB2402	Gillig	G28D	2	1	15GGD2818R3199041	COT-SM	100%	2024	31635	31,635	\$1,200,000
Revenue Vehicles	BU7	SB2501	Gillig	G28D	2	1	15GGD2819S3201465	COT-SM	80%	2025	6748	6,748	\$1,200,000
Revenue Vehicles	BU7	SB2502	Gillig	G28D	2	1	15GGD2810S3201466	COT-SM	80%	2025	3,617	3,617	\$1,200,000
Revenue Vehicles	BU7	SB2503	Gillig	G28D	2	1	15GGD2812S3201467	COT-SM	80%	2025	3,870	3,870	\$1,200,000
Revenue Vehicles	BU7	SB2504	Gillig	G28D	2	1	15GGD2814S3201468	COT-SM	80%	2025	3,550	3,550	\$1,200,000
Revenue Vehicles – Demand Response	CU1	SB2531	Turtletop	Terra Transit	2	1	1FDFE4FN2SD024015	COT-SM	100%	2025		8,062	\$390,000
Revenue Vehicles	CU1	SB2532	Turtletop	Terra Transit	2	1	1FDFE4FN7SDD24026	COT-SM	100%	2025		5,392	\$390,000
Revenue Vehicles	CU1	SB2533	Turtletop	Terra Transit	2	1	1FDFE4FN3SDD24105	COT-SM	100%	2025		5,159	\$390,000
Revenue Vehicles	CU1	SB2534	Turtletop	Terra Transit	2	1	1FDFE4FN6SDD24034	COT-SM	100%	2025		1,560	\$390,000
Revenue Vehicles	CU2	SB1632	Turtletop	Odyssey	3	1	1FDFE4FS6GDC26182	COT-SM	100%	2016	25257	227,317	\$390,000
Revenue Vehicles	CU2	SB1637	Turtletop	Odyssey	3	1	1FDFE4FS0GDC27392	COT-SM	100%	2016	25128	226,155	\$390,000
Revenue Vehicles	CU2	SB1638	Turtletop	Odyssey	3	1	1FDFE4FS2GDC27393	COT-SM	100%	2016	24523	220,711	\$390,000
Revenue Vehicles	CU2	SB1639	Turtletop	Odyssey	3	1	1FDFE4FS4GDC28335	COT-SM	100%	2016	18958	170,621	\$390,000
Revenue Vehicles	CU2	SB1640	Turtletop	Odyssey	3	1	1FDFE4FS0GDC33452	COT-SM	100%	2016	25314	227,824	\$390,000
Revenue Vehicles	CU2	SB1644	Turtletop	Odyssey	3	1	1FDFE4FS8GDC33456	COT-SM	100%	2016	26552	238,965	\$390,000
Revenue Vehicles	CU2	SB1931	Champion	Challenger	3	1	1FDFE4FS2KDC14054	COT-SM	100%	2019	23115	138,691	\$390,000
Revenue Vehicles	CU3	SB1645	Champion	LF Transport	3	1	1FDFE4FS0FDA30415	COT-SM	100%	2017	12050	96,401	\$390,000
Revenue Vehicles	CU3	SB1647	Champion	LF Transport	3	1	1FDFE4FS9FDA30414	COT-SM	100%	2017	7110	56,876	\$390,000
Revenue Vehicles	CU3	SB1648	Champion	LF Transport	3	1	1FDFE4FS8FDA27603	COT-SM	100%	2017	9563	76,500	\$390,000
Revenue Vehicles	CU4	SB2131	Turtletop	Terra Transit	3	1	1FDFE4FS7FDA30413	COT-SM	100%	2017	5072	40,575	\$390,000
Revenue Vehicles	VN1	SB1932	Champion	Transit 350	2	1	1FDE4FNXMD35098	COT-SM	100%	2021	6762	6,762	\$390,000
Revenue Vehicles	VN1	SB1933	Champion	Transit 350	2	1	1FDVU4XV8KB25968	COT-SM	100%	2019	21958	131,750	\$133,000
Revenue Vehicles	VN1	SB1934	Champion	Transit 350	2	1	1FDVU4XV8KB25969	COT-SM	100%	2019	22341	134,048	\$133,000
						1	1FDVU4XV6KB25970	COT-SM	100%	2019	21075	126,447	\$133,000

