Florida Commission for the

Transportation Disadvantaged

2024 Annual Performance Report



January 1, 2025

www.fdot.gov/ctd/

Executive Summary

The Florida Transportation Disadvantaged (TD) program serves individuals with disabilities, seniors, persons with low-income, and at-risk children who are unable to transport themselves or purchase transportation and are dependent on others to access health care, employment, and other critical activities. The Commission for the Transportation Disadvantaged (CTD) is a state government agency established in Chapter 427, Florida Statutes (F.S.), and is responsible for coordinating transportation services so these individuals can live independently in and contribute to their community. The Commission accomplishes its mission by overseeing a network of Community Transportation Coordinators and planning agencies (known as the "Coordinated TD System") and supporting the delivery of services in every county of the State of Florida.

The CTD Annual Performance Report (APR) is presented to Governor DeSantis and the Florida Legislature, as required by Section 427.013(13), F.S., and provides an overview of the coordinated transportation services provided under the TD program. The APR is divided into four parts. The "Introduction" provides an overview of the TD program and the roles and responsibilities of CTD and its partners within the Coordinated TD System. The "2024 Accomplishments" section summarizes major activities and milestones achieved during the last year to advance the mission of the Coordinated System. The "Fiscal Year 2023-24 Performance" section discusses the transportation services that were provided by the Coordinated TD System between July 1, 2023, and June 30, 2024. These services include paratransit (scheduled, door-to-door) trips and bus passes (subsidized fares) that were purchased under the state's Transportation Disadvantaged Trust Fund. Finally, the Future Goals of the TD Program section lists priorities for the upcoming year.

Performance highlights of the Coordinated TD System include:

- The Coordinated Transportation System provided approximately 13.4 million trips.
- Vehicles within the coordinated system traveled over 79.1 million miles.
- Over 189,000 individuals were provided transportation through the coordinated system.
- Over 1.6 million of these trips were funded under the Transportation Disadvantaged Trust Fund through the Trip and Equipment Grants and the Innovative Service Development Grants.

Introduction to Florida's TD Program

In 1979, the Florida Legislature created the Transportation Disadvantaged (TD) program in Chapter 427, Florida Statutes (F.S.), to address the "critical transportation needs" of persons with disabilities, elderly, and transit-dependent Floridians.[1] The Legislature recognized those individuals who lived in rural and small communities had no access to public transportation and that many required financial assistance to utilize private, public and paratransit (scheduled, door-to-door) services. Although there were state agencies addressing some of these transportation problems, there was no statewide coordination of funding to deliver services "fully responsive to the needs" of this population.

Thus, the TD program was created to more effectively address the critical needs of the transportation disadvantaged population through the coordination of transportation services across the State of Florida. The TD population includes persons who because of physical or mental disability, income status, age, or are children at "high-risk"[2], are "unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access"[3] to quality-of-life activities in their community. Many of these individuals qualify for programs that subsidize or "sponsor" transportation for certain purposes, such as trips to medical appointments covered under Medicaid, but may require other funding or transportation services to access other activities, such as trips to work or the grocery store. "Coordination" is the arrangement of these transportation services for the TD population "in a manner that is cost-effective, efficient, and reduces fragmentation or duplication of services."[4]

The Transportation Disadvantaged Population



Following the creation of the TD program, the Legislature spent the next several years establishing the framework of the Coordinated System within Chapter 427. This included creating a network of "Community Transportation Coordinators" and planning agencies responsible for the planning and provision of transportation services at the local level. In 1989, the Legislature established the Commission for the Transportation Disadvantaged

[1] The program was enacted in Chapter 79-108, Laws of Florida.
[2] Defined in s. 411.202, F.S.
[3] Section 427.011(1), F.S.
[4] Section 427.011(11), F.S.

(CTD) as the primary state agency to oversee the Coordinated System. Among its responsibilities, CTD was charged with developing "policies and procedures for the coordination of local government, federal, and state funding for the transportation disadvantaged."[5] That same year, the Legislature also created the Transportation Disadvantaged Trust Fund to support transportation services for TD individuals, helping them access activities "not sponsored" by other agencies or funding sources.

Although the TD program has evolved over the past 35 years since the creation of the CTD, its mission has remained consistent: to support thousands of Floridians who are transportation disadvantaged, helping them live independently and contribute to their communities. The following sections outline how the CTD and the Coordinated System work to achieve this goal.

Overview of CTD Board and Responsibilities

The Commission is a state government agency within the Florida Department of Transportation (FDOT) that reports directly to the Governor. While it operates independently of FDOT's supervision and direction, the CTD has its own authority for rulemaking and budgeting. The structure and responsibilities of the CTD board are defined in sections 427.012 and 427.013 of the Florida Statutes (F.S.), and its rules are outlined in Chapter 41-2 of the Florida Administrative Code (F.A.C.).

The Commission consists of eleven board members, each appointed by the Governor. It also selects an executive director and employs full-time staff in Tallahassee to administer and oversee the program's statutory requirements. The board meets at least four times annually, with all meetings open to the public and conducted in accordance with Florida Sunshine Laws. The board's responsibilities include designating the Community Transportation Coordinator (CTC) for each county for a five-year term, approving competitive projects funded by the CTD grant programs, and establishing rules and policies for transportation operations under the TD program.

Commission Members

Monica Russell, Chair Governor Appointee	Samantha Ferrin Governor Appointee
Melissa Smith, Vice-Chair Department of Transportation Designee	Taylor Hatch Agency for Persons with Disabilities Director
Lillian Barrios Governor Appointee	Robert "Bob" Majka Governor Appointee
Krysta Carter Department of Elder Affairs Designee	Robin Tellez Governor Appointee
Robert Doyle Division of Blind Services Director	Chris Young Governor Appointee
Vacant (Governor Appointee)	

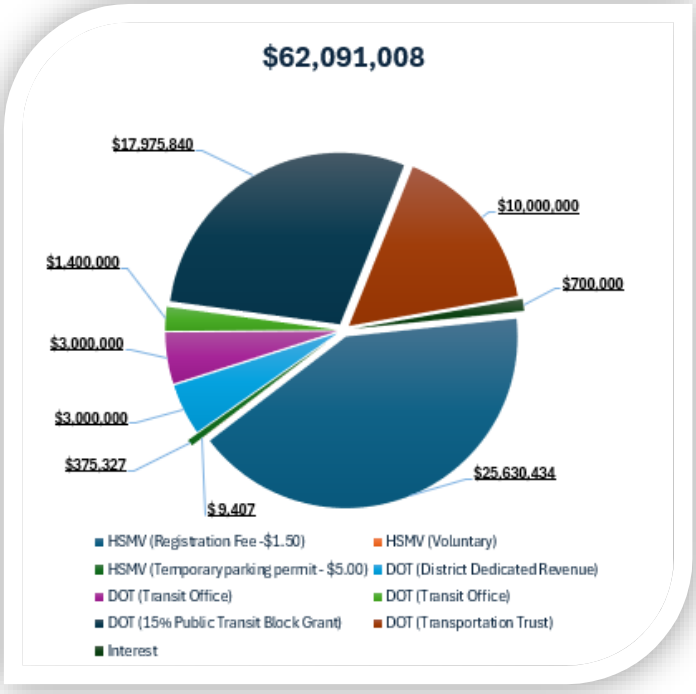
[5] Section 427.013(3), F.S.

The Commission administers the TD Trust Fund under s. 427.0159, F.S., which supports the planning and delivery of "non-sponsored" transportation services in all 67 counties of the state. These services include scheduled, door-to-door paratransit trips and subsidized bus passes for fixed route transit services, if available in the community. For individuals to qualify for non-sponsored transportation, they must at minimum:

1) Meet the definition of "transportation disadvantaged" in s. 427.011(1), F.S.;
2) Demonstrate they have no other funding available (including self-pay) to support their transportation needs; and
3) Have no other means of transportation in their home or community (including public transit) to access the trip purpose (medical appointment, job, etc.).

The TD Trust Fund is entirely made up of state taxpayer revenues, with the largest portion coming from the vehicle registration fees that are paid by residents when they renew their license tag with the Florida Department of Highway Safety and Motor Vehicles (HSMV). Each year, the Legislature appropriates funding to the trust fund, which CTD then distributes through its grant programs administered under Rule 41-2.014, F.A.C. The Commission operates on a state fiscal year (FY) cycle (July 1 – June 30). Funds that are not spent by the end of the fiscal year are reverted to the trust fund and reappropriated in a future year.

