MEMORANDUM

TO: Transportation Disadvantaged Coordinating Board Members and Interested Parties

SUBJECT: May 20, 2020 Transportation Disadvantaged Coordinating Board Public Workshop and Board meeting

The Walton County Transportation Disadvantaged Coordinating Board will hold a Public Workshop on **Wednesday, May 20, 2020 at 1:30 p.m.**; followed by the Board meeting. The Public Workshop and Board meeting will be virtual and accessible by phone.

Please join the meeting from your computer, tablet or smartphone. https://global.gotomeeting.com/join/429261909

You can also dial in using your phone.
United States: +1 (646) 749-3122
Access Code: 429-261-909

If you have any questions, please contact Howard Vanselow at 1-800-226-8914, Ext. 231 or by E-mail at howard.vanselow@ecrc.org.

PUBLIC WORKSHOP

I. Call to Order – Board Chair

II. House Keeping – TPO Staff
   
   • The meeting will be recorded.
   
   • All chats in GoToMeeting will also be recorded, please keep this in mind before you submit a chat.
• Please remain muted if not speaking to avoid background noise and ensure all cell phones and other devices are also muted.

• Only board and staff members will be able to speak during the meeting, community members participating via phone will be muted during the meeting and are only able to listen. There is opportunity for the public to provide comments however, as we do with all public meetings.

• Please state your name when making a motion and seconding the motion.

• Only staff or board members are permitted to share their screen.

• Detailed GoToMeeting Instructions and FAQs can be found at the link below: https://support.goto.com/meeting

III. Roll Call; Board Members and Staff Introductions

IV. Public Workshop – TPO staff

Public input is valuable to Walton County TD program, we encourage our communities to submit input through a variety of avenues. Comments can be submitted via eComment Card, email, or phone.

📞 **Phone Comments** can be submitted by calling 850-637-1131
Please be sure to include your name, zip code, meeting and item you wish to address on the voice message.

💻 **eComments** can be submitted directly online.

(Click here to submit your comment online)

✉️ **Email**
Submit your comments directly to our public relations team at publicinvolvement@ecrc.org.

*All comments must be submitted at least 24 hours prior to the meeting; in order to be read during the public workshop or public comment part of the meeting. Comments submitted after the 24 hour deadline will be recorded and disseminated to the board. Please email publicinvolvement@ecrc.org with additional question or concerns.*

V. Close Public Workshop – Board Chair
BOARD AGENDA

I. A. Call to order – Board Chair
   B. Approval of the Agenda – Board Chair
   C. Public Comments : Please see above Public Workshop for instructions.
      For Information Presentation: TPO Staff  (Agenda Item I-C)
   D. Approval of February 19, 2020 Board meeting minutes
      For Action Presentation: Chair  (Agenda Item I-D)

II. Old Business:

III. New Business:
   A. Membership Certification
      For Action Presentation: TPO Staff  (Agenda Item III-A)
   B. Transportation Disadvantaged Service Plan (TDSP)
      For Action Presentation: TPO Staff  (Agenda Item III-B)
   C. Community Transportation Coordinator (CTC) Report
      For Information Presentation: CTC Staff  (Agenda Item III-C)
   D. Transportation Planning Organization Quarterly Report
      For Information Presentation: TPO Staff  (Agenda Item III-D)
   E. Walton County Transportation Disadvantaged Coordinating Board meeting Schedule
      For Information Presentation: TPO Staff  (Agenda Item III-E)
   F. Commission for the Transportation Disadvantaged Correspondence
      For Information Presentation: TPO Staff  (Agenda Item III-F)
   G. Grant Review
      For Information Presentation: CTC/TPO Staff  (Agenda Item III-G)

IV. Other Business

V. Adjourn

Next Board meeting date:
Wednesday, August 19, 2020 at 1:30 p.m.

Working to preserve and enhance the quality of life in northwest Florida
In compliance with the Americans with Disabilities Act, reasonable accommodations to access meeting, and for limited English proficiency, are available upon request. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services should contact Public Involvement toll-free at 800-226-8914 or TTY 711, at least 48 hours in advance.

Parainformacion en espanol, puede llamar a Ada Clark al 850-332-7976, ext. 278 o TTY 711. Sí necesita acomodaciones especiales, por favor llame 48 horas de antemano.

Participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who believe they have been discriminated against on these conditions may file a complaint with the Title VI Coordinator, 850-332-7976, ext. 220.
AGENDA ITEM I-D

SUBJECT: Approval of minutes

BACKGROUND: The minutes from February 19, 2020 Board meeting will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the February 19, 2020 Board meeting minutes.
# WALTON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING MINUTES 2/19/20

**Emerald Coast Regional Council**  
(Designated Staff)  
Walton County Extension Services Building  
732 N. 9th Street  
DeFuniak Springs, Florida 32433

<table>
<thead>
<tr>
<th>Date of Meeting</th>
<th>5/29/19</th>
<th>8/20/19</th>
<th>11/19/19</th>
<th>2/19/20</th>
</tr>
</thead>
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<tr>
<td>Agency for Health Care Admin. John Vinski/Alt AHCA Staff</td>
<td>P</td>
<td>P</td>
<td>A</td>
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</tr>
<tr>
<td>Agency for Persons W/Disabilities Octavius Jackson/Alt Tracie Davis</td>
<td>O. Jackson P</td>
<td>Tracie Davis P</td>
<td>P</td>
<td>A</td>
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<tr>
<td>Children at Risk Lisa Chamblee/Alt Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>P</td>
<td>A</td>
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<tr>
<td>Citizen Vacant/Alt Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
</tr>
<tr>
<td>Citizen User of Transportation Sharon Cook/Alt Vacant</td>
<td>A</td>
<td>A</td>
<td>A</td>
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<tr>
<td>Community Action Rick Owen/Alt Sarah Voltmann</td>
<td>A</td>
<td>A</td>
<td>A</td>
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</tr>
<tr>
<td>Department of Education Diane Jackson/Alt Stephanie Bailey</td>
<td>P</td>
<td>S. Bailey P</td>
<td>P</td>
<td>S. Bailey P</td>
</tr>
<tr>
<td>Department of Elder Affairs Gwendolyn Rhodes/Alt V. Goldsmith</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>A</td>
</tr>
<tr>
<td>Disabled Lynette McLendon/Alt Vacant</td>
<td>A</td>
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<td>A</td>
<td>A</td>
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<tr>
<td>Elderly Kay Brady/Alt Vacant</td>
<td>P</td>
<td>A</td>
<td>P</td>
<td>P</td>
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<tr>
<td>Elected Official-Chair Trey Nick/Alt Mark Kelley</td>
<td>A</td>
<td>P</td>
<td>M. Kelley P</td>
<td>P</td>
</tr>
<tr>
<td>FL Dept. of Children &amp; Families Randy Fleming/Alt Susan King</td>
<td>P</td>
<td>A</td>
<td>A</td>
<td>A</td>
</tr>
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<td>FL Dept of Transportation Toni Prough/Alt Zachary Balassone</td>
<td>P</td>
<td>A</td>
<td>Z. Balassone P</td>
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<tr>
<td>Local Medical Community Katherine Cosby/Alt Julianne Marsh</td>
<td>P</td>
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<tr>
<td>Mass Transit Vacant/Vacant</td>
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<tr>
<td>Private Transportation Industry Vacant/Alt Vacant</td>
<td>Vacant</td>
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<tr>
<td>Public Education Vacant/Alt Jim Hicks</td>
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<tr>
<td>Veterans Mark Kelley/Alt Jenifer Pate</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>A</td>
</tr>
<tr>
<td>Workforce Development Board Melissa Rust/Alt Anne Shaffield</td>
<td>A. Shaffield P</td>
<td>A. Shaffield P</td>
<td>P</td>
<td>P</td>
</tr>
</tbody>
</table>
OTHERS PRESENT: Howard Vanselow, Dorothy, McKenzie, Inez Cassidy, Kathy Rudd, Scott Brannon, Lynne Cranford

Quorum Present

I. Call to Order and Approval of the Agenda
Chairman Nick called the meeting to order and for approval of the agenda.

Action: Ms. Brady moved to approve the agenda. Mr. Vinski seconded the motion and it was passed unanimously.

II. Public Comments
Kathy Rudd
CPWG Engineering

Ms. Rudd said CPWG Engineering was awarded by the county commissioner the week prior to be the transit—to have oversight of the new transit system that was starting a deviated fixed route. She said it will run from DeFuniak to the Santa Rosa annex, with a stop in Freeport. The plan is still in the negotiations stage. February 25, 2020 Ms. Rudd's organization will go before Mac Carpenter to further negotiations. She said the sub is Tri-County Community Council, as a partner. Bow Stearns is the market team. The plan is to integrate disadvantaged persons into the route. It will serve as public transportation. The county workforce will be a key participant of the service.

III. Approval of the November 19, 2019 Board Meeting minutes.
Chairman Nick called for approval of the minutes.

Action: Ms. Brady moved to approve the November 19, 2019 board meeting minutes. Ms. Rust seconded the motion and it was passed unanimously.

IV. Old Business:
There was no old business to report.

V. New Business:

A. Community Transportation Coordinator Evaluation
Mr. Vanselow said Ms. Jackson assisted in the evaluation. Ms. Cook participated in the ride along.

Mr. Vanselow reviewed the evaluation provided in the agenda package. The CTC is a partial brokerage. Stretcher trips are done by Walton County EMS. The CTC monitors
its operators annually using the Safety Compliance Review document provided by the Commission for Transportation Disadvantaged (CTD).

Mr. Vanselow stated Tri-County Community Council exceeds the state insurance requirements. They provide coverage of $500,000 per person and $500,000 per incident.

The evaluation and ride along members rated the service in compliance with the Commission standards.

Mr. Vanselow reviewed the local standards. The CTC met all the local standards. There is a 60-minute pick-up window—30 minutes before the scheduled pick up time and 30 minutes after.

Next, Mr. Vanselow reviewed the goals, which were all met. The on-time performance was 90% and the CTC performed at 98%. There were no accidents, road calls or complaints.

Ms. Cook completed a trip observation report. All of her observations were favorable. Surveys from riders rated the service from good to very good. Mr. Vanselow continued to review the remainder of the evaluation.

**Action:** Mr. Vinski made a motion to approve; Ms. Brady seconded the motion and it was passed unanimously.

### B. Community Transportation Coordinator Report and Information

Ms. Cassiday reported for the quarter. There were 10,554 trips total. There were no complaints. There were two accidents during the quarter.

**Action:** Information Only

### C. Annual Rider Survey (Demand Response/Paratransit)

Mr. Vanselow said survey flyers are provided in the vehicles for the riders. The survey can also be completed online. The survey can be mailed or given to the drivers.

**Action:** Information Only

### D. Transportation Planning Organization Quarterly Report

Mr. Vanselow advised the report is submitted to the Commission for the Transportation Disadvantaged (CTD). The report lists tasks done by the board and planning staff in the last quarter. The quarterly meeting was held. The annual operating report was approved by the board. Staff attended the CTD training.
E. Commission for the Transportation Disadvantaged Correspondence
Mr. Vanselow advised upcoming meetings were in the agenda package. Not shown in the agenda was the fact that the CTD will be holding public workshops. The workshops will be to determine the allocation formula. Three years ago the formula was changed and Walton County and other counties received less funds. This year the old formula was used and it will be used for the next year also. There will be discussion with the CTC’s and counties regarding future allocations.

