



# TD 101

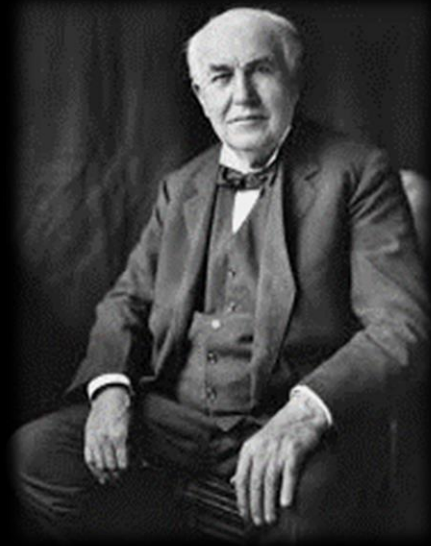
## An Overview of the Transportation Disadvantaged Program



October 2021



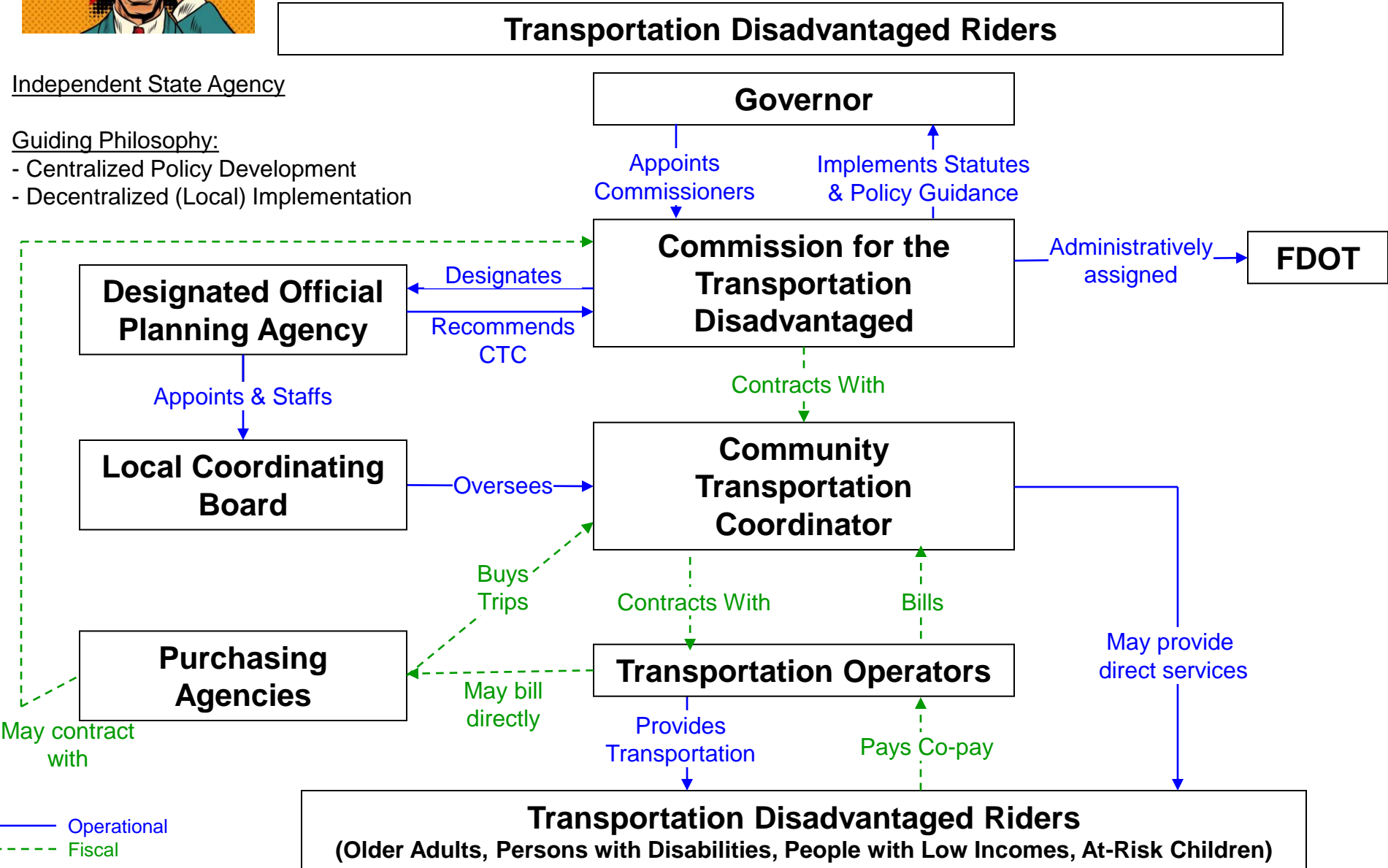
“The object of all work is production or accomplishment and to either of these ends there must be forethought, system, planning, intelligence, and honest purpose, as well as perspiration.”



