

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting Agenda December 15, 2021 2:00 PM until Completion

*Dr. Phillip Stevens, Chairman
Christinne Gray, Commissioner
Renee Knight, Commissioner
Dr. Robin Tellez, Commissioner
Mike Willingham, Commissioner*

GoToMeeting Webinar:

<https://global.gotomeeting.com/join/370660773>

**Conference Call-In Number: 888-585-9008
Conference Code: 837-653-349**

Item #	Agenda Item	Speaker(s)
I.	Call to Order	Chairman Phil Stevens
II.	Pledge of Allegiance	Chairman Stevens
III.	Introduction of Commissioners and Advisors	Commissioners and Advisors
IV.	Public Comments (Comments limited to the current agenda items)	Public
	Action Items	
V.	Approval of October 25, 2021 Meeting Minutes	Chairman Stevens
VI.	Review and Approval of 2021 Annual Performance Report	David Darm, Executive Director
VII.	Approval of 2022 Commission Meeting Schedule	Chairman Stevens
	Information Items	
VIII.	Executive Director Report	David Darm
IX.	Commissioner and Advisor Reports	Commissioners and Advisors
X.	Public Comments	Public
XI.	Commissioner and Advisor Closing Comments	Commissioners and Advisors
XII.	Adjournment	Chairman Stevens
	Next Meeting: February 16, 2022 – Tallahassee, FL	

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 chairman will call on each speaker in the order public comment cards are received. Public comments are limited to five (5) minutes per speaker.

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

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
(850) 410-5703 or (800) 983-2435
(850) 410-5708 (TDD/TTY).

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

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 15, 2021

AGENDA ITEM:

IV and X Public Comments

BACKGROUND INFORMATION:

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

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

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

ATTACHMENT:

Public Comment Form



Commission for the Transportation
Disadvantaged
PUBLIC COMMENT FORM

Instructions:

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

How will you be participating in this meeting? Webinar _____ Conference Call _____

Name _____

E-Mail _____

Phone _____

Address _____

City _____

Zip Code _____ County _____

Representing _____

Subject _____

Support _____ Oppose _____ Neutral _____

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 15, 2021

AGENDA ITEM:

V Approval of Minutes – October 25, 2021

BACKGROUND INFORMATION:

The Commission held its business meeting in Daytona Beach and GoToMeeting webinar on October 25, 2021.

ATTACHMENTS:

Minutes of the October 25, 2021 Commission Business Meeting

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Approve Minutes from the October 25, 2021 Commission Business Meeting.

MEETING SUMMARY

Commission for the Transportation Disadvantaged **Commission Business Meeting**

Ocean Center Daytona – Room MO2AB
101 N. Atlantic Avenue
Daytona Beach, Florida 32118

October 25, 2021
2:00 PM

<i>Commissioners Present</i>	<i>Commissioners Absent</i>
Chairman Dr. Phillip Stevens	Mike Willingham
Christinne Gray	
Renee Knight	
Dr. Robin Tellez	

<i>Advisors Present</i>	<i>Advisors Absent</i>
Liz Stutts, FDOT	Erica Floyd-Thomas, AHCA
Kent Carroll, APD	Dennis Latta, FDVA
Diane Harris, DCF	Krysta Carter, DOEA

Call to Order

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

Pledge of Allegiance

Chairman Stevens led the Pledge of Allegiance.

Welcome and Introductions

Chairman Stevens invited the Commissioners and Advisors to introduce themselves.

Chairman Stevens informed participants that the meeting is being recorded and all feedback received, including comments within the webinar chat box, will be reflected in the Meeting Minutes.

Sheri Powers, Commission staff, provided the webinar participants a tutorial on the features of GoToMeeting.

Public Comments

Robert Villar, representing the Miami-Dade Department of Transportation and Public Works, spoke in support of the Commission's COVID-19 Rescue Plan. He encouraged the Commission to consider implementing the plan in the future if there is an impact on ridership.

Approval of June 3, 2021 Meeting Minutes

Chairman Stevens asked for a motion to approve the minutes from the June 3, 2021 Commission Business Meeting:

ACTION TAKEN: Commissioner Knight moved, and Commissioner Tellez seconded the motion, to approve the minutes. The motion carried unanimously.

Review and Approval of the FY 2021-2022 Annual Regulatory Plan

Each year, the Commission is required to publish an annual regulatory plan as part of administering its rule-making responsibilities. Rachelle Munson, CTD General Counsel, provided an overview of the 2021-2022 Annual Regulatory Plan.¹ She said the plan was approved by Chairman Stevens and submitted on October 1. Ms. Munson requested the Commission vote to ratify the plan as submitted.

ACTION TAKEN: Commissioner Knight moved, and Commissioner Gray seconded the motion, to ratify the annual regulatory plan. The motion carried unanimously.

This concluded the action items for this meeting.

Update on Phase Down of CTD COVID-19 Rescue Plan

David Darm presented an overview of the phase down of the COVID-19 Rescue Plan, which was implemented within the Trip & Equipment (T&E) Grant program beginning in March 2020. The purpose of the plan was to mitigate some of the financial losses incurred by Community Transportation Coordinators (CTCs) due to the decrease in TD services, which are reimbursed under the T&E Grant program. On March 30, 2021, the Commission voted to begin phasing down the plan in response to the roll out of the vaccine and steady increase in ridership. In June, the Commission voted to phase out the rescue plan by December 31, 2021.

Casey Perkins, representing Thomas Howell Ferguson, presented an analysis of the rescue funding that was disbursed in FY20-21.² The first table provided a summary of the rescue funding amounts distributed between July 2020 and June 2021. The second table provided the percentage of each county's allocation consisting of rescue funding during the same period. Both tables demonstrate that the rescue funding significantly lowered in March 2021, which coincided with the vaccine rollout.

Mr. Darm said the Commission will reconvene one more time in December prior to the scheduled phase out of the rescue plan.

Presentation on Innovation & Service Development Grant Technical Assistance Project

In FY20-21, the Commission contracted with the University of South Florida-Center for Urban Transportation Research (CUTR) to provide technical assistance as part of the CTD Innovation & Service Development (ISD) Grant program. The project served two purposes: 1) assist the Commission in administering the program, including improvements to the application and review process; and 2) provide training and resources for grant applicants to develop proposals that fulfilled the expectations of the grant program. Though the funding for the ISD Grant was eliminated as part of the repeal of the Multi-Use Corridors of Regional Economic Significance (M-CORES) program, the technical assistance from CUTR provided insights into how the Commission and its partners can promote innovative practices within the TD Program.

Martin Catala, representing CUTR, presented the findings and lessons learned from the technical assistance project. The project served as a continuation of the Commission's on-going efforts to embrace innovation and assist systems in improving services funded under the TD Program. CUTR assisted the Commission staff in developing the application packet and reviewing the applications

1 The plan was published in the October 25, 2021 Commission Business Meeting Packet (pages 16-17 of the pdf), which can be accessed at: https://ctd.fdot.gov/docs/MeetingPackages/2021Meetings/20211025_CTDBusinessMtgPkg.pdf.

2 The data can be found in the October 25, 2021 Commission Business Meeting Packet (pages 19-20 of the pdf), which can be accessed at: https://ctd.fdot.gov/docs/MeetingPackages/2021Meetings/20211025_CTDBusinessMtgPkg.pdf.

that were submitted for the FY21-22 grant cycle. The project will conclude with a final report, which will be submitted shortly after this Commission Business Meeting.

Mr. Catala provided an overview of CUTR's recommendations in the report, which are divided into three categories: 1) grant administration; 2) transparency, engagement, and collaboration; and 3) strategies to foster innovation. All the recommendations were informed by CUTR conducting interviews with CTD staff and CTCs as well as a review of other similar grant programs in the nation. Mr. Catala stated they received a lot of feedback on extending the application process to allow systems more time to develop proposals. Another finding was the challenge for current projects to re-apply each fiscal year, where CUTR recommended that there be a process to fast-track such projects in the future (if they are demonstrating success). During the most recent grant cycle, CUTR assisted the Commission in providing an opportunity for applicants to submit their proposals early so they could receive feedback and improve their proposals prior to the application deadline.

In terms of transparency, engagement, and collaboration, Mr. Catala recommended the Commission consider a clearinghouse and other information resources that could assist systems in exploring lessons learned from past/current projects. He also recommended the Commission consider publishing an annual report on the lessons learned from the projects. There were several systems that did not participate in the program for a variety of reasons, including hurricane damage, driver shortages, lack of cell reception, etc. He said an annual report would potentially help these agencies in evaluating these issues.

To foster innovation, Mr. Catala emphasized that these projects are not designed to be successful on their first try, but to embrace flexibility, iteration and the willingness to fail in order to test new services. He also encouraged the Commission to consider the use of multi-year grant cycles to allow systems more time to test new services. Finally, he discussed the challenge with sustainability. Based on CUTR's review of other state and national programs, Mr. Catala recommended the Commission consider implementing a step-down approach, where the funding would be gradually phased out to allow the applicant time to find alternative funding before the project ends.

