

Florida Commission for the



**Transportation  
Disadvantaged**

# 2023 Annual Performance Report

January 1, 2024

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## **OUR MISSION**

To ensure the coordination of transportation service that enhances access to employment, health care, education, and other life-sustaining activities for older adults, persons with disabilities, people with low incomes and at-risk children who are dependent on others for transportation.

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## EXECUTIVE SUMMARY

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Transportation plays a critical role in supporting an individual's ability to be independent and contribute to the community. For many Floridians who are transportation disadvantaged due to age, disability, or low-income, transportation is a significant barrier to access critical activities in their community, including employment, health care, education, and other quality of life activities.

The Florida Commission for the Transportation Disadvantaged (CTD) ensures the availability of transportation services for these individuals across the state. This is accomplished through "coordinated transportation," where CTD works with state and local partners to deliver transportation services to the Transportation Disadvantaged (TD) population. These services are collectively provided through the Coordinated Transportation System.

Each year, CTD presents a report to the Governor and Legislature on the Coordinated System's performance in serving the TD population during the previous state fiscal year. The 2023 Annual Performance Report provides an overview of the system and performance of TD services between July 1, 2022, and June 30, 2023. Highlights from the report include:

- The Coordinated Transportation System provided approximately 11.6 million trips.

- Vehicles within the coordinated system traveled over 73.2 million miles.
- Over 193,000 individuals were provided transportation through the coordinated system.
- Over 4.3 million of these trips were funded under the Transportation Disadvantaged Trust Fund.

Detailed county summaries and data tables may be accessed on the Commission's website ([www.fdot.gov/ctd/ctd-home](http://www.fdot.gov/ctd/ctd-home)).

This report also highlights major accomplishments that occurred during the last year to advance the mission of CTD, including increases in funding to the Transportation Disadvantaged Trust Fund. The report concludes with an outline of the goals for 2024.



## **INTRODUCTION**

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In 1979, the Florida Legislature created the Transportation Disadvantaged (TD) program to address the “critical transportation needs” of persons with disabilities, elderly, and transit-dependent Floridians (Chapter 79-108, L.O.F.). 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 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 address more effectively these transportation needs on a statewide level. Florida’s “Transportation Disadvantaged” (TD) population is defined in s. 427.011(1), F.S., as those persons who because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are high-risk as defined in s. 411.202, F.S.

In 1989, the Legislature established the Commission for the Transportation Disadvantaged (CTD) to serve as the primary state agency responsible for the coordination of TD services across the state. “Coordination” is defined as the arrangement of transportation “in a manner that is cost-effective, efficient,

and reduces fragmentation or duplication of services” (s. 427.011(11), F.S.). CTD accomplishes this mission through a transportation provider network of Community Transportation Coordinators.

CTD works with state and local partner agencies to purchase (i.e., “sponsor”) transportation services for their TD eligible constituents through the Coordinated System. CTD also administers the Transportation Disadvantaged Trust Fund, where most of its funds are used by CTD to purchase trips for TD eligible individuals to access activities “not sponsored” by another purchasing agency.

The authority of CTD is derived from Chapter 427, Florida Statutes (F.S.), and Rule 41-2, Florida Administrative Code (F.A.C.). It is an independent state agency located within the Florida Department of Transportation (FDOT) that reports directly to the Governor. CTD functions independently from the supervision and direction of FDOT, with its own rule making and budget authority. CTD employs staff in Tallahassee to administer and monitor the statutory requirements for the program.

## **COMMISSION MEMBERSHIP**

The Commission consists of seven (7) voting board members that are all appointed by the Governor, including five (5) business community members and two (2) members who have a disability and have been served by the Coordinated System. One of these members must be over 65 years of age.

In addition, the Secretaries or Executive Directors of the Department of Transportation, Department of Children and Families, Department of Elder Affairs, Agency for Health Care Administration, the Department of Commerce (formerly known as Department of Economic Opportunity), Department of Veterans' Affairs, Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level of each, serve as ex officio non-voting advisors to the Commission.



<b>Commission Membership</b>	
<b>Commissioners Voting Members</b>	<b>Representing</b>
Dr. Phillip Stevens, Chair	The Business Community
Christinne Gray, Vice-Chair	User with a Disability
Lillian Barrios	User with a Disability
Renee Knight	The Business Community
Dr. Robin Tellez	The Business Community
<b>Vacant</b>	The Business Community
<b>Vacant</b>	The Business Community
<b>Ex Officio Members</b>	<b>Representing</b>
Jared Purdue, Secretary Gabrielle Matthews, Designee	Department of Transportation
J. Alex Kelly, Secretary Vacant, Designee	Department of Commerce
Shevaun Harris, Secretary Diane Harris, Designee	Department of Children and Families
Jason Weida, Secretary Vacant, Designee	Agency for Health Care Administration
Taylor Hatch, Director Kent Carroll, Designee	Agency for Persons with Disabilities
Michelle Branham, Secretary Krysta Carter, Designee	Department of Elder Affairs
James S. Hartsell, Executive Director Vacant, Designee	Department of Veterans' Affairs
Vacant	County Manager or Administrator

## OVERVIEW OF THE COORDINATED SYSTEM

The Coordinated System is guided by a philosophy of centralized (statewide) policy development and decentralized (local) implementation. The chart on page 21 provides a visual representation of the various roles and responsibilities in the Coordinated System described below.

The **Commission for the Transportation Disadvantaged** is the state-level board that develops policies and procedures for the coordination of services to the TD population. CTD contracts with Community Transportation Coordinators, typically for up to 5 years, to ensure the provision of TD services occur at the local level. While CTD establishes guidelines for TD eligibility within the parameters laid out in Florida Statutes, specific eligibility policies are determined at the local level within such guidelines.

The **Community Transportation Coordinator (CTC)** is responsible for providing and/or contracting for transportation services within a county or multi-county service area. These services may include paratransit trips (which are usually pre-scheduled), door-to-door services provided on a multi-passenger vehicle, on-demand trips (where the CTC may subcontract with a Taxicab or Transportation Network Company to deliver one-on-one trips), and/or bus pass programs, if individuals have and are able to access the fixed route system in their local area.

