

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting
November 13, 2024
1:00 PM Eastern
FDOT Barry Building
Monticello Conference Room 105
3185 South Blair Stone Road, Tallahassee, FL 32311

[Join the meeting now](#)

(Microsoft Teams)

Conference Call-In Number: 1-850-739-5589

Conference Code: 600 083 760#

Agenda Item	Speaker(s)
Call to Order	Monica Russell, CTD Chair
Election of Vice-Chair	Monica Russell, CTD Chair
Ethics and Government in the Sunshine Laws Presentation	Rachelle Munson, CTD General Counsel
TD101 & Staff Introductions	David Darm, CTD Executive Director
2024 Legislative Requirements Overview	Melissa Smith, Commissioner, Dept. of Transportation
Adverse Incident Policy	Monica Russell, CTD Chair
Public Comments	Public
Closing Remarks/Adjournment	CTD Chair/Commissioners

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. 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) 410-5700 or (800) 983-2435

This meeting is subject to change upon the chair's request.

COMMISSIONERS

Commissioner Lillian Barrios
SOAR Technology and Consultants

Commissioner Krysta Carter
Bureau Chief
Florida Department of Elder Affairs

Commissioner Robert Doyle
Director
Florida Division of Blind Services

Commissioner Samantha Ferrin
Senior Government Relations Director
Elevance Health

Commissioner Taylor Hatch
Director
Florida Agency for Persons with Disabilities

Commissioner Robert “Bob” Majka County
Manager Bay County, Florida

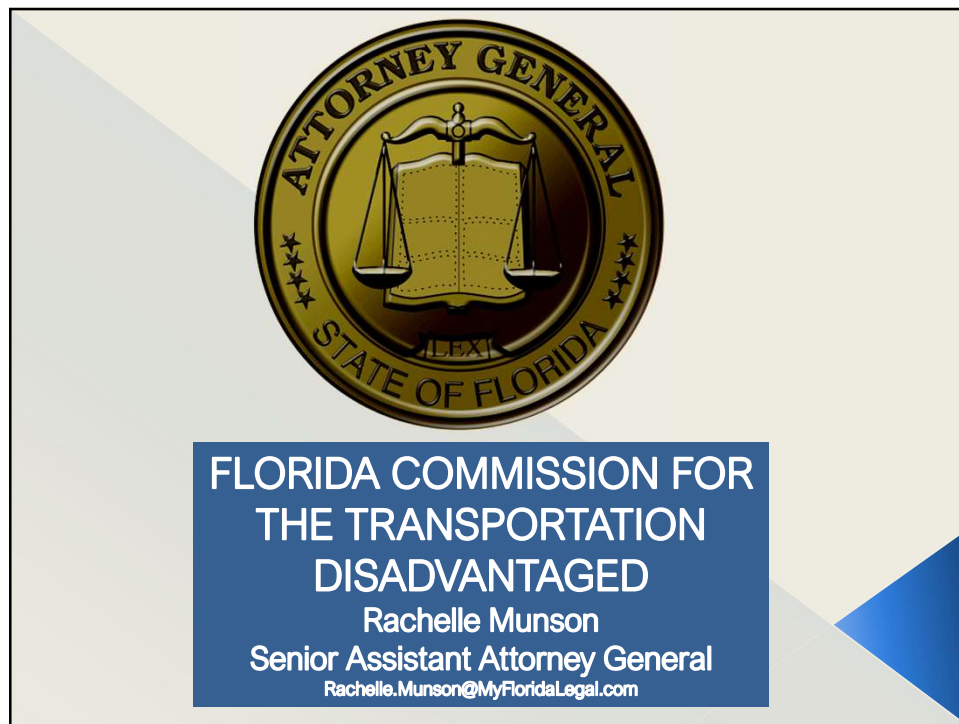
Commissioner Monica Russell
Senior Director
KPMG US

Commissioner Melissa Smith
Chief of Model Development
Florida Department of Transportation

Commissioner Chris Young
Founder and Senior Partner
Perry & Young Law Firm

Commissioner Dr. Robin D. Tellez
Baptist Health South Florida, Retired
Vacant

Ethics and
Government in the Sunshine Laws
Presentation



1

Topics For Today

- ⦿ Statutory Authority and Commission Governance (Rules and Statutes)
- ⦿ Government in the Sunshine
 - > Public Meetings
 - > Public Records
 - > Ethics
- ⦿ Commission Quorum
- ⦿ Dual Office
- ⦿ Anti-Trust

2

STATUTORY AUTHORITY

The Commission is governed by:

- Legislative statutes
 - Chapter 120, F.S. (Procedure)
 - Chapter 427, F.S. (Substance)
 - http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0400-0499/0427/0427PARTIContentsIndex.html
- Commission rules (Chapter 41-2, F.A.C.)
<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=41-2>

3

MOST RECENT STATUTORY AUTHORITY AMENDMENTS

Sections 427.012 (membership), 427.02 (paratransit contracts), and 427.021 (adverse incidents), F.S., contain newly minted language pursuant to the legislative action approved during the 2024 legislative session. Section 427.013 (purpose and responsibilities), F.S. outlines the duties and regulated activities of the Commission.

We should familiarize ourselves with the full chapter. 😊

4

STATUTORY AUTHORITY

- ◉ For access to statutes:
www.leg.state.fl.us/statutes/ and either
 browse or search for statutes.
- ◉ For access to rules:
www.flrules.org where you may search by
 chapter number: 41-2

5

GOVERNMENT IN THE SUNSHINE

SUNSHINE LAWS

- ❖ Controlled by Chapters 286.011 and 286.012, F.S.
- ❖ Government business must be open to the public.
- ❖ Public has access to government records.
- ❖ Certain actions by Commission members are prohibited.
 - ◉ No discussion of official business of the Commission among Commissioners outside of a public meeting, particularly if the matter is an action item requiring a Commission vote.

6

GOVERNMENT IN THE SUNSHINE

PUBLIC MEETINGS

- ❖ Meeting information must be published at least 7 days prior to the meeting date.
 - Failure to notice may require a cancellation.
- ❖ Meeting recordings and minutes are required.
 - Speak loudly and clearly for the record 😊
- ❖ Each commissioner must vote unless conflict of interest or bias exists. See 112.3143, F.S., regarding voting conflicts.
- ❖ Communications among commissioners must be on the record.

7

GOVERNMENT IN THE SUNSHINE

PUBLIC MEETINGS

- ❖ Actions taken by the Commission in violation of Sunshine laws are null and void.
- ❖ Failure to comply with the Sunshine Laws:
 - A non-criminal fine up to \$500
 - A knowing violation is a second-degree misdemeanor

8

GOVERNMENT IN THE SUNSHINE

PUBLIC RECORDS

- ❖ Public Records are controlled by Chapter 119, F.S.
- ❖ All documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency except as excluded by law.

9

GOVERNMENT IN THE SUNSHINE

PUBLIC RECORDS

The Florida Supreme Court has interpreted the foregoing definition to encompass all materials **made or received by an agency in connection with official business which are used to perpetuate, communicate, or formalize knowledge.**

10

GOVERNMENT IN THE SUNSHINE

PUBLIC RECORDS

- ❖ Notes to yourself that are designed solely for your own personal use in remembering certain things do not fall within the definition of 'public record.'
- ❖ It would not be appropriate for you to share your personal notes with another Commission member, but it is appropriate for you to share your thoughts regarding official Commission business on the record at a public meeting.

11

GOVERNMENT IN THE SUNSHINE

ETHICS

Chapter 112, Part III, F.S.

- COMMISSION ON ETHICS
 - See Section 112.320, F.S.
 - (850) 488-7864
- ACCOUNTABILITY and STANDARDS OF CONDUCT
 - See Section 112.313, F.S.
- FINANCIAL DISCLOSURES
 - See Section 112.3144, F.S.
- GIFTS
 - See Section 112.3148, F.S.
- ABSENCES
 - Designee Attendance

12

COMMISSION QUORUM

- Section 427.012, F.S., defines quorum as:

Six members of the commission, and a majority vote of the members present is necessary for any action taken by the commission.
- In the event of a tie vote, the Commission continues deliberating until a decision is reached or the motion fails.

13

STATUTORY AUTHORITY DUAL OFFICE

RESTRICTION

Article II, Section (5)(a) of the Florida Constitution generally prohibits Dual Office holdings, which may prohibit members from holding an elective public office or holding an office in, or serving as, an agent for a political party.

- **Article II, section 5(a)**, of the Florida Constitution, provides:

No person holding any office of emolument under any foreign government, or civil office of emolument under the United States or any other state, shall hold any office of honor or of emolument under the government of this state. No person shall hold at the same time more than one office under the government of the state and the counties and municipalities therein, except that a notary public or military officer may hold another office, and any officer may be a member of a constitution revision commission, taxation and budget reform commission, constitutional convention, or statutory body having only advisory powers.

14

**Thank You for Your Service
to the Commission!**

15

QUESTIONS



16

TD 101 and Staff Introductions

TD101: An Overview of the Transportation Disadvantaged (TD) System

PRESENTED:
NOVEMBER 13, 2024



“TD” Customers Include...



SENIOR ADULTS



PERSONS WITH
DISABILITIES



LOW-INCOME
INDIVIDUALS



AT-RISK
CHILDREN

Seeking Transportation Services To...



Medical Services



Work



School



Grocery Store

But Not Served By...

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

Creation of the Transportation Disadvantaged (TD) Program

Established by the Florida Legislature in 1979.

Intended to ensure TD customers have access to transportation services across the state.

Created Commission and TD Trust Fund in 1989.

Designated provider network responsible for coordinating services in all 67 counties.

Defined “coordination” as services provided in manner that is “cost-effective, efficient, and reduces fragmentation or duplication”.

TD Trust Fund subsidizes a part of a TD person’s transportation “not sponsored” by another agency.



Our Organization:

Independent state agency, housed in Dept. of Transportation (FDOT).

Consists of 11 board members appointed by the Governor.

Appoints Executive Director and oversees staff in Tallahassee.

Administers TD Trust Fund and grant programs that support TD Services.

Adopts policies and rules governing the Coordinated System.

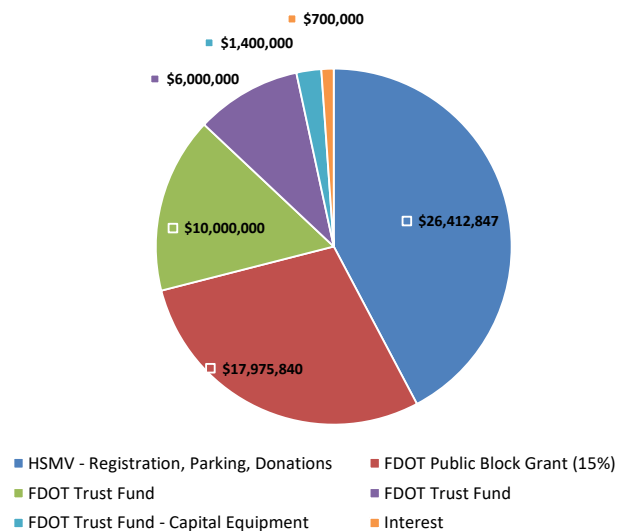
Designates Community Transportation Coordinators (CTCs) and Planning Agencies in all 67 counties.

Collects data on TD service operations and presents Annual Report to the Governor and Legislature (January 1 each year).

Serves as a clearinghouse of information on TD services.



Transportation Disadvantaged Trust Fund Revenues FY2024-25 \$62,488,687



Grant Programs: FY 2024-25

Trip & Equipment (T&E) Grant – \$52.9 Million

Formula-based funding for CTCs to purchase "non-sponsored" paratransit services, bus pass subsidies, and capital equipment in every county.

Planning Grant –\$1.9 Million

Formula-based funding to support Planning Agencies' responsibilities.

"Shirley Conroy" Rural Area Capital Assistance Grant – \$1.4 Million

Competitive grant for CTCs to support the purchase of capital equipment.

Innovative Service Development (ISD) Grant – \$3 Million

Competitive grant for CTCs to support innovative projects that promote new TD services that promote greater access to the community.

Planning Agency Responsibilities

Appoints Local Coordinating Board (LCB) members and provides staff support

Procures and recommends CTC

Works with CTC and LCB to:

- Develop TD Service Plan

- Implement local TD program

- Review Annual Operating Report (AOR) submitted by CTC

Can be a:

- Metropolitan/Transportation Planning Organization

- Regional Planning Council

- Local Planning Organization



LCB Responsibilities

Represents local stakeholders and is chaired by an elected official

Identifies local service needs and assists with:

- Developing TD Service Plan

- Establishing eligibility and trip prioritization guidelines

Appoints grievance committee

Evaluates the performance of the CTC



CTC Responsibilities

Delivers trips (directly, by contract, or both)

Assists with:

- Developing TD Service Plan

- Submitting performance data (AOR) to CTD

- Establishing rider eligibility criteria

Invoices agencies for trips “purchased”

Can be a:

- Transit Agency

- Local Government

- Private For-Profit or Non-Profit



CTD Funded Services



Paratransit Services –

Public transit providing service (door-to-door or curb-to-curb) scheduled at a time agreed by the rider and provider of the service.



Bus Passes –

A subsidized fare for individuals, who are determined “TD eligible” by the CTC, to utilize public transit, fixed route services, if available in their community.



Capital Equipment –

The purchase of a vehicle, technology, or other supplies that support the delivery of TD services.



Planning Activities –

Deliverables met under the CTD Planning Grant, including development of the TD Service Plan, Local Coordinating Board meetings, etc.

CTD Performance Data

CTD is required to provide an annual report to the Governor and Legislature on January 1.

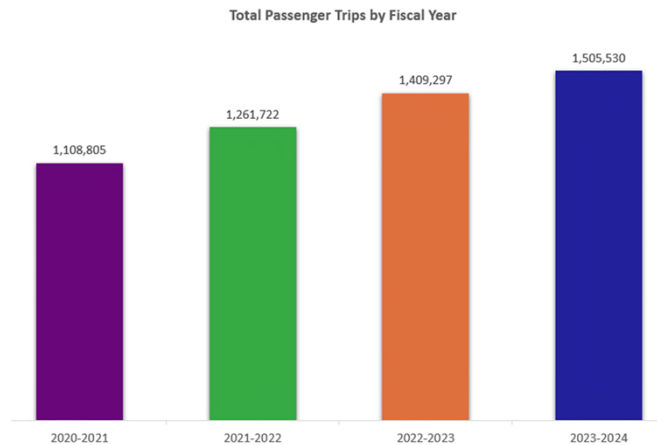
Includes two data sources on a state fiscal year (July 1 – June 30) performance:

- Annual Operating Report (AOR) – Provides macro-systemwide overview of TD services coordinated with CTD and other programs.
- CTD Grant Invoices – Provides micro-programmatic overview of TD “non-sponsored” services funded under TD Trust Fund.

CTD annual report also highlights major events that occurred during the previous year, such as legislative activities, policy changes, and public engagement with stakeholders.

The annual report and county profiles can be accessed at: <https://www.fdot.gov/ctd/ctd-home>.

Total T&E Invoiced Paratransit Trips



Florida Commission for the



**Transportation
Disadvantaged**

For More Info...

Visit CTD website at:

[Florida Commission for the
Transportation Disadvantaged - Home
\(fdot.gov\)](https://www.fdot.gov/ctd/ctd-home)

<https://www.fdot.gov/ctd/ctd-home>

Or contact: 850-410-5700

TD 101

Support Documents

**Florida Commission for the Transportation Disadvantaged
Five Year Budget Summary**

Budget Category	FY20	FY21	FY22	FY23	FY24
Salaries and Benefits	949,908	987,010	1,003,698	1,058,045	1,263,092
Other Personal Services	8,800	13,200	21,155	21,546	21,546
Expenses	227,660	227,660	227,660	227,660	238,522
Contracted Services	562,138	557,738	557,738	557,738	557,738
Lease/Purchase/Equipment	3,830	3,830	3,830	3,830	3,830
Grants and Aids	65,856,668	71,106,841	64,356,668	60,356,668	62,356,668
Admin-DMS	3,902	3,904	3,589	3,589	4,364
Total Budget	67,612,906	72,900,183	66,174,338	62,229,076	64,445,760

10/17/2024

Budget FY24-25
Florida Commission for the Transportation Disadvantaged

Revenue Projection		Budget Category	Authority	% Budget
HSMV (Registration Fees - \$1.50)	\$ 25,630,434	Salaries & Benefits (12 FTE)	\$ 1,263,092	2%
HSMV (voluntary)	9,407	OPS	21,546	0.04%
HSMV (Temporary parking permit - \$5.00)	375,327	Expenses (* building lease, travel, supplies, etc.)	234,030	0.4%
DOT (District Dedicated Revenue)	3,000,000	Contracted Services	557,738	1%
DOT (Transit Office)	3,000,000	<i>Projects</i>		
DOT (Transit Office)	1,400,000	CTC Quality Assurance - TBD	\$ -	
DOT (15% Public Transit Block Grant)	17,975,840	Annual Performance Report - TBD	-	
DOT (State Transportation Trust)	10,000,000	* IT Support (1) - ISF, Inc	83,200	
Interest	700,000	* Legal Support -Attorney General	15,000	
		*AOR Study Presentation - THF	7,500	
		Annual Training -- TBD	-	
		Total	\$ 105,700	
		Lease (Copy Machine)	3,830	0.01%
		Grants & Aids	59,356,668	97%
		*Trip & Equipment Grant (with Vol. 9,407)	\$ 52,982,028	
		*Planning Grant	1,974,641	
		Shirley Conroy Grant	1,400,000	
		*Innovative Service Development Grant	3,000,000	
		Total	\$ 59,356,668	
		Administrative Fee (DMS)	4,598	0.01%
Total	\$ 62,091,008	Total	\$ 61,441,502	100%

* Funds have been committed to project

10/16/2024

KEY REC5510010011010106006002400000000N

FUND SOURCE: 100% State

SUMMARY:

Requests an increase of \$3,000,000 in recurring budget authority in the Grants and Aids (G/A) category for the Florida Commission for the Transportation Disadvantaged (FLCTD), pursuant to chapter 427, Florida Statutes. The current base budget authority for G/A is \$56.3 million. An increase in budget authority of \$3 million to G/A represents an increase of 5.3%, for a total recurring budget authority of \$59.3 million. The funding will be allocated as follows:

Planning Grant: additional \$59,239

Innovative Service Development: \$1,715,523

Trip & Equipment: additional \$1,225,238

All industries in the United States, including the Florida Coordinated Transportation System, have gone through a period of sustained increase in the cost of goods and services in recent years. As a result, the Coordinated System continues to display a decline in purchasing power that has resulted in the significant reduction of services provided to the transportation disadvantaged population. To illustrate the impact on the services provided by the Coordinated System, the data in the body of this budget issue is sourced from reported data in the Annual Performance Report that is published annually by the FLCTD and US Census Bureau.

In FY 2016-17, the Coordinated System spent \$280 million on services that yielded 22.6 million trips (\$12.38/trip). In FY 2022-23 the Coordinated system spent \$330.8 million in services that yielded 11.6 million trips (\$28.51/trip), a reduction in services by 11 million trips since FY 2016-17. This data indicates the reduction in reported trips may be in part due to the rising costs to deliver transportation services during the last seven years.

FY	EXPENSES	EXPENSE PERCENT INCREASE	TRIPS	TRIP PERCENT REDUCTION
FY2016-17	280,061,013		22,636,650	
FY2022-23	330,857,548	18%	11,624,269	-49%

Furthermore, the Florida population in the years 2017 and 2022 was 20.9 million and 21.6 million respectively, with the latter showing an approximate increase of 3%. The population with disabilities in the 18 years of age and 18 to 64 years of age groups, grew approximately 6% and 2.4% respectively since the year 2020. In the 65 years of age and older group, the population without disability grew approximately 4% and with disability 1%. With a growing population, the transportation disadvantaged population will demand further access to much needed services.

This request will expand the purchasing power of the FLCTD to expand the delivery of services to the Transportation Disadvantaged population. The increase in recurring budget authority to the Trip & Equipment Grant will allow FLCTD to distribute more formula funding on a statewide basis, which will incentivize Community Transportation Coordinators to deliver more trips year-over-year under the grant program. The increase in recurring budget authority will continue to support the Innovative Service Development Grant, providing on-demand services or expanding transportation to cross county lines. Additionally, this funding request will allow FLCTD to increase funding to the planning grant activities as part of the pay raises to the state workforce, pursuant to Rule 41-2.014, F.A.C.