Chair Stevens asked Mr. Catala when the final report would be published by CUTR. Mr. Catala said it is in the final edit stage. Mr. Darm said the Commission staff will disseminate the report through their email list serv and publish it on the home page of the CTD website, once the final edits are completed. Mr. Darm also informed the participants who were attending the CTD annual conference (in conjunction with this meeting) in Daytona that there will be a panel discussion, which will include Mr. Catala and two other individuals who participated in the ISD Grant program, to explore these issues further on October 27, 2021.

Executive Director Report

Mr. Darm provided an overview of the Commission's Legislative Budget Request (LBR) for Fiscal Year 2022-23. The LBR includes two requests: 1) \$4 million in additional recurring revenue to the T&E Grant program; and 2) \$6 million in non-recurring revenue to restore a portion of the funding for the ISD Grant program. He discussed the legislative process, where the funding request will be considered as part of the development of the General Appropriations Act. He stated the Commission will monitor and update stakeholders of the LBR as it goes through this process. Mr. Darm explained how these requests were developed as part of the revenue projections for the Transportation Disadvantaged Trust Fund for the next five years.

Mr. Darm provided some additional updates. In June, the Commission approved a report on the policy pertaining to the use of TD Trust Fund dollars in relation to the complementary paratransit services under the Americans with Disabilities Act (ADA). He said the final version of that report is

now available on the CTD website. Mr. Darm also discussed the upcoming Annual Performance Report (APR), which will be presented at the Commission Business Meeting in December. The APR will include a new dataset on the services directly funded under the T&E Grant (as captured by the invoices submitted by CTCs). The Commission will also be exploring improvements to the Annual Operating Report, beginning in 2022.

Mr. Darm thanked the Commission staff and Florida Public Transportation Association (FPTA) for facilitating the annual training conference in Daytona. Despite the uncertainty of the pandemic, he stated the conference has been well-attended. The Commission and FPTA will also be co-hosting the legislative awareness day at the Capitol in Tallahassee on February 16, 2022. Mr. Darm also provided an update the Commission's subcommittee chaired by Commissioner Gray, which is looking to improve the marketing and awareness of the TD program. He also discussed the quality assurance review process and how that will be a priority for 2022.

Commissioner and Advisor Reports

There were no reports provided by Commissioners and Advisors.

Public Comments

Julia Davis, representing Polk County Transportation Planning Organization, shared concerns about the stairs to access the meeting location. She requested the Commission consider a different arrangement at the next year's conference.

Closing Remarks and Adjournment

The next Commission Business Meeting will be on December 15, 2021.

The meeting was adjourned.

Minutes compiled by David Darm.

Note: This meeting has been summarized to reduce paperwork in accordance with policies of State government. If an accessible format or more information than is provided herein is needed, please contact the Commission for Transportation Disadvantaged at (850) 410-5700 or 1-800-983-2435 for assistance. A copying or printing fee may be charged to the requesting party.

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 15, 2021

AGENDA ITEM:

VI 2021 Annual Performance Report

BACKGROUND:

Pursuant to s. 427.013(13), F.S., the Commission is required to submit 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 consists of performance data on services delivered by the Coordinated Transportation System from the previous state fiscal year (July 1, 2020 through June 30, 2021). Community Transportation Coordinators (CTCs) are required to submit this data within their Annual Operating Report (AOR) to the Commission by September 15 each year (s. 427.0155(2), F.S., and Rule 41-2.007(6), F.A.C.).

The DRAFT 2021 Annual Performance Report (APR) is being presented for discussion and approval at the December 15, 2021 Commission Business Meeting. The APR provides a **macro-level, systemwide** overview of the services provided by the Coordinated System in FY 2020-21, captured in the AORs submitted by CTCs. In addition, this year's APR includes a **micro-level, programmatic** overview of services funded by the CTD Trip & Equipment (T&E) Grant program in FY 2020-21, captured by the invoice data submitted by CTCs to be reimbursed under the grant.

Due to the time required to compile, review and analyze all data for publication of this report, the DRAFT version does not include all datasets and tables that will be represented in the final version. The Commission contracted with Thomas Howell Ferguson (THF) to assist in conducting the analysis of performance data within this year's APR, with a particular focus on the T&E Grant invoice data.

David Darm, Commission Executive Director, and Jeff Barbacci and Casey Perkins, representing THF, will provide an overview of the report's content.

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

The Commission should discuss and approve the content of the 2021 Annual Performance Report, providing Commission staff authority to edit and make technical changes prior to its final submittal to the Governor and Legislature on January 1, 2022.



DRAFT 2021 Annual Performance Report

January 1, 2022



Prepared by:
Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

www.fdot.gov/ctd/

Phone - (850) 410-5700

Toll Free - (800) 983-2435

FAX - (850) 410-5751



OUR MISSION

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

TABLE OF CONTENTS

EXECUTIVE SUMMARY 1

INTRODUCTION 2

OVERVIEW OF THE COORDINATED SYSTEM 4

CTD GRANT PROGRAMS 6

2020-2021 ACCOMPLISHMENTS 9

2020-21 PERFORMANCE REPORT 12

FUTURE OF THE COORDINATED SYSTEM..... 19

EXECUTIVE SUMMARY

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

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

Each year, CTD presents a report to the Governor and Legislature on the Coordinated System's performance in serving the TD population during the previous state fiscal year. The 2021 Annual Performance Report provides an overview of the system and performance of TD services between July 1, 2020, and June 30, 2021. The content and datasets within this report provide two distinct, but coinciding perspectives:

- 1) A **macro-level, systemwide** overview of the services provided by the Coordinated System, captured in each county's Annual Operating Report (AOR); and
- 2) A **micro-level, programmatic** overview of services funded by CTD, which support trips “not sponsored” by any other agency within the Coordinated System.

The second perspective, captured by invoice data on trips purchased through the CTD Trip & Equipment (T&E) Grant program, is a new feature of the Annual Performance Report. This dataset was added as part of the Commission's new funding methodology, which more accurately measures the performance of transportation services purchased under the Transportation Disadvantaged Trust Fund.

As Florida continues to grow and become more mobile, CTD and its partners are committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. This report highlights major accomplishments toward achieving this goal in Fiscal Year (FY) 2020-2021, including CTD's response to the service impacts from COVID-19.

The 2021 Annual Performance Report concludes with a discussion of plans for improving the quality of data reported in future reports.

INTRODUCTION

The Florida Legislature created the Commission for the Transportation Disadvantaged (CTD) in 1989 to support the coordination of transportation services for Floridians who are transportation disadvantaged. The authority of CTD is derived from Chapter 427, Florida Statutes (F.S.), and Rule 41-2, Florida Administrative Code (F.A.C.).

Florida’s “Transportation Disadvantaged” (TD) population is defined in s. 427.011(1), F.S., as those persons who because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are high-risk as defined in s. 411.202, F.S.

CTD accomplishes its mission through “coordinated transportation,” where it arranges the provision of transportation services through qualified Community Transportation Coordinators or transportation operators in every county of the state. The goal of this coordination is to ensure these services are delivered in a cost-effective and efficient manner and reduce fragmentation or duplication of services (s. 427.011(11), F.S.).

CTD works with state and local partner agencies to purchase (i.e., “sponsor”) transportation services for their TD eligible constituents through the “Coordinated System.” CTD also

administers the Transportation Disadvantaged Trust Fund, where the majority of its funds are used by CTD to purchase trips for TD eligible individuals to access activities “not sponsored” by another purchasing agency.

CTD is an independent state agency located within the Florida Department of Transportation (FDOT) that reports directly to the Governor. CTD functions independently from the supervision and direction of FDOT, with its own rule making and budget authority. CTD employs staff in Tallahassee to administer and monitor the statutory requirements for the program.

COMMISSION MEMBERSHIP

The Commission consists of seven (7) voting board members that are all appointed by the Governor, including five (5) business community members and two (2) members who have a disability and have been served by the Coordinated System. One of these members must be over 65 years of age. In addition, the Secretaries or Executive Directors of the Department of Transportation, Department of Children and Families, Department of Elder Affairs, Agency for Health Care Administration, the Department of Economic Opportunity, Department of Veterans’ Affairs, Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level of each, serve as ex officio non-voting advisors to the Commission.

On June 3, 2021, Marion Hart retired as Commission Chairperson. Prior to his appointment in 2012, Chairman Hart served over 35 years with the Florida Department of Transportation, which included the early development of the TD Program. He was instrumental in initiating statewide coordination planning, identifying unmet needs around the state, and serving as the program’s staff director in the 1980s. In October 2021, the Commission awarded Marion Hart with the William G. & Budd Bell Lifetime Achievement Award for his leadership and commitment to improving the lives of Floridians who are transportation disadvantaged.