Transportation Disadvantaged Trust Fund Projected Revenues FY 2024-25



Under the grant programs, CTD contracts with CTCs and planning agencies to implement the TD program at the local level. CTCs are required to provide a 10% local match to their allocated grant funding, which may include fare box or local tax revenue. Grant funds are not

spent until *after* services are rendered under the grant program. The CTC submits a monthly invoice that includes trip data (e.g., passenger names, dates, addresses, etc.) and CTD reimburses based on the approved rate (by trip, mile, or bus pass). Planning agencies are reimbursed based on meeting the deliverables for the quarter under the Planning Grant program. The CTD grant programs, and their funded services, are summarized below, which are discussed in more detail in the "Fiscal Year 2023-24 Performance" section of this report.

Summary of CTD Grant Programs

Program	Description	FY 2024-25 Funding
Trip & Equipment Grant	Formula-based funding for CTCs to purchase paratransit services, bus passes, and capital equipment in all 67 counties.	$52,972,621
Planning Grant	Formula-based funding to support the planning agency's activities, including staffing the Local Coordinating Board.	$1,974,641
"Shirley Conroy" Rural Area Capital Assistance Grant	Competitive grant for CTCs to purchase capital equipment, such as vehicles, technology, or other supplies that support the delivery of TD services.	$1,400,000
Innovative Service Development Grant	Competitive grant for CTCs to provide new TD service projects that provide greater access to the community.	$3,000,000

The Commission is required to "compile all available information on the transportation operations for and needs of the transportation disadvantaged in the state."[6] In addition to the data gathered under the grant programs, CTD collects data on transportation services provided by CTCs and other programs serving segments of the TD population, which are submitted in the CTC's Annual Operating Report (AOR). The Commission compiles and analyzes these data within the Annual Performance Report, which is submitted to the Governor and Legislature by January 1st of each year.[7]

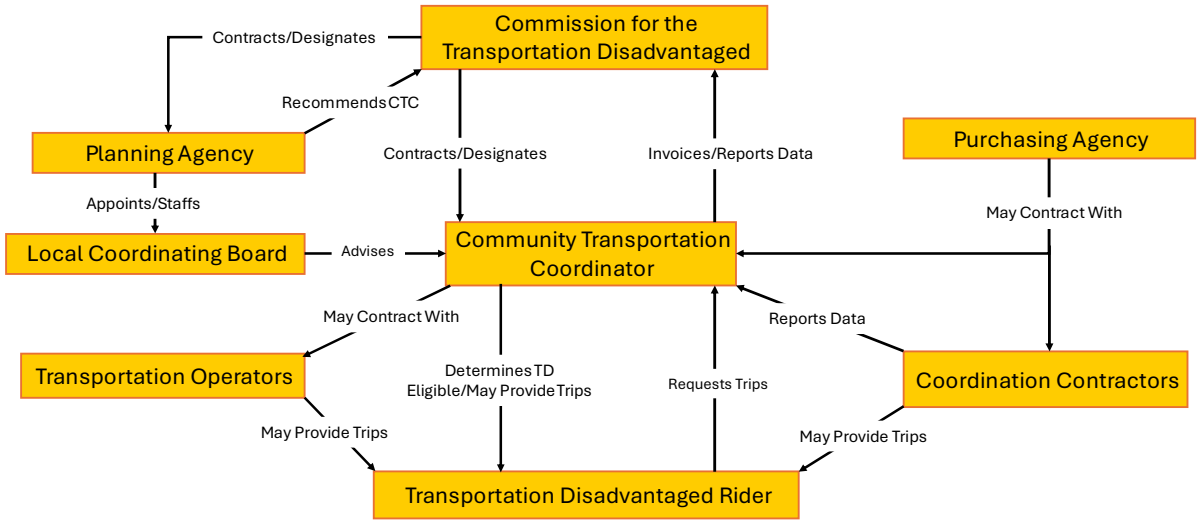
Overview of Coordinated System Partners

The Coordinated System is guided by a philosophy of centralized (statewide) policy development and decentralized (local) implementation. The chart below provides a visual

[6] Section 427.013(1), F.S.
[7] Section 427.013(13), F.S.

representation of the roles and responsibilities of each partner in the Coordinated System. The three primary entities responsible for implementing the TD program are the CTC, Designated Official Planning Agency, and Local Coordinating Board (LCB). A list of the CTCs and Planning Agencies for each county is provided in the appendices.

Coordinated System Organization Chart



The CTC[8] is responsible for coordinating transportation services within a county or multi-county service area. This may be a governmental entity, such as a board of county commissioners, or a private organization (for-profit or not-for-profit) selected through a competitive procurement process. The CTC determines whether an individual is eligible to receive TD services, including non-sponsored under the TD Trust Fund.[9] Once an individual is determined TD eligible, the CTC may directly provide (or contract with a transportation operator to provide) paratransit services within the designated service area or offer bus pass subsidies for the individual to utilize the fixed route transit system (if available in the county), which is a more cost-effective option compared to paratransit services..

The Designated Official Planning Agency[10] is responsible for identifying and planning for the needs of the TD population within the CTC's service area. This may be a Metropolitan Planning Organization, a Regional Planning Council, or a similar entity that is designated by CTD. As mentioned in the previous section, CTD contracts with the planning agency to accomplish certain deliverables for its local TD program. These activities include development of the local Transportation Disadvantaged Service Plan and review of AOR data submitted by the CTC. The planning agency also staffs and appoints members of the Local Coordinating Board and oversees the procurement of the CTC for its designated service area, which it then

[8] Governed under s. 427.0155, F.S., and Rule 41-2.011, F.A.C.
[9] Using CTD eligibility criteria adopted May 22, 1997
[10] Governed under s. 427.015, F.S., and Rule 41-2.009, F.A.C.

recommends for CTD approval. Planning agencies are an integral part of ensuring all local transportation planning efforts include considerations for the transportation disadvantaged.

The LCB[11] serves as a local advisory body to CTD and assists the CTC in identifying the local service needs and providing information, advice and direction on the coordination of TD services. LCBs are chaired by a local elected official and its membership represents local and state stakeholders, including state agencies, rider advocates, the public education system, military veterans, the workforce development system, the medical community, and the transportation industry. LCBs meet at least quarterly and assist the CTC and planning agency in a variety of activities, including establishing eligibility guidelines and setting trip priorities funded by the TD program, developing the Transportation Disadvantaged Service Plan, and evaluating the performance of the CTC on an annual basis.

In addition to these three entities, Purchasing Agencies[12] are federal, state, or local entities that purchase transportation services for segments of the TD population. For example, the Florida Agency for Persons with Disabilities (APD) provides home and community-based services to individuals with intellectual/developmental disabilities through the Medicaid Waiver program, including transportation to residential and adult day training facilities. These agencies may purchase transportation services for their clients directly from the CTC or other human service agencies. Many human service agencies that provide their own transportation have "coordination contracts" with the CTC to share data on these services, which are captured within the AOR. It is important to note that, while many CTCs work with purchasing agencies to provide transportation to their clients, these services fall outside the purview of the Commission.

Together, the Coordinated System is made up of state and local leaders, transportation professionals, and advocates dedicated to enhancing the mobility and independence of Floridians who are transportation disadvantaged. The next section summarizes some of the major accomplishments that have occurred over the past year to support these services.

[11] Governed under s. 427.0157, F.S., and Rule 41-2.012, F.A.C.

[12] Governed under s. 427.0153, F.S.

2024 Accomplishments

The Commission for the Transportation Disadvantaged participates in a variety of activities to advance its mission and support partners of the Coordinated System. This includes promoting awareness and engaging with policymakers during the legislative session, providing technical assistance to CTCs and planning agencies, and facilitating workshops and studies to explore future improvements to the program. The accomplishments discussed below are highlights from these activities.

Funding Increases to CTD Budget

In Fiscal Year 2023-24, the Florida Legislature provided a $2 million increase in recurring (year-over-year) budget authority to the TD Trust Fund. Much of this funding was distributed through the CTD Trip & Equipment Grant program, which supports transportation services to TD eligible riders in all 67 counties. In that same year, the Legislature also appropriated $6 million to the CTD Innovative Service Development (ISD) Grant program, which supported approximately 12 pilot projects providing new and innovative services within the TD program. This included services for individuals with intellectual/developmental disabilities to access employment and other daily activities, expansion of cross-county (regional) mobility options, and availability for riders to schedule trips on an on-demand (same-day) basis. These projects are further discussed in the Performance section. In addition, a list including a description of each project and the amount awarded is provided in the appendices.

