

LEON COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

FISCAL YEAR 2022-2027

Prepared by the

Leon County
Transportation Disadvantaged Coordinating Board

StarMetro
the Community Transportation Coordinator

Apalachee Regional Planning Council
the Designated Official Planning Agency

Approved by the

Leon County Transportation Disadvantaged Coordinating Board
on June 14, 2023
Updated June 26, 2024

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APALACHEE REGIONAL PLANNING COUNCIL

Local Partnerships. Regional Impact.

Leon County Coordinating Board Membership Certification

The Apalachee Regional Planning Council certifies that:

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

Representation	Member's Name	Alternate's Name	Term
Chairman	Rick Minor		
Elderly	Wanda Stokely		June 2023 – June 2026
Disabled	Nancy Folsom		June 2023 – June 2026
Citizen Advocate	Marcus West		June 2023 – June 2026
Citizen Advocate/User	(vacant)		
Veterans	Ben Bradwell	Matthew Wyman	June 2022 – June 2025
Community Action	(vacant)		June 2023 – June 2026
Public Education	(vacant)		
Children at Risk	Chris Szorcsik	Sandy Glazer	June 2021 – June 2024
Workforce Dev Board	(vacant)		June 2023 – June 2026
Medical	Brandi Knight		June 2023 – June 2026
FDOT	Debbie "Toni" Prough	Zach Balassone	
FDCF	Terrence Watts		
FDOE/VR	Danielle Byrd		
FDEA	(vacant)		
AHCA	Kenyatta Smith	Latarsha Hampton	
APD	Annette Zeeb	Tracie Davis	
Private Trans. Industry	Kessla Stanley		
Mass/Public Transit	Not Applicable		

Signature:

Ricky D. Jones

Ricky Jones

Date: September 28, 2023

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Update Table

LEON COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE TABLE June 26, 2024

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

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION
ROLL CALL VOTE PAGE

✓
✓

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

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

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

Adoption of TDSP Roll Call Vote


**LEON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
JUNE 14, 2023**

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

ROLL CALL VOTE

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairman	Rick Minor	✓		
Elderly	Wanda Stokley	✓		
Disabled	Nancy Folsom			✓
Citizen Advocate	(vacant)			
Citizen Advocate/User	(vacant)			
Veterans	Ben Bradwell	✓		
Community Action	(vacant)			
Public Education	(vacant)			
Children at Risk	Chris Szorcsik	✓		
Workforce Dvp Board	(vacant)			
Medical	(vacant)			
FDOT	Debbie "Toni" Prough <i>Alt</i>	✓		
FDCF	Terrence Watts			✓
FDOE/VR	Danielle Byrd	✓		
FDEA	Retonia Smith			✓
AHCA	Kenyatta Smith	✓		
APD	Willie Dawkins-Miller <i>Alt</i>	✓		
Private Trans. Industry	Kessla Stanley			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the 14th day of June, 2023.

Coordinating Board Chairperson 

* * * *

Approved by the Commission for the Transportation Disadvantaged

6/14/23
Date

Executive Director

Development Plan

I. Introduction to the Service Area

A. Background of the Transportation Disadvantaged Program

The Transportation Disadvantaged (TD) Program was created in 1979 through the enactment of Chapter 427. The purpose of the TD Program was to provide transportation for those “persons who because of physical or mental disability, income, status, or age, are unable to transport themselves or 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 at-risk, as defined in Chapter 41.202, Florida Statutes”.

In 1989, the Florida Legislature amended Chapter 427, Florida Statutes (FS) and in 1990, Rule 41-2, Florida Administrative Code (FAC) to provide guidelines for the Transportation Disadvantaged Program. The creation of an independent Commission for the Transportation Disadvantaged with expanded membership, powers and duties and responsibility for administration of the State’s first trust fund was one of the achievements. Since the legislative changes and reenactment of the Transportation Disadvantaged Program in 1989 and its expansion at the state and local levels, the implementation of coordinated transportation is being accomplished through the following steps:

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

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

- A Transportation Disadvantaged Coordinating Board (TDCB) was established to provide information, advice, and direction to the Coordinator regarding the coordination of transportation services. The Board evaluates services, funding applications, coordination strategies of service provision, and multi-county and regional opportunities. In conjunction with ARPC, the TDCB recommends the selection of the Coordinator.
- The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. The Coordinator can provide service directly or through a contract with an approved operator.

B. Community Transportation Coordinator Designation Date/History

On January 11, 1991, the Transportation Disadvantaged Coordinating Board (TDCB) recommended Big Bend Transit, Inc., a private, not-for-profit corporation, be designated as the CTC of Leon County. This was confirmed by the Commission for the Transportation Disadvantaged on March 28, 1991. In May 1991, the first Memorandum of Agreement (MOA), between Big Bend and the CTC was signed. BBT continued to function as the CTC for Leon County until December 1995.

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

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

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

C. Organizational Chart

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

Commission for the Transportation Disadvantaged was created to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency within the Department of Transportation. It administers the Transportation Disadvantaged Trust Fund for the Commission's operations and a statewide local grants program for the delivery of transportation services. The Commission appoints the community transportation coordinators and the designated official planning agency in each service area. The mission statement of the Commission is to "Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons".

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

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

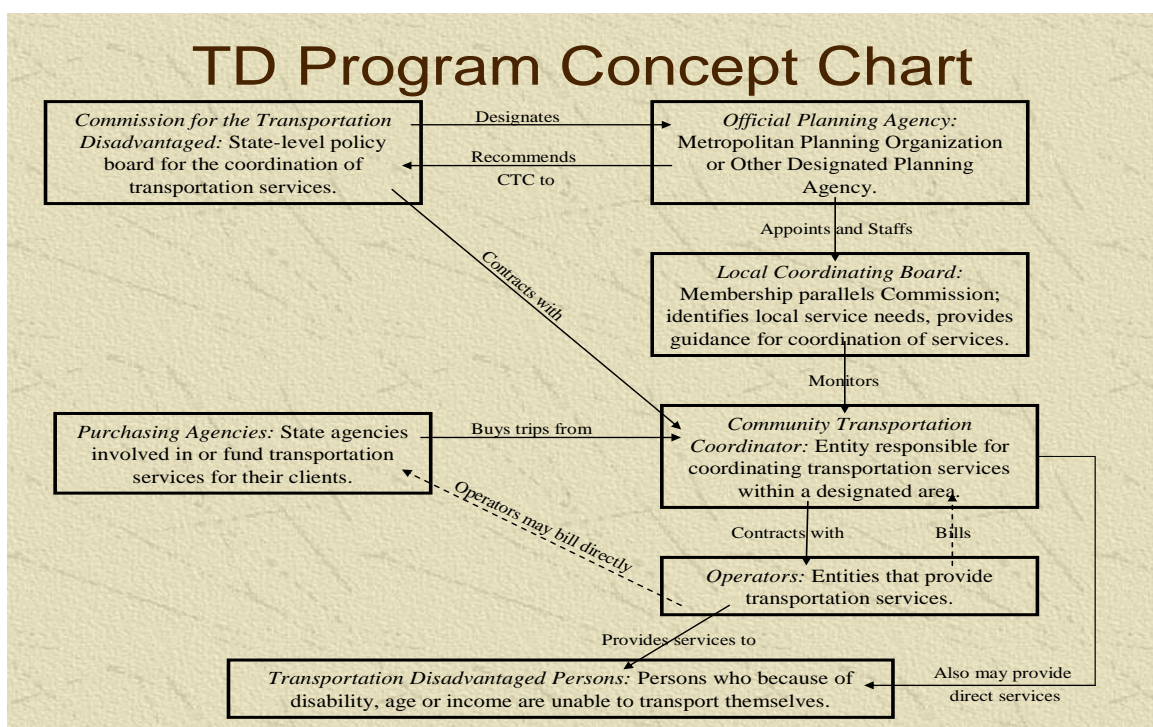
Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services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