BREAKDOWN:

Revenues Projections for FY2025-26	\$63.3 million
Cost Center Base Budget for FY2025-26	\$58.4 million
Total Difference	\$4.9 million
Total Proposed Recurring Expense FY25-26 (\$58.4 million plus \$3 million)	\$61.4 million

IMPACT ASSESSMENT/SAVINGS ACHIEVED BY ISSUE:

The increase in budget authority for recurring funding in the Grants and Aids appropriation will help the Commission for the Transportation Disadvantaged maintain stability of transportation services and continue explorations of innovative ways to providing transportation access to Florida's older, disabled, and low-income citizens.

ADVERSE IMPACTS IF NOT FUNDED:

Without additional budget authority, the FLCTD will fail at bolstering the Transportation Disadvantaged program to meet in some measure the demand for non-sponsored transportation services by Florida's older, disabled, and low-income citizens.

BENEFITS TO THE STATE:

This request for an increase in budget authority for recurring funding will enhance the mission of the Commission for the Transportation Disadvantaged to ensure the coordination of cost-effective, efficient transportation services to the TD population within the State of Florida.

LRPP REFERENCE: Goal 2: Provide agile, resilient, and quality transportation infrastructure.

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT: Pillar 5, Strategy 5.2: Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES: Priority 3: Economic Development and Job Creation - Prioritize infrastructure development to meaningful projects that provide regional and statewide impact, especially focused on safety and improved mobility.

Trip & Equipment Grant Overview

The Florida Commission for the Transportation Disadvantaged (CTD) allocates funding to all 67 counties (CTCs) to support the delivery of Transportation Disadvantaged (TD) non-sponsored services for the fiscal year.

Eligible Recipients

- Only Community Transportation Coordinators (CTCs) are eligible to receive these grant funds.

Grant Agreement

- Each July, CTD executes a grant agreement with CTCs, which includes rates of reimbursement for services (trips, miles, bus passes).
 - Capital Equipment: CTCs may use up to 25% of their allocation to purchase capital equipment.

Funding

- The grant funding is determined by a formula based on the following variables:
 - TD Eligible Population (5%): Calculated based on the county's disabled, senior, and/or low-income population as reported by the American Community Survey (U.S. Census Bureau).
 - Centerline Miles (5%): Based on the total miles of public roads in the county, as reported by the Florida Department of Transportation (FDOT).
 - T&E Performance (30%): Based on trips, miles, and bus passes reimbursed under the T&E Grant, as reported on the CTC's monthly invoice from the previous year.
 - Base Funding (60%): Derived from the county's allocation from the previous year.

- Voluntary Dollar Collections: Funds, collected voluntarily through the automobile tag renewal process, will be returned to the County where they were collected.
- Local Match: Grant recipients are required to provide a 10% local match for allocated funding.

Eligibility Criteria

The CTC uses the following criteria to determine eligibility for non-sponsored services:

- Individuals must meet the definition of “transportation disadvantaged” based on disability, income, and/or age (per s. 427.011(1), F.S.).
- Individuals must demonstrate that no other funding or means of transportation is available (including fixed routes) to access employment, medical services, or other essential activities.

Applications and Invoicing

- All riders must have a Transportation Disadvantaged (TD) Application and support documentation on file with the CTC.
- CTCs submits a monthly invoice to CTD, which includes trip data such as passenger names, arrival/departure times, addresses, and miles traveled.
- Invoices for capital equipment purchases must be accompanied with paid vendor invoice.

TD Trust Fund Eligibility Criteria

Adopted May 22, 1997

POLICY STATEMENT:

It is the intent of the Commission to set forth eligibility requirements for consumers of the Transportation Disadvantaged Program.

At a minimum, each CTC shall set the following criteria to determine eligibility for Transportation Disadvantaged Trust Fund (TDTF) (non-sponsored) monies:

- ▶ **No other funding available.** A customer would not be considered eligible for TDTF when another purchasing agency is responsible for such transportation.
- ▶ **No other means of transportation is available.** As specified by the LCB and CTC.
- ▶ **Public Transit.** If fixed-route public transit is available the customer must demonstrate why it cannot be used.
- ▶ **Physical or mental disability.** A disability as outlined in the Americans with Disabilities Act of 1990.
- ▶ **Age.** As specified by the CTC and the LCB.
- ▶ **Individual and household income status is a specified percent of the poverty level.** As specified by the CTC and LCB.
- ▶ **No self-declarations allowed.** The CTC will use an enrollment process that substantiates the individual's ability to meet the criteria listed and any other CTC determined criteria.
- ▶ **Ability to pay.** The CTC and LCB may establish an ability to pay policy for "non-sponsored" customers using a sliding scale based on the customer's income and/or assets status.

CTD Trip & Equipment Grant Allocation Formula

The Florida Commission for the Transportation Disadvantaged (CTD) administers the Transportation Disadvantaged Trust Fund (TDTF), which is used to purchase trips for individuals with disabilities, persons of low income, older adults and at-risk children to access critical life activities within their community. Majority of TDTF dollars are disbursed through the Trip & Equipment (T&E) Grant program.

On October 28, 2020, CTD approved rule changes to implement a new funding formula within the T&E Grant program (Rule 41-2.014(5), F.A.C.). The new formula took effect July 1, 2021.

Summary of T&E Grant Funding Methodology

Each year, the Florida Legislature appropriates funding to the CTD Grant programs for the state fiscal year (July 1 through June 30). The CTD then allocates T&E Grant funding to each of the counties based on the following four variables:

1. **TD Eligible Population** – 5% of the funding is allocated based on a county’s estimated TD eligible population (individuals living with a disability, persons living below poverty, and adults who are 65 or older), as reported by the U.S. Census Bureau’s American Community Survey.
2. **Centerline Miles of Public Roads** – 5% of the funding is allocated based on a county’s total miles of public roads, as reported by the Federal Highway Administration.
3. **T&E Grant Funded Services (Paratransit Trips, Miles, and Bus Passes)** – 30% of the funding is allocated based on a county’s performance in delivering TD “non-sponsored” services reimbursed under the T&E Grant, as reported on monthly invoices submitted by the county’s Community Transportation Coordinator (CTC).
4. **Base Funding** – 60% of the funding is based on a percentage of a county’s total allocated amount under the T&E Grant from the previous fiscal year. This ensures a certain level of stability in funding year-to-year.

**Commission for the Transportation
Disadvantaged Trip & Equipment Grant
Allocations
FY2024-2025**

	Trip & Equipment Grant			Voluntary Dollars			Total Funding FY24-25
County	Allocation	Local Match	Total Funding	Funding	Local Match	Total Funding	
Alachua	\$ 525,349	\$ 58,372	\$ 583,721	\$ -	\$ -	\$ -	\$ 583,721
Baker	\$ 240,191	\$ 26,687	\$ 266,878	\$ -	\$ -	\$ -	\$ 266,878
Bay	\$ 524,351	\$ 58,261	\$ 582,612	\$ 11	\$ 1	\$ 12	\$ 582,624
Bradford	\$ 187,036	\$ 20,781	\$ 207,817	\$ 1	\$ -	\$ 1	\$ 207,818
Brevard	\$ 1,645,455	\$ 182,828	\$ 1,828,283	\$ 335	\$ 37	\$ 372	\$ 1,828,655
Broward	\$ 5,311,190	\$ 590,132	\$ 5,901,322	\$ -	\$ -	\$ -	\$ 5,901,322
Calhoun	\$ 164,058	\$ 18,228	\$ 182,286	\$ -	\$ -	\$ -	\$ 182,286
Charlotte	\$ 551,969	\$ 61,329	\$ 613,298	\$ 94	\$ 10	\$ 104	\$ 613,402
Citrus	\$ 644,054	\$ 71,561	\$ 715,615	\$ 43	\$ 4	\$ 47	\$ 715,662
Clay	\$ 451,798	\$ 50,199	\$ 501,997	\$ 52	\$ 5	\$ 57	\$ 502,054
Collier	\$ 765,322	\$ 85,035	\$ 850,357	\$ 27	\$ 3	\$ 30	\$ 850,387
Columbia	\$ 318,807	\$ 35,423	\$ 354,230	\$ 40	\$ 4	\$ 44	\$ 354,274
DeSoto	\$ 140,295	\$ 15,588	\$ 155,883	\$ 1	\$ -	\$ 1	\$ 155,884
Dixie	\$ 206,141	\$ 22,904	\$ 229,045	\$ 1	\$ -	\$ 1	\$ 229,046
Duval	\$ 1,238,407	\$ 137,600	\$ 1,376,007	\$ 130	\$ 14	\$ 144	\$ 1,376,151
Escambia	\$ 863,828	\$ 95,980	\$ 959,808	\$ 169	\$ 18	\$ 187	\$ 959,995
Flagler	\$ 627,302	\$ 69,700	\$ 697,002	\$ 72	\$ 8	\$ 80	\$ 697,082
Franklin	\$ 144,752	\$ 16,083	\$ 160,835	\$ -	\$ -	\$ -	\$ 160,835
Gadsden	\$ 390,999	\$ 43,444	\$ 434,443	\$ 17	\$ 1	\$ 18	\$ 434,461
Gilchrist	\$ 142,496	\$ 15,832	\$ 158,328	\$ 6,433	\$ 714	\$ 7,147	\$ 165,475
Glades	\$ 127,161	\$ 14,129	\$ 141,290	\$ -	\$ -	\$ -	\$ 141,290
Gulf	\$ 233,115	\$ 25,901	\$ 259,016	\$ -	\$ -	\$ -	\$ 259,016
Hamilton	\$ 115,217	\$ 12,801	\$ 128,018	\$ 1	\$ -	\$ 1	\$ 128,019
Hardee	\$ 139,074	\$ 15,452	\$ 154,526	\$ -	\$ -	\$ -	\$ 154,526
Hendry	\$ 241,862	\$ 26,873	\$ 268,735	\$ 7	\$ -	\$ 7	\$ 268,742
Hernando	\$ 418,295	\$ 46,477	\$ 464,772	\$ 42	\$ 4	\$ 46	\$ 464,818
Highlands	\$ 399,902	\$ 44,433	\$ 444,335	\$ 12	\$ 1	\$ 13	\$ 444,348
Hillsborough	\$ 2,497,161	\$ 277,462	\$ 2,774,623	\$ 466	\$ 51	\$ 517	\$ 2,775,140
Holmes	\$ 231,878	\$ 25,764	\$ 257,642	\$ 1	\$ -	\$ 1	\$ 257,643
Indian River	\$ 370,468	\$ 41,163	\$ 411,631	\$ 28	\$ 3	\$ 31	\$ 411,662
Jackson	\$ 428,024	\$ 47,558	\$ 475,582	\$ -	\$ -	\$ -	\$ 475,582
Jefferson	\$ 208,942	\$ 23,215	\$ 232,157	\$ -	\$ -	\$ -	\$ 232,157
Lafayette	\$ 114,997	\$ 12,777	\$ 127,774	\$ -	\$ -	\$ -	\$ 127,774
Lake	\$ 878,069	\$ 97,563	\$ 975,632	\$ 16	\$ 1	\$ 17	\$ 975,649
Lee	\$ 1,186,160	\$ 131,795	\$ 1,317,955	\$ 21	\$ 2	\$ 23	\$ 1,317,978
Leon	\$ 681,324	\$ 75,702	\$ 757,026	\$ 169	\$ 18	\$ 187	\$ 757,213
Levy	\$ 360,032	\$ 40,003	\$ 400,035	\$ 14	\$ 1	\$ 15	\$ 400,050
Liberty	\$ 223,147	\$ 24,794	\$ 247,941	\$ -	\$ -	\$ -	\$ 247,941
Madison	\$ 274,181	\$ 30,464	\$ 304,645	\$ -	\$ -	\$ -	\$ 304,645
Manatee	\$ 523,238	\$ 58,137	\$ 581,375	\$ 5	\$ -	\$ 5	\$ 581,380
Marion	\$ 818,357	\$ 90,928	\$ 909,285	\$ 230	\$ 25	\$ 255	\$ 909,540
Martin	\$ 280,704	\$ 31,189	\$ 311,893	\$ 28	\$ 3	\$ 31	\$ 311,924
Miami-Dade	\$ 5,715,031	\$ 635,003	\$ 6,350,034	\$ -	\$ -	\$ -	\$ 6,350,034
Monroe	\$ 233,039	\$ 25,893	\$ 258,932	\$ 1	\$ -	\$ 1	\$ 258,933

**Commission for the Transportation Disadvantaged
Trip & Equipment Grant Allocations
FY2024-2025**

	Trip & Equipment Grant			Voluntary Dollars			Total Funding
County	Allocation	Local Match	Total Funding	Funding	Local Match	Total Funding	FY24-25
Nassau	\$ 670,326	\$ 74,480	\$ 744,806	\$ 3	\$ -	\$ 3	\$ 744,809
Okaloosa	\$ 726,102	\$ 80,678	\$ 806,780	\$ 41	\$ 4	\$ 45	\$ 806,825
Okeechobee	\$ 142,448	\$ 15,827	\$ 158,275	\$ 1	\$ -	\$ 1	\$ 158,276
Orange	\$ 1,914,869	\$ 212,763	\$ 2,127,632	\$ 70	\$ 7	\$ 77	\$ 2,127,709
Osceola	\$ 624,058	\$ 69,339	\$ 693,397	\$ 32	\$ 3	\$ 35	\$ 693,432
Palm Beach	\$ 3,002,292	\$ 333,588	\$ 3,335,880	\$ 7	\$ -	\$ 7	\$ 3,335,887
Pasco	\$ 944,791	\$ 104,976	\$ 1,049,767	\$ 62	\$ 6	\$ 68	\$ 1,049,835
Pinellas	\$ 4,270,096	\$ 474,455	\$ 4,744,551	\$ 2	\$ -	\$ 2	\$ 4,744,553
Polk	\$ 1,318,455	\$ 146,495	\$ 1,464,950	\$ 61	\$ 6	\$ 67	\$ 1,465,017
Putnam	\$ 446,993	\$ 49,665	\$ 496,658	\$ 27	\$ 3	\$ 30	\$ 496,688
St. Johns	\$ 713,689	\$ 79,298	\$ 792,987	\$ 125	\$ 13	\$ 138	\$ 793,125
St. Lucie	\$ 715,364	\$ 79,484	\$ 794,848	\$ 64	\$ 7	\$ 71	\$ 794,919
Santa Rosa	\$ 497,429	\$ 55,269	\$ 552,698	\$ 80	\$ 8	\$ 88	\$ 552,786
Sarasota	\$ 1,102,375	\$ 122,486	\$ 1,224,861	\$ 5	\$ -	\$ 5	\$ 1,224,866
Seminole	\$ 637,916	\$ 70,879	\$ 708,795	\$ 2	\$ -	\$ 2	\$ 708,797
Sumter	\$ 369,410	\$ 41,045	\$ 410,455	\$ 33	\$ 3	\$ 36	\$ 410,491
Suwannee	\$ 270,886	\$ 30,098	\$ 300,984	\$ 2	\$ -	\$ 2	\$ 300,986
Taylor	\$ 262,018	\$ 29,113	\$ 291,131	\$ 1	\$ -	\$ 1	\$ 291,132
Union	\$ 130,496	\$ 14,499	\$ 144,995	\$ -	\$ -	\$ -	\$ 144,995
Volusia	\$ 1,397,372	\$ 155,263	\$ 1,552,635	\$ 246	\$ 27	\$ 273	\$ 1,552,908
Wakulla	\$ 260,232	\$ 28,914	\$ 289,146	\$ 11	\$ 1	\$ 12	\$ 289,158
Walton	\$ 484,604	\$ 53,844	\$ 538,448	\$ 53	\$ 5	\$ 58	\$ 538,506
Washington	\$ 287,222	\$ 31,913	\$ 319,135	\$ 1	\$ -	\$ 1	\$ 319,136
Total	\$ 52,972,621	\$ 5,885,846	\$ 58,858,467	\$ 9,396	\$ 1,044	\$ 10,440	\$ 58,868,907

4/5/2024

Innovative Service Development (ISD) Grant

This competitive grant program is designed to support innovative projects that enhance transportation services for individuals who are transportation-disadvantaged (TD). The program aims

- to increase access to life-sustaining activities,
- promote regional mobility options, and
- reduce barriers to using existing fixed-route transportation systems.

Eligible Recipients

- Only Community Transportation Coordinators (CTCs) are eligible to apply for this grant.
- Interested CTCs must provide a detailed project proposal that outlines how their initiative meets the program's objectives and eligibility criteria. Proposals should include:
 - A clear description of the project and its anticipated impact on the TD community.
 - A detailed budget and timeline for the project.
 - Metrics for measuring success and sustainability.
- CTCs are encouraged to collaborate with non-traditional transportation providers to enhance service delivery.
- Projects must align with the specific criteria set by CTCs and ensure that individuals receiving services are eligible for TD non-sponsored services.

Funding

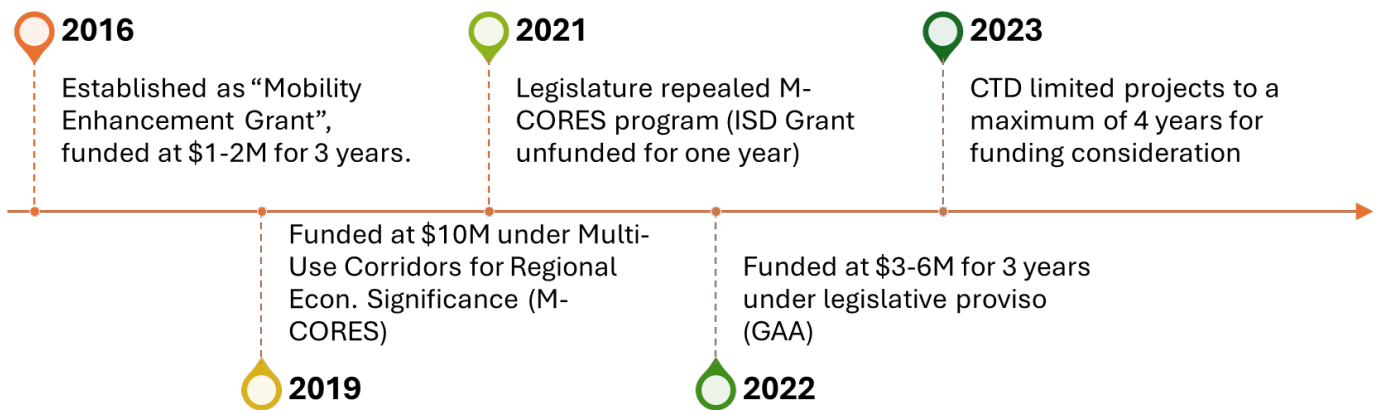
- Funding for this grant program has been approved and authorized through legislative proviso language.
- During the past 3 years the availability of funds has been in the range of three million to five million.

- CTCs may seek funding for a maximum duration of four years for a project; however, they must apply each year.

Applications and Invoicing

- All riders must have a Transportation Disadvantaged (TD) Application and support documentation on file with CTCs.
- CTCs submits a monthly invoice to CTD, which includes trip data such as passenger names, arrival/departure times, addresses, and miles traveled.

ISD Grant Funding History



ISD Grant Application Process

- Each Winter, CTD releases an application packet and invites CTCs to participate.
- CTCs that are interested in applying are encouraged to submit “early bird” applications and receive technical assistance.
- CTD holds two workshops; one to explain program and another to provide guidance and feedback based on early application submissions.
- Proposals must include evidence of need, a project description, demonstration of outcomes, detailed budget, etc.
- CTCs of current projects are required to present to CTD board prior to end of fiscal year.
- Projects are capped at \$750,000 for a single service area and \$1.5M for regional projects (multiple service areas). CTCs are limited to receiving an award for one project per service area.
- After final applications are received, proposals are evaluated, using a scoring rubric, by an advisory subcommittee (including representatives of FDOT, APD, and Elder Affairs).
- Current projects are provided first consideration.
- Commission approves funding by June (contingent on legislative appropriation) for ISD projects for the upcoming fiscal year.

Shirley Conroy Rural Area Capital Assistance Grant

The Shirley Conroy Rural Area Capital Assistance Grant is a competitive grant program designed to support the purchase of essential capital equipment for rural community transportation.

This grant is named in honor of Mrs. Shirley Jenkins Conroy (1930-2010), a dedicated advocate for coordinated community transportation, particularly in rural areas.

Eligible Recipients

- Only Community Transportation Coordinators (CTCs) are eligible to apply for this grant.