G. System Safety Program Plan Certification

The Memorandum of Agreement (MOA) between the CTC and the Commission for the Transportation Disadvantaged requires the CTC to develop and implement an SSPP. The SSPP is the City of Tallahassee commission approved Public Transportation Agency Safety Plan (PTASP). The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Rule Chapter 14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. In accordance with this rule, the plan assures compliance with the minimum standards established and includes safety consideration and guidelines for the following:

- Service providers and CTC management
- Vehicles and equipment
- Operational function
- Driving requirements
- Maintenance
- Equipment for transportation wheelchairs
- Training
- Federal, State, and Local regulations, ordinances, or laws
- Private contracted service provider

The SSPP outlines driver training requirements and vehicle inspection requirements. Required safety equipment for all vehicles is:

- Seat belts
- Wheelchair securement systems and restraining devices (lap and shoulder belts)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits
- Two-way radios
- After January 1, 2018, on-board video cameras will be considered mandatory safety equipment on all service vehicles.

The SSPP limits the number of consecutive hours a driver can work and requires defensive driving and passenger assistance/sensitivity training for all drivers. It further requires all service providers to certify compliance with the SSPP before providing service in the coordinated transportation system. It further requires vehicles to undergo annual 14-90 safety inspections.

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE 14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2025.

DATE: 01/06/2025

TRANSIT SYSTEM: City of Tallahassee - StarMetro

ADDRESS: 300 S. Adams St. Tallahassee, FL 32304

In accordance with Florida Statute 341.061, the Bus Transit System named above and Private Contract Bus Transit System(s) (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) & Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted safety standards in the SSPP & SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, FAC.

Signature: Angela Baldwin

Name: Angela Baldwin Title: Chief Transit Officer
(Type or Print)

Name and address of entity (ies) which has (have) performed safety inspections:

Name/Company: Self Certified

Address: _____

Attachment: (Applicable Contractor(s) - Name, Address, Phone#, Contact Person)

H. Intercounty Services

StarMetro does not provide services outside of Leon County.

I. Emergency Preparedness and Response

The TDLCB will continue to support its policy to participate in Leon County's Natural Disaster/Emergency Preparedness Program. StarMetro will participate consistently with the established policy of the City of Tallahassee.

J. Education Efforts/Marketing

Brochures have been published (<https://www.talgov.com/Uploads/Public/Documents/starmetro/ctc.pdf>) and distributed to both social service agencies and customers. The CTC will continue to meet with social service agencies and advocacy groups on a frequent basis.

Transportation is also available to the public. Any individual may call Big Bend Transit and pay the full cost of the services provided. Generally, the cost of this service is comparable to taxi service. Consequently, most requests for service by the public are for wheelchair service.

K. Acceptable Alternatives

Chapter 427.016(1) (a) F.S. requires that all transportation disadvantaged funds expended in the state be expended to purchase transportation from the CTC. Several agencies have elected not to purchase their transportation within the coordinated system. When appropriate, the CTC will pursue adding these agencies to the coordinated system.

L. Service Standards

The CTC and any service providers shall adhere to the approved Service Standards. The standards that are outlined in Chapter 41-2.006(4), Florida Administrative Code includes the following:

Commission Service Standards

Drug and Alcohol Policy.....41-2.006(4)(a)

Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

Local Policy: Contracted service providers must comply with the requirements of the Federal Transit Administration (49 CFR Part 655) regarding the testing of safety sensitive employees for drug and alcohol use.

Escorts and Children.....41-2.006(4)(b)

An escort of a passenger, and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.