*Thomas Edison*



# Florida's Coordinated Transportation System Organizational Structure... At A Glance





So... Where Do We Start???

“You’ve got to start with the customer experience and work backwards to the technology. You can’t start with the technology and try to figure out where you are going to try to sell it.”

Steve Jobs







# Who Are Our Customers?



# Riders Who Are Transportation Disadvantaged

- Older Adults
- Persons with Disabilities
- Persons with Low Income
- Children who are At-Risk



# They Could Need A Ride To...



- Medical Services
- Work or Job-Training
- School or College
- Grocery Store
- Social-Recreation



## ...And They May Have Limited Transportation Options Available In Their Community:

- Personal or Family Vehicle
- Public Transit
- Government “Sponsored” Transportation (e.g., Medicaid)
- Private On-Demand Services (e.g., taxi, Uber or Lyft, etc.)



# *TD Program Foundation*

The Coordinated System was established in 1979.

The Legislature created the Commission and TD Trust Fund in 1989.

The purpose was to deliver the “coordination” of transportation services in each county.

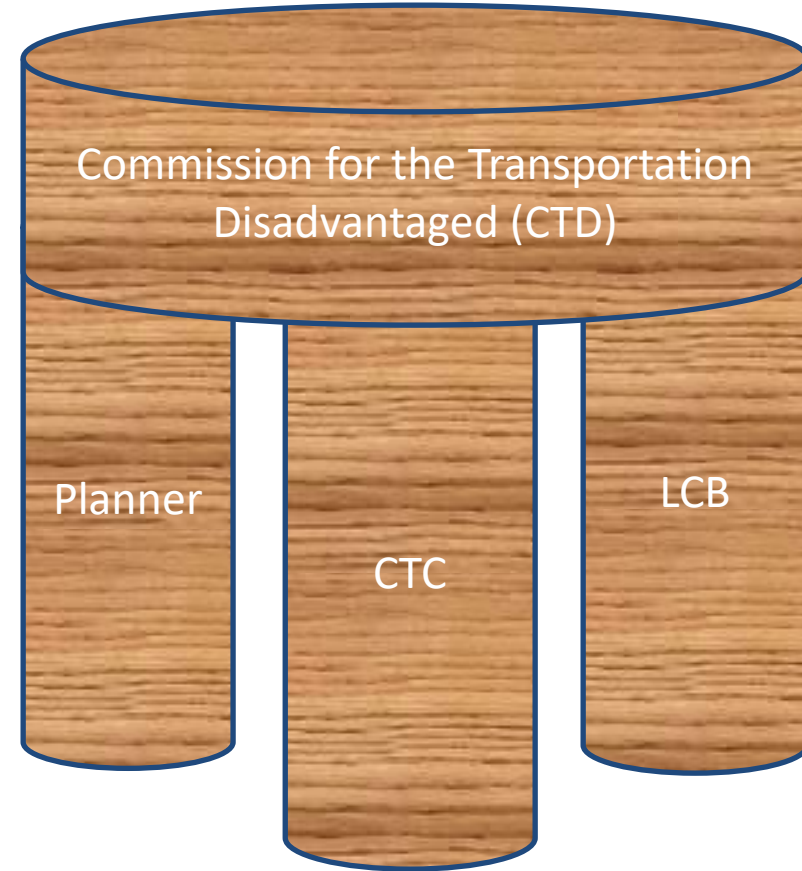
Implemented by three primary entities at local level:

- Community Transportation Coordinator (CTC)
- Designated Official Planning Agency (Planner)
- Local Coordinating Board (LCB)

CTD works with state/local partners (e.g., FDOT) to also purchase trips through coordinated system.