Funding

- The program is funded annually with \$1.4 million transferred from the Florida Department of Transportation (FDOT).
- Grant funds can be used for the following types of equipment:
 - Vehicles
 - Lifts, ramps, and safety equipment
 - Radios and communication equipment
 - Computers, hardware, and software
- Ineligible Expenses: Funds may not be used for:
 - Acquisition, construction, or improvements to fixed facilities
 - Optional or extended warranties
 - Annual fees or data plans
- Proof of competitive procurement is required (e.g., TRIPS, DMS, quotes).

Application Process and Invoicing

- Each Winter/Spring, CTD releases an application packet and invites CTCs to apply.
- Proposals must include:
 - A detailed description of the equipment being requested
 - Quotes to support the funding request
 - Documentation of the source of matching funds
- Following submission, applications will be reviewed and proposed projects presented to the Commission for approval by June, pending legislative appropriations for the upcoming fiscal year.
- Invoices for capital equipment purchases must be accompanied with paid vendor invoice

Planning Grants

The Community Transportation Disadvantaged (CTD) program allocates funding to all 67 counties (Planning Agencies) to enhance local planning activities aimed at supporting transportation disadvantaged populations.

Funding

- The allocation of funds is based on a specific formula that incorporates two main components:
 - Population-Based Allocation (25%): This portion is divided into shares relative to each county's population compared to the total state population. Each planning agency receives a share for every county within its jurisdiction.
 - County-Based Allocation (75%): This portion divided into shares equal to the number of counties throughout the state, with each planning agency receiving no more than one share for each county within its jurisdiction.
- Additionally, the total funding is adjusted annually based on the percentage increase for state employees as determined by the Legislature.

Grant Tasks and Invoicing

The following tasks are essential for the effective management and utilization of planning grants:

- Transportation Disadvantaged Service Plan (TDSP): Collaboratively develop and update the TDSP annually with the Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB).
- CTC Recommendation: Procure and recommend a suitable CTC to ensure effective service delivery for the county.

- **CTC Evaluation Support:** Assist the LCB in conducting an annual evaluation of the CTC's performance.
- **LCB Meeting Support:** Provide staff support and necessary resources for a minimum of four LCB meetings annually, with at least one meeting each quarter.
- **Public Workshops:** Organize at least one public workshop for the LCB each year to engage the community and gather feedback.
- **Bylaws Development:** Annually review and update the bylaws for LCB approval to ensure governance is current and effective.
- **Grievance Procedures:** Annually review and update the grievance procedures for the LCB to handle any complaints or concerns.
- **Annual Operating Report (AOR):** Review and provide comments on the AOR to ensure transparency and accountability.
- **Actual Expenditures Report (AER):** Complete the AER for direct federal and local government transportation funds to track financial performance.
- **Quarterly Progress Reports:** Submit quarterly reports detailing accomplishments and progress in the local transportation disadvantaged program.
- **Training Participation:** Attend at least one training session sponsored by the Commission to enhance knowledge and skills related to transportation planning.

Invoicing

- Planning agencies submit quarterly invoices to CTD, which includes deliverables, supporting completed tasks accomplished.

2024 Legislative Requirements Overview

2024 Florida Legislative Session

Summary of Senate Bill 1380

During the 2024 Session, the Florida Legislature passed SB 1380 (ch. 2024-171, L.O.F.), which took effect on May 10, 2024. The bill made the following changes to Part 1 of Chapter 427, Florida Statutes, including:

- Amended the Commission board membership (s. 427.012, F.S.), from 7 to 11 members, appointed by the Governor.
- Created two new sections in Chapter 427 (ss. 427.02 and 427.021, F.S.) pertaining to “Transportation Service Providers”, defined as an organization or entity that contracts with a local government to provide paratransit service to persons with disabilities.
- For contracts entered into or renewed with local governments on or after October 1, 2024, the bill requires transportation service providers to:
 - Provide training to paratransit drivers that meet minimum requirements established by the Agency for Persons with Disabilities (APD).
 - Establish reasonable time periods between a request for service and the arrival of the transportation service provider.
 - Provide transparency regarding the quality of paratransit services, including data related to the timeliness of services and the handling of complaints.
 - All contracts with paratransit service providers (on or after October 1, 2024) must be competitively procured and may not be awarded using an exceptional purchase provision (provided for in s. 287.057(3), F.S.)

- Requires the CTD 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.

The bill also amended the Florida Department of Transportation (FDOT) requirements governing transit services (s. 341.041(16), F.S.) to ensure all its grants and agreements related to paratransit services, unless otherwise directed by federal and state law, include:

- Performance requirements for the delivery of services, including clear penalties for repeated or continuing violations;
- Minimum liability insurance requirements for all transportation services purchased, provided, or coordinated for the transportation disadvantaged through contracted vendors or subcontractors; and
- Complaint and grievance processes for paratransit users, including a requirement that all reported complaints, grievances, and resolutions are reported to FDOT on a quarterly basis.

Finally, the bill requires the following entities to deliver comprehensive reports by January 1, 2025:

- FDOT – Conduct a comprehensive review of the CTD and Coordinated TD System, including services delivered by Community Transportation Coordinators, how other paratransit services are coordinated, breakdowns of funding, etc. The report is due to the Governor and Legislature.
- University of South Florida-Center for Urban Transportation Research (CUTR) – Deliver a report to FDOT 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 – Conduct a comprehensive review on technology and training improvements to better support persons with disabilities using paratransit services administered under federal, state, or local governments. The report is due to FDOT, the Governor and Legislature.

Adverse Incident Policy

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

**RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS RELATED
TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES**

MODEL PROCEDURES

INTRODUCTION

Section 427.021, Florida Statutes, directs the Commission for the Transportation Disadvantaged (CTD) to establish “model procedures” for local governments and transportation service providers to receive and investigate reports related to adverse incidents that occur during the provision of paratransit services. This document provides a model to assist local governments and their contracted transportation service providers in developing and implementing procedures within their own paratransit operations.

STATUTORY LANGUAGE

Chapter 2024-171, Laws of Florida, creates Section 427.021, Florida Statutes, which provides:

- (1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit services to persons with disabilities. This term does not apply to the department.¹
- (2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of an adverse incident must commence within 48 hours after receipt of the report.
- (3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 427.011(9), Florida Statutes, defines “paratransit” as “those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, ‘dial-a-ride,’ buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.”

¹ “Department” refers to the Florida Department of Transportation

PROCEDURES GUIDANCE

Pursuant to s. 427.021, F.S., each transportation service provider (henceforth referred to as “provider”) should develop and implement procedures regarding the receipt and investigation of adverse incidents that occur during the provision of paratransit services to persons with disabilities. The procedures should:

1. Describe the reporting mechanisms the public can utilize to report adverse incidents to the provider.
2. Describe the process used by the provider to monitor those reporting mechanisms for incoming reports. The provider should ensure that reporting mechanisms are monitored regularly to allow the provider to begin an investigation of an adverse incident as soon as possible.
3. Describe how the reporting mechanism is promoted to the public, including, at a minimum, to be displayed on the provider’s website and displayed on vehicles.
4. Describe the provider’s expectations of personnel (i.e., drivers, operators, leadership, etc.) when a report of an adverse incident is received, including documenting and internally sharing the report.
5. Identify how the provider trains its personnel to receive, document, share, investigate, and follow-up on reports of adverse incidents. The provider should document the content of the training, who receives the training and when, and maintain that documentation for a set period of time. The provider should assess the need for periodic refresher training.
6. Identify how a provider stores documentation related to reports, including the assigning of a tracking number for each report of an adverse incident and the retention period of documentation.
7. Identify the provider’s personnel (such as an “Adverse Incident Manager”) responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, closing the investigation, and transmitting the reports to the CTD on a quarterly basis.
8. Include a statement that an investigation must commence within 48 hours of receipt of the report and include a requirement that the provider periodically review ongoing investigations.
9. Include a policy that requires the provider to review any available video, recordings, or photographs to establish facts surrounding a reported adverse incident.
10. Require the identification of causal and contributing factors that led to an adverse incident. Causal and contributing factors should be documented in the investigation report.
11. Require that the provider identify, and document mitigations taken to eliminate factors that contributed or caused an adverse incident.
12. Require that the provider document actions taken by the provider’s personnel during and after the adverse incident.
13. Require the provider document any corrective actions and their timelines that the provider identifies in response to an adverse incident.

REQUIRED QUARTERLY REPORTING:

The provider must compile documentation that summarizes reports of adverse incidents and complete the Commission for the Transportation Disadvantaged Adverse Incident Report form (attached). Exclude names and personal information, providing only information regarding the incident and any following action as needed. An Adverse Incident Report must be submitted for each qualifying incident.

Adverse Incident Report forms must be submitted to the CTD no later than the last day of the month following the end of the quarter. The first report due is for the quarter of January 1 through March 31, 2025, which must be submitted to the CTD no later than April 30, 2025. Reports should be emailed to:

FLCTDAdverseIncidentReport@dot.state.fl.us.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED:

**ADVERSE INCIDENT REPORT FORM
RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES**

This form must be completed by a transportation service provider upon receipt of a report of an adverse incident. The form must be submitted to the Commission for the Transportation Disadvantaged for each incident no later than the last day of the month following the end of the quarter, beginning January 1, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

Mark Status/Identify Status

<input type="checkbox"/> Preliminary Report	<input type="checkbox"/> Under Investigation	<input type="checkbox"/> Investigation Closed
---	--	---

TRANSPORTATION SERVICE PROVIDER INFORMATION

Organization Name:	
Local Government Name (Contracting for Paratransit Services)	
Name of Person Completing Report:	
Phone Number:	
Email Address	
Date of Report:	

DESCRIPTION OF ADVERSE INCIDENT

Who, what, when, where, how, injury(ices.) Exclude names and personal information, providing only information regarding the incident.

--

FOLLOWUP ACTIONS:

Briefly describe follow-up measures taken. At a minimum, this description must include a summary of investigation activities taken by the transportation service provider.

--

Public Comments



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 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_____

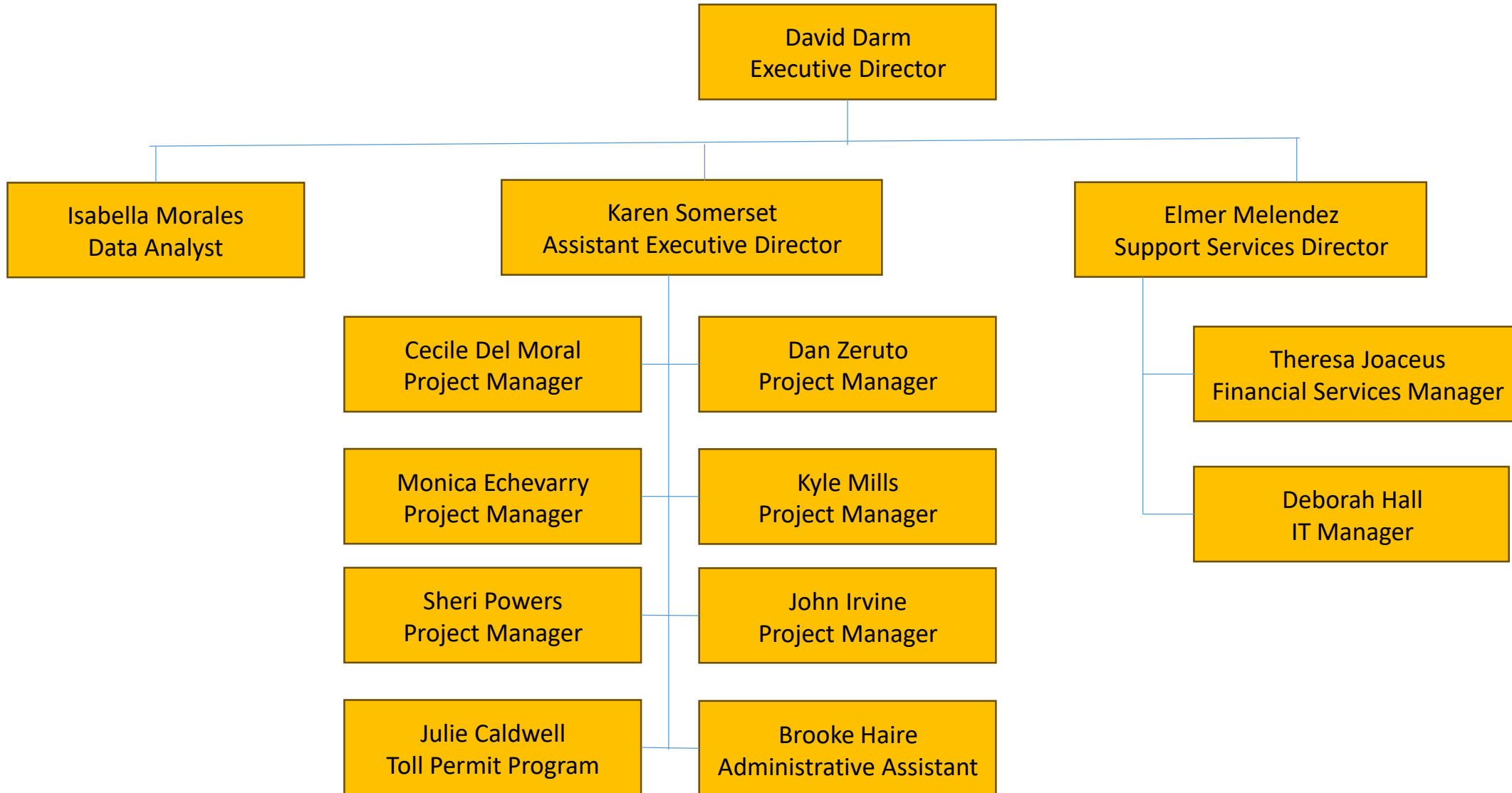
Subject_____

Support_____ Oppose_____ Neutral_____

CTD Program

Reference Documents

CTD Staff

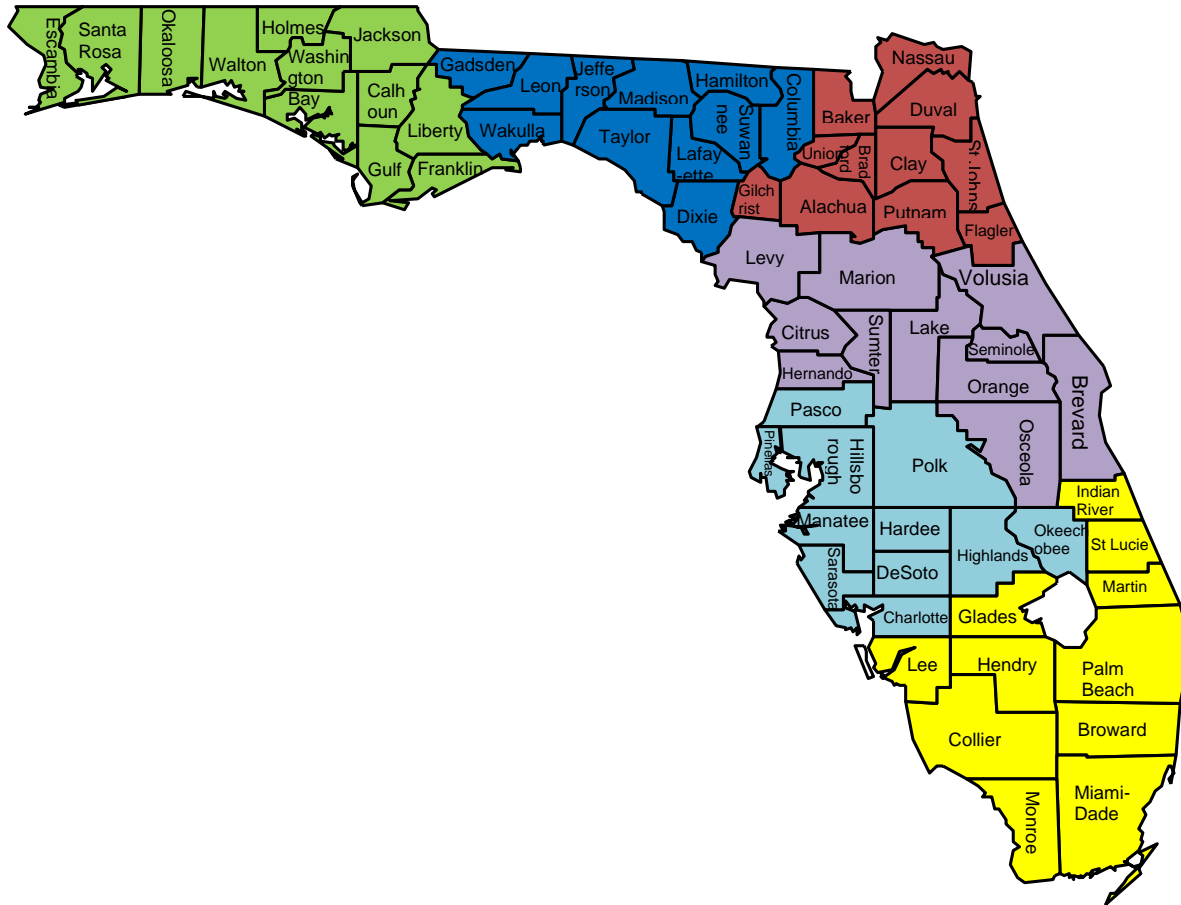


AREA PROJECT MANAGER COUNTY ASSIGNMENTS

CECILE DELMORAL Area 1	MONICA ECHEVARRY Area 2	DAN ZERUTO Area 3	KYLE MILLS Area 4	SHERI POWERS Area 5	JOHN IRVINE Area 6
Bay	Columbia	Alachua	Brevard	Charlotte	Broward
Calhoun	Dixie	Baker	Citrus	DeSoto	Collier
Escambia	Gadsden	Bradford	Hernando	Hardee	Glades
Franklin	Hamilton	Clay	Lake	Highlands	Hendry
Gulf	Jefferson	Duval	Levy	Hillsborough	Indian River
Holmes	Lafayette	Flagler	Marion	Manatee	Lee
Jackson	Leon	Gilchrist	Orange	Okeechobee	Martin
Liberty	Madison	Nassau	Osceola	Pasco	Miami-Dade
Okaloosa	Suwannee	Putnam	Seminole	Pinellas	Monroe
Santa Rosa	Taylor	St Johns	Sumter	Polk	Palm Beach
Walton	Wakulla	Union	Volusia	Sarasota	St Lucie
Washington					

Cecile DelMoral	Cecile.DelMoral@dot.state.fl.us	850-410-5702
Monica Echevarry	Monica.Echevarry@dot.state.fl.us	850-410-5718
Dan Zeruto	Dan.Zeruto@dot.state.fl.us	850-410-5704
Kyle Mills	Kyle.Mills@dot.state.fl.us	850-410-5713
Sheri Powers	Sheri.Powers@dot.state.fl.us	850-410-5710
John Irvine	John.Irvine@dot.state.fl.us	850-410-5712

CTD Project Manager Map



<p>Area 1 Cecile Del Moral (850) 410-5702 cecile.delmoral@dot.state.fl.us</p>	<p>Area 4 Kyle Mills (850) 410-5713 kyle.mills@dot.state.fl.us</p>
<p>Area 2 Monica Echevarry (850) 410-5718 monica.echevarry@dot.state.fl.us</p>	<p>Area 5 Sheri Powers (850) 410-5710 sheri.powers@dot.state.fl.us</p>
<p>Area 3 Dan Zeruto (850) 410-5704 dan.zeruto@dot.state.fl.us</p>	<p>Area 6 John Irvine (850) 410-5712 john.irvine@dot.state.fl.us</p>

Preamble in Chapter 79-180, Laws of Florida

WHEREAS, the elderly, handicapped, and other transit dependent citizens in Florida are faced with critical transportation needs, and

WHEREAS, the elderly, handicapped, and other disadvantaged citizens living in small communities and small rural areas have no access to transportation of any kind, and

WHEREAS, many elderly, handicapped and other disadvantaged need available financial subsidy to enable them to utilize private, public, and paratransit services, and

WHEREAS, there are state and federal programs which provide funding to aid in the development and support of transportation services to the disadvantaged, and

WHEREAS, limited information on transportation funding is hampering the development of effective planning to overcome the transportation problems of the transportation disadvantaged, and

WHEREAS, the local communities and counties have inadequate financial resources to resolve the transportation problems of their elderly, handicapped, and disadvantaged citizens, and

WHEREAS, although various state agencies are actively addressing transportation problems as they relate to their specific responsibilities, no state policy guiding the delivery of transportation for the transportation disadvantaged has been developed, and

WHEREAS, because of the lack of state policy, regional and state agencies have been unable to develop the essential level of coordination of available funding programs required to produce transportation services fully responsive to the needs of elderly, handicapped, and other disadvantaged.