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

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

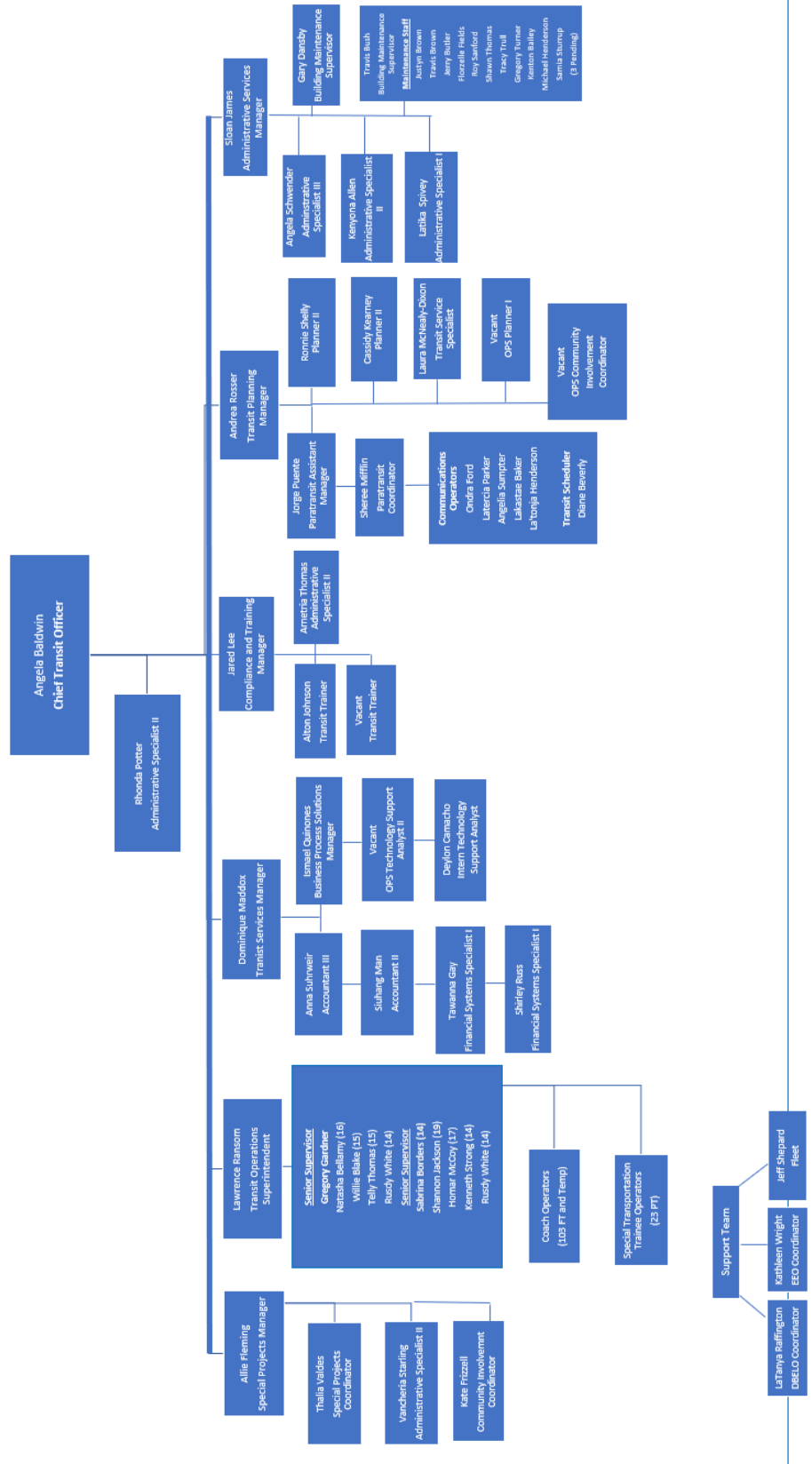
Transportation Disadvantaged Persons are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health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

COORDINATED TRANSPORTATION SYSTEM





StarMetro Current Organizational Chart 6-21-23



D. Consistency Review of Other Plans

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

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

Tallahassee-Leon County 2030 Comprehensive Plan

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

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

StarMetro Transit Development Plan

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

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

Commission for Transportation Disadvantaged 5-Year / 20 Year Plan

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

CRTPA Connections 2045 Regional Mobility Plan

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

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

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

CRTPA FY 2025-2029 Transportation Improvement Program (TIP)

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

E. Public Participation

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

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

LOCAL COORDINATING BOARD CERTIFICATION

Representation	Member's Name	Alternate's Name	Term
Chairman	Rick Minor		
Elderly	Wanda Stokely		June 2023 – June 2026
Disabled	Nancy Folsom		June 2023 – June 2026
Citizen Advocate	Marcus West		June 2023 – June 2026
Citizen Advocate/User	(vacant)		
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FDCF	Terrence Watts		
FDOE/VR	Danielle Byrd		
FDEA	(vacant)		
AHCA	Lisa Payne	Latarsha Hampton	
APD	Dwayne Jones	Janell Dixon Annette Zeeb	
Private Trans. Industry	(vacant)		
Mass/Public Transit	<i>Not Applicable</i>		

Updated June 2024

II. Service Area Profile/Demographics

A. Service Area Description

The service area for the transportation disadvantaged program is Leon County. Leon County is in Northwest Florida in the “Big Bend “area. It is named for Ponce De Leon. The City of Tallahassee, named for “Old Fields”, was established in 1824, following a decision by the legislature to locate the capital of the new Florida Territory midway between St. Augustine and Pensacola.