Dr. Phillip Stevens, Vice-Chairman and Chairman Marion Hart, Florida Commission for the Transportation Disadvantaged (left to right)

Commission Membership	
Commissioners Voting Members	Representing
Marion Hart Jr., Chair	The Business Community
Dr. Phillip Stevens, Vice-Chair	The Business Community
Christinne Gray	User with a Disability
Renee Knight	The Business Community
Dr. Robin Tellez	The Business Community
Mike Willingham	The Business Community
Vacant	User with a Disability
Ex Officio Members	Representing
Kevin J. Thibault, Secretary Elizabeth Stutts, Designee	Department of Transportation
Dane Eagle, Director Vacant, Designee	Department of Economic Opportunity
Shevaun Harris, Secretary Diane Harris, Designee	Department of Children and Families
Simone Marsteller, Secretary Erica Floyd-Thomas, Designee	Agency for Health Care Administration
Barbara Palmer, Director Kent Carroll, Designee	Agency for Persons with Disabilities
Richard Prudom, Secretary Krysta Carter, Designee	Department of Elder Affairs
“Hammer” Hartsell, Executive Director Dennis Latta, Designee	Department of Veterans' Affairs
** VACANT **	County Manager or Administrator

OVERVIEW OF THE COORDINATED SYSTEM

The Coordinated System is guided by a philosophy of centralized (statewide) policy development and decentralized (local) implementation. The chart on [page 20](#) provides a visual representation of the various roles and responsibilities in the Coordinated System described below.

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

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

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



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

the Coordinated System (see pie chart on [page 15](#) for a systemwide breakdown of total revenues received from purchasing agencies).

A CTC may provide “sponsored” transportation for TD eligible individuals on behalf of a purchasing agency, such as trips to medical appointments covered under Florida’s Medicaid Managed Medical Assistance (MMA) program. CTCs that operate fixed bus route services may also serve certain groups within the TD population, such as individuals with disabilities who qualify for complementary paratransit services required by the U.S. Americans with Disabilities Act (ADA). All these services, which fall under the “Coordinated System,” are captured within each county’s Annual Operating Report (AOR), which is compiled by the CTC and submitted to CTD for publication of this report (discussed further in the “2020-21 Performance Report” beginning on [page 13](#)).

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

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

In summary, the Coordinated Transportation System is a manifestation of the hard work and support of elected and appointed officials, transportation professionals, and local partners who dedicate themselves to serve those who are unable to serve themselves.

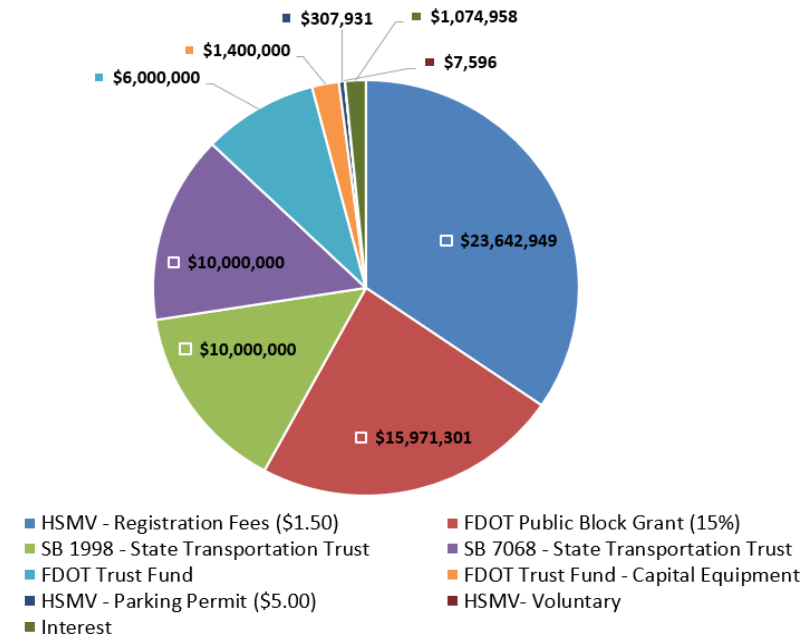


CTD GRANT PROGRAMS

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

In FY 2020-21, the Legislature appropriated approximately \$72.8 million to the TDTF. The following pie chart provides a breakdown of the revenues that are deposited within the TDTF. The largest portion of TDTF revenues come from the vehicle registration fees that are paid by residents when they renew their license tag with the State of Florida.

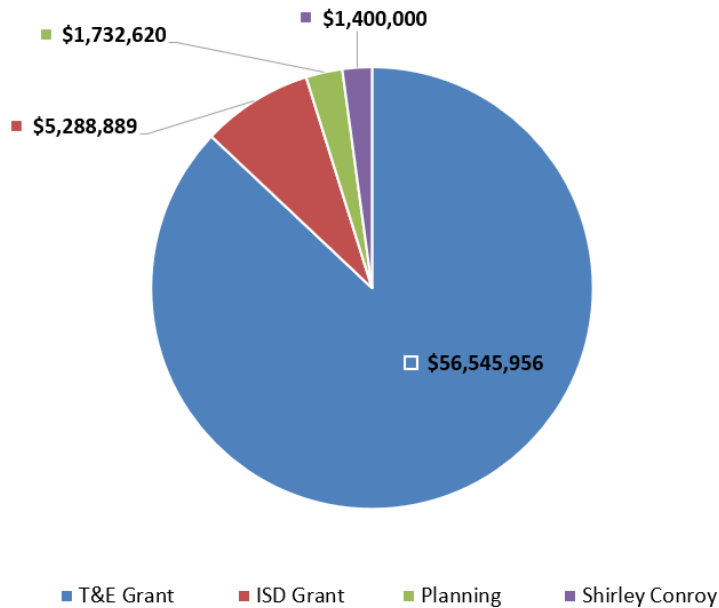
FY2020-21 TDTF Revenues
\$68,404,735



After the Legislature appropriates and Governor approves funding to the TDTF for the fiscal year, CTD awards and disburses the funding through its grant programs. The pie chart on the following page provides a summary of the total funding that was awarded by CTD to each of its grant programs in FY 2020-21. With the exception of the Planning Grant program, CTD requires a ten percent (10%) local match from the grant recipient. This match may include revenues from farebox, proceeds from a local tax, etc.

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

FY 2020-21 TDTF Grant Funding Totals
\$64,967,465



TRIP & EQUIPMENT GRANT PROGRAM

Majority of TD non-sponsored transportation services are funded through the Trip & Equipment (T&E) Grant program. Each year, CTD allocates funding to each CTC to support the delivery of TD services for its designated service area (county or counties). The CTC is reimbursed with the allocated funds

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

In FY 2020-21, CTD awarded \$56.5 million to fifty-six (56) CTCs for the provision of nearly 1.1 million TD non-sponsored services. A detailed analysis of T&E Grant services is provided in the “2020-21 Performance Report.”

INNOVATION & SERVICE DEVELOPMENT GRANT PROGRAM

During the 2019 Legislative Session, the Florida Legislature appropriated \$10 million to the TDTF through the creation of the Multi-Use Corridors of Regional Economic Significance (M-CORES) Program. CTD administered the funding through the Innovation & Service Development (ISD) Grant program in Rule 41-2.014(2)(c), F.A.C.

The M-CORES legislation (s. 338.2278(8)(e), F.S.) directed CTD to award the funding through competitive grants to CTCs and Transportation Network Companies (TNCs) for projects that supported cost-effective, door-to-door, on-demand and scheduled transportation services that fulfilled at least one of the following objectives:

1. Increase a TD person’s access to and departure from job training, employment, health care, and other life-sustaining services;

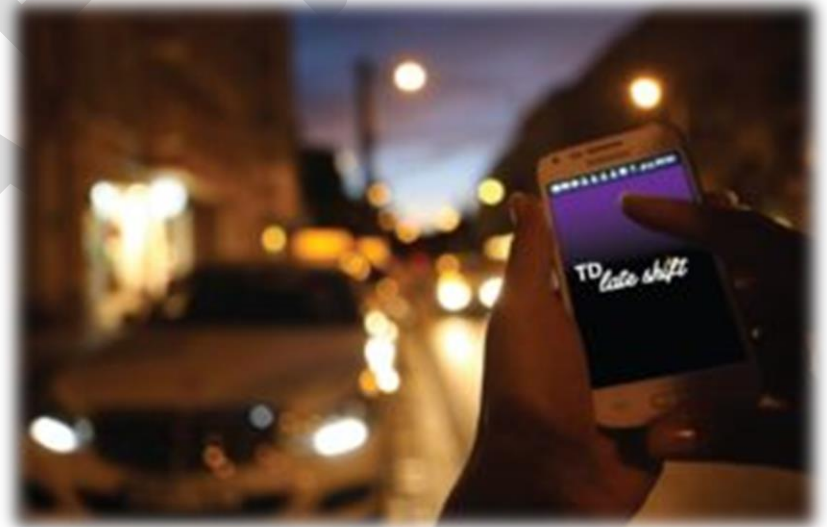
2. Enhance regional connectivity and cross-county mobility; or
3. Reduce the difficulty in connecting TD persons to a transportation hub and from the hub to their final destination.