A CTC can be a public transportation organization (such as a transit authority), a private for-profit transportation company, a not-for-profit human services agency, or a local government entity (see pages 25-26 for the list of all CTCs). Through a competitive procurement process, the CTC may also contract (i.e., broker) with local **Transportation Operators** to provide TD services in its designated service area.



As mentioned in the “Introduction,” CTD works with **Purchasing Agencies** to “sponsor” transportation for their TD clients through the Coordinated System. Some examples of purchasing agencies include the Agency for Health Care Administration and Agency for Persons with Disabilities. Local government is the largest purchaser of TD services



through the Coordinated System (see pie chart on page 17 for a systemwide breakdown of total revenues reported).

A CTC may provide “sponsored” transportation for TD eligible individuals on behalf of a purchasing agency, such as trips to medical appointments covered under Florida’s Medicaid Managed Medical Assistance (MMA) program. CTCs that operate fixed bus route services may also serve certain groups within the TD population, such as individuals with disabilities who qualify for complementary paratransit services required by the U.S. Americans with Disabilities Act (ADA). All these services, which fall under the “Coordinated System,” are captured within each county’s Annual Operating Report (AOR), which is compiled by the CTC and submitted to CTD for publication as part of this report (discussed further in the “2022-23 Performance Report” beginning on page 15).

CTD also contracts with **Designated Official Planning Agencies (Planners)** to conduct and coordinate planning activities for the local TD program. This includes development of the local Transportation Disadvantaged Service Plan and review of the AOR submitted by the CTC. The Planner is also responsible for staffing and appointing members of the Local Coordinating Board. The Planner oversees the procurement of the CTC for its designated service area, which it then recommends its designation for CTD approval.

The **Local Coordinating Board (LCB)** 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, riders of the Coordinated System, the public education system, military veterans, the workforce development system, the medical community, and the transportation industry. LCBs meet at least quarterly and assist CTCs and Planners 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 summary, the Coordinated Transportation System is a manifestation of the hard work and support of elected and appointed officials, transportation professionals, and local partners who are dedicated to enhancing mobility opportunities for all.

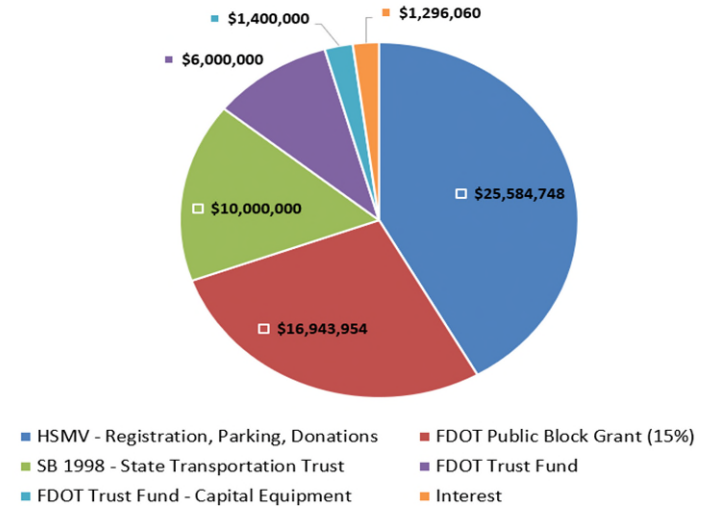
## CTD GRANT PROGRAMS

CTD administers several grant programs that are funded through the Transportation Disadvantaged Trust Fund (TDTF). TDTF funds are mostly used to purchase trips for TD eligible individuals to access activities “not sponsored” by other purchasing agencies. In order for an eligible individual to qualify for TDTF non-sponsored services, he or she must, at minimum, demonstrate no availability of any other funding or reimbursement (including self-pay), and no means of any other transportation (including public transit). Using the example discussed in the previous section, an eligible individual may receive “sponsored” trips to medical appointments under the MMA program; however, there may not be a similar funding source for that same individual to access grocery shopping and other life-sustaining activities, where such trips could be reimbursed using TDTF monies.

In FY 2022-23, the Legislature appropriated approximately \$62.1 million to the TDTF. The following pie chart provides a breakdown of the revenues that were deposited within the TDTF (as of June 30, 2023). The largest portion of TDTF revenues come from the vehicle registration fees that are paid

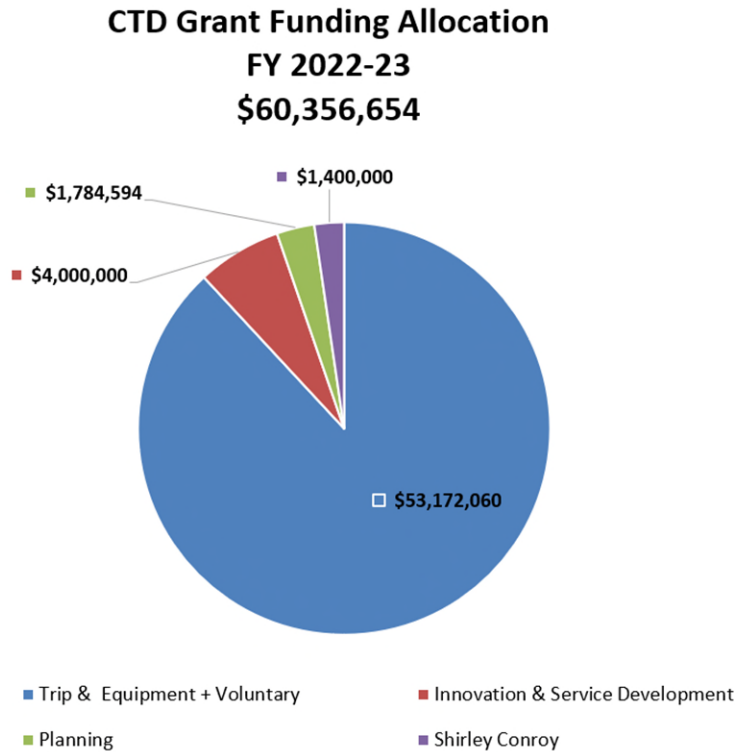
by residents when they renew their license tag with the State of Florida.

**FY2022-23 TDTF Revenues**  
**\$61,224,762**



After the Legislature appropriates and Governor approves funding to the TDTF for the fiscal year, CTD awards and disburses the funding through its grant programs. The pie chart on the following page provides a summary of the total funding that was awarded by CTD to each of its grant programs for the fiscal year (2022-23). With the exception of the Planning Grant program, CTD requires a ten percent (10%) local match from the grant recipient. This match may include revenues from farebox, proceeds from a local tax, etc.

