# WAKULLA COUNTY

## TRANSPORTATION DISADVANTAGED SERVICE PLAN

## FISCAL YEAR 2026-2031

**Prepared by the**

Wakulla County
Transportation Disadvantaged Coordinating Board

Wakulla Senior Citizens Council, Inc.
d.b.a. Wakulla Transportation
the Community Transportation Coordinator

Apalachee Regional Planning Council
the Designated Official Planning Agency

**Approved by the**
Wakulla County Transportation Disadvantaged Coordinating Board
On September 16, 2026

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# LCB Certification

**Apalachee Regional Planning Council**

**Local Partnerships • Regional Impact**

## *Wakulla 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 | Quincee Messersmith | | |
| Elderly | Ida Moore | | July 2024 – June 2027 |
| Disabled | Julie Merritt | | July 2026 – June 2029 |
| Citizen Advocate | Johnny Coggins III | | July 2026 – June 2029 |
| Citizen Advocate/User | Judy Herring | | July 2026 – June 2029 |
| Veterans | Winston Murphy | Stephanie Weems | July 2024 – June 2027 |
| Community Action | Angela Hicks | | July 2024 – June 2027 |
| Public Education | Edward Hand | | July 2024 – June 2027 |
| Children at Risk | Tara Cockman | Amanda Madden | July 2026 – June 2029 |
| Workforce Dvp Board | Jeanie Booth | Kevin Harrington | July 2026 – June 2029 |
| Medical | Tonya Hobby | James Lewis | July 2024 – June 2027 |
| FDOT | Debbie "Toni" Prough | Zach Balassone | July 2026 – June 2029 |
| FDCF | Byron Wade | Terrence Watts | July 2025 – June 2028 |
| FDOE/VR | (Vacant) | | |
| FDEA | (Vacant) | | |
| AHCA | Ashlee Barton | Latarsha Hampton | July 2025 – June 2028 |
| APD | Mariah Evans | Dwayne Jones | July 2025 – June 2028 |
| Private Trans. Industry | Not Applicable | | |
| Mass/Public Transit | Not Applicable | | |

Signature:

Ricky D. Jones

Ricky Jones

Date: August 27, 2026

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# Update Table

***WAKULLA COUNTY***
***TRANSPORTATION DISADVANTAGED SERVICE PLAN***
***UPDATE TABLE***
***September 16, 2026***
***Updated/amended areas are indicated with a "✓".***

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

| DEVELOPMENT PLAN | PAGE | UPDATE |
|---|---|---|
| **I. INTRODUCTION TO THE SERVICE AREA** | | ✓ |
| 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** | ✓ |
| **II. SERVICE AREA PROFILE/DEMOGRAPHICS** | | ✓ |
| A. Service Area Description | | |
| B. Demographics | | ✓ |
| a. Land Use | | |
| b. Population/Composition | **14 – 17** | ✓ |
| c. Employment | **17 – 18** | ✓ |
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| e. Inventory of Available Transportation Services | **26** | ✓ |
| **III. SERVICE ANALYSIS** | | ✓ |
| A. Forecasts of TD Population | **28** | ✓ |
| B. Needs Assessment | **30** | ✓ |
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| SERVICE PLAN | PAGE | UPDATE |
|---|---|---|
| **VI. OPERATIONS** | | ✓ |
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| C. Transportation Operators and Coordination Contractors | | |
| D. Public Transit Utilization | | |
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| F. Vehicle Inventory | **41** | ✓ |
| G. System Safety Program Plan Certification | **42** | ✓ |
| H. Intercounty Services | | |
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| J. Education Efforts/Marketing | | |
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| P. Coordination Contract Evaluation Criteria | **49** | ✓ |
| **VII. COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION** | **50** | ✓ |

**QUALITY ASSURANCE**


| | | PAGE | UPDATE |
|---|---|---|---|
| **VIII.** | **QUALITY ASSURANCE** | | ✓ |
| | A. Coordinator Evaluation Process | | |
| | B. Coordinator Monitoring Procedures of Operators and Coordination Contractors | | |
| | C. Coordination Contract Evaluation Criteria | | |
| | D. Planning Agency Evaluation Process | **53** | ✓ |

# Adoption of TDSP Roll Call Vote

**WAKULLA COUNTY**
**TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING**
**JUNE 17th, 2026**

**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 | Quincee Messersmith | ✓ | | |
| Elderly | Ida Moore | ✓ | | |
| Disabled | Julie Merritt | | | ✓ |
| Citizen Advocate | Johnny Coggins III | | | ✓ |
| Citizen Advocate/User | Judy Herring | | | ✓ |
| Veterans | Winston Murphy | | | ✓ |
| Community Action | Angela Hicks | | | ✓ |
| Public Education | Edward Hand | | | ✓ |
| Children at Risk | Tara Cockman | ✓ | | |
| Workforce Dvp Board | Jeanie Booth | ✓ | | |
| Medical | Tonya Hobby ALT 2 | ✓ | | |
| FDOT | Debbie "Toni" Prough | | | ✓ |
| FDCF | Byron Wade | | | ✓ |
| FDOE/VR | (Vacant) | | | |
| FDEA | (Vacant) | | | |
| AHCA | Ashlee Barton | ✓ | | |
| APD | Mariah Evans | ✓ | | |
| Private Trans. Industry | *Not Applicable* | | | |
| Mass/Public Transit | *Not Applicable* | | | |

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 _17th__ day of __June_ 2026.

Coordinating Board Chairperson Quincee C. Messersmith

* * *

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, Wakulla County Senior Citizens Council, Inc. The Apalachee Regional

Planning Council and the local transportation disadvantaged coordinating board then evaluated the provider of transportation services and determined that Wakulla County Senior Citizens Council, 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 Wakulla County Senior Citizens Council, Inc. as the community transportation coordinator on September 6, 1990. Wakulla County Senior Citizens Council, Inc. was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Wakulla County Senior Citizens Council, Inc. has continued to serve as the community transportation coordinator for Wakulla County since that date. The most recent community transportation coordinator designation was made by the Commission for the Transportation Disadvantaged on April 8, 2026, effective July 1, 2026, 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.