In addition to the increases to the CTD grant programs, the Commission recommended the creation of a new data analyst position within the Commission's administrative budget, which was subsequently approved by the legislature. For several years, CTD has relied more heavily on data analytics as part of its funding methods and policy decisions. This new position greatly enhances the organization's capabilities to inform legislators and other decision-makers of statistical trends and other key performance indicators impacting transportation services provided to Florida's TD population.

CTD Board Meetings and Other Activities

The Commission held five board meetings in 2024, including one at the SunTrax facility in Auburndale on March 20, another at the Embassy Suites Busch Gardens in Tampa on June 3, and a third at the FDOT Barry Building in Tallahassee on November 13. Additionally, two virtual meetings took place on July 17 and December 11. Some of the major actions taken by the board included:

- Approval of $3 million for eight ISD Grant projects for Fiscal Year 2024-25.
- Approval of approximately $1.4 million to assist with the purchase of capital equipment in 13 service areas under the Shirley Conroy Grant program.
- Designation of the Jacksonville Transportation Authority as the CTC of Nassau County, effective October 1, 2024.

- Approval of model procedures for reporting and investigating adverse incidents that occur during the delivery of paratransit services, to implement new legislative requirements under s. 427.021, F.S. (further discussed in the subsection below).

The Commission also hosted a series of virtual workshops to offer technical assistance to applicants of the ISD Grant program on February 28 and April 18. Additionally, presentations were received from ISD projects funded in FY 2023-24 on April 23-24, and input was gathered from stakeholders on procedures for reporting adverse incidents in paratransit services on August 27. The agendas, presentations, and recordings from these meetings and workshops are available under the "Calendar of Past Events" on the CTD website. (CTD Calendar of Past Events)

In addition to these activities, the Commission hosted "Transportation Disadvantaged Awareness Day at the Capitol" on January 18, 2024, in conjunction with the 2024 Legislative Session. The event was attended by transportation advocates, service providers from around the state, and state leaders, including Representative Melony Bell from Polk County, Director Valerie Breen from Florida Developmental Disabilities Council, and Adolfo Covelli from St. Lucie County's CTC. The Commission also partnered with the Florida Public Transportation Association to host an annual training conference and expo in West Palm Beach on September 23-24, which drew approximately 500 participants.

2024 Legislative Session

The 2024 Legislature passed Senate Bill 1380, which made several changes to the Transportation Disadvantaged program, including:

- Changed the structure of the Commission board, from seven to eleven members, including representatives from four state agencies, two county managers, and five members representing various sectors impacted by public transportation
- Created new requirements for transportation service providers that contract with local governments to provide paratransit services to persons with disabilities (ss. 427.02 and 427.021, F.S.). This included directing CTD to establish "model procedures" for these providers to investigate and report adverse incidents that occur during the delivery of paratransit services.
- Required FDOT to conduct a comprehensive report of the Coordinated System, including an examination of the quality of services provided by Community Transportation Coordinators and their transportation operators. The report is due to the Governor and Legislature on January 1, 2025.

The bill was signed by Governor DeSantis and took effect on May 10, 2024. The Commission has worked closely with its partners in the Coordinated System to help implement these changes. This included assisting APD in establishing training requirements for drivers that provide paratransit services to individuals with disabilities.[13] The Commission also worked

[13] Pursuant to s. 427.02(2)(a), F.S.

with FDOT and held a public workshop to develop procedures for paratransit providers to investigate and report adverse incidents, which were adopted by the Commission on December 11, 2024.[14]

Annual Operating Report Study

In Fiscal Year 2023-24, CTD completed a two-year study to identify ways of improving the accuracy and analyses of data submitted in CTCs' Annual Operation Report (AOR). The study explored an alternative way of collecting disaggregated data (i.e., more detailed information on reported trips), similar to the invoice data collected under the CTD grant programs, to help improve the verifiability of the AOR and its capacity to be used for deeper, more extensive analyses. The Commission contracted with Thomas Howell Ferguson (THF) to facilitate the study.

Thomas Howell Ferguson developed a prototype website, hosted a webinar on April 12, 2024, and invited CTCs to test the online submission of their AOR data. Approximately ten CTCs participated in the study. THF presented a final report and demonstration on how the disaggregated data could be analyzed for future reports at the CTD Business Meeting on June 3, 2024. The full report can be accessed at: aor_study_2_final_report.pdf. On July 17, 2024, the Commission voted to work toward the collection of disaggregated data (on individual trips and bus passes) as part of the CTCs' submission of future AORs.

[14] Pursuant to s. 427.021(2)-(3), F.S.

Fiscal Year 2023-24 Annual Performance Report

Section 427.013(13), F.S., requires CTD to submit an annual report to the Governor, President of the Florida Senate, and Speaker of the Florida House by January 1st of each year. The APR includes a compilation of performance data on Transportation Disadvantaged services from the previous state fiscal year (July 1, 2023, through June 30, 2024). The data summarized within the APR come from two sources:

1) The Annual Operating Report (AOR) – Provides a macro-level, systemwide overview of transportation services provided by the Coordinated System, which includes CTD and other programs serving the TD population.
2) CTD Grant Invoices – Provides a micro-level, programmatic overview of "non-sponsored" transportation services and other activities funded under the TD Trust Fund.

The chart below provides an overview of the elements captured by these two data sources.

Comparison of Performance Data

	Annual Operating Report	**CTD Grant Invoices**
Overview	Provides aggregated (summarized) data on trip totals and other transportation operations of the Coordinated System during the fiscal year.	Provides disaggregated (detailed) data on "non-sponsored" trips and other activities funded under the TD Trust Fund.
Collection Process	CTCs submit the AOR to CTD by September 15th each year and present data to LCB.	CTCs/planning agencies submit invoices to CTD as part of the reimbursement of services delivered under grant programs.
Data Elements	• Total unduplicated passenger head count (UDPHC). • Total trips provided and associated vehicle miles by service type (fixed route, paratransit, etc.). In addition to these, the CTCs provide information regarding their fleet, drivers, roadcalls, chargeable accidents. • Total unmet trip requests, no-shows, complaints, and commendations. • Summary of revenues from purchasing agencies and expenses (labor, benefits, etc.). • Qualitative data on the CTC, such as network type, operating environment, etc.	• Trip dates and times. • Passenger names. • Pick-up and drop-off addresses. • Trip type (ambulatory, wheelchair, etc.). • Reimbursement rate. • Total miles per trip. • Bus pass information. • Capital equipment purchased. • Planning Grant deliverables (TD Service Plan, LCB meeting, etc.).

Annual Performance Report Summary

The following section summarizes the performance of the Coordinated System (AOR data) and TD Trust Fund (CTD grant programs) in FY 2023-24. More detailed analyses and data tables can be accessed on the CTD website (www.fdot.gov/ctd/ctd-home).

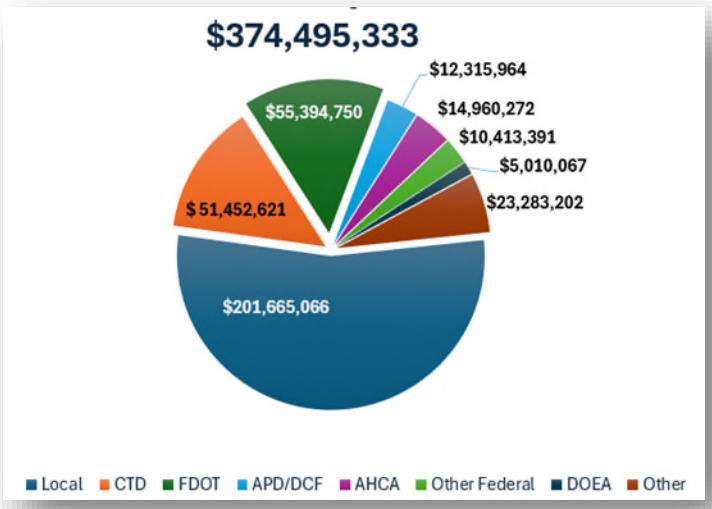
Ridership – In FY 2023-24, the Coordinated System reported approximately 13.4 million trips provided to over 189,000 riders (UDPHC) within the TD population.

Trips by Purpose – Approximately 4.8 million trips, 36% of all reported trips, supported life-sustaining activities, such as trips to conduct personal business, or to participate in social activities. Over 3 million trips, 22% of all reported trips, supported medical-related activities, such as trips to dialysis and cancer treatment. This represents a consistent trend from previous reporting years.