The CTD grant programs are administered under Rule 41-2.014, F.A.C.



## TRIP & EQUIPMENT GRANT PROGRAM

The majority of TD non-sponsored transportation services are funded through the Trip & Equipment (T&E) Grant program. Each year, CTD allocates funding to each CTC to support the delivery of TD services for its designated service area (county or counties). On July 1, 2021, the Commission implemented a new allocation methodology that distributes funding to each county based on the following variables:

1. **Estimated TD Population** – Five percent (5%) of a county’s allocation is based on the number of individuals within the county’s TD population (persons with disabilities, individuals living below poverty, and adults 65 years or older), as reported by the most recent U.S. Census Bureau’s American Community Survey.
2. **Centerline Miles** – Five percent (5%) of a county’s allocation is based on the county’s total miles of public roads, as reported by the Federal Highway Administration;
3. **T&E Grant Funded Services** – Thirty percent (30%) of a county’s allocation is based on the county’s TD services that were provided under the T&E Grant program during a previous year, as reported on the CTC’s monthly invoice.
4. **Base Funding** – Sixty percent (60%) of a county’s allocation is based on a percentage of its previous year’s allocation.

The CTC is reimbursed with the allocated funds after TD services are rendered for the month and certain documentation is submitted to CTD through invoices. CTCs may also use up to 25% of its grant funding to purchase capital equipment in support of TD non-sponsored services.

In FY 2022-23, CTD awarded \$53.1 million to fifty-six (56) CTCs for the provision of TD non-sponsored services. A detailed analysis of T&E Grant services is provided in the “2022-23 Performance Report.”

## **INNOVATIVE SERVICE DEVELOPMENT GRANT PROGRAM**

CTD administers the Innovative Service Development (ISD) Grant program to test new and innovative transportation service projects within the Coordinated System. The funding is awarded to CTCs on a competitive basis and the project must support 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; or
3. Reduce the difficulty in connecting TD persons to a transportation hub and from the hub to their final destination.

In 2022, the Florida Legislature appropriated \$4 million in nonrecurring revenue to the ISD Grant program. CTD awarded this funding for eight (8) ISD Grant projects in FY 2022-23. These projects are further discussed in the "2022-2023 Accomplishments" section of this report (beginning on page 13).

## **PLANNING GRANT PROGRAM**

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 Planners in carrying out their responsibilities (discussed in the "Overview of the Coordinated System"), including preparing and coordinating the Local Coordinating Board (LCB) meetings.

In FY 2022-23, CTD awarded \$1.7 million to twenty-eight (28) Planners, which included supporting the activities of fifty-eight (58) LCBs.

## **"SHIRLEY CONROY" RURAL AREA CAPITAL ASSISTANCE GRANT PROGRAM**

FDOT transfers \$1.4 million to the TDTF each year 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 in rural areas.

In FY 2022-23, CTD awarded over \$1 million for 11 projects. Capital equipment purchases included vehicles, vehicle maintenance and safety equipment, and communication equipment. It should be noted that many of the grant recipients experienced delays in acquiring vehicles because of ongoing vehicle contract negotiations. CTD and the Florida Department of Transportation are working to provide flexibility in the use of these funds to accommodate for these circumstances.

## 2022-2023 ACCOMPLISHMENTS

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As Florida continues to grow and become more mobile, CTD and its partners have committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. This section highlights the efforts made toward fulfilling this goal in FY 2022-23.

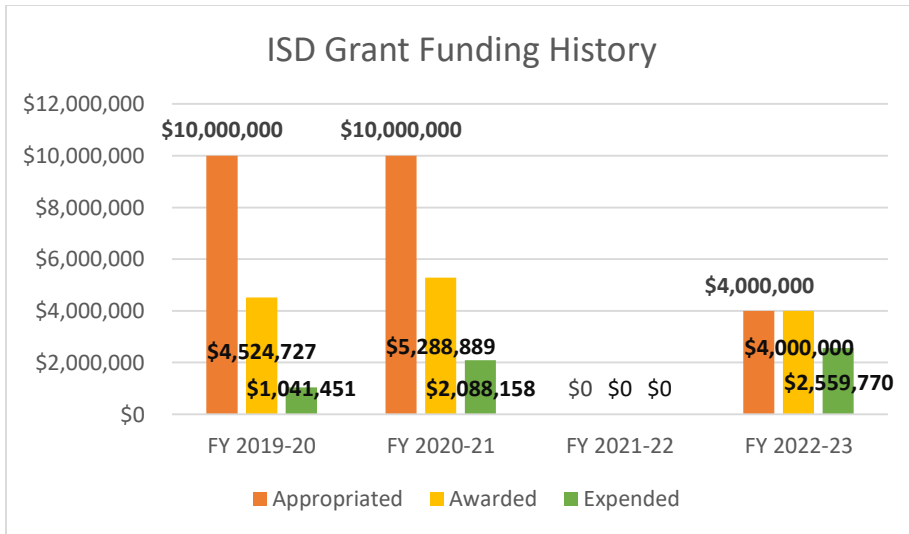
### ISD GRANT FUNDING

The Innovative Service Development Grant program has undergone numerous funding changes over the last several years. Originally called the “Mobility Enhancement Grant”, the program was funded at approximately \$1-2 million for the first three years (2016-17 – 2018-19). In 2019, the ISD Grant was funded at \$10 million for two years (2019-20 – 2020-21) under the Multi-Use Corridors of Regional Economic Significance (M-CORES) program. In 2021, the Florida Legislature repealed the M-CORES program, which resulted in the ISD Grant not being funded for one year (2021-22). In 2022, Governor Ron DeSantis, CTD and its partners successfully advocated for the Legislature to reinstate funding for the ISD Grant at \$4 million (2022-23).

While this represented a decrease in appropriation compared to the previous two years of funding, the ISD program witnessed an increase in competitiveness of the application process as projects were chasing after fewer available grant

dollars. This was aided by improvements made to the ISD Grant application process. CTCs were invited to submit project proposals and were offered the opportunity for technical assistance to improve the quality of applications prior to the submission deadline. CTD also improved its evaluation process, where it contracted with Thomas Howell Ferguson, P.A., to conduct data analyses of the projects that were funded under M-CORES.