Local Policy: One Personal Care Attendant (PCA) will be allowed if pre-approved through the application process. PCAs will not pay a fare. One companion/dependent child may travel with the eligible customer

and must pay the same fare amount as the eligible customer. PCAs, companions, and dependent children must have the same origin and destination as the Customer. There is no age limit for eligibility, however eligible children requiring assistance must travel with an adult.

Child Restraint Devices.....41-2.006(4)(c)

Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

Local Policy: All customers 5 years of age and under shall be required to use a child restraint device, which shall be provided and installed by the parent/guardian.

Passenger Property.....41-2.006(4)(d)

Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Local Policy: StarMetro's policy is that customers may bring no more than two bags or packages on a Dial-A-Ride vehicle, that the customer must be able to load the items themselves with one boarding of the vehicle, and that the customer must be able to carry those items on their lap while in transit. This policy is in place to ensure that customers don't delay a vehicle and do not use space on a vehicle that would otherwise be reserved for another customer. Dial-A-Ride vehicle operators cannot assist customers with bags or packages.

Vehicle Transfer Points.....41-2.006(4)(e)

Vehicle transfer points shall provide shelter, security, and safety for passengers.

Local Policy: CTC trips are curb-to-curb, eliminating the need for transfers.

Local Toll Free Telephone Number For Consumer Comment.....41-2.006(4)(f)

A local toll free telephone number for complaints or grievances shall be posted inside the vehicles. The TD Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local coordinating board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.

Local Policy: A local, toll free (toll-less) telephone number shall be available and posted inside the vehicle.

Out-of-Service Area Trips.....41-2.006(4)(g)

Out-of-service area trips shall be provided when determined locally and approved by the local coordinating board, except in instances where local ordinances prohibit such trips.

Local Policy: The CTC does not provide transportation services outside of Leon County.

Vehicle Cleanliness.....41-2.006(4)(h)

The interior of all vehicles shall be free from 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.

Local Policy: At a minimum, the interior of the vehicles will be cleaned daily, and the exterior cleaned weekly.

Billing Requirements to Contracted Operators.....41-2.006(4)(i)

Billing requirements of the community transportation coordinator to subcontractors shall be determined locally by the local coordinating board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the community transportation coordinator, in accordance with Section 287.0585, F.S.

Local Policy: The CTC will bill as promptly as the sponsoring agency will allow. Service providers will be paid in a timely manner, consistent with Section 287.0585, Florida Statutes.

Passenger/Trip Data Base..... 41-2.006(4)(j)

Passenger/trip database must be maintained or accessible by the community transportation coordinator on each rider being transported within the system.

Local Policy: At a minimum, the CTC will collect the name, phone number, emergency phone number, address, funding source eligibility, and special requirements for each customer.

Adequate Seating.....41-2.006(4)(k)

Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

Local Policy: Vehicle seating will not exceed the manufacturer 's recommended capacity. Customers scheduled on a vehicle will not exceed vehicle seating. Each seat shall be equipped with a seat belt.

Driver Identification.....41-2.006(4)(l)

Drivers for paratransit services, including coordination contractors, 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 of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

Local Policy: All drivers will wear a name badge and ensure that it is visible when transporting customers. The name badge, at a minimum, shall include the driver's first name and company name.

Passenger Assistance.....41-2.006(4)(m)

The paratransit drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

Local Policy: The driver shall provide the customer with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt, or utilization of wheelchair securements devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for customers remaining in the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step. (Chapter 41-2.006 (m))

Smoking, Eating, and Drinking On Vehicles.....41-2.006(4)(n)

Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

Local Policy: There will be no eating, drinking, vaping, smoking, or use of tobacco products on any vehicle in the coordinated system, regardless of customers being boarded.

No-Show Policy.....41-2.006(4)(o)

The community transportation coordinator and the local coordinating board shall jointly develop a policy on passenger no-shows. Assessing fines for passengers for no-shows is acceptable but such a policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Local Policy: A trip must be canceled no later than one hour before the scheduled pickup time. Trips can only be canceled by calling the CTC. If the trip has not been canceled and the customer is not at the designated place during the pick-up window, or if the trip is cancelled within one hour of the pick-up window, the customer may receive a no-show. The operator will wait a minimum of five minutes, and the CTC will attempt to contact the customer before the operator moves on. Circumstances outside of the customer's control will not be counted as no-shows. Customers can request a trip review up to one month after the date of the no-show.