A public workshop will be held March 30, 2020 in Tallahassee, on April 1, 2020 in Tampa, and April 7, 2020 in Miami.

F. Grant Review
Mr. Vanselow reported that Tri County Community Council applied for 5311 and for 5339.

VI. Other Business:
A. Annual Board Training
Mr. Vanselow included in the agenda package a diagram showing the organizational structure of the coordinated transportation system. He said the Local Coordinating Board oversees the CTC. The community transportation program is provided in accordance with statute and rule. Mr. Vanselow reviewed the program as outlined in the agenda package.

Mr. Vanselow stated the majority of funding is provided by the state, i.e. the Transportation Disadvantaged Trust Fund. Funding is also supplied by federal and state dollars, local governments, and fares/copays.

VII. Adjourn – Chairman Joyner announced that the next meeting will be held May 2020. There being no further business the meeting was adjourned.
AGENDA ITEM III-A

SUBJECT: Membership Certification

BACKGROUND: In preparation for the Annual Membership Certification, the board is asked to review the draft membership certification to determine which members desire to continue serving and solicit recommendations for new members for vacancies. The Membership Certification will be presented to the Okaloosa-Walton Transportation Planning Organization for approval prior to sending to the Commission for Transportation Disadvantaged.

Members whose term is ending are eligible to continue serving if willing and able.

REQUESTED ACTION: A motion and vote to recommend the Membership Certification to be presented to the Okaloosa-Walton TPO for approval.
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEMBERSHIP CERTIFICATION
Walton County, Florida

Name (MPO/DOPA): Okaloosa Walton Transportation Planning Organization
Address: P. O. Box 11399, Pensacola, FL 32524-1399

The Transportation Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

<table>
<thead>
<tr>
<th>REPRESENTATION</th>
<th>MEMBER</th>
<th>ALTERNATE</th>
<th>TERM</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Chair (Elected Official)</td>
<td>Trey Nick</td>
<td>Mark Kelley</td>
<td></td>
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<tr>
<td>(2) Florida Department of Transportation</td>
<td>Toni Prough</td>
<td>Zachary Balassone</td>
<td></td>
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<tr>
<td>(3) Department Of Children &amp; Families</td>
<td>Randy Fleming</td>
<td>Susan King</td>
<td></td>
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<tr>
<td>(4) Local Public Education</td>
<td>Vacant</td>
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<tr>
<td>(5) Florida Department of Education</td>
<td>Diane Jackson</td>
<td>Stephanie Bailey</td>
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<td>(6) Veteran Services</td>
<td>Mark Kelley</td>
<td>Jenifer Pate</td>
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<td>(7) Community Action</td>
<td>Terri Duplantis</td>
<td>Kelly Jasen</td>
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<td>(8) Elderly</td>
<td>Kay Brady</td>
<td>Vacant</td>
<td>2019-2022</td>
</tr>
<tr>
<td>(9) Disabled</td>
<td>Lynette McLendon</td>
<td>Vacant</td>
<td>2018-2021</td>
</tr>
<tr>
<td>(10) Citizen Advocate/User</td>
<td>Sharon Cook</td>
<td>Vacant</td>
<td>2018-2021</td>
</tr>
<tr>
<td>(11) Citizen Advocate</td>
<td>Vacant</td>
<td>Vacant</td>
<td></td>
</tr>
<tr>
<td>(12) Children at Risk</td>
<td>Lisa Chambee</td>
<td>Vacant</td>
<td></td>
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<tr>
<td>(13) Mass/Public Transit</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
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<td>(14) Department of Elder Affairs</td>
<td>Voncile Goldsmith</td>
<td>Amber McCool</td>
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<td>(15) Private Transportation Industry</td>
<td>Vacant</td>
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<tr>
<td>(16) Agency for Health Care Administration</td>
<td>John Vinski</td>
<td>Provider Unit Staff</td>
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<td>(17) Agency for Person with Disabilities</td>
<td>Octavius Jackson</td>
<td>Tracie Davis</td>
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<td>(18) Workforce Development Board</td>
<td>Melissa Rust</td>
<td>Anne Shaffield</td>
<td></td>
</tr>
<tr>
<td>(19) Local Medical Community</td>
<td>Katherine Cosby</td>
<td>Julianne Marse</td>
<td>2018-2021</td>
</tr>
</tbody>
</table>

SIGNATURE: ___________________________ TITLE: ___________________________

DATE: ___________________________
AGENDA ITEM III-B

SUBJECT: Transportation Disadvantaged Service Plan (Minor Update)

BACKGROUND: The planning agency staff, Local Coordinating Board (LCB), and the Community Transportation Coordinator (CTC) jointly develop the Transportation Disadvantaged Service Plan (TDSP) every five years and a Minor Update is completed annually, as required by Rule 41-2.009 (4), Florida Administrative Code. Several Federal Transit Administration (FTA) grants now require Human Services Coordinated Transportation Plans. The TDSP will serve as the Human Services Coordinated Transportation Plan for Walton County. Services approved for funding must be identified in the TDSP as a need and included in the goals and objectives. The annual TDSP update will be presented at the meeting for LCB review and approval.

Link to current TDSP:
Walton County TDSP May 2019

Enclosed are the updates to the TDSP for your review.

RECOMMENDED ACTION: A motion and Roll Call Vote to approve the Transportation Disadvantaged Service Plan.
TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)

FY 2019 – 2023

(THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN)

Adopted by the Walton County TD Coordinating Board on August 21, 2018

Draft Update May 20, 2020
Tri-County Community Council
Joel Paul, Jr., Executive Director
P.O. Box 1210, 302 Oklahoma Street
Bonifay, FL 32425
(850) 547-3688

Commissioner Trey Nick, Chairperson
Walton County Local Coordinating Board (LCB)

Emerald coast regional council:
Okaloosa-Walton TPO and LCB Staff
Howard Vanselow, Regional Planner
Email: howard.vanselow@ecrc.org
Post Office Box 11399
Pensacola, FL 32524-1399
Phone: 850.332.7976 / Toll Free: 800.226.8914
Fax: 850.637.1923
Website: www.ecrc.org
Community Transportation Coordinator Designation Date/History

In January 1983, Tri-County Community Council, Inc. (TCCC) was named the Community Transportation Coordinator by the Walton County Board of County Commissioners.

Request for Proposals were conducted in 2003, 2008, and 2013, Tri-County was designated as the Community Transportation Coordinator each time. Since being named the Community Transportation Coordinator, Tri-County Community Council, Inc. has provided transportation services for local non-emergency medical treatment, nutrition, shopping, education, recreation, employment, and other daily needs. Transportation disadvantaged services for specialized non-emergency medical purposes are provided in and out of the county.

Again in 2018, a Request for Proposals was conducted. Tri-County Community Council, Inc., a non-profit corporation, was the only proposer to submit a response to the RFP. Tri-County was evaluated, selected, and recommended as the Community Transportation Coordinator (CTC) at the April 1, 2018 business meeting of the Florida Commission for the Transportation Disadvantaged, the Commission approved Tri-County Community Council, Inc. to serve as the CTC for Walton County. This designation is effective July 1, 2018 through June 30, 2023.

Public Participation

Tri-County Community Council, Inc. includes representatives of public, private and non-profit and human services providers as well as the public to participate in the developments and updates of the Walton County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Walton County Local Coordinating Board whose membership includes citizens, local government, and human services providers.

It is essential that stakeholders such as: transportation providers, passengers, advocates, social service agencies, and other community groups are involved with input in the development and implementation of the local coordinated TDSP. This is culminated with the required annual local board public hearing that gives the public an overview of the CTC performance, TDSP Goals and Strategies and other public concerns.

The Transportation Operations Director Corresponds with human service agencies to discuss transportation services and receives feedback on the transportation service provided by Tri-County Community Council, Inc. Transportation Scheduler discusses changes to the schedule of dialysis as needed. Transportation Operations Director and other managers attend the FPTA/FDOT/CUTR Professional Development Workshop and Transit Safety and Operations Summit, CTD Workshop, FDOT Workshop Annually. Transportation Operations Director or designee attends meetings Walton County ARC, Resources for Human Development (RHD), Council on Aging, COPE, Health Department, Head Start, and other human service agencies. Other staff receive on-going feedback from service agencies when arranging transportation services of clients also served by these agencies.

Walton County Transportation has partnered with local businesses and individual citizens to assist with locating employment and maintaining employment. Hours of operation and routes have been expanded to meet the needs of citizens that do not have transportation to and from work.

A public hearing was held on May 20, 2020 to offer an opportunity for anyone with comments or questions to address the Local Coordinating Board.
Needs Assessment

In assessing the transportation (service and capital purchase) needs and demands for individuals with disabilities, elderly, low income, and high risk and at-risk children, the following projects with estimated costs and funding sources have been identified and are summarized in Table 3 below.

TABLE 3

<table>
<thead>
<tr>
<th>Project</th>
<th>County</th>
<th>Estimated Cost</th>
<th>Funding Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formula (competitive) grant to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services.</td>
<td>Walton</td>
<td>To be determined</td>
<td>Enhanced Mobility of Seniors and Individuals With Disabilities (5310)</td>
</tr>
<tr>
<td>Capital and/or operating assistance to provide rural transportation services in Walton County.</td>
<td>Walton</td>
<td>$240,000</td>
<td>Non-Urbanized Area (5311)</td>
</tr>
<tr>
<td>Capital funding to replace, rehabilitate, and purchase buses, vans, and related equipment, and to construct bus-related facilities. Funds are eligible to be transferred by the state to supplement urban and rural formula grant programs (e.g., 5307 and 5311).</td>
<td>Walton</td>
<td>To be determined</td>
<td>Bus &amp; Bus Facilities (5339)</td>
</tr>
<tr>
<td>Public/private partnerships to provide brokerage services to employers and individuals for carpools, vanpools, bus pools, express bus service, subscription transit service, group taxi services, heavy and light rail, and other systems designed to increase vehicle occupancy.</td>
<td>Walton</td>
<td>To be determined</td>
<td>Commuter Assistance</td>
</tr>
<tr>
<td>To determine whether a new or innovative technique or measure can be used to improve or expand public transit services. Service Development Projects specifically include projects involving the use of new technologies; services, routes, or vehicle frequencies; the purchase of special transportation services; and other such techniques for increasing service to the riding public.</td>
<td>Walton</td>
<td>To be determined</td>
<td>Public Transit Service Development Funds</td>
</tr>
<tr>
<td>Provide transportation services for other human services organizations through the transportation services coordinated by the Community Transportation Coordinator (CTC).</td>
<td>Walton</td>
<td>$423,309</td>
<td>TD-CTD $406,545 Medicaid Broker $15,000 Headstart $15,000 Voc Rehab CCE $49,000 APD $20,000 County United Way Farebox $45,171</td>
</tr>
</tbody>
</table>
Barriers to Coordination

The following are continued barriers to adequate coordination:

A. Lack of commitment with scarce tax dollars.
B. Perception that coordinated transportation is for the poor.
C. Not enough funding to cover demand.
D. Lack of medical providers and failure of their willingness to cooperate with transportation coordinator.
E. Specific issues related to funding sources.

