

# COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



## **Business Meeting Agenda June 3, 2024 1:00 PM until Completion Embassy Suites Busch Gardens 3705 Spectrum Boulevard Tampa, Florida 33612**

*Dr. Phillip Stevens, Chair  
Christinne Gray, Vice Chair  
Lillian Barrios, Commissioner  
Krysta Carter (DOEA), Commissioner  
Robert Doyle (DBS), Commissioner  
Taylor Hatch (APD), Commissioner  
Renee Knight, Commissioner  
Melissa Smith (FDOT), Commissioner  
Dr. Robin Tellez, Commissioner*

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(Microsoft Teams)**

**Conference Call-In Number: 1-850-739-5589  
Conference Code: 163829988#**

Item #	Agenda Item	Speaker(s)
I.	Call to Order	Chair Phil Stevens
II.	Pledge of Allegiance	Chair Stevens
III.	Introduction of Commissioners	Commissioners
IV.	Public Comments (Comments limited to the current agenda items)	Public
	<b>Action Items</b>	
V.	Approval of March 20, 2024, Meeting Minutes	Chair Stevens
VI.	Community Transportation Coordinator (CTC) Designation – Nassau County	Summer Jones, Northeast Florida Regional Planning Council
VII.	FY 2024-25 Innovative Service Development Grant Recommendations	Commissioner Robin Tellez
VIII.	Annual Operating Report (AOR) Study Presentation	Casey Perkins, Thomas Howell Ferguson, P.A.
	<b>Information Items</b>	
IX.	Executive Director Report	David Darm
X.	Commissioners Reports	Commissioners
XI.	Public Comments	Public

XII.	Adjournment	Chair Stevens
	Next Meetings: July (location and date/time TBD) September 25, 2024 – West Palm Beach	

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes. This meeting will be recorded, and a summary of the discussion will be published at a future date.

Members of the public interested in speaking during the "Public Comments" segments are encouraged to complete the attached public comment card and return to David Darm prior to the meeting date at: [David.Darm@dot.state.fl.us](mailto:David.Darm@dot.state.fl.us). The chair will call on each speaker in the order public comment cards are received. Public comments are limited to five (5) minutes per speaker.

In accordance with the Americans with Disabilities Act (ADA), and Chapter 286.26, Florida Statutes, persons in need of special accommodation to participate in the meeting (including an agenda) shall email David Darm or contact our office listed below, at least 48 hours before the meeting:

Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450  
(850) 410-5703 or (800) 983-2435  
(850) 410-5708 (TDD/TTY).  
This meeting is subject to change upon the chair's request.

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** June 3, 2024

**AGENDA ITEM:**

IV. and XI. Public Comments

**BACKGROUND INFORMATION:**

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes.

The Commission facilitates two "Public Comments" segments on its agenda. For participants interested in providing public comments, the Commission requests speakers complete the attached public comment form and return to David Darm prior to the meeting date at [David.Darm@dot.state.fl.us](mailto:David.Darm@dot.state.fl.us). The chairman will call on speakers in the order public comment cards are received.

Participants planning to speak during the first public comments segment (Item IV) of the agenda must direct their remarks to agenda items only. The Commission welcomes input on any topic during the second public comments segment (Item XI) of the agenda. Pursuant to Commission Rule 41-2.018, F.A.C., all speakers are limited to five minutes per public comment.

**ATTACHMENT:**

Public Comment Form



## Commission for the Transportation Disadvantaged PUBLIC COMMENT FORM

### Instructions:

1. Complete comment form, including your address. PLEASE TYPE OR PRINT
2. Email comment card to [David.Darm@dot.state.fl.us](mailto:David.Darm@dot.state.fl.us) or provide at Commission Business Meeting
3. The chairman will call on speakers in the order comment cards are received. Please indicate below whether you plan on participating via webinar or conference call.
4. Comments must be limited to five (5) minutes per speaker.

How will you be participating in this meeting? Webinar\_\_\_\_\_Conference Call\_\_\_\_\_

Name\_\_\_\_\_

E-Mail\_\_\_\_\_

Phone\_\_\_\_\_

Address\_\_\_\_\_

City\_\_\_\_\_

Zip Code\_\_\_\_\_County\_\_\_\_\_

Representing\_\_\_\_\_

Subject\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Support\_\_\_\_\_Oppose\_\_\_\_\_Neutral\_\_\_\_\_

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** June 3, 2024

**AGENDA ITEM:**

VI. Approval of Minutes – March 20, 2024

**BACKGROUND:**

The Commission held its business meeting at the SunTrax facility in Auburndale, FL on March 20, 2024. The minutes of that meeting are attached to this packet.

**ATTACHMENTS:**

Minutes of the March 20, 2024, Commission Business Meeting

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Approve Minutes from March 20, 2024 Commission Business Meeting.

## MEETING SUMMARY

### Commission for the Transportation Disadvantaged Commission Business Meeting

SunTrax Facility  
Auburndale, Florida 33823

March 20, 2024  
10:00 AM

<b><i>Commissioners Present</i></b>		<b><i>Commissioners Absent</i></b>	
Dr. Phillip Stevens, Chair			
Christinne Gray, Vice Chair			
Lillian Barrios			
Renee Knight			
Dr. Robin Tellez			
<b><i>Advisors Present</i></b>		<b><i>Advisors Absent</i></b>	
Krysta Carter, DOEA		Diane Harris, DCF	
Gabrielle Matthews, FDOT		Kent Carroll, APD	
Rachelle Munson, General Counsel		Vacant, AHCA	
		Vacant, FDVA	

#### **Call to Order**

Chair Stevens called the meeting to order. Executive Director David Darm called the roll. A quorum was present.

#### **Pledge of Allegiance**

Chair Stevens led the Pledge of Allegiance.

#### **Welcome and Introductions**

Chair Stevens invited the Commissioners and Advisors to introduce themselves. He informed participants that the meeting was being recorded and all feedback received, including comments within the webinar chat box, will be reflected in the meeting minutes.

#### **Polk County Welcome and Citrus Connection Presentation**

Commissioners Jordan Helms, City of Auburndale; Sarah McCarley, City of Lakeland (Vice Chair of Polk Transportation Planning Organization and Chair of the Lakeland Area Mass Transit District/Citrus Connection Board of Directors); Vice Mayor Jeremy Clark, City of Davenport (Chair of the Polk Co TD Local Coordinating Board) all welcomed the Commission to Polk County and provided information about Polk County including the size and population growth the county is experiencing. They thanked the Commission for its efforts in ensuring transportation funds continue to be available to Community Transportation Coordinators (CTCs) such as Citrus Connection for those whose independence depends on transportation services.

Tom Phillips, General Manager, also welcomed the Commission and provided a brief presentation about the Lakeland Area Mass Transit District/Citrus Connection and the services they provide. Citrus Connection was created in 1982 as a municipal service taxing unit and is an independent agency. The Board of Directors consists of three City of Lakeland Commissioners and two Polk County Commissioners.

Citrus Connection has been providing transportation for over 40 years and currently provides over 2.4 million trips a year including fixed route, complementary ADA paratransit and trips provided for the Transportation Disadvantaged. As previously mentioned, Mr. Phillips emphasized the growth in population in 2023 of about 88% and stated that it was mainly due to “domestic” migration (people moving from another part of the U.S.). The City of Lakeland was identified seventh of having the highest suburban poverty rates throughout the country. The focus in Polk County has been to ensure the Commission’s grant funds are utilized in the best way possible and as a last resort.

In Polk County, approximately 68,000 veterans ride the bus system for free. Due to a partnership with Polk State College, approximately 20,000 students, faculty and staff of Polk State College can also utilize the fixed route system free of charge. Legoland and Polk County have also partnered with Citrus Connection to provide employees and Polk County high school students free access to the public transportation system.

As part of the Transportation Disadvantaged Program, Citrus Connection implements a TD Bus Pass program. For individuals who can access the fixed route services, monthly bus passes are provided which allows an individual unlimited rides on the fixed route for the month. For those who cannot access the fixed route service, door-to-door transportation is also provided.

### **Public Comments**

Julia Davis, Polk Transportation Planning Organization, expressed concern for the Trip & Equipment Grant draft allocation which was included in the meeting package. The draft allocation reflects a decrease of approximately \$33,000. Ms. Davis requested that the Commission consider the allocation formula to identify any anomalies in hopes for Citrus Connection to get more funds this year.

### **Approval of December 11, 2023, Meeting Minutes**

Chair Stevens requested a motion to approve the minutes from the December 11, 2023, meeting.

**ACTION TAKEN:** Commissioner Grey moved, and Commissioner Barrios seconded the motion, to approve the minutes from December 11, 2023, meeting. The motion carried unanimously.

### **2024 Legislative Session Wrap-Up**

David Darm provided a briefing of the final actions of the 2024 Legislative Session, which ended March 8, 2024.

- General Appropriations Act for FY2024-2025
  - \$59.3 million to CTD’s Grants and Aids Category of the Transportation Disadvantaged Trust Fund, which will be allocated to the following grant programs:
    - Trip & Equipment Grant Program – Approximately \$52.9 million
    - Planning Grant Program – Approximately \$1.9 million
    - “Shirley Conroy” Capital Equipment Program - \$1.4 million
    - Innovative Service Development Grant Program - \$3 million
- CS/CS/SB 1380 made the following changes to Chapter 427, Florida Statutes (F.S.). These changes will become effective immediately upon the Governor’s signature.
  - Expands the Commission membership to 11 members as follows:
    - Secretary of the Florida Department of Transportation (FDOT) or designee
    - Director of the Agency for Persons with Disabilities (APD) or designee
    - Secretary of the Department of Elderly Affairs or designee
    - Director of the Division of Blind Services

- Two county managers or administrators, one from a rural county and one from a county with a population of more than 150,000 according to the last state census.
- Five members who have experience in transportation, workforce development, transit services, management, insurance, or service of persons with disabilities or who have a disability and use transportation for the transportation disadvantaged.
- Creates two new sections ss. 427.02 and 427.021, F.S.
  - 427.02 defines “transportation service provider” as an organization or entity that contracts with a local government to provide paratransit service to persons with disabilities. Establishes the following contract requirements for transportation provider contracts entered into or renewed with local governments on or after October 1, 2024.
  - Provide training to paratransit drivers that meet minimum requirements established by APD.
  - Establish reasonable time periods between a request for service and the arrival of the transportation service provider. The contract must include a provision allowing for the use of other providers when there is a pattern of late arrivals.
  - Provide data on the quality of paratransit services including timeliness of services and handling of complaints.
  - Requires all contracts entered into or renewed on or after October 1 to be competitively procured pursuant to s. 287.057, F.S. Contracts may not be awarded using an exceptional purchase provision provided in s. 287.057(3), F.S.
  - 427.021 requires the Commission to establish model procedures for transportation service providers and local governments to receive and investigate reports related to adverse incidents during the provision of paratransit services to persons with disabilities.
  - Requires the following entities to deliver comprehensive reports by January 1, 2025.
    - FDOT – Review of the CTD and the Coordinated TD System, including services delivered by CTCs, how other paratransit services are coordinated, breakdowns of funding, etc.
    - University of South Florida–Center for Urban Transportation Research (CUTR) on model policies and procedures or best practices for timeliness of paratransit services.
    - Implementing Solutions from Transportation Research and Evaluating Emerging Technologies (I-STREET) Living Lab – technology and training improvements to better support persons with disabilities using paratransit services administered under federal, state or local governments.
  - This bill also amends FDOT’s statute (s. 341.041, F.S.), with respect to required provisions of grants and agreements with entities providing paratransit services.