B. Demographics

Land Use

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

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

The future land uses categories include:

- **Rural Agriculture** - Large undeveloped acreage remotely located away from the urbanized area containing most the City’s present agricultural, forestry, and grazing activities
- **Urban Fringe** - Acreage located primarily on the urbanized fringe presently characterized by low density residential and/or open space or agricultural activity
- **Residential Preservation** - Characterized by existing homogeneous residential areas within the community which are predominantly accessible by local streets. The primary function is to protect stable and viable residential areas from incompatible land use intensities and density intrusions
- **Mixed Use** - Characterized primarily by areas consisting of a present or future mixture of a compatible land uses. In Fiscal Year 1998, all the properties located in mixed use were rezoned to a more specific zoning category
- **Heavy Industrial** - Contains industrial uses which have or may have substantial off- site impacts
- **Central Urban** - Characterized by older developed portions of the community that are primarily located in close proximity to the urban core and major universities

- **High Intensity Urban Activity Center** - Provide for community wide or regional commercial activities located in proximity to multi-family housing and office employment centers
- **Downtown** - Present urban core of Tallahassee operating primarily as a government employment center with accompanying support services
- **Rural Community** - Characterized by existing residential development which is clustered and is intended to operate as a satellite community
- **Institutional** - Includes Educational, Recreation/Open Space and Government Operations
- **Educational** - Includes all public schools, all public lands for which educational facilities are proposed or planned and private facilities with capacities for three hundred or more students
- **Recreation/Open Space** - Includes Government owned lands which have activities or passive recreational facilities, historic sites, forests, cemeteries, or wildlife management areas and privately-owned lands which have golf courses, cemeteries, or wildlife management areas
- **Government Operations** - Contains facilities defined as Community services, Light Infrastructure, Heavy Infrastructure, and Post-Secondary, which provide the operation of and provision of service by local, state, and federal government
- **University Transition** - Includes the lands between the emerging cultural/entertainment area and Florida State University and Florida A&M University.
- **Lake Protection** - This is a protection category for the Lake Jackson area.
- **Lake Talquin Recreation/Urban Fringe** - This category is specific to the eastern shore of Lake Talquin, north of State Highway 20.

Population/Composition

The population of Leon County has grown at an annual rate of 2.5% since 1990, increasing from 192,493 in 1990 to 221,621 in 1996. The City of Tallahassee has experienced a population increase of 70% since 1980, increasing from 81,548 in 1980 to 138,863 in 1996 and to 276,728 in 2011. As the only incorporated city in Leon County, the City of Tallahassee serves as the County's population center. The most densely populated areas occur around the Florida State University with greater than 10 persons per acre. Population density generally declines with distance from the urban core. In the periphery, population density is less than two persons per acre.

Table 2 summarizes the estimated and projected resident population for the City of Tallahassee and unincorporated Leon County for the year 2023 through the year 2050.

Table 1. Population Estimates and Projections

Leon County Population Estimates and Projections 2023-2050				
	2023	2030	2030	2040
City of Tallahassee	201,833	212,206	222,241	229,467
Unincorporated area	99,891	104,994	109,959	113,533
Total Leon County	301,724	317,200	332,200	343,000

Source: BEBR, 2023 populations estimates & BEBR population projections, assuming medium projections

Age and Gender

The presence of the state capital and two major universities helps to shape Leon County's population as relatively young, well educated, and affluent. A median age of 29.2 years ranks Leon County as having the second youngest county population in Florida. Table 2 shows the age distributions for the Leon County population.

Table 2. Age Distribution

Leon County Age Distribution 2022				
Age	0-17	18-44	45-64	65 and Over
Number	55,755	101,851	63,953	43,934
Percentage of Population	18.6%	46.6%	20.1%	14.7%

Source: The University of Florida, BEBR, 2023 estimates.

The gender division in 2022 was 47.6% male and 52.4% female. This division is not projected to change appreciably in the future.

Educational Characteristics

Leon County residents have historically attained a very high level of education. According to the 2020 Census, 95% of area residents, 25 years or older, had at least completed high school, while 49% had completed at least four years of college. The high level of education can largely be attributed to the relatively skilled employment required by the government sector as well as the presence of three institutions for higher education: Florida State University, Florida A & M University, and Tallahassee Community College.

Employment

Government employment, particularly state employment, in Tallahassee-Leon County has historically been the stabilizing force on the economy. Representing 41% of all non--agricultural employment in the Tallahassee metropolitan area, government employment has historically kept the unemployment rate in the area well below state and federal levels.

However, due to reductions in state government employees the unemployment rate county-wide has increased to 8.2%, this following 3 years of increasing unemployment area-wide. This follows unemployment trends both statewide and nationally.

Major Trip Generators/Attractors

Housing Projects/Group Homes	
Goodbread Community – 950 Edgehill Dr	Springfield Apartments – 1700 Joe Luis Street
Macon Community – 605 Steele Drive	Orange Avenue Apartments Redevelopment – 2710 Country Club Drive
The Dwellings – 5100 Blountstown Hwy	Independence Landing –2910 Kerry Forest Parkway, and under development at School House Road
Home Instead – 2477 Tim Gamble Pl	Elder Care Services Inc – 2518 W Tennessee St

Employment Centers	
Florida State University	Florida A & M University
Tallahassee Community College 550 Appleyard Drive	Leon County Schools (Multiple Campuses) 2727 West Pensacola Street
Tallahassee Memorial Hospital and Professional Office Center 1500 Centerville Road	Capital Regional Medical Center 2626 Capital Medical Boulevard
City of Tallahassee 300 South Adams Street	Leon County (Multiple Offices) 301 South Monroe Street
State of Florida Southwood Satellite Complex Capital Circle Southeast	

Nursing Homes/Retirement Communities	
Miracle Hill 1329 Abraham Street	Harbor Chase 100 John Knox Road
Consulate Health Care 1650 Phillips Road	Allegro 4501 West Shannon Lakes

St Augustine Plantation 2003 Old St. Augustine Road	Pacifica Senior Woodmont 3207 North Monroe Street
Westminster Oaks 4449 Meandering Way	Centre Point 2255 Centerville Road
Bethel Towers 324 North Martin Luther King Jr Blvd	Brookdale Hermitage 1780 Hermitage Drive
Azalea Gardens 2427 Ox Bottom Road	Centre Point 2255 Centerville Road

