

# CALHOUN COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

## FISCAL YEAR 2021-2026

### **Prepared by the**

Calhoun County  
Transportation Disadvantaged Coordinating Board

Calhoun County Senior Citizens Association, Inc.  
d.b.a. Calhoun Transit  
the Community Transportation Coordinator

Apalachee Regional Planning Council  
the Designated Official Planning Agency

### **Approved by the**

Calhoun County Transportation Disadvantaged Coordinating Board

on September 7, 2021

Updated June 21, 2022

Updated June 13, 2023

Updated June 11, 2024

Updated June 17, 2025

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## APALACHEE REGIONAL PLANNING COUNCIL

Local Partnerships. Regional Impact.

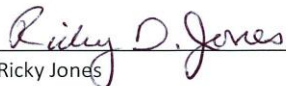
### **Calhoun County Coordinating Board Membership Certification**

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	Lee Lee Brown	Carla Hand	
Elderly	Ruth Waterman	Thelma Batson	July 2024 – June 2027
Disabled	Dorothy Sewell		
Citizen Advocate	Raymond Russell		July 2023 – June 2026
Citizen Advocate/User	Clyde Freeman		
Veterans	Robert Eric Daniels		July 2023 – June 2026
Community Action	Peggy Sullivan	Angela Webster	July 2024 – June 2027
Public Education	Greta Jenks		July 2024 – June 2027
Children at Risk	Theresa Harrison		July 2024 – June 2027
Workforce Dvp Board	Richard Williams	Debby Wood	July 2023 – June 2026
Medical	Marissa Barfield	Aisha Chambers	July 2022 – June 2025
FDOT	Debbie "Toni" Prough	Zach Balassone	
FDCF	(vacant)		
FDOE/VR	Darlene Boykin	Keith Sutton	
FDEA	(vacant)		
AHCA	Lisa Payne	Latarsha Hampton	
APD	Janell Dixon	Dwayne Jones Annette Zeeb	
Private Trans. Industry	Not Applicable		
Mass/Public Transit	Not Applicable		

Signature:



Ricky Jones

Date: August 29, 2024

# Update Table

## CALHOUN COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE TABLE JUNE 17, 2025

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

**LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION**  
**ROLL CALL VOTE PAGE**

✓  
✓

DEVELOPMENT PLAN	PAGE	UPDATE
<b>I. INTRODUCTION TO THE SERVICE AREA</b>		✓
A. Background of the TD Program		
B. Community Transportation Coordinator Designation Date/History		
C. Organizational Chart	10	✓
D. Consistency Review of Other Plans		
E. Public Participation	12	✓
<b>II. SERVICE AREA PROFILE/DEMOGRAPHICS</b>		✓
A. Service Area Description		
B. Demographics		✓
a. Land Use		
b. Population/Composition	14 – 17	✓
c. Employment	17 – 18	✓
d. Major Trip Generators/Attractors	18 – 22	✓
e. Inventory of Available Transportation Services	23	✓
<b>III. SERVICE ANALYSIS</b>		✓
A. Forecasts of TD Population	25	✓
B. Needs Assessment	25 – 27	✓
C. Barriers to Coordination		
<b>IV. GOALS, OBJECTIVES, AND STRATEGIES</b>		
<b>V. IMPLEMENTATION SCHEDULE</b>		

SERVICE PLAN	PAGE	UPDATE
<b>VI. OPERATIONS</b>		✓
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	46	✓
G. System Safety Program Plan Certification	47	✓
H. Intercounty Services		
I. Emergency Preparedness and Response		
J. Education Efforts/Marketing		
K. Acceptable Alternatives		
L. Service Standards	48 – 53	✓
M. Service Animal Policy		
N. Local Complaint and Grievance Procedure/Process	55	✓
O. CTC Monitoring Procedures for Operators and Coordination Contractors		
P. Coordination Contract Evaluation Criteria		
<b>VII. COST/REVENUE ALLOCATION &amp; RATE STRUCTURE JUSTIFICATION</b>	56	✓

QUALITY ASSURANCE		PAGE	UPDATE
<b>VIII. QUALITY ASSURANCE</b>			✓
A. Coordinator Evaluation Process			
B. Coordinator Monitoring Procedures of Operators and Coordination Contractors			
C. Coordination Contract Evaluation Criteria			
D. Planning Agency Evaluation Process		<b>59</b>	✓

# Adoption of TDSP Roll Call Vote

**CALHOUN COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING  
JUNE 11, 2024**

**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	Lee Lee Brown			✓
Elderly	Thelma Batson			✓
Disabled	Dorothy Sewell			✓
Citizen Advocate	Lauren Pasqualone			✓
Citizen Advocate/User	(vacant)			
Veterans	Robert Eric Daniels	✓		
Community Action	Peggy Sullivan	✓		
Public Education	Greta Jenks			✓
Children at Risk	Theresa Harrison			✓
Workforce Dvp Board	Raymond Russell			✓
Medical	Marissa Barfield			✓
FDOT	Debbie "Toni" Prough <i>ALT</i>	✓		
FDCF	(vacant)			
FDOE/VR	Darlene Boykin	✓		
FDEA	Ruth Waterman	✓		
AHCA	Lisa Payne <i>ALT</i>	✓		
APD	Dwayne Jones <i>ALT</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 11<sup>th</sup> day of June, 2024.

Coordinating Board Chairperson

*Peggy Sullivan*

\* \* \* \*

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. Also, 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 was only one response related to the position, Calhoun County Senior Citizens Association, Inc. The Apalachee Regional Planning Council and the local transportation disadvantaged coordinating board then evaluated the provider



of transportation services and determined that Calhoun County Senior Citizens Association, Inc. was the best source of providing the needed transportation due to its years of experience and its fleet of vehicles to provide the services in a cost competitive method. The local transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council Calhoun County Senior Citizens Association, Inc. as the community transportation coordinator on September 5, 1990. Calhoun County Senior Citizens Association, Inc. was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Calhoun County Senior Citizens Association, Inc. has continued to serve as the community transportation coordinator for Calhoun County since that date. The most recent community transportation coordinator designation was made by the Commission for the Transportation Disadvantaged on June 3, 2021, effective July 1, 2021, 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.

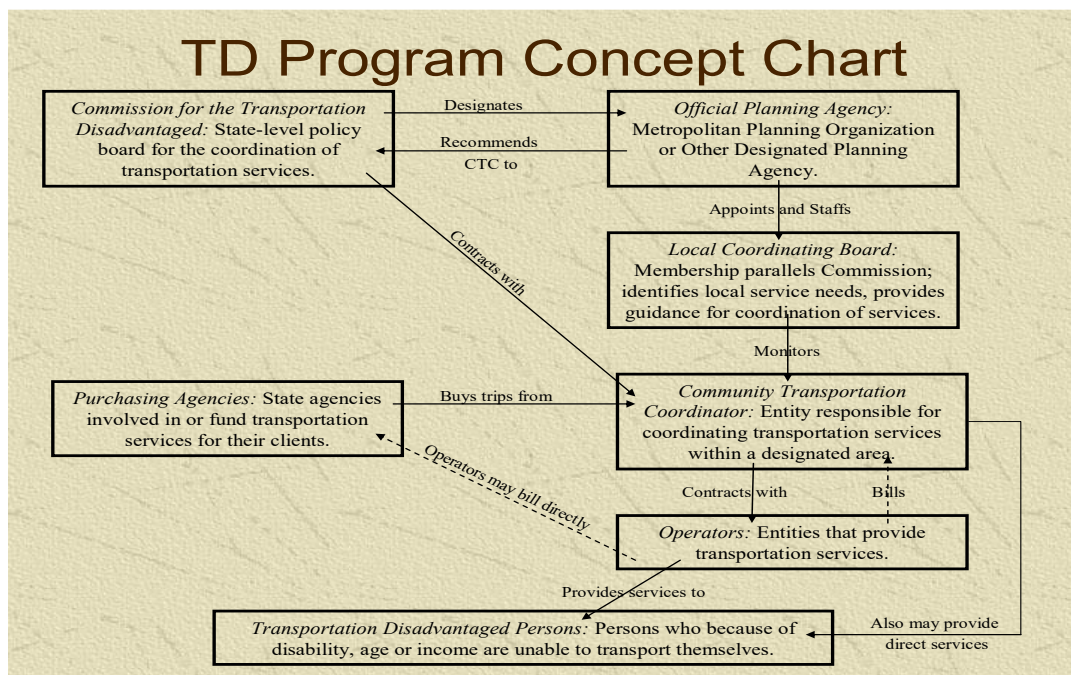
***Transportation Operators*** are the actual providers of transportation services. Any public, private for-profit, or private non-profit provider of transportation services under contract with a community

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.