### **Annual Operating Report (AOR) Study Update**

Casey Perkins, from Thomas Howell Ferguson (THF), provided some background regarding the AOR study. Pursuant to s. 427.013(1), F.S., the Commission is required to collect data on transportation operations related to services provided to the transportation disadvantaged population in the State of Florida. The data collected from CTCs is in an “aggregated” format with limited ability to analyze. The Commission contracted with THF to assist in facilitating a study to help improve the accuracy and analyses of performance data reported in the AOR. The final report published June 30, 2023, included the following 3 recommendations which were approved by the Commission (in September 2023):

1. The Commission would collect the FY2022-23 data utilizing the current Data Collection System as in previous years.
2. The Commission should develop a detailed plan to test run the additional collection of individual trips level data, as well as individual bus pass level data, from CTCs as part of the



2023 AOR submission cycle. This test run for collecting data on individual trips and bus passes should function separately from the existing processes referenced in Recommendation #1.

3. As part of the detailed plan in Recommendation #2, a comprehensive and thorough review of legal options and authorities pertaining to the collection of data on individual trips and bus passes should be conducted to ensure that data collection practices align with legal requirements, protect privacy rights, and build a strong foundation for the ethical and responsible use of disaggregated data.

He stated that CTD and THF are working with FDOT-Office of Information Technology (OIT) to develop a technology proposal to host the disaggregated data within the current data collection system or a similar system. It was recommended that CTD and THF develop a working prototype for the online submission of disaggregated data from CTCs. THF developed a secure online submission process to collect the data. The following four CTC service areas agreed to test run the online submission of data: Palm Beach County (large urban), Indian River and Martin Counties (small urban), and Glades-Hendry Counties (rural). As of this meeting, all but one have submitted their data.

Mr. Perkins went into more detail about the security of the prototype system. The online tool is a data link to upload data. To access this link, a PIN is required which is controlled by THF. Each county has its own webpage and password which is only available when THF expects to receive data. Once the data is uploaded to the secure server, it is immediately downloaded into a separate file offline. The data is then removed from an online server and deleted and the county page is taken offline, then the PIN is changed. The test data collected includes disaggregated trip data; disaggregated bus pass data; and expenses and revenues which are not in a disaggregated format.

Mr. Perkins explained that the benefits of collecting disaggregated data allow the data to be more specific than the totals reported in the current AOR. For example, trips by purpose supported by the data collected.

Mr. Perkins stated that the next steps are:

- Collect data from more CTCs who agree to test the system.
- Provide a report at the next Commission meeting summarizing how the testing went overall and examples of how the data can be analyzed.
- Continue to work with CTD and FDOT OIT on the technology proposal.

### **Executive Director Report**

Mr. Darm provided information on upcoming events and priorities through June 30, 2024, which included the following:

- Innovative Service Development (ISD) Grant – Applications from CTCs due 4/30/2024. Approval of projects will be on the agenda for the June Commission meeting.
- Annual Operating Report (AOR) Study – Finalize report and present at the June Commission meeting.
- “Shirley Conroy” Rural Area Capital Assistance Grant – Applications from CTCs due May 31, 2024. Approval of capital equipment recommendations will be on the agenda for the July Commission meeting.
- Implementation of CS/CS/SB 1380 (CS/CS/HB 1673) if approved by the Governor. Some activities would include:
  - Host Commission meeting and/or orientation for new Commissioners, once appointed.
  - Develop and adopt rules (Chapter 41-2, Florida Administrative Code), to implement new requirements in statute.
  - Assist FDOT with gathering information for comprehensive report (due January 1, 2025).

## **Commissioner and Advisor Reports**

Gabe Matthews, FDOT, provided an update on some legislation that would have an impact on some of FDOT's program areas.

- HB 287 – If approved, this will limit the funding from the Transportation Trust Fund for transit to 20%. Currently, FDOT utilizes 15% for all modes, so this should not be a major impact.
- HB 1380 - Any mode, including transit, that violates the provisions of Ch 381.0316 (which prohibits the requirements of facial coverings and vaccine mandates), could jeopardize state funding. FDOT will be including this provision in their funding agreements.
- Lane repurposing requires more public participation.
- Bus Wrap and Paint Jobs – State funds can only be used for bus wraps or painting that has the transit agency's logo, FDOT logo, safety messaging, etc.
- Window tinting cannot be darker than what is approved for automobiles. More guidance to follow.
- All transit agencies who receive Block Grant funding must report administrative costs at a publicly noticed meeting and the State must set the administrative cost average. Currently, the average is 20.4%. This ratio was determined by calculating the sum of all administrative costs divided by the sum of all operating costs. If an agency is above that by 20%, it must be publicly noticed.
- All transit agencies must report all executive salaries and if the operating budget increases by more than 5%, FDOT approval is required.

FDOT will continue to monitor these proposed changes.

## **Public Comments**

No public comments were received.

## **Closing Remarks and Adjournment**

No remarks or comments were received. Chair Stevens asked for a motion to adjourn.

Chair Stevens thanked all who attended and participated in the meeting. He also thanked all who were dedicated to transportation and the program.

Chair Stevens requested a motion to adjourn.

**ACTION TAKEN:** Commissioner Barrios moved, and Commissioner Tellez seconded the motion, to adjourn the meeting. The motion carried unanimously.

*Minutes compiled by Brooke Haire.*

*Note: This meeting has been summarized to reduce paperwork in accordance with policies of State government. If an accessible format or more information than is provided herein is needed, please contact the Commission for the Transportation Disadvantaged at (850) 410-5700 or 1-800983-2435 for assistance. A copying or printing fee may be charged to the requesting party.*

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** June 3, 2024

**AGENDA ITEM:**

VI. Community Transportation Coordinator Designation – Nassau County

**BACKGROUND INFORMATION:**

Chapter 427, Florida Statutes, tasks the Designated Official Planning Agency (DOPA) with recommending to the Commission a single Community Transportation Coordinator (CTC). The Northeast Florida Regional Planning Council (NEFRC) is the DOPA for Nassau County. Nassau County Council on Aging (NCCOA) is currently the appointed CTC for Nassau County. On December 4, 2023, NCCOA advised CTC and NEFRC that they were resigning as the Community Transportation Coordinator effective September 30, 2024.

Pursuant to Chapter 287, Florida Statutes, the NEFRC issued a Request for Proposal (RFP). It was advertised both in a local newspaper and the Florida Administrative Register. Only Jacksonville Transportation Authority (JTA) responded to the RFP.

On April 4, 2024, the NEFRC approved the Committee's recommendation for JTA to be the Community Transportation Coordinator for Nassau County (Resolution #2024-04).

The designation shall be effective October 1, 2024, through June 30, 2029.

**ATTACHMENTS:**

- Recommendation letter from the NEFRC
- NEFRC Resolution #2024-04

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Approve Northeast Florida Regional Council's recommendation and designate Jacksonville Transportation Authority (JTA), as the Community Transportation Coordinator for Nassau County for the period beginning October 1, 2024, to June 30, 2029.



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(904) 279-0880  
(904) 279-0881  
www.nefrc.org  
info@nefrc.org

***Bringing Communities Together***

April 9, 2024

Mr. David Darm, Executive Director  
Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399-0450

Re: Recommendation for Nassau County Community Transportation Coordinator

Dear Mr. Darm:

The Nassau County Council on Aging (NCCOA) notified the Commission for the Transportation Disadvantaged on December 4, 2024, that they are resigning as the Community Transportation Coordinator effective September 30, 2024. As a result, The Northeast Florida Regional Council (NEFRC) initiated a Request for Proposals (RFP) process for selecting a new CTC to serve Nassau County beginning October 1, 2024.

To initiate the competitive process for recommending the CTC, the NEFRC, as the Designated Official Planning Agency for the Nassau County Transportation Disadvantaged program, published a Request for Proposals (RFP) in the Florida Administrative Register (FAR) and posted to the NEFRC website on January 22, 2024. We received one response to the RFP from the following transportation agency: Jacksonville Transportation Authority (JTA).

After carefully considering all aspects of the RFP process, the evaluation committee trusts that JTA can provide cost-effective and quality transportation disadvantaged services to Nassau County. The JTA has a proven record in the region and has excelled in serving its residents.

The Nassau County Transportation Disadvantaged Local Coordinating Board (LCB) held its quarterly meeting on March 28, 2024. During that meeting, the Nassau County CTC RFP Evaluation Committee recommended that Jacksonville Transportation Authority (JTA) be the Community Transportation Coordinator for Nassau County. After reviewing and discussing the RFP process and JTA proposal, the Nassau County LCB recommended to the NEFRC that Jacksonville Transportation Authority (JTA) be the county's Community Transportation Coordinator.

On April 4, 2024, the NEFRC Executive Committee, as the Designated Official Planning Agency (DOPA), held its quarterly meeting. During that meeting, the recommendation was presented to the Executive Committee and was unanimously approved.

**Recommendation:** The NEFRC, as the Designated Official Planning Agency (DOPA) for the Transportation Disadvantaged Program, the Local Coordinating Board, and the Nassau County CTC RFP Evaluation Committee recommends to the Commission for the Transportation Disadvantaged that Jacksonville Transportation Authority (JTA) be Nassau County's Community Transportation Coordinator beginning October 1, 2024.