Trips by Service Type – Approximately 8.4 million trips, 63% of all reported trips of the Coordinated System, were provided on fixed route, Complementary ADA paratransit, or deviated-fixed route systems. Many fixed route and deviated-fixed route systems use funds from the Coordinated System to subsidize the purchase of bus passes through various programs offered by transit authorities. The remaining 37% of trips were provided by paratransit services. The Coordinated System also reported providing approximately 192,303 on-demand or other types of trips through Taxicab or Transportation Network Companies.

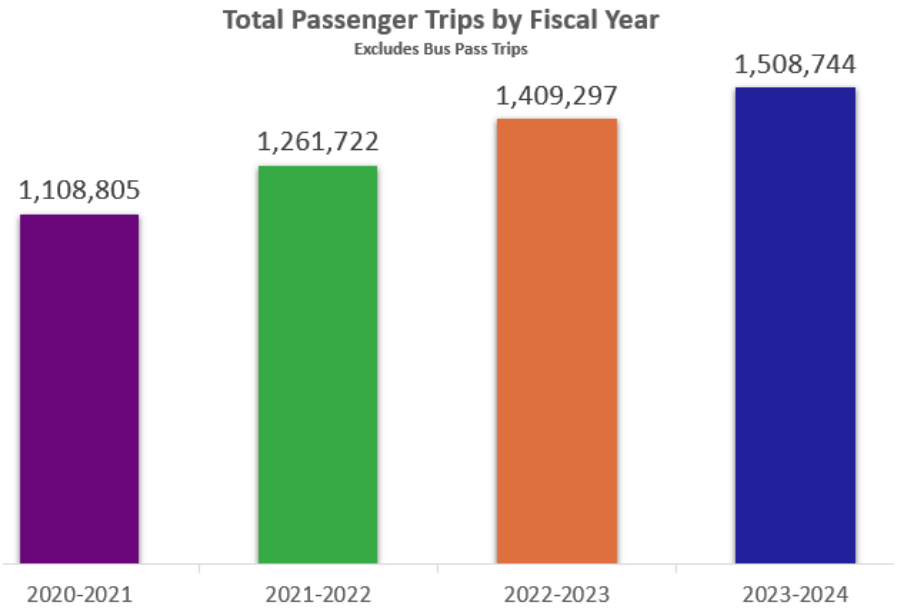
Revenues – The following pie chart provides a breakdown of revenues that were reported by the Coordinated System. In FY 2023-24, the Coordinated System collectively reported $374 million in total revenue, with local government being the largest contributor of approximately $201 million.

Total Coordinated System Revenues



CTD Grant Programs Performance Summary

Trip & Equipment (T&E) Grant - The T&E Grant is the primary funding source for non-sponsored transportation disadvantaged services in Florida. Each year, CTD allocates funding to each county's CTC based on a formula[15] that considers: 1) the estimated TD population; 2) total miles of public roads; 3) the TD non-sponsored services delivered by the CTC; and 4) the county's total allocation from the previous year to ensure stability in funding. In FY 2023-24, CTD allocated approximately $53 million through the T&E Grant, which supported over 1.5 million paratransit trips to the TD population, excluding bus pass trips. The T&E Grant has experienced a consistent increase in trips each year since the global pandemic of 2020, as illustrated below.



Innovative Service Development (ISD) Grant - The ISD Grant is designed to test new and innovative transportation service projects within the TD program. The Commission awards the funding on a competitive basis for projects that meet at least one of the following objectives:

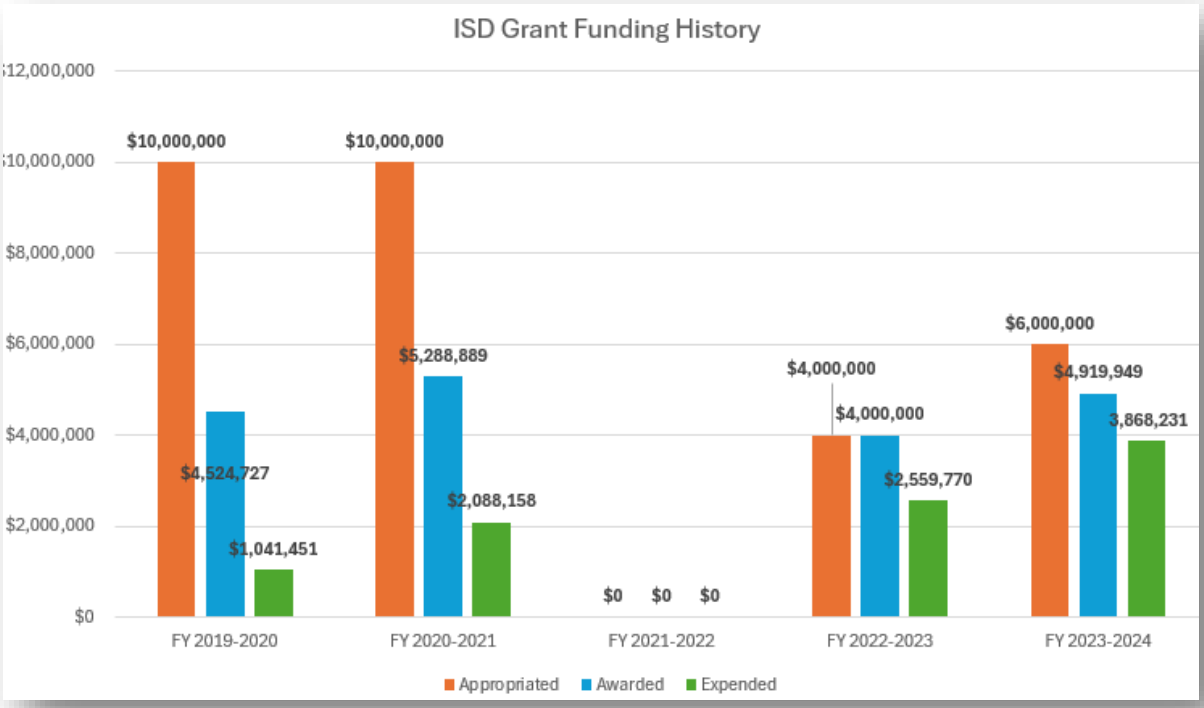
1) Increase a TD person's access to and departure from job training, employment, health care, and other life-sustaining services.
2) Enhance regional connectivity and cross-county mobility.
3) Reduce the difficulty in connecting TD persons to a transportation hub and from the hub to their final destination.

Each year, CTD solicits CTCs to submit written project proposals that support the above objectives. While CTCs are the only entities eligible to apply, they are encouraged to work with

[15] Established in Rule 41-2.014(5), F.A.C.

"non-traditional" provider organizations, such as Transportation Network Companies (TNCs), to deliver services under the project. After applications are received, CTD evaluates proposals using a scoring rubric and approves projects based on the funding appropriated by the Legislature. The maximum award amounts are $750,000 for a project of a single service area and $1.5 million for a regional project.

The ISD Grant program has evolved over the years and experienced various levels of funding, as depicted below. The most competitive application cycles have occurred when the ISD Grant was appropriated at approximately $4 million. It is also important to note that some of the projects have experienced delays in providing services during the first year of funding, especially for CTCs required to conduct a competitive procurement process to secure a contract with a TNC.[16] In December 2023, the Commission approved a policy limiting a project to a maximum of 4 years of funding. While a project is not guaranteed to be funded for 4 years (CTCs must still apply each year), this policy allows CTCs sufficient time to build operations, test services, and identify potential funding for the future of the project.