For the first time since the M-CORES funding was introduced, CTD was able to award all its ISD Grant funding for eight (8) projects in FY22-23. Similar to the T&E Grant, ISD funds are spent *after* the CTC renders services and provides sufficient documentation to be reimbursed under the grant. As illustrated by the chart on the following page, CTD spent approximately \$2.5 million for ISD Grant projects in FY22-23, which is the most in program history. During the 2023-24 grant application cycle, Thomas Howell Ferguson conducted an analysis of these projects and provided a report that summarizes their performance. That report can be accessed at: [2023 ISD Grant Report - final draft](#).



## 2023 LEGISLATIVE SESSION

During the 2023 Legislative Session, CTD and its partners successfully advocated for an increase in budget authority to support various activities funded under the Transportation Disadvantaged Trust Fund. The Legislature appropriated an additional \$2 million in recurring (year-over-year) funding for the Trip & Equipment Grant, which will support increased TD services across the state. The Legislature also increased funding for the ISD Grant program at \$6 million for FY2023-24, which allowed CTD to approve 12 projects, including the 8 that were funded during the previous year.

The Commission has a team of employees who have a combined experience of serving the TD community for over 75 years! In honor of their dedicated service, the Legislature

and Governor approved an additional \$140,000 to increase salaries for CTD staff and create a new position that will enhance the Commission’s data analytics.

These modest but vital funding increases are evident of the state’s support of the TD Program and priority in retaining a talented, skilled workforce serving our customers.

## AOR STUDY

Each year, CTD is required to collect data on transportation operations related to serving the TD population in all 67 counties (s. 427.013(1), F.S.). The data is collected and submitted by the CTCs within their Annual Operating Report (AOR), which CTD then compiles for this report. Unlike the T&E and ISD Grant programs, where the CTCs are required to provide individual trip data in their monthly invoice submissions, the AOR includes the total (aggregate) services provided in a fiscal year. This presents challenges for CTD to authenticate the data and conduct analyses on variables reported in the AOR (discussed further in the next section).

In FY 2022-23, CTD began a study to identify ways of improving the accuracy and analyses of performance data (i.e., trips, miles and bus passes) reported in the AOR. CTD contracted with Thomas Howell Ferguson (THF) and convened an advisory workgroup to help facilitate the study. In Summer 2023, CTD held a virtual public workshop and presented some of the challenges with the current process of summarizing (aggregated) data. CTCs were solicited to

voluntarily test uploading the data in a more disaggregated format on the CTD website and provide feedback.

THF presented a report with recommendations for the CTD to test run the collection of disaggregated data on the trips, miles and bus passes reported in the 2022-23 AOR. On September 15, 2023, the Commission approved the recommendations. The test run is expected to occur in 2024. The final report can be accessed at [www.fdot.gov/ctd/ctd-home](http://www.fdot.gov/ctd/ctd-home).

## 2022-23 PERFORMANCE REPORT

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Section 427.013(13), F.S., requires CTD to submit an annual performance report (APR) to the Governor, President of the Florida Senate, and Speaker of the Florida House by January 1<sup>st</sup> of each year. The APR includes a compilation of performance data on services provided by the Coordinated System from the previous state fiscal year (July 1, 2022, through June 30, 2023).

The data summarized within this report comes from two sources: 1) the Annual Operating Report (AOR); and 2) invoices submitted under the CTD Trip & Equipment (T&E) Grant program. The following sections provide an overview of each dataset, including an analysis of performance that was reported at both a systematic level (AOR data) and programmatic level (T&E Grant invoice data) in FY 2022-23.

## AOR VS T&E GRANT DATASETS

Each September, CTCs are required to compile and submit operating data on their respective service areas within the AOR to CTD (s. 427.0155(2), F.S., and Rule 41-2.007(6), F.A.C.). The AOR provides a **macro-level, systemwide** overview of all coordinated transportation services provided to the TD population, including trips funded by CTD and other purchasing agencies.

As mentioned in the previous section, the AOR data only reflects aggregate totals of all trips (sponsored and non-sponsored) provided in the fiscal year, including:

- Total unduplicated passenger head count (UDPHC);
- Total number of trips and miles provided by service type (e.g., fixed route, paratransit, Transportation Network Company or Taxicab, etc.), revenue source, passenger type (i.e., person with a disability, older adult, etc.), and trip purpose;
- Total number of unmet trip requests, no-shows, complaints, and commendations;
- A summary of revenues from each of the purchasing agencies and expenses categorized by the source (labor, benefits, services, supplies, taxes, etc.); and
- Qualitative data on the CTC, such as network type (not-for-profit, for-profit, governmental), operating environment (rural or urban), whether the CTC provides out-of-county trips, and listings of any transportation operators.

Additionally, a county's AOR may include data on services provided by "coordination contractors," which are agencies that have a written contract with the CTC and provide some, if not all, of its own transportation services to a segment within the TD population (e.g., a day program serving individuals with developmental disabilities). The contractor provides data on its services (trips and miles) to the CTC, which is compiled within the AOR.

As the AOR represents a compilation of data derived from the submission of each CTC, there are inconsistencies in the way this data is gathered and reported from some 60 different sources. This inconsistency is increased when the CTC includes information from coordination contractors, where the CTC does not have oversight or ability to verify the data submitted by these organizations. As discussed in the previous section, CTD is currently studying ways to improve this process for future APRs.

In contrast, the T&E Grant invoice data provide a **micro-level, programmatic** overview of non-sponsored transportation services. CTCs are required to submit monthly invoices to CTD to be reimbursed by the grants for the delivery of services to eligible riders. Invoices are submitted using standardized forms and formats prescribed by CTD to ensure consistency. The summary level statistics captured in these forms include:

- The date and time a trip was provided;
- The name of the rider who received a trip.

- The type of trip provided to the eligible rider (e.g., ambulatory, wheelchair, etc.);
- The rate at which that service was reimbursed (i.e., ambulatory, wheelchair, etc.);
- The pick-up and drop-off address of each trip; and
- The total miles of the trip.

Additionally, T&E Grant funds may be used to purchase bus passes to subsidize the fare for TD eligible riders to use the fixed bus route system, if appropriate and available in their community. Bus passes generally are reimbursed based on the number of days to ride on the fixed route (daily, weekly, monthly). The invoice data includes the date each bus pass was issued, the name of the customer it was issued to, and the rate at which the pass was reimbursed under the grant program.