Hospitals/Clinics	
Apalachee Center 2634 Centerville Road	Tallahassee Memorial Hospital (Multiple Campuses) 1300 Miccosukee Road
Patients First (7 Locations) 1690 North Monroe Street	Capital Region Medical Center 2626 Capital Medical Boulevard
Hangar Clinic 2717 Mahan Drive	Veteran's Hospital 2181 Orange Avenue
DaVita Kidney Dialysis (3 Locations) 1607 Physician's Drive	Bond Community Health Center 1720 South Gadsden Street

Social Service Offices	
Social Security Administration 2000 Old St. Augustine Road	Elder Care Services 2518 West Tennessee Street
Adult Protective Services 1317 Winewood Blvd Ste 6	Lutheran Social Services 606 West 4 th Avenue
Bethany Family Services 2207 South Meridian Street	Capital Area Community Action Agency 309 Office Plaza Drive

Shopping/Commercial Areas	
Governor's Square Mall 1500 Apalachee Parkway	The Centre of Tallahassee 2415 North Monroe Street
Capital West Plaza 4330 West Tennessee Street	Ocala Corners 800 Ocala Road
Gulf Wind Shopping Center 1416 Apalachee Parkway	University Village Shopping Centers 2020 West Pensacola Street
Southside Shopping Plaza 2529 South Adams Street	Parkway Center 1241 Apalachee Parkway
Governor's Marketplace 1500 Governor's Square Blvd	Manor at Midtown 1122 Thomasville Road

Miracle Plaza 1800 Thomasville Road	Market Square Tallahassee 1410 Market Street
----------------------------------------	-------------------------------------------------

Recreation Facilities and Community Centers	
Senior Center – City of Tallahassee 1400 North Monroe Street	Walker Ford Center 2301 Pasco Street
Leverne-Payne Community Center 504 West 4 th Street	Jake Gaither 700 Paul Russell Road
Jack McLean 700 Paul Russell Road	Laurence-Gregory Community Center 1115 Dade Street
Lake Jackson Community Center 3840 North Monroe Street	Chaires Community Center 4768 Chaires Crossroad
Miccosukee Community Center 15011 Cromartie Road	Fort Braden Community Center 16387 Blountstown Highway

Top 10 – Attractors by Trip			
	# of Trips		# of Trips
PYRAMID STUDIOS	8397	DIALYSIS - WEST	1320
SAVANNAH SOUND APTS	2967	LIFE LINKS-CATHAY	1279
ADULT ED - ACE	2226	LAKE JACKSON TOWN CENTER	1016
PYRAMID STUDIOS-NEW	2099	DIALYSIS - SOUTH	937
VA CLINIC	1776	SENIOR CENTER	925

Inventory of Available Transportation Services

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

Name:	StarMetro	Big Bend Transit, Inc.	Pensacola Cares	RideOn Commuter Services	Leon County School Board
Telephone Number:	850-891-5200	850-574-6266 (Tallahassee)	850-575-0619	888-454-7433	850-488-2636
Contact Person & Title:	Andrea Rosser, Transit Planning Manager	Shawn Mitchell, General Manager	Elizabeth Schlein, Administrator	Pat Maurer, Commuter Assistance Programs	Transportation Director
Number Vehicles:	97	16	8	-	
Provider Type:	Government	Private, Not for Profit	Private, Non-Profit	Private, Not for Profit	Government
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes	No	No	Yes
Does the provider provide transportation services to the general public?	Yes	Yes	No	Yes	No
What are the criteria for passenger eligibility?	General Public	Program participants and general public	Resident of Tallahassee Developmental Center	18+ Public Workforce and Education Trips	School children
Is the provider part of the coordinated transportation program?	Yes, CTC	Yes, Coordinated Contract	No	No	No

Updated June 2024

III. Service Analysis

The service analysis section is composed of three components: the forecasts of the transportation disadvantaged population, a needs assessment, and the barriers to coordination. The Center for Urban Transportation Research in the Florida Statewide Transportation Disadvantaged Plan - Population and Demand Forecasts (1996-2005) was used to provide population forecasts and trip demand.

A. Forecasts of TD Population

General TD Population Forecast	2022	2023	2024	2025	2026	2027
<i>Overlapping Circle Component</i>						
E - Estimate non-elderly/disabled/ low income	7,186	7,235	7,284	7,333	7,383	7,433
B - Estimate non-elderly/ disabled/not low income	17,575	17,694	17,814	17,935	18,056	18,179
G - Estimate elderly/disabled/low income	2,177	2,192	2,207	2,222	2,237	2,252
D - Estimate elderly/ disabled/not low income	21,413	21,558	21,704	21,851	22,000	22,149
F - Estimate elderly/non-disabled/low income	1,824	1,836	1,849	1,861	1,874	1,887
A - Estimate elderly/non-disabled/not low income	17,108	17,224	17,341	17,458	17,577	17,696
C - Estimate low income/not elderly/not disabled	42,213	42,499	42,787	43,077	43,369	43,663
TOTAL GENERAL TD POPULATION	109,496	110,238	110,986	111,738	112,496	113,258
TOTAL POPULATION	278,438	280,326	282,226	284,140	286,066	288,005

Sources:

2021 American Community Survey 1-year estimates, PUMA, Center for Urban Transportation Research (CUTR).
Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts, 2013 Extrapolated for 2022 and beyond.

B. Needs Assessment

In order to function as productive citizens in society, people must have mobility. Mobility can be in the form of walking, driving an automobile, riding a bicycle/e-scooter, or riding a bus.

Any of those modes help people to obtain employment, shopping, medical services, recreation, and other life sustaining activities. These activities are required, regardless of a persons' ability to pay for them.

The demand for transportation services is based on a persons' willingness to pay for those life sustaining activities. The demand for those services can be measured by the number of people desiring that service at a given price.

General trips are trips made by transportation disadvantaged persons to the destinations of their choice, not to agency programs. Examples of general trips are employment, shopping, and non-Medicaid medical trips. While most general trips are paid from the TD Trust Fund, some agencies may choose to purchase general trips for their clients.

Demand for General Trips

The methodology used to calculate general trips is different from the method used to calculate program trips. The methodology used to forecast general trips is based on a paratransit demand study conducted in 2013 for the Florida Department of Transportation and the Florida Commission for the Transportation Disadvantaged. This report was prepared by the National Center for Transit Research at the University of South Florida.

In addition, this approach has been recommended by the Federal Transit Administration for use in estimating demand for ADA complementary paratransit services.

FIVE-YEAR TRANSPORTATION DISADVANTAGED IMPROVEMENT PLAN

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

Updated June 2024

C. Barriers to Coordination

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

Agencies Not Participating in the Coordinated System

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

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

A *coordination agreement* is defined as:

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

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

Disseminating Information to the Public

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

The riders, purchasing agencies, support coordinators, operators, and other persons involved in the TD program need to be aware of the policies and procedures of the systems. As new information becomes available from the Commission for the Transportation, it should be disseminated to the groups mentioned above. The Local Coordinating Board meetings have become forums for these groups to learn and

participate in the operation of the Leon County system. As of 2020, the website for ARPC has TDCB meeting dates and posts the TDSP, as well as contacts for the entire region.

