



2023 Annual Performance Report

January 1, 2024



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DRAFT

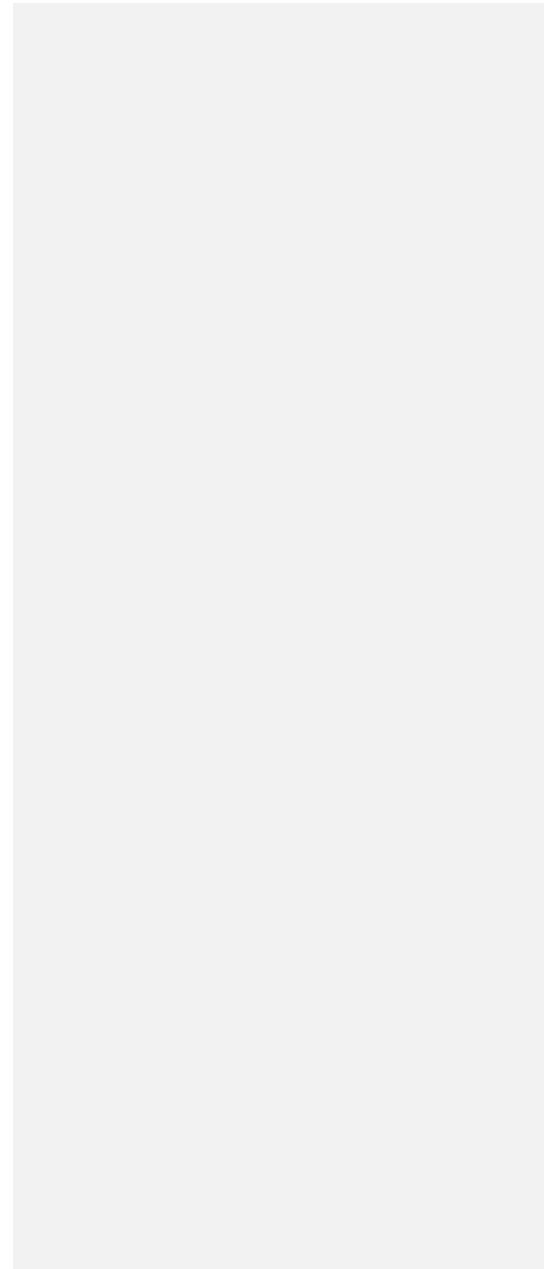


OUR MISSION

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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TABLE OF CONTENTS



EXECUTIVE SUMMARY

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 (<https://ctd/fdot.gov/>).

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.

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INTRODUCTION

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.

[Insert Picture of Commissioners]

Commission Membership	
Commissioners Voting Members	Representing
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
Vacant	The Business Community
Vacant	The Business Community
Ex Officio Members	Representing
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

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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 __ 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 ___-___ 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 __ 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 of this report (discussed further in the “2022-23 Performance Report” beginning on page __).

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.

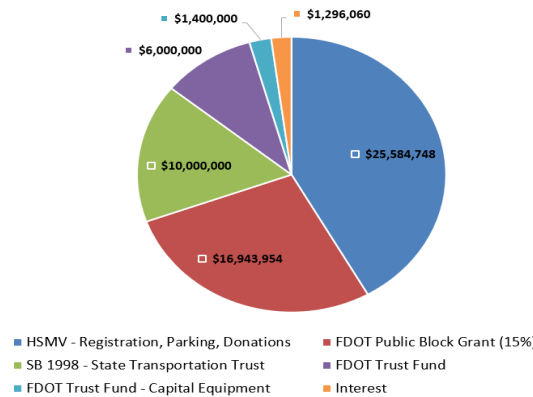
by residents when they renew their license tag with the State of Florida.

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 \$61.2 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

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.

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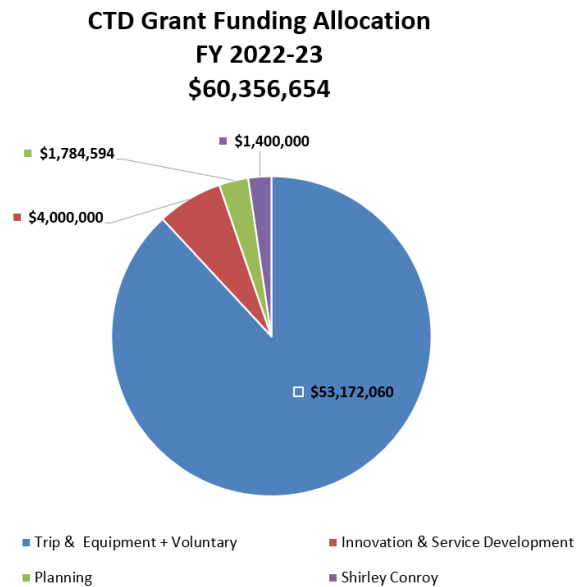
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The CTD grant programs are administered under Rule 41-2.014, F.A.C.



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 ____).

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.

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In FY 2022-23, CTD awarded over \$1.4 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

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).