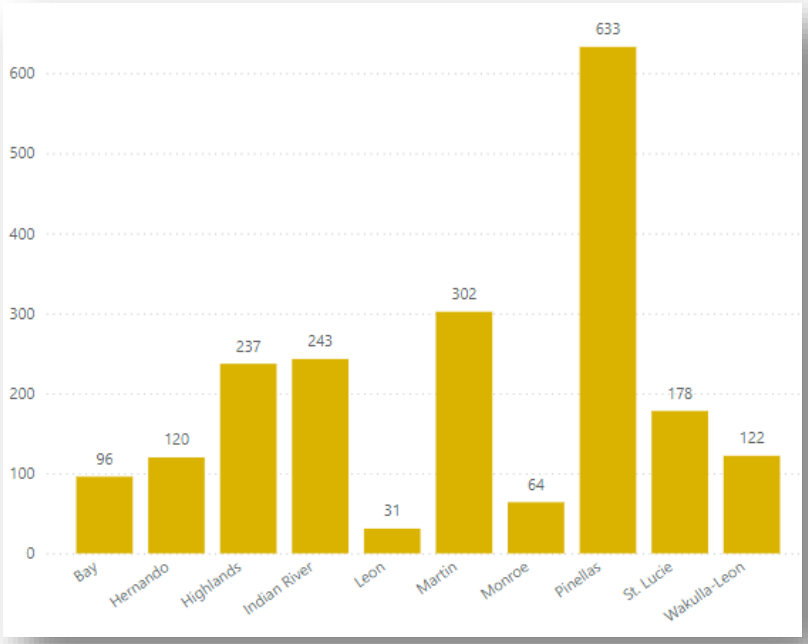


In Fiscal Year 2023-24, the Commission awarded $4.9 million for 12 projects. Four projects supported regional transportation services for TD residents to access neighboring counties (Indian River/St. Lucie, Monroe/Miami, Pinellas/Hillsborough/Pasco, Wakulla/Leon). Two of those projects (Indian River/St. Lucie, Wakulla/Leon) prioritized serving individuals with

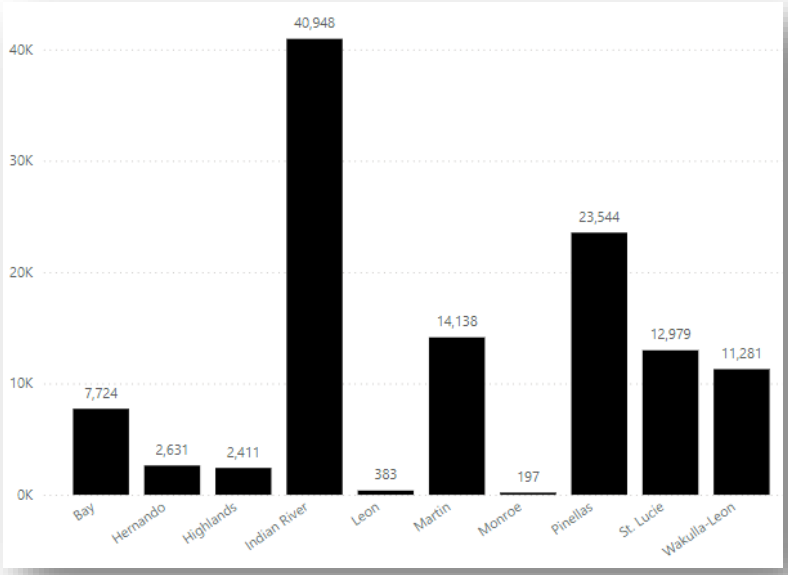
[16] This was a finding from a study conducted by Thomas Howell Ferguson on behalf of CTD in 2023 (see pages 6-7): Microsoft Word - 2023 ISD Grant Report - final draft.

intellectual or developmental disabilities (IDD). Four projects worked with TNCs to provide on-demand transportation (Bay, Leon, Pinellas/Hillsborough/Pasco, Wakulla/Leon). Of the 12 projects awards, 2 were unable to be implemented during the grant cycle due to procurement issues (Lake County) and/or lack of rider participation (Union County).

Unduplicated Passenger Head Count by ISD Project



Trip Count by ISD Project



Planning Grant - The Planning Grant program was established to provide funding to Designated Official Planning Agencies to assist in planning activities for the TD program at the local level. The grant supports the planning agencies in carrying out their responsibilities, including preparing and coordinating the Local Coordinating Board (LCB) meetings. Each year, CTD allocates funding to all 67 counties based on the formula outlined in Rule 41-2.013 (6), F.A.C. The Commission contracts with the planning agency to accomplish certain deliverables for its local TD program. In Fiscal Year 2023-24, CTD awarded $1.8 million to twenty-eight (28) Planning Agencies, which included supporting the activities of fifty-eight (58) LCBs.

"Shirley Conroy" Rural Area Capital Assistance Grant - Each year, FDOT transfers $1.4 million to the TD Trust Fund to implement a competitive grant program that provides financial assistance to CTCs for the purchase of capital equipment. The primary focus is to support the purchase of capital equipment in rural areas. For Fiscal Year 2023-24, CTD awarded approximately $1.4 million for 12 projects. Capital equipment purchases included vehicles, vehicle maintenance and safety equipment, and communication equipment. A listing of capital equipment projects that were funded in FY 2023-24 can be found in the appendices.

Future Goals of the TD Program

For over forty years, Florida has led the nation in providing a statewide, sustainable approach to serving the mobility needs of individuals who are transportation disadvantaged. As the state continues to grow and become more interconnected, the Coordinated Transportation System must adapt with these changes to ensure it continues to meet the needs of the TD population. This can be achieved through the effective use of data to inform policymakers, transportation providers and planners, and other stakeholders on areas in need of change.

In 2025, The Commission will continue to work with state and local partners to:

- Explore ways of analyzing operational data, with a goal to further enhance services provided to the TD population.
- Begin work on its statewide 5-Year Transportation Disadvantaged Plan (s. 427.013(15), F.S.). This plan will include measurable goals and strategies to help grow and strengthen the TD program throughout the decade.
- Continue to monitor and improve the safety and quality of TD services statewide.
- Monitor legislation to ensure Florida's transportation disadvantaged program continues to remain one of the best in the nation.

The lessons learned during the first four years of this decade is the importance of adaptation and collaboration as essential qualities to the future success of the Coordinated Transportation System. As the state continues to grow and prosper, the Commission and its partners will continue to advance the mobility and independence of Florida's TD population to participate in the state's growing economy.

APPENDICES

Florida Commission for the Transportation Disadvantaged
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Demographics	Number
Statewide Population	21,634,529
Unduplicated Head Count	187,588

Trips By Type of Service	2022	2023	2024
Fixed Route (FR)	3,939,150	3,837,093	5,373,680
Deviated FR	320,228	376,833	326,975
Complementary ADA	2,144,801	2,403,047	2,718,494
Paratransit	4,105,025	4,786,970	4,831,995
TNC	38,494	96,917	114,287
Taxi	45,765	106,897	78,016
School Board (School Bus)	13,212	14,066	13,602
Volunteers	5,380	2,446	1,009
TOTAL TRIPS	**10,612,055**	**11,624,269**	**13,458,058**

Passenger Trips By Trip Purpose			
Medical	2,364,468	2,518,314	3,025,015
Employment	1,694,988	1,668,746	2,114,061
Ed/Train/DayCare	1,915,597	2,484,183	2,556,166
Nutritional	616,332	911,319	923,895
Life-Sustaining/Other	4,020,670	4,041,707	4,838,921
TOTAL TRIPS	**10,612,055**	**11,624,269**	**13,458,058**

Passenger Trips By Revenue Source			
CTD	4,190,777	4,327,352	5,918,300
AHCA	157,399	268,129	447,140
APD	812,500	997,636	918,225
DOEA	230,597	365,056	285,006
DOE	114,065	120,693	101,143
Other	5,106,717	5,545,403	5,788,244
TOTAL TRIPS	**10,612,055**	**11,624,269**	**13,458,058**

Trips by Provider Type			
CTC	5,257,062	5,421,804	6,970,554
Transportation Operator	3,328,265	3,802,210	4,085,127
Coordination Contractor	2,026,728	2,400,255	2,402,377
TOTAL TRIPS	**10,612,055**	**11,624,269**	**13,458,058**

Vehicle Data	2022	2023	2024
Vehicle Miles	65,359,113	73,258,120	79,187,677
Roadcalls	2,165	3,020	2,908
Accidents	401	429	511
Vehicles	4,598	4,490	4,394
Drivers	5904	6082	6343

Financial and General Data			
Expenses	$ 278,790,926	$ 330,857,548	$ 381,814,036
Revenues	$ 299,488,692	$ 335,085,193	$ 374,495,333
Commendations	2,206	3,930	39,442
Complaints	7,965	8,650	10,000
Passenger No-Shows	189,718	262,699	269,684
Unmet Trip Requests	13,197	8,840	8,612

Performance Measures			
Accidents per 100,000 Mile	0.61	0.59	0.65
Miles between Roadcalls	30,189	24,258	27,231
Avg. Trips per Passenger	55.68	60.15	71.74
Cost per Trip	$26.27	$28.46	$28.37
Cost per Paratransit Trip	$41.58	$42.56	$46.67
Cost per Total Mile	$4.27	$4.52	$4.82
Cost per Paratransit Mile	$4.22	$4.51	$4.73

Florida Commission for the Transportation Disadvantaged

FY 2023-24

Community Transportation Coordinators and Coordination Contractors

Trips By Type of Service	
Fixed Route (FR)	5,373,680
Complementary ADA	2,718,494
Deviated FR	326,975
Paratransit	4,831,995
TNC	114,287
Taxi	78,016
School Board (School Bus)	13,602
Volunteers	1,009
Total Trips By Service	13,458,058

