

FRANKLIN COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

FISCAL YEAR 2022-2027

Prepared by the

Franklin County
Transportation Disadvantaged Coordinating Board

Arc on the Gulf, Inc.
the Community Transportation Coordinator

Apalachee Regional Planning Council
the Designated Official Planning Agency

Approved by the

Franklin County Transportation Disadvantaged Coordinating Board
on September 14, 2022

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APALACHEE REGIONAL PLANNING COUNCIL

Serving Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Leon, Liberty, & Wakulla counties & their municipalities

LOCAL PARTNERSHIPS, REGIONAL IMPACT.

Franklin 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	Bert Boldt	Ricky Jones	
Elderly	Kay Carson		July 2019 – June 2022
Disabled	Joe Bian		July 2021 – June 2024
Citizen Advocate	Pamela Brownell	Amanda Anthony Jennifer Daniels	July 2020 – June 2023
Citizen Advocate/User	Fred Brown		July 2019 – June 2022
Veterans	Charles Elliott	William Scott	July 2019 – June 2022
Community Action	Angela Webster		July 2021 – June 2024
Public Education	(vacant)		
Children at Risk	Sharon Trainor	Suzy Nadler	July 2020 – June 2023
Workforce Dvp Board	Valentina Webb	Kimberly Bodine	June 2021 – June 2024
Medical	Alma Pugh	Stephanie Cash	July 2020 – June 2023
FDOT	Debbie "Toni" Prough	Zach Balassone	
FDCF	Terrence Watts		
FDOE/VR	Ronnie Gibbs	Deeandra Raymond	
FDEA	Stormy Johnson		
AHCA	Kenyatta Smith	Latarsha Hampton	
APD	Annette Zeeb	Willie Dawkins-Miller Tracie Davis	
Private Trans. Industry	Not Applicable		
Mass/Public Transit	Not Applicable		

Signature:

Kristin Dozier

Date: August 18, 2022

Update Table

**FRANKLIN COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN
UPDATE TABLE
September 14, 2022**

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		
A. Background of the TD Program		
B. Community Transportation Coordinator Designation Date/History		
C. Organizational Chart		
D. Consistency Review of Other Plans		
E. Public Participation		
II. SERVICE AREA PROFILE/DEMOGRAPHICS		
A. Service Area Description		
B. Demographics		
a. Land Use		
b. Population/Composition		
c. Employment		
d. Major Trip Generators/Attractors		
e. Inventory of Available Transportation Services		
III. SERVICE ANALYSIS		
A. Forecasts of TD Population		
B. Needs Assessment		
C. Barriers to Coordination		
IV. GOALS, OBJECTIVES, AND STRATEGIES		
V. IMPLEMENTATION SCHEDULE		

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

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

Adoption of TDSP Roll Call Vote

FRANKLIN COUNTY
 TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
 SEPTEMBER 14, 2022

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	Bert Boldt			
Elderly	Kay Carson			
Disabled	Joe <u>Blair</u>			
Citizen Advocate	Pamela Brownell			
Citizen Advocate/User	Fred Brown			
Veterans	Charles Elliott			
Community Action	Angela Webster			
Public Education	(vacant)			
Children at Risk	Sharon Trainor			
Workforce <u>Dvp</u> Board	Valentina Webb			
Medical	Alma Pugh			
FDOT	Debbie "Toni" Prough			
FDCF	Terrence Watts			
FDOE/VR	Ronnie Gibbs			
FDEA	Stormy Johnson			
AHCA	Kenyatta Smith			
APD	Annette <u>Zeeb</u>			
Private Trans. Industry	Not Applicable			
Mass/Public Transit	<i>Not Applicable</i>			

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 14th day of September, 2022.

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 1990, the Apalachee Regional Planning Council applied for the designation as the official planning agency for the county. In the application, the Apalachee Regional Planning Council noted its qualifications, experienced personnel and knowledge of planning. In addition, the Apalachee Regional Planning Council demonstrated how it would comply with the duties and responsibilities of the designated official planning agency for various activities.

Once appointed by the Commission for the Transportation Disadvantaged as the designated official planning agency for the county, the Apalachee Regional Planning Council applied for and received funding from the Commission through the Transportation Disadvantaged Trust Fund. Since then, the Council has continued to serve as the designated official planning agency for the county.

B. Community Transportation Coordinator Designation Date/History

The Apalachee Regional Planning Council, as the designated official planning agency for the county, initiated a procedure for the selection of a community transportation coordinator in 1990. The Apalachee Regional Planning Council, in consultation with the local transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community transportation coordinator position in public buildings in the county. Staff also contacted current providers of transportation services. There were three response related to the position, Wat-Co Enterprises, Inc., Victory Taxi Service, Inc., and Gulf County ARC and Transportation. The Apalachee Regional Planning Council and the local transportation disadvantaged coordinating board then evaluated the providers of transportation services and determined that Gulf County ARC and Transportation was the best source to administer the transportation program due to its years of experience, and administrative capabilities. Gulf County ARC and Transportation demonstrated itself to be a reliable transportation service for Franklin County. The transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council that Gulf County ARC and Transportation serve as the community transportation coordinator on September 7, 1990. Gulf County ARC and Transportation was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Gulf County ARC and Transportation has continued to serve as the community transportation coordinator for Franklin County since that date. The most recent designation was made by the Commission for the Transportation Disadvantaged on May 24, 2022 for the continuation of Gulf County ARC and Transportation, now doing business as "Arc on the Gulf, Inc." to serve 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.

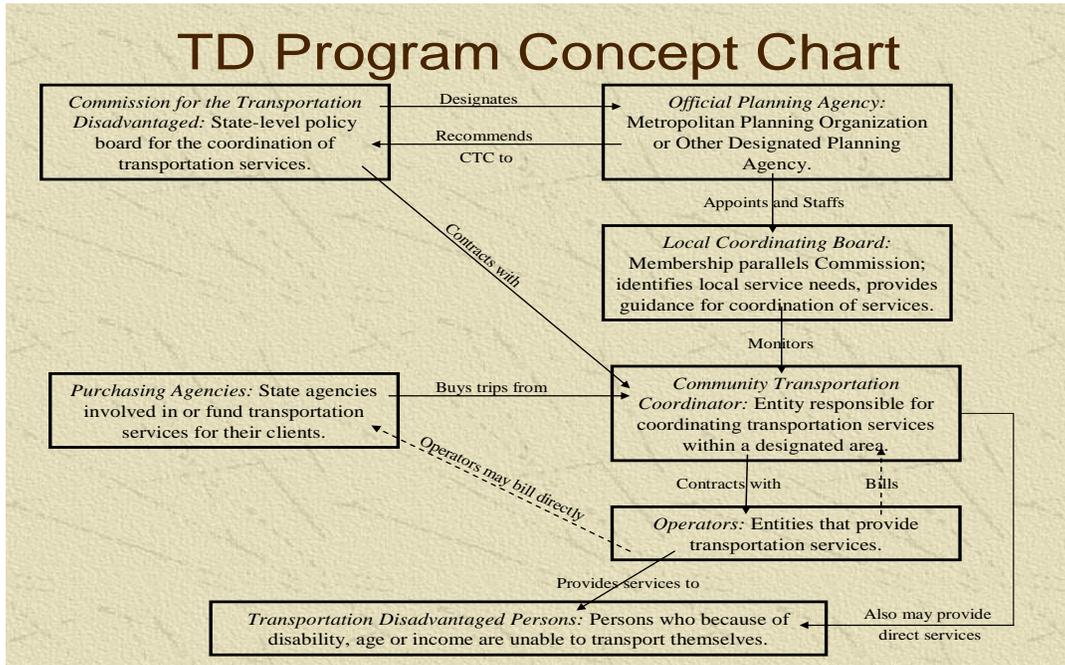
Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services 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.