In FY 2020-21, CTD awarded approximately \$5.2 million for eighteen (18) ISD Grant projects. Two of the grant recipients were TNCs (UZURV and i-Enable). Majority of projects provided an “enhanced service” to the existing TD program, such as extending hours of operation to provide weekend TD services in Hillsborough County. Other highlights of the projects included:

- ❖ At least five (5) projects provided additional services for TD residents to access critical medical facilities in Flagler, DeSoto/Hardee/Highlands/Okeechobee, Martin, Orange/Osceola/Seminole, and St. Lucie Counties.
- ❖ At least four (4) projects enhanced access to employment or educational training activities, including for students who live in rural parts of Alachua County to access Sante Fe College, individuals with intellectual or developmental disabilities (IDD) to access employment training activities in Escambia and Santa Rosa Counties, students in Lafayette County to access Big Bend Technical College in Taylor County, and workers to access late shift jobs in Pinellas County.

- ❖ More than three (3) projects provided transportation across county lines, including for TD residents to access activities within the five-county region of Tampa Bay, veterans in Citrus County to access the VA hospitals in Tampa and Gainesville, and individuals with IDD in St. Lucie County to access activities in Indian River, Martin and Okeechobee Counties.

The table on the following page provides a summary of all ISD Grant projects in FY 2020-21.



During the 2021 Legislative Session, the Florida Legislature repealed the M-CORES program, which included the funding for the ISD Grant program. Though the funding was repealed, the Commission gained insights into ways to promote innovative practices for future TD projects. This is discussed

Innovation and Service Development Grant Project Summary FY 2020-21

Service Area	Grant Recipient	Funding	Project Description
Alachua	MV Contract Transportation	\$49,099.00	Provided transportation to and from Santa Fe College. This project provided an opportunity for students who live in rural areas, with little to no access to transportation, access to higher education and job training. Santa Fe College provided the 10% local match.
Bradford	Suwannee River Economic Council	\$42,293.00	Provided on-demand service (within 60 minutes) for job training, employment, education, nutrition, health care and other life sustaining services.
Citrus	Citrus County, FL	\$51,457.00	Provided Veterans intercounty door-to-door transportation to VA Hospitals/Clinics in Tampa, The Villages, Gainesville, and others. Trips were provided weekly on scheduled days.
DeSoto, Hardee, Highlands and Okeechobee	MV Contract Transportation	\$238,500.00	Provided on-demand transportation to TD eligible clients in need of immediate, but not emergency, medical transportation including direct ride home from dialysis and hospital discharge. Service will be available 24/7.
Duval (Baker, Clay, Nassau, Putnam, St. Johns)	Jacksonville Transit Authority (JTA)	\$47,262.00	Provided on-demand transportation to homeless veterans enrolled or attempting to enroll in Veterans Affairs and/or Support Services for Veteran Families homeless programs who cannot get transportation. JTA partnered with Patriot Services Group (PSG) to leverage their existing partnership to book trips with TNCs (Lyft and Uber).
Escambia, Santa Rosa	i-Enable Solutions	\$313,688.00	Provided door-to-door, ride share services to individuals with Intellectual/Developmental Disabilities (IDD) to employment, vocational training, and other community activities. Scheduled and on-demand services included extended days and hours of operation with cross-county mobility for Escambia and Santa Rosa counties.
Flagler	Flagler Co BOCC	\$366,568.00	Provided dialysis transportation Monday-Friday with expanded hours of service to accommodate transportation needs for treatment.
Hernando	Mid Florida Community Services	\$239,987.00	Expanded service location, hours, and days to all areas of the county without limiting rural areas to one or two days per week. Transportation to 3 connector stops for the fixed route service was also eligible allowing travel into Pasco County. Continued to implement a Veterans Reduced Fare Program with unlimited ride purpose - not just to/from local VA clinic.
Hernando, Hillsborough, Manatee, Pasco, Pinellas	UZURV Holdings, Inc.	\$817,047.00	Partnered with Tampa Bay Regional Transit Authority (TBARTA) to provide regional/cross-county trips to eligible TD persons residing in the 5 counties identified for all trip purposes. In addition, evening and weekend intercounty trips were provided outside of the normal operating hours of the CTC. UZURV provided on-demand and scheduled ambulatory and wheelchair trips 7 days a week. Services were direct, non-stop door-to-door. TBARTA provided \$150,000 to fund various activities to support this project such as marketing, reporting, customer satisfaction surveys, etc.
Hillsborough	Hillsborough County BOCC	\$222,084.00	Enhanced service by adding door-to-door weekend (and limited after hours) transportation service to TD riders for employment and other quality of life services. The demand on weekends are more for this type of service, however, urgent medical trips may also be provided.
Lafayette	Suwannee River Economic Council	\$45,153.00	Provided daily transportation to Taylor County for employment or education/job training. The primary emphasis for this project was to provide transportation to Big Bend Technical College (BBTC). BBTC provides educational opportunities in the fields of nursing, welding, electrical, etc.
Martin	Senior Resource Association	\$189,000.00	Enhanced existing transportation services to dialysis treatment. Dialysis trips were "non-shared rides" and no longer than 45 minutes. Dialysis has always been a high demand in Martin Co. and transportation service is currently very limited.
Orange/Osceola/ Seminole	Central Florida Regional Trans Authority/LYNX	\$1,228,821.00	Provided door-to-door trips to and/or from health care facilities including, but not limited to, dialysis, chemotherapy and hospitals. Trips were scheduled utilizing a mobility management approach matching the most appropriate provider in LYNX's network with the needs of the rider while maintaining cost effectiveness. Provider network included but was not limited to TNCs and taxis.
Pinellas (TD Late Shift)	Pinellas Suncoast Transit Authority	\$683,190.00	Partnered with TNCs, Taxis, and wheelchair providers to provide affordable, on-demand, door-to-door trips within 20 minutes of request to or from work (late night shifts). Grant also funded urgent TD trips for medical or other urgent purposes where a trip could not be prescheduled. In addition, the project provided on-demand rides to work to "essential workers" at "essential businesses" if they could no longer get to or from work due to reduced bus service during the pandemic.
Pinellas (TD Direct Connect)	Pinellas Suncoast Transit Authority	\$214,740.00	Provided first mile/last mile transportation to or from a transportation hub. Transportation was provided by a TNC, taxi or wheelchair provider. Almost all residents had access to a Direct Connect location within 3 miles.
St Lucie (Dialysis)	St Lucie Co BOCC	\$135,000.00	Provided a dedicated dialysis transportation service reducing travel time by eliminating all other stops with a reduced pickup window of 30 minutes. Once treatment was complete, client could contact dispatch for pickup. Clients received fare-free door-to-door transportation to and from 6 dialysis treatment centers in the county. Riders were required to schedule 24 hours in advance but could schedule up to 2 weeks in advance.
St Lucie (Direct Connect)	St Lucie Co BOCC	\$180,000.00	Provided 24-hour advance reservation "after-hour" transportation services utilizing taxis, car services and rideshare providers to destinations within St Lucie County as well as limited employment trips to adjacent counties.
St Lucie (Indian River, Martin and Okeechobee)	St Lucie Co BOCC	\$225,000.00	Provided on-demand and prescheduled transportation to persons with IDD residing in St. Lucie County as well as in Indian River, Martin, and Okeechobee Counties who required access to services and activities in St. Lucie County.
Total		\$5,288,889.00	

further in the accomplishments section of this report (beginning on page 11).

PLANNING GRANT PROGRAM

The Planning Grant program was established to provide funding to Designated Official Planning Agencies (Planners) to assist in planning activities for the TD program at the local level. The grant supports the Planners in carrying out their responsibilities (discussed in the “Overview of the Coordinated System”), including preparing and coordinating the Local Coordinating Board (LCB) meetings.

In FY 2020-21, CTD awarded \$1.7 million to twenty-eight (28) Planners, which included supporting the activities of fifty-eight (58) LCBs.

“SHIRLEY CONROY” RURAL AREA CAPITAL ASSISTANCE GRANT PROGRAM

The Florida Department of Transportation (FDOT) transfers \$1.4 million to the TDTF each year to implement a competitive grant program that provides financial assistance to CTCs for the purchase of capital equipment. The primary focus is to support the purchase of capital in rural areas.

In FY 2020-21, CTD awarded over \$1.3 million for eighteen (18) projects. Capital equipment purchases included vehicles, scheduling software, computer equipment and vehicle maintenance equipment.

2020-2021 ACCOMPLISHMENTS

As Florida continues to grow and become more mobile, CTD and its partners have committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. This section highlights the efforts made toward fulfilling this goal in FY 2020-21.