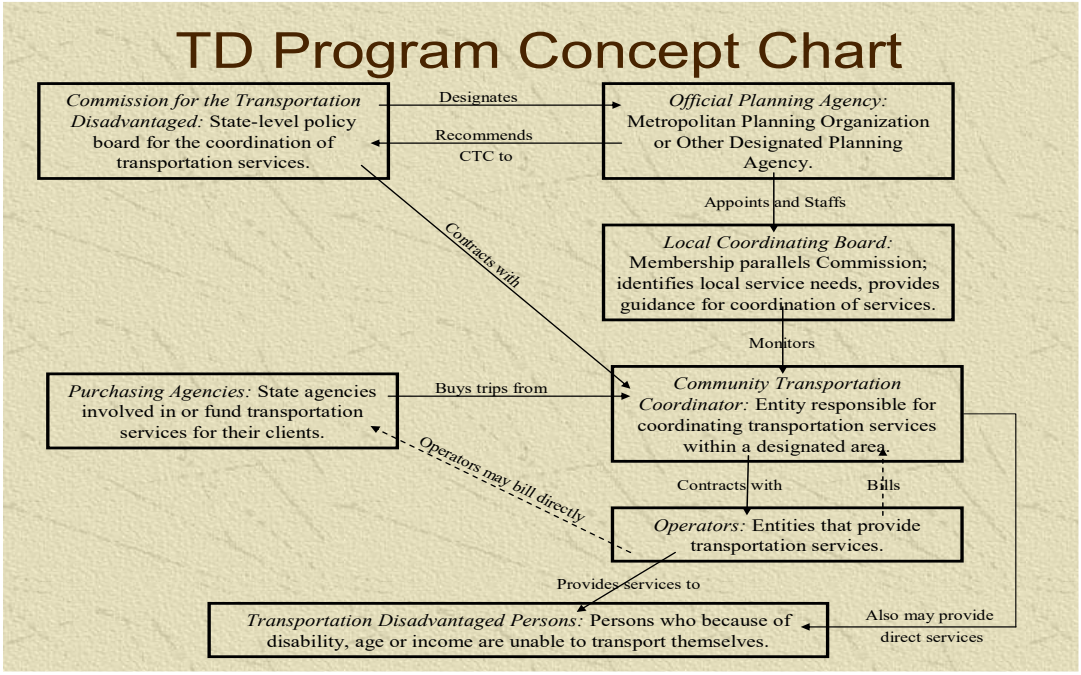
***Community Transportation Coordinator*** occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation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

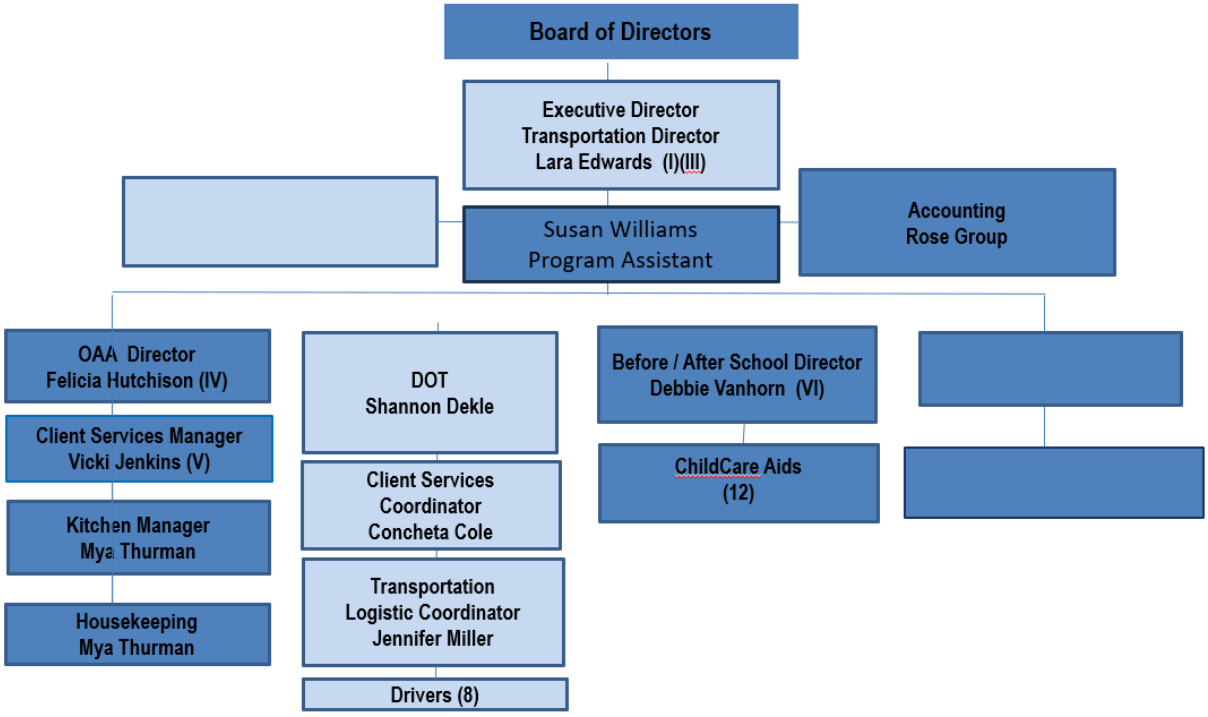
***Purchasing and Funding Agencies*** are those agencies receiving federal, state, or local government funds for transportation. These agencies must purchase service from the community transportation coordinator.

***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**



## Wakulla Senior Citizens Council, Inc.
## Organization Chart




Updated September 2026

## 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*

Areas of the county are located within the Capital Region Transportation Planning Agency (CRTPA) boundaries. Year 2040 Regional Mobility Plan (formerly the Long Range Transportation Plan) is the foundation for transportation improvements in the CRTPA area. The plan is a collaborative effort between the community, elected officials and professionals from the local, state and federal government. The plan addresses the transportation needs and funding for the next twenty years for the region and is updated every five years to reflect the changes in community needs, population, economics, employment and land use. A copy of the Regional Mobility Plan can be obtained on-line, www.crtpa.org.

### *Transportation Improvement Program*

Areas of the county are located within the Capital Region Transportation Planning Agency (CRTPA) boundaries. The Year 2018-2022 Transportation Improvement Program (TIP) provides a staged, multi-year listing of regionally significant transportation improvements that will be funded by Title 23 and Title 49 U.S.C. funds within the CRTPA. In addition, the TIP contains all regionally significant projects for which federal action is required, regardless of whether the projects are to be funded with Title 23 and Title 49 funds. The TIP contains major transportation projects as well as transportation systems management, bicycle/pedestrian, public transportation, aviation, resurfacing/repaving and bridge

rehabilitation/replacement projects. State and federally funded projects for areas of the county which are located within the CRTPA planning boundary are contained in the TIP. A copy of the TIP can be obtained on-line, www.crtpa.org.

## E. Public Participation

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

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

**LOCAL COORDINATING BOARD CERTIFICATION**

| Representation | Member's Name | Alternate's Name | Term |
|---|---|---|---|
| Chairman | Quincee Messersmith | | |
| Elderly | Ida Moore | | July 2024 – June 2027 |
| Disabled | (Vacant) | | |
| Citizen Advocate | (Vacant) | | |
| Citizen Advocate/User | Johnny Coggins III | | July 2026 – June 2029 |
| Veterans | Winston Murphy | Stephanie Weems | July 2024 – June 2027 |
| Community Action | Angela Hicks | | July 2024 – June 2027 |
| Public Education | Edward Hand | | July 2024 – June 2027 |
| Children at Risk | Tara Cockman | Amanda Madden | July 2026 – June 2029 |
| Workforce Dvp Board | Jeanie Booth | Dan McGrew | July 2026 – June 2029 |
| Medical | Tonya Hobby | James Lewis | July 2024 – June 2027 |
| FDOT | Debbie "Toni" Prough | Zach Balassone | July 2026 – June 2029 |
| FDCF | Byron Wade | | July 2025 – June 2028 |
| FDOE/VR | (Vacant) | | |
| FDEA | (Vacant) | | |
| AHCA | Ashlee Barton | Latarsha Hampton | July 2025 – June 2028 |
| APD | Mariah Evans | Dwayne Jones | July 2025 – June 2028 |
| Private Trans. Industry | Not Applicable | | |
| Mass/Public Transit | Not Applicable | | |

Updated September 2026

# II. Service Area Profile/Demographics

## A. Service Area Description

Wakulla County is located in northwest Florida and is bordered by the Gulf of Mexico and by Franklin, Liberty, Leon and Jefferson Counties. Wakulla County has 606.42 square miles of land and 129.31 square miles of water for a total area of 735.73 square miles. There are two incorporated municipalities within the county, the Cities of Sopchoppy and St. Marks. Crawfordville serves as the county seat. Concentrated, residential areas include Newport, Shell Point, Medart, Spring Creek, Buckhorn, Smith Creek, Panacea and Crawfordville.