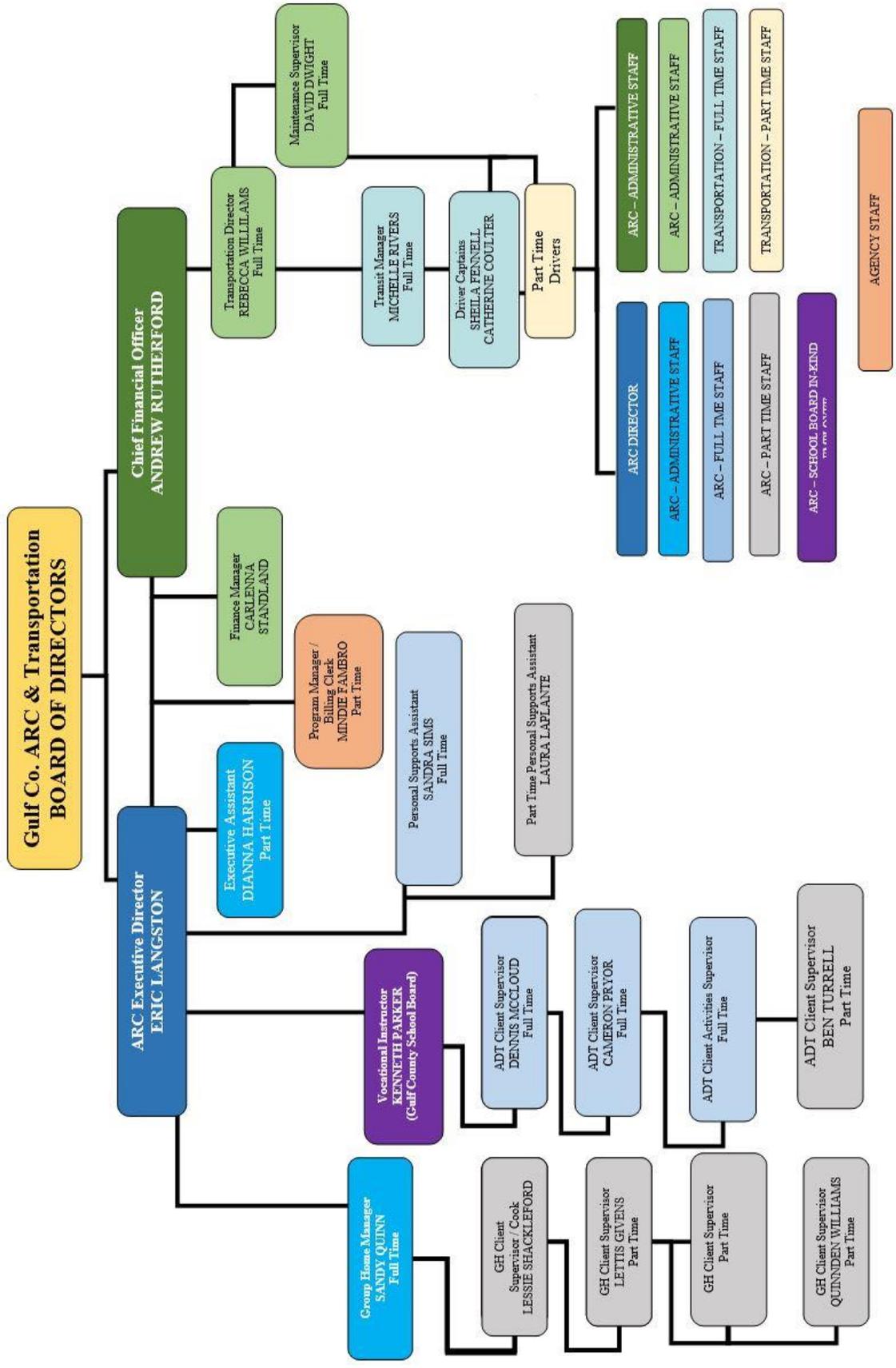
Transportation Operators are the actual providers of transportation services. Any public, private for-profit, or private non-profit provider of transportation services under contract with a community transportation coordinator is considered a transportation operator. Any social service agency that operates 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

This Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following approved documents.

Local Government Comprehensive Plan

Pursuant to Chapter 163, Florida Statutes, each local government in Florida must prepare and adopt a comprehensive plan which inventories existing land uses, infrastructure, housing conditions, transportation systems and establishes goals, objectives and policies designed to manage growth during the planning period, which must be, at a minimum, ten years. Local comprehensive plans must contain at least one or more specific objectives which would “coordinate with the plans of any appropriate metropolitan planning organization, any public transportation authority, any appropriate resource planning and management plan prepared pursuant to Chapter 380, Florida Statutes, and approved by the Governor and Cabinet, and the Florida Department of Transportation’s 5-Year Transportation Plan”.

Apalachee Strategic Regional Policy Plan

The Apalachee Strategic Regional Policy Plan, adopted June 1996, establishes a goal to reduce the number of transportation disadvantaged persons not served by the coordinated system. Included within this goal are policies and implementation strategies necessary for achieving the goal.

Transit Development Plan

This plan is not applicable to this area.

Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

The statewide five-year plan, mandated by Chapter 427, Florida Statutes projects the demand for transportation disadvantaged services over the next five years and compares the cost of meeting that demand with the projected availability of funds. The plan also develops goals, objectives and implementation strategies for meeting the needs of the transportation disadvantaged. The plan is comprised of many sections; among them are descriptions of the transportation disadvantaged services.

Metropolitan Planning Organization Long Range Transportation Plan

The county is not located within a metropolitan planning organization and, therefore, this plan is not applicable to this area.

Transportation Improvement Program

The county is not located within a metropolitan planning organization and, therefore, this plan is not applicable to this area.

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.

The Apalachee Regional Planning Council 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. The Apalachee Regional Planning Council 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. The Apalachee Regional Planning Council 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 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
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Private Trans. Industry	<i>Not Applicable</i>		
Mass/Public Transit	<i>Not Applicable</i>		

Updated Sept 2022

II. Service Area Profile/Demographics

A. Service Area Description

Franklin County is located in northwest Florida and is bordered by the Gulf of Mexico and by Liberty, Wakulla and Gulf Counties. The county has 534.73 square miles of land and 491.77 square miles of water for a total of 1,026.49 square miles. There are two municipalities within the county, the Cities of Apalachicola and the City of Carrabelle. Apalachicola is the county seat. Concentrated, unincorporated residential areas include East Point, Lanark Village, St. James, Alligator Point, and St. George Island.

B. Demographics

a. Land Use

The fundamental purpose of any transportation system is to move people between specific points. Therefore, the transportation system has considerable influence on the distribution of land uses, population and activities. Furthermore, the greater the efficiency of and access to a transportation system, the more vital and productive the economy. An adequate system consists of many different modes, including mass transit, paratransit transportation, and individual travel.

In Florida, the allocation and management of land is governed by Chapter 163, Florida Statutes, which is known as the Local Government Comprehensive Planning and Land Development Regulation Act. Chapter 163, Florida Statutes, required local governments to prepare a comprehensive plan that allocates land by uses (e.g., residential, commercial, industrial, etc.) and establishes density and intensity standards for development. The amount of land assigned by a local government usually correlates to past development trends, population changes, the available transportation network and other public infrastructure, such as potable water, and centralized sewer, and expectations of future behavior and trends.

The comprehensive plans for the municipalities and towns indicate that residential land within the municipalities occupies the largest percentage of developed land. Future land use maps indicate that moderate residential growth will occur in areas presently designated as residential. Other areas were designated as commercial, industrial and public which would contain retail opportunities, employment centers, and governmental services. The future land use allocations indicate that origination points may change within the next ten years while destination points remain similar.

The roadways of the county have been classified according to their primary function or use utilizing standards developed by the Florida Department of Transportation. The existing level of service indicates that traffic flow within the county is relatively stable and free flowing. These factors indicate that travel time within the county will be influenced primarily by distance.

A key factor affecting the use of alternative means of travel is land use. Locating housing in close proximity to services, shopping, employment and other facilities can provide accessibility for those who can't or

choose not to drive, reducing vehicle trips and reducing trip lengths for those who do drive. Furthermore, a long distance drive to work increases cost to the employee and the transportation system. The reverse, increasing the availability of services, shopping and employment within the rural county, increases accessibility and reduces traffic impacts in the larger counties.