Given the more consistent and detailed information provided on the invoices, CTD can better authenticate the data and conduct a more substantive analysis of performance of its grant programs compared to the systemwide data provided in the AOR.

## **AOR PERFORMANCE SUMMARY**

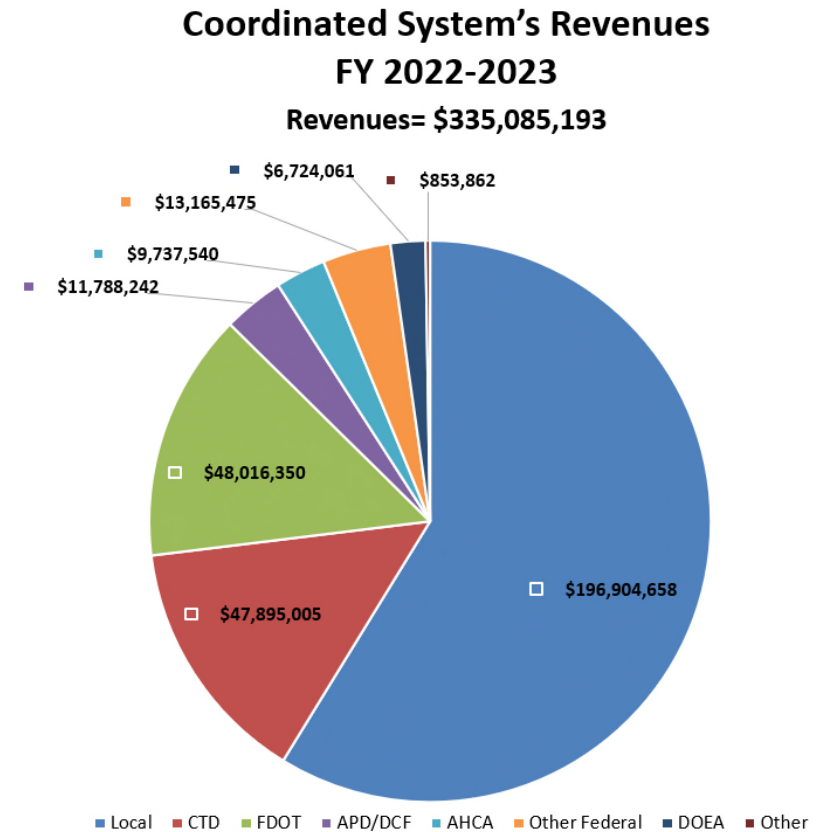
Understanding the limitations of the reporting methodology of the AOR, the summary statistics and data tables reflect **reported** totals of services provided by the Coordinated System in FY 2022-23. Detailed county summaries and data



tables may be accessed on the Commission’s website ([www.fdot.gov/ctd/ctd-home](http://www.fdot.gov/ctd/ctd-home)).

- ❖ **Ridership** – In FY 2022-23, the Coordinated System reported approximately 11.6 million trips provided to nearly 193,000 riders (UDPHC) within the TD population. This represents an increase in ridership of about 1,200 riders and 651,000 more trips reported from the previous fiscal year.
- ❖ **Trips by Purpose** – Approximately 4 million trips, 35% of all reported trips, supported life-sustaining activities, such as trips to conduct personal business, or to participate in social activities. Over 2.5 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 6.6 million trips, 57% of all reported trips of the Coordinated System, were provided on fixed route, Complementary ADA, 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 43% of trips were provided by paratransit services. The Coordinated System also reported providing approximately 203,814 on-demand or other types of trips through Taxicab or Transportation Network Companies (TNCs).

- ❖ **Revenues** – The following pie chart provides a breakdown of revenues that were reported by the Coordinated System. In FY 2022-23, the Coordinated System collectively reported \$335 million in total revenue, with local government being the largest contributor of approximately \$197 million.

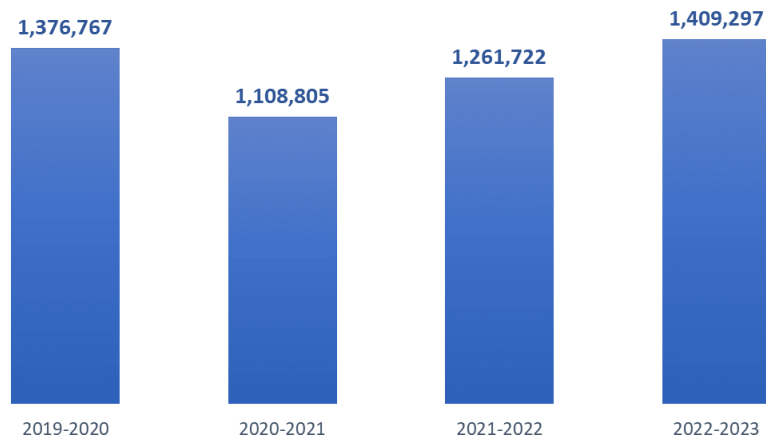


## T&E GRANT PERFORMANCE SUMMARY

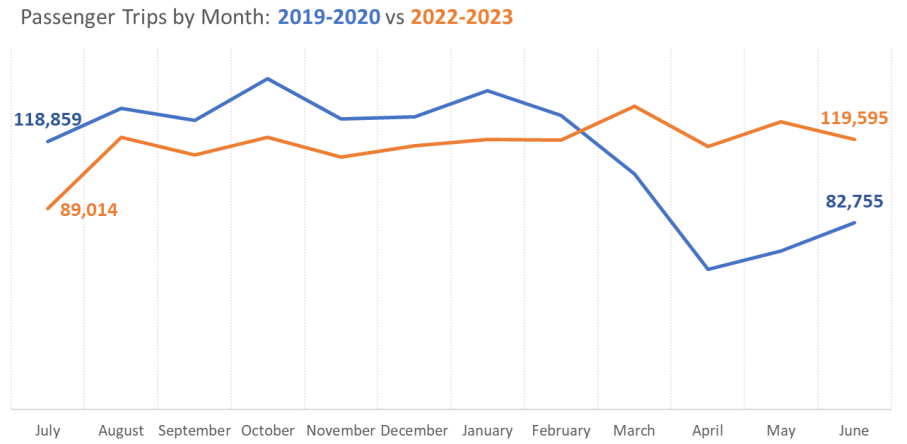
Trip & Equipment Grant data allows for more detailed, micro-level views of CTCs’ performance with respect to non-sponsored transportation services provided to TD riders. CTD now has accumulated and organized four full state fiscal years of data on this program (July 1, 2019, through June 30, 2023), allowing for the visualization of long-term trends and, especially in the periods leading up to and following COVID-19, anomalous disruptions to services and subsequent recoveries.