An excessive number of no-shows displaying a practice or pattern of missing scheduled trips may result in suspension of service of up to one week, or 25 percent of their average monthly trips, whichever is less. Individuals will receive written notification prior to suspension of service.

Two-Way Communication Equipment.....41-2.006(4)(p)

All vehicles providing service within the coordinated system shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

Local Policy: All vehicles will be equipped with two-way radio communication and must be in good working order.

Vehicle Air Conditioning and Heating Equipment..... 41-2.006(4)(q)

All vehicles providing service within the coordinated system shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

Local Policy: All vehicles shall have air conditioning and heating systems adequate for the climatic conditions of the area and time of year and must be in good working order.

First Aid Policy.....41-2.006(4)(r)

First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All driver shall be certified in First Aid.

Cardiopulmonary Resuscitation (CPR) Policy.....41-2.006(4)(s)

Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All driver shall be certified in CPR.

Driver Background Screening.....41-2.006(4)(t)

Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers in the coordinated system must have an FDLE background screening. Must comply with Chapter 393 and 435, Florida Statutes.

Public Transit Ridership.....41-2.006(4)(u)

In areas where fixed route transportation is available, the community transportation coordinator should jointly establish with the local coordinating board a percentage of total trips that will be placed on the fixed route system.

Local Policy: The CTC shall identify applicants that are able to use the fixed-route system. Travel training will be offered to any denied applicants.

Passenger Pick-Up Window.....41-2.006(4)(v)

The community transportation coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

Local Policy: The pick-up time is based on an appointment time, when applicable. Pick-up time for trips within three-quarters of a mile of the StarMetro fixed-route system is one hour prior to the appointment time. Pick-up time outside of that area is one and a half hours prior to the appointment time. The pick-up window is 30 minutes.

For trips and return trips that are not based on an appointment or work schedule, the customer decides when their pick-up window will start.

On-Time Performance.....41-2.006(4)(w)

The community transportation coordinator and the local coordinating board should jointly establish and address the percentage of trips that will be on time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the community transportation coordinator's evaluation of its contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

Local Policy:

- **Pick-Up:** 95% of customers will be picked up within 30 minutes of the requested pick-up time.
- **Travel Time – Urban Trip:** Inside three-quarters of a mile of the StarMetro fixed-route system, 95% of the customers will spend no more than one hour traveling in a vehicle.
- **Travel Time – Rural Trip:** Outside three-quarters of a mile of the StarMetro fixed-route system, 95% of the customers will spend no more than one and a half hours traveling in a vehicle.

Advanced Reservation Requirements.....41-2.006(4)(x)

The community transportation coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24-hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy: Reservation requests are taken between the hours of 6:00 AM and 11:00 PM, Monday through Saturday, and 11:00 AM to 7:00 PM on Sunday. Trips must be scheduled no later than 5:00 PM on the day prior to the transportation request, excluding holidays. Trips can be scheduled up to 14 days in advance.

Safety (Accidents).....41-2.006(4)(y)

The community transportation coordinator and the local coordinating board should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: The CTC will have no more than 1.2 accidents per 100,000 vehicle miles.

Reliability (Roadcalls).....41-2.006(4)(z)

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: The CTC will have no more than 1 road call per 10,000 vehicle miles.

Accessibility (Call Hold Time).....41-2.006(4)(aa)

This performance measure can be used to address the accessibility of the service. The community transportation coordinator and the local coordinating board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If

determined to be necessary, this standard should be included in the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: 95% of customers who call the CTC will reach an operator within two minutes.

Quality (Complaints).....41-2.006(4)(bb)

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: 1 complaint per 100,000 vehicle miles shall be the maximum number of complaints for the evaluation period.

Service Effectiveness.....TDCB Policy

Local Policy: At the regular TDCB meetings, the CTC will report the cost per trip, percentage of denials, and number of complaints.