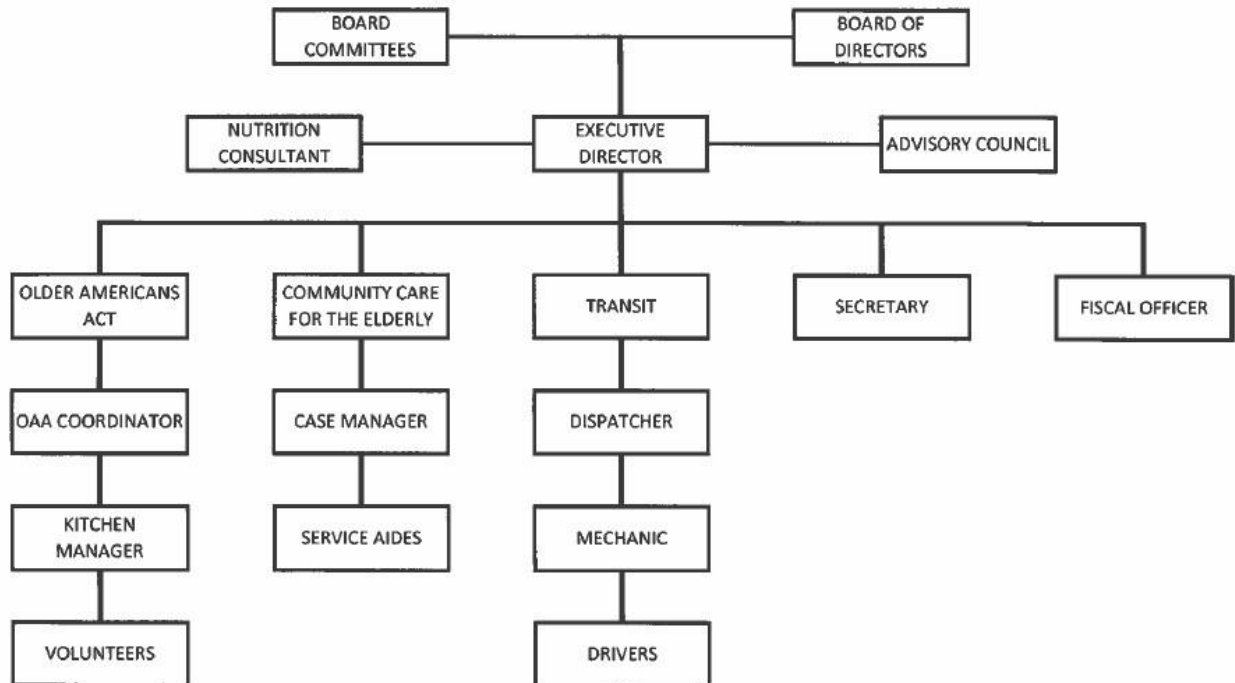
**Transportation Disadvantaged Persons** are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health 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



# Organizational Chart

Calhoun County Senior Citizens Association, Inc.



## 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**

<b>Representation</b>	<b>Member's Name</b>	<b>Alternate's Name</b>	<b>Term</b>
Chairman	Ben Hall	Robin "Cissy" Barfield	July 2025 – June 2028
Elderly	Ruth Waterman	Thelma Batson	July 2024 – June 2027
Disabled	Dorothy Sewell		July 2025 – June 2028
Citizen Advocate	Raymond Russell	Debra Jones	July 2023 – June 2026
Citizen Advocate/User	Clyde Freeman		July 2025 – June 2028
Veterans	Robert Eric Daniels		July 2023 – June 2026
Community Action	Peggy Sullivan		July 2024 – June 2027
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FDEA	(vacant)		
AHCA	Ashlee Barton	Latarsha Hampton	July 2025 – June 2028
APD	Mariah Evans	Dwayne Jones	July 2025 – June 2028
Private Trans. Industry	<i>Not Applicable</i>		
Mass/Public Transit	<i>Not Applicable</i>		

Updated June 2025

## II. Service Area Profile/Demographics

### A. Service Area Description

Calhoun County is located in northwest Florida and is bordered on the south by Gulf County, on the north by Jackson County, on the east by Liberty County and on the west by Bay County. Calhoun County has 567.33 square miles of land and 6.98 square miles of water for a total area of 574.31 square miles. There are two incorporated municipalities within the county, the Town of Altha and the City of Blountstown. Blountstown is the county seat. Concentrated, unincorporated residential areas include Carr, Clarksville, Chason, Frink, Hugh Creek, Kinard, Ocheesee, St. Rose, Scotts Ferry, and Shelton's Corner. Much of the southwestern portion of the county is a wildlife management area.

### 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 use (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 the 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 are 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.

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#### **b. Population/Composition**

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In 2020, the United States Census Bureau’s Decennial Census reported the county’s population as 13,648. The 2024 Florida Population Studies and the 2024 Florida Estimates of Population, compiled by the Bureau of Economic and Business Research (BEBR), University of Florida, along with the United States Census Bureau’s American Community Survey (ACS), provide quick, comprehensive overviews of current economic and demographic characteristics of the county. The information provided by BEBR and the ACS are the most recent datasets available and may vary from the Decennial Census. An overview of current economic and demographic characteristics of the county is provided in the following tables.

##### *Population Growth*

<i>Year</i>	<i>Total</i>	<i>0-14</i>	<i>15-24</i>	<i>25-44</i>	<i>45-64</i>	<i>65+</i>	<i>18+</i>
2020	14,324	2,348	1,452	3,952	3,967	2,605	11,446
2023	13,593	2,207	1,440	3,695	3,823	2,428	10,880

SOURCE: *American Community Survey, 2023: ACS 5-Year Estimates Subject Table: S0101*

##### *Population Composition*

Men	7,619
Women	5,974
Veterans	983
Disabled	2,849
Median age (years)	41.8
Public School Enrollment	2,675
High School Graduate or Higher	73.1%
Bachelor’s Degree or Higher	11.7%

SOURCE: *American Community Survey, 2023: ACS 5-Year Estimates Subject Table(s): DP02, DP05*

### *Population Projections*

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

<i>Calhoun</i>	<i>April 1, 2023 (est) 13,816</i>	<i>2025</i>	<i>2030</i>	<i>2035</i>	<i>2040</i>	<i>2045</i>
Low		13,000	12,500	12,000	11,500	11,100
Medium		13,800	13,900	13,900	13,900	14,000
High		14,700	15,300	15,800	16,300	17,200

SOURCE: 2024 *Florida Population Studies*, Bureau of Economic & Business Research, Volume 57, Bulletin 198, January 2024

### *Population Distribution*

<i>Location</i>	<i>2020 Census</i>	<i>April 1, 2024 (est)</i>	<i>Percentage of Change 2020-2024</i>
Altha	496	487	-1.8%
Blountstown	2,266	2,262	-0.2%
Unincorporated	10,866	10,951	0.8%
County	13,648	13,700	0.4%

SOURCE: 2024 *Florida Estimates of Population*, Bureau of Economic & Business Research, April 2024

### *Housing Classifications and Patterns*

As the region continues to grow, additional housing will be needed in every county. Where this housing should be located is a major planning issue. Local, state, and federal government regulations can have a major impact on the location of affordable housing. In some instances, there are regulations encouraging the provision of affordable housing, while in other instances they discourage and sometimes prohibit housing in various locations. Government expenditures, for example on roads, schools, and parks, do the same. Nevertheless, local governments are required in their comprehensive plans to ensure the provision of adequate sites for affordable housing for existing residents and anticipated population growth.