Decreased Funding Levels

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

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

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

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

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

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

IV.Goals, Objectives, and Strategies

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

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

Goal 1: Ensure Availability of Service to the Transportation Disadvantaged

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Objective 1: Provide courteous customer relations and passenger comfort.

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

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

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

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

Goal 4: Ensure Program Accountability

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

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

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

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

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

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

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

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

Goal 6: Ensure Coordinating Board Development and Function

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

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

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

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

Objective 3: Continue Transportation Disadvantaged Board training as needed.

Goal 7: Improve Awareness of System Services and Limitations.

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

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

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

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

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

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

Goal 8: Promote Community Resource Development

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

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

Objective 3: Explore alternative revenue sources.

Goal 9: Create Additional Transportation Opportunities

Objective 1: The Coordinating Board will take a pro-active role in developing other

transportation opportunities for the Transportation Disadvantaged.

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

V. Implementation Schedule

3-Year Implementation Transportation Disadvantaged Improvement Program

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

Implementation Schedule

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

Ongoing Activities:

Terms

- **Winter Quarter or Winter Quarterly Meeting:** The three months from January 1 to March 31. The quarterly meeting usually takes place in February.
- **Spring Quarter or Spring Quarterly Meeting:** The three months from April 1 to June 30. The quarterly meeting usually takes place in June.
- **Summer Quarter or Summer Quarterly Meeting:** The three months from July 1 to September 30. The quarterly meeting usually takes place in September.
- **Fall Quarter or Fall Quarterly Meeting:** The three months from October 1 to December 31. The quarter meeting usually takes place in November.

Service Plan

I. Operations

A. Types, Hours, and Days of Service

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

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

General service hours for the coordinated system are Monday through Saturday 4:30 AM to 10:00 PM, and Sunday 6:00 AM to 7:00 PM. Request for transportation can be made by calling the Community Transportation Coordinator (CTC) or by scheduling their trip online at www.Talgov.com/StarMetro. This website can be accessed by a personal computer, tablet or smartphone and is screen-reader friendly. The CTC has a system in place to create repeating subscription trips. A telephone line is available to receive facsimile (FAX) information. The CTC office hours are 8:00 AM to 5:00 PM, Monday through Friday.

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

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

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

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

- ➡ New Year's Day
- ➡ Martin Luther King, Jr. Day
- ➡ Emancipation Day
- ➡ Memorial Day

- Independence Day
- Labor Day
- Veteran's Day
- Election Day

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

- Thanksgiving Day and the Friday following
- Christmas Day

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

B. Accessing Services

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

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

Customers can be assured timely service if:

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

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

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

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

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

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

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

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

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

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

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

Priority	Trip Purpose - Categories and Definitions
1	DIALYSIS – medical, daily to weekly scheduled, life-sustainment treatment
2	MEDICAL – medical, dental, or therapeutic services including hospital appointments, clinic visits, health department or other necessary medical-related care.
3	EMPLOYMENT/EDUCATION – work, employment, job-seeking, education, or life skills related training.

- **Advance Reservation Requirement** – all trips scheduled with the coordinated system must be scheduled the day prior (excluding weekend days) to the transportation request. The daily limit for non-sponsored trips may be met prior to the business day before the ride is needed.
- **Reservation Service** – The name(s), origin and destination address(es) for the customer(s) to be transported, with the appointment time, are placed with the CTC no later than 5:00 PM the last business day before the day of travel. Reservations may be made up to fourteen (14) days in advance of the trip when funding allows.
- **Subscription Service** – The purchaser of services or customer submits a request for subscription service no later than 5:00 PM the business day before the service is to start. This request is a standing trip, which is an on-going trip that regularly occurs, such as customers from the Agency for Persons with Disabilities, or TD dialysis customers. These customer's trips will automatically be generated without the customer needing to call in individual trip requests.
The purchaser will provide the CTC with timely revisions to the Subscription Service Plan in order to update the standing trip request.
- **Fare Policy** – The TDLCB has set a fare of \$2.50 for trips provided by the non-sponsored trip grant. The Leon County grant reimburses the CTC for a percentage of the cost of the trip; the fare is designed to cover the remaining 10% of the cost of the trip. The CTC will reimburse the provider the full contract cost of the trip, less the fare collected.
- **Public Awareness of Non-Sponsored Funds** - Brochures describing the coordinated transportation system, outlining eligibility criteria, and services provided, will be distributed to social service agencies within the designated area. Additionally, our Communications Division personnel, including our Travel Trainer, conducts outreach events in coordination with other COT departments. Additionally, the staff participates in other agency's staff and advocacy groups meetings so as to promote StarMetro services. The CTC will meet with social service agency staff and advocacy groups on a frequent basis, to ensure that those individuals eligible for service have access to the system. Information on the Transportation Disadvantaged Voluntary Dollar program will continue to be made available to the driving public. All citizens of Leon County will be encouraged to participate.
- **Other Procedures**
 - **Driver Training** – The contracted service providers will have a driver training program in place. The training will meet the requirements of Rule Chapter 14-90, Florida Administrative Code, as amended.
 - **Emergency, Collision, Incident, and Delay Procedures** – The CTC, through contractual agreements with service providers and in the System Safety Program Plan (SSPP), establishes policies for the handling of emergencies, collisions, and delays. Service providers are to notify the CTC and appropriate emergency personnel immediately if an emergency, collision, or schedule delay occurs. The service providers must also submit a written collision or incident report and management analysis, within 24 hours. If bodily injury and/or property damage exceeds levels outlined in the U.S. DOT policies, then driver is required to undergo drug and alcohol testing as per Federal guidelines.
 - If service delays occur, the CTC may reassign trips. Where possible, customers will be notified of extended delays and alternate arrangements. To handle delays, each service provider is required to have one back up vehicle for every ten vehicles in service. If delays occur, the CTC may reassign

trips to other service providers. If an extended delay results, the customer will be notified, and a satisfactory resolution will be reached.

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

C. Transportation Operators and Coordination Contractors

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

Using procedures established by the City of Tallahassee which meet all state and Federal requirements for procurement, Requests for Proposals were published and received pursuant to City policy. Requests for Proposals are reviewed and those meeting the advertised criteria are awarded trips.