Staff of the community transportation coordinator has indicated that the majority of inter-county trips is medical trips and has Tallahassee and Panama City as their primary destinations. Based on the existing and adopted Level of Service standards, travel time should be primarily influenced by distance. Within the City of Tallahassee, traffic volumes are higher and may increase the travel time to medical care.

b. Population/Composition

The 2020 Census reported the county’s population as 11,549. The 2020 Florida Statistical Abstract, compiled by the Bureau of Economic and Business Research, University of Florida, provides quick, yet comprehensive, overviews of current economic and demographic characteristics of the county. The information provided is the most recent data available. Overview of current economic and demographic characteristics of the county is provided in the following tables.

POPULATION GROWTH

	Total	0-14	15-24	25-44	45-64	65+	18+
1990	8,967	1,775	1,070	2,336	2,172	1,614	6,814
2000	11,057	1,644	1,186	3,409	3,077	1,741	9,068
2010	11,549	1,657	1,206	3,285	3,386	2,015	9,579
2020	11,914	1,577	1,035	3,073	3,476	2,743	10,033

SOURCE: U. S. Census Bureau

COMPOSITION

Men	6,704
Women	5,210
Veterans	1,085
Density (Persons/Square Mile)	22.8
Median age (years)	47.3
Public School Enrollment	1,832
High School Graduate or Higher	81.1%
Bachelor’s Degree or Higher	20.4%

SOURCE: U. S. Census Bureau

POPULATION PROJECTIONS

This chart indicates the anticipated county growth in population based on census counts, estimates and projections.

Franklin	April 1, 2019 (est) 12,273	2020	2025	2030	2035
Low		11,600	11,500	11,400	11,200
Medium		12,200	12,500	12,800	13,100
High		12,800	13,600	14,400	15,200

SOURCE: 2020 Florida Population Studies, Bureau of Economic & Business Research,
University of Florida, Volume 53, Bulletin 186, January 2020

POPULATION DISTRIBUTION

<i>Location</i>	<i>2010 Census</i>	<i>2022 Census</i>	<i>Percentage of Change 2010-2020</i>
Apalachicola	2,231	2,341	4.7%
Carrabelle	2,778	2,606	-6.6%
Unincorporated	6,540	7,504	12.84%
County	11,549	12,451	7.2%

SOURCES: 2021 Florida Statistical Abstract, Bureau of Economic & Business Research,
University of Florida

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 encourage 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 to 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, 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 work place 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.

	<i>2010</i>	<i>2020</i>	<i>Percentage of Change 2010 – 2020</i>
Households	4,254	4,691	9.3%
Average Household Size	2.29	2.2	-4.1%

SOURCE: 2020 U.S. Census

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, and people in the county do not differ from this norm, the majority of these trips are single occupancy. An analysis of data indicates that person who is defined as transportation disadvantaged may be under represented in the labor market, since this segment of the population does not own transportation or is unable to provide its own transportation. Although the Census data indicates that opportunities exist for the provision of employment related trips through the transportation disadvantaged system, the demand for these trips have not been significant in the county.

Means of Transportation for Work Related Trips

81.3 percent of Franklin County workers drove to work alone in 2020, 11.2 percent carpooled, 0 percent used public transportation, 1.3 percent walked and less than 2 percent used other means. The remaining 4.3 percent worked at home. Among those who commuted to work, it took them on average 19.4 minutes to get to work.

AUTOMOBILE OWNERSHIP & USE

2020

Vehicles available to worker age 16 and over	4,118
Households with no Vehicle Available	1.5%
1 vehicle available	25.5%
2 vehicles available	47.3%
3 or more vehicles available	25.7%

SOURCE: 2020 American Community Survey

Historic Traditions/Cultural Descriptions

Franklin 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, reserves 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 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 three local governments in Franklin County --- two incorporated communities and the unincorporated area, which is governed by the Franklin County Board of 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

In 2020, for the employed population 16 years and older, the leading industries in Franklin County were public administration (13.9%), leisure and hospitality (13%), others below. These employers are dispersed throughout the county making the provision of transportation services for employment difficult. The number of persons employed by the employers is relatively small when commuter ratios are considered.

EMPLOYMENT STATISTICS

Labor Force	4,565
Employment	4,210
Unemployment Rate	7.8%
Employed Working Outside of County of Residence	11.8%
Persons Below Poverty Level	19.1%
Median Household Income,	\$48,814

SOURCES: U. S. Census Bureau; 2020 Florida Statistical Abstract,

EMPLOYMENT BY INDUSTRY IN 2020

<i>Type of Industry</i>	<i>Percent of employed people 16 years and over</i>	<i>Type of Industry</i>	<i>Percent of employed people 16 years and over</i>
Agriculture, forestry, fishing and hunting, and mining	4.4	Information, Finance and insurance, and real estate and rental and leasing	9.8
Construction	12.5	Professional, scientific, and management, and administrative and waste management services	10.8
Manufacturing	3.1	Educational services, and health care and social assistance	12.4
Wholesale trade	0.8	Arts, entertainment, and recreation, and accommodation and food services	13.0
Retail trade	12.9	Other Services, except public administration	2.6
Transportation and warehousing, and utilities	3.8	Public administration	13.9

SOURCE: American Community Survey, 2020

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 many of the trips made by clients occur within the confines of the County, the majority 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>	Eastpoint Head Start	85 School Road, Eastpoint
	Franklin County Head Start	203 W. 5th Street, Carrabelle
	Franklin County School (K-12)	1250 Highway 98, Eastpoint
	Franklin County Learning Center (PK)	85 School Road, Eastpoint
	Apalachicola Bay Charter School	350 Fred Meyer Street, Apalachicola
	Franklin County Learning Center (alternative education)	85 School Road, Eastpoint
	Franklin County Adult School	155 Avenue East, Apalachicola
	Early Education & Care, Inc.	162 Avenue e, Apalachicola
<i>Child Care</i>	Davis Child Development	150 Martin Luther King Avenue, Apalachicola
<i>Social & Recreational Activates</i>	Dixie Theatre	21 Avenue E, Apalachicola
	The Nest After School Program	1250 US Hwy 98, Eastpoint
	John Gorrie State Museum	Apalachicola
	Crooked River Lighthouse	Hwy 98 West, Carrabelle
	Franklin County Senior Citizens	201 NE 1st Street, Carrabelle
	Apalachicola Tours	93 22nd Avenue, Apalachicola
	American Legion Post #82	2316 Oak Street, Lanark Village
	Recreation Center	222 6th Street, Apalachicola
<i>Housing</i>	Driftwood Lodge Apartments	275 Hwy 98, Eastpoint

	Eastpoint Apartments	45 Begonia Street, Eastpoint
	Carrabelle Cove Apartments, Ltd.	807 Gray Avenue, Carrabelle
	Southern Villas	401 24th Street, Apalachicola
	Heritage Villas	398 24th Avenue, Apalachicola
<i>Physicians</i>	Dr. Zoe Segree, Chiropractor	661 Hwy 98, Eastpoint
	Dr. Rex Whiteman, DDS	218 Avenue E, Apalachicola
	Dr. Helen Nitsios, MD	74 16th Street, Apalachicola
	Dr. Shezad Sanauallah, MD	74 16th Street, Apalachicola
	Dr. Jay Parrish	1924 Nautilus Drive, Eastpoint
	Dr. Doris Carmichael	North Florida Medical Center, Eastpoint
	Dr. James Magree, III, DDS	2048 NW Avenue A, Carrabelle
<i>Pharmacies</i>	Buy Rite Drugs	45 Avenue D, Apalachicola
	CVS Pharmacy	139 Avenue E, Apalachicola
	Carrabelle Medical Pharmacy	206 Marine Street, Carrabelle
<i>Health Care Facilities</i>	Franklin County Victims Advocacy	270 SR 65, Eastpoint
	Sacred Heart	76 Market St D, Apalachicola
	Natural Medicine Shoppe	Apalachicola
	Big Bend Hospice	Carrabelle
	NHC Home Care, Inc.	1617 Hwy 99, Carrabelle
	Clinicare Home Medical	171 Hwy 98, Eastpoint
	Lincare, Inc.	1581 Hwy 98 West, Carrabelle
	Weems Memorial Hospital	135 Avenue G, Apalachicola
	Riverfront Therapy/Spirit of the River Spa	143 4th Street, Apalachicola
	Apalachee Center for Human Services	159 12th Street, Apalachicola
	Florida Coastal Cardiology, PA	74 16th Street, Apalachicola
	Coastal Internal Medicine, PA	74 16th Street, Apalachicola
	Coastal Foot & Ankle Clinic	221 Avenue E, Apalachicola
	Eastpoint Medical Center	34 Island Drive, Eastpoint
	Health Department	139 12th Street, Apalachicola
	Health Department	106 NE 5th Street, Carrabelle
	Franklin County Victims Advocacy	270 SR 65, Eastpoint
<i>Nutrition</i>	Piggly Wiggly	130 Hwy 98, Apalachicola
	Amison Seafood, Inc.	569 Brownsville Road, Apalachicola