GOALS, OBJECTIVES, AND STRATEGIES

Develop goals, objectives and strategies for the local coordinated transportation program. Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan. They are important policy statements that have been carefully considered by the Coordinator and the Planning Agency with the direction and support of the Coordinating Board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area. The plan for advancing from where you are today to where you need to be should be presented in this section through long range goals, specific measurable objectives, and strategies.

A goal is a statement of purposed intended to define an ultimate end or condition. It reflects a direction of action, and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

An objective is a specific, measurable action that can be taken toward achieving the goal. Objectives should be dated. Deficiencies and corresponding corrective actions, as well as any service improvements or expansions should be identified within this section as dated objectives.

Strategies are specific actions that will be taken to achieve the objectives. These represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the Coordinator should assess both the progress on the strategies themselves and how well the strategies that have been implemented advance the progress towards reaching or achieving the corresponding objectives.

The following Goals and Objectives were updated. The Objectives and Strategies are consistent with previous year’s Objectives and Strategies. Some wording has been updated to include specific dates and proposed JARC and New Freedom Projects. The goals are categorized into service availability, efficiency, quality of service, necessary funding and program accountability. The strategies are pursuant to adequate funding available.
## GOAL 1: Ensure availability of transportation services to the Transportation Disadvantaged

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>STRATEGIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Increase service to meet trip demand, with available funding, while maintaining existing services.</td>
<td>a. Continue to pursue grants/funds to support transportation services. (Continuous)</td>
</tr>
</tbody>
</table>
| 2. Increase collaboration with entities involved in the FCTS. | a. Network with other Community Transportation Coordinators by sharing system improvements and funding opportunities. (Continuous)  
   b. Identify potential Coordination and Purchase of Service Contracts including the VA Shuttle to Pensacola. |
| 3. Increase passenger and general public awareness of Transportation Services. | a. Update information for marketing plan for educating public on transportation services. (Continuous)  
   b. Enhance informational materials (brochures) for riders of the system and upgrade when necessary. (Immediate)  
   c. Initiate workshops, health fairs, expos, by providing brochures and staff representation and seek out new outreach efforts. (Continuous) |

## GOAL 2: Ensure cost-effective and efficient transportation services.

<table>
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<tr>
<th>OBJECTIVES</th>
<th>STRATEGIES</th>
</tr>
</thead>
</table>
| 1. Deliver efficient service by the most cost effective means. | a. Monitor and report number of no-shows and take corrective action when necessary. (Continuous)  
   b. Establish and maintain desirable load factor by improving trip coordination (Continuous)  
   c. Report monthly to administration system efficiency and cost effectiveness (Monthly). |

## GOAL 3: Ensure quality of service provided to the Transportation Disadvantaged

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>STRATEGIES</th>
</tr>
</thead>
</table>
| 1. Maintain courteous and respectful customer relations. | a. Reward employees for excellent service through internal customer service recognition program. Provide employee customer service training throughout the year. (Continuous)  
   b. Educate individual and agency customer of all applicable transportation policies and procedures. (Immediate)  
   c. Use rider survey feedback and AOR complaints/recommendations as tools to encourage drivers to consistently provide excellent service in the safest manner. (Continuous) |
| 2. Improve customer comfort, safety and security. | a. Highlight safety practices by employees through internal safety recognition program. (Continuous).  
   b. Conduct safety training as required for new employees and updated for existing employees. (Immediate)  
   c. Report all accident and road call records. (Immediate and Quarterly) |
<p>| 3. Reduce customer travel and wait time. | a. Maintain dialogue with health care facilities to enhance coordination of appointment times. (Continuous) |</p>
<table>
<thead>
<tr>
<th>GOAL 4: Ensure necessary funding to support the program</th>
<th>STRATEGIES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OBJECTIVES</strong></td>
<td><strong>STRATEGIES</strong></td>
</tr>
<tr>
<td>1. Solicit funds to meet more of the trip demand.</td>
<td>a. Seek funding from local government to provide local match for transportation services while pursuing private funding through community involvement with agencies like Kiwanis and United Way (Continuous)</td>
</tr>
<tr>
<td>2. Encourage all human service agencies to identify and assign adequate funding to meet transportation needs of their clients.</td>
<td>a. Encourage all area human service providers to attend Local Coordinating Board meetings. b. Encourage all agencies to list transportation costs as a separate budget line item to encourage a dedicated transportation allocation for their clients. (Immediate and Future) c. The planning agency will monitor Intergovernmental Coordination and Response (ICAR) requests and update the CTC and LCB of grants involving transportation disadvantaged services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GOAL 5: Ensure program accountability</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OBJECTIVES</strong></td>
</tr>
<tr>
<td>1. Comply with procedures, rules and regulations outlined by Florida Legislature and the Transportation Disadvantaged Commission</td>
</tr>
<tr>
<td>2. Provide uniform, accurate, and timely submittal of data for contract requirements.</td>
</tr>
<tr>
<td>3. Collect, compile, report and maintain necessary data for program evaluation. (Continuous)</td>
</tr>
</tbody>
</table>
The following training plan is intended to facilitate the training needs of the Tri-County Community Council, Inc. Transportation Program. Records of training will be maintained on a spreadsheet at the Administrative Office identifying employee training. Additional training will be provided as needed and noted in training records.

January  Defensive Driving & Backing

February  QUARTERLY MEETING - Driver Handbook, SSPP, HIPPA

March  Passenger Assistance & Securement

April  Operation of Wheelchair Lift and other special equipment; Driving conditions

May  QUARTERLY MEETING - HSP, Handling of Emergencies & Security Threats

June  Operations Bus and Equipment Inspections, Bus Equipment Familiarization; Pre-& Post-Trip Inspections

July  Safe Transport of Oxygen; Wireless Communication Plan / Cell phone safety

August  QUARTERLY MEETING - Basic Operations and Maneuvering, HS Training

September  Security & Threat Awareness

October  Boarding & Alighting Passengers; Evacuations

November  QUARTERLY MEETING - Drug & Alcohol Training; BBP

December  Training for accidents & incidents that have happened throughout the year; Accident Policy,

At orientation, each employee is given a copy of the Transportation Handbook, System Safety Program Plan, DOT Substance Abuse Policies, Zero Tolerance and Core Competency Training, and shown videos: DOT Drug and Alcohol Testing: Your Rights and Responsibilities, A Drug Free Workplace-What an Employee Can Do, Recognizing Drug and Alcohol Abuse and Blood Borne Pathogens for Transit Employees. Employees are also required to complete on-line courses for The Agency for Persons with Disabilities as well as a course that satisfies The Department of Children & Families HIPPA requirements. Drivers will receive First Aid and CPR training and it will be renewed as required.
# IMPLEMENTATION SCHEDULE

Tri-County Community Council’s implementation plan, as detailed below, builds upon the primary goal of community transportation being provided for people to access places for work, medical, and shopping so that they can live vital, productive and rewarding lives. The table below provides an overview of the ongoing system improvements and review steps, as well as a timeline for actions and strategies to meet the above stated goals.

<table>
<thead>
<tr>
<th>Action/Strategy</th>
<th>Responsible Agency</th>
<th>Time Frame to be Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to partner with agencies such as Vocational Rehab, FDOT and CareerSource.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Network with other Community Transportation Coordinators by sharing system improvements and funding.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Identify potential Coordination and Purchase of Service Contracts including VA Shuttle to Pensacola.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Update information for marketing plan for educating public on transportation services.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Enhance informational materials (brochures) for riders of the system and upgrade when necessary.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Initiate and participate in workshops, health fairs, &amp; expos by providing brochures and staff representation. Continue to seek out new outreach efforts.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Monitor and report number of no-shows and take corrective action when necessary.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Establish and maintain desirable load factor by improving trip coordination.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Report monthly to administration system efficiency and cost effectiveness.</td>
<td>CTC</td>
<td>Monthly</td>
</tr>
<tr>
<td>Reward employees for excellent service through internal customer service recognition program.</td>
<td>CTC</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Provide employee customer service training throughout the year. Pursue additional employee training opportunities.</td>
<td>CTC</td>
<td>Monthly</td>
</tr>
<tr>
<td>Educate individual and agency customers of all applicable transportation policies and procedures.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Use rider survey feedback and AOR complaints/recommendations as tools to encourage drivers to consistently provide excellent service in the safest manner.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Highlight safety practices by employees through internal safety recognition program.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Conduct safety training as required for new employees and updated for existing employees.</td>
<td>CTC</td>
<td>Immediate &amp; Continuous</td>
</tr>
<tr>
<td>Report all accident and road call records.</td>
<td>CTC</td>
<td>Immediate &amp; Quarterly</td>
</tr>
<tr>
<td>Maintain dialogue with health care facilities to enhance coordination of appointment time.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Seek funding from local government and private entities to provide local match for transportation services while pursuing private funding through community involvement with agencies.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Encourage all area human service providers to attend quarterly Local Coordinating Board meetings.</td>
<td>CTC</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Encourage all agencies to list transportation costs as a separate budget line item to encourage a dedicated transportation allocation for their clients.</td>
<td>CTC</td>
<td>Immediate &amp; Future</td>
</tr>
<tr>
<td>Comply with contract standards and submit an accurate Annual Operating Report (AOR) including all Purchase of Service and Coordination Contracts data.</td>
<td>CTC</td>
<td>Annually</td>
</tr>
<tr>
<td>Comply with the Community Transportation Disadvantaged contract requirements.</td>
<td>CTC</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Prepare a quarterly report to the LCB outlining activities over the quarter.</td>
<td>CTC</td>
<td>Quarterly</td>
</tr>
</tbody>
</table>
The Walton County paratransit vehicle replacement plan is summarized in Table 4 below and illustrates the projected schedule for replacing paratransit vehicles.

### TABLE 4
**WALTON COUNTY PARATRANSIT VEHICLE REPLACEMENT PLAN**

<table>
<thead>
<tr>
<th>Type of Purchase</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fleet Replacement</td>
<td>Qty (1) 3 W/C 16 passenger (Expansion)</td>
<td>N/A</td>
<td>Qty (4) 2 W/C 8 passenger (Replacement)</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$ 103,000</strong></td>
<td><strong>$ 0</strong></td>
<td><strong>$264,000</strong></td>
<td><strong>$ 0</strong></td>
<td><strong>$ 0</strong></td>
</tr>
</tbody>
</table>

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**Service Plan**

**OPERATIONS**

The operations element is a profile of the Coordinator’s current system which provides basic information about the Coordinator’s daily operations. This element is intended to give someone with little or no knowledge of the transportation operations an adequate level of understanding. A Glossary of Terms is provided in the appendices of this plan.

**Types, Hours and Days of Service**

Ambulatory, Non-Ambulatory and Stretcher services are the types of transportation services available through Tri-County Community Council, Inc.’s coordinated system. Trips are arranged under the following classifications:

- **Subscription (scheduled):** Routes which operate on a regular schedule each day for the same passengers who are picked up at the same location and time and then returned to the point of origin in the same manner.
- **Advance Reservation:** Trips that request advance reservation by noon the prior working day.
- **Demand Response:** Trips that are provided with less than 24 hour advance notice depending upon driver/vehicle availability.
- **Stretcher:** Non-emergency trips provided by stretcher or gurney. Non-sponsor stretcher services are contracted. We can contract stretcher services for excluded groups.