NEW FUNDING METHODOLOGY

In the 1990s, CTD established a methodology to allocate funding for the purchase of TD services under the Trip & Equipment Grant program. In 2020, the Commission conducted a study to explore changes to this methodology. To assist in the rule development process, the Florida Legislature appropriated \$4.5 million to ensure TD services experienced minimal disruptions while CTD developed the new methodology.

The study proposed simplifying the statistical formula used to allocate funding each year to all the counties. The proposed formula included more precise variables for allocating funding based on a county’s inherent demand and performance of TD services delivered under the T&E Grant program. The study also proposed adding a base variable to the formula, which would ensure a certain level of financial stability year-over-year. The full study report can be accessed at: <https://ctdallocationstudy.com/>.

The Commission adopted changes in Rule 41-2.014, F.A.C., to implement the new formula, effective July 1, 2021. For the first year of implementation (FY 2021-22), the Commission weighted the base variable at a higher percentage (80%) to assist CTCs in transitioning into the new funding methodology. Beginning July 1, 2022, the new formula will include the following weighted variables:

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

“COVID-19” RESCUE PLAN

In March 2020, Governor Ron DeSantis declared a state of emergency and began issuing stay-at-home orders in response to the COVID-19 Coronavirus. As with most sectors of the U.S. economy, the global pandemic negatively impacted the public transportation industry. The Coordinated System began immediately altering its protocols to ensure the cleanliness and safety of both passengers and employees.



In response to the reduction in demand for TD services, CTD implemented a rescue plan within the T&E Grant program to mitigate some of the corresponding financial losses incurred by the system. The “rescue” funding was based on a percentage of loss in TD revenue reported on a CTC’s monthly invoice. Despite the impacts of COVID-19, the Coordinated System continued providing essential TD services throughout the duration of the pandemic, which was largely due to the Commission’s swift response in implementing the Rescue Plan.

The “2020-21 Performance Report” includes an analysis of rescue funds provided to CTCs in FY 2020-21. As of June 30,

2021, CTD reimbursed over \$13.9 million in rescue funds (match-free) as part of the reimbursement of TD services invoiced by CTCs.

In April 2021, the Commission began phasing down the Rescue Plan in response to the rollout of the COVID-19 vaccine and gradual increase of TD services. On June 3, 2021, the Commission voted to completely phase out the Rescue Plan by December 31, 2021.



TECHNICAL ASSISTANCE TO IMPROVE INNOVATIVE SERVICE PRACTICES

In FY 2020-21, the Commission contracted with the Center for Urban Transportation Research (CUTR) at the University of South Florida to provide technical assistance and training for systems participating in the Innovation & Service

Development (ISD) Grant program. The purpose of the technical assistance was to improve the quality of applications submitted by CTCs and Transportation Network Companies (TNCs). CUTR assisted CTD in facilitating a training workshop on key elements for developing proposals that meet the objectives of the grant program. CUTR also assisted CTD in streamlining the evaluation process, including providing feedback to applicants that submitted early proposals to revise and resubmit their applications.

Though the funding for the ISD Grant program was repealed during the 2021 Legislative Session, CUTR explored best practices from similar grant programs across the nation that could encourage future innovative services within Florida's TD Program. Some key insights from this research included:

- ❖ CTD could establish a clearinghouse (such as part of its website) to store and share information on innovative practices that could assist grantees and other stakeholders in identifying potential innovations within their existing service models.
- ❖ Facilitating on-going dialogue with stakeholders (beyond the grant application period) can encourage greater participation and help generate project ideas among applicants. For example, CTD hosted a panel with some ISD grant recipients during its 2021 Best Practices and Training Workshop, where they discussed lessons learned that other participants could consider in developing their own proposals.

PUBLIC WORKSHOPS ON CTD FUNDING AND ADA PARATRANSIT SERVICES

The U.S. Americans with Disabilities Act (ADA) requires transit entities that operate fixed route bus services to provide “complementary paratransit” services to persons with disabilities. This service is considered a “civil right” of access for individuals who live within a fixed route corridor and cannot access the route itself due to their disability. ADA complementary paratransit services are *not* eligible for funding under the Transportation Disadvantaged Trust Fund (TDTF), as these services are afforded under the federal government (regardless of the availability of TD funding) and guarantee access to public transportation for eligible riders.

Some stakeholders requested the Commission reconsider this policy, allowing for TDTF dollars to purchase trips for ADA riders within the fixed route corridor. In response to these requests, the Commission conducted two public workshops and a thorough review of the policies governing the TDTF. Between February and May 2021, stakeholders were invited to provide input on these policies during both workshops as well as by email. Thomas Howell Ferguson (THF) assisted CTD in facilitating this process, including providing a final report with a summary of all public input received: https://ctd.fdot.gov/docs/MeetingPackages/2021Meetings/20211013_CTDIssued%20Report-ADAComplementaryParatransitServices-Final.pdf.

On June 3, 2021, the Commission voted to maintain its policy to ensure TDTF dollars are used in a way that maximizes cost-effectiveness and rider access to both ADA and non-ADA transportation. The final report by THF clarifies the expectations of the policy, including circumstances where TD funds may be used to purchase trips within the fixed route corridor. The Commission will continue to assist CTCs in implementing this policy, including training and technical assistance, quality assurance, and collection and analysis of program data.

2020-21 PERFORMANCE REPORT

Section 427.013(13), F.S., requires CTD to submit its Annual Performance Report (APR) to the Governor, President of the Florida Senate, and Speaker of the Florida House by January 1st of each year. The APR includes a compilation of performance data on services provided by the Coordinated System from the previous state fiscal year (July 1st through June 30th), which are collected and reported by the CTCs within their county’s Annual Operating Report (AOR).

In 2020, the Commission added a new section of data to the Annual Performance Report on the services funded under the T&E Grant program. This was included in part due to the findings from the Commission’s funding allocation study, which cited concerns about the validity of the data reported in the AOR. The new dataset provides a more detailed view of the trips, miles and bus passes directly purchased by CTD, as

reported on the CTCs' monthly invoice for reimbursement under the T&E Grant.

The following sections provide an overview of each dataset, including an analysis of performance that was reported at both a systematic level (AOR data) and programmatic level (T&E Grant invoice data) in FY 2020-21.



AOR VS T&E GRANT DATASETS

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

Unlike the T&E Grant invoices, which provide detailed data on individual trips reimbursed by CTD, the AOR data only reflect aggregate totals of all trips (sponsored and non-sponsored) provided in the fiscal year, including:

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

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

As the AOR represents a compilation of data derived from the submission of each individual CTC, there are inconsistencies in the way this data is gathered and reported from some 60 different sources. This inconsistency is increased when the CTC includes information from coordination contractors, where the CTC does not have oversight or ability to verify the data submitted by these organizations. Though the AOR may provide a “summary” of services provided in each county, CTD cannot currently authenticate the accuracy of data reported across all performance measures within the AOR.

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

- The date and time a trip was provided;
- The name of the rider who received a trip.
- The type of trip provided to the eligible rider (e.g., ambulatory, wheelchair, etc.).
- The rate at which that trip was reimbursed;
- The pick-up and drop-off addresses of each trip; and
- The total miles of the trip.

Additionally, T&E Grant funds may be used to purchase bus passes to subsidize the fare for TD eligible riders to use the

fixed bus route system, if appropriate and available in their community. Bus passes generally are reimbursed based on the number of days to ride on the fixed route (daily, weekly, monthly). The invoice data includes the date each bus pass was issued, the name of the customer it was issued to, and the rate at which the pass was reimbursed under the grant program.

Given the more consistent and detailed information provided on the invoices, CTD can better authenticate the data and conduct a more substantive analysis of performance of the T&E Grant program compared to the systemwide data provided in the AOR. The invoice data in this report however should **NOT** be viewed for the purpose of authenticating CTD trips reported in the AOR. For example, CTCs may count actual fixed route trips purchased with a bus pass on their AOR that are not reflected in their T&E Grant invoice data. Rather, the T&E Grant invoice data should be viewed as a more credible, accurate source to examine CTD program performance.

AOR PERFORMANCE SUMMARY

Understanding the limitations of the reporting methodology of the AOR, the summary statistics and subsequent tables provided in this APR reflect **reported** totals of services provided by the Coordinated System in FY 2020-21.