	Barber's Seafood Market	510 Hwy 98 East, Eastpoint
	Leavins Seafood	101 Water Street, Apalachicola
	Millender & Son Seafood	700 Marine Street, Carrabelle
	Quality Seafood	399 Market St, Apalachicola
	Riverside Seafood	247 Water Street, Apalachicola
	Two J's	623 West Hwy 98, Apalachicola
	Buddy Ward & Sons Seafood	233 Water Street, Apalachicola
	Water Street Seafood	391 Market Street, Apalachicola
	Webbs Seafood	327 us Hwy 98, Eastpoint
	Big Top Supermarket	357 Hwy 98, Eastpoint
	Carrabelle IGA	812 NW Avenue A, Carrabelle
	Gulfside IGA Store	425 US Hwy 98, Apalachicola
<i>Shopping</i>	Ace Hardware	409 Hwy 98, Apalachicola
	Coastal Building Supply	25 Begonia Street, Eastpoint
	Jackson Ace Hardware	712 NW Avenue A, Carrabelle
	Gander's Gulf Supply Hardware	90 Tallahassee Street, Carrabelle
	Taylor's Building Supply, Inc.	268 Hwy 98, Eastpoint
	Pearl Wash Coin Operated and Cleaners	191 Hwy 98, Eastpoint
	Croom's Mini Mall (laundry)	95 Avenue 1, Apalachicola
	Forgotten Coast Outfitters	94 Market Street, Apalachicola
	Snowy Egret	123 Avenue E, Apalachicola
	Penny's Worth	195 Avenue E, Apalachicola
	Dollar General	449 US Hwy 98, Apalachicola
	Dollar General	310 SE Avenue B, Carrabelle
	Family Dollar Store	415 US Hwy 98, Apalachicola
	Twice Blessed Thrift Shop	317 Patton Drive, Eastpoint
<i>Public Service & Government</i>	Apalachicola Bay Chamber of Commerce	17 Ave. E, Apalachicola
	Carrabelle Area Chamber of Commerce	Downtown Carrabelle
	Apalachicola Municipal Library	80 12th Street, Apalachicola
	Franklin County Public Library	311 St. James Avenue, Carrabelle
	Franklin County Public Library	29 Island Drive, Eastpoint
	Franklin County Library	148 8th Street, Apalachicola

	US Postal Service	20 Avenue D, Apalachicola
	US Postal Service	353 Hwy 98, Eastpoint
	US Postal Service	Tallahassee Street, Carrabelle
	Capital Area Community Action Agency	111 Ave. E Suite A, Apalachicola
	Career Source	1 Bay Ave, Apalachicola
	Veterans Service Officer	Courthouse, 33 Market Street, Apalachicola
<i>County Government</i>	Clerk of Court, Judge, Property Appraiser, Tax Collector	Courthouse, 33 Market Street, Apalachicola
	Supervisor of Elections	Avenue F, Apalachicola
	Superintendent of Schools	85 School Road, Eastpoint
	Sheriff's Dept. & Jail	270 Hwy 65, Eastpoint
<i>City of Apalachicola Government</i>	City Hall	192 14th Street, Apalachicola
<i>City of Carrabelle Government</i>	City Hall	1001 Gray Ave, Carrabelle
<i>Banks</i>	Centennial Bank	22 Avenue E, Apalachicola
	Centennial Bank	612 NW Avenue A, Carrabelle
	Centennial Bank	6 Jefferson Street, Eastpoint
	Peoples South	58 4th Street, Apalachicola
	One Source Mortgage LLC	104 W Hwy 98, Carrabelle

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.

<i>Name:</i>	<i>Arc on the Gulf, Inc.,</i>	<i>Franklin County School Board</i>
Telephone Number:	850-229-6550	850-670-2800 ext. 4107
Contact Person & Title:	Andrew Rutherford, Chief Financial Officer	Bud Strange Coordinator of Transportation
Number Vehicles:	9 (8 wheelchair accessible)	15 buses, 4 vans
Provider Type:	Private, Not For Profit	Government
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes
Does the provider provide transportation services to the general public?	Yes	No
What are the criteria for passenger eligibility?	Program participants and general public	School children
Is the provider part of the coordinated transportation program?	Yes, CTC	No

June 2020

III. Service Analysis

In working 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

As described by the Florida Statewide Transportation Disadvantaged Plan, the Coordinated TD System serves two population groups: (1) the potential TD population (formerly referred to as TD Category I population) and the TD population (formerly referred to as TD Category II population). The potential TD population includes those persons who are disabled, elderly, low-income, and “high-risk” or “at-risk” children who are eligible to receive governmental or social service agency subsidies for trips. The TD population includes those persons who are transportation disadvantaged according to the eligibility guidelines of Chapter 427, Florida Statutes and are eligible to receive trips purchased through the TD Trust Fund, as well as for trips purchased by social service agencies.

Forecasts of Franklin County’s Estimated Potential TD Population (Category I) by Market Segment 2019-2022				
Market Segment	2019	2020	2021	2022
Disabled, Non- Elderly, Low Income	444	450		
Disabled, Non Elderly, Non-Low Income	1,232	1,248		
Disabled, Elderly, Low Income	192	194		
Disabled, Elderly, Non-Low Income	932	944		
Non-Disabled, Elderly, Low Income	61	62		
Non-Disabled, Elderly, Non-Low Income	1,242	1,259		
Non-Disabled, Non-Elderly, Low Income	1,446	1,466		
TOTAL Potential TD Population	5,550	5,623		

Sources:

Center for Urban Transportation Research. Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts. 200 1- 2006. (extrapolated for 2022)

Forecasts of Franklin County's TD Population (Category II) by Market Segment 2019-2022				
Market Segment	2019	2020	2021	2022
Transportation Disabled, Non-Elderly Low Income	96	97		
Transportation Disabled, Non-Elderly, Non-Low Income	248	249		
Transportation Disabled, Elderly, Low Income	145	148		
Transportation Disabled, Elderly, Non Low Income	483	491		
Non-Transportation Disabled, Low Income, No Auto, No Public Transit	840	848		
Total TD Population	1,812	1,833		

Sources:

Center for Urban Transportation Research. Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts, July 1996. (method only) Extrapolated for 2022 and beyond..

B. Needs Assessment

The need for transportation is not the same as the demand for transportation. Travel 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 exists in proportion to each other. High levels of need and low levels of demand more typically characterize rural areas.

Techniques to estimate need are not completely successful, particularly when used in rural areas. 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 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 of the demand as possible, although the supply of general trips is dependant 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

	<i>PROJECT</i>	<i>IMPROVEMENT</i>	<i>ESTIMATED COST</i>	<i>ESTIMATED REVENUE SOURCE</i>
1	Purchase replacement paratransit vehicle to provide transportation for the elderly, disabled, and transportation disadvantaged citizens residing in the county.	1 van with lift equipment 4 minivans with ramps	\$90,000 \$200,000	FTA/ DOT Sec. 5310 Sec. 5311 Sec. 5339 CTD
2	Provide paratransit transportation service to the elderly, handicapped and disadvantaged citizens residing in the county.	Operating Assistance	\$500,000	FTA/DOT Sec. 5311
3	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	2 passenger vehicles 2 vans with lift equipment 1 minivan with ramp	\$60,000 \$180,000 \$50,000	FTA/DOT Sec.5310 Sec.5339 CTD, CTC

Updated June 2022

C. Barriers to Coordination

The community transportation coordinator and the local transportation disadvantaged coordinating board have worked together to address and eliminate known barrier to coordination of transportation disadvantaged trips within their control.