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



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

### *Household Projections*

	<i>2010</i>	<i>2020</i>	<i>Percentage of Change 2010-2020</i>	<i>Estimates 2024</i>	<i>Percentage of Change 2020-2024</i>
Households	5,061	4,784	-5.5%	4,997	4.5%
Average Household Size	2.52	2.48	-1.6%	2.47	-0.4%

SOURCE: *2024 Florida Population Studies*, Bureau of Economic & Business Research, Volume 58, Bulletin 200, December 2024

### *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 a person who is defined as transportation disadvantaged may be underrepresented in the labor market, since this segment of the population does not own transportation or is unable to provide its own transportation. 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 has not been significant in the county.

### *Automobile Ownership and Use*

*2023*

Labor force (workers 16 years and over)	4,618
Labor force working outside county of residence	50%
Labor force with no vehicle(s) available	1%
1 vehicle(s) available	19.2%
2 vehicle(s) available	32.7%
3 or more vehicle(s) available	47.1%

SOURCE: *American Community Survey, 2023: ACS 5-Year Estimates Subject Table: S0801*

### *Means of Transportation for Work Related Trips*

Eighty-three percent of Calhoun County workers drove to work alone in 2023, 11 percent carpooled, 0 percent took public transportation, and 6 percent used other means. Among those who commuted to work, it took them on average 32.2 minutes to get to work.

### *Historic Traditions/Cultural Descriptions*

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

The slower rate of growth in the Apalachee Region has resulted in the preservation of many of the natural, historic, and cultural resources. There are many special features in the region, some of which are unique in the state: wetlands; springs and sinkholes; ridge and ravine systems; and the numerous state and national parks, preserves, and forests. Wetlands cover more than 25 percent of the region's land area and constitute an important natural feature. Wildlife of many species relies on these areas for habitat and cover. In addition, these areas serve 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 Calhoun County --- 2 incorporated communities and the unincorporated area, which is governed by the Calhoun 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.

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#### **c. Employment**

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In 2023, for the employed population 16 years and over, the leading industries in Calhoun County were educational services, health care, and social assistance, at 24.1 percent, 13.4 percent public administration, 11.4 percent retail trade, and 10.1 percent in arts entertainment and recreation. 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*  
*2023*

Population 16 years and over	11,136
Employment rate	95.9%
Unemployment rate	4.1%
Percentage of families below the income poverty level	15.9%
Median household income	\$46,901

SOURCE: *American Community Survey, 2023: ACS 5-Year Estimates Subject Table: DP03*

*Employment by Industry*  
*2023*

<i>Type of Industry</i>	<i>Percentage of workers 16 years and over</i>	<i>Type of Industry</i>	<i>Percentage of workers 16 years and over</i>
Agriculture, forestry, fishing and hunting, and mining	3.3%	Information, Finance and insurance, and real estate and rental and leasing	2.8%
Construction	10.4%	Professional, scientific, and management, and administrative and waste management services	7.8%
Manufacturing	5.5%	Educational services, health care and social assistance	24.1%
Wholesale trade	1.5%	Arts, entertainment, recreation, and accommodation and food services	10%
Retail trade	11.3%	Other Services, except public administration	4%
Transportation and warehousing, and utilities	5.8%	Public administration	13.5%

SOURCE: *American Community Survey, 2023: ACS 5-Year Estimates Subject Table: S0802*

*Occupations and Types of Employers*

Among the most common occupations were management, business, science, and arts occupations – 33 percent; service occupations – 28 percent; sales and office occupations – 15 percent; production, transportation, and material moving occupations – 12 percent; and construction, extraction, maintenance, and repair occupations – 12 percent. Sixty-six percent of the people employed were private wage and salary workers; 24 percent were federal, state, or local government workers; and 10 percent were self-employed.

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**d. Major Trip Generators/Attractors**

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

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

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

*Trip Generators and Attractors*

<i>Education</i>	Vista (Literary program)	20448 NW Pennington Ave., Blountstown
	Adult School	17283 NW Charlie Johns St., Blountstown
	Blountstown Elementary School	20883 Fuller Warren Dr., Blountstown
	Blountstown Middle/High School	18597 NE SR 69, Blountstown
	North Florida Child Development Inc.	21090 Tupelo Ave., Blountstown
	Altha Public School	25820 Fuqua Cir., Altha
	Carr School	18987 NW SR 73, Clarksville
<i>Libraries</i>	Calhoun County Public Library	17731 NE Pear St, Blountstown
	Calhoun County Public Library	25008 FL-73, Altha
	Calhoun County Public Library	25416 FL-73, Kinard
	Calhoun County Public Library	11442 SE CR 69, Hugh Creek
<i>Child Care</i>	Altha Church of God Child Day Care	25545 NW 5th Street, Altha
	Gateway Baptist Child Care	17667 Main Street, North, Blountstown
	Kid's Kingdom	16970 NW 22 <sup>nd</sup> St, Blountstown
<i>Health Care Facilities</i>	Calhoun County Health Department	19611 SR 20 West, Blountstown
	Calhoun-Liberty Hospital	20370 NE Burns Avenue, Blountstown
	TMH Physician Partners	17808 NW Charlie Johns St., Blountstown
	Blountstown Health & Rehabilitation	16690 SW Chipola Road, Blountstown
	Life Management Center	16869 NE Pear Street, Blountstown
<i>Physicians</i>	Tallahassee Memorial Family Medicine - Dr. Gerald Skipper	17808 NE Charlie Johns Street, Blountstown
	Calhoun-Liberty Primary Care Clinic	20370 NE Burns Avenue, Blountstown

	PanCare	16875 NE Cayson Street, Blountstown
	Medical Center of Blountstown (family practice) Dr. Iqbal A. Faruqui Dr. Misbah Farooqui	20454 NE Finlay Avenue, Blountstown
	Dr. Todd McClellan (chiropractic)	17390 Main Street, North, Blountstown
	Dr. Layne (dental)	19606 SR 20 West, Blountstown
	Dr. Myron Schrock (dental)	17470 N Main St., Blountstown
<i>Pharmacies</i>	Golden Pharmacy	17324 Main Street, North, Blountstown
	Blountstown Drugs	20370 Central Avenue West, Blountstown
<i>Shopping Centers</i>	Ramsey's Cash Saver	17932 Main Street, North, Blountstown
	DG Market	17830 N Main Street, Blountstown
	Dollar General Store	15827 FL-71, Blountstown
	Family Dollar Store	20164 Central Avenue East, Blountstown
	Tatum Hardware	19668 Central Avenue West, Blountstown
	Altha Farmers Coop	18453 Main Street North, Blountstown
	Altha Farmers Coop	15543 NE Mount Olive Cemetery Rd., Altha
	Tractor Supply Company	19962 Central Ave, Blountstown
	Waldorff Ace Hardware	25615 North Main Street, Altha
	Smith's Supermarket	25868 North Main Street, Altha
<i>Social Activities &amp; Organizations</i>	American Assn. of Retired Persons (AARP)	Blountstown
	W. T. Neal Civic Center	17773 NE Pear Street, Blountstown
	Blountstown Scimitar Club	Highway 73 North, Blountstown
	Blountstown Shrine Club	Highway 73 North, Blountstown
	Masonic Lodge, Dixie Lodge 109	Blountstown
	Blountstown Rotary Club	16859 NE Cayson Street, Blountstown
	Torreya Garden Club	20370 NE Burns Avenue, Blountstown
	Women's Club	18946 SR 71 N, Lot 13, Blountstown
	Helping Hands	16842 NE Pear St., Blountstown
	Panhandle Pioneer Settlement	16303 NW Pioneer Settlement Rd., Blountstown
	Retired Teachers Assn.	15844 NE Calvin Martin Road, Altha