The CTC and the TDCB shall review the Annual Operating Report and determine acceptable levels of performance measures that will be used to evaluate the service effectiveness of the contracted service providers.

The CTC shall provide recommendations that will improve the service effectiveness of the coordinated system.

Contract Monitoring.....TDCB Policy

Local Policy: In accordance with Rule Chapter 14-90, FAC, the CTC shall perform an annual evaluation of the contracted service providers.

Vehicle Identification.....TDCB Policy

Local Policy: All vehicles used for the transportation of customers will be appropriately labeled with the name of the CTC or contracted company on the outside of the vehicle.

M. Service Animal Policy

In accordance with the Americans with Disabilities Act (ADA), all transit passengers will be permitted to travel with a service animal trained to assist them. ADA regulations at 49 C.F.R. Section 37.3 define a service animal as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items."

Please notify StarMetro in advance if you intend to bring a service animal with you.

Animals that are not trained to do work or perform tasks are not considered to be service animals (49 C.F.R. Section 37.167(d)). For example, emotional support animals, which provide emotional support, well-being, comfort, or companionship to an individual with disabilities, but are not trained to do work or perform tasks, are not considered to be service animals.

If you are planning on riding on StarMetro with a service animal, please follow these guidelines:

- Service animals are to be properly leashed and/or harnessed and under the control of their handlers at all times.
- The service animal must remain at your feet or on your lap. The service animal may not sit on a vehicle seat.
- The service animal must not be aggressive toward people or other animals.
- You are responsible for any damages or soiling caused by the service animal.
- The rider may be asked to remove his/her service animal from the vehicle if:
 - The animal is out of control and the rider does not take effective action to control it.
 - The animal poses a direct threat to the health or safety of others.

You are responsible for the care and supervision of your service animal while on board the vehicle.

N. Local Complaint and Grievance Procedure/Process

The following complaint and grievance procedure was approved by the TDCB on February 17, 1995, and annually reaffirmed.

As required by the “Local Grievance Guidelines for Transportation Disadvantaged Services”, dated 7/11/94, the following grievance policy details the process that the Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB) will use to address complaints regarding service and other transportation related matters.

The following procedures are established to provide opportunities for grievances to be brought before the Tallahassee-Leon County Transportation Disadvantaged Coordinating Board.

Filing a Service Complaint

Service complaints that are received by the Community Transportation Coordinator (CTC) or by the designated transportation operator or operators will be detailed in a Complaint Report. The information may be given directly to the Coordinator staff and detailed on the form, or if desired, the form can be mailed to the client for completion. Any service complaints received by the Coordinator will be responded to within 24 (twenty four) hours of placing the complaint and will be followed up within 3 (three) working days. Every effort will be made to seek an appropriate and prompt resolution.

A file will be kept on all complaints received and monthly reports generated. A summary of the reports will be included as part of the coordinator’s report at the regular TDCB meeting. These reports will help identify any emerging patterns or complaints: e.g., multiple complaints about a particular driver or reservationist, excessive late pickups, unclean vehicles, smoking or eating permitted on vehicles, etc. By promptly identifying areas of deficiency, the Coordinator will be in a position to work with local staff or with the service provider to make the necessary corrections or adjustments to alleviate the situation.

Any person with an unresolved service complaint shall be advised of the formal grievance procedure of the LCB and CTC and have a written or recorded copy of this grievance policy made available to them. All formal grievances must be submitted within 5 (five) working days of a non-resolved service complaint.

Filing a Grievance

Should an interested party wish to file a grievance in order to receive improved service from the Transportation Disadvantaged Program, that grievance must be filed in writing with the Community Transportation Coordinator (CTC) and the Chairperson of the Transportation Disadvantaged Coordinating Board.