The 2024 Florida Statutes

[Title XXX](#)

[Chapter 427](#)

[View Entire Chapter](#)

SOCIAL WELFARE SPECIAL TRANSPORTATION AND COMMUNICATIONS SERVICES

PART I

TRANSPORTATION SERVICES

[427.011](#) Definitions.

[427.012](#) The Commission for the Transportation Disadvantaged.

[427.013](#) The Commission for the Transportation Disadvantaged; purpose and responsibilities.

[427.0135](#) Purchasing agencies; duties and responsibilities.

[427.015](#) Function of the metropolitan planning organization or designated official planning agency in coordinating transportation for the transportation disadvantaged.

[427.0155](#) Community transportation coordinators; powers and duties.

[427.0157](#) Coordinating boards; powers and duties.

[427.0158](#) School bus and public transportation.

[427.0159](#) Transportation Disadvantaged Trust Fund.

[427.016](#) Expenditure of local government, state, and federal funds for the transportation disadvantaged.

[427.017](#) Conflicts with federal laws or regulations.

[427.02](#) Paratransit service contracts for transportation service providers.

[427.021](#) Adverse incidents of transportation service providers.

Select Year: 2024 ▼ Go

The 2024 Florida Statutes

[Title XXX](#)

[Chapter 427](#)

[View Entire Chapter](#)

SOCIAL WELFARE SPECIAL TRANSPORTATION AND COMMUNICATIONS SERVICES

CHAPTER 427

SPECIAL TRANSPORTATION AND COMMUNICATIONS SERVICES

PART I

TRANSPORTATION SERVICES

(ss. 427.011-427.021)

PART II

TELECOMMUNICATIONS ACCESS SYSTEM

(ss. 427.701-427.708)

PART III

ASSISTIVE TECHNOLOGY DEVICE WARRANTY ACT

(ss. 427.801-427.806)

PART I

TRANSPORTATION SERVICES

427.011 Definitions.

427.012 The Commission for the Transportation Disadvantaged.

427.013 The Commission for the Transportation Disadvantaged; purpose and responsibilities.

427.0135 Purchasing agencies; duties and responsibilities.

427.015 Function of the metropolitan planning organization or designated official planning agency in coordinating transportation for the transportation disadvantaged.

427.0155 Community transportation coordinators; powers and duties.

427.0157 Coordinating boards; powers and duties.

427.0158 School bus and public transportation.

427.0159 Transportation Disadvantaged Trust Fund.

427.016 Expenditure of local government, state, and federal funds for the transportation disadvantaged.

427.017 Conflicts with federal laws or regulations.

427.02 Paratransit service contracts for transportation service providers.

427.021 Adverse incidents of transportation service providers.

427.011 Definitions.—For the purposes of ss. 427.011-427.017:

(1) “Transportation disadvantaged” means 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 handicapped or high-risk or at-risk as defined in s. 411.202.

(2) “Metropolitan planning organization” means the organization responsible for carrying out transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)

(3).

(3) “Agency” means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

(4) “Transportation improvement program” means a staged multiyear program of transportation improvements, including an annual element, which is developed by a metropolitan planning organization or designated official planning agency.

(5) “Community transportation coordinator” means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in ss. 427.011-427.017 in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

(6) “Transportation operator” means one or more public, private for-profit, or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan.

(7) “Coordinating board” means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

(8) “Purchasing agency” means a department or agency whose head is an ex officio, nonvoting adviser to the commission, or an agency that purchases transportation services for the transportation disadvantaged.

(9) “Paratransit” means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, “dial-a-ride,” buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.

(10) “Transportation disadvantaged funds” means any local government, state, or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

(11) “Coordination” means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services.

(12) “Nonsponsored transportation disadvantaged services” means transportation disadvantaged services that are not sponsored or subsidized by any funding source other than the Transportation Disadvantaged Trust Fund.

History.—ss. 1, 9, ch. 79-180; s. 4, ch. 80-414; ss. 1, 3, ch. 84-56; ss. 1, 14, ch. 89-376; s. 57, ch. 90-306; s. 5, ch. 91-429; s. 82, ch. 92-152; s. 63, ch. 94-237; s. 2, ch. 2008-203.

427.012 The Commission for the Transportation Disadvantaged.—There is created the Commission for the Transportation Disadvantaged in the Department of Transportation.

(1) The commission shall be composed of 11 members, all of whom shall be appointed by the Governor, in accordance with the requirements of s. 20.052, as follows:

- (a) The Secretary of Transportation or his or her designee.
- (b) The director of the Agency for Persons with Disabilities or his or her designee.
- (c) The Secretary of Elderly Affairs or his or her designee.
- (d) The director of the Division of Blind Services.
- (e) 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.
- (f) 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.

(2) A member appointed under paragraph (1)(e) or paragraph (1)(f) shall serve a 4-year term and may be reappointed for one additional 4-year term. A member appointed under paragraph (1)(e) or paragraph (1)(f) whose term has expired shall continue to serve on the commission until such time as a replacement is appointed.

(3) Each member must be a resident of this state.

(4) The chair of the commission shall be appointed by the Governor, and the vice chair of the commission shall be elected annually from the membership of the commission.

(5) Members of the commission shall serve without compensation but shall be allowed per diem and travel expenses as provided in s. 112.061.

(6) The commission shall meet at least quarterly, or upon the call of the chair. Six members of the commission constitute a quorum, and a majority vote of the members present is necessary for any action taken by the commission. A commission member's participation in a meeting via telephone; real-time videoconferencing; or similar real-time telephonic, electronic, or video communication counts toward a quorum, and such member may vote as if physically present.

(7) The Governor may remove any member of the commission for cause.

(8) The commission shall appoint an executive director who shall serve under the direction, supervision, and control of the commission. The executive director, with the consent of the commission, shall employ such personnel as may be necessary to perform adequately the functions of the commission within budgetary limitations. Employees of the commission are exempt from the Career Service System.

(9) The commission is assigned to the office of the secretary of the Department of Transportation for administrative and fiscal accountability purposes, but it shall otherwise function independently of the control, supervision, and direction of the department.

(10) The commission shall develop a budget pursuant to chapter 216. The budget is not subject to change by the department staff after it has been approved by the commission, but it shall be transmitted to the Governor, as head of the department, along with the budget of the department.

History.—ss. 2, 8, 9, ch. 79-180; s. 5, ch. 80-414; s. 73, ch. 81-167; s. 76, ch. 83-55; ss. 2, 3, ch. 84-56; ss. 2, 14, ch. 89-376; s. 29, ch. 91-282; s. 5, ch. 91-429; s. 83, ch. 92-152; s. 64, ch. 94-237; s. 10, ch. 96-387; s. 204, ch. 99-8; s. 118, ch. 99-385; s. 9, ch. 2005-255; s. 1, ch. 2006-61; s. 3, ch. 2008-203; s. 342, ch. 2011-142; s. 59, ch. 2012-5; s. 242, ch. 2014-19; s. 49, ch. 2021-25; s. 168, ch. 2024-6; s. 2, ch. 2024-171.

427.013 The Commission for the Transportation Disadvantaged; purpose and responsibilities.—The purpose of the commission is to accomplish the coordination of transportation services provided to the transportation disadvantaged. The goal of this coordination is to assure the cost-effective provision of transportation by qualified community transportation coordinators or transportation operators for the transportation disadvantaged without any bias or presumption in favor of multioperator systems or not-for-profit transportation operators over single operator systems or for-profit transportation operators. In carrying out this purpose, the commission shall:

(1) Compile all available information on the transportation operations for and needs of the transportation disadvantaged in the state.

(2) Establish statewide objectives for providing transportation services for the transportation disadvantaged.

(3) Develop policies and procedures for the coordination of local government, federal, and state funding for the transportation disadvantaged.

(4) Identify barriers prohibiting the coordination and accessibility of transportation services to the transportation disadvantaged and aggressively pursue the elimination of these barriers.

(5) Serve as a clearinghouse for information about transportation disadvantaged services, training, funding sources, innovations, and coordination efforts.

(6) Assist communities in developing transportation systems designed to serve the transportation disadvantaged.

(7) Unless otherwise provided by state or federal law, ensure that all procedures, guidelines, and directives issued by purchasing agencies are conducive to the coordination of transportation services.

(8)(a) Ensure that purchasing agencies purchase all trips within the coordinated system, unless they have fulfilled the requirements of s. 427.0135(3) and use a more cost-effective alternative provider that meets comparable quality and standards.

(b) Unless the purchasing agency has negotiated with the commission pursuant to the requirements of s. 427.0135(3), provide, by rule, criteria and procedures for purchasing agencies to use if they wish to use an alternative provider. Agencies must demonstrate that the proposed alternative provider can provide a trip of comparable quality and standards for the clients at a lower cost than that provided within the coordinated system, or that the coordinated system cannot accommodate the agency's clients.

(9) Unless the purchasing agency has negotiated with the commission pursuant to the requirements of s. 427.0135(3), develop by rule standards for community transportation coordinators and any transportation operator or coordination contractor from whom service is purchased or arranged by the community transportation coordinator covering coordination, operation, safety, insurance, eligibility for service, costs, and utilization of transportation disadvantaged services. These standards and rules must include, but are not limited to:

(a) Minimum performance standards for the delivery of services. These standards must be included in coordinator contracts and transportation operator contracts with clear penalties for repeated or continuing violations.

(b) Minimum liability insurance requirements for all transportation services purchased, provided, or coordinated for the transportation disadvantaged through the community transportation coordinator.

(10) Adopt rules pursuant to ss. 120.536(1) and 120.54 to implement the provisions of ss. 427.011-427.017.

(11) Approve the appointment of all community transportation coordinators.

(12) Have the authority to apply for and accept funds, grants, gifts, and services from the Federal Government, state government, local governments, or private funding sources. Applications by the commission for local government funds shall be coordinated through the appropriate coordinating board. Funds acquired or accepted under this subsection shall be administered by the commission and shall be used to carry out the commission's responsibilities.

(13) Make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year.

(14) Consolidate, for each state agency, the amounts of each agency's actual expenditures, together with the actual expenditures of each local government and directly federally funded agency and the amounts collected by each official planning agency.

(15) Prepare a statewide 5-year transportation disadvantaged plan which addresses the transportation problems and needs of the transportation disadvantaged, which is fully coordinated with local transit plans, compatible with local government comprehensive plans, and which ensures that the most cost-effective and efficient method of providing transportation to the disadvantaged is programmed for development.

(16) Review and approve memorandums of agreement for the provision of coordinated transportation services.

(17) Review, monitor, and coordinate all transportation disadvantaged local government, state, and federal fund requests and plans for conformance with commission policy, without delaying the application process. Such funds shall be available only to those entities participating in an approved coordinated transportation system or entities which have received a commission-approved waiver to obtain all or part of their transportation through another means. This process shall identify procedures for coordinating with the state's intergovernmental coordination and review procedures and s. 216.212(1) and any other appropriate grant review process.

(18) Develop an interagency uniform contracting and billing and accounting system that shall be used by all community transportation coordinators and their transportation operators.

(19) Develop and maintain a transportation disadvantaged manual.

(20) Design and develop transportation disadvantaged training programs.

(21) Coordinate all transportation disadvantaged programs with appropriate state, local, and federal agencies and public transit agencies to ensure compatibility with existing transportation systems.

(22) Designate the official planning agency in areas outside of the purview of a metropolitan planning organization.

- (23) Develop need-based criteria that must be used by all community transportation coordinators to prioritize the delivery of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
- (24) Establish a review procedure to compare the rates proposed by alternate transportation operators with the rates charged by a community transportation coordinator to determine which rate is more cost-effective.
- (25) Conduct a cost-comparison study of single-coordinator, multicoordinator, and brokered community transportation coordinator networks to ensure that the most cost-effective and efficient method of providing transportation to the transportation disadvantaged is programmed for development.
- (26) Develop a quality assurance and management review program to monitor, based upon approved commission standards, services contracted for by an agency, and those provided by a community transportation operator pursuant to s. 427.0155.
- (27) Ensure that local community transportation coordinators work cooperatively with local workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.
- (28) In consultation with the Agency for Health Care Administration and the Department of Transportation, develop an allocation methodology that equitably distributes all transportation funds under the control of the commission to compensate counties, community transportation coordinators, and other entities providing transportation disadvantaged services. The methodology shall separately account for Medicaid beneficiaries. The methodology shall consider such factors as the actual costs of each transportation disadvantaged trip based on prior-year information, efficiencies that a provider might adopt to reduce costs, results of the rate and cost comparisons conducted under subsections (24) and (25), as well as cost efficiencies of trips when compared to the local cost of transporting the general public. This subsection does not supersede the authority of the Agency for Health Care Administration to distribute Medicaid funds.
- (29) Incur expenses for the purchase of advertisements, marketing services, and promotional items.
- History.**—ss. 3, 9, ch. 79-180; s. 6, ch. 80-414; s. 274, ch. 81-259; ss. 1, 3, ch. 84-56; ss. 3, 14, ch. 89-376; s. 5, ch. 91-429; s. 84, ch. 92-152; s. 65, ch. 94-237; s. 17, ch. 98-57; s. 113, ch. 98-200; s. 119, ch. 99-385; s. 102, ch. 2000-165; s. 25, ch. 2000-266; s. 2, ch. 2006-61; s. 4, ch. 2008-203; s. 105, ch. 2016-62; s. 21, ch. 2016-216; s. 47, ch. 2017-71; s. 73, ch. 2018-10; s. 9, ch. 2020-3.
- 427.0135 Purchasing agencies; duties and responsibilities.**—Each purchasing agency, in carrying out the policies and procedures of the commission, shall:
- (1) Use the coordinated transportation system for provision of services to its clients, unless each department or purchasing agency meets the criteria outlined in rule or statute to use an alternative provider.
- (2) Pay the rates established in the service plan or negotiated statewide contract, unless the purchasing agency has completed the procedure for using an alternative provider and demonstrated that a proposed alternative provider can provide a more cost-effective transportation service of comparable quality and standards or unless the agency has satisfied the requirements of subsection (3).
- (3) Not procure transportation disadvantaged services without initially negotiating with the commission, as provided in s. 287.057(3)(e)12., or unless otherwise authorized by statute. If the purchasing agency, after consultation with the commission, determines that it cannot reach mutually acceptable contract terms with the commission, the purchasing agency may contract for the same transportation services provided in a more cost-effective manner and of comparable or higher quality and standards. The Medicaid agency shall implement this subsection in a manner consistent with s. 409.908(18) and as otherwise limited or directed by the General Appropriations Act.
- (4) Identify in the legislative budget request provided to the Governor each year for the General Appropriations Act the specific amount of money the purchasing agency will allocate to provide transportation disadvantaged services.
- (5) Provide the commission, by September 15 of each year, an accounting of all funds spent as well as how many trips were purchased with agency funds.

(6) Assist communities in developing coordinated transportation systems designed to serve the transportation disadvantaged. However, a purchasing agency may not serve as the community transportation coordinator in any designated service area.

(7) Ensure that its rules, procedures, guidelines, and directives are conducive to the coordination of transportation funds and services for the transportation disadvantaged.

(8) Provide technical assistance, as needed, to community transportation coordinators or transportation operators or participating agencies.

History.—ss. 4, 14, ch. 89-376; s. 5, ch. 91-429; s. 66, ch. 94-237; s. 4, ch. 95-394; s. 10, ch. 96-417; s. 26, ch. 2000-266; s. 5, ch. 2008-203; s. 34, ch. 2010-151; s. 16, ch. 2013-154; s. 32, ch. 2016-65; s. 26, ch. 2017-129.

427.015 Function of the metropolitan planning organization or designated official planning agency in coordinating transportation for the transportation disadvantaged.—

(1) In developing the transportation improvement program, each metropolitan planning organization or designated official planning agency in this state shall include a realistic estimate of the cost and revenue that will be derived from transportation disadvantaged services in its area. The transportation improvement program shall also identify transportation improvements that will be advanced with such funds during the program period. Funds required by this subsection to be included in the transportation improvement program shall only be included after consultation with all affected agencies and shall only be expended if such funds are included in the transportation improvement program.

(2) Each metropolitan planning organization or designated official planning agency shall recommend to the commission a single community transportation coordinator. However, a purchasing agency may not serve as the community transportation coordinator in any designated service area. The coordinator may provide all or a portion of needed transportation services for the transportation disadvantaged but shall be responsible for the provision of those coordinated services. Based on approved commission evaluation criteria, the coordinator shall subcontract or broker those services that are more cost-effectively and efficiently provided by subcontracting or brokering. The performance of the coordinator shall be evaluated based on the commission's approved evaluation criteria by the coordinating board at least annually. A copy of the evaluation shall be submitted to the metropolitan planning organization or the designated official planning agency, and the commission. The recommendation or termination of any community transportation coordinator shall be subject to approval by the commission.

(3) Each metropolitan planning organization or designated official planning agency shall request each local government in its jurisdiction to provide the actual expenditures of all local and direct federal funds to be expended for transportation for the disadvantaged. The metropolitan planning organization or designated official planning agency shall consolidate this information into a single report and forward it, by September 15, to the commission.

History.—ss. 6, 9, ch. 79-180; ss. 1, 3, ch. 84-56; ss. 5, 14, ch. 89-376; s. 5, ch. 91-429; s. 67, ch. 94-237; s. 27, ch. 2000-266; s. 6, ch. 2008-203.

427.0155 Community transportation coordinators; powers and duties.—Community transportation coordinators shall have the following powers and duties:

(1) Execute uniform contracts for service using a standard contract, which includes performance standards for operators.

(2) Collect annual operating data for submittal to the commission.

(3) Review all transportation operator contracts annually.

(4) Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan.

(5) In cooperation with a functioning coordinating board, review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.

(6) In cooperation with, and approved by, the coordinating board, develop, negotiate, implement, and monitor a memorandum of agreement including a service plan, for submittal to the commission.

(7) In cooperation with the coordinating board and pursuant to criteria developed by the Commission for the Transportation Disadvantaged, establish eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.

(8) Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).

(9) Work cooperatively with local workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

History.—ss. 6, 14, ch. 89-376; s. 5, ch. 91-429; s. 85, ch. 92-152; s. 68, ch. 94-237; s. 18, ch. 98-57; s. 103, ch. 2000-165; s. 7, ch. 2008-203; s. 22, ch. 2016-216.

427.0157 Coordinating boards; powers and duties.—The purpose of each coordinating board is to develop local service needs and to provide information, advice, and direction to the community transportation coordinators on the coordination of services to be provided to the transportation disadvantaged. The commission shall, by rule, establish the membership of coordinating boards. The members of each board shall be appointed by the metropolitan planning organization or designated official planning agency. The appointing authority shall provide each board with sufficient staff support and resources to enable the board to fulfill its responsibilities under this section. Each board shall meet at least quarterly and shall:

- (1) Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the commission;
- (2) Evaluate services provided in meeting the approved plan;
- (3) In cooperation with the community transportation coordinator, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged;
- (4) Assist the community transportation coordinator in establishing eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
- (5) Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area; and
- (6) Evaluate multicounty or regional transportation opportunities.
- (7) Work cooperatively with local workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

History.—ss. 7, 14, ch. 89-376; s. 5, ch. 91-429; s. 86, ch. 92-152; s. 19, ch. 98-57; s. 104, ch. 2000-165; s. 8, ch. 2008-203; s. 23, ch. 2016-216.

427.0158 School bus and public transportation.—

(1) The community transportation coordinator shall maximize the use of public school transportation and public fixed route or fixed schedule transit service for the transportation of the transportation disadvantaged.

(2) The school boards shall cooperate in the utilization of their vehicles to enhance coordinated transportation disadvantaged services by providing information as requested by the community transportation coordinator and by allowing the use of their vehicles at actual cost upon request when those vehicles are available for such use and are not transporting students.

(3) The public transit fixed route or fixed schedule system shall cooperate in the utilization of its regular service to enhance coordinated transportation disadvantaged services by providing the information as requested by the community transportation coordinator. The community transportation coordinator may request, without limitation, the following information:

- (a) A copy of all current schedules, route maps, system map, and fare structure;
- (b) A copy of the current charter policy;
- (c) A copy of the current charter rates and hour requirements; and

(d) Required notification time to arrange for a charter.

History.—ss. 8, 14, ch. 89-376; s. 5, ch. 91-429; s. 9, ch. 2008-203.