## B. Demographics

### a. Land Use

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

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

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

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

A key factor affecting the use of alternative means of travel is land use. Locating housing in close proximity to services, shopping, employment and other facilities can provide accessibility for those who can't or choose not to drive, reducing vehicle trips and reducing trip lengths for those who do drive. Furthermore, a long distance drive to work increases cost to the employee and the transportation

system. The reverse, increasing the availability of services, shopping and employment within the rural county, increases accessibility and reduces traffic impacts in the larger counties.

Staff of the community transportation coordinator has indicated that the majority of inter-county trips are medical trips and has Tallahassee as the primary destination. 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 and the return home.

## b. Population/Composition

In 2020, the United States Census Bureau's Decennial Census reported the county's population as 33,764. The 2025 Florida Population Studies and the 2025 Florida Estimates of Population, compiled by the Bureau of Economic and Business Research (BEBR), University of Florida, along with the United States Census Bureau's American Community Survey (ACS), provide quick, comprehensive overviews of current economic and demographic characteristics of the county. The information provided by BEBR and the ACS are the most recent datasets available and may vary from the Decennial Census. An overview of current economic and demographic characteristics of the county is provided in the following tables.

*Population Growth*

| *Year* | *Total* | *0-14* | *15-24* | *25-44* | *45-64* | *65+* | *18+* |
|---|---|---|---|---|---|---|---|
| 2020 | 32,855 | 5,658 | 3,292 | 8,973 | 10,045 | 4,887 | 25,983 |
| 2024 | 35,387 | 5,996 | 3,807 | 9,687 | 10,056 | 5,841 | 28,073 |

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

*Population Composition*

| | |
|---|---|
| Men | 19,137 |
| Women | 16,250 |
| Veterans | 2,752 |
| Disabled | 4,131 |
| Median age (years) | 42.3 |
| Public School Enrollment | 7,494 |
| High School Graduate or Higher | 88.4% |
| Bachelor's Degree or Higher | 23.3% |

SOURCE: *American Community Survey*, 2024: 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.

| *Wakulla* | *April 1, 2025 (est) 38,189* | *2030* | *2035* | *2040* | *2045* | *2050* |
|---|---|---|---|---|---|---|
| Low | | 38,500 | 39,100 | 39,300 | 38,900 | 38,400 |
| Medium | | 41,400 | 44,000 | 46,100 | 47,800 | 49,100 |
| High | | 44,300 | 48,900 | 53,000 | 56,600 | 59,800 |

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

### *Population Distribution*

| *Location* | *2020 Census* | *April 1, 2025 (est)* | *Percentage of Change 2020-2025* |
|---|---|---|---|
| St. Marks | 274 | 322 | 17.5% |
| Sopchoppy | 426 | 465 | 9.2% |
| Unincorporated | 33,064 | 37,402 | 13.1% |
| County | 33,764 | 38,189 | 13.1% |

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

### *Housing Classifications and Patterns*

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

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

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

*Household Projections*

| | *2010* | *2020* | *Percentage of Change 2010-2020* | *Estimates 2025* | *Percentage of Change 2020-2025* |
|---|---|---|---|---|---|
| Households | 10,490 | 11,970 | 14.1% | 14,005 | 17.3% |
| Average Household Size | 2.61 | 2.54 | -2.7% | 2.52 | -0.8% |

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

## *Automobile Ownership and Use*

Historically, automobiles have been used primarily for commuting to work. Not only are the preponderate of American automotive trips employment related, 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*

*2024*

| | |
|---|---|
| Labor force (workers 16 years and over) | 16,249 |
| Labor force working outside county of residence | 54.5% |
| Labor force with no vehicle(s) available | 1.2% |
| 1 vehicle(s) available | 13.6% |
| 2 vehicle(s) available | 40.4% |
| 3 or more vehicle(s) available | 44.8% |

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

## *Means of Transportation for Work Related Trips*

Eighty-one percent of Wakulla County workers drove to work alone in 2024; 10 percent carpooled; 0 percent took public transportation; and 9 percent used other means. Among those who commuted to work, it took them on average 32.3 minutes to get to work.

### *Historic Traditions/Cultural Descriptions*

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

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

### *Government Descriptions*

There are three local governments in Wakulla County --- 2 incorporated communities and the unincorporated area, which is governed by the Wakulla County Board of Commissioners. Due to the inclusion of the state capital within the Apalachee Region virtually every state agency has an office within the region. Most federal agencies have a state headquarters office in Tallahassee, as well. As is to be expected because of the proximity of the state capital, government is one of the primary employment sectors.

## c. Employment

In 2024, for the employed population 16 years and over, the leading industries in Wakulla County were educational services, health care, and social assistance at 20.5 percent; public administration at 16.8 percent; retail trade at 13.5 percent; construction at 10.6 percent; and professional, scientific, management, administrative, and waste management services at 9.2 percent. 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*
*2024*

| | |
|---|---|
| Population 16 years and over | 29,072 |
| Labor Force Participation rate | 58.5% |
| Unemployment rate | 3.3% |
| Percentage of families below the income poverty level | 5.4% |
| Median household income | $81,895 |

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

*Employment by Industry*
*2024*

| *Type of Industry* | *Percentage of workers 16 years and over* | *Type of Industry* | *Percentage of workers 16 years and over* |
|---|---|---|---|
| Agriculture, forestry, fishing and hunting, and mining | 0.5% | Information, Finance and insurance, and real estate and rental and leasing | 7.2% |
| Construction | 10.6% | Professional, scientific, and management, and administrative and waste management services | 9.2% |
| Manufacturing | 4.6% | Educational services, health care and social assistance | 20.5% |
| Wholesale trade | 2% | Arts, entertainment, recreation, and accommodation and food services | 7.1% |
| Retail trade | 13.5% | Other Services, except public administration | 4.2% |
| Transportation and warehousing, and utilities | 3.8% | Public administration | 16.8% |

SOURCE: *American Community Survey*, 2024: ACS 5-Year Estimates Subject Table: S0802

### *Occupations and Types of Employers*

Among the most common occupations were management, business, science, and arts occupations at 40 percent; sales and office occupations at 23.6 percent; service occupations at 16 percent; natural resources, construction, extraction, and maintenance occupations at 11.7 percent; and production, transportation, and material moving occupations at 8.7 percent. Sixty-one percent of the people employed were private wage and salary workers; 29 percent were federal, state, or local government workers; and 10 percent were self-employed.