The most recent year 2022-2023 saw the highest total number of passenger trips (more than 1.4 million) statewide among all four years, marking a recovery from the previous two years in which services appeared clearly to be impacted by the COVID-19 pandemic.

T&E Grant Total Passenger Trips Statewide by State Fiscal Year



A more detailed look at the number of passenger trips by month in separate state fiscal years provides some nuance to this recovery while still concluding on a positive trend. Although SFY 2022-2023 finished with slightly more total passenger trips relative to what was seen in all of 2019-2020, the latter also saw the greatest disruption in services from COVID-19 in the months from March through June. For every month leading up to March (that is, July - February), SFY 2019-2020 actually had more passenger trips compared to 2022-2023. Still, the number of trips in June 2023 (119,595) was just slightly higher compared to what was seen in July of 2019 (118,859).



Statewide trends do not always translate consistently to every individual local level, but recovery from the disruptive impacts of COVID-19 on specific service areas is similarly encouraging. Of the 57 different service areas providing passenger trips, just 22 of these reported more passenger trips in 2021-2022 compared to 2019-2020.

Number of Service Areas with Total Passenger Trips in 2021-2022 Higher or Lower Compared to 2019-2020



However, a year later, 29 of the 57 different service areas reported providing more passenger trips in 2022-2023 compared to 2019-2020.

Number of Service Areas with Total Passenger Trips in 2022-2023 Higher or Lower Compared to 2019-2020



More detailed Trip & Equipment Grant invoice data analyses by service area may be accessed on the Commission’s website at (<https://ctd.fdot.gov/>). These more detailed analyses look at total trips and miles broken down, by mode of transportation,

days of the week and time of day, and trips that do or do not cross geographic lines.



## FUTURE OF THE COORDINATED SYSTEM

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.

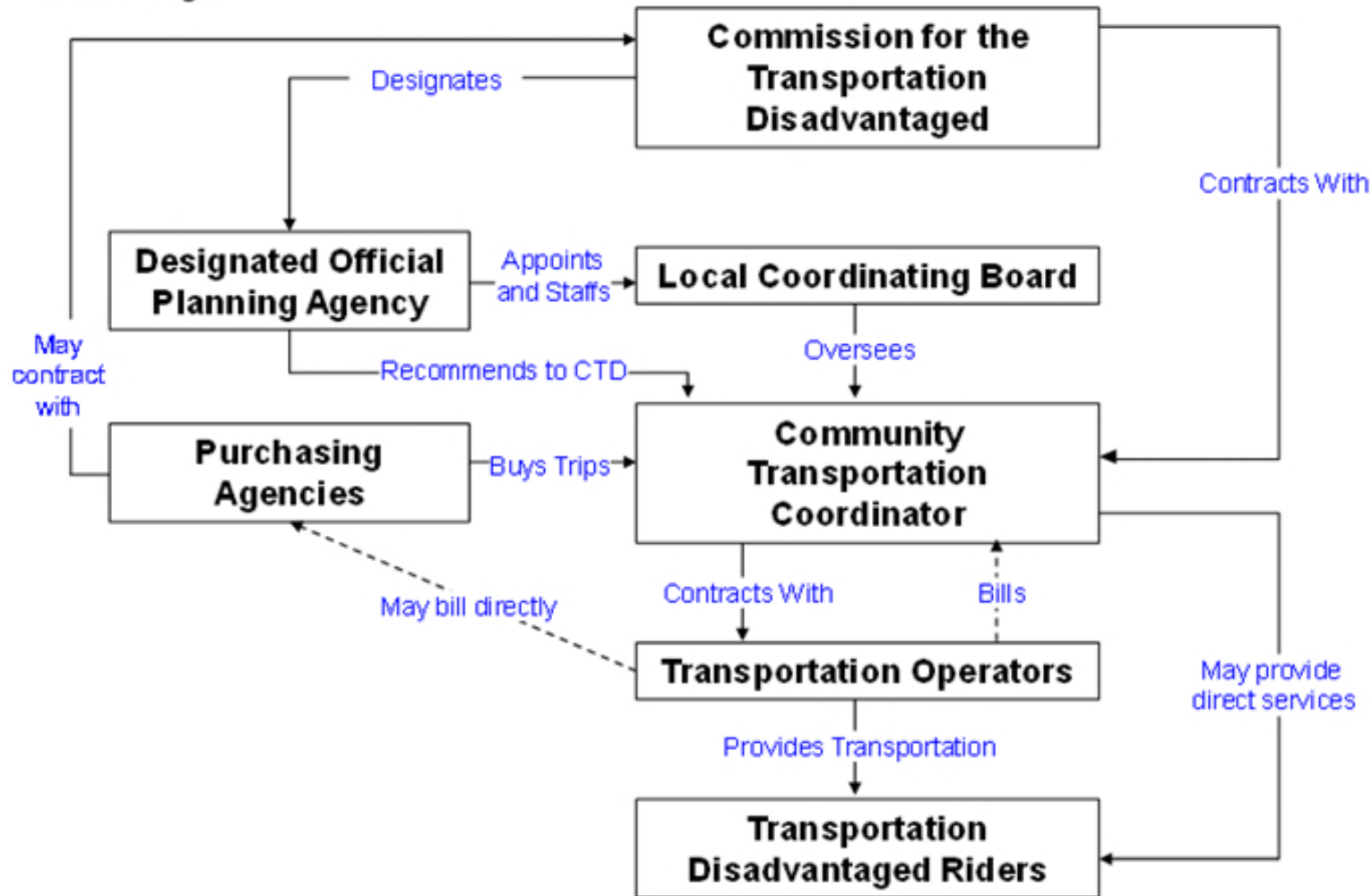
In 2024, CTD will explore ways of collecting data in a more disaggregated (detailed) format within the Annual Operating Report. The goal is to further enhance the Commission's data analytics of services provided to the TD population, in addition those purchased under the Transportation Disadvantaged Trust Fund.