General Information	
Expenses	$381,814,036
Revenue	$374,495,333
Vehicle Miles	79,187,677
Accidents	511
Road Calls	2,908
Vehicles	4,394
Unmet Trip Requests	8,612
Transportation Operators	59
Coordination Contractors	153

Performance Measures	
Cost Per Trip	$28.37
Cost Per Paratransit Trip	$46.67
Cost Per TNC Trip	$28.86
Cost Per Taxi Trip	$32.23
Cost Per Total Mile	$4.82
Accidents Per 100k Miles	0.65
Miles Between Roadcalls	27,231
UDPHC	187,588

Community Transportation Coordinators Only

Trips By Service	
Fixed Route (FR)	5,373,680
Complementary ADA	2,718,494
Deviated FR	326,975
Paratransit	2,429,618
TNC	114,287
Taxi	78,016
School Board (School Bus)	13,602
Volunteers	1,009
Total Trips By Service	11,055,681

General Information	
Expenses	$322,799,730
Revenue	$319,636,995
Vehicle Miles	65,637,954
Accidents	472
Road Calls	2,351
Vehicles	2,852
Unmet Trip Requests	8,612
Transportation Operators	59
Coordination Contractors	153

Key Performance Measures	
Cost Per Trip	$29.20
Cost Per Paratransit Trip	$56.37
Cost Per TNC Trip	$28.86
Cost Per Taxi Trip	$32.23
Cost Per Total Mile	$4.92
Accidents Per 100k Miles	0.72
Miles Between Roadcalls	27,848
UDPHC	132,572

Coordination Contractors Only

Trips By Type of Service	
Fixed Route (FR)	0
Complementary ADA	0
Deviated FR	0
Paratransit	2,402,377
TNC	0
Taxi	0
School Board (School Bus)	0
Volunteers	0
Total Trips By Service	2,402,377

General Information	
Expenses	$59,014,306
Revenue	$54,858,338
Vehicle Miles	13,549,723
Accidents	39
Road Calls	551
Vehicles	1,542
Unmet Trip Requests	0
Transportation Operators	N/A
Coordination Contractors	N/A

Performance Measures	
Cost Per Trip	$24.56
Cost Per Paratransit Trip	$24.56
Cost Per TNC Trip	N/A
Cost Per Taxi Trip	N/A
Cost Per Total Mile	$4.36
Accidents Per 100k Miles	0.29
Miles Between Roadcalls	24,591
UDPHC	55,016

FY 2023/24

Community Transportation Coordinator System Information

County	Operating Environment	Coordinator Name	Organization Type	Network Type
Alachua	Urban	MV Transportation, Inc.	Private, For profit	Sole Source
Baker	Rural	Baker County Council on Aging, Inc.	Private, Non-profit	Sole Source
Bay	Urban	Bay County Board of County Commissioners	County	Complete Brokerage
Bradford	Rural	Suwannee River Economic Council, Inc.	Private, Non-profit	Partial Brokerage
Brevard	Urban	Space Coast Area Transit	County	Sole Source
Broward	Urban	Broward County	County	Partial Brokerage
Calhoun	Rural	Calhoun County Senior Citizens	Private, Non-profit	Sole Source
Charlotte	Urban	Charlotte County BOCC Transit Division	County	Partial Brokerage
Citrus	Rural	Citrus County Transit	County	Partial Brokerage
Clay	Rural	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Collier	Urban	Collier County Board of County Commissioners	County	Complete Brokerage
Columbia	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Desoto	Rural	MTM Transit, LLC	Private, For-profit	Complete Brokerage
Dixie	Rural	Suwannee River Economic Council, Inc.	Private, Non-profit	Partial Brokerage
Duval	Urban	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Escambia	Urban	Escambia County BOCC	County	Complete Brokerage
Flagler	Urban	Flagler County Public Transportation	County	Sole Source
Franklin	Rural	Gulf County ARC & Transportation	Private, Non-profit	Sole Source
Gadsden	Rural	Big Bend Transit, Inc.	Private, Non-profit	Sole Source
Gilchrist	Rural	Suwannee River Economic Council, Inc.	Private, Non-profit	Partial Brokerage
Glades	Rural	Hendry County BOCC	County	Complete Brokerage
Gulf	Rural	Gulf County ARC & Transportation	Private, Non-profit	Sole Source
Hamilton	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Hardee	Rural	MTM Transit, LLC	Private, For-profit	Complete Brokerage
Hendry	Rural	Hendry County BOCC	County	Complete Brokerage
Hernando	Rural	You Thrive Florida	Private, Non-profit	Sole Source
Highlands	Rural	MTM Transit, LLC	Private, For-profit	Complete Brokerage
Hillsborough	Urban	Hillsborough County BOCC	County	Partial Brokerage
Holmes	Rural	Tri-County Community Council Inc	Private, Non-profit	Partial Brokerage
Indian River	Urban	Senior Resource Association, Inc.	Private, Non-profit	Partial Brokerage
Jackson	Rural	Jackson Co. Trans. dba JTrans	Private, Non-profit	Sole Source
Jefferson	Rural	Big Bend Transit, Inc.	Private, Non-profit	Sole Source
Lafayette	Rural	Suwannee River Economic Council, Inc.	Private, Non-profit	Partial Brokerage
Lake	Rural	Lake County Board of County Commissioners	County	Complete Brokerage
Lee	Urban	Lee County Board of County Commissioners	County	Sole Source
Leon	Urban	StarMetro - City of Tallahassee	City Government	Partial Brokerage
Levy	Rural	Levy Board of County Commissioners	County	Sole Source
Liberty	Rural	Liberty County Transit	County	Sole Source
Madison	Rural	Big Bend Transit, Inc.	Private, Non-profit	Sole Source
Manatee	Urban	Manatee County Area Transit	County	Partial Brokerage
Marion	Rural	Marion Senior Services, Inc.	Private, Non-profit	Partial Brokerage
Martin	Urban	Senior Resource Association, Inc.	Private, Non-profit	Complete Brokerage
Miami-Dade	Urban	Miami-Dade DTPW	County	Sole Source
Monroe	Rural	Guidance/Care Center	Private, Non-profit	Partial Brokerage
Nassau	Rural	Nassau County Council on Aging, Inc.	Private, Non-profit	Partial Brokerage

Okaloosa	Urban	Okaloosa County BOCC	County	Complete Brokerage
Okeechobee	Rural	MTM Transit, LLC	Private, For-profit	Complete Brokerage
Orange	Urban	Central Florida Regional Transportation	Public Transit Authority	Partial Brokerage
Osceola	Urban	Central Florida Regional Transportation	Public Transit Authority	Partial Brokerage
Palm Beach	Urban	Palm Beach County Board of Commissioners	County	Partial Brokerage
Pasco	Rural	Pasco County Public Transportation	County	Partial Brokerage
Pinellas	Urban	Pinellas Suncoast Transit Authority	Public Transit Authority	Partial Brokerage
Polk	Urban	Lakeland Area Mass Transit District	Other	Partial Brokerage
Putnam	Rural	Ride Solution, Inc.	Private, Non-profit	Sole Source
Saint Johns	Rural	St. Johns County Council on Aging, Inc.	Private, Non-profit	Sole Source
Saint Lucie	Urban	St. Lucie County Board of County	County	Complete Brokerage
Santa Rosa	Rural	Tri-County Community Council Inc	Private, Non-profit	Partial Brokerage
Sarasota	Urban	Sarasota County Board of County	County	Complete Brokerage
Seminole	Urban	Central Florida Regional Transportation	Public Transit Authority	Partial Brokerage
Sumter	Rural	Sumter County Board of County	County	Complete Brokerage
Suwannee	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Taylor	Rural	Big Bend Transit, Inc.	Private, Non-profit	Sole Source
Union	Rural	Suwannee River Economic Council, Inc.	Private, Non-profit	Partial Brokerage
Volusia	Urban	County of Volusia d/b/a VOTRAN	County	Partial Brokerage
Wakulla	Rural	Wakulla Senior Citizens Council, Inc.	Private, Non-profit	Partial Brokerage
Walton	Rural	Tri-County Community Council Inc	Private, Non-profit	Sole Source
Washington	Rural	Tri-County Community Council Inc	Private, Non-profit	Partial Brokerage

Operating Environment Totals:	**Rural - 41**	**Urban - 26**	
Network Type Totals:	**Complete Brokerage - 15**	**Partial Brokerage - 29**	**Sole Source - 23**
Organization Type Totals:	**Private, For-profit - 5**	**City Government - 1**	**County - 24**
	Private, Non-profit - 27	**School Board - 0**	**Other - 1**
	Public Transit Authority - 9		

Sole Source – Network type in which the CTC provides all transportation services.
Partial Brokerage – Network type in which the CTC provides some of the transportation services and contracts with one or more other transportation operators to provide TD services, including coordination contractors.
Complete Brokerage -Network type in which the CTC does not provide any transportation services itself, but contracts with transportation operators and/or coordination contractors for the delivery of all transportation services.