“Trips” can include bus passes, scheduled door-to-door paratransit, or on-demand services.

## The “Three-Legged Stool” of Coordination



# Commission Responsibilities

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Florida Commission for the



**Transportation  
Disadvantaged**

## Summary of Responsibilities

- Independent agency, administratively housed in FDOT, with board appointed by Governor.
- Administers the TD Trust Fund and disburses funds through various grant programs.
- Develops policies/procedures governing the coordinated transportation system.
- Approves and contracts with CTCs to deliver CTD-funded services in each county.
- Designates Planning Agency (outside MPO) to help implement program at the local level.

# Governing Documents



Chapter 427, Florida Statutes –  
Legislative Authority

Rule Chapter 41-2, Florida  
Administrative Code –  
Implementing Regulations



# Commission Membership and Duties...

- Seven voting Governor-appointed members:
  - Five business representatives
  - Two users of the system
  - At least one representing seniors (65+ Years Old)
- Eight ex-officio (non-voting) members, representing purchasing agencies.
- Meets at least quarterly around the state.
- All meetings are governed under the Sunshine Laws – recorded and accessible to the public.

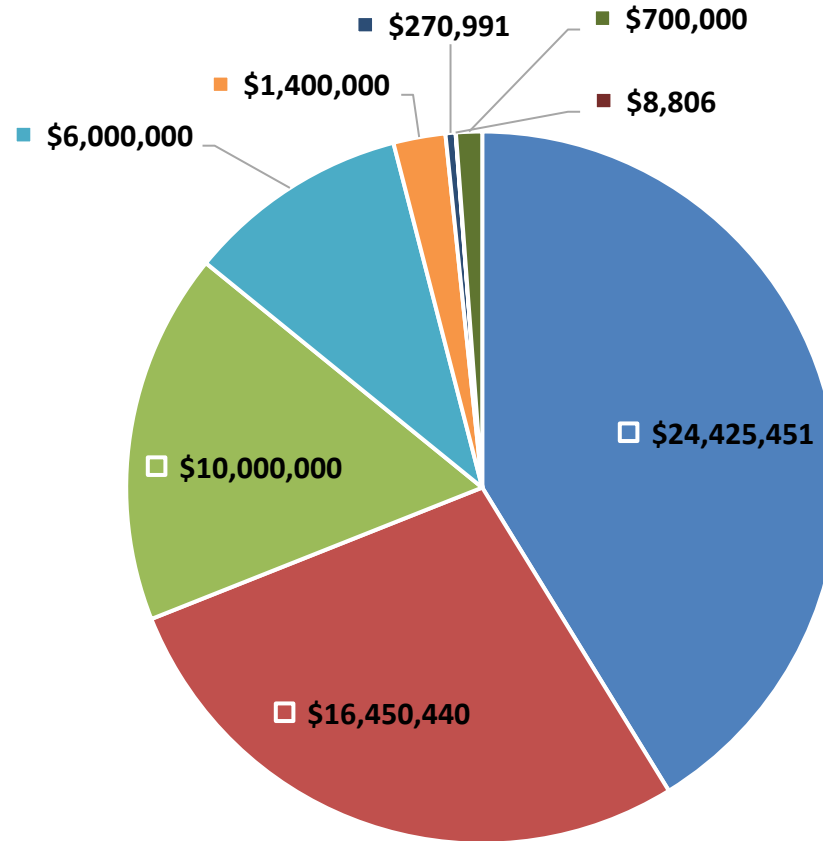


## ...Commission Duties

- Primary voting responsibilities:
  - Approves the designation of every CTC at least every five years
  - Administers the TD Trust Fund, to include the awarding of grants.
  - Reviews and approves Commission publications, including the Annual Performance Report
  - Develops/approves policies governing coordinated transportation (e.g., rules, procedures, etc.).
- Participates in professional development events, including an annual training workshop.
- Appoints and oversees Executive Director.