- ❖ **Ridership** – In FY 2020-21, the Coordinated System reported approximately 7 million trips provided to

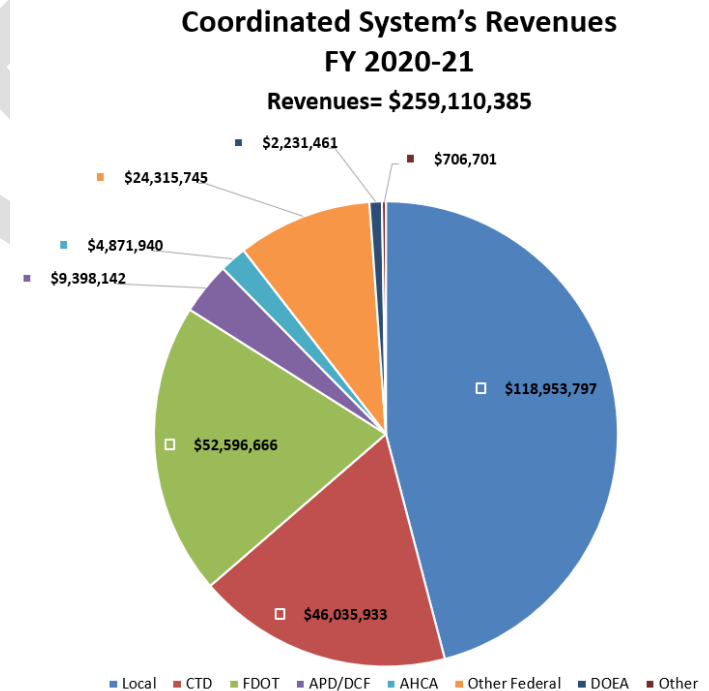
nearly 170,888 riders (UDPHC) within the TD population. This represents a decrease in ridership of about 88,112 riders and 9.2 million less trips reported from the previous fiscal year. It can be inferred that this decrease is largely due to the impacts of COVID-19.

❖ **Trips by Purpose** – Approximately 2.1 million trips, 31% of all reported trips, supported life-sustaining activities, such as trips to conduct personal business, or to participate in social activities. Over 1.8 million trips, 27% of all reported trips, supported medical-related activities, such as trips to dialysis and cancer treatment. This represents a consistent trend from previous reporting years.

❖ **Trips by Service Type** – Approximately 3.7 million trips, 53% of all reported trips of the Coordinated System, were provided on fixed route, Complementary ADA, or deviated-fixed route systems, at an average cost of \$35.91 per trip. Many fixed route and deviated-fixed route systems use funds from the Coordinated System to subsidize the purchase of bus passes through various programs offered by transit authorities. The remaining 43% of trips were provided by paratransit services at an average cost of \$45.55 per trip. The Coordinated System also reported providing approximately 69,513 on-demand or other types of trips through Taxicab or Transportation Network Companies (TNCs), at an average cost of \$18.34 (Taxi) and \$57.30 (TNC).

❖ **Revenues** – The following pie chart provides a breakdown of revenues that were reported by the

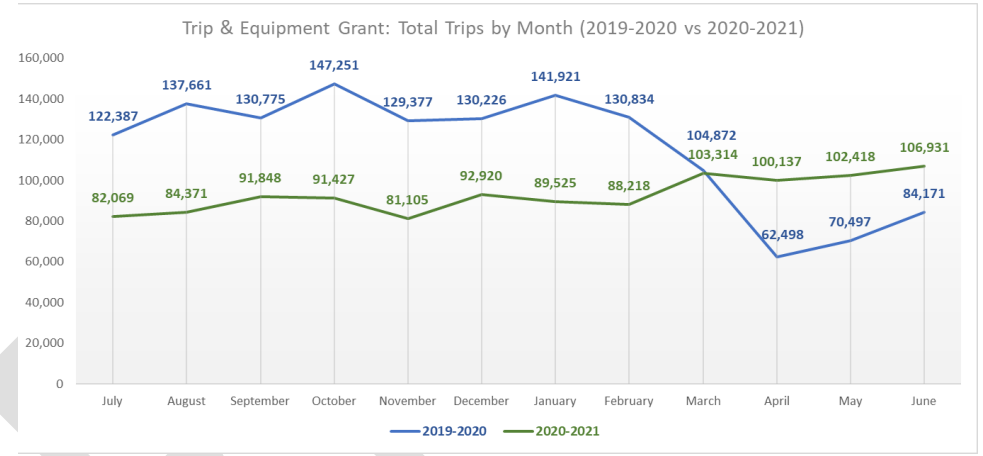
Coordinated System. In FY 2020-21, the Coordinated System collectively reported \$259 million in total revenue, with local government being the largest contributor of \$103 million. This represents a decrease of approximately \$33.8 million in total revenue reported from the previous fiscal year. It should be noted that the revenue reported in the AOR may include federal CARES Act funding to the public transportation industry in response to COVID-19.



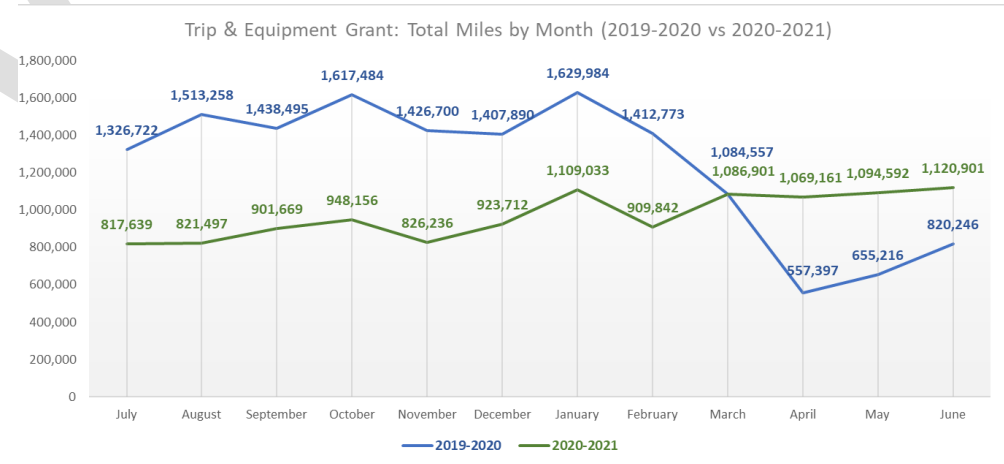
T&E GRANT PERFORMANCE SUMMARY

Trip & Equipment Grant data allows for more detailed, micro-level views of CTCs' performance with respect to non-sponsored transportation services provided to TD riders. CTD now has accumulated and organized two full state fiscal years of data on this program, allowing for the visualization of long-term trends and, especially in the era of COVID-19, anomalous disruptions to such trends.

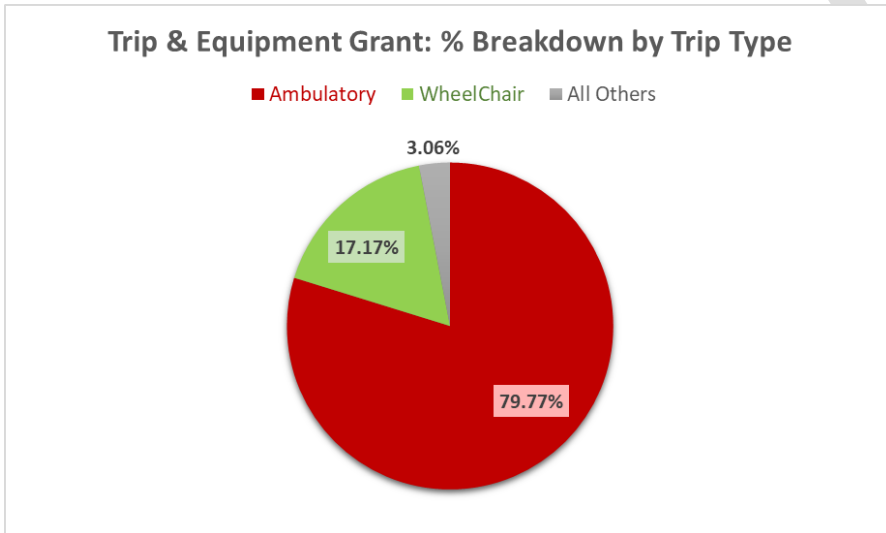
The impact of COVID-19 on Trip & Equipment Grant services is apparent across both State Fiscal Years 2019-2020 and 2020-2021. The onset of the pandemic in March 2020 saw the total number of trips invoiced statewide dip from a previously consistent level of about 130,000 trips per month to just barely over 100,000 trips, before immediately cratering to just over 60,000 trips the next month in April 2020. While April 2020 marked the low point over these two years for total trips provided, the total number of trips in each month never once fully regained to the levels seen prior to the pandemic. In fact, it was not until March of 2021 that the total number of trips once again reached the 100,000 mark, corresponding with the arrival of widely available vaccines. All in all, the only months in 2020-2021 where the total number of trips provided exceeded the same month from a year prior were the final three months of April, May, and June. This, however, was more of a matter of how much trips declined at the onset of the pandemic than it was how much trips recovered a year later. Still, the month in 2020-2021 that saw the most trips was the final month of June.