Known Barriers

The need to transport out of the service area is the primary barrier. The need for specialized medical services, medical services for veterans, and employment opportunities are not as available in the rural counties as in the urban. Transportation to neighboring urban areas to supply these needs is increasing at a remarkable rate. Grouping trips and purposes is difficult and becomes more intricate when going out of the service area.

The lack of funding continues to be a barrier to coordination. Additional funds are needed to increase the availability of core transportation needs such as employment and shopping trips for the non-sponsored.

Local Efforts to Eliminate Barriers

The community transportation coordinator and the local transportation disadvantaged coordinating board will:

- ➔ communicate to the public the various routes and schedules. Information about transportation services will continually be provided through brochures, public service announcements, public speaking engagements, interagency affiliations, and attendance at County Commission and Regional Planning Council meetings;
- ➔ monitor the performance of the system;
- ➔ continue to educate the public about the Voluntary Dollar Program when purchasing and renewing automobile tags so that these donations can be used to increase local revenues for expanded services;
- ➔ continue to advocate for transportation disadvantaged persons with local and state government leaders regarding the need for additional funds;
- ➔ monitor spending of the non-sponsored funds and work with agencies to include transportation when developing its budget;
- ➔ reach out to non-traditional partners that has a desire to improve transportation in the county;
- ➔ work cooperatively with local WAGES coalitions to provide assistance in the development of innovative transportation services for WAGES participants; and
- ➔ continue coordinating out-of-service-area trips to destinations such as Gainesville, Lake City, Dothan, Pensacola, etc.

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. Information will be based on the most recent annual operating report.

GOAL: Increase the number of transportation disadvantaged persons served by the coordinated system.

OBJECTIVE 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

- Increase the number of sponsored and non-sponsored trips
- Maintain and expand the client data base relating to the clients' needs and capabilities
- Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds
- Prepare a user's guide and update when needed
- Provide announcements to local newspapers announcing public hearings

MEASURES:

- Percentage of change in the number of sponsored and non-sponsored trips provided
- Percentage of change in the number of passengers
- Availability of the user's guide in the community
- Number of persons in attendance at public hearings

OBJECTIVE 2: Ensure that service is delivered in the most cost effective and efficient manner.

- Maintain an operational fleet of vehicles to meet all needs
- Evaluate and revise routes and schedules when needed
- Develop a workable budget and keep within budget expectations
- Review driver logs for areas of inefficient use of time, drivers, and miles

- Review driver non-revenue hours and reduce when possible
- Review routes, schedules and type of services being provided
- Contract with an adequate number of operators to meet the needs

MEASURES:

- Operating cost/passenger trip
- Operating cost/vehicle mile
- Operating cost/driver hour
- Reduced average trip length
- Passenger trips/vehicle
- Passenger trips/driver hour
- Passenger trips/vehicle mile
- Miles/trip
- Miles/passengers

OBJECTIVE 3: Ensure that safe and quality service is provided.

- Provide training on customer satisfaction
- Provide training on passenger assistance techniques
- Maintain an operational fleet of vehicles to meet all needs
- Review routes, schedules and type of services being provided
- Report accidents and roadcalls to the LCB
- Review operator contracts for compliance with safety requirements
- Annually review SSPP and amend as needed
- Provide opportunities for riders to express concerns and suggestions on service delivery
- Sponsor at least one public hearing each year for public comment
- Schedule an opportunity for public comments on all LCB agendas
- Address public organizations and agencies regarding services

MEASURES:

- Completion of training programs
- Number of grievances filed
- Complaints/trips
- Number of Ombudsman calls recorded regarding service
- Percent of on-time pick-ups to meet or exceed standard
- Percent of on-time to destinations to meet or exceed standard
- Accidents/vehicle miles
- Vehicle miles between roadcalls
- Satisfactory review of operator contracts
- Proof of an annual review of SSPP and updated as needed
- Percent of trip requests denied/unmet

- Satisfactory rider survey results (80% or better)
- Number of persons attending the public hearing

OBJECTIVE 4: Secure necessary funding to support the TD program.

- Address public organizations and agencies on the need of local financial support
- Promote the Voluntary Dollar Program

MEASURES:

- Percent of local funds are of total operating revenue
- Increase in voluntary dollars donated
- Increase in funding from new sponsors/sources

OBJECTIVE 5: Ensure program accountability.

- Provide copies of reports to the LCB for review
- Provide, at least quarterly, operational and financial information to the LCB
- Provide a copy of audit or annual financial report to LCB
- Provide copies of purchasing agency evaluation/monitoring reports to LCB
- Perform annual evaluation of CTC

MEASURES:

- Submittal of accurate AOR
- Submittal of on-time MOA
- Submittal of on-time TDSP
- Submittal of TDTF Trip/Equipment grant application
- Submittal of accurate reports to LCB
- Satisfactory audit or annual financial report
- Compliance with annual evaluation findings and recommendations
- Compliance with sponsoring agency's monitoring/evaluations findings and recommendations

V. Implementation Schedule

The Implementation Schedule reiterates the goals and objectives discussed previously. Each goal and objective will be reviewed annually at the time of the community transportation coordinator's evaluation to determine progress made in each area. A determination will be made in each area as to whether the component was met satisfactorily or unsatisfactorily. Unsatisfactory responses will be followed with a corrective action plan.

OBJECTIVE 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Increase the number of sponsored and non-sponsored trips	CTC	July 1, 2022 – June 30, 2027
Maintain and expand the client data base relating to the clients' needs and capabilities	CTC	July 1, 2022 – June 30, 2027
Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds	CTC	July 1, 2022 – June 30, 2027
Prepare a user's guide and update when needed	CTC, LCB	July 1, 2022 – June 30, 2027
Provide announcements to local newspapers announcing public hearings	PA	July 1, 2022 – June 30, 2027

OBJECTIVE 2: Ensure that service is delivered in the most cost effective and efficient manner.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2022 – June 30, 2027
Evaluate and revise routes and schedules when needed	CTC, LCB	July 1, 2022 – June 30, 2027
Develop a workable budget and keep within budget expectations	CTC	July 1, 2022 – June 30, 2027
Review driver logs for areas of inefficient use of time, drivers, and miles	CTC, LCB	July 1, 2022 – June 30, 2027
Review driver non-revenue hours and reduce when possible	CTC, LCB	July 1, 2022 – June 30, 2027

Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2022 – June 30, 2027
Contract with an adequate number of operators to meet the needs	CTC	July 1, 2022 – June 30, 2027

OBJECTIVE 3: Ensure that safe and quality service is provided.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Provide training on customer satisfaction	CTC	July 1, 2022 – June 30, 2027
Provide training on passenger assistance techniques	CTC	July 1, 2022 – June 30, 2027
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2022 – June 30, 2027
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2022 – June 30, 2027
Report accidents and roadcalls to the LCB	CTC	July 1, 2022 – June 30, 2027
Review operator contracts for compliance with safety requirements	CTC, LCB	July 1, 2022 – June 30, 2027
Annually review SSPP and amend as needed	CTC	July 1, 2022 – June 30, 2027
Provide opportunities for riders to express concerns and suggestions on service delivery	CTC, LCB	July 1, 2022 – June 30, 2027
Sponsor at least one public hearing each year for public comment	PA	July 1, 2022 – June 30, 2027
Schedule an opportunity for public comments on all LCB agendas	PA	July 1, 2022 – June 30, 2027
Address public organizations and agencies regarding services	CTC, LCB, PA	July 1, 2022 – June 30, 2027

OBJECTIVE 4: Secure necessary funding to support the TD program.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Address public organizations and agencies on the need of local financial support	CTC, LCB, PA	July 1, 2022 – June 30, 2027
Promote the Voluntary Dollar Program	CTC, LCB, PA	July 1, 2022 – June 30, 2027

OBJECTIVE 5: Ensure program accountability.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Provide copies of reports to the LCB for review.	CTC, PA	July 1, 2022 – June 30, 2027
Provide, at least quarterly, operational and financial information to the LCB	CTC	July 1, 2022 – June 30, 2027
Provide a copy of audit or annual financial report to LCB	CTC	July 1, 2022 – June 30, 2027
Provide copies of purchasing agency evaluation/monitoring reports to LCB	CTC	July 1, 2022 – June 30, 2027
Perform annual evaluation of CTC	LCB, PA	July 1, 2022 – June 30, 2027

(CTC/Community Transportation Coordinator, LCB/Local Coordinating Board, PA/Planning Agency)

Service Plan

I. Operations

The operations element is a profile of the Community Transportation Coordinator's (CTC) current system, which provides basic information about the CTC's daily operations.