# Transportation Disadvantaged Trust Fund Revenues FY21-22

## \$59,255,688



- HSMV - Registration Fees (\$1.50)
- SB 1998 - State Transportation Trust
- FDOT Trust Fund - Capital Equipment
- HSMV- Voluntary
- FDOT Public Block Grant (15%)
- FDOT Trust Fund
- HSMV - Parking Permit (\$5.00)
- Interest

# Grant Programs...



- Trip & Equipment Grant –
  - Annually allocated through a formula, established in rule, to CTCs in all 67 counties
  - Used to purchase trips for eligible riders
  - 25% of funds may be used to purchase equipment
- Planning Grant – Awarded to Planning Agencies to assist with meeting their responsibilities, including staffing the LCB, in each service area.
- Shirley Conroy Grant – Competitively awarded to CTCs for the purchase of capital equipment to meet the needs in rural areas.

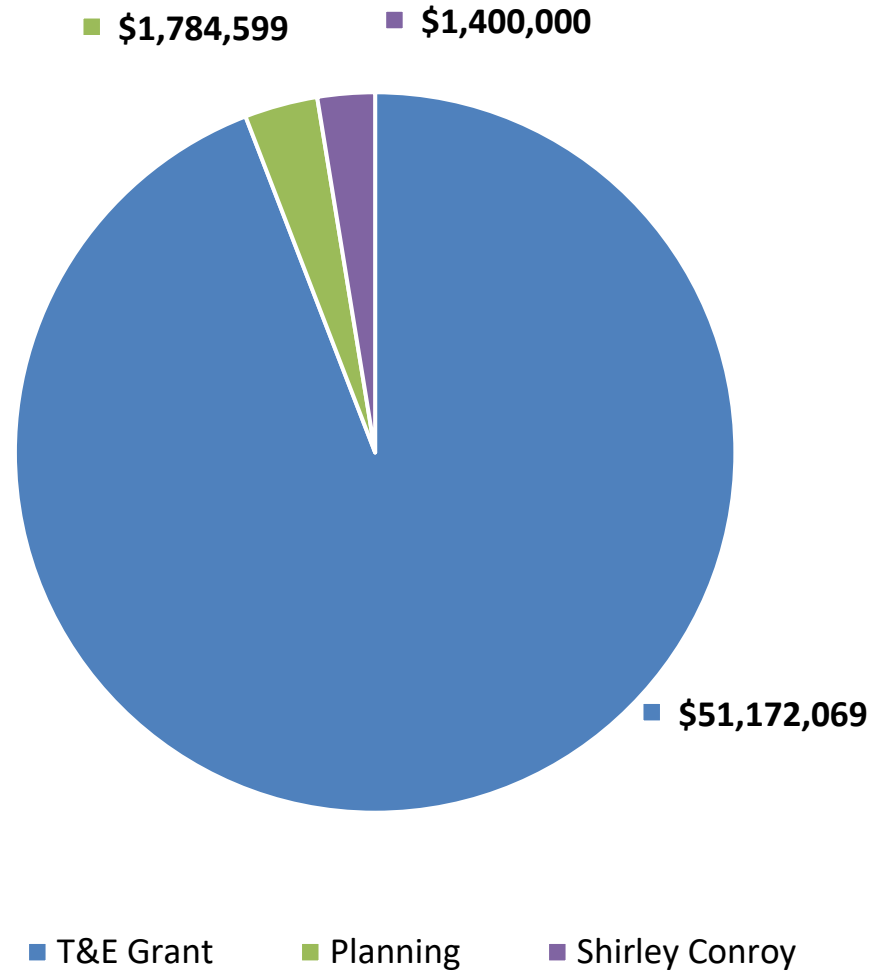
## ...Grant Programs

- Innovation and Service Development (ISD) Grant (FY19-20 and FY20-21)
  - Appropriated through Multi-Use Corridors of Regional Economic Significance (M-CORES)
  - Competitively awarded to CTCs and TNCs for innovative projects that support:
    - Access to Community Activities;
    - Cross-County/Regional Mobility; or
    - Connection to a Transportation Hub