Sincerely,

Elizabeth Payne, AICP  
Chief Executive Officer

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# Resolution

## *Northeast Florida Regional Council*

2024-04

### **Recommendation of the Nassau County Community Transportation Coordinator**

*WHEREAS*, the Northeast Florida Regional Council (NEFRC) is the Designated Official Planning Agency (DOPA) for the Transportation Disadvantaged Program in Nassau County, and as part of its statutory duty must recommend the Community Transportation Coordinator (CTC) for Nassau County to the Commission for Transportation Disadvantaged (CTD); and

*WHEREAS*, the contract between the current CTC and the CTD expires on September 30, 2024 due to the Nassau County Council on Aging submitting a resignation letter; and

*WHEREAS*, the DOPA is required to conduct a competitive procurement process for the Community Transportation Coordinator; and

*WHEREAS*, NEFRC issued a RFP for CTC services, and the Jacksonville Transportation Authority responded; and

*WHEREAS*, an Evaluation Committee including NEFRC staff, a transportation planner and staff from another DOPA found the Jacksonville Transportation Authority to be the only respondent that was responsive and qualified and had submitted an excellent proposal and therefore recommends that they be given a five year contract by the Florida Commission for the Transportation Disadvantaged; and


*WHEREAS*, the Nassau County Local Coordinating Board was informed of this recommendation and indicated its enthusiastic support of Jacksonville Transportation Authority as the CTC; and

*WHEREAS*, the Executive Committee of the NEFRC approved the recommendation at its April 4, 2024 meeting.

*NOW, THEREFORE, BE IT RESOLVED* that the Northeast Florida Regional Council recommends to the Florida Commission for the Transportation Disadvantaged that the Jacksonville Transportation Authority be designated as the Community Transportation Coordinator for Nassau County for a five-year period effective October 1, 2024.

Unanimously adopted by the Northeast Florida Regional Council in a regular meeting assembled in the City of Jacksonville, on the fourth day of April 2024.



  
\_\_\_\_\_  
**Christian Whitehurst**  
President

  
\_\_\_\_\_  
**Elizabeth Payne**  
CEO



**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** June 3, 2024

**AGENDA ITEM:**

VII. Fiscal Year 2024-25 Innovative Service Development (ISD) Grant Recommendations

**BACKGROUND**

The ISD Grant is administered by the Commission under Rule 41-2.014, F.A.C. The Commission awards funds on a competitive basis for Community Transportation Coordinators (CTCs) to test new and innovative ways of serving the transportation disadvantaged population. ISD Grant projects must support at least one of the following program objectives:

1. Increase a transportation disadvantaged person's access to daily activities that could include employment, education, medical, and shopping, etc.;
2. Enhance regional connectivity and cross-county mobility; or,
3. Reduce the difficulty in connecting transportation disadvantaged persons to a transportation hub and from the hub to their final destination.

The Florida Legislature appropriated \$3 million for the ISD Grant Program for Fiscal Year 2024-25 (July 1, 2024 – June 30, 2025), which is contingent on Governor's approval. The legislative proviso within the General Appropriations Act provides funding caps of \$750,000 for a project serving a single (county or multi-county) service area and \$1.5 million for a regional project serving multiple service areas. The proviso also limits a CTC to one grant award per service area.

In December 2023, the Commission approved a policy that limits how long a project can be considered eligible for funding to no more than four years under the ISD Grant Program.

**APPLICATIONS FOR FY 2024-25**

The Commission released the ISD Grant Application Manual for FY24-25 on February 16, 2024. During the application process, the Commission facilitated two training webinars (February 28 and April 18) and provided an opportunity for applicants to submit "Early Bird" proposals (by March 29) to receive feedback from Commission staff. The Commission also received presentations from the current ISD Grant recipients that are eligible to apply for FY24-25 on April 23 and 24. The recording and copies of the presentations are available on the CTD website at: [CTD Calendar of Past Events \(fdot.gov\)](https://www.fdot.gov/ctd/calendar-of-past-events).

Applications were due April 30, 2024. Ten applications were received requesting a total of \$3.9 million. Eight applications proposed a continuation (or expansion) of projects from the current fiscal year; two applications are new project proposals not previously presented to the Commission. The applications and a summary spreadsheet were provided to the subcommittee on May 1, where the members used a scoring rubric to evaluate each application. Current projects were given first consideration in the evaluation process.

## **FUNDING OPTIONS AND SUBCOMMITTEE RECOMMENDATIONS**

The ISD Grant Subcommittee met via Microsoft Teams on May 16, to recommend projects and funding options for consideration of Commission approval. The subcommittee was chaired by Commissioner Robin Tellez and consisted of Gabrielle Matthews (Florida Department of Transportation), Kent Carroll (Florida Agency for Persons with Disabilities), and Krysta Carter (Florida Department of Elder Affairs). The meeting was open to the public and recorded. A summary of the meeting is attached to this analysis.

The subcommittee was presented with the following funding options for consideration to remain within the \$3 million budget:

- OPTION 1 considers funding existing projects based on current year performance, which includes no funding for Lake County's project due to not securing a contract to deliver services in the current fiscal year and reduced funding for Leon County's project due to low TD eligible rider participation.
- OPTION 2 considers funding existing projects based on the application scores and ranking by the subcommittee's evaluation.
  - Projects in Pinellas, Indian River/St. Lucie, Leon and Lake be awarded at or near 100% of their requested amounts for scoring above 410;
  - The project in Highlands be awarded at 90% of its requested amount for scoring above 400;
  - Projects in Monroe and Bay be awarded at 80% of their requested amounts for scoring 399; and
  - The project in Wakulla/Leon be awarded slightly below 80% of its requested amount for scoring 396 plus the remaining available funds of \$5,128.

The subcommittee recommended a third option:

- OPTION 3 considers funding all eight existing projects as well as a new project in Martin County based on a combination of current year performance and evaluation scores, with varying reductions across all projects to stay within \$3 million. Based on this recommendation:
  - Projects in Pinellas and Indian River/St. Lucie be awarded 90% of their requested amounts;
  - The project in Leon be awarded 90% of its requested amount but reduced by \$24,866 due to minimal level of TDTF services provided and to remain within budget;
  - The project in Highlands be awarded 85% of its requested amount;
  - Projects in Monroe and Bay be awarded 80% of their requested amounts;
  - The project in Wakulla/Leon be awarded 75% of its requested amount;
  - The project in Lake be awarded 50% of its requested amount; and
  - The project in Martin be awarded 50% of its requested amount.

The attached spreadsheet includes the subcommittee's scores as well as proposed project funding under each option. NOTE: Pinellas County's project does not include \$24,000 to provide Urgent/Same-Day trips under each option because these services are no longer eligible pursuant to the Commission's four-year limit policy.

**ATTACHMENTS:**

- ISD Grant Summary FY2024-25
- ISD Funding Options for FY2024-25
- Meeting Summary of ISD Grant Subcommittee on May 16<sup>th</sup>

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Approve one of the proposed options to award \$3 million for Innovative Service Development Grant projects for Fiscal Year 2024-25, contingent on approval of the General Appropriations Act by Governor Ron DeSantis.



## DRAFT 2024-25 Innovative Service Development Grant Applications

Service Area	Applicant	Project Description	Staff Comments	Requested Total Project Cost (100%)	Requested TD Dollar Amount (90%)	
<b>CURRENT YEAR (2023-24) FUNDED PROJECTS</b>						
Bay	Bay County BOCC	<p>Continue to provide a rider's-choice, on-demand service utilizing Uber and/or Bay Co Public Transit System (BCPTS) for all purposes.</p> <p>Rider fare = \$1.50 per trip.</p> <p>Estimates providing 10,000 trips to 128 individuals.</p>	<p>If awarded, this would be a 3rd year project.</p> <p>Awarded \$668,793 in FY2023-24. Began providing service September 2023. Invoiced/paid approximately \$23,700 through December 2023.</p>	\$235,000.00	\$211,500.00	
Highlands	MTM Transit, LLC	<p>Continue to provide prescheduled or on-demand transportation service to TD eligible individuals who reside in Highlands County. Trips can be for any purpose but mainly for medical, employment, education and nutritional purposes.</p> <p>Trips can be scheduled the day before and/or same day. Goal is for same-day trips to be provided within 4 hours at the most.</p> <p>Service will be available Mon-Fri 6 am - 7 pm and Sat-Sun 8:00 am - 5:00 pm.</p> <p>Estimate providing 2,796 trips.</p>	<p>If awarded, this would be a 2nd year project.</p> <p>Awarded \$148,150 in FY2023-24. Began providing service September 2023. Invoiced/paid approximately \$68,300 through February 2024.</p> <p>Regular service [funded under Trip &amp; Equipment (T&amp;E) Grant] requires TD riders to schedule trip 2 days in advance.</p> <p>Planning to include Sunday service.</p> <p>Did not provide estimated unduplicated passenger head count (riders).</p> <p>Like some others, it appears rates are based on current T&amp;E Grant rates that are determined by the rate model and not based on total expense budget.</p>	\$156,094.00	\$140,485.00	

Service Area	Applicant	Project Description	Staff Comments	Requested Total Project Cost (100%)	Requested TD Dollar Amount (90%)	
Indian River/ St. Lucie	Senior Resource Association, Inc.	<p>Continue to partner with the St. Lucie County CTC to provide transportation to individuals with intellectual and developmental disabilities (IDD) as well as other cognitive disabilities.</p> <p>Transportation will be non-stop, door-to-door service and can be scheduled from 2 hours up to 2 weeks in advance, provided within and accross St. Lucie and Indian River counties. Service is available 24 hours per day/7 days per week.</p> <p>This project, although independent, is part of a larger coordinated project which serves individuals with IDD in Martin and Okeechobee counties.</p> <p>Based on current program data, estimates providing 43,227 trips.</p>	<p>If awarded, this would be a 4th year project.</p> <p>Awarded \$1,350,000 in FY2023-24. Invoiced/paid approximately \$1,012,000 through March 2024.</p> <p>Expanding call center hours and hopes to increase same day service from 2% to 15% of trips requested/provided.</p> <p>Indian River County and St Lucie County will provide the required local match.</p> <p>Both CTCs work together on eligibility.</p> <p>Did not identify estimated number of riders in appropriate section. However, when providing status of current goals, mentioned serving over 1,000 individuals by the end of current fiscal year.</p>	\$1,500,000.00	\$1,350,000.00	
Lake	Lake County BOCC	<p>Provide on-demand transportation utilizing Transportation Network Companies (TNCs) and service will be available 7 days/week at all times limited only by the availability of drivers/providers. Eligible riders will have more flexibility, access and choices for scheduling their trips.</p> <p>Lake County will cover up to \$25 for an ambulatory trip and \$45 for a wheelchair trip. Rider will be responsible for \$2.00 fare and anything above \$25/\$45.</p> <p>Estimates providing 6,564 trips for the year to 97 individuals.</p>	<p>If awarded, this would be a 2nd year project. Project had a late contract execution (November 2023) due to county board approval and CTC has struggled to procure a TNC provider. Thus, no services have been provided as of this application.</p> <p>Awarded \$163,819 in FY2023-24. Invoiced/paid \$0 through April 2024.</p> <p>Application was submitted incorrectly (i.e., not emailed to the designated application address, as instructed to all applicants).</p> <p>Anticipates a "soft lauch" in July 2024 with full implementation in September.</p>	\$182,021.00	\$163,819.00	