As shown on the attached Organizational Chart, Gulf County Association for Retarded Citizens, Inc. is a two-part agency that operates as the CTC for Gulf and Franklin Counties and also provides services to developmentally disabled residents of Gulf County. Gulf County Association for Retarded Citizens, Inc. is doing business as Arc on the Gulf, Inc., and is referred to as such throughout this document.

A. Types, Hours, and Days of Service

Arc on the Gulf, Inc., serves as the primary provider of paratransit transportation services for the public and transportation disadvantaged in Franklin County. The agency provides door-to-door transportation services to all transportation disadvantaged sponsored and non-sponsored persons. Passengers include the elderly, low income, developmentally disabled, physically or mentally impaired, children from the age of six months, and non-sponsored customers of all ages.

Passenger mileage fares begin when the passenger boards the vehicle and end when the passenger arrives at their destination.

Transportation provided by Arc on the Gulf, Inc., is provided as a last resort source. Friends and family should be contacted first. Transportation is made available to the public at the full fare. Franklin County does not have a fixed route system available at this time.

Trip requests will be scheduled based on available funds, system capacity, and the inability for any other agency to sponsor the trip. Non-sponsored funds are not intended for use by agencies for program related trips. Non-sponsored funding will be budgeted by the CTC for equal use over a 12-month period. The CTC reserves the right to make necessary adjustments to the transportation schedules based on funding. Should this take place, the CTC reserves the right to request clients to make reasonable adjustments in appropriate times in order to effectively coordinate trips.

Advance reservation trips are provided Monday through Friday. After hours and weekend trips are also made available depending upon funding. Advance notice of 72 business hours is required. Reservations requests are made in advance for riders to be picked-up at their homes and taken to specific destinations. The riders notify the coordinator upon the completion of their appointment. The rider is then picked up and returned to their home.

A demand response trip is a service characterized by same day flexible routing to provide door-to-door transportation at the user's request. This service allows for less than our normal 72-hour advance notice but can be waived depending on the availability of drivers, vehicles, and funding. The 72-hour notice allows for efficient scheduling of trips. Because of the same day notice, demand response trips are more expensive to provide due to the inability to multi-load.

Subscription trips are also provided. This service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner. Riders on a subscription trip do not have to continually call to arrange for their transportation.

Service is available throughout Franklin County from 7:30 a.m. to 5:00 p.m., Monday through Friday based on vehicle and funding availability. Service is available 24-hours per day, seven days a week, as needs dictate and by special arrangements, based on driver, vehicle and funding availability.

After hours, holidays, and Sunday service shall be available only on an emergency basis, or upon full payment of trip cost due to constraints on non-sponsored funds.

The office is closed in observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday following, and Christmas Day. If the holiday falls on a weekend it will be closed on the nationally recognized day.

B. Accessing Services

Transportation appointments can be made between the hours of 7:30 a.m. to 3:00 p.m., Monday through Friday. To better coordinate and access transportation services, a 72-hour notice is required. Requests for transportation shall be made no later than 3:00 p.m., EST, three business days before transportation is needed. As a courtesy to our riders, voice mail is made available after hours to request transportation. The after hours voice mail message includes instructions for access to transportation for urgent care, hospital discharge, and incidents for Medicaid beneficiaries.

Services for sponsored customers may only be ordered and canceled by the sponsoring agencies authorized staff members. Requests for adding new customers to subscription routes or changing customers from one route to another must be provided with two days advance written notice. Groups of ten or more must reserve transportation two weeks in advance to ensure vehicle availability.

Services may be scheduled at the transportation office by telephone, fax, or mail in accordance with the above stated guidelines.

Physical Address: Arc on the Gulf, Inc.
122 Water Plant Road
Port St. Joe, Florida 32456

Mailing Address: Arc on the Gulf, Inc.
P.O. Box 8
Port St. Joe, Florida 32457

Telephone:
During Work Hours: (850) 229-6550
(850) 229-6559
(855) 229-6389 Toll Free

Emergency or After Hours:
(850) 899-0764
(850) 899-8888

Florida Relay System TTY/TDD
(800) 955-8770 or 8771

Facsimile: (850) 227-2084; 24 hours/7days a week

Customers will receive a courtesy call to inform them of their scheduled pickup time and pickup window. Calls are generally placed by 3:00 p.m. EST the business day prior to the scheduled transportation. If a passenger does not have a telephone or does not have an answering service, it is the responsibility of the passenger to contact the office for their scheduled pickup time. Cancellations must be made by 4:30 p.m. EST., the working day before scheduled service. A telephone answering machine is available for customers needing to cancel transportation after regular office hours. The customer will be considered a “no-show”

if the cancellation is not received in sufficient time to avoid incurring driver hours and/or vehicle miles. The No-Show Policy is explained in greater detail in Section 12 – Service Standards.

Arc on the Gulf, Inc., maintains a one hour pickup window for scheduled pickups. The customer shall be prepared for transit a minimum of 30 minutes prior to scheduled pick-up and up to 30 minutes after scheduled pickup. If a customer does not arrive at his/her destination at or before their scheduled appointment time due to an Arc on the Gulf, Inc., error, the trip fare will be waived.

Arc on the Gulf, Inc., prohibits drivers from entering the homes of passengers. It is the responsibility of the passenger to arrange, if necessary, for someone to be at the residence if they need assistance leaving the inside of the home. Drivers will assist passengers on and off the vehicle as needed or if requested. As a standard operating procedure, Arc on the Gulf, Inc., will allow five (5) minutes waiting time for each passenger to board the vehicle. After the lapse of five (5) minutes, another appointment will be scheduled or other transportation arrangements will be made. Variations to this procedure can be negotiated with the respective vendors.

All vehicles are equipped with a cellular phone, thus allowing immediate communication with the base dispatcher and other transportation vehicles. In situations such as vehicle breakdowns, delays, or accidents, which will require a back up vehicle to be dispatched, the driver will notify the dispatcher who will then notify the rider's family and or sponsoring agency. The Arc on the Gulf, Inc., System Safety Program Plan contains additional emergency procedures.

Transportation services under non-sponsored will be available for all residents of Franklin County "who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities," and as such are "transportation disadvantaged" as defined by Chapter 427, Florida Statutes.

Arc on the Gulf, Inc., requires individuals needing non-sponsored transportation service to complete an Intake Eligibility Form. The scheduler will screen individuals requesting transportation at the time of the reservation to see if they qualify for non-sponsored transportation services. Individuals requesting transportation must provide proof of eligibility. Individuals eligible for transportation must not be eligible for transportation funded by any other sponsoring agency. Services will be provided for whatever service is needed, i.e. kidney dialysis, grocery shopping, etc.

The funds from the Transportation Disadvantaged Trust Fund grant for non-sponsored transportation services will be allocated on a monthly basis. No service will be provided when the demand for service exceeds the available allocated funds. If funds availability necessitates the prioritization of non-sponsored transportation disadvantaged services, a trip priority guide will be developed by the LCB and employed by the CTC.

C. Transportation Operators and Coordination Contractors

If the CTC deems it necessary to select operators, the selection will be based on a Request from Interested Parties process. Potential operators must meet the minimum qualifications and requirements as established by the CTC in Chapter 427 F.S. and Rule 41-2 F.A.C. and the CTC. The CTC requires operators

to comply with the requirements of the Memorandum of Agreement and all local requirements for service delivery. Operators must also provide a System Safety Program Plan or adopt the SSPP currently being used by the CTC. Effective July 1, 2022, Arc on the Gulf, Inc., will operate as the sole operator. There are no coordination contractors.