# Transportation Disadvantaged Grant Programs FY 2021-2022

## \$54,356,668



# Community Transportation Coordinator

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## Summary of Responsibilities

- Coordinates transportation services for a county/region.
- Provides and/or contracts with transportation operators to deliver trips for TD customers.
- Determines TD eligibility and performs gatekeeping duties.
- Invoices purchasing agencies.
- Assists LCB in developing the TD Service Plan.
- Submits annual operating report (AOR) data.

## A CTC Can Be A...

- Public transit system;
- Nonprofit organization (e.g., council on aging);
- Private transportation company; or
- Local government entity.



## And Can...

- Deliver services directly (sole source); or
- Contract with a transportation operator(s) to deliver a portion or all services (broker)

# CTC Selection/Evaluation Process

- Interested organizations respond to request for proposals from the planning agency.
- Planning agency recommends the CTC approve an entity be the CTC.
- Designation is for a 5-year period.
- Evaluated on an annual basis by LCB.



# Designated Official Planning Agency

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# Summary of Responsibilities

- Assist CTC and LCB to implement local TD program.
- Staffs and appoints members to the LCB:
  - Prepares LCB meetings (e.g., agendas, by-laws, grievance procedures, trainings, etc.)
  - Assists LCB in evaluating CTC on annual basis
- Procures and recommends CTC designation.
- Coordinates and conducts transportation planning activities for its service area:
  - Works with CTC/LCB to develop TD Service Plan
  - Reviews Annual Operating Report and submits to the LCB.

## A Planning Agency Can Be A...

- Metropolitan Planning Organization (MPO)
- County/City Government
- Regional Planning Council
- Local Organizations who are performing planning activities in designated service areas

A planning agency may be responsible for multiple service areas.



# Local Coordinating Board

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# Summary of Responsibilities

- Board membership represents local stakeholders and is appointed by planning agency.
- Meets quarterly and provides guidance on local coordination of transportation services.
- Serves as the local advisory body to the Commission.

## The LCB Members Include...

- A local elected official, who serves as chair;
- Purchasing agencies (FDOT, AHCA, APD, etc.);
- The local education community;
- Vocational Rehabilitation/Blind Services;
- The veterans service office;
- Florida Association for Community Action;
- Riders (persons with disabilities, seniors, persons with low-income children at-risk);
- Transportation provider organizations;
- Medical Community;
- Workforce Development Board





## LCB Duties...

- Assists in establishing eligibility guidelines and trip priorities.
- Assist with development of TD Service Plan
- Evaluates performance of CTC.
- Identifies and prioritizes local service needs.
- Appoints a grievance committee.
- Reviews and recommends other funding applications.
- Reviews strategies of service provision to the area.
- Evaluates multicounty or regional transportation opportunities.

# Purchasing Agency

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## Summary of Responsibilities

- Serves as an Advisory Member to the Commission.
- Voting Members of the LCB.
- Purchases transportation services for the transportation disadvantaged.
- Assists communities to develop transportation systems designed to serve the transportation disadvantaged.
- Ensures its rules, procedures, guidelines, and directives are supportive of the transportation disadvantaged.