	Blountstown Health & Rehabilitation	16690 SW Chipola Road, Blountstown
	River Valley	17884 NE Crozier Street, Blountstown
	Rivertown Senior Care	17112 NW Charlie Johns Street, Blountstown
<i>Housing</i>	Sutton Creek Apartments	16978 NW Mayo Street, Blountstown
	Chipola Manor	17854 NE Charlie Johns Street, Blountstown
	Layne Sub-Division	18069 Main Street, North, Blountstown
	Hidden Creek Mobile Home Park	19339 SW Hidden Creek Road, Blountstown
	Fuqua Circle Public Housing	1004 Fuqua Circle, Blountstown
	Trailer City Mobile Home Community	18946 SR 71 North, Blountstown
	M & W Trailer Park	25537 N. Main Street, Altha
	Burger King	20407 Central Avenue West, Blountstown
	Hungry Howie's	19838 Central Avenue West, Blountstown
	Subway	20521 Central Avenue West, Blountstown
<i>Nutrition</i>	McDonalds	20495 Central Avenue West, Blountstown
	Pizza Hut	19926 Central Avenue West, Blountstown
	El Jalisco	16919 Pear Street NE, Blountstown
	Fiddler's Steamhouse & Oyster Bar	17415 Main Street North, Blountstown
	Lindy's Chicken	19390 SR 20 West, Blountstown
	Parramore's Too	16438 SW Chipola Road, Blountstown
	Altha Diner	25563 Main St, Altha
	Centennial Bank	20734 Central Avenue East, Blountstown
	Calhoun-Liberty Employees Credit Union	17394 NW Charlie Johns Street, Blountstown
	Regions Bank	16723 SE Pear Street, Blountstown
<i>Banks</i>	People's South	20455 West Central Avenue, Blountstown
	Dept. of Children & Families	17415 N. Main Street, Blountstown

	Capital Area Community Action Agency, Inc.	20859 Central Avenue, Rm 319, Blountstown
	Food Stamp Program	17415 N. Main Street, Blountstown
<i>Public Service</i>	Weatherization	20859 Central Avenue, Rm G-35, Blountstown
	Chamber of Commerce	20816 Central Avenue East, Blountstown
	Apalachee Regional Planning Council	2507 Callaway Road, Suite 200, Tallahassee
	Calhoun County Extension Service	20816 Central Avenue East, Blountstown
	Calhoun Correctional Institute	19562 SE Institution Drive, Blountstown
	Calhoun Co. Sr. Citizens Center	16859 NE Cayson Street, Blountstown
	Blountstown Post Office	17621 Main Street, North, Blountstown
	Altha Post Office	25934 North Main Street, Altha
	Clarksville Post Office	11351 SR 20 West, Clarksville
<i>County Government</i>	County Courthouse (government offices)	20859 Central Avenue, Blountstown
	Public Defender, Circuit Court Judge, State Attorney	20859 Central Avenue, Blountstown
	Veteran Services	20859 Central Avenue, Blountstown
	Civil Defense Office	20859 Central Avenue, Blountstown
	Sheriff's Department/Jail	20776 Central Avenue East, Blountstown
<i>Blountstown City Government</i>	Blountstown City Hall	20591 Central Avenue, West, Blountstown
	Blountstown City Inspector Office	17262 NW Angle Street, Blountstown
	Blountstown Fire Department	17276 NW Angle Street, Blountstown
	Blountstown Police Department	16908 NE Pear St., Blountstown
<i>Altha City Government</i>	Altha Town Hall	25621 NW First Street, Altha
	Altha Fire Department	Broad St., Altha
	Altha Police Department	25586 N. Main Street, Altha
<i>Kinard Community</i>	Kinard Fire Department	5382 FL-73, Kinard

### 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>Calhoun County Senior Citizens Association, Inc.- d.b.a. Calhoun County Transit</i>	<i>Calhoun County School Board</i>
Telephone Number:	850-674-4163	850-674-8212
Contact Person & Title:	Marilyn Russell, Executive Director	Greta Jenks, Transportation Director
Number Vehicles:	15 (8 wheelchair accessible, 1 stretcher equipped)	35 buses (4 wheelchair accessible), 2 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 2025



### III. Service Analysis

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

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

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

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

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

#### *Program and General Trips*

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

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

#### *Sponsored and Non-Sponsored*

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

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

## A. Forecasts of TD Population

General TD Population Forecast	2023	2024	2025	2026	2027
<b>Overlapping Circle Component</b>					
<b>E</b> - Estimate non-elderly/disabled/ low income	477	478	478	479	480
<b>B</b> - Estimate non-elderly/ disabled/not low income	895	896	898	899	900
<b>G</b> - Estimate elderly/disabled/low income	255	255	256	256	256
<b>D</b> - Estimate elderly/ disabled/not low income	823	824	825	827	828
<b>F</b> - Estimate elderly/non-disabled/low income	271	271	272	272	273
<b>A</b> - Estimate elderly/non-disabled/not low income	1,645	1,647	1,650	1,652	1,655
<b>C</b> - Estimate low income/not elderly/not disabled	1,651	1,653	1,656	1,658	1,661
<b>TOTAL GENERAL TD POPULATION</b>	<b>6,017</b>	<b>6,026</b>	<b>6,034</b>	<b>6,043</b>	<b>6,052</b>
<b>TOTAL POPULATION</b>	<b>13,596</b>	<b>13,616</b>	<b>13,635</b>	<b>13,655</b>	<b>13,675</b>

SOURCE: American Community Survey, 2023: PUMA, Center for Urban Transportation Research (CUTR), Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts

## B. Needs Assessment

The need for transportation is not the same as the demand for transportation. 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 exist 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 forecasted unmet demand for transportation disadvantaged trips is the difference between the demand and the supply of these trips. All of the unmet demand consists of demand for general trips.

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

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

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

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

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

*Five-Year Transportation Disadvantaged Improvement Plan*

	<i>Project</i>	<i>Improvement</i>	<i>Estimated Cost</i>	<i>Estimated Revenue Source</i>
1	Purchase replacement paratransit vehicles to provide transportation for the elderly and disabled passengers.	4 12-Passenger Vans 2 Mid-Sized Sedans	\$ 180,000 \$ 80,000	FTA/DOT Section 5310, CTD
2	Provide paratransit transportation service to the elderly, handicapped and disadvantaged citizens in the county.	Operating Assistance	\$ 250,000	FTA/DOT Section 5311
3	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens in the county.	3 12-Passenger Vans	\$ 135,000	RCAP
4	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens in the county.	1 8-Passenger Van	\$ 45,000	FTA/DOT Section 5311 RCAP
5	Purchase replacement office equipment.	10 Computers with monitors, printers, keyboards, driver tablets, software, and installation.	\$ 25,000	FTA/DOT Section 5310, RCAP, CTC
6	Purchase of vehicle maintenance equipment and tools to reduce the down time of repairs.	Shop Equipment (Lift, Tire Changing Equipment, Air Tools, and other equipment as needed to make repairs.)	\$ 10,000	FTA/DOT/CTC Section 5310, RCAP
7	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	3 - Type E Transit Bus	\$ 435,000	FTA/DOT/CTC Section 5310
8	Purchase expansion paratransit vehicle to provide transportation for the disadvantaged citizens residing in the county.	2 - Type D Transit Bus	\$ 290,000	FTA/DOT/CTC Section 5310

Updated June 2025

## 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 areas. 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 have 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. The information will be based on the most recent annual operating report.