The Commission will also 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. CTD will collaborate with state and local partners throughout the development of this plan.

The lessons learned during the last 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!



# Coordinated Transportation System Organization



**Fiscal Year 2022-2023**  
**Statewide Summary**

Florida Commission for the  
Transportation Disadvantaged  
Contact: 605 Suwannee Street, MS 49  
Tallahassee, FL 32399-0450  
850-410-5700  
800-983-2435

Website: <https://ctd.fdot.gov>

Demographics	Number
Statewide Population	21,634,529
Unduplicated Head Count	193,241



Trips by Type of Service	2021	2022	2023
Fixed Route (FR)	1,498,093	3,939,150	3,837,093
Deviated FR	266,244	320,228	376,833
Complementary ADA	1,985,644	2,144,801	2,403,047
Paratransit	3,250,426	4,105,025	4,786,970
TNC	16,526	38,494	96,917
Taxi	52,987	45,765	106,897
School Board (School Bus)	4,943	13,212	14,066
Volunteers	866	5,380	2,446
<b>TOTAL TRIPS</b>	<b>7,075,729</b>	<b>10,612,055</b>	<b>11,624,269</b>

Passenger Trips by Trip Purpose	2021	2022	2023
Medical	1,886,228	2,364,468	2,518,314
Employment	1,160,481	1,694,988	1,668,746
Ed/Train/DayCare	1,458,114	1,915,597	2,484,183
Nutritional	380,393	616,332	911,319
Life-Sustaining/Other	2,190,513	4,020,670	4,041,707
<b>TOTAL TRIPS</b>	<b>7,075,729</b>	<b>10,612,055</b>	<b>11,624,269</b>

Passenger Trips by Revenue Source	2021	2022	2023
CTD	1,577,234	4,190,777	4,327,352
AHCA	134,690	157,399	268,129
APD	564,455	812,500	997,636
DOEA	151,381	230,597	365,056
DOE	47,832	114,065	120,693
Other	4,600,137	5,106,717	5,545,403
<b>TOTAL TRIPS</b>	<b>7,075,729</b>	<b>10,612,055</b>	<b>11,624,269</b>

Trips by Provider Type	2021	2022	2023
CTC	2,918,861	5,257,062	5,421,804
Transportation Operator	2,785,362	3,328,265	3,802,210
Coordination Contractor	1,371,506	2,026,728	2,400,255
<b>TOTAL TRIPS</b>	<b>7,075,729</b>	<b>10,612,055</b>	<b>11,624,269</b>

Vehicle Data	2021	2022	2023
Vehicle Miles	59,227,853	65,359,113	73,258,120
Roadcalls	2,625	2,165	3,020
Accidents	381	401	429
Vehicles	4,694	4,598	4,490
Drivers	5,692	5,904	6,082

Financial and General Data	2021	2022	2023
Expenses	\$254,109,370	\$278,790,926	\$330,857,548
Revenues	\$259,110,385	\$299,488,692	\$335,085,193
Commendations	2,934	2,206	3,930
Complaints	5,606	7,965	8,650
Passenger No-Shows	164,136	189,718	262,699
Unmet Trip Requests	9,349	13,197	8,840

Performance Measures	2021	2022	2023
Accidents per 100,000 Miles	0.64	0.61	0.59
Miles between Roadcalls	22,563	30,189	24,258
Avg. Trips per Passenger	41.41	55.68	60.15
Cost per Trip	\$35.91	\$26.27	\$28.46
Cost per Paratransit Trip	\$45.55	\$41.58	\$42.56
Cost per Total Mile	\$4.29	\$4.27	\$4.52
Cost per Paratransit Mile	\$4.25	\$4.22	\$4.51

# **2022-2023 CTC System Information**



## FY22/23 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	Sole Source
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	County	Complete Brokerage
Flagler	RURAL	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	Mid Florida Community Services, Inc.	Private Non Profit	Sole Source
Highlands	RURAL	MTM Transit, LLC	Private For Profit	Complete Brokerage
Hillsborough	URBAN	Hillsborough County Board of County Commissioners	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

## FY22/23 Community Transportation Coordinator System Information

County	Operating Environment	Coordinator Name	Organization Type	Network Type
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 Authority	Public Transit Authority	Partial Brokerage
Osceola	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Palm Beach	URBAN	Palm Beach County	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 Commissioners	County	Complete Brokerage
Santa Rosa	RURAL	Tri County Community Council Inc	Private Non Profit	Partial Brokerage
Sarasota	URBAN	Sarasota County Board of County Commissioners	County	Complete Brokerage
Seminole	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Sumter	RURAL	Sumter County Board of County Commissioners, Sumter County Transit	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	Sole Source
Walton	RURAL	Tri County Community Council Inc	Private Non Profit	Partial Brokerage
Washington	RURAL	Tri County Community Council Inc	Private Non Profit	Partial Brokerage
<b>Operating Environment Totals:</b>	<b>Rural - 42</b>	<b>Urban - 25</b>		
<b>Network Type Totals:</b>	<b>Complete Brokerage - 15</b>	<b>Partial Brokerage - 28</b>	<b>Sole Source - 24</b>	
<b>Organization Type Totals:</b>	<b>Private For Profit - 5</b>	<b>City Government - 1</b>	<b>County - 24</b>	
	<b>Private Non Profit - 27</b>	<b>School Board - 0</b>	<b>Other - 1</b>	
	<b>Public Transit Authority - 9</b>			

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**Saint Johns**

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**Seminole**

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## GLOSSARY

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The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

**Accidents:** when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

**Actual Expenditure Report (AER):** an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

**Advance Reservation Service:** shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

**Agency:** an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

**Americans with Disabilities Act (ADA):** a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

**Annual Operating Report (AOR):** an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

**Annual Performance Report (APR):** an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the Commissions Annual Report.

**Automotive Service Excellence (ASE):** a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

**Availability:** a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

**Bus:** any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

**Bus Lane:** a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

**Bus Stop:** a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

**Center for Urban Transportation Research (CUTR):** a research group located at the University of South Florida's College of Engineering.