CTC/Operator:

Arc on the Gulf, Inc.,
122 Water Plant Road, Port St. Joe, FL 32456
850-229-6550
Andrew Rutherford, Chief Financial Officer

Services & Clients:

Ambulatory & Wheelchair
Advance Reservation, Subscription, Demand
Hours of Operation: 24 hours a day
Days of Operation: Sunday-Saturday

D. Public Transit Utilization

There is no fixed route public transportation available in Franklin County

E. School Bus Utilization

There is not a Joint School Bus Use Agreement between the CTC and the Franklin County School Board. The barriers are:

- A. Cost:** The geography of Franklin County and the need to transport 45 passengers simultaneously does not justify the expense.
- B. Insurance:** The Franklin County School Board will not furnish insurance coverage for the CTC drivers.
- C. Rule:** School buses are not air-conditioned.

F. Vehicle Inventory

Veh #	Model Year	Make/Size/Type	License Plate	VIN #	FDOT Control #	Ramp or Lift	WC	Seats Positions	Avg Miles Per Year	Current Mileage	Retirement Date	Funding Source
102 MV	2012	Dodge Minivan		2C4RDGBG8CR166937	92341	Ramp	2	5	25,000	179642	2022	FDOT
103 MV	2012	VHPG Minivan		523MF1A65CM101602	92366	Ramp	2	3	35,000	145529	2022	FDOT
106 MV	2016	MOVT MV-1 Minivan	X2613D	57WMD2C6XGM100008		Ramp	2	3	25,000	105648	2022	TD Comm
107 MV	2017	Ford Transit Van		1FDVU4XG8HKA50225	93377	Lift	2	9	25,000	112784	2023	FDOT
108 CU	2018	Ford Champion Challenger		1FDVE4FS6HDC70619	93381	Lift	2	14	25,000	96209	2024	FDOT
109 CU?	2020	Ford E-450		1FDVU4XMOKKB43012		Lift	2	9	25,000	48576	2024	TD Comm
110 MV	2012	Dodge Caravan		2C4RDGBG6CR180688	98730	Ramp	1	2	25,000	54581	2025	FDOT
111 MB	2020	Ford Transit 350		1FDAX2C85LKB61882		None	N/A	10	25,000	1789	2027	TD Comm
112 MB	2020	Ford Transit 350		1FDAX2C83LKB61881		None	N/A	10	25,000	8671	2027	TD Comm

Sedan (S)
MiniBus (MB)
MiniVan (MV)
Passenger Van (PV)
Cutaway (C)
Medium Duty Bus (MDB)
Service Vehicle (SV)
Heavy Duty Bus (HDB)
Scheduled for retirement
Hasn't arrived yet

G. System Safety Program Plan Certification

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2021

DATE: 1/5/2022

TRANSIT SYSTEM: Gulf County ARC & Transportation

ADDRESS: 122 Water Plant Rd, Port St Joe, FL 32456 / P.O. Box 8, Port St. Joe, FL 32457

In accordance with Florida Statue 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: _____

Name: Andrew Rutherford

(Type or Print)

Title: Chief Financial Officer

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

David Dwight or
Name/Company: Raymond Aylmer, Maintenance Coordinator, Gulf County ARC & Transportation

Address: 122 Water Plant Rd, Port St Joe, FL 32456 / P.O. Box 8, Port St. Joe, FL 32457

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

NONE

H. Intercounty Services

Arc on the Gulf, Inc., currently does not have any written agreements with neighboring counties but has occasionally combined trips with neighboring CTCs if going to the same location.

I. Emergency Preparedness and Response

In the cases of emergencies and natural disasters, Arc on the Gulf, Inc., operates under the direction of Franklin County Emergency Management Office. Arc on the Gulf, Inc., attends regular meetings and training sessions put on by the Franklin County Emergency Management. Arc on the Gulf, Inc., is listed in the county plan as a means of evacuation for county residents and those with special needs.

J. Education Efforts/Marketing

Arc on the Gulf, Inc., advertises through the local radio station (WOYS) and the local papers (The Apalachicola Times & The Forgotten Coast). The CTC provides community education that details the operation of the coordinated transportation system, its services, where and how to apply for these services. Arc on the Gulf, Inc., will network with social service and medical organizations, such as but not limited to, Franklin Promise, Franklin County Senior Citizens, Elder Care, Hospice, the local health departments, medical clinics and hospitals, etc. As deemed appropriate, CTC will utilize Facebook, and other social media to promote the transportation services. User guides are also available explaining the services available and eligibility requirements.

K. Acceptable Alternatives

No alternatives, based on Chapter 427 F.S. and Rule 41-2 F.A.C., have been requested or approved.

L. Service Standards

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 of the established service standards. The Transportation Disadvantaged Coordinating Board will accept any agency's review of the Community Transportation Coordinator, which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

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.

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.

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.

Escorts and Personal Attendants are considered the same. Children under age 17 and individuals requiring assistance while traveling, getting in and out of the medical facility or assistance in the facility shall be required to be accompanied by an escort. Only under extenuating circumstances will this standard be compromised. Escorts must be at least 18 years of age and be provided by the passenger or sponsoring entity. Escorts are limited to one person and must be able to provide the necessary assistance to the passenger. Up to two dependent children are allowed to accompany the passenger. The passenger is responsible for providing and installing the proper child restraint device(s). Escorts and dependent children are transported at no cost. Escorts and dependent children are to remain with the passenger at all times and will load and unload with the passenger. It is the responsibility of the rider when making the reservation to advise the staff that an escort or dependent children will be accompanying them on the trip.

CHILD RESTRAINTS.....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.

Children 3 and younger must be secured in a federally approved child-restraint seat. Children aged 4 - 5 must be secured by either a federally approved child restraint seat or child booster seat. The child's escort is responsible for providing the child restraint device and installing it in the vehicle. All passengers under age 18 must wear a seat belt.

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.

Passengers shall be allowed to have two pieces of personal property that can be placed in their lap or safely stowed under the seat. Passengers must be able to independently carry all items brought onto the vehicle. Drivers shall not be allowed to carry packages, other than on and off the vehicle. Disabled and elderly passengers shall be provided assistance.

VEHICLE TRANSFER POINTS.....41-2.006(4)(e)

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

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.

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.

Out-of-service area trips will be provided Monday-Saturday based on vehicle, driver, and funding availability.

VEHICLE CLEANLINESS.....41-2.006(4)(h)

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.

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.

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.

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.

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.

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.

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.

The use of tobacco products, including smokeless tobacco and electronic cigarettes, on any vehicle is prohibited. Eating and drinking on board the vehicle will not be allowed; however, exceptions are permitted when required due to an existing medical condition or for individuals on extended trips. Comfort stops will be made to accommodate the needs of the passengers when necessary.

NO-SHOW POLICIES.....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 to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. When a passenger is considered a no-show for the first time, they shall be notified by the driver leaving a notice at the pick-up point or by a follow-up telephone call from the office. Upon the second no-show within a six month period, the passenger will receive a written warning delivered in person or by mail. Upon the third no-show within a six month period, the passenger will receive a written notice of suspension of all transportation for sixty (60) days. The passenger or the sponsoring agency may voluntarily pay a no-show fee of \$30.00 in lieu of the suspension. Suspension means that transportation will not be scheduled during that period of time. When the passenger is reinstated to the program and another no-show occurs within six (6) months following the reinstatement, the passenger will be suspended for 120 days with no option to pay a no-show fee. When the passenger is again reinstated to the program and another no-show is documented within six (6) months of reinstatement, the passenger will be terminated from using the transportation services.

No-Shows will not exceed 1% of the requested trips.

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.

All vehicles shall have cellular telephones that are required to be on at all times while the driver and the vehicles are in service. The driver and vehicle are considered to be in service from the time the driver and vehicle leave the depot to the time they return.

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.