## d. Major Trip Generators/Attractors

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

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

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

*Trip Generators and Attractors*

| | | |
|---|---|---|
| *Education* | Crawfordville Elementary School | 379 Arran Road, Crawfordville |
| | Medart Elementary School | 2558 Coastal Hwy, Crawfordville |
| | Shadeville Elementary School | 45 Warrior Way, Crawfordville |
| | Riversink Elementary School | 530 Lonnie Raker Lane, Crawfordville |
| | COAST Charter School | 48 Shell Island Road, St. Marks |
| | Wakulla Middle School | 22 Jean Drive, Crawfordville |
| | Riversprings Middle School | 800 Spring Creek Hwy, Crawfordville |
| | Wakulla High School | 3237 Coastal Hwy, Crawfordville |
| | Michelle Snow's School of Music | 3102 Coastal Highway, Crawfordville |
| | Rockulla Music Emporium | 4395 Crawfordville Hwy, Crawfordville |
| | Medart School of Music | 4416 Crawfordville Hwy, Crawfordville |
| | Capital Region Career Source | 3278 Crawfordville Hwy, Crawfordville |
| | Wakulla Environmental Institute | 4057 Crawfordville Hwy, Crawfordville |
| | Tallahassee Community College | 2932 Crawfordville Hwy, Crawfordville |
| *Pharmacies* | CVS Pharmacy | 2646 Crawfordville Hwy, Crawfordville |
| | Winn Dixie Pharmacy | 2629 Crawfordville Hwy, Crawfordville |
| | Crawfordville Pharmacy | 2650 Crawfordville Hwy, Crawfordville |
| | WalMart Pharmacy | 35 Mike Stewart Way, Crawfordville |
| | Walgreens Pharmacy | 2580 Crawfordville Hwy, Crawfordville |
| | Publix Pharmacy | 2343 Crawfordville Hwy, Crawfordville |
| *Banks* | Centennial Bank | 2932 Crawfordville Hwy, Crawfordville |
| | Capital City Bank | 2592 Crawfordville Hwy, Crawfordville |
| | Ameris Bank | 2628 Crawfordville Hwy, Crawfordville |
| | Prime Meridian Bank | 2201 Crawfordville Hwy, Crawfordville |
| | Gulf Winds Credit Union | 11 Preston Circle, Crawfordville |
| | Tallahassee Credit Union | 2655 Crawfordville Hwy, Crawfordville |
| | FSU Credit Union | 11 Osceola Ct, Crawfordville |

| | | |
|---|---|---|
| *Child Care* | Bright Beginnings | 2947 Crawfordville Hwy, Crawfordville |
| | Dreams Day Care | 470 Spring Creek Hwy, Crawfordville |
| | Before School/After School | Wakulla County Elementary Schools |
| | Happy Times | 1566 Crawfordville Hwy, Crawfordville |
| *Libraries* | Wakulla County Public Library | 4330 Crawfordville Hwy, Crawfordville |
| *Housing* | Sweet Magnolia Inn | 8030 Pt. Leon Drive, St Marks |
| | Birdiewood Apts | 7 Home Stretch Ln, Crawfordville |
| | Wakulla Springs Hotel | Hwy 61/Hwy 267, Crawfordville |
| | Magnuson Hotel Wildwood | 3096 Coastal Highway 98, Crawfordville |
| | Summer Trace Apts | 45 Otter Creek, Panacea |
| | Wakulla Trace Apts | 70 Celebrity Lane, Crawfordville |
| | Best Western | Hwy. 98, Crawfordville |
| *Health Care Facilities & Physicians* | Wakulla Co Health Dept | 48 Oak Street, Crawfordville |
| | Physicians' Care<br>Dr. Mendoza | 2615 Crawfordville Hwy, Suite 103, Crawfordville |
| | Dr. Dennis Mooney, DDS | 215 Ocklockonee, Crawfordville |
| | Crawfordville Chiropractic Clinic | 2887-1 Crawfordville Hwy, Crawfordville |
| | Crawfordville Eye Savers | 2650-5 Crawfordville Hwy, Crawfordville |
| | Total Care Dental | 2167 Crawfordville Hwy, Crawfordville |
| | TMH Physicians Partners | 15 Council Moore Road, Crawfordville |
| | Body Tek Fitness Center | 56 Rainbow Drive, Crawfordville |
| | Any Time Fitness | 635 Wakulla Aaron Rd, Crawfordville |
| | Wakulla Urgent Care | Feli Way, Crawfordville |
| | Physician's First | 2351 Crawfordville Hwy, Crawfordville |
| | Dentistry by the Sea, Dr. Turk | 9 Alison Avenue, Panacea |
| | Tallahassee Orthopedics & Sports | 2887 –3 Crawfordville Hwy, Crawfordville |
| | A Time to Change | 2140-B Crawfordville Hwy, Crawfordville |
| | Apalachee Center for Human Svcs | 43 Oak St, Crawfordville |
| | Southeastern Dermatology | 2887 – 4 Crawfordville Hwy, Crawfordville |
| | Wakulla Medical Center | 1328 Coastal Hwy, Panacea |
| | Eye Associates of North Florida | 53 Songbird Ave., Crawfordville |

| | | |
|---|---|---|
| *Nutrition* | McDonald's | 2605 Crawfordville Hwy, Crawfordville |
| | Myra Jean's Cake & Ice Cream | 2669 Crawfordville Hwy, Crawfordville |
| | Asini's Italian | 3202 Crawfordville Hwy, Crawfordville |
| | Pizza Hut | 2650 Crawfordville Hwy, Crawfordville |
| | Papa John's Pizza | 10 Preston Cir, Crawfordville |
| | Domino's Pizza | 2615 Crawfordville Hwy, Crawfordville |
| | Sonic | 2859 Crawfordville Hwy, Crawfordville |
| | Riverside Café | 69 River Side Drive, St Marks |
| | Ouzts' Too Oyster Bar | US Hwy 98 East, Panacea |
| | Lindys | 2120 Crawfordville Hwy, Crawfordville |
| | Hardee's | 2994 Crawfordville Hwy, Crawfordville |
| | Breakfast Station | 2611 Crawfordville Hwy, Crawfordville |
| | Hamaknockers | 3123 Crawfordville Hwy, Crawfordville |
| | Donkey's Bar and Grill | 2481 Crawfordville Hwy, Crawfordville |
| | Ming-Tree Garden | 3278 Crawfordville Hwy, Crawfordville |
| | El Jalisco's Mexican Restaurant | 90 Preston Cir, Crawfordville |
| | Popeye's | 2123 Crawfordville Hwy, Crawfordivlle |
| | Taco Bell | 49 Preston Cir, Crawfordville |
| | Zaxby's | 97 Preston Cir, Crawfordville |
| | Cast Net | Woodville Hwy, Crawfordville |
| | Hutton's Seafood | 3096 Crawfordville Hwy, Crawfordville |
| | Seinyard at Wildwood | 3870 Crawfordville Hwy, Crawfordville |
| | Seinyard at Rock Landing | 99 Rock Landing Rd, Panacea |
| | Hungry Howies Pizza | 2097 Crawfordville Hwy, Crawfordville |
| | Burger King | 2185 Crawfordville Hwy, Crawfordville |
| | BW Grill | 27 Azalea Dr, Crawfordville |
| | Porter Island Seafood | 4518 Crawfordville Hwy, Crawfordville |
| | Angelo's Seafood | 5 Mashes Sands Rd, Panacea |
| | Subway | 3073 Crawfordville Hwy, Crawfordville |
| | Subway at WalMart | 35 Mike Stewart Way, Crawfordville |
| | Savannah's Country Buffet | 968 Woodville Hwy, Wakulla Station |
| | Taste of Mexico | 968 Woodville Hwy, Wakulla Station |
| | San Marco Mexican Grill | 2000 Crawfordville Hwy, Crawfordville |
| | Jimmy Johns sandwiches | 2343 Crawfordville Hwy, Crawfordville |
| | Tropical Traders 2.0 | 91 Coastal Hwy 98, Panacea |