FY 2023-24
ISD Grant Projects

Service Area	CTC	Project Description	Awarded Funding
Bay	Bay County Board of County Commissioners (BOCC)	2nd year project. Provided rider's-choice, on-demand service utilizing Uber and/or Bay County Public Transit System (BCPTS) for all trip purposes. Services were provided Monday - Saturday. Project continued in FY24-25.	$668,793
Highlands	MTM Transit, LLC	1st year project. Provided on-demand transportation service (between 4 and 48 hours) to TD eligible residents in Highlands County. Trips supported medical, employment, education and nutritional purposes. Project continued in FY24-25.	$148,150
Hernando	Mid Florida Community Services	4th year project. Expanded operating hours and days to all areas of Hernando County. Services were provided Monday – Friday, 6:00am – 4:00pm, without limiting rural areas to one or two days per week. Also supported access to 3 connector stops for the fixed route service into Pasco County. Employment, recreational, and same day additional trips were also provided based on availability. Included a Veterans Reduced Fare Program, which supported trip purposes in addition to James Haley VA Hospital in Tampa (Mon-Fri). Project expired in FY23-24.	$121,500
Indian River/ St. Lucie	Senior Resource Association	3rd year project. Partnered with St. Lucie County CTC to provide transportation to individuals with IDD as well as other cognitive disabilities. Services were expanded to 24 hours per day/7 days/week. Non-stop, door-to-door service could be scheduled from 2 hours to up to 2 weeks in advance provided within and cross county between St Lucie and Indian River counties. Project continued in FY24-25.	$1,350,000
Lake	Lake County BOCC	1st year project. The objective was to provide on-demand transportation utilizing TNCs and taxis. Project did not provide services due to issues with securing contract with a transportation operator. Project was not continued in FY24-25.	$163,819

Leon	City of Tallahassee – StarMetro	2nd year project. Provided on-demand transportation utilizing TNCs, taxis, and other service providers. Services were provided Monday – Saturday, 6am – 11pm and Sunday 11am – 7pm. Eligible riders were provided more flexibility, access and choices for scheduling their trips. Project continued in FY24-25.	$73,190
Martin	Senior Resource Association	4th year project. Enhanced transportation services to and from dialysis treatment by guaranteeing a "non-shared" ride and less time on the vehicle. Dialysis patients also received additional trips for other life-sustaining purposes such as work, school, grocery shopping. Trips to/from dialysis did not exceed 45 mins (Indiantown) or 20 minutes (anywhere else in the County). Project expired in FY23-24.	$675,000
Monroe (Miami)	Guidance/ Care Center, Inc.	2nd year project. Provided door-to-door trips on a planned route beginning early in the morning starting in the Lower Keys (Key West) to Miami. Assisted riders to get to earlier medical appointments and/or stay longer, if necessary. Service was available two days per week with a pickup time as early as 4am arriving in Miami by 8am. Project continued in FY24-25.	$96,007
Pinellas, Hillsborough, and Pasco	Pinellas Suncoast Transit Authority (PSTA)	Two project objectives. 1) Supported partnership between 3 CTCs (Hillsborough, Pinellas and Pasco) to provide same day, door-to-door regional trips within the Tampa Bay Area; and 2) provided late-night/same-day curb-to-curb employment trips for Pinellas residents, when the bus service was not available (including crossing county lines into Pasco or Hillsborough). Included new 3rd party call center for regional trips. Service was provided by contracted taxis, wheelchair van services and transportation network companies based on rider's choice. The regional trips (2nd year) project continued in FY24-25; the late night/same day services expired in FY23-24.	$578,700

St. Lucie	St. Lucie County BOCC	4th year project. Provided transportation to/from employment, educational programs, etc., when public transit was not available, or the rider demonstrated a hardship to access job site. Also supported transportation to medical appointments, such as dialysis, if at a time that could not be accommodated by the paratransit system. Project expired in FY23-24.	$450,000
Union	Suwannee River Economic Council	The objective was to provide daily transportation to Columbia County for employment/education/job training. However, the project was not executed with CTD. CTC did not reapply in FY24-25.	$59,529
Wakulla/ Leon	Wakulla Senior Citizens Council, Inc.	2nd year project. Provided scheduled and on-demand transportation utilizing a TNC provider (i-Enable). Eligible riders in Wakulla County were provided trips within Wakulla County and/or cross-county trips to/from Leon County. Leon County riders were limited to trips within Leon County. Primarily served individuals with IDD. Project utilized a new electronic fare collection platform. Project continued in FY24-25.	$535,261
		Total:	**$4,919,949**

FY 2023-24
Shirley Conroy Rural Area Capital Assistance Program Grant

CTC Grant Recipient	Project Service Area	Description	Awarded Amount
MV Contract Transportation, Inc.	Alachua	One 23' cutaway vehicle	$136,075
Baker County Council on Aging, Inc.	Baker	Seven (7) computers with dual monitors	$13,700
Suwannee Valley Transit Authority	Columbia/ Hamilton/ Suwannee	One 23' cutaway vehicle	$153,729
MTM Transit, LLC	DeSoto/ Hardee/ Highlands/Okeechobee	One ADA minivan	$64,749
Suwannee River Economic Council, Inc.	Dixie	One 23' cutaway vehicle	$140,703
ARC on the Gulf, Inc.	Franklin	One 26' cutaway vehicle	$161,256
ARC on the Gulf, Inc.	Gulf	One 26' cutaway vehicle	$161,256
Jackson County Transportation	Jackson	One copier/printer	$6,124
Levy County Board of County Commissioners	Levy	One 23' cutaway vehicle	$160,000
Guidance/Care Center, Inc.	Monroe	One minivan	$39,154
Okaloosa County Board of County Commissioners	Okaloosa	Two 22' cutaway vehicles	$219,686
Suwannee River Economic Council, Inc.	Union	One 23' cutaway vehicle	$140,703
		Total	**$1,397,135**

PLANNING AGENCY AND COMMUNITY TRANSPORTATION COORDINATOR CONTACT LIST

County	Designated Planning Agency	Community Transportation Coordinator
Alachua	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	MV Transportation, Inc. 3713 SW 42nd Avenue, Suite 3 Gainesville, FL 32608 352-375-2784
Baker	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Baker Co. Council on Aging 9264 Buck Starling Road Macclenny, FL 32603 904-259-9315
Bay	Bay Co. Transportation Planning Organization 4081 E Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Bay Co. Board of Co. Commissioners 1021 Massalina Drive Panama City, FL 32401 850-785-0808
Bradford	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 904-964-6696
Brevard	Space Coast Transportation Planning Organization 2725 Judge Fran Jemieson Way, MS #82 Melbourne, FL 32940 321-690-6890	Space Coast Area Transit 401 S. Varr Avenue Cocoa, FL 32922 321-633-1878
Broward	Broward Metropolitan Planning Organization Trade Centre South 100 West Cypress Creek Road, 6th Floor, Suite 650 Ft. Lauderdale, FL 33309-2181 954-876-0033	Broward Co. Board of Co. Commissioners Broward Co. Paratransit Services 1 N. University Drive Plantation, FL 33314 866-682-2258
Calhoun	Apalachee Regional Planning Council 2507 Callaway Road, Suite 200 Tallahassee, FL 32303 850-488-6211	Calhoun Co. Senior Citizens Association Calhoun Co. Transit 16859 NE Cayson Street Blountstown, FL 32424 850-674-4496