Service Area	Applicant	Project Description	Staff Comments	Requested Total Project Cost (100%)	Requested TD Dollar Amount (90%)	
Leon	City of Tallahassee - StarMetro	<p>Continue to provide same-day/on-demand transportation utilizing TNCs, taxis and other service providers. Service will be available Monday - Saturday 6 am - 11 pm and Sunday 11 am - 7 pm. Eligible riders will have more flexibility, access and choices for scheduling their trips.</p> <p>Estimates providing 5,400 ambulatory trips utilizing ISD funding for the year. Same-day wheelchair trips will be provided by StarMetro at this time. Estimated providing 600 wheelchair trips.</p> <p>Leon County will cover up to \$18.58 for ambulatory trip. Rider will be responsible for \$2.50 and anything above \$18.58.</p> <p>To control demand, eligible riders are limited to 16 same-day trip requests per month.</p>	<p>If awarded, this would be a 3rd year project. However, no services were provided in the first year due to late contract execution and internal challenges (CTC staff turnover, delays in procuring a TNC, etc.)</p> <p>Awarded \$73,190 in FY2023-24. Began providing service in August, 2023. Invoiced/paid approximately \$4,700 through February 2024.</p> <p>To date, most trips provided under the project were not reimbursed under the ISD Grant but by local dollars. These trips fall under the fixed route system (i.e., ADA complementary paratransit), which are not eligible for reimbursement under the TD Trust Fund.</p> <p>Did not provide estimated TD riders that'll be served next fiscal year.</p>	\$185,500.00	\$166,950.00	
Monroe (Miami)	Guidance/Care Center, Inc.	<p>Continue to provide door-to-door trips on a planned route beginning early in the morning starting in the Lower Keys (Key West) to Miami. This service allows riders to get to earlier medical appointments and/or stay longer, if necessary. Service will continue to be available two days per week with a pickup time as early as 4 am arriving to Miami by 8 am. Will work with three major medical facility destinations and individuals to attempt to group those who are going to same location.</p> <p>Estimates providing 200 trips to 50 individuals.</p>	<p>If awarded, this would be a 3rd year project.</p> <p>Awarded \$96,007 in FY2023-24. Invoiced/paid approximately \$64,000 through February 2024.</p> <p>Rate per mile decreased from current grant (\$6.25 to \$5.84 per mile). For group trips with 2-4 individuals, rate will be \$4.31 per mile.</p>	\$99,345.00	\$89,410.00	

Service Area	Applicant	Project Description	Staff Comments	Requested Total Project Cost (100%)	Requested TD Dollar Amount (90%)	
Pinellas, Hillsborough and Pasco	Pinellas Suncoast Transit Authority	<p>Continue partnership between 3 CTCs (Hillsborough, Pinellas, and Pasco) to provide same day, door-to-door regional trips within the Tampa Bay Area. Regional trips are considered trips between these 3 counties (i.e., must cross county lines).</p> <p>PSTA would be the lead agency. Service will be provided by contracted taxis, wheelchair van services and TNCs based on rider's choice.</p> <p>Includes a 3rd party call center for regional trips to provide scheduling assistance, when needed, and the ability to monitor trips.</p> <p>Estimates providing 11,800 trips to 1,800 individuals.</p>	<p>If awarded, this would be a 3rd year project (regional component of this project). Eligibility for regional trips is still determined by the CTC of the rider's residence and then referred to PSTA.</p> <p>Proposal requesting to provide "same-day, urgent" trips within Pinellas County. Due to Commission policy, this component of the current year project has met the maximum allowable timeframe of 4 years (i.e., not eligible for next grant cycle). Estimates for this service included within proposal was \$24,000.</p> <p>Awarded \$578,700 in FY2023-24. Invoiced/paid approximately \$337,500 through January 2024 (includes Late Shift and Urgent/Same-Day trips).</p> <p>Planning to include Sunday service.</p>	\$576,600.00	\$518,940.00	
Wakulla (Leon)	Wakulla Senior Citizens Council, Inc.	<p>Continue to provide scheduled and on-demand transportation utilizing a Transportation Network Company (i-Enable). Eligible riders in Wakulla County will be provided trips within Wakulla County and/or cross-county trips to/from Leon County. Leon County riders will be limited to Leon County. Transportation can be provided to all TD eligible riders but will primarily focus individuals with IDD.</p> <p>Estimates providing 15,000 trips to 165 individuals.</p>	<p>If awarded, this would be a 3rd year project.</p> <p>Awarded \$535,261 in FY2023-24. Invoiced/paid approximately \$279,000 through February 2024.</p> <p>Changing operational hours from 6 am - 8 pm to 5 am - 8 pm seven days per week.</p>	\$643,875.00	\$579,488.00	
		Subtotal of current projects reapplying		\$3,578,435.00	\$3,220,592.00	\$0.00

Service Area	Applicant	Project Description	Staff Comments	Requested Total Project Cost (100%)	Requested TD Dollar Amount (90%)	
<b>NEW PROJECT PROPOSALS</b>						
Gulf	Gulf County ARC, Inc.	Provide on-demand/same-day transportation in the downtown Port St. Joe area, outlying communities in the county and the Wewahitchka area Monday - Friday from 8:00 am - 5:00 pm.  Estimates providing 3,848 trips.	Proposed Expense Budget is incorrect as it includes the amount required for local match within the overall total. The allowable expenses should be totaled and then the required 10% match deducted on the application page.  Application Page - Amounts listed for Total Proposed Project Amount and Local Match are incorrect.  Does not provide estimated riders that would be served under the project.	\$62,296.00	\$48,451.00	
Martin	Senior Resource Association, Inc.	Provide same day or scheduled transportation to TD eligible individuals who reserve trips utilizing the online, self-service reservations mobile app. The Ecolane Community Coach Mobile App is available 24 hours per day, 7 days per week and allows scheduling in real time versus the current requirement to book a trip 72 hours in advance. Riders and their caregivers can reserve trips and verify trip status in real time.  Estimates providing 24,000+ trips booked through the App.	Proposals indicates Mobile App has already proven a success through a pilot program launched in FY23/24. Pilot began in July 2023 and continues today. As of now, 1,300 trips have been provided to 20 riders using the mobile app.  Does not provide estimated riders that would be served under the project.	\$750,000.00	\$675,000.00	
		Subtotal of new projects		\$812,296.00	\$723,451.00	\$0.00
		Total Funds Requested		\$4,390,731.00	\$3,944,043.00	\$0.00
			<b>Total</b>	<b>\$4,390,731.00</b>	<b>\$3,944,043.00</b>	<b>\$0.00</b>

**Available: \$3,000,000.00**

**Remaining: \$3,000,000.00**

## 2024-2025 INNOVATIVE SERVICE DEVELOPMENT GRANT FUNDING OPTIONS

	Applicant Name	Project Area	Invoiced as of May 1, 2024 (FY23-24)	Total Scores	Ranking	Amount Requested (TDTF 90%)	Option 1	Option 2	Option 3
■	Pinellas Suncoast Transit Authority (PSTA)	Pinellas - Pasco - Hillsborough	\$337,500 of \$578,700 (July-Jan)*	416	1	\$ 518,940.00	\$ 494,940.00	\$ 494,940.00	\$ 445,446.00
■	Senior Resource Association (SRA)	Indian River - St. Lucie	\$1,012,000 of \$1.35M (July-March)	414	2	\$ 1,350,000.00	\$ 1,350,000.00	\$ 1,350,000.00	\$ 1,215,000.00
■	Lake Co. Board of Co. Commissioners	Lake	\$0 of \$163,819	412.5	3	\$ 163,819.00	\$ -	\$ 163,819.00	\$ 81,909.00
■	City of Tallahassee-StarMetro	Leon	\$4,700 of \$73,190 (Aug-Feb)	412.5	4	\$ 166,950.00	\$ 134,177.00	\$ 166,950.00	\$ 125,389.00
■	MTM Transit, LLC	Highlands	\$68,300 of \$148,150 (Sept-Feb)	402.5	5	\$ 140,485.00	\$ 140,485.00	\$ 126,437.00	\$ 119,412.00
■	Guidance/Care Center, Inc.	Monroe	\$64,000 of \$96,007 (July-Feb)	399.5	6	\$ 89,410.00	\$ 89,410.00	\$ 71,528.00	\$ 71,528.00
■	Bay Co. Board of Co. Commissioners	Bay	\$23,700 of \$668,793 (Sept-Dec)	399	7	\$ 211,500.00	\$ 211,500.00	\$ 169,200.00	\$ 169,200.00
■	Wakulla SeniorCitizens Center	Wakulla - Leon	\$279,000 of \$535,261 (July-Feb)	396.5	8	\$ 579,488.00	\$ 579,488.00	\$ 457,126.00	\$ 434,616.00
■	Senior Resource Association (SRA)	Martin	N/A	393.5	9	\$ 675,000.00	\$ -	\$ -	\$ 337,500.00
■	Gulf County ARC, Inc.	Gulf	N/A	279.5	10	\$ 48,451.00	\$ -	\$ -	
						\$ 3,944,043.00	\$ 3,000,000.00	\$ 3,000,000.00	\$ 3,000,000.00

■ Current Projects

■ New Project

### OPTION 1

Funds current year projects with the following exceptions:

PSTA - reduced \$24,000 as identified in application for Urgent Trips that are no longer eligible due to project time limitations

Lake - not recommended this year due to delayed implementation of project, and no impact on ridership

StarMetro - reduced \$32,773 due to minimal level of TDTF eligible services provided during current year project and to stay within total available funding

### OPTION 2

Funds current year projects only

Awards a percentage of funding for each project based on the level of scoring

Projects higher than 410 (PSTA, SRA, Lake and StarMetro) awarded 100% of requested amount

Projects higher than 400 (MTM) awarded 90% of requested amount

Projects scored 399.5 and 399 (Guidance Care & Bay) awarded 80% of requested amount

Wakulla is recommended at a little less than 80% + \$5,128 (remainder of available funds)

### OPTION 3

Awards a percentage of funding for each project based on the level of scoring and performance

Projects higher than 410 (PSTA, SRA) awarded 90% of requested amount

StarMetro awarded 90% of requested amount but reduced \$24,866 due to minimal level of TDTF eligible services provided during current year project and to stay within total available funding

Lake is recommended at 50% based on current year performance

Projects higher than 400 (MTM) awarded 85% of requested amount

Projects scored 399.5 and 399 (Guidance Care & Bay) awarded 80% of requested amount

Wakulla is recommended at 75% of requested amount

Martin is recommended at 50% based on application

# MEETING SUMMARY

## **Commission for the Transportation Disadvantaged** **Innovative Service Development Grant Subcommittee Meeting**

Microsoft Teams Meeting

May 16, 2024  
1:00 PM

<i><b>Members Present</b></i>
Dr. Robin Tellez (Chair)
Kent Carroll, Agency for Persons with Disabilities (APD)
Krysta Carter, Department of Elder Affairs (DOEA)
Gabrielle Matthews, Florida Department of Transportation (FDOT)

### **Welcome and Introduction of Subcommittee Members**

Chair Tellez called the meeting to order. Executive Director David Darm called the roll. A quorum was present. Chair Tellez asked the subcommittee members to introduce themselves.