| | | |
|---|---|---|
| | Pizza 98 Fusion Kitchen | 2543 Crawfordville Hwy, Crawfordville |
| | Starbucks | 2405 Crawfordville Hwy, Crawfordville |
| | Del Taco | 2395 Crawfordville Hwy, Crawfordville |
| | Zap Zap Thai | 2555 Crawfordville Hwy, Crawfordville |
| | Little Napoli Café | 2000 Crawfordville Hwy, Crawfordville |
| | Osaka Hibachi & Sushi | 2343 Crawfordville Hwy, Crawfordville |
| | Shell-Food and Fill | 2616 Crawfordville Hwy, Crawfordville |
| | Spice Junction | 2344 Crawfordville Hwy, Crawfordville |
| | Lex N Roll Sushi Thai | 2698 Crawfordville Hwy, Crawfordville |
| | Waffle House | 2115 Crawfordville Hwy, Crawfordville |
| | A Taste of the Bayou | 3162 Crawfordville Hwy, Crawfordville |
| | Two Dads One Truck | 2480 Crawfordville Hwy, Crawfordville |
| | Wild Ox Coffee Co. | 2613 Crawfordville Hwy, Crawfordville |
| | 319 Nutrition | 2650 Crawfordville Hwy, Crawfordville |
| | Posey Up The Creek Steam Room | 1506 Coastal Hwy 98, Panacea |
| | Sabor Latino Pupusas Taco | 15 Summerwind Cir N, Crawfordville |
| | Trident | 107 Mississippi Ave, Panacea |
| | My Way Seafood | 1249 Coastal Hwy 98, Panacea |
| | Lunar Bay Coffee Co. | 27 Azalea Dr., Crawfordville |
| | Atlas Coffee | 117 Shadeville Rd., Crawfordville |
| *Social Activities & Organizations* | Wakulla County Republican Committee | 16 Sylvania Ave, Crawfordville |
| | Wildwood Country Club | Highway 98, Crawfordville |
| | VFW | Arran Road, Crawfordville |
| | Wakulla Co Historical Society | 22 High Drive, Crawfordville |
| | Wakulla Rotary Club | 2932 Crawfordville Hwy, Crawfordville |
| | Wakulla Senior Citizens Council | 33 Michael Drive, Crawfordville |
| | Wakulla Lions Club | 22 High Drive, Crawfordville |
| | Women's Club | 22 High Drive, Crawfordville |
| *Shopping Centers* | Front Porch Creations Florist | 2481 Crawfordville Hwy, Crawfordville |
| | Cabs and Counters | 2510 Crawfordville Hwy, Crawfordville |
| | McIvers Flooring | 2543 Crawfordville Hwy, Crawfordville |
| | Badcock Furniture | 2951 Crawfordville Hwy, Crawfordville |

| | | |
|---|---|---|
| | Auto Zone | 2682 Crawfordville Hwy, Crawfordville |
| | Advanced Auto | 2623 Crawfordville Hwy, Crawfordville |
| | Napa Auto Parts | 2709 Crawfordville Hwy, Crawfordville |
| | Ace Hardware | 2709 Crawfordville Hwy, Crawfordville |
| | Gulf Coast Lumber/True Value | 3361 Crawfordville Hwy, Crawfordville |
| | Tractor Supply | 2408 Crawfordville Hwy, Crawfordville |
| | Verizon Store | 10 Preston Cir, Crawfordville |
| | Crawfordville Animal Hospital | 2807 Crawfordville Hwy, Crawfordville |
| | VCA Animal Hospital | 2571 Crawfordville Hwy, Crawfordville |
| | Shepherd Springs Animal Hospital | 4851 Coastal Hwy 98, Crawfordville |
| | Winn Dixie | 2629 Crawfordville Hwy, Crawfordville |
| | Jackson Hewitt Tax | 1606-D Crawfordville Hwy, Crawfordville |
| | WalMart | 35 Mike Stewart Road, Crawfordville |
| | Shepard Accounting & Tax Svc | 3038 Crawfordville Hwy, Crawfordville |
| | Mineral Springs Seafood | 21 Harrison St, Panacea |
| | Wakulla Dance Academy | 56 Rainbow Drive, Crawfordville |
| | Gems Nail Salon | 2343 Crawfordville Hwy |
| | PhantaSea Day Spa | Crawfordville Hwy |
| | Sunrays Spa | Crawfordville Hwy |
| | Publix Grocery | 2343 Crawfordville Hwy |
| | Crum's Mini Mall | 1321 Coastal Hwy, Panacea |
| | Evolution Day Spa | 3278-C Crawfordville Hwy, Crawfordville |
| | Sopchoppy Grocery | 60 Rose Street, Sopchoppy |
| | Kutz & Kurls | 3278 Crawfordville Hwy, Crawfordville |
| | Root 319 Salon | 2809 Crawfordville Hwy, Crawfordville |
| | Barber Shop | 2543 Crawfordville Hwy, Crawfordville |
| | Stacy's Hair Salon | 1394 Coastal Hwy 98, Panacea |
| | Amazing Mail Solutions | 2671 Crawfordville Hwy, Crawfordville |
| | Stan's Barber Shop | 2751 Crawfordville Hwy, Crawfordville |
| | Dazzles | 158 Ochlockonee St, Crawfordville |
| | Smart Styles - Walmart | 35 Mike Stewart Way, Crawfordville |
| | The Hair Place | 27 E. Azalea Dr, Crawfordville |