It is also worth noting that the total miles associated with these Trip & Equipment Grant trips followed essentially an identical pattern. That is, the total miles never fully recovered to the consistent levels seen prior to the onset of the pandemic, but did see sustainable recovery to an extent with the arrival of the vaccines. Similar to total trips, the final month of June saw the most total miles of any month for 2020-2021.



The onset of the COVID-19 pandemic corresponded with a noticeable immediate, and somewhat persistent, decrease in the average miles per trip for Ambulatory and Wheelchair trips. Ambulatory and Wheelchair trips combined account for nearly 97 percent of all trips in the Trip & Equipment Grant program. Prior to March 2020, the average Ambulatory Trip in the program was consistently at least 11.5 miles per trip in each month. Since then, there has only been one month, in January 2021, where this same average was reached. Similarly, Wheelchair trips consistently averaged 9 miles per trip or more in each month prior to COVID-19, but did not attain this same average after until the last couple months of 2020-2021.



TOTAL TRIPS										
MONTH	Ambulatory		Wheelchair		Stretcher		Group Per Passenger		Group Per Group	
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021
July	88,820	59,845	26,836	20,113	56	8	5,800	1,252	875	851
August	102,433	61,638	29,227	20,678	22	43	5,128	1,521	851	491
September	98,069	68,217	26,968	21,425	15	40	5,102	1,827	621	339
October	110,341	68,737	30,415	19,469	12	41	5,454	2,915	1,029	265
November	97,239	59,828	25,839	17,018	6	41	5,606	3,916	687	302
December	96,944	68,339	26,839	22,107	10	48	5,658	305	775	2,121
January	105,494	66,026	28,754	21,018	19	79	6,963	2,291	691	111
February	96,044	65,281	28,614	20,428	16	79	5,613	2,312	547	118
March	77,857	77,608	23,801	24,813	19	101	2,835	426	360	366
April	43,525	74,557	18,273	23,159	32	78	662	2,142	6	201
May	49,328	75,717	19,755	23,332	11	51	1,371	2,954	32	364
June	60,686	78,265	21,879	25,037	25	63	1,416	2,936	165	630
FULL YEAR	1,026,780	824,058	307,200	258,597	243	672	51,608	24,797	6,639	6,159

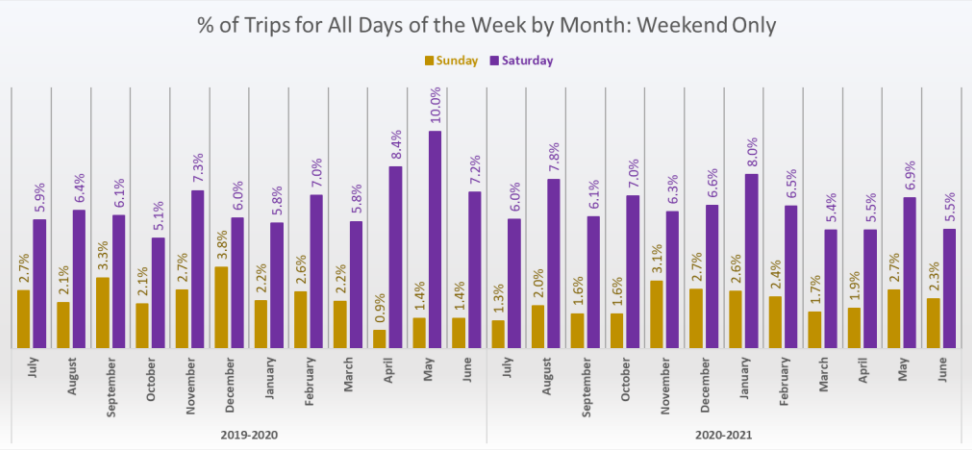
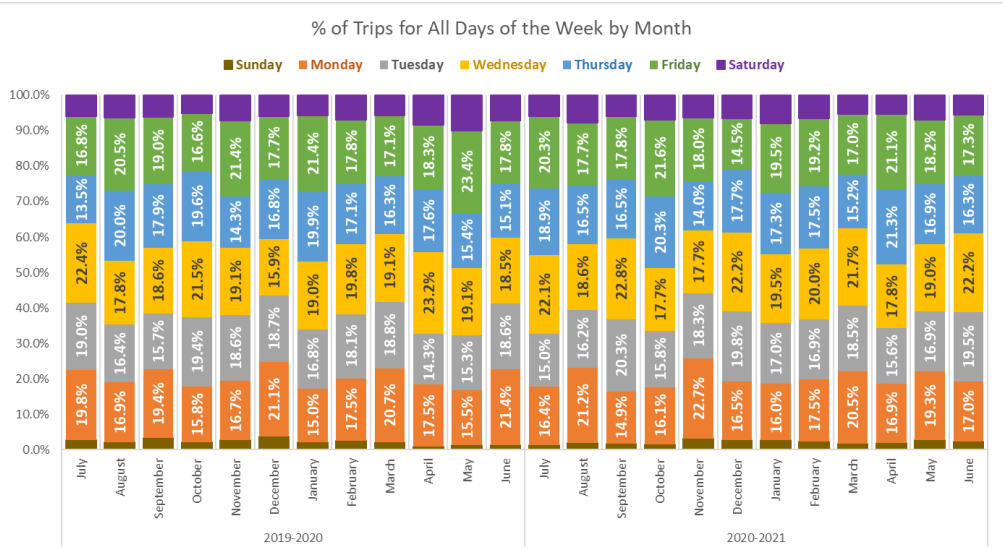
TOTAL MILES										
MONTH	Ambulatory		Wheelchair		Stretcher		Group Per Passenger		Group Per Group	
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021
July	1,026,605	631,292	255,005	167,930	864	75	41,123	9,675	3,125	8,667
August	1,203,966	637,724	270,272	170,074	624	513	36,311	11,884	2,085	1,303
September	1,144,588	709,774	255,596	175,884	365	870	36,393	14,519	1,553	623
October	1,291,452	753,411	286,898	170,345	372	740	36,821	23,170	1,941	490
November	1,132,740	645,958	239,918	150,852	214	612	52,151	27,902	1,676	911
December	1,114,984	724,130	249,378	183,898	305	831	40,858	3,065	2,365	11,787
January	1,310,383	918,138	266,618	174,239	978	1,101	50,170	15,193	1,835	361
February	1,106,536	722,667	255,344	170,948	585	1,244	48,722	14,816	1,586	167
March	855,584	866,405	202,796	213,151	519	1,894	24,464	4,264	1,194	1,186
April	413,552	850,788	138,189	201,221	1,165	1,259	4,481	15,510	11	383
May	490,263	855,831	154,347	213,628	302	1,494	10,272	22,917	32	722
June	629,262	865,807	178,749	226,902	435	1,216	11,335	23,984	465	2,993
FULL YEAR	11,719,915	9,181,926	2,753,108	2,219,072	6,727	11,848	393,102	186,899	17,867	29,594

AVERAGE MILES PER TRIP										
MONTH	Ambulatory		Wheelchair		Stretcher		Group Per Passenger		Group Per Group	
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021
July	11.6	10.5	9.5	8.3	15.4	9.4	7.1	7.7	3.6	10.2
August	11.8	10.3	9.2	8.2	28.3	11.9	7.1	7.8	2.4	2.7
September	11.7	10.4	9.5	8.2	24.3	21.7	7.1	7.9	2.5	1.8
October	11.7	11.0	9.4	8.7	31.0	18.1	6.8	7.9	1.9	1.8
November	11.6	10.8	9.3	8.9	35.7	14.9	9.3	7.1	2.4	3.0
December	11.5	10.6	9.3	8.3	30.5	17.3	7.2	10.1	3.1	5.6
January	12.4	13.9	9.3	8.3	51.5	13.9	7.2	6.6	2.7	3.3
February	11.5	11.1	8.9	8.4	36.6	15.7	8.7	6.4	2.9	1.4
March	11.0	11.2	8.5	8.6	27.3	18.8	8.6	10.0	3.3	3.2
April	9.5	11.4	7.6	8.7	36.4	16.1	6.8	7.2	1.8	1.9
May	9.9	11.3	7.8	9.2	27.4	29.3	7.5	7.8	1.0	2.0
June	10.4	11.1	8.2	9.1	17.4	19.3	8.0	8.2	2.8	4.8
FULL YEAR	11.4	11.1	9.0	8.6	27.7	17.6	7.6	7.5	2.7	4.8

* Months shaded are at least one standard deviation below the average figure for all months across 2019-2020 and 2020-2021

Trips in the Trip & Equipment Grant program overwhelmingly take place on weekdays, as opposed to weekends. For each of the days Monday through Friday, typically between 17 and 20 percent of all trips during the week occur, while less than 10 percent of the week’s trips occur on either Saturday or Sunday combined.