¹427.0159 Transportation Disadvantaged Trust Fund.—

(1) There is established in the State Treasury the Transportation Disadvantaged Trust Fund to be administered by the Commission for the Transportation Disadvantaged. All fees collected for the transportation disadvantaged program under s. 320.03(9) shall be deposited in the trust fund.

(2) Funds deposited in the trust fund shall be appropriated by the Legislature to the commission and shall be used to carry out the responsibilities of the commission and to fund the administrative expenses of the commission.

(3) Funds deposited in the trust fund may be used by the commission to subsidize a portion of a transportation disadvantaged person's transportation costs which is not sponsored by an agency, only if a cash or in-kind match is required. Funds for nonsponsored transportation disadvantaged services shall be distributed based upon the need of the recipient and according to criteria developed by the Commission for the Transportation Disadvantaged.

(4) A purchasing agency may deposit funds into the Transportation Disadvantaged Trust Fund for the commission to implement, manage, and administer the purchasing agency's transportation disadvantaged funds, as defined in s. 427.011(10).

History.—ss. 9, 14, ch. 89-376; s. 5, ch. 91-429; s. 87, ch. 92-152; s. 69, ch. 94-237; s. 21, ch. 2000-257; s. 61, ch. 2001-62; s. 10, ch. 2008-203.

¹**Note.**—Section 22, ch. 2000-257, provides that “[n]otwithstanding any other law to the contrary the requirements of sections 206.46(3) and 206.606(2), Florida Statutes, shall not apply to any funding, programs, or other provisions contained in this act.”

427.016 Expenditure of local government, state, and federal funds for the transportation disadvantaged.

(1)(a) All transportation disadvantaged funds expended within the state shall be expended to purchase transportation services from community transportation coordinators or public, private, or private nonprofit transportation operators within the coordinated transportation system, except when the rates charged by proposed alternate operators are proven, pursuant to rules generated by the Commission for the Transportation Disadvantaged, to be more cost-effective and are not a risk to the public health, safety, or welfare. However, in areas where transportation suited to the unique needs of a transportation disadvantaged person cannot be purchased through the coordinated system, or where the agency has met the rule criteria for using an alternative provider, the service may be contracted for directly by the appropriate agency.

(b) This subsection does not preclude a purchasing agency from establishing maximum fee schedules, individualized reimbursement policies by provider type, negotiated fees, or any other mechanism, including contracting after initial negotiation with the commission, which the agency considers more cost-effective and of comparable or higher quality and standards than those of the commission for the purchase of services on behalf of its clients if it has fulfilled the requirements of s. 427.0135(3) or the procedure for using an alternative provider. State and local agencies shall not contract for any transportation disadvantaged services, including Medicaid reimbursable transportation services, with any community transportation coordinator or transportation operator that has been determined by the Agency for Health Care Administration, the Department of Legal Affairs Medicaid Fraud Control Unit, or any state or federal agency to have engaged in any abusive or fraudulent billing activities.

(2) Each year, each agency, whether or not it is an ex officio, nonvoting adviser to the Commission for the Transportation Disadvantaged, shall identify in the legislative budget request provided to the Governor for the General Appropriations Act the specific amount of any money the agency will allocate for the provision of transportation disadvantaged services. Additionally, each state agency shall, by September 15 of each year, provide the commission with an accounting of the actual amount of funds expended and the total number of trips purchased.

(3) Each metropolitan planning organization or designated official planning agency shall annually compile a report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction and forward this report by September 15 to the commission.

History.—ss. 5, 9, ch. 79-180; ss. 1, 3, ch. 84-56; ss. 10, 14, ch. 89-376; s. 5, ch. 91-429; s. 88, ch. 92-152; s. 70, ch. 94-237; s. 5, ch. 95-394; s. 11, ch. 2008-203.

427.017 Conflicts with federal laws or regulations.—Upon notification by an agency of the Federal Government that any provision of this act conflicts with federal laws or regulations, the state or local agencies involved may take any reasonable steps necessary to assure continued federal funding. Further, it is the legislative intent that the conflict shall not affect other provisions or applications of this act that can effectively be implemented without implementation of the provision in question, and to this end, the provisions of this act are declared severable.

History.—ss. 7, 9, ch. 79-180; ss. 1, 3, ch. 84-56; s. 14, ch. 89-376; s. 5, ch. 91-429.

427.02 Paratransit service contracts for transportation service providers.—

(1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit service to persons with disabilities.

(2) For contracts entered into or renewed on or after October 1, 2024, a transportation service provider must agree to:

(a) Provide training to each driver of a motor vehicle used to provide paratransit service to persons with disabilities which, at a minimum, meets requirements established by the Agency for Persons with Disabilities for training and professional development of staff providing direct services to clients of the agency.

(b) Establish reasonable time periods between a request for service and the arrival of the transportation service provider at the location specified in the request, taking into account the number of persons requesting paratransit service on the same date, the distance between locations, usual or expected traffic conditions during the provision of paratransit service, and any other factor deemed necessary by the provider or the local government. If a transportation service provider exhibits a pattern of late arrivals based on such established reasonable time periods, the contract must allow the local government to authorize another provider to provide such paratransit service, including the acceptance of any prepaid vouchers for future paratransit service.

(c) Provide for transparency regarding the quality of paratransit service provided by the transportation service provider, including, but not limited to, data relating to the timeliness of paratransit service provided and the handling of complaints.

(3) Contracts entered into or renewed on or after October 1, 2024, with transportation service providers for the provision of paratransit service to persons with disabilities must be competitively procured pursuant to s. 287.057. The procurement must use competitive sealed bids, competitive sealed proposals, or competitive sealed replies. The contract may not be awarded using an exceptional purchase provision provided for in s. 287.057(3).

History.—s. 3, ch. 2024-171.

427.021 Adverse incidents of transportation service providers.—

(1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit service to persons with disabilities. This term does not include the department.

(2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of a reported adverse incident must commence within 48 hours after receipt of the report.

(3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

History.—s. 4, ch. 2024-171.

CHAPTER 2024-171

Committee Substitute for Committee Substitute for Senate Bill No. 1380

An act relating to transportation services for persons with disabilities and the transportation disadvantaged; amending s. 341.041, F.S.; revising duties of the Department of Transportation, within specified resources, with respect to required provisions of grants and agreements with entities providing paratransit services; amending s. 427.012, F.S.; revising membership of the Commission for the Transportation Disadvantaged and qualifications therefor; providing length of terms for specified commission members; revising voting and quorum requirements; deleting a requirement for the commission to appoint a specified working group; creating s. 427.02, F.S.; defining the term “transportation service provider”; providing requirements for paratransit service contracts entered into on or after October 1, 2024; requiring that such contracts be competitively procured; prohibiting the awarding of contracts using specified provisions; creating s. 427.021, F.S.; defining the term “transportation service provider”; requiring the commission to establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents; providing requirements for such procedures; requiring investigation of a reported adverse incident to commence within a certain timeframe; requiring reports of adverse incidents to be submitted to the commission; amending s. 334.065, F.S.; requiring the Center for Urban Transportation Research to deliver a certain report to the department by a specified date; amending s. 334.066, F.S.; requiring the Implementing Solutions from Transportation Research and Evaluating Emerging Technologies Living Lab to deliver a certain report to the Governor, Legislature, and department by a specified date; requiring the department to provide the Governor and the Legislature with a report on the transportation disadvantaged services and the Commission for the Transportation Disadvantaged which includes specified information; providing applicability; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Subsection (16) is added to section 341.041, Florida Statutes, to read:

341.041 Transit responsibilities of the department.—The department shall, within the resources provided pursuant to chapter 216:

(16) Unless otherwise provided by state or federal law, ensure that all grants and agreements between the department and entities providing paratransit services include, at a minimum, the following provisions:

(a) Performance requirements for the delivery of services, including clear penalties for repeated or continuing violations;

(b) Minimum liability insurance requirements for all transportation services purchased, provided, or coordinated for the transportation disadvantaged, as defined in s. 427.011(1), through the contracted vendor or subcontractor thereof;

(c) Complaint and grievance processes for paratransit users, including a requirement that all reported complaints, grievances, and resolutions be reported to the department on a quarterly basis; and

(d) A requirement that the provisions of paragraphs (a), (b), and (c) must be included in any agreement between an entity receiving a grant or an agreement from the department and such entity's contractors or subcontractors that provide paratransit services.

Section 2. Section 427.012, Florida Statutes, is amended to read:

427.012 The Commission for the Transportation Disadvantaged.— There is created the Commission for the Transportation Disadvantaged in the Department of Transportation.

(1) The commission shall be composed ~~consist~~ of 11 ~~seven~~ members, all of whom shall be appointed by the Governor, in accordance with the requirements of s. 20.052, as follows:

(a) The Secretary of Transportation or his or her designee.

(b) The director of the Agency for Persons with Disabilities or his or her designee.

(c) The Secretary of Elderly Affairs or his or her designee.

(d) The director of the Division of Blind Services.

(e) 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.

(f) 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.

(2) A member appointed under paragraph (1)(e) or paragraph (1)(f) shall serve a 4-year term and may be reappointed for one additional 4-year term. A member appointed under paragraph (1)(e) or paragraph (1)(f) whose term has expired shall continue to serve on the commission until such time as a replacement is appointed.

(3) Each member must be a resident of this state.

~~(a) Five of the members must have significant experience in the operation of a business, and it is the intent of the Legislature that, when~~

making an appointment, the Governor select persons who reflect the broad diversity of the business community in this state, as well as the racial, ethnic, geographical, and gender diversity of the population of this state.

~~(b) Two of the members must have a disability and use the transportation disadvantaged system.~~

~~(c) Each member shall represent the needs of the transportation disadvantaged throughout the state. A member may not subordinate the needs of the transportation disadvantaged in general in order to favor the needs of others residing in a specific location in the state.~~

~~(d) Each member shall be appointed to a term of 4 years. A member may be reappointed for one additional 4-year term.~~

~~(e) Each member must be a resident of the state and a registered voter.~~

~~(f) At any given time, at least one member must be at least 65 years of age.~~

~~(g) The Secretary of Transportation, the Secretary of Children and Families, the Secretary of Economic Opportunity, the executive director of the Department of Veterans' Affairs, the Secretary of Elderly Affairs, the Secretary of Health Care Administration, the director of the Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level representative of each, shall serve as ex officio, nonvoting advisors to the commission.~~

~~(h) A member may not, within the 5 years immediately before his or her appointment, or during his or her term on the commission, have or have had a financial relationship with, or represent or have represented as a lobbyist as defined in s. 11.045, the following:~~

- ~~1. A transportation operator;~~
- ~~2. A community transportation coordinator;~~
- ~~3. A metropolitan planning organization;~~
- ~~4. A designated official planning agency;~~
- ~~5. A purchaser agency;~~
- ~~6. A local coordinating board;~~
- ~~7. A broker of transportation; or~~
- ~~8. A provider of transportation services.~~

~~(4)(2) The chair of the commission chairperson shall be appointed by the Governor, and the vice chair chairperson of the commission shall be elected annually from the membership of the commission.~~

~~(5)(3)~~ Members of the commission shall serve without compensation but shall be allowed per diem and travel expenses, as provided in s. 112.061.

~~(6)(4)~~ The commission shall meet at least quarterly, or upon more frequently at the call of the chair chairperson. ~~Six~~ Four members of the commission constitute a quorum, and a majority vote of the members present is necessary for any action taken by the commission. A commission member's participation in a meeting via telephone, real-time videoconferencing, or similar real-time telephonic, electronic, or video communication counts toward a quorum, and such member may vote as if physically present.

~~(7)(5)~~ The Governor may remove any member of the commission for cause.

~~(6)~~ Each candidate for appointment to the commission must, before accepting the appointment, undergo background screening under s. 435.04 by filing with the Department of Transportation a complete set of fingerprints taken by an authorized law enforcement agency. The fingerprints must be submitted to the Department of Law Enforcement for state processing, and that department shall submit the fingerprints to the Federal Bureau of Investigation for federal processing. The Department of Transportation shall screen the background results and inform the commission of any candidate who does not meet level 2 screening standards. A candidate who has not met level 2 screening standards may not be appointed to the commission. The cost of the background screening may be borne by the Department of Transportation or the candidate.

~~(8)(7)~~ The commission shall appoint an executive director who shall serve under the direction, supervision, and control of the commission. The executive director, with the consent of the commission, shall employ such personnel as may be necessary to perform adequately the functions of the commission within budgetary limitations. Employees of the commission are exempt from the Career Service System.

~~(8)~~ The commission shall appoint a technical working group that includes representatives of private paratransit providers. The technical working group shall advise the commission on issues of importance to the state, including information, advice, and direction regarding the coordination of services for the transportation disadvantaged. The commission may appoint other technical working groups whose members may include representatives of community transportation coordinators; metropolitan planning organizations; regional planning councils; experts in insurance, marketing, economic development, or financial planning; and persons who use transportation for the transportation disadvantaged, or their relatives, parents, guardians, or service professionals who tend to their needs.

(9) The commission is assigned to the office of the secretary of the Department of Transportation for administrative and fiscal accountability purposes, but it shall otherwise function independently of the control, supervision, and direction of the department.

(10) The commission shall develop a budget pursuant to chapter 216. The budget is not subject to change by the department staff after it has been approved by the commission, but it shall be transmitted to the Governor, as head of the department, along with the budget of the department.

Section 3. Section 427.02, Florida Statutes, is created to read:

427.02 Paratransit service contracts for transportation service providers.—

(1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit service to persons with disabilities.

(2) For contracts entered into or renewed on or after October 1, 2024, a transportation service provider must agree to:

(a) Provide training to each driver of a motor vehicle used to provide paratransit service to persons with disabilities which, at a minimum, meets requirements established by the Agency for Persons with Disabilities for training and professional development of staff providing direct services to clients of the agency.

(b) Establish reasonable time periods between a request for service and the arrival of the transportation service provider at the location specified in the request, taking into account the number of persons requesting paratransit service on the same date, the distance between locations, usual or expected traffic conditions during the provision of paratransit service, and any other factor deemed necessary by the provider or the local government. If a transportation service provider exhibits a pattern of late arrivals based on such established reasonable time periods, the contract must allow the local government to authorize another provider to provide such paratransit service, including the acceptance of any prepaid vouchers for future paratransit service.

(c) Provide for transparency regarding the quality of paratransit service provided by the transportation service provider, including, but not limited to, data relating to the timeliness of paratransit service provided and the handling of complaints.

(3) Contracts entered into or renewed on or after October 1, 2024, with transportation service providers for the provision of paratransit service to persons with disabilities must be competitively procured pursuant to s. 287.057. The procurement must use competitive sealed bids, competitive sealed proposals, or competitive sealed replies. The contract may not be awarded using an exceptional purchase provision provided for in s. 287.057(3).

Section 4. Section 427.021, Florida Statutes, is created to read:

427.021 Adverse incidents of transportation service providers.—

(1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit service to persons with disabilities. This term does not include the department.

(2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of a reported adverse incident must commence within 48 hours after receipt of the report.

(3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 5. Subsection (4) of section 334.065, Florida Statutes, is renumbered as subsection (5), and a new subsection (4) is added to that section to read:

334.065 Center for Urban Transportation Research.—

(4) By January 1, 2025, the center must deliver a report to the department on model policies and procedures or best practices for paratransit providers to complete trips within an acceptable time after pickup.

Section 6. Subsection (4) is added to section 334.066, Florida Statutes, to read:

334.066 Implementing Solutions from Transportation Research and Evaluating Emerging Technologies Living Lab.—

(4) By January 1, 2025, I-STREET must deliver a comprehensive report on technology and training improvements to better support persons with disabilities using paratransit services, including services administered by the federal, state, or local government, to the Governor, the President of the Senate, the Speaker of the House of Representatives, and the department. The report must, at a minimum, include recommendations on technology improvements for paratransit providers serving persons with disabilities, including through local, state, and federal funding sources. At a minimum, the report shall include a review of and recommendations on:

(a) Technology systems to ensure the safety of individuals, including the use of in-cabin camera systems and other technologies to monitor the safety and well-being of individuals using fixed routes.

(b) Best practices for data retention, including protection of personally identifiable information, length of retention, and location of retained files.

(c) State-of-the-industry on hardware and software, including camera providers, product specifications, and human-machine interfaces.

(d) Safety standards of professional engineering organizations on camera-mounting best practices.

(e) Costs of installation and maintenance of camera systems to paratransit providers.

(f) The use of Internet, mobile, and application-based interfaces to book, monitor, and seek transportation services. The review must also consider accessibility needs.

(g) The use of Internet, mobile, and application-based interfaces to track the location, in real time, of an individual using paratransit services.

Section 7. (1) By January 1, 2025, the Department of Transportation shall provide to the Governor, the President of the Senate, and the Speaker of the House of Representatives a comprehensive report on the transportation disadvantaged services offered in this state and the Commission for the Transportation Disadvantaged. The report must include, at a minimum, all of the following:

(a) A review of services rendered by community transportation coordinators or transportation operators coordinated by the commission, specifically outlining:

1. Timeliness of services;
2. Quality of services;
3. Training programs for the drivers and customer service representatives;
4. Timeliness of the resolution of complaints; and
5. Adherence to performance measures by service providers.

(b) A review of transportation delivery models administered by contract by the commission and a review of potential alternative methods. Such review must consider the feasibility and costs related to offering both pre-booking and on-demand service to paratransit service users.

(c) The role of paratransit services as used by providers of services for the transportation disadvantaged and the differences between paratransit services and the services provided by the commission. In its review, the department shall also consider the manner in which the use of paratransit services can be leveraged to improve services coordinated by the commission.

(d) The role of health care transportation services as used by the users of services for the transportation disadvantaged, and the manner in which

coordination of services can be leveraged to improve services administered by the commission.

(e) Breakdowns of funding provided by the commission on a contractual level. The report must also include a breakdown of the manner in which the funds are used, by delivery model, including both fixed-route, on-demand, and hybrid models, and through any innovation grant outlined in the General Appropriations Act, and historical funding models and outcomes.

(f) A review of the eligibility criteria by each coordinating entity, including any relevant demographic information.

(g) A review of the challenges and potential opportunities to better support rural counties in administering such programs.

(h) Recommendations on efficiencies and challenges that may result from adopting an alternative format of delivering commission services to improve services for individuals seeking to thrive in community-based settings, including in a workplace setting, who currently receive services provided by the commission.

(i) Best practices for limiting the duration of travel times for persons receiving paratransit service. Consideration must be made for the level of service offered to persons without disabilities by a public entity operating a fixed route as compared to the level of paratransit service offered by the transportation service provider in accordance with 49 C.F.R. s. 37.121.

(j) A review of emerging and other technology opportunities for the provision of services and to ensure the safety and well-being of individuals using fixed routes, including the use of in-cabin technology. The review must consider passenger safety, equipment installation and maintenance costs, accessibility standards, and data retention and privacy for individuals served.

(k) Any additional recommendations relating to areas of review required by paragraphs (a)–(i).

(2) The definitions in s. 427.011, Florida Statutes, apply to subsection (1), unless the context clearly indicates otherwise.

Section 8. This act shall take effect upon becoming a law.

Approved by the Governor May 10, 2024.

Filed in Office Secretary of State May 10, 2024.

CHAPTER 41-2
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

41-2.001	Purpose (Repealed)
41-2.002	Definitions
41-2.003	Commission Organization and Personnel (Repealed)
41-2.004	Notice and Frequency of Commission Meetings and Workshops; Agenda of Meetings and workshops; Emergency Meetings (Repealed)
41-2.005	Member Department Responsibilities (Repealed)
41-2.006	Insurance, Safety Requirements and Standards
41-2.007	Reporting Requirements
41-2.008	Contractual Arrangements
41-2.009	Designated Official Planning Agency
41-2.010	Selection of Community Transportation Coordinator
41-2.011	Community Transportation Coordinator Powers and Duties
41-2.012	Coordinating Board Structure and Duties
41-2.013	Transportation Disadvantaged Trust Fund
41-2.014	Grants Program
41-2.015	Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged
41-2.016	Accessibility (Repealed)
41-2.0161	Program Monitoring of Performance (Repealed)
41-2.0162	Chronological Listing of Report Dates
41-2.017	Complete Phase-In Date (Repealed)
41-2.018	Public Comment

41-2.001 Purpose.

Rulemaking Authority 427.013(9) FS. Law Implemented 120.53(1), 427.011-427.017 FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, Repealed 7-15-12.

41-2.002 Definitions.