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

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***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 database 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 &amp; Ending Dates</i>
Increase the number of sponsored and non-sponsored trips	CTC	July 1, 2021 – June 30, 2026
Maintain and expand the client database relating to the clients' needs and capabilities	CTC	July 1, 2021 – June 30, 2026
Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds	CTC	July 1, 2021 – June 30, 2026
Prepare a user's guide and update when needed	CTC, LCB	July 1, 2021 – June 30, 2026
Provide announcements to local newspapers announcing public hearings	PA	July 1, 2021 – June 30, 2026

**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 &amp; Ending Dates</i>
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2021 – June 30, 2026
Evaluate and revise routes and schedules when needed	CTC, LCB	July 1, 2021 – June 30, 2026
Develop a workable budget and keep within budget expectations	CTC	July 1, 2021 – June 30, 2026
Review driver logs for areas of inefficient use of time, drivers, and miles	CTC, LCB	July 1, 2021 – June 30, 2026

Review driver non-revenue hours and reduce when possible	CTC, LCB	July 1, 2021 – June 30, 2026
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2021 – June 30, 2026
Contract with an adequate number of operators to meet the needs	CTC	July 1, 2021 – June 30, 2026

**Objective 3:** Ensure that safe and quality service is provided.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning &amp; Ending Dates</i>
Provide training on customer satisfaction	CTC	July 1, 2021 – June 30, 2026
Provide training on passenger assistance techniques	CTC	July 1, 2021 – June 30, 2026
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2021 – June 30, 2026
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2021 – June 30, 2026
Report accidents and roadcalls to the LCB	CTC	July 1, 2021 – June 30, 2026
Review operator contracts for compliance with safety requirements	CTC, LCB	July 1, 2021 – June 30, 2026
Annually review SSPP and amend as needed	CTC	July 1, 2021 – June 30, 2026
Provide opportunities for riders to express concerns and suggestions on service delivery	CTC, LCB	July 1, 2021 – June 30, 2026
Sponsor at least one public hearing each year for public comment	PA	July 1, 2021 – June 30, 2026
Schedule an opportunity for public comments on all LCB agendas	PA	July 1, 2021 – June 30, 2026
Address public organizations and agencies regarding services	CTC, LCB, PA	July 1, 2021 – June 30, 2026

**Objective 4:** Secure necessary funding to support the TD program.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning &amp; Ending Dates</i>
Address public organizations and agencies on the need of local financial support	CTC, LCB, PA	July 1, 2021 – June 30, 2026
Promote the Voluntary Dollar Program	CTC, LCB, PA	July 1, 2021 – June 30, 2026

**Objective 5:** Ensure program accountability.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning &amp; Ending Dates</i>
Provide copies of reports to the LCB for review.	CTC, PA	July 1, 2021 – June 30, 2026
Provide, at least quarterly, operational, and financial information to the LCB	CTC	July 1, 2021 – June 30, 2026
Provide a copy of audit or annual financial report to LCB	CTC	July 1, 2021 – June 30, 2026
Provide copies of purchasing agency evaluation/monitoring reports to LCB	CTC	July 1, 2021 – June 30, 2026
Perform annual evaluation of CTC	LCB, PA	July 1, 2021 – June 30, 2026

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

# Service Plan

## VI. 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.

Calhoun County Senior Citizens Association, Inc. DBA Calhoun County Transit is the Community Transportation Coordinator, which was designated originally in July 1986 by the Calhoun County Board of County Commissioners. Since this time, Calhoun County Transit has been re-designated as the current Community Transportation Coordinator for Calhoun County.

### A. Types, Hours, and Days of Service

Transportation services are available to recipients 24 hours/day, seven days/week. Calhoun County Transit provides ambulatory, non-ambulatory and stretcher paratransit service on an advance reservation and subscription type basis. Will calls are accepted for emergencies or for hospital releases at a minimal level. This service is more expensive for the purchaser. Services are available Monday-Friday between the hours of 7:30 AM and 4:00 PM. After hours, holidays and weekend hours of service are negotiated prior to provision of transportation.

Calhoun County Transit will close the office on the following holidays:

New Year's Day	Veteran's Day	Memorial Day
Good Friday	Christmas (2 Days)	Labor Day
Independence Day	Martin Luther King Day	Thanksgiving (2 Days)
President's Day		

Demand response service is available for non-ambulance related emergencies. Clients are required to call the Sheriff's Department (after hours 674-5049). Every effort is made by the Sheriff's Department to secure transport through family members or friends. If no outside help is available, then the dispatcher from Calhoun County Transit is notified to arrange transport. Calhoun County Transit provides door-to-door service for all types of transportation service.

### B. Accessing Services

#### *Subscription Service:*

This is a regular and recurring service in which routes and schedules are prearranged, through a one-time arrangement, to meet the travel needs of riders who sign up for the service in advance. The sign-up time must be 24 hours in advance. The clients will remain on this service until the sponsoring agency removes their names from the route.

This service may be scheduled by calling (850) 674-4496 or 1-800-391-6134 between the hours of 7:30 AM-4:00 PM CST, Monday-Friday. Cancellations for this service must be made by 2:00 PM CST the day before the scheduled transportation. There will not be a charge for cancellations. Also, cancellations are accepted the morning of the scheduled transportation if the vehicle has not left the garage.

Alternative communications for the hearing impaired may use the Florida Relay Service by calling 1 (800) 955-8770 (Voice) or 1 (800) 955-8771 (TTY). Other accessible formats are available upon request.

#### *Reservation Service:*

This service may be accessed by calling the office at (850) 674-4496 or toll free at 1-800-391-6134 no later than 2:00 PM CST, the day before transportation is needed. The office hours are Monday-Friday from 7:30 AM-4:00 PM CST. There will not be a charge for cancellations. Cancellations are accepted the morning of the scheduled transportation if the vehicle has not left the garage.

#### *Demand Response:*

A 24-hour advance notice is not required for demand response service. This transportation may be scheduled by calling the office at (850) 674-4496 or 1-800-391-6134 after 7:30 AM and before 4:00 PM CST. Demand response calls are for non-ambulance related emergencies. After hours, the service may be accessed by calling the Sheriff's Department at (850) 674-5049. If family or friends are not available to do the transportation, then the dispatcher from Calhoun County Transit is notified. If after talking with the dispatcher and the dispatcher determines this is not an emergency and can wait until the next business day, then the client is asked to schedule transportation in the required time frame. If the client's transportation is declared an emergency, then transport will be arranged without the client waiting for the appropriate time.

#### *Will Calls:*

These are the return trip requests on a demand-response basis. This is usually for hospital releases or certain emergencies that cannot wait for the required 24-hour advance notice. Transportation is arranged through the dispatcher by calling the office at (850) 674-4496 or 1-800-391-6134, Monday-Friday, from 7:30 AM-4:00 PM CST. After hours, trips may be arranged by calling the Sheriff's Department at (850) 674-5049. The dispatcher for Calhoun County Transit will be notified if family or friends are not available to do the transportation.

#### *Escorts:*

Providing an escort for a client who is non-ambulatory, illiterate, or incapable of functioning on their own will be the responsibility of the passenger. Children under the age of 16 will be required to have an escort who is capable of caring for the minor and filling out required paperwork for the passenger.

#### *Waiting Policy:*

Calhoun County Transit transports many clients with special needs and requests. The waiting time for each client will be from five (5) to ten (10) minutes depending on the situation. If a passenger is not ready to board after ten (10) minutes, another appointment will need to be arranged. When dealing with a group home or nursing home facility, a designated pick-up area will be arranged. Clients in these settings are required to be dressed, fed, and ready to go at the designated pick-up time.

Clients will be notified of their scheduled pick-up time the day prior to their appointment. If a client does not have a telephone, it will be their responsibility to contact the office to inquire about this pick-up time.