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

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

D. Public Transit Utilization

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

E. School Bus Utilization

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

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

F. Vehicle Inventory

Asset Category	Asset Class	Asset Name	Make	Model	ID/Serial No.	Title Holder	Federal Interest	Acq. Year	Vehicle Miles	Replacement Cost/Value	Capacity	Farebox	WC Mfg.	Wheel Chair	W/C/ Positions	Bus Length (Feet)	Bus Width (Inches)	Bus Height (Ft.,in)	Fuel Type	Useful Life Years	Rear Door Width
Fixed Route																					
Revenue Vehicles	BU2	S80901	Gillig	G27B102N4	15GGB271691176702	COT-SM	80%	2009	340680	\$568,190.00	31/54	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S80902	Gillig	G27B102N4	15GGB271891176703	COT-SM	80%	2009	307844	\$568,190.00	31/54	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S80903	Gillig	G27B102N4	15GGB271X91176704	COT-SM	80%	2009	387616	\$568,190.00	31/54	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S80904	Gillig	G27B102N4	15GGB271191176705	COT-SM	80%	2009	348478	\$568,190.00	31/54	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S80905	Gillig	G27B102N4	15GGB271391176706	COT-SM	80%	2009	544392	\$568,190.00	31/54	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S80906	Gillig	G27B102N4	15GGB271591176707	COT-SM	80%	2009	522308	\$568,190.00	31/54	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S80907	Gillig	G27B102N4	15GGB271791176708	COT-SM	80%	2009	545859	\$568,190.00	31/54	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S80908	Gillig	G27B102N4	15GGB271991176709	COT-SM	80%	2009	560332	\$568,190.00	31/54	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S81101	Gillig	G27D102N4	15GGB271081180198	COT-SM	80%	2011	317908	\$600,000.00	31/53	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S81102	Gillig	G27D102N4	15GGB271281180199	COT-SM	80%	2011	316834	\$600,000.00	31/53	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU2	S81103	Gillig	G27D102N4	15GGB271581180200	COT-SM	80%	2011	311446	\$600,000.00	31/53	Yes	Uft U	Ramp	2	35	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S80703	Gillig	G29D102N4	15GGD291371077243	COT-SM	80%	2007	647600	\$600,000.00	37/43	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S80704	Gillig	G29D102N4	15GGD291571077244	COT-SM	80%	2007	644396	\$600,000.00	37/43	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S80706	Gillig	G29D102N4	15GGD291971077246	COT-SM	80%	2007	644234	\$600,000.00	37/43	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S80707	Gillig	G29D102N4	15GGD271571078395	COT-SM	80%	2007	572717	\$600,000.00	37/43	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S80708	Gillig	G29D102N4	15GGD271771078396	COT-SM	80%	2007	535032	\$600,000.00	37/43	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S80709	Gillig	G29D102N4	15GGD271971078397	COT-SM	80%	2007	529194	\$600,000.00	37/43	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S80710	Gillig	G29D102N4	15GGD271071078398	COT-SM	80%	2007	575517	\$600,000.00	37/43	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81001	Gillig	G27D102N4	15GGD2719A1177857	COT-SM	80%	2010	509220	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81002	Gillig	G27D102N4	15GGD2710A1177858	COT-SM	80%	2010	502926	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81004	Gillig	G27D102N4	15GGD2719A1177860	COT-SM	80%	2010	696230	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81005	Gillig	G27D102N4	15GGD2710A1177861	COT-SM	80%	2010	584681	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81006	Gillig	G27D102N4	15GGD2712A1177862	COT-SM	80%	2010	573901	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81007	Gillig	G27D102N4	15GGD2714A1177863	COT-SM	80%	2010	571094	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81008	Gillig	G27D102N4	15GGD2716A1177864	COT-SM	80%	2010	565325	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81009	Gillig	G27D102N4	15GGD2718A1177865	COT-SM	80%	2010	515827	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81010	Gillig	G27D102N4	15GGD271XA1177866	COT-SM	80%	2010	563887	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81011	Gillig	G27D102N4	15GGD2711A1177867	COT-SM	80%	2010	361897	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81012	Gillig	G27D102N4	15GGD2713A1177868	COT-SM	80%	2010	565211	\$600,000.00	37/41	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81104	Gillig	G27D102N4	15GGD2718B1180363	COT-SM	80%	2011	498713	\$600,000.00	37/40	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81105	Gillig	G27D102N4	15GGD271X81180364	COT-SM	80%	2011	495692	\$600,000.00	37/40	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81201	Gillig	G27D102N4	15GGD2717C1180405	COT-SM	80%	2012	391371	\$600,000.00	37/40	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81202	Gillig	G27D102N4	15GGD2719C1180406	COT-SM	80%	2012	449401	\$600,000.00	37/40	Yes	Uft U	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81301	Gillig	G27D102N4	15GGD2712D1183052	COT-SM	80%	2013	379454	\$600,000.00	37/40	Yes	Ricon	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU3	S81302	Gillig	G27D102N4	15GGD2714D1183053	COT-SM	80%	2013	359153	\$600,000.00	37/40	Yes	Ricon	Ramp	2	40	102	10'9"	Diesel	12	27"
Revenue Vehicles	BU4	S81501	Gillig	G27E102N4	15GGE2719F1092957	COT-SM	80%	2015	264964	\$568,190.00	24/32	Yes	Uft U	Ramp	2	30	102	11'11"	CNG	12	27"
Revenue Vehicles	BU4	S81502	Gillig	G27E102N4	15GGE2710F1092958	COT-SM	80%	2015	279622	\$568,190.00	24/32	Yes	Uft U	Ramp	2	30	102	11'11"	CNG	12	27"
Revenue Vehicles	BU4	S81503	Gillig	G27E102N4	15GGE2712F1092959	COT-SM	80%	2015	296435	\$568,190.00	24/32	Yes	Uft U	Ramp	2	30	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81701	Gillig	G31B102N4	15GGB3111H3190668	COT-SM	80%	2017	287346	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81702	Gillig	G31B102N4	15GGB3111H3190669	COT-SM	80%	2017	253225	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81703	Gillig	G31B102N4	15GGB3111H3190670	COT-SM	80%	2017	195424	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81704	Gillig	G31B102N4	15GGB3111H3190671	COT-SM	80%	2017	242055	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81705	Gillig	G31B102N4	15GGB3111H3190672	COT-SM	80%	2017	218265	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81706	Gillig	G31B102N4	15GGB3111H3190673	COT-SM	80%	2017	283865	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81801	Gillig	G31B102N4	15GGB3112J3192905	COT-SM	80%	2018	191659	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81802	Gillig	G31B102N4	15GGB3114J3192906	COT-SM	80%	2018	194648	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU5	S81803	Gillig	G31B102N4	15GGB3116J3192907	COT-SM	80%	2018	178687	\$568,190.00	31/50	Yes	Uft U	Ramp	2	35	102	11'11"	CNG	12	27"
Revenue Vehicles	BU6	S8E002	Proterra	BE-35	1M9TG16J3CS816012	COT-SM	80%	2012	98000	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	29"
Revenue Vehicles	BU6	S8E003	Proterra	BE-35	1M9TG16J3CS816013	COT-SM	80%	2012	87215	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	29"
Revenue Vehicles	BU6	S8E004	Proterra	BE-35	1M9TG16J4DS816022	COT-SM	80%	2013	135856	\$568,190.00	35/27	No	Ricon	Ramp	2	35	102	11'6"	Battery	12	29"
Revenue Vehicles	BU6	S8E005	Proterra	BE-35	1M9TG16J6DS816023	COT-SM	80%	2013	111255	\$568,190.00	35/27	No	Ricon	Ramp	2	35	102	11'6"	Battery	12	29"
Revenue Vehicles	BU6	S81901	Proterra	XR Plus	71ZTG1113KS000041	COT-SM	80%	2019	57989	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81902	Proterra	XR Plus	71ZTG1113KS000042	COT-SM	80%	2019	63899	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81903	Proterra	XR Plus	71ZTG1115KS000043	COT-SM	80%	2019	56254	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81904	Proterra	XR Plus	71ZTG1119KS000044	COT-SM	80%	2019	55118	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81905	Proterra	XR Plus	71ZTG1110KS000045	COT-SM	80%	2019	58133	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81906	Proterra	XR Plus	71ZTG1112KS000046	COT-SM	80%	2019	68630	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81907	Proterra	XR Plus	71ZTG1114KS000047	COT-SM	80%	2019	63738	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81908	Proterra	XR Plus	71ZTG1116KS000048	COT-SM	80%	2019	61021	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81909	Proterra	XR Plus	71ZTG1118KS000049	COT-SM	80%	2019	54639	\$568,190.00	37/27	No	Uft U	Ramp	2	35	102	11'6"	Battery	12	43"
Revenue Vehicles	BU6	S81910	Proterra	XR Plus	71ZTG																