Chair Tellez provided an overview of the meeting format and rules. She informed attendees that this is a public meeting and is being recorded.

### **Public Comment**

There were no public comments.

### **Presentation of Subcommittee Scores and Funding Considerations for ISD Grant Applications**

Mr. Darm presented an overview of the applications, evaluation scores, and funding options for consideration. The Legislature appropriated \$3 million for the ISD Grant in FY24-25. The Commission received ten applications requesting a total of \$3.9 million. Eight applications propose continuation of current year projects and two propose new projects. Current projects were given first consideration in the evaluation process.

The subcommittee was presented with three tables: the first listed the applications, the performance (funding spent as of May 1, 2024) of the existing projects, and the requested amounts for FY24-25. The second table listed the scores by reviewer for each applicant and the total evaluation scores (among all four subcommittee members); the third table included proposed funding under each funding option for consideration. For Pinellas County's project, all options did not include \$24,000 to deliver Urgent/Same-Day trips because these services are no longer considered eligible pursuant to the Commission's policy, which limits ISD Grant funding to no more than 4 years per project.

The subcommittee was presented with three funding options for consideration to remain within \$3 million budget:

- OPTION 1 considers funding existing projects based on current year performance (i.e., services invoiced and reimbursed under the ISD Grant).
- OPTION 2 considers funding existing projects based on the application scores by the subcommittee.
- OPTION 3 considers a 6.8% reduction in funding across all existing projects.

Mr. Darm provided some additional points for consideration. The subcommittee could recommend one or more of these options to the Commission. Amounts within each option could be modified. And the subcommittee could recommend another option that considers funding for new projects; however, the inclusion of new projects would require reductions in funding for other projects to remain within budget.

### **Recommendations for Approval and Funding for ISD Grant Projects in FY24-25**

The subcommittee discussed Lake County's project and why no funding was included under OPTION 1. For the current fiscal year, Lake County was awarded \$163,819 to contract with a Transportation Network Company (TNC) to deliver on-demand services; however, the project has not secured a contract with a TNC to deliver services under the grant. Chair Tellez also shared concerns about Lake County's ability to deliver service next year based on their presentation on April 24. However, the other subcommittee members wanted to see the project receive some funding for the next fiscal year since funding was previously awarded to other CTCs who experienced procurement delays within their first year of funding.

The subcommittee also wanted to see an option that considers funding for Martin County, which proposes a new project that would utilize a mobile app for TD eligible riders to schedule trips on a 24/7 basis. However, the subcommittee agreed that the requested amount (\$675,000) was too high to justify. The subcommittee did not recommend funding Gulf County's new project, which proposes to provide on-demand services within certain areas of Gulf County, based on its application's evaluation.

The subcommittee discussed an alternative to OPTION 3 that considers all projects except for Gulf County, with a reduction across all project requests. The option should be a hybrid of OPTION 1 and 2 that considers both performance and application scores. Chair Tellez wanted to see a formula that could justify the amounts in OPTION 3.

**ACTION TAKEN: Gabrielle Matthews moved, and Krysta Carter seconded the motion, to recommend OPTION 3 to include funding for all eight existing projects and the new project in Martin County, with reductions across all requested amounts based on a combination of current year performance and evaluation scores. The motion carried unanimously.**

### **Public Comment**

There were no public comments.

The meeting was adjourned.



**State of Florida**  
**Commission for the Transportation Disadvantaged**  
Commission Business Meeting

**MEETING DATE:** June 3, 2024

**AGENDA ITEM:**

VIII. Annual Operating Report (AOR) Study

**BACKGROUND**

Each year, the Commission is required to collect data on transportation operations related to serving the Transportation Disadvantaged (TD) population in the State of Florida (s. 427.013(1), F.S.). These data are collected in an aggregated (summarized) format and submitted by Community Transportation Coordinators (CTCs) within their AOR (due September 15<sup>th</sup>), which the Commission then compiles within its Annual Performance Report submitted to the Governor and Legislature on January 1<sup>st</sup>, pursuant to s. 427.013(12), F.S.

The Commission contracted with Thomas Howell Ferguson (THF) to assist in facilitating a study to help improve the accuracy and analyses of performance data reported in the AOR. In September 2023, THF presented a report, which recommended the Commission conduct an official test run for the collection of disaggregated, individual trip level data, as well as individual bus pass level data, from CTCs as part of the 2023 AOR submission cycle. By collecting disaggregated data instead of just annual trip totals, the verifiability of the AOR and its capacity to be used for deeper and more extensive analyses are enhanced. The full report can be accessed at: [CTD Home \(fdot.gov\)](https://fdot.gov/ctd-home).

**TEST COLLECTION OF DISAGGREGATED DATA**

Currently, the Florida Department of Transportation-Office of Information Technology (FDOT-OIT) assists the CTD in managing its Data Collection System (DCS), where AOR data are submitted and stored. Following the Commission's approval of the study report in September 2023, CTD staff met with representatives from FDOT-OIT to discuss plans for testing the collection of disaggregated data. In January 2024, FDOT-OIT staff recommended CTD and THF develop a working prototype (with certain security standards in place) for CTCs to test the online submission of disaggregated data.

In March 2024, THF created a website (ctddata.com) and four CTC service areas agreed to test run the online submission of their AOR data to the working prototype. On April 12, CTD hosted a webinar to invite other CTCs to participate in the test website. Instructions were provided to interested parties and CTC participants were each provided a PIN code to ensure the secure transfer of information. In response to feedback received during the webinar, all passenger names were automatically replaced with unique identifiers upon submission; that is, actual names of riders were not saved through the website. As of May 22, nine service areas have participated in the test website.

The Commission will receive a presentation from Casey Perkins, representing Thomas Howell Ferguson, at the June 3<sup>rd</sup> Business Meeting, in Tampa. The study will conclude with a final report (by June 28, 2024), which will include recommendation(s) to collect this data on a statewide basis.

**ATTACHMENTS:**

- CTD Webinar Presentation – April 12, 2024
- Instructions for CTCs to Participate in Test Website

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Recommendation(s) forthcoming in the final study report.

# AOR Study

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## Background

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CTD collects aggregated (summarized) data from CTCs on TD services from state fiscal year.

CTD contracted with Thomas Howell Ferguson (THF) to help facilitate study to improve the verification and analysis of AOR data.

THF presented report in September, recommended CTD test collection of disaggregated data.

THF has developed prototype website for collecting test data from counties.

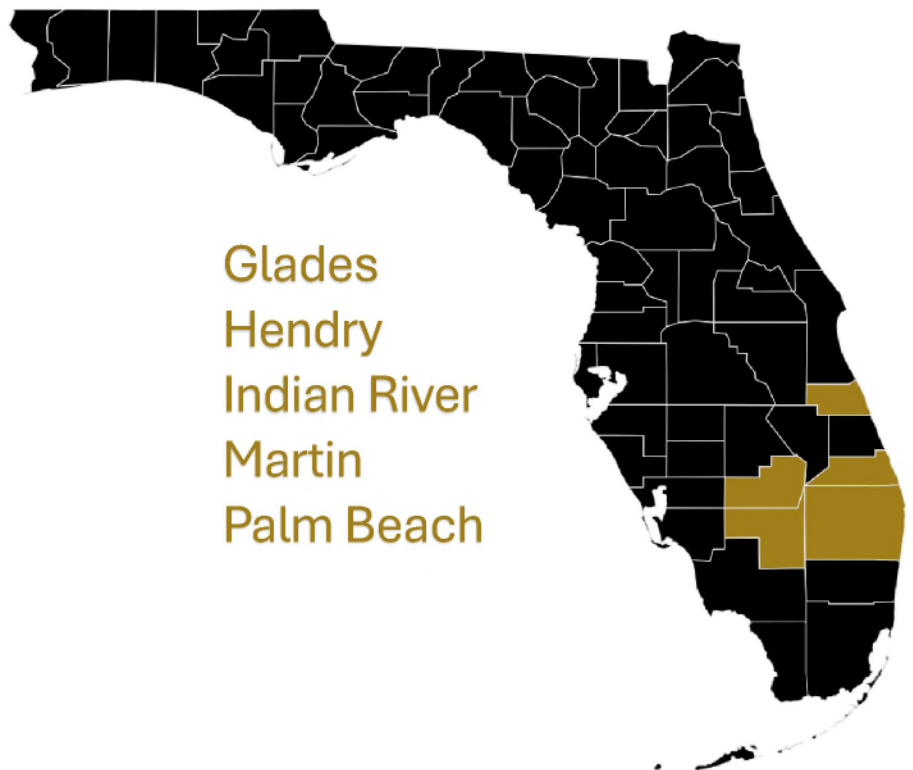
# AOR study recommendations

(from last year)

1. For the upcoming AOR submissions in 2023, the Commission should continue with the current processes and methods it has in place and collect the same information as it has in recent years.
2. The Commission should develop a detailed plan to test run the additional collection of individual trip level data, as well as individual bus pass level data, from CTCs as part of the 2023 AOR submission cycle. This planned test run for collecting data on individual trips and bus passes should function separately from the existing processes referenced in Recommendation 1 and not be integrated within them.
3. As part of the detailed plan in Recommendation 2, the Commission should conduct a comprehensive and thorough review of its legal options and authorities pertaining to the collection of data on individual trips and bus passes. The review should especially focus on the collection of potentially sensitive information, including potential personally identifiable details such as names or addresses. By proactively exploring its legal options and authorities for collecting specific details, the Commission can ensure that its data collection practices align with legal requirements, protect privacy rights, and build a strong foundation for the ethical and responsible use of disaggregated data.