#### *Passenger Pick-Up Window:*

There will be a 30-minute window for pick-up times. This means, if the driver is scheduled to pick up a client at a certain time, this may be either 30 minutes before or 30 minutes after the scheduled pick-up time. This gives the driver some flexibility in the route.

***No-Show Policy:***

Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. Please see NO-SHOW POLICY in Section 12, Service Standards.

***Eligibility:***

Transportation service under non-sponsored will be available for all residents of Calhoun 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.

***Intake Eligibility Form:***

Calhoun County Transit requires individuals needing non-sponsored transportation service to complete an Intake Eligibility Form. The dispatcher will screen individuals requesting transportation at the time of the reservation to see if they qualify for non-sponsored transportation services. The criteria being followed is based on the eligibility requirements set forth by the Commission for the Transportation Disadvantaged. If budget restraints apply, then Calhoun County Transit will receive reservations based on a first-come, first-served basis.

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 this grant will be allocated on a monthly basis. No service will be provided when the demand for service exceeds the available allocated funds.

## Calhoun County Transit

### Application for Transportation Disadvantaged Eligibility

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ MI \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

☐ Male ☐ Female DOB \_\_\_\_\_ SS# \_\_\_\_\_

Are you a Medicaid Recipient? ☐ Yes ☐ No If Yes, what is your Medicaid # \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

E-mail (Optional) \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Please indicate below if you use any of the following mobility aids or equipment:

<input type="checkbox"/> Alphabet Board	<input type="checkbox"/> Long White Cane	<input type="checkbox"/> Powered Scooter/Cart*
<input type="checkbox"/> Cane	<input type="checkbox"/> Manual Wheelchair*	<input type="checkbox"/> Powered Wheelchair*
<input type="checkbox"/> Crutches	<input type="checkbox"/> Picture Board	<input type="checkbox"/> Walker
<input type="checkbox"/> Leg Braces	<input type="checkbox"/> Oxygen CO2	<input type="checkbox"/> Other _____
<input type="checkbox"/> Service Animal (describe) _____		
<input type="checkbox"/> I do not use any of the above aids or equipment.		

**NOTE:** CCT may not be able to accommodate you if your wheelchair or scooter is longer than 48 inches or wider than 30 inches or if your total weight with your wheelchair is more than 600 pounds.

If you use a mobility aid, is your residence accessible (ramp, paved walkway, etc)? ☐ Yes ☐ No

#### AVAILABILITY OF SUITABLE MODE OR TRANSPORTATION TO OTHER COMMUNITY LOCATIONS

Answer Yes/No

<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you own a vehicle?	Year _____ Model _____
	If yes, how many vehicles do you own?	Total # _____
<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have a valid FL Driver's License?	DL# _____
<input type="checkbox"/> Yes <input type="checkbox"/> No	Could you drive your vehicle to medical appointments?	If not, explain below.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Does any member of your household have a vehicle?	Name _____
<input type="checkbox"/> Yes <input type="checkbox"/> No	Could they transport you to medical appointments?	If not, explain below.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have family members in the county who can transport you?	Name _____
<input type="checkbox"/> Yes <input type="checkbox"/> No	Could they transport you to medical appointments?	If not, explain below.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have friends in the county who can transport you?	Name _____
<input type="checkbox"/> Yes <input type="checkbox"/> No	Could they transport you to medical appointments?	If not, explain below.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you live in a facility that provides transportation?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Could this facility transport you to medical appointments?	If not, explain below.

Explain: \_\_\_\_\_

Please explain how you previously got to your medical appointments. \_\_\_\_\_

Including all wages, disability payments, social security payments, pensions, dividends, investments, etc., what is your **Total** Gross Annual Household Income? \$ \_\_\_\_\_

Total Monthly Household Income: \$ \_\_\_\_\_

Total # of Household Members: \_\_\_\_\_

The following totals represent 150% of the Federal Health and Human Services Guidelines for low household income. In order to qualify for the Transportation Disadvantaged transportation program, household income may not exceed these guidelines:

Number of People in Household	Maximum Household Income for Transportation
1	\$17,235
2	\$23,265
3	\$29,295
4	\$35,325
5	\$41,355
6	\$47,385
7	\$53,415
8	\$59,445

For more than (8) eight people in the household, add \$6,030 for each additional person in the household.

*The Maximum Household Income will be updated at re-certification time.*

I understand that I will have to provide proof of age, disability, or income in order to qualify for Transportation Disadvantaged service. One or more of these eligibility requirements must be met. I understand and affirm that the information provided in this application for Transportation Disadvantaged services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs and eligibility of transportation to and from eligible services and appointments. I understand that providing false or misleading information, or making fraudulent claims, or making false statements on behalf of others constitutes a felony under the laws of the State of Florida.

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

**PLEASE RETURN THIS FORM TO:**

Calhoun County Transit  
16859 NE Cayson St.  
Blountstown, FL 32424

PHONE: (850) 674-4496  
FAX: (850) 674-1446

**RESULTS OF INTERVIEW**

**DO NOT WRITE IN THIS SPACE - OFFICIAL OFFICE USE ONLY**

New Eligibility Application: ☐ Yes ☐ No

Redetermination: ☐ Yes ☐ No

Is all required verification attached to application? ☐ Yes ☐ No

Date Approved: \_\_\_\_\_ Date(s) of Service: \_\_\_\_\_

Date Denied: \_\_\_\_\_ Reason for Denial: \_\_\_\_\_

Mode: \_\_\_\_\_ Personal Care Attendant Needed: ☐ Yes ☐ No  
(Wheelchair, Stretcher, Walker, Cane, etc)

Date Received \_\_\_\_\_ Date Completed \_\_\_\_\_ Date Approved \_\_\_\_\_

Based upon the application, the rider meets one or more of the eligibility criteria as stated from the Transportation Disadvantaged Service Plan guidelines.

Dispatcher Signature: \_\_\_\_\_

Approved by Agency Supervisor: \_\_\_\_\_



## TRANSPORTATION DISADVANTAGED POLICIES AND PROCEDURES

**PURPOSE:** To establish procedures to assess and administer Calhoun County Senior Citizens Association, Inc. / Calhoun County Transit (CCT) applications for the paratransit door to door service as per the Americans with Disability Act of 1990 (ADA), the Florida Commission for the Transportation Disadvantaged (TD) and other grants as authorized and approved through the Calhoun County Senior Citizens Association, Inc.

Chapter 427, Florida Statutes reads . . . . individuals 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'.

TRANSPORTATION DISADVANTAGED (TD) Non-Sponsored Paratransit Service

Calhoun County Transit will provide non-sponsored service to the residents of Calhoun County if the following criteria is met:

- 1) No other funding is available to pay for the requested trip (i.e., Agency Sponsored (private pay), Medwaiver, Older American's Act, Agency for Persons with Disabilities, or Medicaid).
- 2) One or more of the following criteria's are met:
  - \*Physical or Mental Disability as outlined in the American's with Disabilities Act of 1990
  - \*Age (60 or older)
  - \*Individual has no money (Individual and household income status must be 150% of the poverty level or less)

150% of Poverty

1.....	\$17,820	5.....	\$42,660
2.....	\$24,030	6.....	\$48,870
3.....	\$30,240	7.....	\$55,095
4.....	\$36,450	8.....	\$61,335

- 3) The individual is unable to transport themselves or to purchase transportation. No self-declaration allowed. To approve based on income, verification of one of the following official documents will be required:
- |                    |                                                       |
|--------------------|-------------------------------------------------------|
| *W-2               | *Social Security Income                               |
| *Tax Return        | *Social Security Disability                           |
| *Pension           | *Worker's Compensation                                |
| *Interest Dividend | *A notarized letter from a relative regarding support |

Calhoun County Senior Citizens Association, Inc. / Calhoun County Transit has adopted this criteria to determine eligibility for non-sponsored Transportation Disadvantaged service. The Transportation Manager will review the written application and conduct an interview when appropriate, to verify eligibility. Transportation Disadvantaged customers must meet one or more of the eligibility requirements in order to be approved for services.