Demand Response																					
Asset Category	Asset Class	Asset Name	Make	Model	ID/Serial No.	Title Holder	Federal Interest	Acq. Year	Vehicle Miles	Replacement Cost/Value	Capacity Seats/WC	Farebox	WC Mfg.	Wheel Chair	W/C/ Positions	Bus Length (Feet)	Bus Width (Inches)	Bus Height (Ft,In)	Fuel Type	Useful Life Years	Rear Door Width
Revenue Vehicles	CU2	SB1632	Turtletop	Odyssey	1FDFE4F56GDC26182	COT-SM	80%	2016	159272	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1634	Turtletop	Odyssey	1FDFE4F5XGDC26184	COT-SM	80%	2016	180391	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1635	Turtletop	Odyssey	1FDFE4F51GDC26185	COT-SM	80%	2016	184155	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1636	Turtletop	Odyssey	1FDFE4F56GDC26389	COT-SM	80%	2016	200853	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1637	Turtletop	Odyssey	1FDFE4F50GDC27392	COT-SM	80%	2016	163968	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1638	Turtletop	Odyssey	1FDFE4F52GDC27393	COT-SM	80%	2016	165204	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1639	Turtletop	Odyssey	1FDFE4F54GDC28335	COT-SM	80%	2016	150797	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1640	Turtletop	Odyssey	1FDFE4F50GDC33452	COT-SM	80%	2016	159821	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1642	Turtletop	Odyssey	1FDFE4F54GDC33454	COT-SM	80%	2016	177682	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1644	Turtletop	Odyssey	1FDFE4F58GDC33456	COT-SM	80%	2016	173049	\$107,680.00	12/4	Yes	Braun	Lift	3	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU3	SB1645	Champion	LF Transport	1FDFE4F50FDA30415	COT-SM	80%	2017	82214	\$107,680.00	12/2	Yes	Braun	Ramp	2	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU3	SB1646	Champion	LF Transport	1FDFE4F59FDA30414	COT-SM	80%	2017	48732	\$107,680.00	12/2	Yes	Braun	Ramp	2	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU3	SB1647	Champion	LF Transport	1FDFE4F58FDA27603	COT-SM	80%	2017	57506	\$107,680.00	12/2	Yes	Braun	Ramp	2	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU3	SB1648	Champion	LF Transport	1FDFE4F57FDA30413	COT-SM	80%	2017	40053	\$107,680.00	12/2	Yes	Braun	Ramp	2	23	95	11"	CNG	5	N/A
Revenue Vehicles	CU2	SB1931	Champion	Challenger	1FDFE4F52KDC14054	COT-SM	80%	2019	72474	\$107,680.00	10/2	Yes	Braun	Lift	2	20	95	11"	CNG	5	N/A
Revenue Vehicles	VN1	SB1505	Dodge	Caravan	2C7WDGBG3FR642831	COT-SM	80%	2015	49380	\$55,000.00	5/1	Yes	Braun	Ramp	1	17	72	70"	Gasoline	5	N/A
Revenue Vehicles	VN1	SB1507	Dodge	Caravan	2C7WDGBG3FR642893	COT-SM	80%	2015	54578	\$55,000.00	5/1	Yes	Braun	Ramp	1	17	72	70"	Gasoline	5	N/A
Revenue Vehicles	VN1	SS2219	Mobility Ventures	MV-1	57WMD1A66EM100808	COT-SM	0%	2014	39029	\$55,000.00	3/1	Yes	Braun	Ramp	1	17	72	70"	Gasoline	5	N/A
Revenue Vehicles	VN1	SS2220	Mobility Ventures	MV-1	57WMD1A69EM100818	COT-SM	0%	2014	44417	\$55,000.00	3/1	Yes	Braun	Ramp	1	17	72	70"	Gasoline	5	N/A
Revenue Vehicles	VN1	SS2221	Mobility Ventures	MV-1	57WMD2A62EM101735	COT-SM	0%	2014	34943	\$55,000.00	3/1	Yes	Braun	Ramp	1	17	72	70"	Gasoline	5	N/A
Revenue Vehicles	VN1	SS2222	Mobility Ventures	MV-1	57WMD2A65EM102295	COT-SM	0%	2014	40016	\$55,000.00	3/1	Yes	Braun	Ramp	1	17	72	70"	Gasoline	5	N/A
Revenue Vehicles	VN1	SB1932	Champion	Transit 350	1FDVU4XMX8JKB25968	COT-SM	80%	2019	72427	\$70,350.00	9/2	Yes	Braun	Lift	2	22	72	11"	Gasoline	5	N/A
Revenue Vehicles	VN1	SB1933	Champion	Transit 350	1FDVU4XMXJKB25969	COT-SM	80%	2019	69269	\$70,350.00	9/2	Yes	Braun	Lift	2	22	72	11"	Gasoline	5	N/A
Revenue Vehicles	VN1	SB1934	Champion	Transit 350	1FDVU4XMX6JKB25970	COT-SM	80%	2019	68552	\$70,350.00	9/2	Yes	Braun	Lift	2	22	72	11"	Gasoline	5	N/A