| | | |
|---|---|---|
| | Bryker's Body Care | 1522 Crawfordville Hwy, Crawfordville |
| | Beauty Nails | 27 Azalea Dr – D, Crawfordville |
| | Regal Nails, Salon & Spa | Crawfordville Hwy |
| | Dairy Queen | Crawfordville Hwy |
| | Dollar General | 3134 Crawfordville Hwy, Crawfordville<br>1885 Crawfordville Hwy, Crawfordville<br>2660 Spring Creek Hwy, Crawfordville<br>3171 Coastal Hwy 98, Crawfordville<br>4659 Coastal Hwy 98, Crawfordville<br>1434 Coastal Hwy 98, Panacea<br>1904 Woodville Hwy, St. Marks<br>20 Clairmont Ave, Sopchoppy<br>1409 Shadeville Hwy, Crawfordville |
| | Dollar Tree | 2000 Crawfordville Hwy, Crawfordville |
| | Maurices | 2000 Crawfordville Hwy, Crawfordville |
| | Lighthouse Mission Thrift Store | 3299 Crawfordville Hwy, Crawfordville |
| | Habitat for Humanity Re-Store | 940 Shadeville Hwy, Crawfordville |
| | D's Custom Tile and Design | 117 Shadeville Rd, Crawfordville |
| | Florida Sun Pest Control | 2747 Crawfordville Hwy, Crawfordville |
| | Hair it is by Suzanne | 2609 Crawfordville Hwy, Crawfordville |
| | CK Hair Studio | 637 Wakulla Arron Rd., Crawfordville |
| | Flossy Hair Studio | 2001 Crawfordville Hwy, Crawfordville |
| | Dollar General Market | 4329 Bloxham Cutoff Rd., Crawfordville |
| *Public Service & Government* | Wakulla Board of County Commission & Planning Dept. | 11 Bream Fountain, Crawfordville |
| | Wakulla Co. Sheriff's Dept | 15 Oak Street, Crawfordville |
| | Wakulla Co. School Board | 126 High Drive, Crawfordville |
| | City of St. Marks | 788 Pt. Leon Drive, St. Marks |
| | City of Sopchoppy | 100 Municipal Ave, Sopchoppy |
| | Property Appraiser, Supervisor of Elections, Tax Collector, County Judge | 11 Bream Fountain, Crawfordville |
| | Emergency Management | 15 Oak Street, Crawfordville |
| | Wakulla County Courthouse and Clerk of Court | 3056 Crawfordville Hwy, Crawfordville |
| | Public Works Dept. | 340 Trice Ln, Crawfordville |
| | Wakulla Fire & Rescue | 340 Trice Ln, Crawfordville |

| | | |
|---|---|---|
| | Animal Control | 15 Oak Street, Crawfordville |
| | Building Inspector | 3095 Crawfordville Hwy, Crawfordville |
| | Wakulla Co Extension Office | 84 Cedar Avenue, Crawfordville |
| | The Wakulla News | 3119 Crawfordville Hwy, Crawfordville |
| | Talquin Electric Office | 681 Wakulla Arron Rd, Crawfordville |
| | Duke Energy | 23 Millender Rd, Crawfordville |
| | Wakulla County Recreation Dept | 318 Shadeville Rd, Crawfordville |
| | Wakulla Sun Newspaper | 12 Aaron Road, Crawfordville |
| | Wakulla Community Center | 318 Shadeville Rd, Crawfordville |

## e. Inventory of Available Transportation Services

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

| *Name:* | *Wakulla Senior Citizens Council, Inc. d.b.a. Wakulla Transportation* | *Wakulla County School Board* |
|---|---|---|
| Telephone Number: | 850-926-7145 | 850-926-7550 |
| Contact Person & Title: | Lara Edwards, Executive Director | Shannon Smith, Transportation Director |
| Number Vehicles: | 9 | 46 |
| 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 |

Updated September 2026

# III. Service Analysis

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

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

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

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

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

### *Program and General Trips*

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

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

### *Sponsored and Non-Sponsored*

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

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

## A. Forecasts of TD Population

| General TD Population Forecast | 2024 | 2025 | 2026 | 2027 | 2028 |
|---|---|---|---|---|---|
| ***Overlapping Circle Component*** | | | | | |
| **E** - Estimate non-elderly/disabled/ low income | 1,398 | 1,422 | 1,445 | 1,470 | 1,494 |
| **B** - Estimate non-elderly/ disabled/not low income | 3,503 | 3,562 | 3,622 | 3,683 | 3,745 |
| **G** - Estimate elderly/disabled/low income | 564 | 573 | 583 | 593 | 603 |
| **D**- Estimate elderly/ disabled/not low income | 2,358 | 2,398 | 2,438 | 2,479 | 2,521 |
| **F** - Estimate elderly/non-disabled/low income | 479 | 487 | 495 | 504 | 512 |
| **A** - Estimate elderly/non-disabled/not low income | 4,254 | 4,326 | 4,398 | 4,472 | 4,547 |
| **C** - Estimate low income/not elderly/not disabled | 3,426 | 3,484 | 3,542 | 3,602 | 3,662 |
| | | | | | |
| **TOTAL GENERAL TD POPULATION** | **15,982** | **16,251** | **16,524** | **16,802** | **17,084** |
| | | | | | |
| **TOTAL POPULATION** | **35,387** | **35,982** | **36,587** | **37,202** | **37,828** |
| | | | | | |

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

## B. Needs Assessment

The need for transportation is not the same as the demand for transportation. 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*

| | *Project* | *Improvement* | *Estimated Cost* | *Estimated Revenue Source* |
|---|---|---|---|---|
| 1* | Provide paratransit transportation service to the elderly, handicapped, and disadvantaged citizens residing in the county. *TBD | Operating Assistance | $125,000 | FTA/DOT Sec. 5311 CTD |

Updated September 2026

## 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.

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

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

- Increase the number of sponsored and non-sponsored trips
- Maintain and expand the client 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.

| *Strategies* | *Responsible Party for Accomplishment* | *Anticipated Beginning & Ending Dates* |
|---|---|---|
| Increase the number of sponsored and non-sponsored trips | CTC | July 1, 2026 – June 30, 2031 |
| Maintain and expand the client database relating to the clients' needs and capabilities | CTC | July 1, 2026 – June 30, 2031 |
| Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds | CTC | July 1, 2026 – June 30, 2031 |
| Prepare a user's guide and update when needed | CTC, LCB | July 1, 2026 – June 30, 2031 |
| Provide announcements to local newspapers announcing public hearings | PA | July 1, 2026 – June 30, 2031 |

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

| *Strategies* | *Responsible Party for Accomplishment* | *Anticipated Beginning & Ending Dates* |
|---|---|---|
| Maintain an operational fleet of vehicles to meet all needs | CTC | July 1, 2026 – June 30, 2031 |
| Evaluate and revise routes and schedules when needed | CTC, LCB | July 1, 2026 – June 30, 2031 |
| Develop a workable budget and keep within budget expectations | CTC | July 1, 2026 – June 30, 2031 |
| Review driver logs for areas of inefficient use of time, drivers, and miles | CTC, LCB | July 1, 2026 – June 30, 2031 |

| | | |
|---|---|---|
| Review driver non-revenue hours and reduce when possible | CTC, LCB | July 1, 2026 – June 30, 2031 |
| Review routes, schedules and type of services being provided | CTC, LCB | July 1, 2026 – June 30, 2031 |
| Contract with an adequate number of operators to meet the needs | CTC | July 1, 2026 – June 30, 2031 |

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

| *Strategies* | *Responsible Party for Accomplishment* | *Anticipated Beginning & Ending Dates* |
|---|---|---|
| Provide training on customer satisfaction | CTC | July 1, 2026 – June 30, 2031 |
| Provide training on passenger assistance techniques | CTC | July 1, 2026 – June 30, 2031 |
| Maintain an operational fleet of vehicles to meet all needs | CTC | July 1, 2026 – June 30, 2031 |
| Review routes, schedules and type of services being provided | CTC, LCB | July 1, 2026 – June 30, 2031 |
| Report accidents and roadcalls to the LCB | CTC | July 1, 2026 – June 30, 2031 |
| Review operator contracts for compliance with safety requirements | CTC, LCB | July 1, 2026 – June 30, 2031 |
| Annually review SSPP and amend as needed | CTC | July 1, 2026 – June 30, 2031 |
| Provide opportunities for riders to express concerns and suggestions on service delivery | CTC, LCB | July 1, 2026 – June 30, 2031 |
| Sponsor at least one public hearing each year for public comment | PA | July 1, 2026 – June 30, 2031 |
| Schedule an opportunity for public comments on all LCB agendas | PA | July 1, 2026 – June 30, 2031 |
| Address public organizations and agencies regarding services | CTC, LCB, PA | July 1, 2026 – June 30, 2031 |