Initial  
Participating  
Counties

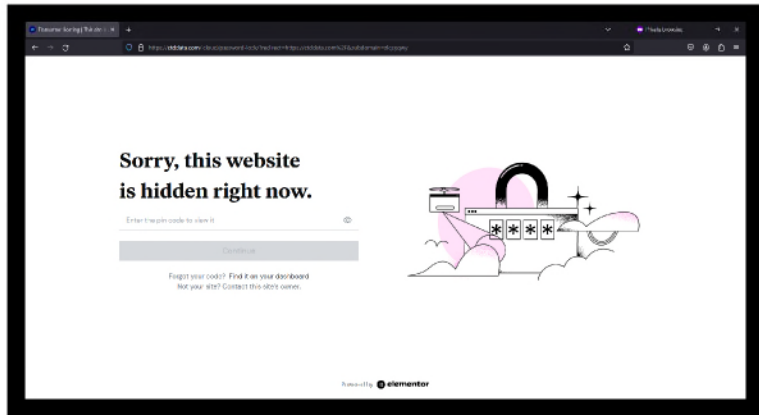
Glades  
Hendry  
Indian River  
Martin  
Palm Beach



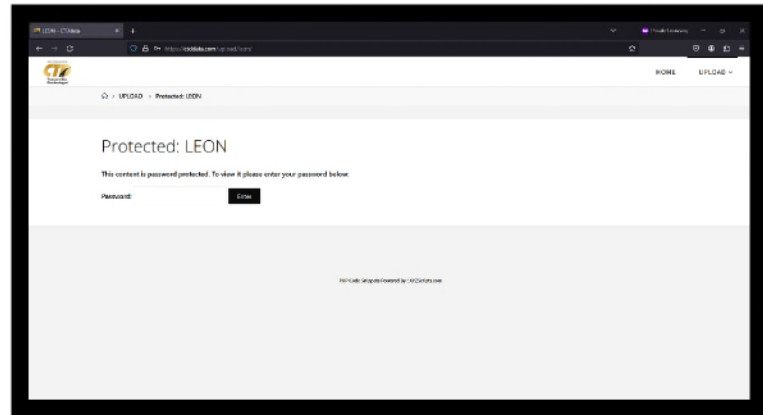


# Site Security

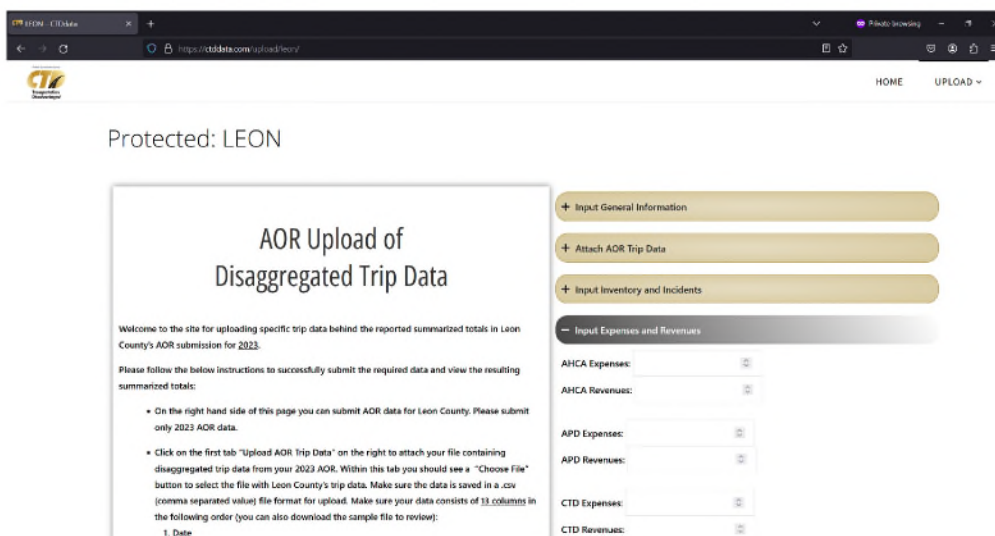
## Site PIN



## Page Password



# Data Uploading



After entering the site PIN and the page-specific password, CTC uploads the following data:

1. General Information
2. AOR Trip Data
3. Inventory and Incidents
4. Expenses and Revenues

# Data Storage

Data is uploaded to secure server



Data is then exported to a text file that is stored offline



Data is removed from online server and County-specific web page is taken down

# Data Analysis

County: Leon  
CTC: Thomas Howell  
Contact: Casey  
1234 Tally Way  
Tallahassee, FL 32308  
850-555-5555  
Email: casey@thomashowell.com

Demographics Number  
Total County Population 12,179  
Unduplicated Head Count 1



Trips by Type of Service				Vehicle Data			
	2021	2022	2023		2021	2022	2023
Fixed Route (FR)	6,528	5,244	1,251	Vehicle Miles	833,198	826,743	59,645
Deviated FR	4,294	7,800	1,299	Roadcalls	73	80	8
Complementary ADA	37,781	30,715	1,222	Accidents	1	3	8
Paratransit	21,209	19,628	1,187	Vehicles	123	90	8
THC	0	0	1,242	Drivers	74	119	8
Taxi	13,434	13,780	1,261				
School Board (School Bus)	0	0	1,325				
Volunteers	0	0	1,212				
<b>TOTAL TRIPS</b>	<b>83,246</b>	<b>77,167</b>	<b>9,999</b>				
Passenger Trips by Type Purpose				Financial and General Data			
				Expenses	\$1,707,997	\$1,576,991	\$9,000
Medical	17,870	17,500	2,044	Revenues	\$1,707,997	\$2,413,902	\$12,000
Employment	23,161	20,595	1,589	Commendations	2	1	8
Ed/Trans/DayCare	21,751	20,321	1,549	Complaints	115	203	8
Nutritional	1,063	1,250	2,005	Passenger No-Shows	2,482	2,500	8
Life-Sustaining/Other	19,401	17,500	2,012	Unmet Trip Requests	0	0	8
<b>TOTAL TRIPS</b>	<b>83,246</b>	<b>77,167</b>	<b>9,999</b>				
Passenger Trips by Revenue Source				Performance Measures			
				Accidents per 100,000 Miles	0.12	0.36	13.55
CTD	20,958	18,096	1,715	Miles between Roadcalls	11,414	10,334	7,380.59
AHCA	0	0	1,732	Avg. Trips per Passenger	73.09	61.73	9,999.00
APD	2,374	300	1,609	Cost per Trip	\$20.52	\$20.44	\$0.90
DOBA	0	0	3,261	Cost per Paratransit Trip	\$24.70	\$24.53	\$7.58
DOE	0	0	0	Cost per Total Mile	\$2.05	\$1.91	\$0.15
Other	59,914	58,771	1,682	Cost per Paratransit Mile	\$2.04	\$1.87	\$0.15
<b>TOTAL TRIPS</b>	<b>83,246</b>	<b>77,167</b>	<b>9,999</b>				
Trips by Provider Type							
CTC	20,621	0	3,315				
Transportation Operator	62,815	77,167	3,397				
Coordination Contractor	0	0	3,287				
<b>TOTAL TRIPS</b>	<b>83,246</b>	<b>77,167</b>	<b>9,999</b>				

# Next Steps

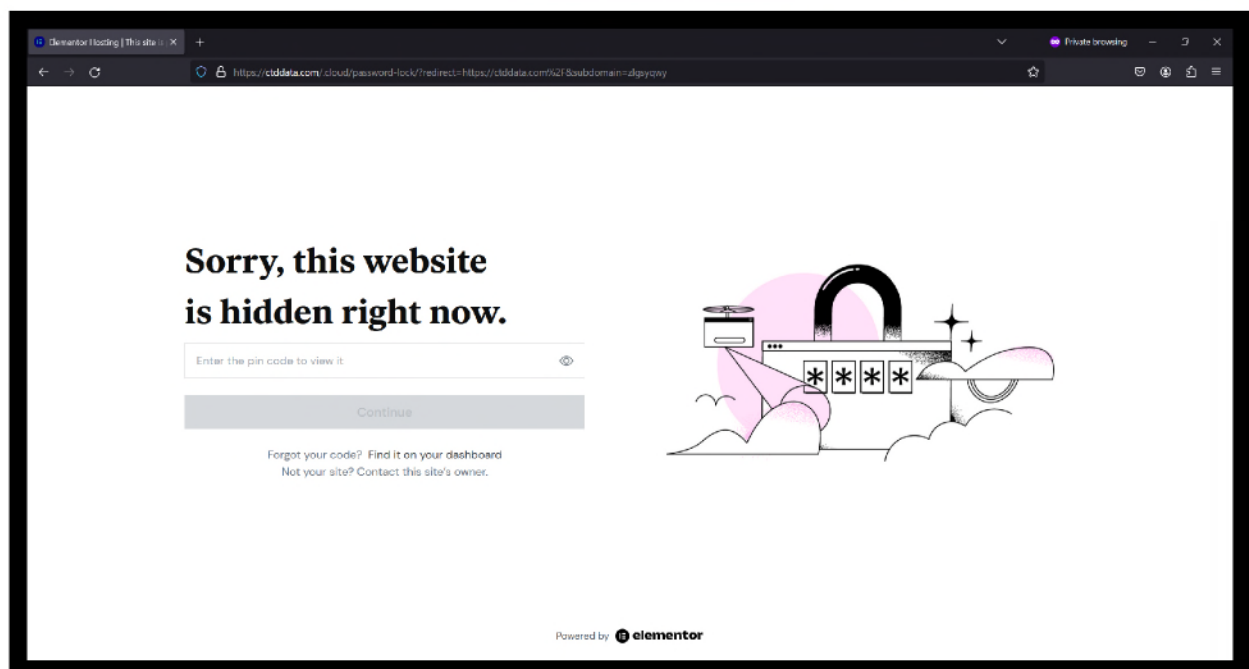
- **Collect disaggregated data from more CTCs (April 15<sup>th</sup> – May 15<sup>th</sup>)**
- **CTCs can reach out to THF if they are interested in participating. Site PIN and county-specific password will be provided.**
- **Analyze data collected in a report to be presented at next Commission Meeting in June**