Coordinated transportation service is curb to curb. Specific transportation needs are included in Contracts, Purchase of Service Agreements, and Client Intake Forms. All trips must be preauthorized. Advance reservation is requested by noon the prior working day. Walton County transportation services can be scheduled Monday through Friday 8:00 a.m. - 4:30 p.m. with the exception of agency recognized holidays. Transportation service is provided twenty-four (24) hours a day - seven (7) days per week.
Non-emergency after hour and weekend transportation services are provided or arranged in accordance with advance notification arrangements. If prior scheduling has not been made, transportation service is provided through established procedures with riders and facilities. Tri-County provides Facilities with the after-hours contact information of designated staff.

Will call trips are provided as rider calls for return trips. Same day service is available if schedule permits and drivers or vehicles are available. Will call and same day service will be provided at a minimal level.

Agency recognized holidays are New Year’s Day, Martin Luther King Day, Memorial Day, Labor Day, Independence Day, Veterans Day, Thanksgiving Day and Day After, Christmas Eve and Christmas Day. Transportation services are provided on these holidays if trips have been preauthorized.

Group trips are trips targeted for specific group activities. Group trips require three (3) days advance notice and are on a first come first serve basis. Charges for group trips are based on a vehicle mile rate.

Subscription trips are scheduled trips that recur in the same manner each day. The rider/sponsoring agency provides required information on initial call and does not have to continually call to arrange for transportation service.

Accessing Services
This section includes detailed information regarding: (a) the phone number and office hours in which services can be scheduled. Include alternative communications such as internet reservations and Relay Service; (b) the method and advanced notification time required to obtain services; (c) an explanation of the cancellation process and requirements; (d) no show procedure (both Coordinator and rider), including any applicable penalties; and (e) procedures for dispatching backup service or after-hours service.

(a) The phone numbers for Walton County transportation service are as follows:

Phone #: (850) 892-2422
Fax #: (850) 547-2504
FL Relay System 1-800-955-8770 Voice
1-800-955-8771 TTY

Riders who want to make reservations in person may do so at the office location at 194 N. 6th Street, Defuniak Springs, FL 32433. Office hours in which Walton County transportation services can be scheduled are Monday through Friday 8:00 a.m. - 4:30 p.m. with the exception of agency recognized holidays.

A scheduler’s telephone number will be on the answering machine for anyone needing transportation after hours for urgent care. The scheduler will then make arrangements to have the patient transported.

(b) Advance reservations are recommended for more efficient scheduling of services. Please make advance reservations as soon as you can. Advance notification will increase the likelihood of meeting your specific transportation needs. Reservations will be scheduled base on driver/vehicle availability. Sponsoring agencies, riders, etc. can call or fax trip information to transportation staff. A stand-by list is maintained for riders who call in after the maximum level driver/vehicle availability has been reached. It is the responsibility of the rider to call within the established time frame to verify if trip will be provided.
Eligibility:

The CTC is responsible for verifying eligibility for the Transportation Disadvantaged Non-Sponsored program. To become eligible for this program, an application must be completed and submitted to the CTC's office and the individual must meet at least one of the following criteria:

1. **Age – 60 or older or 17 or younger**
2. **Income – below federal poverty guidelines of 150%**
3. **Disability – verified by medical professional or designee.**

   1) Individual does not have a vehicle; or
   2) Individual cannot operate a vehicle; or
   3) Individual has no alternate form of transportation

(c) Trips should be canceled at least 24 hours prior to scheduled pickup but must be canceled at least one hour prior to pick up time. The rider will call the same number called to arrange transportation service or call dispatch to cancel. An answering machine is available to cancel service after hours. Riders who are absent for return trips and have not notified CTC or left message with appropriate personnel will be considered a no-show.

(d) The Walton County Local Coordinating Board has established a No-Show Policy to enhance cost effectiveness. Riders are educated on the No-Show Policy and the effects No-Shows have on transportation services.

The No-Show Policy is as follows: Trips should be canceled at least 24 hours prior to scheduled pickup but must be canceled at least one hour prior to pick up time. Cancellations at the door will be considered a "No Show" and may result in suspension from the program. Riders who are absent for return trips and have not notified CTC or left message with appropriate personnel will be considered a no-show. The rider will call the same number called to arrange transportation to cancel transportation.

If a rider fails to notify the Community Transportation Coordinator of trip cancellation and an expense is incurred due to a vehicle being dispatched and the rider is not available or decides not to go, then the rider is classified as a "No Show".

   1st No Show: Driver will leave "No Show" Notice on door.
   
   2nd No Show: A letter of warning, outlining dates, times and pickup locations causing no shows will be sent from the Community Transportation Coordinator to the rider and user agency.
   
   3rd No Show: If third No Show occurs within 60 days, a letter notifying rider of suspension from service for a 30 day period will be sent from the Community Transportation Coordinator to the rider and user agency.

After first reinstatement to Transportation Program, if three No Shows occur within a 60-day period, suspension of service will be increased to 60 days.

Sponsoring agency will be notified in writing when a rider is suspended. Riders may only be removed from suspension by the sponsoring agency.

Riders will be counseled by sponsoring agency on the No Show Policy and responsibilities of using the Coordinated Transportation System.
The sponsoring agency may reinstate a rider with the provision that a "No Show" within 30 days will result in automatic 30-day suspension with no reinstatement. Sponsoring agencies may choose not to reinstate riders if they determine that the rider refuses to follow correct policy.

The Community Transportation Coordinator reserves the right to modify the No Show Policy as the Local Coordinating Board finds best for the Transportation Disadvantaged population of Walton County.

It is imperative that agencies adhere to and support the "No Show" Policy to achieve consistent results. The Community Transportation Coordinator utilizes an educational program to inform riders and user agencies of the No Show Policy.

Riders may call anytime to cancel trips. An answering machine is available after hours to cancel service.

(e) Procedures for dispatching back up service and after-hours service are as follows. In the event of vehicle breakdown, the following back up service procedures are followed.

Transportation Operations Support Manager or designee, Transportation Operations Assistant Director is notified immediately of the vehicle breakdown and is advised if there are riders on the vehicle. If the vehicle is non-operable and there are riders on board, the following steps are taken:

Immediate dispatch of a back-up vehicle, if riders cannot remain in disabled vehicle, they should be assisted to a safe area where they can wait for the backup vehicle. Transportation Operations Support Manager, Transportation Operations Assistant Director or designee must be notified of the location where riders are waiting. If adverse weather conditions exist, riders should be taken to a building/shaded area where they can wait safely inside for the back-up vehicle. If there will be an excessive delay, the Program Manager, Transportation Operations Support Manager or designee will notify someone at the riders’ destination or family member as to the delay.

If the vehicle is non-operable and was en route to pick up riders (there are no passengers on board), the following steps will be taken: Immediate dispatch of back up vehicle to pick up scheduled riders. Transportation Operations Support Manager, Transportation Operations Assistant Director or designee will contact riders waiting for pick-up to alert them of the delay.

After hour transportation services are provided through established procedures with riders and facilities and in accordance with advance notification arrangements.

Policies
This section addresses policies the local coordinating board has established in regards to: (a) eligibility, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund; (b) prioritization, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund; and (c) other procedures.

a) Policies the local coordinating board has established in regards to eligibility for services funded by the Transportation Disadvantaged Trust Funds are all persons are eligible and may ride subject to share of costs. Transportation services depend on driver and vehicle availability.

b) Trips are not prioritized for services funded by the Transportation Disadvantaged Trust Fund.

c) Other procedures may occur such as rescheduling trips. If rescheduling must occur, transportation staff asks if we can assist rider with calls to facility, doctor’s appointment, etc. to ensure we have appropriate vehicle to provide transportation service and service is provided to that area on that day.
Transportation Operators and Coordination Contractors
The process that is used to contract with an operator is based on the need for service. The agency has issued a Request for Proposal and negotiates for stretcher services.

Walton County Emergency Medical Service provides stretcher service. The telephone number is 850-892-6162. The Walton County EMS serves non-sponsored clients. Their hours of operation are 6:00 a.m. until 6:00 p.m. The EMS will provide service 24 hours per day if advance notice has been given. Another transportation operator for special needs is Chautauqua Office of Psychotherapy Evaluation (COPE). Contact person is Paige Butla at 850-892-8045. Hours of operation are 7:00 a.m. until 4:00 p.m. COPE serves non-sponsored clients. Service is provided for their clients only. Walton County Transportation Services does not have any Coordination Contracts.

Public Transit Utilization
Tri-County Community Council, Inc. operates as the CTC for Walton County. There is no fixed route public transit system in Walton County.

School Bus Utilization
Tri-County Community Council, Inc. does not utilize the public school bus transportation system.

Vehicle Inventory
A Vehicle Inventory Report of the vehicles utilized in the Walton County coordinated system is included in the appendices.

System Safety Program Plan Certification
Each Coordinator and any transportation operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds, shall ensure the purchasers that their operations and services are in compliance with the safety requirements as specified in Section 341.061, Florida Statutes, and Chapter 14-90, F.A.C.

Tri-County Community Council, Inc. has developed and implements a Safety System Program Plan. A copy of the current Department of Transportation System Safety Program Plan Certification appears in the appendices.

Intercounty Services
Coordinators are required to plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator.

Tri-County Community Council, Inc. works within the counties of Santa Rosa, Walton, Holmes and Washington in providing transportation services for out of service area medical trips and local discharges. Long distance trips are coordinated within the four county area for reduction of costs, as well as eliminating several drivers/vehicles being at the same location at the same time. The local coordinating board has approved transportation services to Gainesville - South; Birmingham - North; Pensacola - West; and Jacksonville - East.

Emergency Preparedness and Response
Tri-County Community Council, Inc. coordinates with Local Emergency Management Services during natural disasters, emergency preparedness and response. Transportation staff participates in local emergency management meetings.

Tri-County Community Council, Inc. solicits drivers from its staff to assist in evacuations as directed by EMS. Tri-County Community Council, Inc. cooperates with EMS and law enforcement in the use of vehicles, communications equipment, etc. during a natural disaster, emergency preparedness and response. The agency will assist in evacuating the special needs population including the elderly, handicapped and transportation disadvantaged. The agency will assist by transporting to and from designated shelter areas.
Educational Efforts/Marketing

Tri-County Community Council, Inc. uses public speaking engagements, public service announcements, pamphlets and the local media to market its transportation system to potential purchasers of service, disadvantaged public and non-sponsored persons.

Tri-County Community Council, Inc. personnel attend local civic club and inter-agency meetings on a regular basis to educate the public on transportation issues.

Rider and User Agency surveys are used to evaluate the performance of the Community Transportation Coordinator.

The CTC’s vehicles are used as marketing tools as they are clearly marked with telephone numbers.

A user guide is provided upon request and to all new riders. The user guide highlights eligibility for transportation services, how to access service, information needed to schedule trip, how to cancel appointments, complaint process and safety system requirements.

All publications/announcements should include and comply with the following: *Florida Law and Title VI of the Civil Rights Act of 1964 prohibits discrimination in public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status*. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging).