FIRST AID POLICY.....41-2.006(4)(r)

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

All drivers are required to attend First Aid training at the expense of the transportation system

CARDIOPULMONARY RESUSCITATION (CPR).....41-2.006(4)(s)

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

All drivers are required to attend CPR training at the expense of the transportation system

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.

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.

This standard is not applicable to this service area.

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.

There is a sixty (60) minute pick-up window in place for all trips. The CTC shall have at least a 90% on-time performance for all scheduled pick-up times.

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.

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

ADVANCE 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.

There shall be a 72 hour notice requirement for all trips scheduled within the coordinated system, except under special medical circumstances.

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.

1 chargeable accident per 100,000 miles shall be the maximum allowable number of accidents for the evaluation period.

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.

There should be no less than 10,000 miles between each roadcall.

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.

90% of all incoming calls will be answered within an average of three (3) minutes.

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.

1 complaint for 4,000 trips shall be the maximum number of complaints for the evaluation period.

WAITING POLICY....TDCB 9/23/93

Arc on the Gulf, Inc., will allow five (5) minutes waiting time for each passenger to board the vehicle upon its arrival. If a passenger is still not ready to board the vehicle after the five minutes, other transportation arrangements will be required. Passengers are notified of their pick-up time/window. Passengers without

a telephone or not available to receive their courtesy call must contact the coordinator the day before their appointment to receive their scheduled pick-up time/window.

PASSENGER HYGIENE AND BEHAVIOR....TDCB POLICY

Passengers are expected to maintain adequate personal hygiene. Offensive body odor and poor personal hygiene is not acceptable. In addition, passengers are expected to conduct themselves in a safe and courteous manner while on the vehicle. Violent, disruptive, or illegal conduct will not be tolerated. With the exception of Medicaid beneficiaries, the passenger will be notified in writing of complaints received regarding violation of this passenger hygiene and behavior policy. Upon receipt of the third complaint against the passenger regarding his or her hygiene or behavior, the passenger will be suspended for 30 days. Suspension means that transportation will not be scheduled during that period of time.

M. Local Complaint and Grievance Procedure/Process

All vehicles have the toll free telephone number posted for reporting complaints, grievances, and commendations in plain view of passengers. Arc on the Gulf, Inc., periodically notifies passengers of the grievance process, responds to all requests for the grievance process, provides it in a format accessible to persons with disabilities, and to agencies contracting services as well as to the transportation operators.

Arc on the Gulf, Inc., process for resolving complaints are to determine first if the complaint is valid. If not valid, determine if follow up is necessary, if not, close and file. If valid, a complaint form must be completed and the complaint researched. All critical issues must be written up and handled immediately with supervisory action. Critical issues include, but are not limited to, physical, verbal, or substance abuse, and any life-threatening situation (reckless driving, client abandonment, accidents/incidents). The complaint must contain the customer's name, telephone number and or address of person making the report in order to be contacted for additional information or to update on status. Complaints, verbal or written, may be initiated by anyone regarding anyone or any situation, even another customer. Any person with a complaint who remains dissatisfied with the actions of the CTC may file a grievance. The grievance procedures/forms, as well as user guides, are made available to passenger informing them of their right to file a complaint/grievance.

- a. The aggrieved person is to present a formal (written) grievance to the Community Transportation Coordinator within 10 working days of the incident.
- b. The Community Transportation Coordinator will have 10 working days from the date of receipt of the grievance to respond in writing to the aggrieved person. The response will include the right to appeal to the Transportation Disadvantaged Coordinating Board Grievance Committee. The Community Transportation Coordinator shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee.
- c. The aggrieved person, dissatisfied with the response from the Community Transportation Coordinator, has 5 working days of the received response to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee.
- d. The Transportation Disadvantaged Coordinating Board Grievance Committee has 10 working days from the date of receipt of the request to hear the grievance and recommend to the Community Transportation Coordinator in writing any actions that may assist in dealing with the stated grievance. The Grievance

Committee will report to the Transportation Disadvantaged Coordinating Board at the next regular meeting.

e. The aggrieved person, dissatisfied with the advice of the Grievance Committee, has 10 working days from the date of receipt of the response to request in writing a hearing before the Transportation Disadvantaged Coordinating Board.

f. The Transportation Disadvantaged Coordinating Board will hear the grievance within 60 calendar days, either at its next regular meeting or special called meeting as requested by the Grievance Committee Chairman, based on severity of the issue. The findings, explanations and recommendations of the Transportation Disadvantaged Coordinating Board will be in written form, recorded and transmitted to the aggrieved person and the Community Transportation Coordinator within 10 working days following the hearing. The determination of the Transportation Disadvantaged Coordinating Board is final.

g. The Community Transportation Coordinator will have 10 working days from receipt of the recommendations to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.

h. The Transportation Disadvantaged Coordinating Board will review the Community Transportation Coordinator's response to the recommendations at the next meeting of the Transportation Disadvantaged Coordinating Board. A record of the grievances, their status (i.e., resolved, unresolved) and the response to the Transportation Disadvantaged Coordinating Board's recommendations will be included in the Community Transportation Coordinator's annual evaluation. The grievance record will also be reviewed during the development of the Community Transportation Coordinator's service plan.

i. The customer, dissatisfied with the advice of the Transportation Disadvantaged Coordinating Board, can file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450 or through the TD Helpline (1-800-983-2435), or by email (www.dot.state.fl.us/ctd). Upon request of the customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.

j. If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

Aggrieved persons with proper standing may also have recourse through the Chapter 120, Florida Statutes administrative hearing process. Nothing in this process is intended to preclude the aggrieved person from pursuing legal action. Aggrieved persons may contact the Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

N. 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.

O. 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.

II. Cost/Revenue Allocation & Rate Structure Justification

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

Arc on the Gulf, Inc.,
Franklin County Coordinated Transportation System
Effective: July 1, 2022

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Passenger Mile	\$1.39
Wheelchair	Passenger Mile	\$2.38

Minimum Charges for Passengers

Co-payments of \$2.00 per trip for Non-Medicaid passengers within Franklin County.

Non-Medicaid passengers are charged co-payments to the following destinations:

Crawfordville	\$ 5.00 round trip	Lake City	\$ 25.00 round trip
Blountstown	\$ 7.00 round trip	Panama City	\$ 6.00 round trip
Dothan	\$ 20.00 round trip	Pensacola	\$ 22.00 round trip
Ft. Walton/Destin	\$ 20.00 round trip	Tallahassee	\$ 6.00 round trip
Gainesville	\$ 25.00 round trip	Tampa	\$ 34.00 round trip
Jacksonville	\$ 32.00 round trip		

Note: There are no co-payments charged to passengers of nursing homes, children, pregnant women, and new mothers up to six weeks.

Charges for In and Out of Service Area

There are no additional charges for trips in or out of the service area other than the minimum charges. The rate per passenger mile will remain the same.

Charges for Escorts, Attendants or Special Assistance

There are no additional charges for escorts, attendants or special assistance.

A. Service Rates Summary & Rate Calculation Worksheets

Forthcoming...

Quality Assurance

I. 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 of 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 the Apalachee Regional Planning Council. The Apalachee Regional Planning Council 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 21-22**

CTC Being Reviewed Gulf County ARC & Transportation
d.b.a. Arc on the Gulf, Inc.,

Review Date 6/23/22

General Information

Gulf County ARC & Transportation/ Arc on the Gulf, Inc., was designated as the CTC for Franklin County for Fiscal Years July 1, 2017 – June 30, 2022. The CTC is a private non-profit organization, operating as a sole provider in a rural 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: None
Commission Standards and Local Standards	Area of Noncompliance: Drivers are without identification badges.
On-Site Observation of the System	Area of Noncompliance: On-time performance – many of the trips were considered “early” which is a good problem to have, but also need to be mindful of or find a way to edit the system recording. Also, Number of No-Shows is incredibly high. Despite many of these being Medicaid related trips, the CTC is more than 6x over their allotted goal of 1% of trips are no shows.
Rider/Beneficiary Survey Summary	Area of Noncompliance: Lack of Badges for Drivers
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: Kwentin Eastberg, LCB/ARPC staff

Approved by the LCB on June 27, 2022