Contingency Fleet Register																					
Asset Name	Make	ID/Serial No.	In Svc. Year	Removed from Svc. Miles	Removed from Svc. Year	ULB Years	UL Years	UL Miles	Capacity	Bus Length	Fuel Type										
SB0601	Gillig	15GGE291061091175	2006	336,341	2020	12	14	336,341	26/21	30	Diesel										
SB0501	Gillig	15GGB291351084863	2005	560,804	2020	12	15	560,804	32/16	35	Diesel										
SB0503	Gillig	15GGB291751074865	2005	603,610	2020	12	15	603,610	32/16	35	Diesel										
SB0504	Gillig	15GGB291951074866	2005	415,113	2020	12	15	415,113	32/16	35	Diesel										
SB0505	Gillig	15GGB291051074867	2005	595,603	2020	12	15	595,603	32/16	35	Diesel										
SB0508	Gillig	15GGB291051074870	2005	391,773	2020	12	15	391,773	32/16	35	Diesel										

G. System Safety Program Plan Certification

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

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

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

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

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

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

This Certifies year 2023.

DATE: 5/15/24

TRANSIT SYSTEM: City of Tallahassee – StarMetro

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

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

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

Signature: Angela Baldwin

Name: Angela Baldwin

(Type or Print)

Title: Chief Transit Officer

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

Name/Company: Self Certified

Address:

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

H. Intercounty Services

StarMetro does not provide services outside of Leon County.

I. Emergency Preparedness and Response

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

J. Education Efforts/Marketing

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

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

K. Acceptable Alternatives

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

L. Service Standards

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

Commission Service Standards

Drug and Alcohol Policy

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

Transport of Personal Care Attendants, Companions and Dependent Children

One Personal Care Attendant (PCA) will be allowed if pre-approved through the application process. PCAs will not pay a fare. One companion/dependent child may travel with the eligible customer and must pay the same fare amount as the eligible customer. PCAs, companions, and dependent children must have the same origin and destination as the Customer. There is no age limit for eligibility, however eligible children requiring assistance must travel with an adult.

Use, Responsibility, and Cost of Child Restraint Devices

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

Customer Property

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

Vehicle Transfer Points

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

Local Telephone Phone Number

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

Out-of-Service Area Trips.

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

Vehicle Cleanliness

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

Billing Requirements

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

Customer Trip Database

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

Adequate Seating

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

Driver Identification

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

Customer Assistance

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

Smoking, Eating, and Drinking

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

Customer No-Shows

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

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

Two-way Communications

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

Air Conditioning/Heating

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

Local Service Standards

Driver Criminal Background Screening

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

Service Effectiveness

At the regular TDLCB meetings, the CTC will report the cost per trip, percentage of denials, and number of complaints.

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

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

Public Transit Customership

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

Contract Monitoring

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

Pick-up Window

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

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

On-Time Performance

Pick-Up: 95% of customers will be picked up within 30 minutes of the requested pick-up time.

Travel Time – Urban Trip: Inside three-quarters of a mile of the StarMetro fixed-route system, 95% of the customers will spend no more than one hour traveling in a vehicle.

Travel Time – Rural Trip: Outside three-quarters of a mile of the StarMetro fixed-route system, 95% of the customers will spend no more than one and a half hours traveling in a vehicle.

Advance Reservation Requirement

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

Accidents

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

Road Calls

The CTC will have no less than 10,000 vehicle miles between road calls.

Call-hold Time

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

Vehicle Identification

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

M. Local Complaint and Grievance Procedure/Process

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

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

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

Filing a Service Complaint

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

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

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

Filing a Grievance

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

The addresses are listed below:

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

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

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

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

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

Review by the Grievance Committee of the Local Coordinating Board

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

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

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

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

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

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

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

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

Definitions:

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

Example:

Service complaints may include but are not limited to:

- Late trips (late pickup or latedrop-off)
 - No-show by transportation operator
 - No-show by client
 - Client behavior
 - Driver behavior
 - Passenger discomfort
 - Service denial (refused service to client without an explanation as to why, i.e., may not qualify lack of TD funds, etc.)
- Formal Grievance: A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the

transportation operator, CTC, Designated Official Planning Agency, or LCB. The Grievance, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Example:

Formal Grievances may include but are not limited to:

- Chronic or reoccurring or unresolved Service Complaints
 - Violations of specific laws governing the provision of TD services i.e., Chapter 427 F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA.
 - Contract disputes (Agencies/Operators)
 - Coordination disputes
 - Bidding disputes
 - Agency compliance
 - Conflicts of interest
 - Supplanting of funds
 - Billing and/or accounting procedures
- Hearing a Grievance: Hearing a grievance shall be defined as listening to and/or investigating a grievance from a purely fact perspective without imposing restrictions or penalty on a third party. This first definition shall be the extent of the Grievance Committee and LCB's role in mediating a grievance.
 - Hearing and Determining a Grievance: When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of specified person or persons, it is exercising "adjudicative" or "determinative" powers. This second definition shall be the role of the CTC's organization ultimately ending with the Board of Directors, or whoever is legally responsible for the actions of the CTC.

N. CTC Monitoring Procedures for Operators and Coordination Contractors

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

O. Coordination Contract Evaluation Criteria

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

II. Cost/Revenue Allocation & Rate Structure Justification

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

SERVICE RATES SUMMARY

StarMetro

Leon County Coordinated Transportation System

Effective: July 1, 2024

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Passenger Trip	\$25.09
Wheelchair	Passenger Trip	\$43.01

A. Service Rates Summary & Rate Calculation Worksheets

Quality Assurance

I. Quality Assurance

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

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

A. Coordinator Evaluation Process

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

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

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

B. Coordinator Monitoring Procedures of Operators and Coordination Contractors

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

C. Coordination Contract Evaluation Criteria

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

D. Planning Agency Evaluation Process

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

**LOCAL COORDINATING BOARD ANNUAL REVIEW
COMMUNITY TRANSPORTATION COORDINATOR
FINDINGS AND RECOMMENDATIONS
REVIEW PERIOD: FY 23-24**

CTC Being Reviewed Star Metro

Review Date 3/27/24

General Information

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

Findings and Recommendations

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

Report completed by: Kwentin Eastberg, LCB/ARPC staff

Approved by the LCB: March 27, 2027