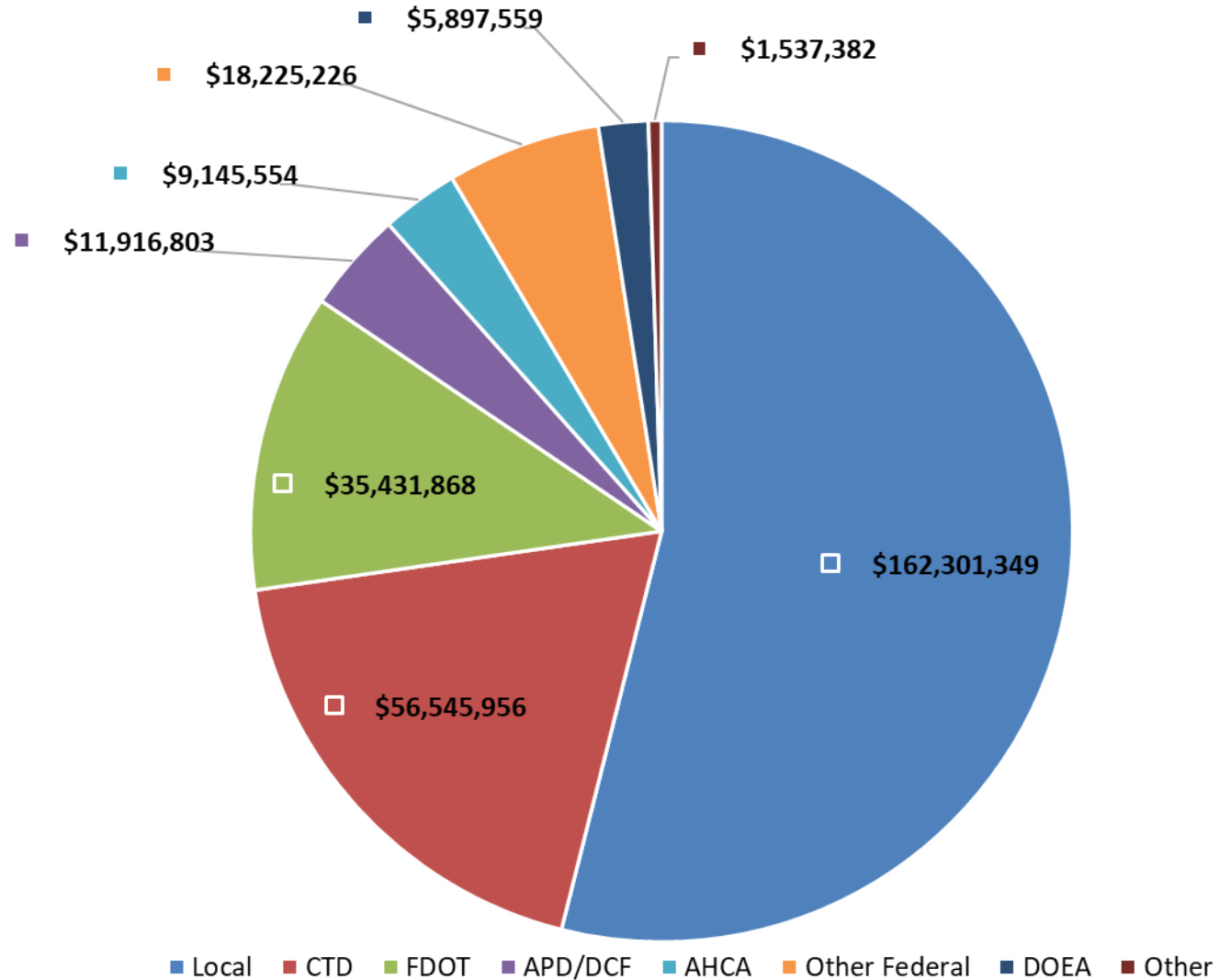
# Who is a Purchasing Agency..

An agency that purchases transportation services for the transportation disadvantaged such as -

- Agency for Health Care Administration
- Agency for Persons with Disabilities
- Department of Economic Opportunity
- Department of Children and Families
- Department of Education
- Department of Elder Affairs
- Department of Health
- Department of Juvenile Justice
- Florida Department of Transportation
- Local Government Agencies and Organizations

# Coordinated System's Revenues FY 2019-20

Revenues= \$301,001,697





## *Upcoming Priorities*

Explore strategies to promote innovative services within the TD Program.

Identify ways to improve data collection and performance reporting of coordinated system

Facilitate stakeholder forums, including with riders, purchasing agencies, and provider organizations

Strengthen the quality assurance process

Develop a five-year strategic plan to implement long-term improvements to program