**Certified Minority Business Enterprise (CMBE):** any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

**Chapter 427, Florida Statutes:** the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

**Commendation:** : any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

**Commercial Drivers License (CDL):** a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

**Commission:** the Florida Commission for the Transportation Disadvantaged (CTD) as authorized in Section 427.013, Florida Statutes.

**Commission for the Transportation Disadvantaged (Commission):** an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

**Community Transportation Coordinator (CTC):** (formerly referred to as coordinated community transportation provider) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost-effective manner to serve the transportation disadvantaged in a designated service area.

**Competitive Procurement:** obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

**Complaint:** any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

**Complete (or Full) Brokerage:** type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

**Coordinated Transportation System:** includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

**Coordinated Trips:** passenger trips provided by or arranged through a CTC.

**Coordinating Board:** an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

**Coordination:** the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

**Coordination Contract:** 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 services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

**Deadhead:** the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

**Demand Response:** a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

**Designated Service Area:** a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

**Deviated Fixed-Route Service:** Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specific public transportation service which is not a fixed-route system.

**Disabled Passenger:** anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for ones self, walking, seeing, hearing, speaking, learning).

**Dispatcher:** the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

**Driver Hour:** the period of one hour that a person works whose main responsibility is to drive vehicles.

**Economies of Scale:** cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

**Effectiveness Measure:** a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

**Efficiency Measure:** a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

**Emergency:** any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

**Emergency Fund:** transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

**Employees:** the total number of persons employed in an organization.

**Fixed Route:** (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a

consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guide-way).

**Florida Administrative Code (FAC):** a set of administrative codes regulating the State of Florida.

**Florida Coordinated Transportation System (FCTS):** a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

**Florida Department of Transportation (FDOT):** a governmental entity. The Commission for the Transportation Disadvantaged is housed under the Florida Department of Transportation for administrative purposes.

**Florida Statutes (FS):** the laws governing the State of Florida.

**Full Time Equivalent (FTE):** a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

**Fully Allocated Costs:** the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

**General Trips:** passenger trips by individuals to destinations of their choice, not associated with any agency program.

**Goal:** broad conditions that define what the organization hopes to achieve.

**Grievance Process or Procedure:** a formal grievance is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board. Provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

**In Service:** the time a vehicle begins the route to provide transportation service to the time the route is completed.

**In-Take Clerk/Reservationist:** an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

**Latent Demand:** demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

**Limited Access:** the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

**Load Factor:** the ratio of use to capacity of equipment or a facility during a specified time period.

**Local Coordinating Board (LCB):** an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

**Local Government:** an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

**Local Government Comprehensive Plan:** a plan that meets the requirements of Chapters 163.3177 and 163.3178, Florida Statutes.

**Management Information System (MIS):** the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

**Memorandum of Agreement (MOA):** the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

**Metropolitan Planning Organization (MPO):** the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

**Network type:** describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

**Non-coordinated Trip:** a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

**Non-sponsored Trip:** transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

**Objective:** specific, measurable conditions that the organization establishes to achieve its goals.

**Off Peak:** a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

**Official Planning Agency (OPA):** the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

**Operating Cost:** the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

**Operating Cost per Driver Hour:** operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

**Operating Cost per Passenger Trip:** operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of

comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

**Operating Cost per Vehicle Mile:** operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

**Operating Environment:** describes whether the community transportation coordinator provides service in an urban or rural service area.

**Operating Expenses:** sum of all expenses associated with the operation and maintenance of a transportation system.

**Operating Revenues:** all revenues and subsidies utilized by the operator in the provision of transportation services.

**Operating Statistics:** data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

**Operator Contract:** a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

**Organization Type:** describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

**Paratransit:** elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that

is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

**Partial Brokerage:** type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

**Passenger Miles:** a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

**Passenger Trip:** a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

**Passenger Trips per Driver Hour:** a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

**Passenger Trips per Vehicle Mile:** a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

**Performance Measure:** statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

**Potential TD Population:** (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

**Program Trip:** a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

**Public Transit:** means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

**Purchased Transportation:** transportation services provided for an entity by a public or private transportation provider based on a written contract.

**Request for Proposals (RFP):** a competitive procurement process.

**Request for Qualifications (RFQ):** a competitive procurement process.

**Reserve Fund:** transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

**Revenue Hours:** total vehicle hours used in providing passenger transportation, excluding deadhead time.

**Revenue Miles:** the total number of paratransit service miles driven while TD passengers are riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

**Ridesharing:** the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

**Roadcall:** any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

**Rule 41-2, F.A.C.:** the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

**Scheduler:** a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

**Shuttle:** a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

**Sole Source:** (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

**Sponsored Trip:** a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

**Standard:** something established by authority, custom, or general consent as a model or example.

**Stretcher Service:** a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

**Subscription Service:** a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

**System Safety Program Plan (SSPP):** a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.



**Total Fleet:** this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

**Total Quality Management (TQM):** a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

**Transportation Alternative:** those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

**Transportation Disadvantaged (TD):** those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

**Transportation Disadvantaged Funds:** local government, state, or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

**Transportation Disadvantaged Population:** (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

**Transportation Disadvantaged Service Plan (TDSP):** a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

**Transportation Disadvantaged Trust Fund:** a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged persons transportation costs which are not sponsored by an agency.

**Transportation Network Carrier (TNC):** is a company which hires people to give rides to others in their own personal cars for a fee, or fare.

**Transportation Operator:** a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

**Transportation Operator Contract:** the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

**Trend Analysis:** a common technique used to analyze the performance of an organization over a period of time.

**Trip Priorities:** methods for restricting or rationing trips.

**Trip Sheet:** a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

**U.S. Department of Health and Human Services (USDHHS):** a federal agency regulating health and human services.

**U.S. Department of Transportation (USDOT):** a federal agency regulating the transportation field.

**Unduplicated Passenger Head Count (UPHC):** the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

**Unmet Trip Requests/Unmet Need:** the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

**Urbanized Area:** a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated

and unincorporated areas that meet certain criteria of population size or density.

**Van Pool:** a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

**Vehicle Inventory:** an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

**Vehicle Miles:** the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

**Vehicle Miles per Vehicle:** a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

**Vehicles:** number of vehicles owned by the transit agency that are available for use in providing services.

**Volunteers:** individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

**Will-Calls:** trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

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