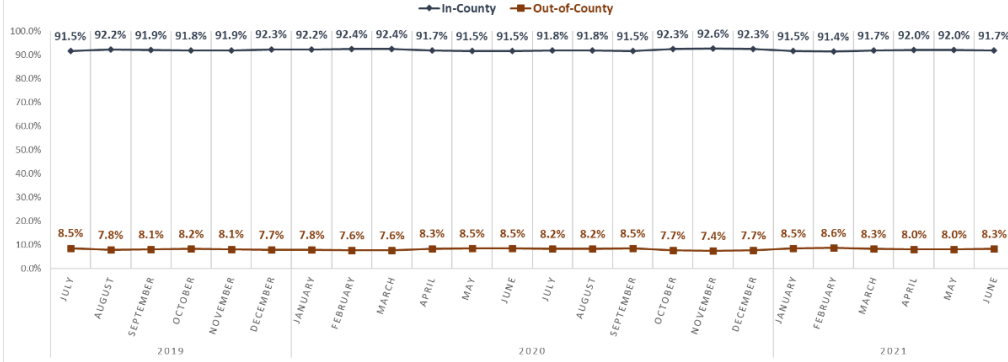
pandemic, but then never surpassed 2 percent for a 7-month stretch from April through October 2020.



While the COVID-19 pandemic once again demonstrates an effect on the distribution of trips—in this instance looking at the distribution by days of the week—the effect here appears to have been in opposite directions for the percentage of trips taking place Saturday and taking place Sunday. Over the 24-month period through State Fiscal Years 2019-2020 and 2020-2021, April and May 2020 were months that clearly had a disproportionate share of all trips happening on a Saturday. Conversely, Sunday’s share of the week’s trips never fell as low as 2 percent in any of the months leading up to the

While the COVID-19 pandemic clearly had an impact on the total number of trips and corresponding miles, as well as the distribution of trips statewide in some respects, it does not appear to have impacted the distribution of trips that take place within the same county (that is, same county in terms of pick-up and destination locations) versus trips that cross county boundaries. From July 2019 through June 2021, the share of trips statewide that had a pick-up and destination location in the same county consistently held at around 91.5 to 92.5 percent, while the share of trips where pick up and destination location were in different counties held at around 7.5 percent to 8.5 percent.

% OF TRIPS CROSSING COUNTY BOUNDARY LINES



FUTURE OF THE COORDINATED SYSTEM

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

In 2022, the Commission for the Transportation Disadvantaged is committed to strengthening the quality and transparency of its data. As CTD implements a new funding methodology, the new datasets can be used by CTCs and Planners to evaluate their performance and assess the unmet need (demand) for TD services within their community more effectively. CTD will also work with its partners to explore datasets that could be applied to (or enhanced in) the Annual Operating Report to provide a more accurate and consistent performance analysis of the Coordinated System.

In the wake of COVID-19, the partners of Florida’s Coordinated Transportation System demonstrated true leadership in responding swiftly to the crisis. This included the ability to adapt service models and collaborate effectively with other partners to promote a safer environment for riders. These qualities—effective adaptation and collaboration—are essential to the future success of the Coordinated



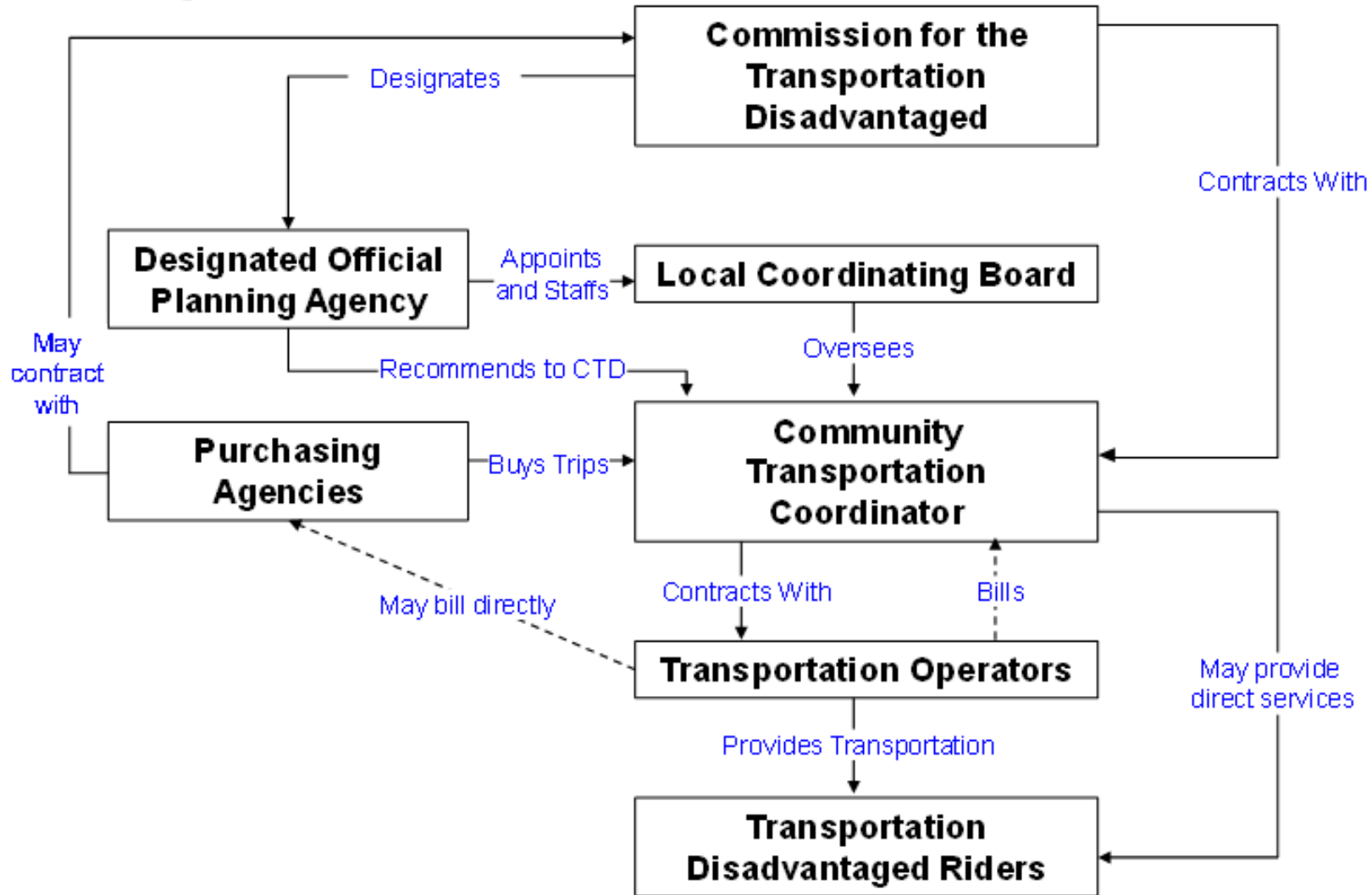
Transportation System. As the state looks forward to a more prosperous year, the Commission and its partners will continue to advance the mobility and independence of Florida's TD population to participate in a post-COVID-19 economy!



DRAFT



Coordinated Transportation System Organization



State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 15, 2021

AGENDA ITEM:

VII Approval of 2022 Commission Meeting Schedule

BACKGROUND:

The Commission is required to meet at least on a quarterly basis (s. 427.012(4), F.S.). The attached schedule provides the proposed dates for Commission business meetings and other events for 2022. All proposed dates and locations are tentative and subject to change at the discretion of the Commission Chairperson.

ATTACHMENTS:

2022 Meeting/Event Schedule

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Discuss and approve the 2022 Meeting/Event Schedule.

Commission for the Transportation Disadvantaged 2022 Meeting/Event Schedule

<i>Date</i>	<i>Event</i>
February 16, 2022	Business Meeting Tallahassee, FL
February 16, 2022	Public Transportation & Transportation Disadvantaged Legislative Awareness Day Tallahassee, FL
May 24, 2022	Business Meeting Stuart, FL
August 29, 2022	Business Meeting Renaissance at SeaWorld Orlando, FL
August 30 – 31, 2022	Annual TD Conference Renaissance at SeaWorld Orlando, FL
October 27, 2022	Business Meeting TBD
December 15, 2022	Business Meeting GoToMeeting

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 15, 2021

AGENDA ITEM:

VIII Executive Director Report

BACKGROUND:

David Darm will provide an update on various activities and discuss goals for the upcoming year, including:

- Update on Legislative Activities
- Annual Operating Report (AOR) Redesign Initiative
- Update on CTD Policy on ADA Paratransit Services
- Other Collaborative Initiatives

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

For information purposes only.

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 15, 2021

AGENDA ITEM:

IV and X Public Comments

BACKGROUND INFORMATION:

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

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

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

ATTACHMENT:

Public Comment Form



Commission for the Transportation
Disadvantaged
PUBLIC COMMENT FORM

Instructions:

1. Complete comment form, including your address. PLEASE TYPE OR PRINT
2. Email comment card to David.Darm@dot.state.fl.us 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 _____