For purposes of this rule chapter, the following definitions will apply:

- (1) “Americans with Disabilities Act” is a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990.
- (2) “Coordination Contract” means a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.
- (3) “Designated Official Planning Agency” means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.
- (4) “Designated Service Area” means a geographical area recommended by a designated official planning agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
- (5) “Emergency” means any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of transportation services to a designated service area for the transportation disadvantaged population.
- (6) “Emergency Fund” means transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle

transportation services during a time of emergency.

(7) “Florida Coordinated Transportation System” (FCTS) means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, F.S.

(8) “Local Government” means an elected and/or appointed public body existing to coordinate, govern, plan, fund and administer public services within a designated, limited geographic area within the state.

(9) “Local Government Comprehensive Plan” means a plan that meets the requirements of Sections 163.3177 and 163.3178, F.S.

(10) “Memorandum of Agreement” is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Commission and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

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

(12) “Regional Planning Council (RPC)” means the organization created under the provisions of Section 186.504, F.S.

(13) “Reserve Fund” means transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

(14) “State Fiscal Year” means the period from July 1 through June 30 of the following year.

(15) “Transportation Disadvantaged Service Plan” means an annually updated plan jointly developed by the designated official planning agency and the Community Transportation Coordinator which contains a development plan, service plan, and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

(16) “Transportation Operator” means one or more public, private for profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation development plan.

(17) “Transportation Operator Contract” means a written contract between the Community Transportation Coordinator and the Transportation Operators, as approved by the Commission, that outlines the terms and conditions for any services to be performed.

(18) “Trust Fund” means the Transportation Disadvantaged Trust Fund authorized in Section 427.0159, F.S., and administered by the Commission.

Rulemaking Authority 427.013(10) FS. Law Implemented 427.011-427.017 FS. History—New 5-2-90, Amended 6-17-92, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 8-10-09.

41-2.003 Commission Organization and Personnel.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012 FS. History—New 5-2-90, Amended 6-17-92, 3-10-98, Repealed 7-15-12.

41-2.004 Notice and Frequency of Commission Meetings and Workshops; Agenda of Meetings and Workshops; Emergency Meetings.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0135 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 3-10-98, Repealed 1-7-16.

41-2.005 Member Department Responsibilities.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0135 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 3-10-98, Repealed 1-7-16.

41-2.006 Insurance, Safety Requirements and Standards.

(1) The Community Transportation Coordinator, shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident, which are comparable to Section 768.28(5), F.S., limits, for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. The

Community Transportation Coordinator will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the Community Transportation Coordinator and all Transportation Operators under contract to them.

(2) Each Community Transportation Coordinator, and any Transportation Operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S., and Chapter 14-90, F.A.C.

(3) Each Community Transportation Coordinator, and any Transportation Operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing.

(4) The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards include:

(a) Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration;

(b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;

(c) Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;

(d) Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices;

(e) Vehicle transfer points shall provide shelter, security, and safety of passengers;

(f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number 1(800)983-2435 shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number;

(g) Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips;

(h) Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger;

(i) Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, F.S.;

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system;

(k) Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time;

(l) Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle;

(m) The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;

(n) Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan;

(o) The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan;

(p) All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base;

(q) All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible;

(r) First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(s) Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(t) Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan;

(u) In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system;

(v) The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers;

(w) The Community Transportation Coordinator and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the Community Transportation Coordinator's evaluation of its contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(x) The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers;

(y) The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(z) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(aa) This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator;

(bb) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the

Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Rulemaking Authority 427.013(9) FS. Law Implemented 287.0585, 427.011(11), 427.013, 427.0155, 427.0157, 768.28 FS. History—New 5-2-90, Amended 6-17-92, 5-1-96, 10-1-96, 3-10-98, 6-3-01, 7-3-03, 9-3-18.

41-2.007 Reporting Requirements.

(1) Each state agency shall, by September 15 of each year, provide the Commission with an accounting of the actual amount of funds expended and the total number of trips purchased during the previous fiscal year.

(2) Each Designated Official Planning Agency shall provide to the Commission prior to each state fiscal year, an estimate of all transportation disadvantaged funds anticipated to be available for the upcoming state fiscal year budget. The estimate shall include the following information:

(a) Each local government agency within jurisdiction of the Official Planning Agency shall report an estimate of the direct federal funds and local government transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year to the Official Planning Agency, and

(b) The Official Planning Agency shall request from each federal government agency within its jurisdiction, an estimate of the direct federal transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year.

(3) The estimate mentioned in subsection (2), above, shall include the following information identified by county:

(a) A brief description of the project or program;

(b) The dollar amount of transportation disadvantaged funds reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable; and

(c) The estimated number of one-way passenger trips to be provided reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable.

(4) Each Metropolitan Planning Organization or designated official planning agency shall annually compile a report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction, and forward this report by September 15 to the Commission.

(5) Upon receipt of the state agency and Official Planning Agency combined annual budget estimates, the Commission shall develop and distribute a statewide report outlining the expected expenditures for all transportation disadvantaged services through the coordinated system for the state fiscal year.

(6) Each Community Transportation Coordinator shall by September 15 of each year report required operating statistics to the Commission. The operational statistics will be compiled into a report by the Commission and utilized as a part of the analysis of the Community Transportation Coordinator's performance evaluation. The Community Transportation Coordinator's report shall be reviewed by the Coordinating Board with a copy provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(7) Each Community Transportation Coordinator shall utilize the Chart of Accounts defined in the American Association of State Highway and Transportation Officials, Inc., Comprehensive Financial Management Guidelines For Rural and Small Urban Public Transportation Providers, dated September 1992, incorporated herein by reference, for its financial management. A copy of this document may be obtained from the Commission office located at 2740 Centerview Drive, Suite 1A, Tallahassee, Florida 32301. A copy of the document may also be viewed at Comprehensive Financial Management Guidelines on the Commission's website at www.dot.state.fl.us/ctd/. Community Transportation Coordinators with existing and equivalent accounting systems will not be required to adopt this Chart of Accounts but will be required to prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

(8) The Commission shall make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. The report will contain a summary of the Commission's accomplishments for the preceding state fiscal year, the most current operational statistics for transportation disadvantaged services, identified unmet needs and a financial status of the Transportation Disadvantaged Trust Fund. Copies of the report will also be made available to member departments, Metropolitan Planning Organizations, Designated Official Planning Agencies and Community Transportation Coordinators, and others upon request.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012(8), 427.013(3), (7), (8), (9), (12), (13), (16), 427.0135(1), 427.015(1) FS. History—New 5-2-90, Amended 6-17-92, 11-17-92, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 12-6-09, 3-5-13, 3-9-21.

41-2.008 Contractual Arrangements.

The following contractual arrangements will be required of the Community Transportation Coordinator:

(1) A Memorandum of Agreement will be required and shall be a binding contract between the Commission and a Community Transportation Coordinator. It shall be utilized as the contract recognizing the Community Transportation Coordinator as a State contract vendor for a designated service area. The format of the Memorandum of Agreement will contain the Commission's minimum requirements and shall be utilized by the Community Transportation Coordinator. The Coordinating Board shall approve the Memorandum of Agreement prior to submittal to the Commission.

(2) Transportation Operator Contract. The Community Transportation Coordinator shall enter into a standard contract, as approved by the Commission, with each Transportation Operator as to specific terms and conditions that apply to each Transportation Operator for services to be performed. The contract shall include the minimum requirements contained in the Memorandum of Agreement and other local requirements for local service delivery. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract.

(3) Coordination Contract. The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C., herein. The contract shall include the requirements of reporting, insurance, safety, and other terms that apply equally to any transportation operator. The contract also shall include any relative information regarding joint utilization and cost arrangements for the provision of transportation services to and from the coordinator. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract. The contract shall be approved by the Coordinating Board and shall be reviewed annually to determine whether the continuation of said contract arrangement is the most cost effective and efficient utilization that is possible.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157(1) FS. History—New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98.

41-2.009 Designated Official Planning Agency.

(1) Metropolitan Planning Organizations shall serve as the designated official planning agency in urbanized areas. In areas not covered by a Metropolitan Planning Organization, agencies eligible for selection as Designated Official Planning Agencies include County or City governments, Regional Planning Councils, Metropolitan Planning Organizations from other areas, or Local Planning Organizations who are currently performing planning activities in designated service areas. Eligibility for continued designation by the Commission will be conditioned on the agency's resources, capabilities and actual performance in implementing the responsibilities and requirements of Chapter 427, F.S.

(2) Metropolitan Planning Organizations and Designated Official Planning Agencies shall include a Transportation Disadvantaged element in their Transportation Improvement Program (TIP). Such element shall include a project and program description, the planned costs and anticipated revenues for the services, identification of the year the project or services are to be undertaken and implemented, and assurances that there has been coordination with local public transit and local government comprehensive planning bodies, including input into the mass transit or other elements of local and regional comprehensive planning activities. Areas not required to develop a federally-required TIP shall report equivalent information in the Transportation Disadvantaged Service Plan.

(3) Each Designated Official Planning Agency shall provide each Coordinating Board with sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities. In areas where a Metropolitan Planning Organization or Designated Official Planning Agency serves as the Community Transportation Coordinator and desires to utilize the same staff for the Coordinating Board, such agency shall abstain from any official actions that represent a conflict of interest, specifically in the evaluation process of the Community Transportation Coordinator.

(4) In consultation with the Community Transportation Coordinator and Coordinating Board, each Metropolitan Planning Organization or Designated Official Planning Agency shall develop and annually update, a Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan shall be developed in a manner which assures that local planning agencies,

responsible for preparing comprehensive plans, have the opportunity to review and comment on it, and shall not be inconsistent with applicable local government comprehensive plans, MPO long range comprehensive plans, transit development plans, and other local, regional, and state transportation plans. The Transportation Disadvantaged Service Plan shall be reviewed for final disposition by the Coordinating Board and the Commission.

(5) Consolidate the annual budget estimates of local and directly funded federal government transportation disadvantaged funds and forward to the Commission no later than the beginning of each state fiscal year.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(21), 427.015 FS. History—New 5-2-90, Amended 6-17-92, 1-4-94, 3-10-98.

41-2.010 Selection of Community Transportation Coordinator.

(1) Designation, selection, or revocation of designation of any Community Transportation Coordinator shall be subject to the approval of the Commission.

(2) Selection of agencies as Community Transportation Coordinators or Transportation Operators may be negotiated without competitive acquisition, upon the recommendation of the Metropolitan Planning Organization or Designated Official Planning Agency that it is in the best interest of the transportation disadvantaged. This includes circumstances such as emergencies, or insufficient competition availability.

(3) Selection of the Community Transportation Coordinator will be accomplished through public competitive bidding or proposals in accordance with applicable laws and rules.

(4) In cases where selection is accomplished by a request for proposal (RFP), the RFP shall, at a minimum, identify the following information:

(a) The scope and nature of the services and coordination required, and a request for the proposer's plan to provide same.

(b) A request that the proposer identify the resources, and accounting system techniques to be used in their audit trail for all services.

(c) A request that the proposer identify their organizational structure and key personnel, their financial capacity, equipment resources, and experience and qualifications, including the most recent financial audit by a certified public accountant.

(d) A request that the proposer demonstrate the ability to coordinate a multitude of funding and service provisions, in addition to serving the needs of the general public or other transportation disadvantaged.

(e) A request that the proposer identify specific means by which it plans to comply with the provisions of the Americans with Disabilities Act, P.L. 101-336, Chapter 760, F.S., and any applicable local regulations governing disabled accessibility requirements, access to transportation, and discrimination.

(f) A demonstration by the proposer of plans for the provision of the most economically cost effective, quality services to the transportation disadvantaged, and plans which demonstrate coordination with the public school system, local public transit systems, private sector operators and other governmental agencies that provide services to the transportation disadvantaged within the designated service area.

(g) A demonstration by the proposer of plans to comply with safety requirements as specified in Section 341.061, F.S.

(h) An indication by the proposer of plans to comply with any state, federal, or local laws relating to drug testing.

(i) A sample Memorandum of Agreement for review by the respondent.

(j) A statement advising proposers of any local resources that exist or are planned that should be recognized in the bidders proposal.

(5) The announcement of the request for proposal shall be published in at least the largest general circulation newspaper in the designated service area and in the Florida Administrative Register. The advertised announcement shall include the time, date and place of a public meeting to provide information and answer questions about the request for proposal.

(6) Upon evaluation of the proposals, each Metropolitan Planning Organization or Designated Official Planning Agency, upon consultation with the Coordinating Board, shall recommend to the Commission a Community Transportation Coordinator.

(7) Upon resignation or termination of any Community Transportation Coordinator, the Metropolitan Planning Organization or Designated Official Planning Agency shall complete the recommendation process for a new Community Transportation Coordinator within 90 days after termination date for non-bid Community Transportation Coordinators and within 150 days after termination date for bid/RFP Community Transportation Coordinators. In the absence of these circumstances, the requirements of subsection 41-2.010(8), F.A.C., below shall apply.

(8) In cases of termination of the Community Transportation Coordinator, or in unforeseen emergencies, the Commission shall

work with the Metropolitan Planning Organization or Designed Official Planning Agency and the Coordinating Board in an expeditious manner to provide for the continuation of services to the transportation disadvantaged in the designated service area, by providing or arranging the necessary technical assistance.

(9) The utilization of firms defined as minority business enterprises shall be encouraged to the extent possible utilizing the most recent certified minority business listing published by the Florida Department of Management Services.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98, 4-8-01, 1-29-18.

41-2.011 Community Transportation Coordinator Powers and Duties.

(1) Each Community Transportation Coordinator shall be responsible for the short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area on a full-time basis. Local management personnel with day-to-day decision making authority must be physically located in each designated service area, unless otherwise authorized by the Commission.

(2) Where cost effective and efficient, the Community Transportation Coordinator shall subcontract or broker transportation services to Transportation Operators. The Coordinating Board is authorized to recommend approval or disapproval of such contracts to the Community Transportation Coordinator, providing the basis for its recommendation. Within 30 days of its receipt of the Coordinating Board's recommendation, the Community Transportation Coordinator shall accept or reject the recommendation, providing written reasons for its rejection. All Transportation Operator contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts previously approved. Each Community Transportation Coordinator will ensure the terms set forth for monitoring said Transportation Operators and Coordination Contractors are in compliance with standards pursuant to Rule 41-2.006, F.A.C.

(3) Pursuant to the conditions set forth in the Memorandum of Agreement, the Community Transportation Coordinator shall develop, implement, and monitor an approved Transportation Disadvantaged Service Plan. This plan shall be approved by the Coordinating Board and forwarded to the Commission for review and final disposition.

(4) Each Community Transportation Coordinator shall submit a report on operational statistics by September 15, each year to the Commission. A copy should also be provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(5) The Community Transportation Coordinator shall maximize the utilization of school bus and public transit services in accordance with Section 427.0158, F.S. Any utilization data shall be included in operational statistics provided to the coordinated system.

(6) In cooperation with the local Coordinating Board, the Community Transportation Coordinator shall review all applications for local government, federal and state transportation disadvantaged funds submitted from or planned for use in their designated service area. If funds are recommended for approval, the Community Transportation Coordinator, in cooperation with the Coordinating Board, will develop and implement cost-effective coordination strategies for their use and integration into the coordinated system.

(7) Funding to support the Community Transportation Coordinator's functions associated with documented coordination activities may be obtained from a coordination fee as part of each trip arranged, from subsidies received or both and upon approval by the Coordinating Board.

(8) Each Community Transportation Coordinator shall be aware of all of the transportation disadvantaged resources available or planned in their designated service area in order to plan, coordinate, and implement the most cost effective transportation disadvantaged transportation system possible under the conditions that exist in the designated service area.

(9) Contractual administration of Community Transportation Coordinators shall be accomplished through a Memorandum of Agreement between the Commission and the Community Transportation Coordinator in accordance with the procedures of the Commission. Transportation services purchased from or arranged by the Community Transportation Coordinator will be billed to purchasing agencies by the Community Transportation Coordinator at the rates identified in the approved Transportation Disadvantaged Service Plan or Coordination Contract and recognize any special conditions as specified by the purchasing agency. Payment for services will be made directly to the Community Transportation Coordinator unless otherwise agreed upon, in writing, by the purchaser and the Community Transportation Coordinator. Other contractual arrangements shall be followed as specified in

this rule chapter.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0155 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 5-1-96, 10-1-96, 3-10-98.

41-2.012 Coordinating Board Structure and Duties.

The purpose of the Coordinating Board is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS). Each Coordinating Board is recognized as an advisory body to the Commission in its service area. The members of the Coordinating Board shall be appointed by the Metropolitan Planning Organization or the Designated Official Planning Agency. A Coordinating Board shall be appointed in each county. However, when agreed upon in writing, by all Boards of County Commissions in each county to be covered in the service area, multi-county Coordinating Boards may be appointed. The structure and duties of the Coordinating Board shall be as follows:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(2) The Coordinating Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Coordinating Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- (d) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (j) A local representative for children at risk;
- (k) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A local representative of the Agency for Persons with Disabilities;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, F.S.; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

(4) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with

initial membership being appointed equally for one, two, and three years. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the Designated Official Planning Agency. No employee of a community transportation coordinator shall serve as a voting member of the coordinating board in an area where the community transportation coordinator serves. However, community transportation coordinators and their employees are not prohibited from serving on a coordinating board in an area where they are not the coordinator. However, an elected official serving as Chairperson of the coordinating board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the community transportation coordinator shall not be precluded from serving as voting members of the coordinating board.

(5) The Board shall meet at least quarterly and shall perform the following duties in addition to those duties specifically listed in Section 427.0157, F.S.:

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the designated official planning agency.

(b) Annually, provide the Metropolitan Planning Organization or Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in Rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the local coordinating board.

(c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The Coordinating Board shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Coordinating Board.

(d) All coordinating board members should be trained on and comply with the requirements of Section 112.3143, F.S., concerning voting conflicts of interest.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 11-16-93, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 4-8-01, 12-17-02, 7-3-03, 6-14-18.

41-2.013 Transportation Disadvantaged Trust Fund.

The Commission shall annually evaluate and determine each year's distribution of the Transportation Disadvantaged Trust Fund. Funds available through the Transportation Disadvantaged Trust Fund for non-sponsored transportation services and planning activities shall be applied only after all other potential funding sources have been used and eliminated. Grant funds shall not be used to supplant or replace funding of transportation disadvantaged services which are currently funded to a recipient by any federal, state, or local governmental agency. Monitoring of this mandate will be accomplished as needed by the Commission and all agencies funding transportation disadvantaged services. The use of minority-owned businesses is encouraged, utilizing the most recent certified companies published by the Department of Management Services. Funds deposited and appropriated into the Trust Fund will be utilized for:

(1) Commission administrative and operating expenses, including financial assistance, through a grant agreement, to designated official planning agencies to assist the Commission in implementing the program in each local area.

(2) A Grants Program to provide for the funding of non-sponsored trips, including the purchase of capital equipment.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History—New 5-2-90, Amended 6-17-92, 1-5-93, 6-26-94, 7-11-95, 3-10-98, 2-20-13.

41-2.014 Grants Program.

(1) Eligible Recipients. Grant funds will be allocated annually to the following entities:

(a) Community Transportation Coordinators who have an executed Memorandum of Agreement.

(b) Metropolitan Planning Organizations or Designated Official Planning Agencies approved by the Commission.

(2) Types of Grants.

(a) Trip and Equipment Related. Trip and equipment related grant funds may be used for the provision of non-sponsored transportation disadvantaged services and for the purchase of capital equipment to be used for services provided to the transportation disadvantaged. Capital equipment expenditures will be limited to no more than 25% of the Commission participation and the required match.

(b) Planning Related. Planning related grant funds may be used by an eligible Metropolitan Planning Organization or Designated Official Planning Agency to assist the Commission in their responsibilities at the local level as identified in Chapter 427, F.S., including support to the local Coordinating Board.

(c) Innovative Service Development Related. Innovative service development grant funds shall be used to provide competitive grants to Community Transportation Coordinators for innovative service delivery that is cost efficient for the program and time efficient for the users. Grants may be for projects in which a Community Transportation Coordinator works with a non-traditional service provider, such as a transportation network company or other entity, that provides door-to-door, on-demand, or scheduled transportation services. A Community Transportation Coordinator shall not receive more than one award for a designated service area, as defined in Rule 41-2.002(4), F.A.C. A project may receive a maximum award of \$750,000. Multiple designated service areas may partner for a grant of up to \$1,500,000 provided that the project includes a goal of providing regional mobility in addition to any other goals. All funds shall be used to provide direct services to transportation disadvantaged clients. Projects should address at least one of the following program objectives:

1. Increase a transportation disadvantaged person's access to health care, employment, education, shopping, social activities, or other life-sustaining activities;

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.