# Instructions for Official Test Run of Collection of Disaggregate Data for AOR

CTDdata.com

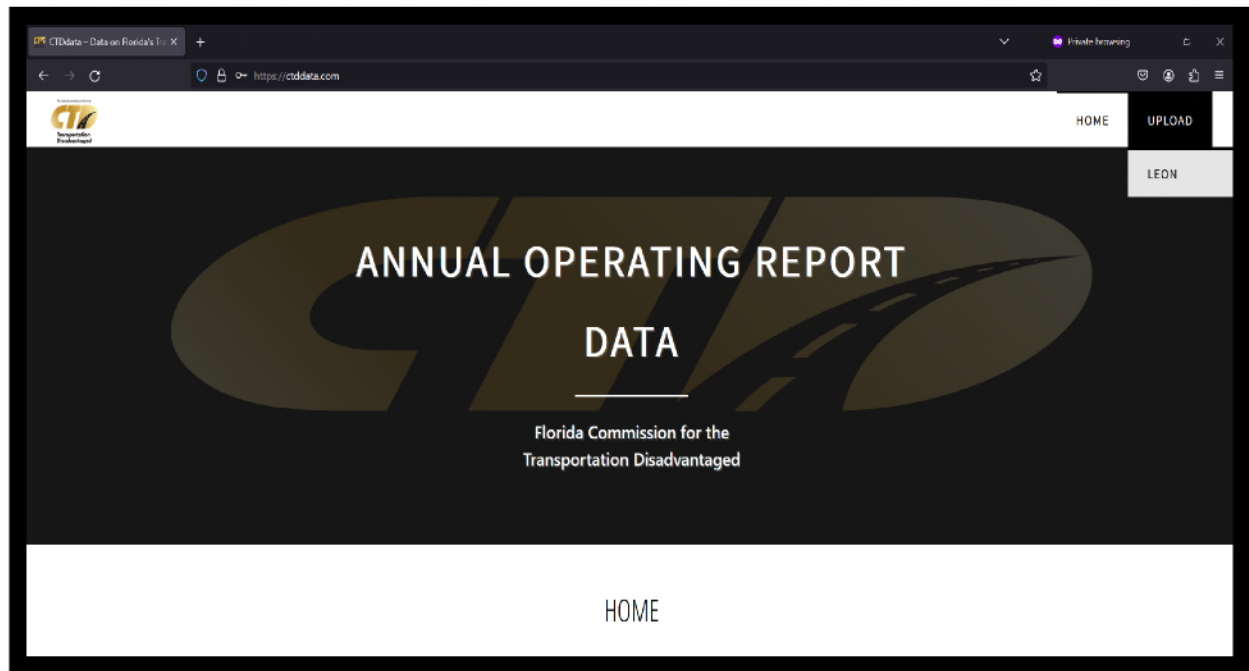
## Enter Site PIN

*PIN provided by Thomas  
Howell Ferguson upon  
request*

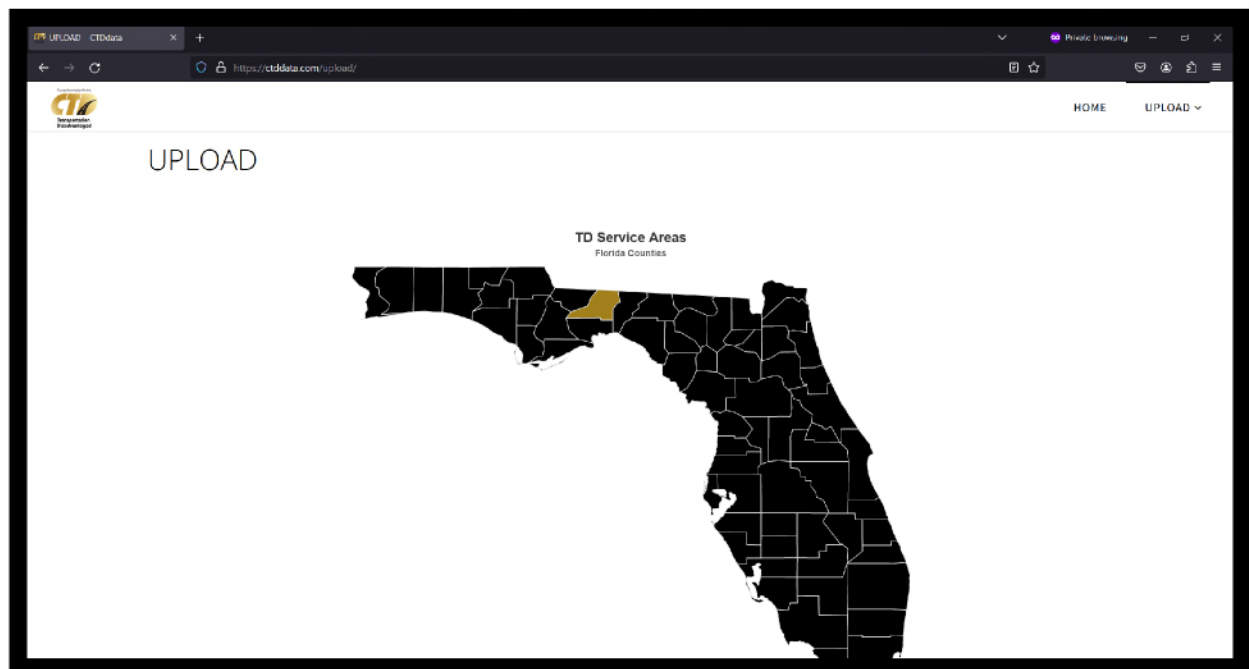




Find county under “UPLOAD”

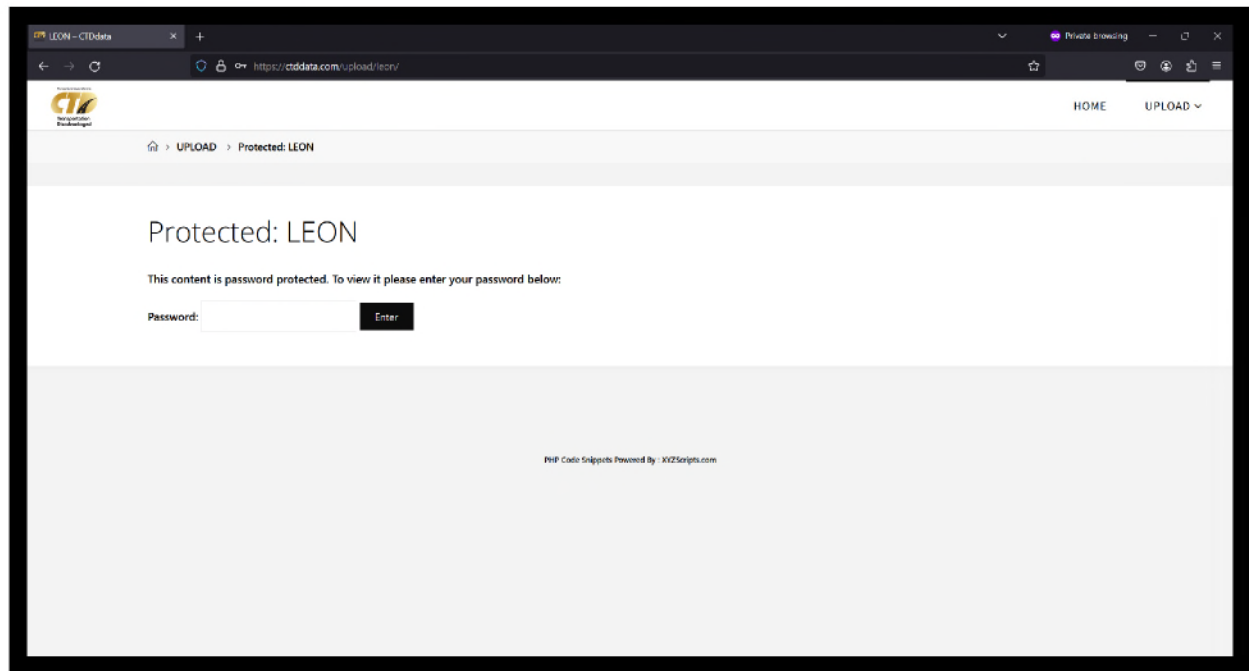


Or find county at UPLOAD page



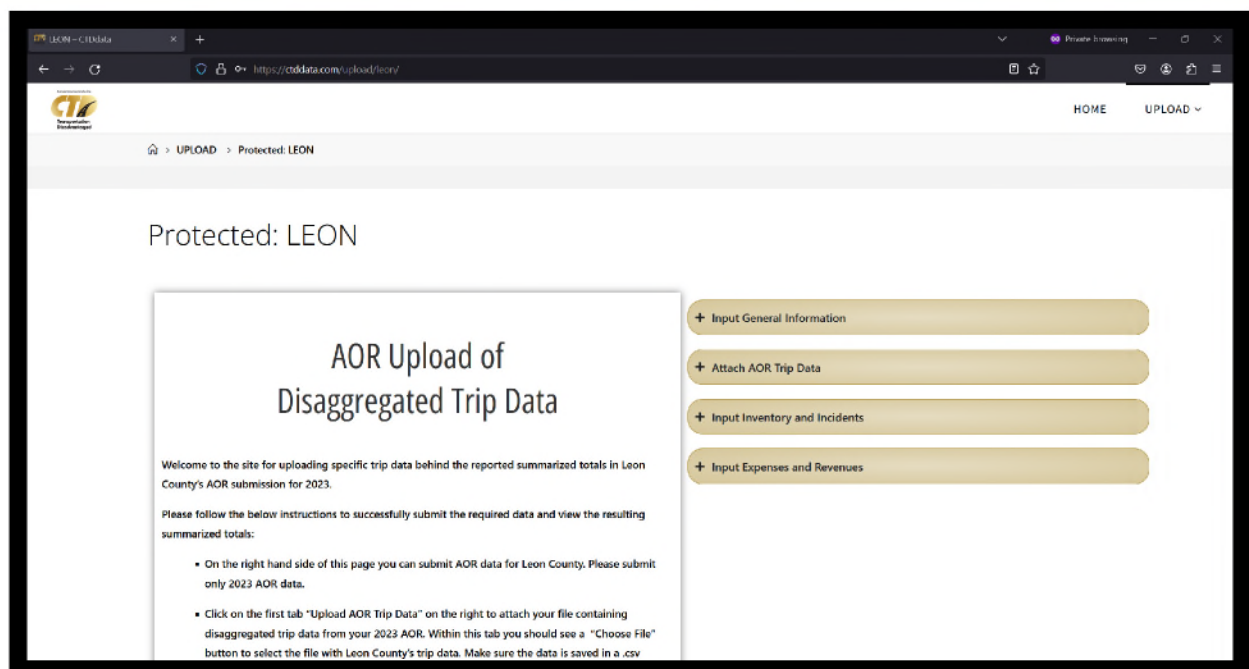
# Enter county page password

*Password provided by  
Thomas Howell Ferguson  
upon request*



# Instructions on left-hand side

*Read through instructions  
first before entering  
information on right-hand  
side*



# Input general information

*Be sure to complete all fields or you will not be able to submit any data*

The screenshot shows a web browser window with the URL <https://ctldata.com/upload/leon/>. The page title is "Protected: LEON". The main content area is titled "AOR Upload of Disaggregated Trip Data". Below the title, there is a welcome message and instructions for uploading data. On the right side, there is a form titled "Input General Information" with the following fields: County Name, CTC Name, Contact Name, Contact Address Line 1, Contact City, Contact State, Contact Zip, Contact Phone, and Contact Email. The form is currently empty.

Protected: LEON

### AOR Upload of Disaggregated Trip Data

Welcome to the site for uploading specific trip data behind the reported summarized totals in Leon County's AOR submission for 2023.