The addresses are listed below:

**Tallahassee-Leon County Transportation Disadvantaged Coordinating Board
Apalachee Regional Planning Council
2507 Callaway Road, Suite 100
Tallahassee, Florida 32303
(850) 488-6211**

**Community Transportation Coordinator StarMetro
555 Appleyard Drive
Tallahassee, Florida 32304
(850) 891-5199**

When necessary, TDCB or CTC staff will provide assistance to those individuals who request such, to prepare written grievances. The complainant should try to demonstrate or establish clear violation of a specific law, regulation, or contractual arrangement.

Copies of pertinent laws and regulations may be obtained from the CTC. The grievance shall include:

- The name and address of the complainant;
- A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner; and
- An explanation of the relief desired by the complainant.

Review by the Grievance Committee of the Local Coordinating Board

Upon receipt of a grievance, the Chairperson of the TDCB will contact the Chairperson of the Grievance Committee to inform him of the grievance. He will then acknowledge in writing of the filed grievance to all affected parties within ten (10) days of receipt of the grievance, the date, time, and place of the grievance hearing. The sponsoring agency will be notified by the grievance committee of any grievances originating with their clients. In cases where an advocate for the client is necessary the grievance committee shall request such an advocate from the sponsoring agency.

Within thirty (30) days following the date of receipt of the formal grievance, the Grievance Committee of the TDCB will forward a recommendation to the TDCB.

The Coordinating Board has the authority only to listen and make recommendations for improving the provision of transportation services. These recommendations are to be based on items pertaining to the transportation system or matters within the contractual control of the Commission for the Transportation Disadvantaged. In accordance with Rule 41-2.012(5) (F) the Coordinating Board may appoint a grievance committee to serve as a mediator to process and investigate complaints and make recommendations to the local Coordinating Board for the improvement of service.

The Grievance Committee will present its recommendation to the TDCB at the next regular board meeting. The TDCB staff will notify the affected parties of the date, time, and place of the Coordinating Board meeting where the recommendation will occur.

A written copy of the TDCB recommendation will be mailed to the CTC and affected parties involved within ten (10) days of the date of the recommendation.

If a grievance is not satisfactorily resolved, after review by the Coordinating Board, the body, board, or persons who are legally responsible for the actions of the CTC may become involved in the grievance procedure.

The grievance procedure will ultimately end at the CTC's Board of Directors, Board of County Commissioners, Owner, or whoever else is legally responsible for the actions of the CTC.

Apart from these grievance procedures, the aggrieved parties with proper standing may also have recourse through Chapter 120, F.S. Administrative hearing process or the judicial court system.

Definitions

Service Complaint: Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC or transportation operators, not local service standards established by the CTC and LCB. If the CTC is also an operator, their statistics on service complaints should be included. Local standards should be developed regarding the reporting and parameters of service complaints.

➡ **Example:** Service complaints may include but are not limited to:

- Late trips (late pickup or latedrop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., may not qualify, lack of TD funds, etc.)

Formal Grievance: A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the transportation operator, CTC, Designated Official Planning Agency, or LCB. The Grievance, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

➡ **Example:** Formal Grievances may include but are not limited to:

- Chronic or reoccurring or unresolved Service Complaints
- Violations of specific laws governing the provision of TD services i.e., Chapter 427 F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA.
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds

- Billing and/or accounting procedures

Hearing a Grievance: Hearing a grievance shall be defined as listening to and/or investigating a grievance from a purely fact perspective without imposing restrictions or penalty on a third party. This first definition shall be the extent of the Grievance Committee and LCB's role in mediating a grievance.

Hearing and Determining a Grievance: When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of specified person or persons, it is exercising "adjudicative" or "determinative" powers. This second definition shall be the role of the CTC's organization ultimately ending with the Board of Directors, or whoever is legally responsible for the actions of the CTC.

O. CTC Monitoring Procedures for Operators and Coordination Contractors

The Coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the Coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the coordinator will be used annually to evaluate the operators.