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

| *Strategies* | *Responsible Party for Accomplishment* | *Anticipated Beginning & Ending Dates* |
|---|---|---|
| Address public organizations and agencies on the need of local financial support | CTC, LCB, PA | July 1, 2026 – June 30, 2031 |
| Promote the Voluntary Dollar Program | CTC, LCB, PA | July 1, 2026 – June 30, 2031 |

*Objective 5:* Ensure program accountability.

| *Strategies* | *Responsible Party for Accomplishment* | *Anticipated Beginning & Ending Dates* |
|---|---|---|
| Provide copies of reports to the LCB for review. | CTC, PA | July 1, 2026 – June 30, 2031 |
| Provide, at least quarterly, operational, and financial information to the LCB | CTC | July 1, 2026 – June 30, 2031 |
| Provide a copy of audit or annual financial report to LCB | CTC | July 1, 2026 – June 30, 2031 |
| Provide copies of purchasing agency evaluation/monitoring reports to LCB | CTC | July 1, 2026 – June 30, 2031 |
| Perform annual evaluation of CTC | LCB, PA | July 1, 2026 – June 30, 2031 |

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

# Service Plan

## VI. Operations

Wakulla Senior Citizens Council, Inc. DBA Wakulla Transportation is the Community Transportation Coordinator, which was assigned originally on September 6, 1990 by the Wakulla County Board of County Commissioners. Since this time, Wakulla Transportation has been re-designated as the current Community Transportation Coordinator for Wakulla County.

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

*Types of Service:*

Wakulla Transportation transports passengers for ambulatory and non-ambulatory trips.

- Reservation: Door to door service requiring five (5) business days' notice. Pick up and drop off points vary.
- Subscription: Door to door service in which routes and schedules are pre-arranged. Passengers are picked up at the same location and around the same time, taken to the same destination by a predetermined time and returned to the origin in the same manner. The Client will remain on this service until the client or agency removes their name from the route.
- Demand Response/Same Day Request: Door to door service is available to users that provide less than twenty-four (24) hours' notice. Demand trips are not cost effective and therefore are not encouraged. Demand trips are honored based upon driver and vehicle availability.
- After Hour, Weekend, and Group Trips: Wakulla Transportation does not participate in after hour, weekend, or group trips.

*Hours and Days of Service:*

| *Purpose* | *Days of the Week* | *Time of Day* |
|---|---|---|
| Senior Citizens – Meal Site | Monday, Tuesday, Thursday, and Friday | 10:00 am – 1:00 pm |
| Tallahassee – Medical | Monday – Friday | 7:00 am – 4:00 pm (other schedules are considered) |
| Local – Medical | Monday – Friday | 7:00am – 4:00pm (other schedules are considered) |
| Local – Shopping | Monday - Friday | 7:00am – 4:00pm |
| Developmental Services | Monday – Friday | 7:00am – 4:00pm (other schedules are considered) |
| Center Staff hours | Monday – Friday | 7:00am – 4:30pm |

### *Holidays:*

The office will be closed and services will not be provided on the following holidays:

- New Year's Eve/Day
- Martin Luther King's Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day (and Friday after)
- Christmas Eve/Day

Holidays that fall on a weekend will be recognized on the closest Friday or Monday.

### *Senior Meals:*

OAA Director needs to know before 9:00 am daily who will be attending lunch, which is served at 12:00 pm Monday through Friday (times and days could change depending on holiday schedules).

## B. Accessing Services

**TDD** Passengers requesting transportation services may call or come by the office to make arrangements at least a week in advance. Passengers must inform the intake personnel of their point of origin, destination, appointment time and date, sponsoring agency, their disability (if any), if they require an escort, and the reason for their transportation. Intake personnel will make a courtesy call to inform each rider of their scheduled pick-up window. Riders who are not at home to receive their courtesy call and riders who do not have a telephone are responsible for contacting the office to receive their pick-up time (English: 1-800-735-2922 | Spanish: 1-800-855-3000).

All passengers must call 850-926-7145 ext. 1 to schedule services. Office Hours are 7:00am – 4:30pm, Monday through Friday. Services are available 8 hours a day, five (5) days a week (Monday through Friday) and on Saturday for prearranged medical transportation.

- Trip Cancellation: The cancellation process requires riders to contact the office to cancel by 2:00pm the day before the scheduled transportation. Wakulla Transportation will make exceptions if a passenger calls before the driver is dispatched for the trip.
- No Show Policy: Any passenger failing to provide the required cancellation notice is considered a "No Show." Riders are allowed a maximum of three no-shows per month. After the third no-show, riders are placed on probation from receiving transportation service for thirty (30) days. Exceptions are made only if the sponsoring agency calls to make arrangements for their passengers.
- Backup Service: Backup service is available in the event of vehicle breakdown.
- Eligibility Requirements for Non-Sponsored Transportation: Wakulla County customer must meet at least one of the following requirements:
    - Have a physical or mental disability, as specified in the Americans with Disabilities Act (ADA); or
    - Be under the age of 19 or over the age of 60; or
    - Have an individual or household income less than 150% of the Federal poverty level; or
    - Have no funding agency responsible for their transportation; or
    - Unable to provide or purchase transportation.

Transportation Disadvantaged Eligibility application can be downloaded from agency website www.wakullaseniorcenter.com.

## C. Transportation Operators and Coordination Contractors

The process of selecting operators and coordination contractors will be based upon qualifications. All must meet the minimum requirements from the Memorandum of Agreement, provide a System Safety Program Plan, adopt Wakulla Transportation's drug policy and be added to the Random Drug Testing Program. Criminal background screening is performed through the FDLE and a driving history is performed through the FDMV. Operators are trained in passenger sensitivity, CPR and First Aid. Operators and Coordination Contractors must meet the insurance requirements according to Chapter 14-90. Operators and Coordination Contractors are monitored on an annual basis. Effective July 1, 2026, Wakulla County will not have any transportation operators or coordinate contracts.

## D. Public Transit Utilization

There is currently no fixed-route public transit available.

## E. School Bus Utilization

Wakulla Transportation does not utilize school buses for field trips.