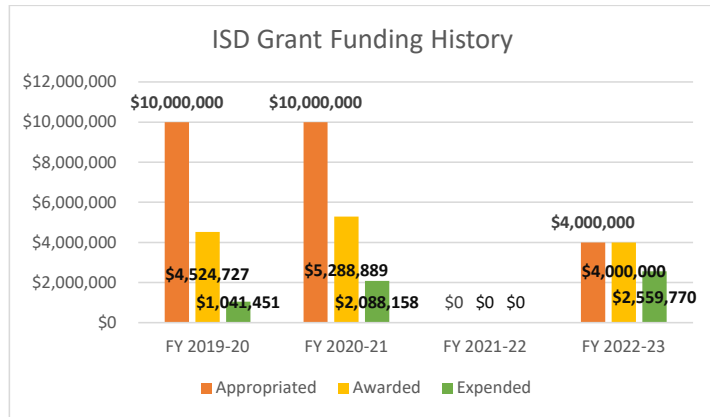
While this represented a decrease in appropriation compared to the previous two years of funding, the ISD program witnessed an increase in competitiveness of the application process as projects were chasing after fewer available grant dollars. This was aided by improvements made to the ISD Grant application 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. The projects are summarized on page __. During the 2023-24 grant

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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: [Microsoft Word - 2023 ISD Grant Report - final draft \(windows.net\)](#) (see Appendix B).



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 trips 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).

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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: [CTD Home \(fdot.gov\)](https://www.fdot.gov/ctd).

2022-23 PERFORMANCE REPORT

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 1st 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 CTD 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 (<https://ctd.fdot.gov/>).

- ❖ **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

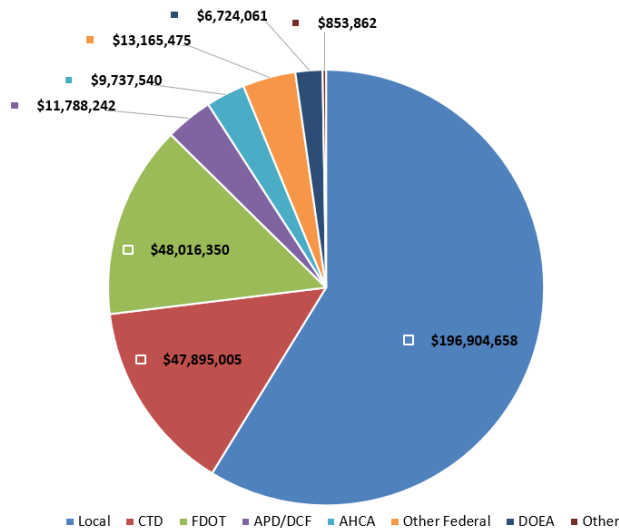
activities, such as trips to dialysis and cancer treatment. This represents a consistent trend from previous reporting years.

- ❖ **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.

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Coordinated System's Revenues FY 2022-2023

Revenues= \$335,085,193



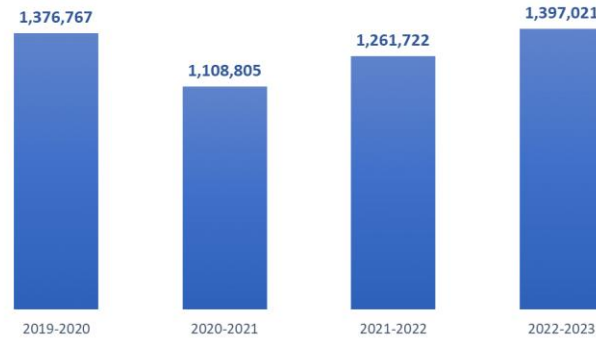
T&E GRANT PERFORMANCE SUMMARY

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 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

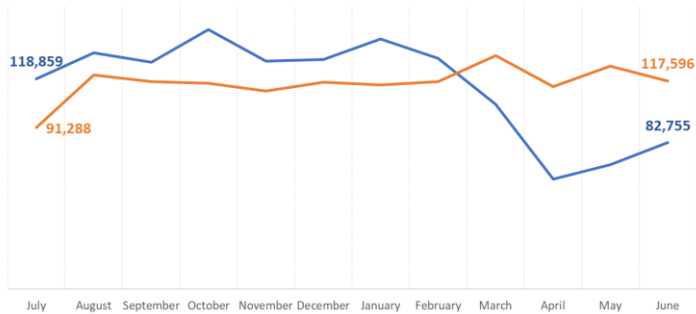


A more detailed look at the number of passenger trips by month in separate state fiscal years provides some nuance to this recovery while still concluding on a positive trend. Although SFY 2022-2023 finished with just slightly more total passenger trips relative to what was seen in all of 2019-2020, 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),

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SFY 2019-2020 actually had more passenger trips compared to 2022-2023. Still, the number of trips in June 2023 was almost identical to what was seen in July of 2019 (117,596 vs 118,859).

Passenger Trips by Month: 2019-2020 vs 2022-2023



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, 28 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