All Transportation Disadvantaged Non-Sponsored applications must have the following support documentation attached:

- \*Age Verification (Birth Certificate, I.D.)
- \*Disability Certification (Letter from Doctor, Social Security Statement)
- \*Income Verification (Bank Statement, W-2, Tax Return)

The Executive Director or Fiscal Officer will also sign off on the Transportation Disadvantaged applications. Transportation Disadvantaged customers will be re-certified every three (3) years.

Calhoun County Transit will make every effort to accommodate the Transportation Disadvantaged customers in Calhoun County. If the client is not approved for services they may file a grievance with the CTC. The grievance procedures are outlined in the Transportation Disadvantaged Service Plan.

*Marketing Plan:*

## **PUBLIC PARTICIPATION PLAN**

**Calhoun County Senior Citizens Association, Inc. /  
Calhoun County Transit**

**Effective 1/2020**

**Prepared by:**

**Marilyn Russell, Executive Director  
senior1@gtcom.net**

**SERVICE AREA:**

This plan will focus on meeting the transportation needs of the general public to residents of Calhoun County. Calhoun County is located in northwest Florida and is bordered on the south by Gulf County, on the north by Jackson County, on the east by Liberty County and on the west by Bay County. Calhoun County has 567.33 square miles of land and 6.98 square miles of water for a total area of 574.31 square miles. There are two incorporated municipalities within the county, the town of Altha and the City of Blountstown. Blountstown is the county seat. Concentrated, unincorporated residential areas include Carr, Clarksville, Chason, Frink, Hugh Creek, Kinard, Ocheegee, St. Rose, Scotts Ferry and Shelton's Corner. Much of the southwestern portion of the county is a wildlife management area.

**TARGETED AREAS:**

Calhoun County Senior Citizens Association, Inc. / Calhoun County Transit will target areas with the highest concentration of minority and LEP populations as well as the general public as a whole. Targeted areas would include the 'out-lying' areas of Carr, Clarksville, Chason, Frink, Hugh Creek, Altha, Kinard, Ocheegee, St. Rose, Scotts Ferry, Shelton's Corner and the county seat of Blountstown which has the highest concentration of the minority population. LEP population is less than 1% of the county so Outreach for the LEP population would be advertised in the local area to be performed at the Blountstown Library 'if requested' after placing an ad in the local newspaper the 'County Record'. Outreach would be performed by the Transportation Dispatcher if requested.

**OUTREACH PLAN:**

Calhoun County Senior Citizens Association, Inc. / Calhoun County Transit will advertise in the 'Reflections' monthly, and County Record, when and where Outreach is planned in the targeted areas. Calhoun County Senior Citizens Association, Inc. / Calhoun County Transit will pass out Agency Brochures to individuals during the Outreach. Brochures will further explain the following:

- How to access services
- Eligibility for ridership
- Complaint Procedures
- Agency phone numbers
- Website address – calhouncountyseniors.org
- Sponsoring agencies

During the Outreach process whether it be face-to-face or canvassing an area, every effort will be made to reach 'ALL' of the General Public.

**ATTACHED:**

\* 2020 TRANSPORTATION TARGETING OUTREACH PLAN

**2020 TRANSPORTATION TARGETING  
OUTREACH PLAN**

**PROVIDER: Calhoun County Senior Citizens Association, Inc.**

Outreach is **face-to-face, one-to-one** contact with individuals initiated by the agency for the purpose of identifying potential transportation users. These efforts should take place in highly visible public locations or in neighborhoods identified for visiting or canvassing. These efforts should be planned to reach the General Public, Minority and LEP Population.

Quarterly (As Advertised)	Targeted Location Responsible Person	Person's Name (if available)	Limited English	Minority	General Public
	Chipola Manor Apartments Charlie John Street Blountstown, FL 32424	Marilyn Russell		X	
	Blountstown Drugs NW Main Street Blountstown, FL 32424	Maxine Jackson			
	First Baptist Church 15678 NW Chipola St Altha, FL 32421	Janet Walden			X
	Cash Savers 20118 Central Ave W Blountstown, FL 32424	Marilyn Russell	X		X
	Kinard Library, Altha Library, Shelton Library, Blountstown Library, Hugh Creek Library	Maxine Jackson	X	X	X
	Calhoun-Liberty Ministry Center 21754 Hwy 20 Blountstown, FL 32424	Janet Walden	X	X	X
	St Paul AME Church 16076 SE River Street Blountstown, FL 32424	Marilyn Russell	X	X	X

### **C. Transportation Operators and Coordination Contractors**

Currently, Calhoun County Transit does not contract with any transportation operators or coordination contractors. Calhoun County Transit can provide transportation as needed in the county.

### **D. Public Transit Utilization**

Calhoun County does not have a public transit system; therefore, this portion of the service plan is not applicable.

### **E. School Bus Utilization**

Calhoun County Senior Citizens Association currently doesn't utilize the School District vehicles.

## F. Vehicle Inventory

### CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a) (ONLY IF GRANT IS FOR VEHICLES/EQUIPMENT)

Name of Applicant: Calhoun County Senior Citizens Assn., Inc. Date of Inventory: 04 /2025

Agency Vehicle #	Model Yr. (b)	Make/size /type (C)	FDOT Control # or VIN #	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Current Mileage	Vehicle Status (Active/Spare/Other)	Expected retirement date	Funding source (f)
21	2009	Ford Van	68328	Stretcher	3	62,871	Active	2028	Rural Transit Grant
02	2016	Chev. Bus	44048	Lift	8 + 2	143,876	Active	2028	Rural Transit Grant
10	2016	Chev. Bus	93344	Lift	8 + 2	162,203	Active	2028	5310
17	2017	Ford Van	93372		12	90,095	Active	2027	5310
18	2017	Ford Van	93371		12	60,521	Active	2027	5310
22	2018	Ford Flex	06614		7	162,899	Active	2026	TD Commission
24	2019	Goshen Ford Bus	17164	Lift	10 + 2	113,863	Active	2028	TD Commission
26	2019	Goshen Ford Bus	30030	Lift	10 + 2	100,444	Active	2028	5310
15	2021	Toyota	08279		7	77,587	Active	2028	Rural Transit Grant
19	2019	Dodge Van	30060	Ramp	3 + 1	93,690	Active	2028	5310
20	2021	Toyota	30075		7	69,424	Active	2028	5310
11	2015	Dodge Van	93324	Ramp	3 + 1	65,524	Active	2028	5310 (Star Metro)
12	2015	Dodge Van	93326	Ramp	3 + 1	63,033	Active	2028	5310 (Star Metro)
09	2021	Ford Van	01746		12	13,559	Active	2028	TD Commission
05	2024	Chev. Bus	30103	Lift	8 + 2	505	Active	2030	5310

(a) Applicants must use this form.

(b) Identify vehicles to be replaced with this or other grant by placing an asterisk (\*) next to the model year. In Exhibit B of the application, provide the name of the lessee or contractor, if applicable.

(c) For example, Ford 22' bus; Dodge converted van.

(d) Show FDOT control number OR VIN if bought with grant through FDOT. If bought through other funding, list the complete VIN.

(e) Include computer hardware and software, copiers, printers, mobile radios, communication systems, etc.

(f) Identify the grant or other funding source used for purchasing the vehicle/equipment.

## 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 & RULE 14-90 F.A.C.)  
to  
Florida Department of Transportation

***This Certifies year 2024.***

DATE: January 2, 2025

TRANSIT SYSTEM: CALHOUN COUNTY SENIOR CITIZENS ASSOCIATION, INC.