Information about transportation service is continually provided through brochures, public service announcements, speaking engagements, TPO meetings, Emerald Coast Regional Council programs, and the agency website.

Acceptable Alternatives

Tri-County Community Council, Inc. is Walton County’s public transit system. If acceptable alternatives are identified, they are discussed during the Annual Evaluation and presented to the LCB. Costs associated with insurance requirements, standards, training and other safety features prohibit private providers from being brought into the coordinated system.

Service Standards

Service standards are integral to the development and implementation of a quality transportation program to the transportation disadvantaged in a service area. Local service standards have been developed jointly by the Local Coordinating Board, the Planning Agency, and the Coordinator, consistent with those of the Commission. The following standards have been implemented by Tri-County Community Council.

Drug and Alcohol Policy. The drug and alcohol policy is 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. The CTC participates in the Drug and Alcohol State Consortium administered by FSSolutions.

Driver Criminal Background Screening. All drivers in the coordinated system must have a clear Level 2 background screening prior to employment.

Escorts and children. Escorts are required when transporting anyone under 16 years of age and for riders who cannot access vehicles without minimal support or require personal assistance. Escorts must be scheduled at the same time riders are scheduled to ensure adequate seating. The purchasing agency is required to provide an escort trained to respond to their client’s specific needs. If agencies or clients are not providing escorts as required, the CTC reserves the right to refuse service. (Exceptions will be permitted with prior approval of the Executive Director).
Child Restraints. All riders under the age of six must use a crash-tested, federally approved child restraint device. The child restraint devices will be provided by the CTC, funding source, or family. Request for child restraint device must be made at the time the trip is scheduled. In no event will a child under six be transported by a vehicle without a child restraint device.

Rider Property. Riders will be allowed to have personal property, which they can hold or secure, in vacant seats - if it does not present safety hazard. Riders must be able to carry any items brought onto vehicle. Drivers may assist as necessary with packages when entering and exiting the vehicle. (Oxygen tanks must be portable and must be secured.)

Vehicle Transfer Points. Transfer points will be located in a safe, secure place centered around the CTC office or public facilities.

Local Toll Free Phone Number for Consumer Comment. Phone number will be included in the complaint process. The numbers are clearly posted in all vehicles for rider’s reference and in the User’s Guide.

- TD Ombudsman: 1-800-983-2435.
- Tri-County Community Council, Inc.: 1-800-395-2696.

Out of Service Area Trips. These trips are provided for medical purposes to areas approved by LCB. Transportation service to approved areas will depend upon driver/vehicle availability. Areas approved: Pensacola - West; Birmingham - North; Gainesville - South; & Jacksonville - East.

Vehicle Cleanliness. Cleanliness is the responsibility of the driver with inspections of vehicles by Transportation Operations Support Manager or designee. Vehicles will be free of dirt, trash, etc. All vehicles will be clean. A daily preventative maintenance check, which includes cleanliness, is performed on all vehicles.

Billing Requirements to Contracted Operators. The CTC will reimburse operators within seven (7) calendar days after receipt of payments from funding sources.

Rider/Trip Data. The CTC will collect the name, phone number, address, date of birth, sponsoring agency and special requirements/needs on each rider. Purchasing agencies may be required to provide written documentation for their clients. *TD Application on each rider.*

Adequate Seating. The CTC will ensure adequate seating for each rider. No more riders than the registered seating capacity shall be transported in a vehicle at any time.

Driver Identification. The CTC’s drivers will wear identification badges and uniform shirt. The driver will introduce themselves to riders.

Passenger Assistance. Drivers will provide boarding and disembarkment assistance to all riders. Drivers will be courteous.

Smoking and Eating on Vehicles. The CTC does not allow smoking in any vehicle. Eating and drinking will be at the discretion of the Program Manager or Transportation Operations Director.

No-Show Policies. No-Shows are trips not canceled prior to scheduled pick up and an expense is incurred due to vehicle being dispatched and the rider is not available or decides not to go. If the rider receives 3 No-Shows within 60 days a letter notifying rider of suspension from service for 30 days will be sent to rider and sponsoring agency.

Communication Equipment. All vehicles are equipped with cell phones in good working order.
Vehicle Air Conditioning and Heating Equipment. Air conditioning and heating in all vehicles will be in safe operating condition. If the air conditioning/heating does not work properly, a backup vehicle will be assigned to trip, and repairs will be made to ensure proper working condition.

First Aid Policy. The CTC’s staff will have First Aid training.

Cardiopulmonary Resuscitation. The CTC staff will have CPR training.

Pick-Up Window. Tri-County Community Council, Inc. has a pick-up window of 60 minutes. Clients are to be ready for pick up 30 minutes prior to their scheduled pick-up time. The “pick up window” for your trip will be 30 minutes before or 30 minutes after your scheduled pick up time. The driver will only wait five minutes for you to board from the beginning of the pick-up window. If you do not board within five minutes, the driver will notify dispatch, depart without you, and you will be considered a no-show.

For example: Be ready at the beginning of the pickup window. If your scheduled pick-up time is 8:15 a.m., your pick-up window begins at 7:45 a.m., so be ready at 7:45 a.m.

<table>
<thead>
<tr>
<th>30 Minutes Before Scheduled Pick Up Time and 30 Minutes After</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45 a.m.</td>
</tr>
</tbody>
</table>

Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the client will be told when they need to be ready based on the appointment time and the length of trip. The first 30 minutes of that hour is utilized to pick-up clients.

For scheduled returns, pick-up should occur within 60 minutes after that time. For those times that a client is unable to provide a return time (e.g., surgery, release from hospital, etc.), a demand-response trip will be worked into the existing schedule. This could result in an extended wait. Tri-County’s pick-up window is 60 minutes.

On-Time Performance. Tri-County Community Council, Inc. anticipates at least 90% of scheduled pickups meet the on-time standards of 30 minutes before scheduled pickup to 30 minutes after scheduled pickup.

Advance Reservation Requirements. If an advance reservation is requested, riders should call by noon the prior working day for next day transportation services. Appointments are taken Monday – Friday 8 a.m. to 4:30 p.m. Trip requests made after noon will be met if vehicle and driver area available.

Public Transit Ridership. There is no fixed route public transit in Walton County. All persons may ride Tri-County Community Council’s coordinated transportation system.

Complaints. Total complaints per year shall not exceed one-half of one percent (0.5% = 0.005) of the total trips per year. Each complaint will be addressed by the CTC. The LCB shall be briefed of each complaint and its status/resolution on a quarterly basis.

Accidents. Allowable number of accidents for the evaluation period will be 1.0 per 100,000 miles.

Road Calls. There should be no less than 10,000 miles between road calls.

Call Hold Time. The CTC attempts to answer each call within five rings. If customers are placed on hold, every effort is made to respond within a two-minute time frame.
Weapons. No weapons will be allowed on vehicle.

Profanity. No profanity will be allowed on vehicle.

Alcoholic Beverages. Drinking of alcoholic beverages is not allowed on vehicle.

Local Complaint and Grievance Procedure/Process
The Community Transportation Coordinator (CTC) has established the following grievance procedure as authorized by the Commission for the Transportation Disadvantaged pursuant to Chapter 427, Florida Statutes and Rule 41-2, F.A.C.

A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services. The CTC shall make every effort to resolve any problems at the complaint stage prior to becoming a grievance.

Any service complaints received by the CTC will be immediately investigated and every effort made to seek an appropriate and prompt resolution.

Step 1:

The CTC formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private non-profit operators, the designated official planning agency, elected officials, and drivers.

By contacting the CTC office, a written copy of the grievance process and rider policies will be made available to anyone, upon request. The CTC will be responsible for posting on all vehicles in plain view of riders, including transportation subcontractors and coordination contractors, the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance.

All grievances filed must contain the following information:
1. The name and address of the complainant.
2. A statement of the reasons for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
3. An explanation of the requested relief desired by the complainant.

All formal grievances submitted shall be mailed to:
Tri-County Community Council, Inc.
Attention: Executive Director
PO Box 1210
Bonifay, FL 32425
1-800-395-2696

If parties concerned are still not in agreement, the grievance will be presented to the CTC’s Board of Directors, within 10 working days of written notification that agreement by all parties has not been reached. The final decision of the CTC's Board of Directors, will be binding.
Step 2:

If the aggrieved party is not satisfied with the CTC decision, they may have the Local Coordinating Board (LCB) Grievance Committee hear the grievance and make recommendations to the CTC on their behalf.

To request a LCB Grievance Committee contact the Walton County Transportation Disadvantaged Coordinating Board Chair at P.O. Box 11399, Pensacola, FL 32524-1399 (phone 850-332-7976 x231 or 1-800-226-8914).

Step 3:

If satisfaction cannot be achieved at the local level, a grievance/complaint can be submitted to the Commission for the Transportation Disadvantaged (CTD) Ombudsman Program/TD Hotline at 1-800-983-2435.

Similar to the LCB, the Commission for the Transportation Disadvantaged can hear a grievance and make recommendations or advise the CTC. Apart from these grievance processes, aggrieved parties also have recourse through Chapter 120, F.S., administrative hearing process or the judicial court system.

Note: At any point in the grievance process, the grievant may submit the grievance to the, CTC, Local Coordinating Board (LCB) or the Commission for Transportation Disadvantaged Ombudsman.

CTC Monitoring Procedures of Operators and Coordination Contractors

The agency conducts an annual evaluation of its Operators and Coordination Contractors to ensure contractual compliance. The agency monitors Operators and Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis to ensure compliance with the Safety System Program Plan, Commission and locally approved standards, and insurance requirements.

A written letter and report are issued to the Operators and Coordination Contractors citing items that require corrections. A deadline is given for corrections to be made. A follow up monitoring is conducted if necessary. Walton County does not have any coordination contracts at this time.

Coordination Contract Evaluation Criteria

Walton County does not have any coordination contracts at this time; therefore, no evaluation criteria to report.
COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION

The Commission has established the Rate Calculation Model, a standard process for the development of rates for transportation services that are arranged or provided by the Coordinator. This model can be used by the Commission in comparing and approving rates to be paid to and used by Coordinators and in determining cost-based rates to be charged to all purchasing agencies.

The Rate Calculation Model Worksheets and Rates for Services are reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues. The Commission’s rate calculation model is used to develop rates for non-sponsored trips.

Rates for transportation services are included in the service rates summary table below. The summary details type of service provided, unit rate whether passenger mile or trip, and cost per unit. The rate calculation model worksheets and rates for services are reviewed and updated annually.

The Florida Commission for the Transportation Disadvantaged determined that combination rates would no longer be applicable and allowed each Community Transportation Coordinator (CTC) to determine whether to use the passenger mile rate or the passenger trip rate. The CTC for Walton County chose to use the passenger mile rates. The Rate Model Worksheets are included in the appendices for reference.

Walton County
Service Rates Summary

<table>
<thead>
<tr>
<th>Provided Service Type</th>
<th>Unit</th>
<th>2019/20 Passenger Mile Rate Only</th>
<th>2020/21 Passenger Mile Rate Only</th>
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<tr>
<td>Ambulatory</td>
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<td>$ 1.30</td>
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<tr>
<td>Wheelchair</td>
<td>Passenger Mile</td>
<td>$ 2.23</td>
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<td>Stretcher</td>
<td>Passenger Mile</td>
<td>$ 4.64</td>
<td>$ 4.78</td>
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</table>
The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action. The Commission provides feedback on what areas of the plan need to be modified for next year.