(3) Match Requirement. Eligible grant recipients for the trip and equipment grants and the innovative service development grants, must provide at least 10% of the total project cost as a local match. The match must be cash generated from local sources. Voluntary dollar collections do not require a match.

(4) Distribution of Grant Funds. Each year, the Commission shall allocate a portion identified as the Grants Program of the Transportation Disadvantaged Trust Fund in the following manner:

(a) An annual amount of \$1,372,060 of the Grants Program shall be designated for planning grants to assist the Commission with implementation and maintenance of the program at the local level. Beginning with the 2002/2003 grant cycle, the annual cap will be adjusted by the same percentage increase equivalent to state employees as set by the Legislature.

(b) The voluntary dollar collections will be returned to the county where said funds were collected. The voluntary dollar collections shall be designated for additional trips at the local level.

(c) Innovative Service Development related grant funds will be awarded competitively to support such projects based upon available funding identified by the Commission.

(d) The remaining portion of funds, except as specified in paragraph 41-2.014(4)(b), F.A.C., will be appropriated for the Grants Program and designated for trip and equipment related grants, subject to limitations of paragraphs 41-2.014(1)(a) and (2)(a), F.A.C.

(5) Distribution of Trip and Equipment Related Grant Funds. Each eligible recipient's allocation will be determined for the county or counties within the designated service area for which the recipient provides coordinated transportation disadvantaged services.

(a) Allocation of trip and equipment grant funds shall be based on a comparative ranking of all eligible recipients in each of the following categories:

1. The county's total transportation disadvantaged eligible population as a percentage of the state's total transportation disadvantaged eligible population, based on the U.S. Census Bureau American Community Survey 5-Year Population Estimates.

2. The county's total centerline miles of public roads as a percentage of the state's total centerline miles of public roads, based on public mileage data reported by the Federal Highway Administration.

3. The county's total transportation disadvantaged services provided by trip and equipment grant funds as a percentage of the

state's total transportation disadvantaged services provided by trip and equipment grant funds, as reported on the invoices submitted by recipients for reimbursement under the trip and equipment grant program.

4. The county's total allocated amount of trip and equipment grant funds as a percentage of the state's total allocated amount of trip and equipment grant funds, based on allocated amounts from the previous fiscal year.

(b) For the 2021-2022 fiscal year, each category shall represent the following percentages of the state's total allocated amount for the trip and equipment grant program:

1. 2.5% based on the state's total transportation disadvantaged eligible population.
2. 2.5% based on the state's total centerline miles of public roads.
3. 15% based on the state's total transportation disadvantaged services provided by trip and equipment grant funds.
4. 80% based on the state's total allocated amount from the 2020-2021 fiscal year.

(c) For the 2022-2023 fiscal year and each fiscal year thereafter, each category shall represent the following percentages of the state's total allocated amount for the trip and equipment grant program:

1. 5% based on the state's total transportation disadvantaged eligible population.
2. 5% based on the state's total centerline miles of public roads.
3. 30% based on the state's total transportation disadvantaged services provided by trip and equipment grant funds.
4. 60% based on the state's total allocated amount from the previous fiscal year.

(d) The Commission, in calculating allocated amounts, shall weigh each dataset described in paragraph (5)(a) as follows:

1. Every person identified within the state's transportation disadvantaged population shall be weighted equally.
2. Every centerline mile of the state's public roads shall be weighted equally.
3. Each trip and mile provided by trip and equipment grant funds shall be weighted relative to the unit cost at which they are reimbursed. Each bus pass purchased with trip and equipment grant funds shall be weighted higher than the unit cost at which they are reimbursed in order to incentivize their use in service areas where a fixed-route system is available.

(e) Fund allocations pursuant to paragraph (5)(a) of this rule shall be administered each fiscal year based on available data from the previous year or applicable period as determined by the Commission.

(6) Distribution of Planning Related Grants. Planning related grant funds will be apportioned for distribution to the planning agencies as follows:

(a) 25% of the planning allocation shall be divided into shares equal to the percentage of population each county has relative to the total state population, with each planning agency receiving a share for each county within its jurisdiction;

(b) 75% of the planning allocation shall be divided into shares equal to the number of counties throughout the state, with each planning agency receiving no more than one share for each county within its jurisdiction. Eligible recipients not requiring the total amount of funding available may recommend to the Coordinating Board that any excess funds be allocated to the Community Transportation Coordinator for additional non-sponsored trip needs. The Commission shall reallocate any eligible excess funds to that particular county or service area's normal allocation. A local cash match of at least 10% shall be required to obtain this additional allocation.

(7) All grant recipients will provide their request for funds to the Commission.

(8) Prioritization of Non-sponsored Transportation Services. The Community Transportation Coordinator, with approval of the Coordinating Board, shall have the authority to prioritize trips for non-sponsored transportation disadvantaged services which are purchased with Transportation Disadvantaged Trust Funds. Any prioritization of trips or eligibility criteria which is developed shall consider all of the following criteria:

- (a) Cost Effectiveness and Efficiency.
- (b) Purpose of Trip.
- (c) Unmet Needs.
- (d) Available Resources.

Rulemaking Authority 427.013(9), 427.013(10) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History—New 5-2-90, Amended 6-17-92, 7-21-93, 6-26-94, 10-1-96, 3-10-98, 1-13-04, 8-5-18, 3-4-21, 10-6-21, 7-17-24.

41-2.015 Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged.

(1) Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through a contractual arrangement with the

community transportation coordinator or an approved coordination provider except as provided in subsections (2) and (3), below.

(2) When it is better suited to the unique and diverse needs of a transportation disadvantaged person, the sponsoring agency may purchase or provide transportation by utilizing the following alternatives:

- (a) Privately owned vehicle of an agency volunteer or employee;
- (b) State owned vehicles;
- (c) Privately owned vehicle of a family member or custodian;
- (d) Common carriers, such as commercial airlines or bus; and
- (e) Emergency medical vehicles.

(3) The sponsoring agency may utilize other modes of transportation when the community transportation coordinator determines it is unable to provide or arrange the required service. Information pertaining to these denials for service shall be reported by the community transportation coordinator on a quarterly basis or more frequently as specified by the local coordinating board.

(4) All agency applications for transportation disadvantaged operating and capital assistance funds beyond those identified in the normal state legislative budget process shall be made available to the Coordinating Board for such review.

(5) The Commission shall request all funding requests containing a transportation disadvantaged fund component from the Florida State Clearinghouse. Said funding request shall be reviewed by the Commission. The Commission will respond when there are funding requests that conflict with the intent and provisions of Chapter 427, F.S., and the rules thereof.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(16), 427.016 FS. History—New 5-2-90, Amended 6-17-92, 7-11-95, 3-10-98.

41-2.016 Accessibility.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(4) FS. History—New 5-2-90, Amended 6-17-92, Repealed 7-15-12.

41-2.0161 Program Monitoring of Performance.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013 FS. History—New 6-17-92, Amended 5-1-96, Repealed 1-7-16.

41-2.0162 Chronological Listing of Report Dates.

The following reports are listed in chronological order by due date and the recipient of the report:

- (1) January 1 – Commission Annual Report due to Governor and Legislature.
- (2) September 15 – Annual Operating Report of Community Transportation Coordinator due to Commission.
- (3) September 15 – Transportation Improvement Programs in urbanized areas due to Commission.
- (4) September 15 – Annual report of the actual amount of funds expended and trips purchased due from each state agency.
- (5) September 15 – Annual report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction due from each designated official planning agency or metropolitan planning organization.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0135, 427.015, 427.0155, 427.016 FS. History—New 6-17-92, Amended 6-15-93, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 8-10-09.

41-2.017 Complete Phase-In Date.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013 FS. History—New 5-2-90, Amended 6-17-92, Repealed 3-10-98.

41-2.018 Public Comment.

The Commission for the Transportation Disadvantaged invites and encourages all members of the public to provide comment on matters or propositions before the Commission or a committee of the Commission. The opportunity to provide comment shall be subject to the following:

- (1) Members of the public will be given an opportunity to provide comment on subject matters before the Commission after an agenda item is introduced at a properly noticed Commission meeting.
- (2) Members of the public shall be limited to five (5) minutes to provide comment. This time shall not include time spent by the presenter responding to questions posed by Commission members, staff or Commission counsel. The chair of the Commission may extend the time to provide comment if time permits.

(3) Members of the public shall notify Commission staff in writing of his or her interest to be heard on a proposition or matter before the Commission. The notification shall identify the person or entity, indicate its support, opposition, or neutrality, and identify who will speak on behalf of a group or faction of persons.

Rulemaking Authority 286.0114 FS. Law Implemented 286.0114 FS. History—New 2-13-14.

Innovative Service Development Grant Rubric		Points (0-100) +10 bonus pts
Evidence of Need		
Demonstrates clear and compelling evidence of need, such as from a TDSP, other planning document, or other supporting information (5 pts)	0 - 15	
Describes the service limitations or gaps within the existing transportation system (5 pts)		
Describes how the limitation impacts a particular segment of the community OR a particular set of trips (e.g. doctor's appointments, enrichment, employment) (5 pts)		
Project Description		
Provides a detailed description of the proposed project, including the service area and type(s) of service that will be offered (5 pts)	0 - 15	
Provides an estimated number of trips and riders the proposed project will serve and explains how these were determined (2 pts)		
Provides potential or planned destinations such as a veterans' hospital, employment center, educational/training location, or other life-sustaining activities (1 pt)		
Explains how the project will be implemented, including details on how existing and potential riders will be informed of the proposed service and how services will be requested and provided. If the proposed project connects riders to/from a transportation hub, proposal explains the coordination of schedules between the services and how the rider will transfer between the two systems (5 pts)		
Explains the process for ensuring riders are eligible to receive Transportation Disadvantaged service (2 pts)		
Project Innovation		
Explains how the project will do something in a new or improved way that differs from services already being provided (10 pts)	0 – 25	
Explains how the proposed project enhances an eligible rider's mobility (15 pts)		

Demonstration of Proposed Outcomes	
Describes the project's intended outcomes (15 pts)	0 – 35
Explains how the project’s intended outcomes will address at least one of the objectives of the program: 1) Increase access for the transportation disadvantaged 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 to ensure a more seamless transportation experience. (10 pts)	
Describes the specific performance data that will be collected and analyzed (including customer satisfaction survey results) to demonstrate the project’s actual vs. intended outcomes, and whether the applicant has verified that the data are in fact available for collection. (5 pts)	
Describes any planning efforts or actions taken to address project sustainability. (5 pts)	
Other Required Application Elements	
<u>Budget and Proposed Service Rates:</u> Provides a project expense budget that supports the total amount of funding requested. Includes service rate(s) by mode and unit of service (trip, mile) and how the proposed rates were determined. (5 pts)	0 - 10
<u>Proposed Timeline and Personnel:</u> Provides a project timeline identifying the project start date, project implementation date and any major milestones. Provides the name, current title and summary of work experience for each key staff member who will work on the project. (2 pts)	
<u>Local Match:</u> Describes the source of the local match and when the funds will be available. (3 pts)	
Collaboration and Partnership (BONUS)	
The project involves a partnership or collaboration with another entity where roles/responsibilities are defined. Is not just a letter of support for the project. (3 pts)	0 - 5
The partnership already exists and there is a memorandum of understanding or other documentation indicating the partnership (2 pts)	
Utilization of Non-Traditional Service Providers (BONUS)	
The project involves the use of non-traditional service providers such as Transportation Network Companies (TNCs), taxis and other non-traditional service providers. (5 pts)	0 - 5

Innovative Service Development Grant Program FY 2024-2025 Projects

CTC Grant Recipient	Project Service Area	Description	Awarded Amount (90%)
Bay Board of County Commissioners	Bay	Continuation of providing rider-choice on-demand services, including the use of TNCs.	\$179,438
MTM Transit	Highlands	Continuation of providing on-demand services (within 4 to 48 hours) to medical and other activities.	\$129,650
Senior Resource Association	Indian River, St. Lucie	Continuation of partnership with St. Lucie to serve individuals with IDD and other cognitive disabilities. Services available 24/7 to employment and other activities.	\$1,225,238
City of Tallahassee - StarMetro	Leon	Continuation of providing on-demand services, including the use of TNCs.	\$135,627
Senior Resource Association	Martin	Provides same day or scheduled paratransit using an online, self-service reservation mobile app.	\$347,738
Guidance/Care Council	Monroe	Continuation of providing door-to-door trips from Lower Keys to Miami, expanding service hours.	\$81,766
Pinellas Suncoast Transit Authority	Hillsborough, Pinellas, Pasco	Continuation of 3 CTC partnership, providing cross-county trips.	\$455,684
Wakulla Senior Citizens Council	Wakulla, Leon	Continuation of 24/7 transportation services with focus on serving individuals with IDD, using a TNC (i-Enable).	\$444,854

**“Shirley Conroy” Rural Area Capital Assistance
Grant Program
FY 2024-2025 Projects**

CTC Grant Recipient	Project Service Area	Description	Awarded Amount
Baker Council on Aging	Baker	Coolant exchange	\$3,360
Bay Board of County Commissioners	Bay	Software enhancements	\$57,643
Suwannee Valley Transit Authority	Columbia, Hamilton, Suwannee	12 Computers	\$24,526
Big Bend Transit	Gadsden	1 Cutaway vehicle	\$137,077
Tri-County Community Council	Holmes, Washington	Camera and digital recording system	\$56,860
Jackson County Transportation	Jackson	1 ADA compliant minivan	\$67,640
Big Bend Transit	Jefferson	1 Cutaway vehicle	\$137,077
Lake Board of County Commissioners	Lake	Scheduling software enhancement	\$133,505
Big Bend Transit	Madison	1 Cutaway vehicle	\$137,077
St. Lucie Board of County Commissioners	St. Lucie	Scheduling Software enhancement	\$225,000
Big Bend Transit	Taylor	1 Cutaway vehicle	\$137,077
Wakulla Senior Citizens Council	Wakulla	Software enhancements	\$37,926
Tri-County Community Council	Walton	Camera and digital recording system and 1 cutaway vehicle	\$181,382

**Commission for the Transportation Disadvantaged
Planning Grant Allocations
FY 2024 - 2025**

County	Planning Funds
Alachua	\$28,487
Baker	\$22,742
Bay	\$26,236
Bradford	\$22,739
Brevard	\$36,040
Broward	\$66,392
Calhoun	\$22,418
Charlotte	\$26,437
Citrus	\$25,645
Clay	\$27,116
Collier	\$30,780
Columbia	\$23,698
DeSoto	\$22,886
Dixie	\$22,486
Duval	\$44,824
Escambia	\$29,436
Flagler	\$24,786
Franklin	\$22,384
Gadsden	\$23,102
Gilchrist	\$22,517
Glades	\$22,382
Gulf	\$22,447
Hamilton	\$22,412
Hardee	\$22,687
Hendry	\$23,015
Hernando	\$26,591
Highlands	\$24,439
Hillsborough	\$55,614
Holmes	\$22,550
Indian River	\$25,778
Jackson	\$23,193
Jefferson	\$22,434
Lafayette	\$22,289
Lake	\$30,931
Lee	\$39,740
Leon	\$28,816
Levy	\$23,091
Liberty	\$22,280

County	Planning Funds
Madison	\$22,515
Manatee	\$31,347
Marion	\$30,735
Martin	\$25,741
Miami-Dade	\$83,445
Monroe	\$23,976
Nassau	\$24,193
Okaloosa	\$26,942
Okeechobee	\$23,014
Orange	\$54,675
Osceola	\$31,089
Palm Beach	\$56,213
Pasco	\$35,093
Pinellas	\$44,008
Polk	\$38,904
Putnam	\$23,784
Santa Rosa	\$26,417
Sarasota	\$32,130
Seminole	\$32,859
St. Johns	\$28,464
St. Lucie	\$29,741
Sumter	\$25,112
Suwannee	\$23,105
Taylor	\$22,593
Union	\$22,458
Volusia	\$34,849
Wakulla	\$22,874
Walton	\$23,852
Washington	\$22,675
Total	\$1,974,641

Local Government Entities Contracting for Paratransit Services to Persons with Disabilities

Impacted Local Government Paratransit Service Systems		
County	CTC Local Government*	Public Transit Provider (ADA Complementary Paratransit)
Alachua		Gainesville Regional Transit System
Bay	Bay County Board of County Commissioners (BOCC)	Bay County BOCC/TPO/BayWay
Broward	Broward County BOCC/Broward County Transit	Broward County BOCC/Broward County Transit
Citrus	Citrus County BOCC/Citrus County Transit	Citrus County BOCC/Citrus County Transit
Charlotte	Charlotte County BOCC/Charlotte County Transit	Charlotte County BOCC/Charlotte County Transit
Clay	Jacksonville Transportation Authority	
Collier	Collier County BOCC/Collier Area Transit	Collier County BOCC/Collier Area Transit
Duval	Jacksonville Transportation Authority	Jacksonville Transportation Authority
Escambia	Escambia County BOCC	Escambia County BOCC/ECAT
Hendry, Glades	Hendry County BOCC	
Hernando		Hernando County BOCC/The Bus
Hillsborough		Hillsborough Area Regional Transit/HART
Indian River		Senior Resource Association
Lake	Lake County BOCC	Lake County BOCC/LakeXpress
Leon	City of Tallahassee/StarMetro	City of Tallahassee/StarMetro
Manatee		Manatee County Area Transit
Marion	Marion Senior Services	City of Ocala/SunTran
Martin		Martin County BOCC/Marty
Miami-Dade		Miami-Dade BOCC/DTPW
Monroe		City of Key West/Key West Transit
Nassau	Jacksonville Transportation Authority	
Okaloosa	Okaloosa County BOCC	Okaloosa County BOCC/Emerald Coast Rider
Orange, Osceola, Seminole	Central Florida Regional Transportation Authority/GoLYNX	Central Florida Regional Transportation Authority/GoLYNX
Palm Beach	Palm Beach County BOCC	Palm Beach County BOCC/Palm Tran
Pasco	Pasco County BOCC/Go Pasco	Pasco County BOCC/Go Pasco
Pinellas	Pinellas Suncoast Transit Authority/PSTA	Pinellas Suncoast Transit Authority/PSTA
Polk	Lakeland Area Mass Transit District/Citrus Connection	Lakeland Area Mass Transit District/Citrus Connection
Sarasota	Sarasota County BOCC	Sarasota County BOCC/The Breeze

St. Johns	St. Johns Council on Aging	St. Johns County BOCC/Sunshine Bus Company
St. Lucie	St. Lucie County BOCC	St. Lucie County BOCC/ART
Sumter	Sumter County BOCC	
Volusia	Volusia County BOCC/Votran	Volusia County BOCC/Votran

Florida Commission for the Transportation Disadvantaged (CTD):
Annual Performance Report

The CTD is required to provide an annual report to the Governor and Florida Legislature on January 1st of each year (s. 427.013(13), F.S.). The Annual Performance Report (APR) consists of a compilation of data reported by the Coordinated Transportation Disadvantaged (TD) System from the previous state fiscal year (July 1 through June 30). The APR also provides a summary of the TD program and major events that occurred during the previous year.

The performance data in the APR comes from two sources:

- 1) Annual Operating Report (AOR) – Provides a **macro-level**, systemwide overview of TD services performed in each county, including trips funded by other federal, state, and local programs.
- 2) CTD Grant Invoices – Provides a **micro-level**, programmatic overview of “non-sponsored” TD services funded under the CTD Trip & Equipment Grant program.

The sections below summarize each of these data sources and the process used to compile them within the APR.

AOR

By September 15th of each year, Community Transportation Coordinators (CTCs) are required to compile operating data on their respective service (county or multi-county) areas and submit to the CTD within the AOR (s. 427.0155(2), F.S., and Rule 41-2.007(6), F.A.C.). The data is provided in an aggregated format; meaning, it represents annualized totals (i.e., total trips, total revenues, etc.). The trips reported in the AOR include both those funded under the TD Trust Fund as well as those “sponsored” by other programs, such as Medicaid, the Agency for Persons with Disabilities (APD), etc. Below are some of the data collected in the AOR:

- 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.).
- 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.