Charlotte	Punta Gorda Metropolitan Planning Organization Murdock Administration Center 18500 Murdock Circle, Room B200 Port Charlotte, FL 33948 941-883-3535	Charlotte Co. Board of Co. Commissioners 1800 Murdock Circle Port Charlotte, FL 33948 941-575-4000
Citrus	Hernando/Citrus Metropolitan Planning Organization 789 Providence Boulevard Brooksville, FL 34601 352-754-4082	Citrus Co. Board of Co. Commissioners 1300 S. Lecanto Highway Lecanto, FL 34461 352-527-7630
Clay	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Jacksonville Transportation Authority 100 N. Myrtle Avenue Jacksonville, FL 32204 904-265-6999
Collier	Collier Metropolitan Planning Organization 2885 South Horseshoe Drive Naples, FL 34104 239-252-5859	Collier Board of Co. Commissioners Collier Area Transit 3299 East Tamiami Trail. Suite 103 Naples, FL 34112 239-252-7272
Columbia	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Suwannee Valley Transit Authority 1907 Voyles Street, SW Live Oak, FL 32064 386-362-5332
DeSoto	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Dixie	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 352-498-5018
Duval	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Jacksonville Transportation Authority 100 N. Myrtle Avenue Jacksonville, FL 32204 904-265-6999
Escambia	West Florida Regional Planning Council 4081 E Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Escambia Co. Board of Co. Commissioners 1515 W. Fairfield Drive Pensacola, FL 32501 850-595-0501

Flagler	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Flagler Co. Board of Co. Commissioners 1769 East Moody Boulevard, Suite 5 Bunnell, FL 32110 386-313-4185
Franklin	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	ARC on the Gulf 122 Water Plant Road Port St. Joe, FL 32456 850-229-6389
Gadsden	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 32310 850-627-9958
Gilchrist	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 352-498-7366
Glades	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	Hendry Co. Board of Co. Commissioners 99 E. Cowboy Way LaBelle, FL 33935 877-935-4487
Gulf	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	ARC on the Gulf 122 Water Plant Road Port St. Joe, FL 32456 850-229-6550
Hamilton	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Suwannee Valley Transit Authority 1907 Voyles Street, SW Live Oak, FL 32064 386-362-5332
Hardee	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Hendry	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	Hendry Co. Board of Co. Commissioners 99 E. Cowboy Way LaBelle, FL 33935 877-935-4487

Hernando	Hernando/Citrus Metropolitan Planning Organization 789 Providence Boulevard Brooksville, FL 34601 352-754-4082	You Thrive Florida 1122 Ponce De Leon Boulevard Brooksville, FL 34601 352-799-1510
Highlands	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Hillsborough	Hillsborough Co. Metropolitan Planning Organization 601 E. Kennedy Boulevard, 18th Floor Tampa, FL 33602 813-210-9310	Hillsborough Co. Board of Co. Commissioners Sunshine Line 2709 E Hanna Avenue Tampa, FL 33610 813-272-7272
Holmes	West Florida Regional Planning Council 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-Co. Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-547-3688
Indian River	Indian River Co. Metropolitan Planning Organization 1801 27th Street Vero Beach, FL 32966 772-226-1990	Senior Resource Association, Inc. Indian River Transit 4385 42nd Avenue Vero Beach, FL 32960 772-569-0903
Jackson	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	JTrans 3988 Old Cottondale Road Marianna, FL 32448 850-482-7433
Jefferson	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-997-1323
Lafayette	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 386-294-2202
Lake	Lake-Sumter Metropolitan Planning Organization 225 W. Guava Street, Suite 211 Lady Lake, FL 32159 352-315-0170	Lake Co. Board of Co. Commissioners Office of Transit Services 2440 US Highway 441/27 Fruitland Park, FL 34731 352-742-2612

Lee	Lee Co. Metropolitan Planning Organization 815 Nicholas Parkway E Cape Coral, FL 33915 239-244-2220	LeeTran 3401 Metro Parkway Ft. Myers, FL 33916 239-533-0300
Leon	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	City of Tallahassee StarMetro 555 Appleyard Drive Tallahassee, FL 32304 850-891-5199
Levy	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Levy Co. Board of Co. Commissioners 970 East Hathaway Avenue Bronson, FL 32621 352-486-3485
Liberty	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Liberty Co. Board of Co. Commissioners 15629 NW Co. Road 12 Bristol, FL 32321 850-643-2524
Madison	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-973-4418
Manatee	Sarasota/Manatee Metropolitan Planning Organization 8100 15th Street East Sarasota, FL 34243 941-359-6046	Manatee Co. Board of Co. Commissioners 2411 Tallevast Road Sarasota, FL 34243 941-748-2317
Marion	Ocala/Marion Co. Transportation Planning Organization P. O. Box 1270 Ocala, FL 34478 352-438-2630	Marion Senior Services, Inc. Marion Transit 1101 SW 20th Court Ocala, FL 34471 352-620-3071
Martin	Martin Co. Metropolitan Planning Organization 3481 SE Willoughby Boulevard, Suite 101 Stuart, FL 34994 772-288-5412	Senior Resource Association, Inc. 694 14th Street Vero Beach, FL 34960 772-569-0903
Miami-Dade	Miami-Dade Metropolitan Planning Organization 150 Wet Flagler Street, Suite 1900 Miami, FL 33130 305-375-1739	Miami-Dade Co. Dept. of Transportation And Public Works 701 NW 1st Court, Suite 1300 Miami, FL 33136 305-630-5300

Monroe	Health Council of South Florida 7855 NW 12st Street, Suite 117 Doral, FL 33126 786-535-4361	Guidance/Care Center, Inc. 3000 41st Street Ocean Marathon, FL 33050 305-434-7660
Nassau	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Jacksonville Transportation Authority (eff. 10/1/2024) 100 N. Myrtle Avenue Jacksonville, FL 32204 904-265-6999
Okaloosa	Okaloosa Walton Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Okaloosa Co. Board of Co. Commissioners 600 Transit Way Ft. Walton Beach, FL 32547 850-833-9168
Okeechobee	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Orange	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
Osceola	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
Palm Beach	Plam Beach Metropolitan Planning Organization 301 Datura Street West Palm Beach, FL 33401 561-725-0803	Palm Beach Co. Board of Co. Commissioners 3201 Electronics Way West Palm Beach, FL 33407 561-649-9838
Pasco	Pasco Co. Metropolitan Planning Organization 8731 Citizens Drive New Port Richey, FL 34654 727-847-2411	Pasco Co. Board of Co. Commissioners 8620 Galen Wilson Boulevard Port Richey, FL 34668 727-834-3322
Pinellas	Pinellas Co. Metropolitan Planning Organization 310 Court Street Clearwater, FL 33756 727-464-8250	Pinellas Suncoast Transit Authority/PSTA 3201 Scherer Drive St. Petersburg, FL 33716 727-540-1888

Polk	Polk Transportation Planning Organization 330 W. Church Street Bartow, FL 33830 863-534-6529	Lakeland Area Mass Transit District 1212 George Jenkins Boulevard Lakeland, FL 33815 863-534-5500
Putnam	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Ride Solution 220 North 11th Street Palatka, FL 32177 386-325-9999
Santa Rosa	Florida-Alabama Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-Co. Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-626-6806
Sarasota	Sarasota/Manatee Metropolitan Planning Organization 8100 15th Street East Sarasota, FL 34243 941-259-6045	Sarasota Co. Area Transit 1660 Ringling Boulevard Sarasota, FL 34236 941-861-1234
Seminole	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
St. Johns	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	St. Johns Co. Council on Aging, Inc. 180 Marine Street St. Augustine, FL 32084 904-209-3710
St. Lucie	St. Lucie Transportation Planning Organization 466 SW Port St. Lucie Boulevard, Suite 111 Port St. Lucie, FL 34953 772-462-1671	St. Lucie Co. Board of Co. Commissioners 437 North 7th Street Ft. Pierce, FL 34950 772-462-1778
Sumter	Lake-Sumter Metropolitan Planning Organization 225 W Guava Street, Suite 211 Lady Lake, FL 32159 352-315-0170	Sumter Co. Board of Co. Commissioners 7375 Powell Road Wildwood, FL 34785 352-568-6683
Suwannee	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Suwannee Valley Transit Authority 1907 Voyles Street, SW Live Oak, FL 32064 386-362-5332

Tayor	Taylor Co. Board of Co. Commissioners 201 E. Green Street Perry, FL 32347 850-838-3553	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-838-3553
Union	North Central Florida Regional Planning Council 2009 N.W. 67th Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council 255 SW 9th Avenue Lake Butler, FL32054 386-496-0624
Volusia	River to Sea Transportation Planning Organization 1 Deuce Court, Suite 100 Daytona Beach, FL 32124 386-226-0422	VOTRAN 950 Big Tree Road South Daytona, FL 32119 386-322-5100
Wakulla	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Wakulla Co. Senior Citizens' Council 33 Michael Drive Crawfordville, FL 32326 850-926-7145
Walton	Okaloosa Walton Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-Co. Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-892-2422
Washington	West Florida Regional Planning Council 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-Co. Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-638-4520