The previous Transportation Disadvantaged Service Plan (TDSP) signed review letter and roll call sheet are included in the appendices. The previous TDSP was approved and no items were cited as deficient or inadequate.

**Community Transportation Coordinator Evaluation Process**

A Local Coordinating Board subcommittee assists the planning agency in evaluating the Community Transportation Coordinator on an annual basis. The evaluation of the CTC is based on performance indicators, measures of effectiveness and efficiency, and level of coordination. The 2012 evaluation worksheets are included in the appendices.

In an effort to monitor the services provided to the transportation disadvantaged by the CTC, an annual survey of the riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas where they are not. The rider surveys were conducted at the beginning of the year.

A summary of the survey results along with a comparison of the previous two years are included in the appendices along with the comments that were submitted.

A vast majority of riders rated the overall satisfaction of service as “very good.” The survey results indicate that 44% of the trips were for medical/dental purposes.

Also, 30% indicated they use community transportation 11 or more days a month.

Additionally, if community transportation was not provided, 39% indicated they would not be able to make the trip while 30% indicated they would ride with someone else.
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<th>2020</th>
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<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>THE DRIVERS ARE COURTEOUS AND HELPFUL?</td>
<td>11 A - Very Good</td>
<td>49</td>
<td>36</td>
<td>49</td>
<td>91%</td>
<td>84%</td>
<td>86%</td>
</tr>
<tr>
<td></td>
<td>B - Good</td>
<td>5</td>
<td>7</td>
<td>8</td>
<td>9%</td>
<td>16%</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>C - Neutral</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>D - Poor</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>E - Very Poor</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>54</td>
<td>43</td>
<td>57</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>OVERALL COURTESY OF EMPLOYEES?</td>
<td>12 A - Very Good</td>
<td>49</td>
<td>36</td>
<td>43</td>
<td>91%</td>
<td>84%</td>
<td>75%</td>
</tr>
<tr>
<td></td>
<td>B - Good</td>
<td>4</td>
<td>7</td>
<td>13</td>
<td>7%</td>
<td>16%</td>
<td>23%</td>
</tr>
<tr>
<td></td>
<td>C - Neutral</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2%</td>
<td>0%</td>
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<tr>
<td></td>
<td>D - Poor</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>E - Very Poor</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>54</td>
<td>43</td>
<td>57</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>OVERALL SATISFACTION OF SERVICES?</td>
<td>13 A - Very Good</td>
<td>48</td>
<td>33</td>
<td>43</td>
<td>89%</td>
<td>77%</td>
<td>75%</td>
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<tr>
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<td>5</td>
<td>10</td>
<td>14</td>
<td>9%</td>
<td>23%</td>
<td>25%</td>
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<td>0%</td>
<td>0%</td>
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<td>D - Poor</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
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<tr>
<td></td>
<td>E - Very Poor</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>54</td>
<td>43</td>
<td>57</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>WHERE ARE YOU GOING ON YOUR TRIP (FINAL DESTINATION)?</td>
<td>14 A. Med/Dent</td>
<td>26</td>
<td>13</td>
<td>25</td>
<td>48%</td>
<td>30%</td>
<td>44%</td>
</tr>
<tr>
<td></td>
<td>B. Sch/Wrk</td>
<td>11</td>
<td>7</td>
<td>12</td>
<td>20%</td>
<td>16%</td>
<td>21%</td>
</tr>
<tr>
<td></td>
<td>C. Groc/Shop</td>
<td>5</td>
<td>9</td>
<td>9</td>
<td>9%</td>
<td>21%</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>D. Rec/Errand</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>6%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>E. Other</td>
<td>9</td>
<td>12</td>
<td>17</td>
<td>17%</td>
<td>28%</td>
<td>16%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>54</td>
<td>43</td>
<td>57</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>ON AVERAGE, HOW OFTEN DO YOU USE COMMUNITY TRANSPORTATION A MONTH?</td>
<td>15 A. Rarely</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>7%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>B. 1-2 days</td>
<td>5</td>
<td>6</td>
<td>9</td>
<td>9%</td>
<td>14%</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>C. 3-4 days</td>
<td>6</td>
<td>5</td>
<td>16</td>
<td>11%</td>
<td>12%</td>
<td>28%</td>
</tr>
<tr>
<td></td>
<td>D. 5-10 days</td>
<td>8</td>
<td>8</td>
<td>13</td>
<td>15%</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td></td>
<td>E. 11+ days</td>
<td>31</td>
<td>24</td>
<td>17</td>
<td>57%</td>
<td>56%</td>
<td>30%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>54</td>
<td>43</td>
<td>57</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>IF NOT BY COMMUNITY TRANSPORTATION, HOW WOULD YOU MAKE THIS TRIP?</td>
<td>16 A. Drive</td>
<td>6</td>
<td>3</td>
<td>7</td>
<td>11%</td>
<td>7%</td>
<td>12%</td>
</tr>
<tr>
<td></td>
<td>B. Would not go</td>
<td>21</td>
<td>17</td>
<td>22</td>
<td>39%</td>
<td>40%</td>
<td>39%</td>
</tr>
<tr>
<td></td>
<td>C. Carpool</td>
<td>21</td>
<td>19</td>
<td>17</td>
<td>39%</td>
<td>44%</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>D. Other</td>
<td>6</td>
<td>3</td>
<td>11</td>
<td>11%</td>
<td>7%</td>
<td>19%</td>
</tr>
<tr>
<td></td>
<td>E. Bus Service</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>54</td>
<td>43</td>
<td>57</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Walton County

1. Good Service!
2. Tri-County in Walton County is number 1 in my book.
3. I think it's good the county has community transportation for Seniors and people with no other way to take care of their affairs. Please keep the transportation we need it in this county. I know I do need it.
4. I appreciate the help. But it would be the greatest help to get help getting to work.
5. Without this service I wouldn't be able to get to my Dr. appts. I love the staff they all are so friendly and helpful.
6. I am thankful for the bus. I don't know what I would do without the service.
7. All good with all bus drivers. Its convenient. Safe days off. Bus transportation is excellent.
8. Dislike that one driver chews tobacco and spits into a paper cup!
9. Everything is exceptional. They have given me great assistance.
10. All reservationists are great, and most drivers drive good. Mr. Scott on the other hand makes sharp turns and drives as if he is in a big hurry all the time. I really hold on to the rail because of the sharp turns he makes all the time.
11. Continue service for this area. Thank you
12. Place a slot on the bus to put/slide drivers name plate so will know the driver. 😊
13. I have been so impressed with Tri-County Transportation.
<table>
<thead>
<tr>
<th>YEAR</th>
<th>MAKE</th>
<th>MODEL</th>
<th>VEHICLE #</th>
<th>SERIAL #</th>
<th>CONDITION</th>
<th>MILEAGE</th>
<th>FUNDING SOURCE</th>
<th>CAPACITY</th>
<th>DOT#</th>
<th>TAG NUMBER</th>
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<td>2011</td>
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<td>53</td>
<td>1FMNE1BW9DB31465</td>
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<td>55</td>
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<td>143</td>
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<tr>
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<td>146</td>
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<td>TCCC</td>
<td>30 PASSENGER- BUS</td>
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<td>2015</td>
<td>DODGE</td>
<td>GRAND CARAVAN</td>
<td>149</td>
<td>2C7WDB6XFR634340</td>
<td>NEW</td>
<td>137,950</td>
<td>TCCC/FDOT</td>
<td>1 WC/ 3 PASSENGERS LIFT EQUIP</td>
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<td>151</td>
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<td>FDOT</td>
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STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
SECTION 5311 SUBRECIPIENT
(Certifying compliance with 49 CFR Part 40, 655)
To
Florida Department of Transportation
Substance Abuse Program

Date: __January 8, 2020___

SECTION 5311 Sub recipient Information:

AGENCY NAME: Tri-County Community Council, Inc.
ADDRESS: P.O. Box 1210, Bonifay, FL 32425
PHONE: (850) 547-3689

I, ________________ Joel Paul, Jr. ________________________________,
(Name)

hereby certify that ________________ Tri-County Community Council, Inc. ____________________________ and its
(Name of Sub recipient)

applicable contractor(s) listing attached hereto for ________________ Tri-County Community Council, Inc. ____________________________
(Name of Sub recipient)

has (have) established and implemented an anti-drug and alcohol misuse prevention programs in accordance with the

provisions of 49 CFR Parts 40 and 655, as amended. I further certify that the employee training conducted under this

part meets the requirements of 49 CFR Parts 40 and 655, as amended.

____________________________
Signature

Attachment: (Applicable Contractor(s) - Name, Address, Phone#, Contact Person)
This Certifies year 2019.

DATE: January 8, 2020

TRANSIT SYSTEM: Tri-County Community Council, Inc.

ADDRESS: 302 North Oklahoma Street, P.O. Box 1210, Bonifay, FL 32425

In accordance with Florida Statute 341.061, the Bus Transit System named above and Private Contract Bus Transit System(s) (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) & Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.

2. Compliance with adopted safety standards in the SSPP & SPP.

3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, FAC.

Signature: _____________________________

Name: Joel Paul, Jr. Title: Executive Director

(Type or Print)

Name and address of entity (ies) which has (have) performed safety inspections:

Name/Company: Tri-County Community Council, Inc., Maintenance Shop

Holmes, Walton & Washington Counties

Address: 602 McGee Road, Bonifay, FL 32425

Contact: Tom Crisp/Inez Cassidy (850) 547-3688

Attachment: (Applicable Contractor(s) - Name, Address, Phone#, Contact Person)
Preliminary Information Worksheet

CTC Name: Tri-County Community Council, Inc.
County (Service Area): Walton County
Contact Person: Joel Paul, Jr.
Phone #: 850-547-3689

Check Applicable Characteristic:
ORGANIZATIONAL TYPE:
- ✔ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:
- ☐ Fully Brokered
- Ô Partially Brokered
- ☐ Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"
## Comprehensive Budget Worksheet

### Version 1.4

**CTC:** Tri-County Community Council, Inc.  
**County:** Walton County

### 1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

<table>
<thead>
<tr>
<th></th>
<th>Prior Year's ACTUALS</th>
<th>Current Year's APPROVED Budget, as amended</th>
<th>Upcoming Year's PROPOSED Budget</th>
<th>% Change from Prior Year to Current Year</th>
<th>% Change from Current Year to Upcoming Year</th>
<th>Propose % Change from Current Year to Upcoming Year</th>
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<tr>
<td></td>
<td>July 1st of 2018 to June 30th of 2019</td>
<td>July 1st of 2019 to June 30th of 2020</td>
<td>July 1st of 2020 to June 30th of 2021</td>
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</tr>
<tr>
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<td>34,800 $</td>
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<td>6.8%</td>
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<tr>
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<td>3,300 $</td>
<td>3,500 $</td>
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<td>49,265 $</td>
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<td>4</td>
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<tr>
<td>5</td>
<td>252,746 $</td>
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<td>-34.1%</td>
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<tr>
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</tr>
<tr>
<td>7</td>
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<td>0.0%</td>
<td>0.0%</td>
<td></td>
</tr>
</tbody>
</table>

### REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

- **Local Non-Govt**
  - Farebox $34,800 $  
  - Medicaid Co-Pay Received $31,850 $  
  - In-Kind, Contributed Services $34,000 $  
  - Other $-8.5%  
  - Bus Pass Program Revenue $6.8%  

- **Local Government**
  - Tri-County Cash $3,106 $  
  - County In-Kind, Contributed Services $3,300 $  
  - Other $12.7%  
  - Bus Pass Program Revenue $0.0%  

- **CTD**
  - Non-Spons. Trip Program $20,732 $  
  - Rural Capital Equipment $-100.0%  
  - Bus Pass Program Revenue $406,545 $  

- **USDOT & FDOT**
  - 49 USC 5307 $252,746 $  
  - 49 USC 5311 (Operating) $186,967 $  
  - 49 USC 5311 (Capital) $186,967 $  
  - Service Development $10,942 $  
  - OtherDOT (specify in explanation) $-100.0%  
  - Bus Pass Program Revenue $406,545 $  

- **ARCA**
  - Medicaid $50,180 $  
  - Other ARCA (specify in explanation) $-100.0%  
  - Bus Pass Program Revenue $50,180 $  

- **DOF**
  - Alcohol, Drug, & Mental Health $-100.0%  
  - Bus Pass Program Revenue $-100.0%  

- **DOH**
  - Children Medical Services $-100.0%  
  - Other DOH (specify in explanation) $-100.0%  
  - Bus Pass Program Revenue $-100.0%  

- **DOE (State)**
  - Div of Blind Services $-100.0%  
  - Vocational Rehabilitation $-100.0%  
  - OtherDOE (specify in explanation) $-100.0%  
  - Bus Pass Program Revenue $-100.0%  

- **DCA**
  - 46,954 $  
  - Community Care for Elderly $-100.0%  
  - Bus Pass Program Revenue $-100.0%  

### Notes:
- **Farebox Used as Match for the T/E Contract. Remainder used as Capital Equipment Match.**
- **County Cash Used as Capital Equipment Match as Needed.**
- **COUNTY IN-KIND OR CONTRIBUTED SERVICES INCLUDES VOLUNTEERS, SPACE, & INMATE LABOR.**
- **Trip & Equipment grant funds to be used for the purchase of a portion of the cost of the trip as generated by the rate model (subsidized rate) and or capital equipment. This grant requires a 10% match.**
1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7.

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**EXPENDITURES** (CTC/Operators ONLY / Do NOT include Coordination Contractors)

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<td>Capital Debt Service - Principal &amp; Interest</td>
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<tr>
<td><strong>Total Expenditures</strong> =</td>
<td><strong>$939,557</strong></td>
<td><strong>$760,513</strong></td>
<td><strong>$750,953</strong></td>
<td>-19.1%</td>
<td>-1.3%</td>
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</table>

Once completed, proceed to the Worksheet entitled “Budgeted Rate Base”
1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3.

2. Complete applicable GOLD cells in column and 5.

<table>
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<th>REVENUES (CTC/Operators ONLY)</th>
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<td>In-Kind, Contributed Services</td>
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<td>Bus Pass Program Revenue</td>
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**Local Government**

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**FED**

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**MISC**

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**DOCS (MANN)**

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<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**DOE**

<table>
<thead>
<tr>
<th>Source</th>
<th>REVENUES</th>
<th>$49,234</th>
<th>-</th>
<th>-</th>
<th>-</th>
<th>-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older Americans Act</td>
<td>-</td>
<td>$49,234</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Community Care for Elderly</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other DOE</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Bus Pass Program Revenue</td>
<td>-</td>
<td>-</td>
<td>-</td>
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</tr>
</tbody>
</table>

**DOA**

<table>
<thead>
<tr>
<th>Source</th>
<th>REVENUES</th>
<th>-</th>
<th>-</th>
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<th>-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other DGA</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Bus Pass Program Revenue</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
### Budgeted Rate Base Worksheet

**Version 1.4**

CTC: Tri-County Community Council, Inc.  
County: Walton County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3.

2. Complete applicable **GOLD** cells in column 5.

#### Upcoming Year's BUDGETED Revenues from July 1st of 2020 to June 30th of 2021

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>APD</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office of Disability Determination</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Developmental Services</td>
<td>$ 15,000</td>
<td></td>
</tr>
<tr>
<td>Other APD</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td><strong>DUI</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>HEAD START</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$ 15,007</td>
<td></td>
</tr>
<tr>
<td><strong>Other Fed or State</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td><strong>Other Revenues</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest Earnings</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Fuel Tax Refund</td>
<td>$ 11,000</td>
<td></td>
</tr>
<tr>
<td>Self Pay Clients</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td>Bus Pass Program Revenue</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td><strong>Balancing Revenue to Prevent Deficit</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual or Planned Use of Cash Reserve</td>
<td>$ -</td>
<td></td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>$ 750,953</td>
<td></td>
</tr>
</tbody>
</table>

#### EXPENDITURES (CTC/Operators ONLY)

**Operating Expenditures**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor</td>
<td>$ 344,721</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$ 96,000</td>
</tr>
<tr>
<td>Services</td>
<td>$ 7,000</td>
</tr>
<tr>
<td>Materials and Supplies</td>
<td>$ 125,000</td>
</tr>
<tr>
<td>Utilities</td>
<td>$ 25,000</td>
</tr>
<tr>
<td>Casualty and Liability</td>
<td>$ 80,000</td>
</tr>
<tr>
<td>Taxes</td>
<td>$ 252</td>
</tr>
<tr>
<td>Purchased Transportation</td>
<td>$ -</td>
</tr>
<tr>
<td>Purchased Bus Pass Expenses</td>
<td>$ -</td>
</tr>
<tr>
<td>School Bus Utilization Expenses</td>
<td>$ -</td>
</tr>
<tr>
<td>Contracted Transportation Services</td>
<td>$ -</td>
</tr>
<tr>
<td>Other</td>
<td>$ 1,500</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$ 22,000</td>
</tr>
<tr>
<td>Operating Debt Service - Principal &amp; Interest</td>
<td>$ -</td>
</tr>
<tr>
<td>Lease and Rentals</td>
<td>$ -</td>
</tr>
<tr>
<td>Contrib. to Capital Equip. Replacement Fund</td>
<td>$ -</td>
</tr>
<tr>
<td>In-kind, Contributed Services</td>
<td>$ 50,000</td>
</tr>
<tr>
<td>Allocated Indirect</td>
<td>$ -</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Equipment Purchases with Grant Funds</strong></td>
<td>$ -</td>
</tr>
<tr>
<td><strong>Equipment Purchases with Local Revenue</strong></td>
<td>$ -</td>
</tr>
<tr>
<td><strong>Equipment Purchases with Rate Generated Revenue</strong></td>
<td>$ -</td>
</tr>
<tr>
<td>Capital Debt Service - Principal &amp; Interest</td>
<td>$ -</td>
</tr>
</tbody>
</table>

| Total Expenditures                          | $ 750,953 |

**EXCLUDED Subsidy Revenue**  
$ 217,867

**Budgeted Total Expenditures**  
$ 968,819

**Rate Base**  
$ 533,286

**Rate Base Adjustment**

#### Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

**Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"**
Worksheet for Program-wide Rates

CTC: Tri-County Comm
Version 1.4
County: Walton County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

Do **NOT** include trips or miles related to Coordination Contractors!
Do **NOT** include School Board trips or miles UNLESS........
**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS...
Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
Do **NOT** include fixed route bus program trips or passenger miles!

**PROGRAM-WIDE RATES**

<table>
<thead>
<tr>
<th>Total Projected Passenger Miles = 370,000</th>
<th>Rate Per Passenger Mile = $1.44</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Projected Passenger Trips = 35,000</td>
<td>Rate Per Passenger Trip = $15.24</td>
</tr>
</tbody>
</table>

Fiscal Year
2020 - 2021

Avg. Passenger Trip Length = 10.6 Miles

**Rates If No Revenue Funds Were Identified As Subsidy Funds**

| Rate Per Passenger Mile = $2.03 |
| Rate Per Passenger Trip = $21.46 |

*Once Completed, Proceed to the Worksheet entitled “Multiple Service Rates”*

**Vehicle Miles**
The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

**Vehicle Revenue Miles (VRM)**
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

**Passenger Miles (PM)**
The cumulative sum of the distances ridden by each passenger.
Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services.

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers.

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stretcher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:** Go to Section II for Ambulatory Service. Go to Section II for Wheelchair Service. Go to Section II for Stretcher Service. STOP! Do NOT Complete Sections II - V for Group Service.

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stretcher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:** Skip #2, 3 & 4 and Go to Section III for Ambulatory Service. Skip #2, 3 & 4 and Go to Section III for Wheelchair Service. Answer #2 for Stretcher Service. Do Not Complete Section II for Group Service.

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stretcher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:** Leave Blank and Go to Section III for Ambulatory Service. Leave Blank and Go to Section III for Wheelchair Service. Leave Blank and Go to Section III for Stretcher Service. Do NOT Complete Section IV or Group Service.

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service? How many of the total projected Passenger Miles relate to the contracted service? How many of the total projected passenger trips relate to the contracted service?

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
<th>Pass. Miles</th>
<th>Pass. Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stretcher</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:** Effective Rate for Contracted Services: per Passenger Mile = Effective Rate for Contracted Services: per Passenger Trip = Go to Section III for Ambulatory Service. Go to Section III for Wheelchair Service. Go to Section III for Stretcher Service. Do NOT Complete Section IV or Group Service.

4. If you answered #3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) + Rate per Passenger Mile for Balance = Combination Trip and Mile Rate.

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Add-On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stretcher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:** Leave Blank and Go to Section III for Ambulatory Service. Leave Blank and Go to Section III for Wheelchair Service. Leave Blank and Go to Section III for Stretcher Service. Do NOT Complete Section IV or Group Service.
Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service
1. Do you want to charge all escorts a fee? .................................................................
   Yes
   No
   If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?
   If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?
   If you answered Yes to # 1 and completed # 2 and # 3, how much will you charge each escort?

SECTION IV: Group Service Loading
1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).........................
   Leave Blank
   And what is the projected total number of Group Vehicle Revenue Miles?

SECTION V: Rate Calculations for Multiple Services:
1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
   * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
   * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

   **Ambul**
   **Wheel Chair**
   **Stretcher**
   **Group**

   **Leaf Blank**

   **Loading Rate**
   **0.00** to 1.00

   **Rates If No Revenue Funds Were Identified As Subsidy Funds**
   **Ambul**
   **Wheel Chair**
   **Stretcher**
   **Group**

   **Rate per Passenger Mile = $1.34 $2.30 $4.78 $0.00 $0.00**
   **Rate per Passenger Trip = $14.23 $24.40 $50.82 $0.00 $0.00**
   **Combination Trip and Mile Rate**
   **Rate per Passenger Mile for Balance = $1.34 $2.30 $4.78 $0.00 $0.00**
   **Rate per Passenger Trip = $14.23 $24.40 $50.82 $0.00 $0.00**

   Program These Rates Into Your Medicaid Encounter Data
AGENDA ITEM III-C

SUBJECT: Community Transportation Coordinator (CTC) Report

BACKGROUND: The Local Coordinating Board shall evaluate services provided by the CTC and seek innovative ways to improve cost-effectiveness, efficiency, and safety. In order to fulfill this requirement, the board has requested that the CTC provide a quarterly summary of coordination activities and a financial report of sponsored and non-sponsored trip costs in the Walton County service area.