Please follow the below instructions to successfully submit the required data and view the resulting summarized totals:

- On the right hand side of this page you can submit AOR data for Leon County. Please submit only 2023 AOR data.
- Click on the first tab "Upload AOR Trip Data" on the right to attach your file containing disaggregated trip data from your 2023 AOR. Within this tab you should see a "Choose File" button to select the file with Leon County's trip data. Make sure the data is saved in a .csv

**Input General Information**

County Name:

CTC Name:

Contact Name:

Contact Address Line 1:

Contact City:

Contact State:

Contact Zip:

Contact Phone:

Contact Email:

# Attach CSV file of trip data

*Be sure to attach a CSV file (not an Excel file) or you will not be able to submit any data*

The screenshot shows the same web browser window as the previous one, but with the "Attach AOR Trip Data" tab selected. The "Input General Information" tab is now collapsed. The "Attach AOR Trip Data" tab shows a "Browse..." button with the text "No file selected." and a link to "Download sample file here". Below this, there are two more tabs: "Input Inventory and Incidents" and "Input Expenses and Revenues".

Protected: LEON

### AOR Upload of Disaggregated Trip Data

Welcome to the site for uploading specific trip data behind the reported summarized totals in Leon County's AOR submission for 2023.

Please follow the below instructions to successfully submit the required data and view the resulting summarized totals:

- On the right hand side of this page you can submit AOR data for Leon County. Please submit only 2023 AOR data.
- Click on the first tab "Upload AOR Trip Data" on the right to attach your file containing disaggregated trip data from your 2023 AOR. Within this tab you should see a "Choose File" button to select the file with Leon County's trip data. Make sure the data is saved in a .csv

**Input General Information**

**Attach AOR Trip Data**

[Browse...](#) No file selected.

[Download sample file here](#)

**Input Inventory and Incidents**

**Input Expenses and Revenues**

# Attach CSV file of bus pass data

*\* This Bus Passes tab will only appear for applicable counties*

The screenshot shows a web browser window with the URL <https://ctddata.com/upload/leon/>. The page title is "Protected: LEON". The main heading is "AOR Upload of Disaggregated Trip Data". Below this, a welcome message states: "Welcome to the site for uploading specific trip data behind the reported summarized totals in Leon County's AOR submission for 2023. Please follow the below instructions to successfully submit the required data and view the resulting summarized totals:".

Instructions:

- On the right hand side of this page you can submit AOR data for Leon County. Please submit only 2023 AOR data.
- Click on the first tab "Upload AOR Trip Data" on the right to attach your file containing disaggregated trip data from your 2023 AOR. Within this tab you should see a "Choose File" button to select the file with Leon County's trip data. Make sure the data is saved in a .csv

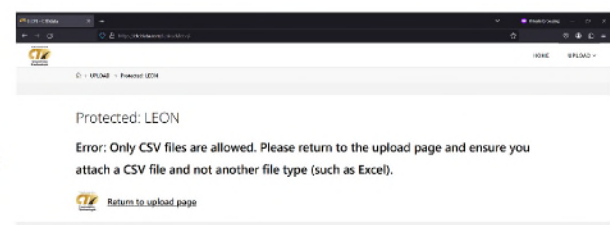
On the right side, there are several tabs:

- + Input General Information
- + Attach AOR Trip Data
- Attach AOR Bus Pass Data (selected)
- + Input Inventory and Incidents
- + Input Expenses and Revenues

Under the "Attach AOR Bus Pass Data" tab, there is a "Browse..." button with the text "No file selected." and a link "Download sample file here".

## \*Notes on CSV files

- First, be sure you have attached a CSV file or you automatically will be redirected back to the start upon submission (see image right)
- Be sure your CSV file is in the same format as the sample file (that is, same columns)
- All distinct passenger names (2<sup>nd</sup> column) are automatically replaced with unique identifiers and are not saved. For example, if your file has three distinct passengers, their identities will show up in the submitted data as 'Passenger 1', 'Passenger 2', and 'Passenger 3' instead of their actual names.





# Input inventory and incidents

*Be sure to complete all fields  
or you will not be able to  
submit any data*

The screenshot shows a web browser window with the URL <https://ctddata.com/upload/leon/>. The page title is "Protected: LEON". The main content area is titled "AOR Upload of Disaggregated Trip Data". It includes a welcome message and instructions for uploading data. On the right side, there is a sidebar with four tabs: "Input General Information", "Attach AOR Trip Data", "Input Inventory and Incidents" (which is selected), and "Input Expenses and Revenues". The "Input Inventory and Incidents" tab contains several input fields with dropdown menus for selection:

- Number of Vehicles: [dropdown]
- Number of Drivers: [dropdown]
- Number of Commendations: [dropdown]
- Number of Complaints: [dropdown]
- Number of Roadcalls: [dropdown]
- Number of Accidents: [dropdown]
- Number of Passenger No-Shows: [dropdown]

# Input expenses and revenues

*Be sure to complete all fields  
or you will not be able to  
submit any data*

The screenshot shows the same web browser window as the previous one, but with the "Input Expenses and Revenues" tab selected in the sidebar. This tab contains four input fields with dropdown menus for selection:

- AHCA Expenses: [dropdown]
- AHCA Revenues: [dropdown]
- APD Expenses: [dropdown]
- APD Revenues: [dropdown]

# Make sure financials balance

Total expenses and total revenues automatically calculate

at the bottom of the second tab to upload your data.

- After uploading the file, on the left side the data will be summarized according to the unique values in each of the last four columns of your .csv file; these should correspond with the categories in the current AOR format. On the right side, you should be able to review your submissions for expenses and revenues by each purchasing agency.

FDOT Expenses:

FDOT Revenues:

Local Government Expenses:

Local Government Revenues:

Local Non Government Expenses:

Local Non Government Revenues:

Other Fed/State Programs Expenses:

Other Fed/State Programs Revenues:

Total Expenses: \$130,000.00

Total Revenues: \$160,000.00

Submit AOR Data

# Click “Submit AOR Data”

Clicking this button submits information from all tabs - not just expenses and revenues

at the bottom of the second tab to upload your data.

- After uploading the file, on the left side the data will be summarized according to the unique values in each of the last four columns of your .csv file; these should correspond with the categories in the current AOR format. On the right side, you should be able to review your submissions for expenses and revenues by each purchasing agency.

FDOT Expenses: 0

FDOT Revenues: 0

Local Government Expenses: 0

Local Government Revenues: 0

Local Non Government Expenses: 0

Local Non Government Revenues:

Other Fed/State Programs Expenses:

Other Fed/State Programs Revenues:

Total Expenses: \$130,000.00

Total Revenues: \$160,000.00

Submit AOR Data

Ensure all fields are completed or you will not be able to submit

# Review submission

Specifically, review information shaded in gold

Protected: LEON

Data submitted successfully. Please review 2023 data submitted (shaded in gold) and select one of three options below.

[Resubmit/Update data](#) [Download table to PDF](#) [Return to home page](#)

County: Leon  
CTC: Thomas Howell CTC  
Contact: Casey  
1234 Tally Way  
Tallahassee, FL 32308  
850-555-5555  
Email: casey@thomas.com

Demographics

	Number
Total County Population	297,369
Unduplicated Head Count	11

Florida Commission for the  
**CTC**  
Transportation  
Disadvantaged

Trips by Type of Service	2021	2022	2023	Vehicle Data	2021	2022	2023
Fixed Route (FR)	6,528	5,244	1,251	Vehicle Miles	833,198	826,743	59,045
Deviated FR	4,294	7,800	1,299	Roadcalls	73	80	8
Complementary ADA	37,781	30,715	1,222	Accidents	1	3	8
Paratransit	21,209	19,628	1,187	Vehicles	123	90	8
TNC	0	0	1,242	Drivers	74	119	8

Data submitted is reflected in gold shading

## Select to resubmit data...or...

Data can be resubmitted as many times as needed, but all previously submitted data is deleted upon each resubmission

Protected: LEON

If data does not look correct, this button will redirect back to the upload page

Data submitted successfully. Please review 2023 data submitted (shaded in gold) and select one of three options below.

[Resubmit/Update data](#) [Download table to PDF](#) [Return to home page](#)

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# ...select to download table...or

PDF copy should open in a new tab or download to your "Downloads" folder

Protected: LEON

If data does look correct, this button will download a PDF of the table below

Data submitted successfully. Please review 2023 data submitted (shaded in gold) and select one of three options below.

[Resubmit/Update data](#) [Download table to PDF](#) [Return to home page](#)

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Paratransit	21,209	19,628	1,187	Vehicles	123	90	8
TNC	0	0	1,242	Drivers	74	119	8

# ...select to return to home page

Or you can simply leave the site

Protected: LEON

Data submitted successfully. Please review 2023 data submitted (shaded in gold) and select one of three options below.

[Resubmit/Update data](#) [Download table to PDF](#) [Return to home page](#)

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Contact: Casey  
1234 Tally Way  
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**State of Florida**  
**Commission for the Transportation Disadvantaged**  
Commission Business Meeting

**MEETING DATE:** June 3, 2024

**AGENDA ITEM:**

IX. Executive Director Report

David Darm will discuss the following topics as part of his Executive Director Report:

- Status of Shirley Conroy Rural Area Capital Assistance Grant Projects
- Schedule Commission Business Meeting in July
- Update on Implementation of CS/CS/SB 1380
- Updates on FY23-24 Goals

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

For information purposes only.

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** June 3, 2024

**AGENDA ITEM:**

IV. and XI. Public Comments

**BACKGROUND INFORMATION:**

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes.

The Commission facilitates two "Public Comments" segments on its agenda. For participants interested in providing public comments, the Commission requests speakers complete the attached public comment form and return to David Darm prior to the meeting date at [David.Darm@dot.state.fl.us](mailto:David.Darm@dot.state.fl.us). The chairman will call on speakers in the order public comment cards are received.

Participants planning to speak during the first public comments segment (Item IV) of the agenda must direct their remarks to agenda items only. The Commission welcomes input on any topic during the second public comments segment (Item XI) of the agenda. Pursuant to Commission Rule 41-2.018, F.A.C., all speakers are limited to five minutes per public comment.

**ATTACHMENT:**

Public Comment Form



## Commission for the Transportation Disadvantaged PUBLIC COMMENT FORM

### Instructions:

1. Complete comment form, including your address. PLEASE TYPE OR PRINT
2. Email comment card to [David.Darm@dot.state.fl.us](mailto:David.Darm@dot.state.fl.us) or provide at Commission Business Meeting
3. The chairman will call on speakers in the order comment cards are received. Please indicate below whether you plan on participating via webinar or conference call.
4. Comments must be limited to five (5) minutes per speaker.

How will you be participating in this meeting? Webinar\_\_\_\_\_Conference Call\_\_\_\_\_

Name\_\_\_\_\_

E-Mail\_\_\_\_\_

Phone\_\_\_\_\_

Address\_\_\_\_\_

City\_\_\_\_\_

Zip Code\_\_\_\_\_County\_\_\_\_\_

Representing\_\_\_\_\_

Subject\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Support\_\_\_\_\_Oppose\_\_\_\_\_Neutral\_\_\_\_\_