The trips reported in the AOR are provided by one of three types of organizations: 1) CTCs that hire their own driver workforce to provide transportation directly to riders; 2) transportation operators that provide services to riders under contract with CTCs; or 3) coordination contractors, which are third party entities (i.e., not under the purview of CTCs), that provide transportation directly to segments of the TD population, such as an ARC serving individuals with developmental disabilities.

After the AOR data is submitted by the CTC, the CTD staff reviews the information, and it is compiled within the APR. The report includes an appendix section that includes a summary table for each county (see attached example).

CTD Grant Invoices

The CTD administers four grant programs funded under the state's TD Trust Fund. The Trip & Equipment (T&E) Grant is the primary funding source for "non-sponsored transportation disadvantaged" services; meaning, trips that are not subsidized by any other agency or funding source (ss. 427.011(12) and 427.0159(3), F.S.). The CTCs are the recipients of T&E Grant funding and reimbursed (i.e., paid) based on the rates of service delivered under the program.

While the AOR consist of aggregated data, the CTD collects more disaggregated (detailed) data on trips funded under the T&E Grant program. Each month, the CTC submits invoices 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.
- 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.

The T&E Grant data is a new reported feature of the APR. In FY 2020-21, the Commission adopted a new funding methodology within the T&E Grant, which replaced the AOR trip data with the T&E invoice data to allocate a percentage of funding based on a CTC's prior year performance. After all invoices have been reviewed and approved from the previous fiscal year, the CTD compiles and analyzes the data for the APR (see attached example).

APR Approval Process

After the AOR and T&E Grant invoice data are finalized, the CTD staff drafts a narrative within the APR, which includes a summary of data reported from both sources. In December, the Commission board discusses and approves the APR, usually providing staff with the authority to make technical and stylistic changes before the final publication. The report is finalized and submitted to the Offices of the Governor, President of the Florida Senate, and Speaker of the Florida House of Representatives by January 1st. The APR and its accompanying appendixes are then published on the CTD website (see [APR Reports \(fdot.gov\)](https://fdot.gov/apr-reports)).

Summary of Community Transportation Coordinator Designation Process

- The designation of a Community Transportation Coordinator (CTC) is a five-year term.
- Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA) oversees the procurement process for recommendation of each CTC.
 - This may involve competitive proposals, including Requests for Qualifications, Request for Proposals or Negotiation.
 - Services provided by a governmental agency may be exempt from competitive solicitation requirements.
 - In the event of CTC termination or emergencies, CTD collaborates with the Planning Agency and Coordinating Board to maintain service under an emergency designation until the procurement process is finalized.
- The Planning Agency submits its CTC recommendation to the Commission for consideration.
- The Commission has the authority to approve the appointment, or revocation of the CTC designation.
- CTC enters into a Memorandum of Agreement (MOA) with CTD.
 - CTC, Planning Agency and Local Coordinating Board develop Transportation Disadvantaged Service Plan (TDSP) together.
 - CTCs are eligible to receive CTD Grants.
 - CTCs may be eligible to receive FDOT Grants.
 - CTCs are eligible to purchase from state contracts, receive fuel tax refunds, and X Tags issued by HSMV.
- Currently there are 58 CTCs serving all 67 counties.
 - Service area primarily single county, however, CTC may serve a multi-county service area that is approved by the CTD:
 - Lynx – Orange, Osceola, Seminole Counties
 - Tri-county Community Council – Holmes, Washington Counties

- Suwannee Valley Transit Authority – Columbia, Hamilton, Suwannee Counties
- MTM – DeSoto, Hardee, Highlands, Okeechobee Counties
- Hendry County BOCC – Glades, Hendry Counties

- Upcoming Designations: There are 10 CTC designations due by June 30, 2025.

○ Bay	• Levy
○ Clay	• Marion
○ Escambia	• Martin
○ Flagler	• Monroe
○ Glades/Hendry	• Santa Rosa

Summary of Official Planning Agency Designation Process

- Commission approves the designation of the Official Planning Agency to provide program support at the local level.
- Designated Official Planning Agencies (DOPAs)
 - These agencies are typically regional in nature.
 - In urban areas, Metropolitan Planning Organizations (MPOs) serve as the designated official planning agency.
 - In non-MPO areas, eligible planning agencies may include county or city governments, Regional Planning Councils, or local planning organizations that are actively engaged in transportation planning.
- While the designation of planning agencies has generally remained consistent over the years, changes may occur under certain circumstances, such as:
 - Shifts in census data.
 - Coordination between planning agencies to transfer responsibilities when it enhances service to the program and community.
- Any changes in agency designation would be presented to the Commission for approval.

**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
PLANNING AGENCY AND COMMUNITY TRANSPORTATION COORDINATOR CONTACT LIST**

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

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

Escambia	West Florida Regional Planning Council 4081 E Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Escambia County Board of County Commissioners 1515 W. Fairfield Drive Pensacola, FL 32501 850-595-0501
Flagler	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Flagler County Board of County Commissioners 1769 East Moody Boulevard, Suite 5 Bunnell, FL 32110 386-313-4185
Franklin	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	ARC on the Gulf 122 Water Plant Road Port St. Joe, FL 32456 850-229-6389
Gadsden	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 32310 850-627-9958
Gilchrist	North Central Florida Regional Planning Council 2009 N.W. 67 th Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 352-498-7366
Glades	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	Hendry County Board of County Commissioners 99 E. Cowboy Way LaBelle, FL 33935 877-935-4487
Gulf	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	ARC on the Gulf 122 Water Plant Road Port St. Joe, FL 32456 850-229-6550
Hamilton	North Central Florida Regional Planning Council 2009 N.W. 67 th Place Gainesville, FL 32653 352-955-2200	Suwannee Valley Transit Authority 1907 Voyles Street, SW Live Oak, FL 32064 386-362-5332

Hardee	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Hendry	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	Hendry County Board of County Commissioners 99 E. Cowboy Way LaBelle, FL 33935 877-935-4487
Hernando	Hernando/Citrus Metropolitan Planning Organization 789 Providence Boulevard Brooksville, FL 34601 352-754-4082	You Thrive Florida 1122 Ponce De Leon Boulevard Brooksville, FL 34601 352-799-1510
Highlands	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Hillsborough	Hillsborough County Metropolitan Planning Organization 601 E. Kennedy Boulevard, 18 th Floor Tampa, FL 33602 813-210-9310	Hillsborough County Board of County Commissioners Sunshine Line 2709 E Hanna Avenue Tampa, FL 33610 813-272-7272
Holmes	West Florida Regional Planning Council 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-County Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-547-3688
Indian River	Indian River County Metropolitan Planning Organization 1801 27 th Street Vero Beach, FL 32966 772-226-1990	Senior Resource Association, Inc. Indian River Transit 4385 42rd Avenue Vero Beach, FL 32960 772-569-0903
Jackson	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	JTrans 3988 Old Cottondale Road Marianna, FL 32448 850-482-7433

Jefferson	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-997-1323
Lafayette	North Central Florida Regional Planning Council 2009 N.W. 67 th Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 386-294-2202
Lake	Lake-Sumter Metropolitan Planning Organization 225 W. Guava Street, Suite 211 Lady Lake, FL 32159 352-315-0170	Lake County Board of County Commissioners Office of Transit Services 2440 US Highway 441/27 Fuitland Park, FL 34731 352-742-2612
Lee	Lee County Metropolitan Planning Organization 815 Nicholas Parkway E Cape Coral, FL 33915 239-244-2220	LeeTran 3401 Metro Parkway Ft. Myers, FL 33916 239-533-0300
Leon	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	City of Tallahassee StarMetro 555 Appleyard Drive Tallahassee, FL 32304 850-891-5199
Levy	North Central Florida Regional Planning Council 2009 N.W. 67 th Place Gainesville, FL 32653 352-955-2200	Levy County Board of County Commissioners 970 East Hathaway Avenue Bronson, FL 32621 352-486-3485
Liberty	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Liberty County Board of County Commissioners 15629 NW County Road 12 Bristol, FL 32321 850-643-2524
Madison	North Central Florida Regional Planning Council 2009 N.W. 67 th Place Gainesville, FL 32653 352-955-2200	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-973-4418

Manatee	Sarasota/Manatee Metropolitan Planning Organization 8100 15 th Street East Sarasota, FL 34243 941-359-6046	Manatee County Board of County Commissioners 2411 Tallevast Road Sarasota, FL 34243 941-748-2317
Marion	Ocala/Marion County Transportation Planning Organization P. O. Box 1270 Ocala, FL 34478 352-438-2630	Marion Senior Services, Inc. Marion Transit 1101 SW 20th Court Ocala, FL 34471 352-620-3071
Martin	Martin County Metropolitan Planning Organization 3481 SE Willoughby Boulevard, Suite 101 Stuart, FL 34994 772-288-5412	Senior Resource Association, Inc. 694 14th Street Vero Beach, FL 34960 772-569-0903
Miami-Dade	Miami-Dade Metropolitan Planning Organization 150 Wet Flagler Street, Suite 1900 Miami, FL 33130 305-375-1739	Miami-Dade County Dept. of Transportation And Public Works 701 NW 1st Court, Suite 1300 Miami, FL 33136 305-630-5300
Monroe	Health Council of South Florida 7855 NW 12st Street, Suite 117 Doral, FL 33126 786-535-4361	Guidance/Care Center, Inc. 3000 41st Street Ocean Marathon, FL 33050 305-434-7660
Nassau	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Jacksonville Transportation Authority (eff. 10/1/2024) 100 N. Myrtle Avenue Jacksonville, FL 32204 904-265-6999
Okaloosa	Okaloosa Walton Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Okaloosa County Board of County Commissioners 600 Transit Way Ft. Walton Beach, FL 32547 850-833-9168
Okeechobee	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004

Orange	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
Osceola	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
Palm Beach	Plam Beach Metropolitan Planning Organization 301 Datura Street West Palm Beach, FL 33401 561-725-0803	Palm Beach County Board of County Commissioners 3201 Electronics Way West Palm Beach, FL 33407 561-649-9838
Pasco	Pasco County Metropolitan Planning Organization 8731 Citizens Drive New Port Richey, FL 34654 727-847-2411	Pasco County Board of County Commissioners 8620 Galen Wilson Boulevard Port Richey, FL 34668 727-834-3322
Pinellas	Pinellas County Metropolitan Planning Organization 310 Court Street Clearwater, FL 33756 727-464-8250	Pinellas Suncoast Transit Authority/PSTA 3201 Scherer Drive St. Petersburg, FL 33716 727-540-1888
Polk	Polk Transportation Planning Organization 330 W. Church Street Bartow, FL 33830 863-534-6529	Lakeland Area Mass Transit District 1212 George Jenkins Boulevard Lakeland, FL 33815 863-534-5500
Putnam	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Ride Solution 220 North 11 th Street Palatka, FL 32177 386-325-9999
Santa Rosa	Florida-Alabama Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-County Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-626-6806

Sarasota	Sarasota/Manatee Metropolitan Planning Organization 8100 15 th Street East Sarasota, FL 34243 941-259-6045	Sarasota County Area Transit 1660 Ringling Boulevard Sarasota, FL 34236 941-861-1234
Seminole	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
St. Johns	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	St. Johns County Council on Aging, Inc. 180 Marine Street St. Augustine, FL 32084 904-209-3710
St. Lucie	St. Lucie Transportation Planning Organization 466 SW Port St. Lucie Boulevard, Suite 111 Port St. Lucie, FL 34953 772-462-1671	St. Lucie County Board of County Commissioners 437 North 7 th Street Ft. Pierce, FL 34950 772-462-1778
Sumter	Lake-Sumter Metropolitan Planning Organization 225 W Guava Street, Suite 211 Lady Lake, FL 32159 352-315-0170	Sumter County Board of County Commissioners 7375 Powell Road Wildwood, FL 34785 352-568-6683
Suwannee	North Central Florida Regional Planning Council 2009 N.W. 67 th Place Gainesville, FL 32653 352-955-2200	Suwannee Valley Transit Authority 1907 Voyles Street, SW Live Oak, FL 32064 386-362-5332
Taylor	Taylor County Board of County Commissioners 201 E. Green Street Perry, FL 32347 850-838-3553	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-838-3553
Union	North Central Florida Regional Planning Council 2009 N.W. 67 th Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council 255 SW 9 th Avenue Lake Butler, FL 32054 386-496-0624

Volusia	River to Sea Transportation Planning Organization 1 Deuce Court, Suite 100 Daytona Beach, FL 32124 386-226-0422	VOTRAN 950 Big Tree Road South Daytona, FL 32119 386-322-5100
Wakulla	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Wakulla County Senior Citizens' Council 33 Michael Drive Crawfordville, FL 32326 850-926-7145
Walton	Okaloosa Walton Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-County Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-892-2422
Washington	West Florida Regional Planning Council 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-County Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-638-4520

Summary of Quality Assurance Process for Trip and Equipment Grants

- Risk Assessments were completed for each CTC
- Reviews will focus on Grant Compliance in accordance with Department of Financial Services requirements.
 - Grant terms & conditions.
 - Invoices for reimbursement of services.
 - Rider eligibility.
- CTD has recently contracted with Thomas Howell Ferguson to complete reviews.
- All CTCs will be reviewed by the end of June 2025.
- Reviews will be conducted virtually.
- CTCs will be notified, and dates will be set soon.
- A final report will be issued to each CTC and CTD upon completion of reviews.
- CTCs will submit Corrective Action Plans to CTD, addressing any findings identified.
- A summary of review outcomes will be presented to CTD.

CTD RISK ASSESSMENT

Review Period _____
 CTC Name _____
 Grant Type _____
 Date Assessment Completed _____
 Risk Score _____
 Risk Level _____

Score	1 - Low Risk 14-19	2 - Moderate Risk 20-27	3 - High Risk 28-42
-------	-----------------------	----------------------------	------------------------

Organization Information

1	Length of time as CTC		5+ years	3-5 Years	Less than 3 Years
2	Multiple Operations		No		Yes
3	Use of Subcontracted Operators		No		Yes

Staff Experience

4	Has CTC undergone a change in Executive Director (or equivalent) within the past year?		No	Yes, however, internal promotion of staff	Yes, external hire
5	Does the CTC have a history of key staff turnover?		No	Little turnover	Significant turnover
6	Is the CTC's point of contact/key staff responsive to CTD inquiries/communications promptly		Always timely	Sometimes late	Consistently late

Grant and Financial Management

7	Grant Amount		<\$500,000	\$ 500,000- \$1,000,000	>\$1,000,000
8	Timely submission of invoices		Invoices are submitted within 30-60 days after service is provided	Invoices are submitted timely within 61 - 89 days after service is provided	Invoices are submitted 90 days or more after service is provided
9	Are invoices returned for corrections		Invoices are never or very infrequently returned for corrections	Invoices are returned for correction (10%-50%)	Most invoices are returned for corrections (50% +)
10	Single Agency Audit Submission		Submitted with no findings	Submitted with findings	Not required or submitted and findings related to CTD Grants
11	CTD Monitoring prior year findings		No Findings	1-3 findings	>3 findings and/or repeat findings

Capital Equipment Management

12	Purchase of Capital		No capital purchases during grant cycle		Yes capital purchases during grant cycle
13	Capital equipment purchase source for most expensive item		N/A or State Term Contract or TRIPS	Purchase < \$35,000 and not from State Term Contract or TRIPS	Purchase >\$35,000 and not from State Term Contract or TRIPS

Final Risk Score **0**

Name of Grant Recipient:

Grant(s) Monitored

Monitoring Period:

CTC* GENERAL INFORMATION				
	Program Step	Monitor Response and Applicable comments	WP Reference	Completed By
1	What is the CTC Organization type? <i>(Private For Profit, Private Non-Profit, Government, Transportation Agency)</i>			
2	What is the CTC Network Type? <i>(Sole Provider, Partial Brokerage, Complete Brokerage)</i>			
3	Does the CTC have Operator contracts that provide trips funded with TDTF ? If so, complete Operator Info Table.			

* Community Transportation
Coordinator (CTC) = Grant Recipient

Name of Grant Receptient:

Monitoring Period:

Status Report From Last Review of 24/25 Monitoring Review Elements

Date of Last Review: Date of this Status Report

Last Review
Recommendation :

CTC Response:

Current Status:

Last Review
Recommendation :

CTC Response:

Current Status:

Last Review
Recommendation :

CTC Response:

Current Status:

Last Review
Recommendation :

CTC Response:

Current Status:

Last Review
Recommendation :

CTC Response:

Current Status:

Last Review
Recommendation :

CTC Response:

Current Status:

Name of Grant Recipient:

Monitoring Period:

GRANT QUESTIONS REVIEW				
	Program Step	Monitor Response and Applicable comments	WP Reference	Completed By
1	Does the CTC maintain all records pertaining to the spending of TDTF dollars for five years? (T&E Grant 6.60, 8.30)			
2	Does the CTC maintain the minimum required liability insurance of \$200,000 for any one person, \$300,000 per occurrence on vehicles (T&E grant 6.80)			
3	Does the CTC maintain fire, theft, and comprehensive coverage property insurance, with replacement cost value, on equipment other than vehicles, purchased with TD Trust Funds? (T&E Grant 6.80)			
4	What procurement process does the CTC follow for the purchase of equipment? (T&E Grant 10.30)			
5	Does CTC check Convicted Vendor List prior to contracting with an operator for service pursuant to Section 287.133, FS? (T&E Grant 11.60)			
6	Does the CTC utilize the U.S. Dept. of Homeland Security's E-Verify System? (T&E Grant 11.70)			
7	Capital Equipment inspection - Determine physical condition of any equipment, including vehicles, that were purchased with TDTF to confirm good working condition. T&E Grant 12.80)			
8	Does the CTC lease vehicles funded by TDTF to subcontracted operators? Did they notify CTD in writing? (T&E Grant 12.81)			
9	Was CTD notified when capital equipment was disposed of? (T&E Grant 12.83)			

Name of Grant Recipient:

Monitoring Period:

	SUBCONTRACTED OPERATOR INFORMATION								
						Does the Subcontracted Operator Contract require:			
	Subcontracted Operator Name	Procurement Process Utilized (ITB, RFP, etc)	Beginning and Ending Date of Contract/Agreement with CTC	Does Operator Perform TDTF Rider Eligibility (Yes/No)	Minimum liability insurance of \$200,000 for any one person, \$300,000 per occurrence on vehicles? (T&E Grant 6.80) Yes/No	Document retention for a minimum of five years and for giving CTC access to those documents after the contract has expired? (T&E Grant 6.60 & 8.30) Yes/No	The use of the U.S. Dept. of Homeland Security's E-Verify System to confirm employment eligibility? (T&E Grant 11.70) Yes/No	Indemnification of CTD language? (T&E Grant 13.00) Yes/No	Include proper language concerning payment to subcontractors? (Prompt Payment)? (T&E Grant 19.0) Yes/No
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

Review operator contract

Name of Grant Recipient:

Monitoring Period:

SUBCONTRACTED OPERATOR INFORMATION							
	Subcontracted Operator Name	Does CTC monitor Subcontracted Operator(s) eligibility process (if applicable) (Yes/No)	Date of Last Monitoring	Review Monitoring Tool or Documentation Demonstrating Monitoring was Complete	Findings (Yes/No)	Was a written report issued? (Yes/No)	Was a Corrective Action Plan Provided? (Yes/No)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

Review operator contract

Name of Grant Recipient:

Monitoring Period:

Risk	Low	Moderate
# of Invoices to Review	6	12

TD INVOICE TESTING				
	Program Step	Monitor Response and Applicable comments	WP Reference	Completed By
1	Review all invoices for excessive mileage, including trips provided within same city.			
2	Confirm dates of service on invoices match Summary and Trip Detail backup.			
3	Confirm rates of service on invoices match grant agreement.			
4	Confirm trips/miles invoiced matches Summary and Trip Detail			
5	Review invoices for duplicate trips on Trip Detail backup.			
6	Using Invoice and Eligibility Application Sample Size, select trips for unduplicated riders. Review trip manifests to confirm trips were provided. Review rider applications and support documentations to confirm eligibility.			

Name of Grant Recipient:

Monitoring Period:

Unduplicated Rider Trip and Eligibility Application Sample Size		
Risk	Low	Moderate
Small System	10	20
Medium System	30	40
Large System	50	60

[illegible]

Name of Grant Recipient:

Monitoring Period:

TD RATE CALCULATION REVIEW				
	Program Step	Monitor Response and Applicable comments	WP Reference	Completed By
1	Determine if there is a written process for the completion of the Annual TD Rate Worksheet.			
2	Review the most recent Rate Worksheet file to determine if all supporting documentation is maintained to allow for a proper monitoring trail. (CTC should have supporting documentation for all expense and budget items)			