P. Coordination Contract Evaluation Criteria

The same criteria used to evaluate the Coordinator will be used annually to evaluate the Coordination Contractors. The evaluation results will be provided to the Transportation Disadvantaged Coordinating Board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

VII. Cost/Revenue Allocation & Rate Structure Justification

A. Service Rates Summary & Rate Calculation Worksheets

The Cost Revenue Allocation and Rate Structure are determined by The Commission for Transportation Disadvantaged Rate Calculation Model. The Rate Calculation Model Worksheets are reviewed annually to determine Rate adjustments. Rate changes are calculated annually by changes to the level of service, expenditures, and Revenues. The Rate Calculation Model Worksheets are included.

SERVICE RATES SUMMARY

StarMetro

Leon County Coordinated Transportation System

Effective: July 1, 2026

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Passenger Trip	\$24.40
Wheelchair	Passenger Trip	\$41.83

Quality Assurance

VIII. Quality Assurance

The Quality Assurance Element contains the steps the transportation disadvantaged coordinating board will take to monitor and evaluate the services provided by or coordinated through the community transportation coordinator, based on the locally established service standards consistent with those of the Commission for the Transportation Disadvantaged.

Service standards are an integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The transportation disadvantaged coordinating board will annually evaluate the community transportation coordinator's compliance with the established service standards. The community transportation coordinator and any transportation operator from whom service is purchased or arranged by the community transportation coordinator shall adhere to Commission approved standards.

A. Coordinator Evaluation Process

Annually, the transportation disadvantaged coordinating board evaluates the community transportation coordinator to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner. The transportation disadvantaged coordinating board makes a recommendation to ARPC. ARPC reviews the evaluation and the recommendation of the transportation disadvantaged coordinating board and recommends to the Commission for the Transportation Disadvantaged the designation of the community transportation coordinator for the next fiscal year.

The evaluation of the coordinator is conducted utilizing the Commission for the Transportation Disadvantaged approved format. A copy of the most recent coordinator evaluation follows.

The transportation disadvantaged coordinating board has agreed to not evaluate any area of service delivery that was recently evaluated by a purchasing/sponsoring agency or the Commission for the Transportation Disadvantaged. The board will appraise the results of the reviews and, if satisfactory, the coordinating board will incorporate the results into their evaluation.

B. Coordinator Monitoring Procedures of Operators and Coordination Contractors

The coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the coordinator will be used annually to evaluate the operators.

C. Coordination Contract Evaluation Criteria

The same criteria used to evaluate the coordinator will be used annually to evaluate the coordination contractors. The evaluation results will be provided to the transportation disadvantaged coordinating board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

D. Planning Agency Evaluation Process

The transportation disadvantaged coordinating board will participate and assist the Commission for the Transportation Disadvantaged in its quality assurance review of the planning agency.

**LOCAL COORDINATING BOARD ANNUAL REVIEW
COMMUNITY TRANSPORTATION COORDINATOR
FINDINGS AND RECOMMENDATIONS
REVIEW PERIOD: FY 25-26**

CTC Being Reviewed

Star Metro

Review Date

03/18/26

General Information

Star Metro was designated as the CTC for Leon County for Fiscal Years July 1, 2022-June 30, 2027. The CTC is a governmental organization, operating as a partially brokered provider in an urban area.

Findings and Recommendations

Compliance with Chapter 427, F.S.	Area of Noncompliance: None
Compliance with Rule 41-2, F.A.C.	Area of Noncompliance: YES The CTC was not in compliance with their No-Shows and Complaints per vehicle miles traveled.
Commission Standards and Local Standards	Area of Noncompliance: None
On-Site Observation of the System	Area of Noncompliance: None
Rider/Beneficiary Survey Summary	Area of Noncompliance: None
Contractor Survey Summary	Area of Noncompliance: None
Purchasing Agency Survey Summary	Area of Noncompliance: None
Level of Cost – Worksheet 1	Area of Noncompliance: None
Level of Competition – Worksheet 2	Area of Noncompliance: None
Level of Coordination – Worksheet 3	Area of Noncompliance: None
Status Report Follow-Up From Last Review	Area of Noncompliance: None

Report completed by: Austin Britt, LCB/ARPC staff

Approved by the LCB: March 18, 2026