## F. Vehicle Inventory

| IN | Actions | Status | DOT ID | Year | Mileage | Vehicle Description | Last Modified |
|---|---|---|---|---|---|---|---|
| 1FDWE3F68JDC24163 | Release / Transfer | Active | 30029 | 2019 | 142,994 | Medium Cutaway | 1/6/2026, 08:19 AM |
| 1GB3GSBG3H1218717 | Remove | Active | | 2017 | 212,179 | Medium Cutaway | 3/12/2026, 06:29 AM |
| 1FDFE4FN9MDC01198 | Remove | Active | | 2020 | 183,350 | Medium Cutaway | 8/7/2026, 10:37 AM |
| 1FDVU4X80LKB61871 | Release / Transfer | Active | 30076 | 2020 | 130,559 | Medium Cutaway | 1/6/2026, 08:06 AM |
| 2C4RC1CG0NR224217 | Release / Transfer | Active | 30098 | 2022 | 68,129 | ADA Minivan | 1/6/2026, 08:07 AM |
| 2C7WDGCG9GR144326 | Release / Transfer | Active | 93342 | 2016 | 68,073 | ADA Minivan | 5/15/2026, 06:24 AM |
| 1GAWGPFF0F1253244 | Release / Transfer | Active | 92397 | 2015 | 145,865 | Vans/Commuter Van (Unmodified) | 6/16/2026, 01:34 PM |
| 1FDWE3F63JDC38729 | Dispose / Transfer | Lien Released | 30016 | 2019 | 143,134 | Small Cutaway | 1/6/2026, 08:16 AM |
| 1FDWE3FNXMDC02239 | View | Lien Processing | 30053 | 2020 | 197,295 | Transit Bus -Standard Cutaway | |

Updated September 2026

# G. System Safety Program Plan Certification

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

DATE: 04/262026

TRANSIT SYSTEM: Wakulla Senior Citizens Council, Inc./Wakulla Transportation

ADDRESS: 33 Michael Dr. Crawfordville, Fl.32327

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: Lara Edwards (Type or Print) Title: Executive Director

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

Name/Company: Daryn's Heavy Truck Solutions

Address: 48 While Oak Dr.Crawfordville Fl. 32327

Owners:
Daryn Wilkins

## H. Intercounty Services

Wakulla Transportation assists neighboring counties when requested.

## I. Emergency Preparedness and Response

Wakulla Transportation is part of the Wakulla County Emergency Management Plan. Staff attend quarterly in-house meetings to discuss current situations and needs. Wakulla Transportation will assist residents needing to evacuate and return home. WT attends EMC meetings when called to assist in planning for upcoming hurricane season or potential for several weather and flooding. WT has developed a Safety and Security Program team to interface with EMC, Fire dept., and EMS services to hold drills will staff and clients.

## J. Education Efforts/Marketing

Brochures are strategically placed throughout the county to disseminate information to the county population regarding the available transportation services. Participation in local health fairs, and community gatherings disseminating information about Wakulla Transportation through conversation and through handouts such as the Wakulla Transportation brochure.

## K. Acceptable Alternatives

There are no acceptable alternatives identified at this time.

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

The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards.

### Commission Service Standards

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

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

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

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

**Local Policy:** Children under 16 years of age and individuals requiring special assistance will be required to be accompanied by an escort. The passenger must provide their own escort. Wheelchair passengers, if necessary, must have escorts. The escorts must be able to provide all the necessary assistance to the passengers. Escorts shall be transported at no cost.

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

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

**Local Policy:** All passengers under the age of 8 and/or less than 65 pounds shall be required to use a child restraint device. This device shall be provided by the child's escort.

### *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 two (2) pieces of personal property which they can stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle. Elderly and disabled passengers shall be provided assistance as needed. Drivers shall not be allowed to carry packages, other than on and off the vehicle.

### *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.

### *Vehicle Cleanliness…..41-2.006(4)(h)*

Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

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

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

of said payment by the community transportation coordinator, in accordance with Section 287.0585, F.S.

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

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

### *Adequate Seating…..41-2.006(4)(k)*

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

### *Driver Identification…..41-2.006(4)(l)*

Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

### *Passenger Assistance…..41-2.006(4)(m)*

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

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

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

**Local Policy:** The use of any tobacco products on vehicles is prohibited. Eating and drinking on board the vehicle shall be at the discretion of the driver. Stops will be made to accommodate the needs of the passengers as determined by the driver.

### *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. With the exception of Medicaid beneficiaries, when a passenger is considered a no - show, they shall be

notified. Upon the third (3rd) no-show in thirty (30) days, the rider will be suspended for thirty (30) days. If a Medicaid beneficiary commits a no-show as defined in the CTC 1s Medicaid contract the CTC will contact the person and counsel them on the proper usage of non-emergency transportation service and provide technical assistance as needed.

It is the goal that 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.

### *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 and bloodborne pathogens.

### *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.

**Local Policy:** All drivers must pass a Level 2 Federal background check conducted by the Florida Department of Children and Families. All drivers must pass a pre-employment drug-screen test and are subject to random drug-testing for the duration of their employment.

### *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) minute pick-up window in place for all trips.

### *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 ninety five percent (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:** Advanced reservation requirements is a minimum of 2 business days in advance.

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

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

**Local Policy:** One (1) chargeable accident per 100,000miles 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 road call.

### *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:** Ninety percent (90%) of all incoming calls will be answered within an average of three (3) minutes.

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

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided

within the coordinated system. The measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

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

## M. Service Animal Policy

Wakulla Transportation policies permit ADA paratransit eligible riders to travel with service animals. Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Wakulla Transportation drivers may ask if an animal is a service animal or ask what tasks the animal has been trained to perform but cannot require special ID cards for the animal or ask about the person's disability. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control the service animal, or if the animal poses a direct threat to the health and safety of others. Wakulla Transportation must also exclude a service animal if it is blocking aisles or exits and cannot be moved to a safe location in 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

Wakulla County Senior Citizens Council, Inc.

d.b.a. Wakulla County Transportation

Wakulla County Coordinated Transportation System

Effective: July 1, 2026

| TYPE OF SERVICE TO BE PROVIDED | UNIT (Passenger Mile or Trip) | COST PER UNIT |
|---|---|---|
| Ambulatory | Passenger Mile | $2.46 |
| Wheelchair | Passenger Mile | $4.21 |
| Co-Pay | In Service Area | $11.00 + $3.00 for each additional stop |
| Co-Pay | Out of Service Area | $18.00 + $3.00 for each additional stop |

# 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 25-26

**CTC Being Reviewed** Wakulla County Senior Citizens, d.b.a. Wakulla Transportation

**Review Date** 03/18/26

**General Information**

Wakulla County Senior Citizens, d.b.a. Wakulla Transportation was designated as the CTC for Wakulla County for Fiscal Years July 1, 2021-June 30, 2026. The CTC is a private non-profit organization, operating as a sole source provider in a rural area.

**Findings and Recommendations**

| | |
|---|---|
| Compliance with Chapter 427, F.S. | Area of Noncompliance: None |
| Compliance with Rule 41-2, F.A.C. | Area of Noncompliance: None |
| Commission Standards and Local Standards | Area of Noncompliance: Yes<br>Suggestion: Look for ways to reduce the number of No-Shows. |
| On-Site Observation of the System | Area of Noncompliance: None |
| Rider/Beneficiary Survey Summary | Area of Noncompliance: None |
| Contractor Survey Summary | Area of Noncompliance: None |
| Purchasing Agency Survey Summary | Area of Noncompliance: None |
| Level of Cost – Worksheet 1 | Area of Noncompliance: None |
| Level of Competition – Worksheet 2 | Area of Noncompliance: None |
| Level of Coordination – Worksheet 3 | Area of Noncompliance: None |
| Status Report Follow-Up From Last Review | Area of Noncompliance: None |

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

**Approved by the LCB: March 18, 2026**