ADDRESS: 16859 NE Cayson Street, Blountstown, Florida 32424

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: Marilyn Russell Title: Executive Director  
(Type or Print)

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

Name/Company: CALHOUN COUNTY SENIOR CITIZENS ASSOCIATION, INC./MICHAEL WIMBERLY

Address: 16859 NE Cayson Street, Blountstown, Florida 32424

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



## H. Intercounty Services

Calhoun County Transit has a verbal agreement with neighboring counties to assist, if needed, with their transportation needs

## I. Emergency Preparedness and Response

Calhoun County Transit works closely with the Calhoun County Emergency Management in the event of a disaster or emergency. Calhoun County Transit is listed in the county plan as the transit system being used for paratransit individuals. If another county should need assistance at this time, the system will respond to the need. This Agency also assists the nursing homes with the evacuation of residents and is listed as the transportation system in their evacuation plans.

## J. Education Efforts/Marketing

Calhoun County Transit advertises the types of services available, funding and transit schedules through the local newspaper and media. Brochures are available with procedures for scheduling or canceling transportation. Advertisements are also published in the Agency's newsletter. Presentations at civic groups also market the program.

## K. Acceptable Alternatives

The Local Coordinating Board and Calhoun County Transit have not identified any alternatives for transportation that could be used in the coordinated system.

## L. Service Standards

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The Transportation Disadvantaged Coordinating Board will annually evaluate the Community Transportation Coordinator's compliance with 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.

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### Commission Service Standards

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#### *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.

**Local Policy:** Children under age 16 and individuals requiring special loading assistance will be required to be accompanied by an escort. The passengers must provide their own escort. The escort must be able to provide the necessary assistance to the passenger.

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

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

**Local Policy:** 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 passenger will provide child restraint devices. 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.

**Local Policy:** Passengers shall be allowed to have unlimited pieces of personal property which they can stow in the rear of the vehicle. Passengers must be able to independently carry all items brought onto the vehicle. Drivers shall be allowed to carry packages as individually needed by the passenger.

#### *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.

**Local Policy:** The community transportation coordinator will provide pre-arranged trips out-of-the-service area Monday – Friday.

#### *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.

**Local Policy:** Exterior of all vehicles shall be free from dirt, grime, or oil. Any dents and/or scratches shall be repaired. Agency logo shall be clearly visible to the public.

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

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

**Local Policy:** Currently, Calhoun County Transit does not have any subcontractors.

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

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

**Local Policy:** Rider information shall contain emergency contact numbers for passengers, detailed physical directions to home, type of transportation request and other items as required by the CTD. Trip data shall include passenger's name, departure time, pick up time, return time, mileage and other items as deemed necessary by the CTC. Data must be "in detail" in order to gather data necessary for the Annual Operating Report.

***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.

**Local Policy:** Drivers may not assist wheelchairs up or down more than three (3) steps.

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

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

**Local Policy:** The use of any tobacco products on the vehicles is prohibited. In general, eating and drinking on board the vehicle will not be allowed. Reasonable accommodation for eating or drinking on board a vehicle shall be provided where it does not fundamentally alter service, pose a direct safety threat and where an undue administrative or financial burden is experienced. If a passenger with a medical condition requests to eat or drink aboard a vehicle in order to avoid adverse health consequences, the request will be granted. Stops will be made to accommodate the needs of the passengers as pre-determined by the dispatcher. The driver will determine comfort stops.

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

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

**Local Policy:** Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. On the first occurrence, the driver will leave a notice on the passenger's house door. On the second occurrence, a letter of warning will be sent from the coordinator. If a third infraction occurs within 60 days, a letter notifying the passenger that they have been suspended from service for a 30-day period will be sent by the coordinator. When the passenger is again reinstated to the program, and if three infractions occur within 60 days, the suspension will be 45 days. When the passenger is again reinstated to the program and if three infractions occur within 60 days, the suspension will be 60 days. No-Shows will not exceed 1% of the requested trips.

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

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

**Local Policy:** All vehicles shall have two-way communication. Drivers have cellular telephones in circumstances where the radios will not pick up service. At no time, when the vehicle is in motion shall the driver answer cellular telephone calls. If the telephone rings, the driver must pull over or wait until he/she is at their destination before returning the call.

#### *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.

**Local Policy:** All drivers shall be certified in First Aid.

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

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

**Local Policy:** All drivers shall be certified in CPR.

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

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

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

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

**Local Policy:** This standard is not applicable to this service area.

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

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

**Local Policy:** There is a thirty (30) minutes pick-up window in place for all trips. The coordinator shall have at least a 93% on-time performance for all scheduled pick-up times within the established window.

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

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

**Local Policy:** The coordinator shall have at least a 95% on-time performance rate for all completed trips.

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

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

**Local Policy:** There shall be a 24-hour notice requirement for all trips scheduled within the coordinated system, except under special circumstances.

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

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

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

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

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

evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

**Local Policy:** There should be no less than 10,000 miles between each roadcall.

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

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

**Local Policy:** 90% of all incoming calls will be answered within an average of one (1) minute.

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

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

**Local Policy:** 1 complaint for 10,000 trips shall be the maximum number of complaints for the evaluation period.

## **M. Service Animal Policy**

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

Please notify Calhoun County Senior Citizens Association, Inc. in advance if you intend to bring a service animal with you.

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

If you are planning on riding on Calhoun County Senior Citizens Association, Inc. with a service animal, please follow these guidelines:

- Service animals are to be properly leashed and/or harnessed and under the control of their handlers at all times.
- The service animal must remain at your feet or on your lap. The service animal may not sit on a vehicle seat.
- The service animal must not be aggressive toward people or other animals.
- You are responsible for any damages or soiling caused by the service animal.

- The rider may be asked to remove his/her service animal from the vehicle if:
  - The animal is out of control and the rider does not take effective action to control it.
  - The animal poses a direct threat to the health or safety of others.
- You are responsible for the care and supervision of your service animal while on board the vehicle.

## **N. Local Complaint and Grievance Procedure/Process**

- 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 (CTDOmbudsman@dot.state.fl.us). 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.

## **O. CTC Monitoring Procedures for Operators and Coordination Contractors**

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

## **P. Coordination Contract Evaluation Criteria**

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



## VII. Cost/Revenue Allocation & Rate Structure Justification

### A. Service Rates Summary & Rate Calculation Worksheets

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

#### **SERVICE RATES SUMMARY**

Calhoun County Senior Citizens Association Inc,  
d.b.a. Calhoun Transit  
Calhoun County Coordinated Transportation System  
Effective: July 1, 2025

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Passenger Mile	\$1.72
Wheelchair	Passenger Mile	\$2.95
Stretcher	Passenger Mile	\$6.15

# Quality Assurance

## VIII. Quality Assurance

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

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

### A. Coordinator Evaluation Process

Annually, the transportation disadvantaged coordinating board evaluates the community transportation coordinator to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner. The transportation disadvantaged coordinating board makes a recommendation to 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 24-25**

**CTC Being Reviewed**

Calhoun Co. Sr. Citizens Assn., Inc.  
d.b.a. Calhoun Transit

**Review Date**

3/11/25

**General Information**

Calhoun Co. Sr. Citizens Assn., Inc./Calhoun Transit was designated as the CTC for Calhoun County for Fiscal Years July 1, 2021 – June 30, 2026. 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
On-Site Observation of the System	Area of Noncompliance: None
Rider/Beneficiary Survey Summary	Area of Noncompliance: None
Contractor Survey Summary	Area of Noncompliance: None
Purchasing Agency Survey Summary	Area of Noncompliance: None
Level of Cost – Worksheet 1	Area of Noncompliance: None
Level of Competition – Worksheet 2	Area of Noncompliance: None
Level of Coordination – Worksheet 3	Area of Noncompliance: None
Status Report Follow-Up From Last Review	Area of Noncompliance: None
Review of Transportation Disadvantaged Service Plan – Barriers, Goals, Objectives and Strategies, Section II. Service Plan, Service Standards, Service Rates	Area of Noncompliance: None

**Report completed by:** Austin Britt, LCB/ARPC staff

**Approved by the LCB:** March 11, 2025