CTC staff may also provide any additional information in an effort to keep the Local Coordinating Board informed of the progress being made in Community Transportation.

REQUESTED ACTION: For Information.
## Walton County Coordinated Transportation Report

CTC: Tri-County Community Council, Inc

### 3rd Quarter

#### Jan - Mar

**FY 2019-2020**

<table>
<thead>
<tr>
<th>Trips</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>3,107</td>
<td>3,078</td>
<td>1,982</td>
<td>8,167</td>
</tr>
<tr>
<td>Non-Ambulatory</td>
<td>336</td>
<td>284</td>
<td>257</td>
<td>877</td>
</tr>
<tr>
<td>Stretcher</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,443</td>
<td>3,362</td>
<td>2,239</td>
<td>9,044</td>
</tr>
</tbody>
</table>

#### Trip by Purchaser

<table>
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<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD / Non-Sponsored</td>
<td>1,927 1,740 1,347</td>
<td>5,014</td>
</tr>
<tr>
<td>APD / Med Wavier</td>
<td>154 149 123</td>
<td>426</td>
</tr>
<tr>
<td>MMA / Access 2 Care</td>
<td>0 0 0</td>
<td>0</td>
</tr>
<tr>
<td>DCF</td>
<td>0 0 0</td>
<td>0</td>
</tr>
<tr>
<td>Dept of Ed / VR</td>
<td>0 0 0</td>
<td>0</td>
</tr>
<tr>
<td>Dept of Elder Affairs</td>
<td>402 376 256</td>
<td>1,034</td>
</tr>
<tr>
<td>FDOT / 5311</td>
<td>0 0 0</td>
<td>0</td>
</tr>
<tr>
<td>Local Gov't</td>
<td>2 2 2 6</td>
<td>6</td>
</tr>
<tr>
<td>Local Non-gov't</td>
<td>2 2 2 6</td>
<td>6</td>
</tr>
<tr>
<td>Other</td>
<td>956 1,093 509 2,558</td>
<td>2,558</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,443 3,362 2,239 9,044</td>
<td>9,044</td>
</tr>
</tbody>
</table>

#### Trip by Purpose

<table>
<thead>
<tr>
<th></th>
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<th>FY 2018-2019</th>
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</thead>
<tbody>
<tr>
<td>Medical</td>
<td>921 834 679 2,434</td>
<td></td>
</tr>
<tr>
<td>Employment</td>
<td>605 534 418 1,557</td>
<td></td>
</tr>
<tr>
<td>Education/Training</td>
<td>1,015 1,132 529 2,676</td>
<td></td>
</tr>
<tr>
<td>Nutrition</td>
<td>402 376 256 1,034</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>500 486 357 1,343</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,443 3,362 2,239 9,044</td>
<td>9,044</td>
</tr>
</tbody>
</table>

### Total Trips Provided Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q1</strong></td>
<td>10,203</td>
<td>10,833</td>
</tr>
<tr>
<td><strong>Q2</strong></td>
<td>10,554</td>
<td>10,824</td>
</tr>
<tr>
<td><strong>Q3</strong></td>
<td>9,044</td>
<td>11,854</td>
</tr>
<tr>
<td><strong>Q4</strong></td>
<td></td>
<td>11,210</td>
</tr>
<tr>
<td><strong>Year to Date</strong></td>
<td>29,801</td>
<td>44,721</td>
</tr>
</tbody>
</table>

### Revenue Miles Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q1</strong></td>
<td>73,081</td>
<td>94,869</td>
</tr>
<tr>
<td><strong>Q2</strong></td>
<td>69,483</td>
<td>82,163</td>
</tr>
<tr>
<td><strong>Q3</strong></td>
<td>56,405</td>
<td>90,453</td>
</tr>
<tr>
<td><strong>Q4</strong></td>
<td></td>
<td>84,662</td>
</tr>
<tr>
<td><strong>Year to Date</strong></td>
<td>198,969</td>
<td>352,147</td>
</tr>
</tbody>
</table>
Walton County Community Transportation Coordinator Report -- 3rd Quarter

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unmet Request</strong></td>
<td>18</td>
<td>8</td>
<td>4</td>
<td>30</td>
</tr>
<tr>
<td><strong>Unduplicated Riders</strong></td>
<td>289</td>
<td>286</td>
<td>247</td>
<td>274 Average</td>
</tr>
</tbody>
</table>

Unmet Request Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>Unmet Request/Resch</strong></td>
<td>17</td>
<td>15</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td><strong>Aver Undup Riders</strong></td>
<td>314</td>
<td>311</td>
<td>274</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>Unmet Request/Resch</strong></td>
<td>19</td>
<td>17</td>
<td>19</td>
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</tr>
<tr>
<td><strong>Aver Undup Riders</strong></td>
<td>412</td>
<td>386</td>
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<td>376</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>Cost per Trip</strong></td>
<td>$11.90</td>
<td>$11.30</td>
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<tr>
<td><strong>Cost/Expenses</strong></td>
<td>40,975</td>
<td>37,989</td>
<td>27,507</td>
<td>106,471</td>
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</table>

Cost Comparison by Quarter

<table>
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<tr>
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<th>FY 2018-2019</th>
<th></th>
<th></th>
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<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>Cost per Trip</strong></td>
<td>$12.92</td>
<td>$12.43</td>
<td>$11.77</td>
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<tr>
<td><strong>Cost/Expenses</strong></td>
<td>131,781</td>
<td>131,169</td>
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<table>
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</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>Cost per Trip</strong></td>
<td>$15.24</td>
<td>$13.17</td>
<td>$12.85</td>
<td>$13.25</td>
</tr>
<tr>
<td><strong>Cost/Expenses</strong></td>
<td>165,043</td>
<td>142,553</td>
<td>152,282</td>
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</table>

<table>
<thead>
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<th>FY 2018-2019</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jan</td>
<td>Feb</td>
<td>Mar</td>
<td>Average</td>
</tr>
<tr>
<td><strong>On Time Percentage</strong></td>
<td>94%</td>
<td>95%</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td><strong># of Calls Received</strong></td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>0</td>
</tr>
<tr>
<td><strong>Call Hold Time</strong></td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>0:00</td>
</tr>
</tbody>
</table>

Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>On Time Percentage</strong></td>
<td>97%</td>
<td>95%</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td><strong># of Calls Received</strong></td>
<td>NA</td>
<td>NA</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Call Hold Time</strong></td>
<td>NA</td>
<td>NA</td>
<td>N/A</td>
<td>0:00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>On Time Percentage</strong></td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td><strong># of Calls Received</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td><strong>Call Hold Time</strong></td>
<td>N/A</td>
<td>N/A</td>
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</table>
### Walton County Community Transportation Coordinator Report -- 3rd Quarter

#### No-Shows

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD / Non-Sponsored</td>
<td>14</td>
<td>12</td>
<td>6</td>
<td>32</td>
</tr>
<tr>
<td>APD / Med Wavier</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MMA / Access 2 Care</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DCF</td>
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<tr>
<td>Dept of Ed / VR</td>
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<tr>
<td>Dept of Elder Affairs</td>
<td>0</td>
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<tr>
<td>FDOT / 5311</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Gov't</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Local Non-gov't</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
<td>14</td>
<td>12</td>
<td>6</td>
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</tr>
<tr>
<td><strong>Percentage of Trips</strong></td>
<td>0.41%</td>
<td>0.36%</td>
<td>0.27%</td>
<td>0.35%</td>
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#### No-Show Comparison by Quarter

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<tr>
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<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
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<tbody>
<tr>
<td><strong>No-Shows</strong></td>
<td></td>
<td></td>
</tr>
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<td>Q1</td>
<td>32</td>
<td>45</td>
</tr>
<tr>
<td>Q2</td>
<td>25</td>
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<td>Q3</td>
<td>32</td>
<td>62</td>
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<tr>
<td>Q4</td>
<td>32</td>
<td>50</td>
</tr>
<tr>
<td><strong>Year to Date</strong></td>
<td>89</td>
<td>188</td>
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<tr>
<td><strong>Percentage of Trips</strong></td>
<td>0.31%</td>
<td>0.42%</td>
</tr>
<tr>
<td></td>
<td>0.24%</td>
<td>0.29%</td>
</tr>
<tr>
<td></td>
<td>0.35%</td>
<td>0.52%</td>
</tr>
<tr>
<td></td>
<td></td>
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<td><strong>Total/Average</strong></td>
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<tr>
<td></td>
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<td>0.42%</td>
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</table>

#### Commendations/Complaints

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<th>FY 2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commendations</strong></td>
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<td></td>
</tr>
<tr>
<td>Q1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q2</td>
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<td>0</td>
</tr>
<tr>
<td>Q3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Year to Date</strong></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td><strong>Complaints/Concerns</strong></td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>0</td>
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</table>

**Comments**

Page 3
### Walton County Community Transportation Coordinator Report -- 3rd Quarter

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidents</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Incident</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Roadcalls</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
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<table>
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<th>Year to Date</th>
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</thead>
<tbody>
<tr>
<td></td>
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<tr>
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<td>2</td>
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<td>Incident</td>
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<td>0</td>
</tr>
<tr>
<td>Roadcalls</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY 2018-2019</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>Accident</td>
<td>0</td>
<td>0</td>
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<td>Incident</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Roadcalls</td>
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<td>0</td>
</tr>
</tbody>
</table>

### Comments

### Operator Payments

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
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<tr>
<td></td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

### Operator Payments Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td></td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY 2018-2019</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td></td>
<td>$4,389</td>
<td>$16,666</td>
</tr>
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</table>

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Walton County TD Agenda May 20, 2020 Page 54 of 61
AGENDA ITEM III-D

SUBJECT: Planning Grant Agreement Tasks
Quarterly Progress Report

BACKGROUND: Emerald Coast Regional Council as designated staff to the Okaloosa-Walton Transportation Planning Organization (TPO) submits a quarterly report to the Commission for the Transportation Disadvantaged on planning grant tasks. The third quarter report is enclosed for board review.

REQUESTED ACTION: For information.
<table>
<thead>
<tr>
<th>Planning Agency</th>
<th>Emerald Coast Regional Council</th>
<th>County</th>
<th>Walton</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice #</td>
<td>Q3</td>
<td>Grant #</td>
<td>G1891</td>
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<tr>
<td>Reporting Period</td>
<td>Q3 January 1 – March 31, 2020</td>
<td></td>
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</tbody>
</table>

## PROGRAM MANAGEMENT

### A. When necessary and in cooperation with the LCB, solicit and recommend a CTC. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)

No activity to report:

### B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)

No activity to report: The process is in place and a current roster is sent with each invoice. The annual membership certification is scheduled for May 2020.

### C. Prepare agendas for local coordinating board meetings consistent with the Local Coordinating Board and Planning Agency Operating Guidelines. (Task 3)

The agenda for the February LCB meeting was prepared and was consistent with the Guidelines.

### D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)

The approved minutes of the November 2019 and the draft minutes of the February 2020 LCB meetings are included with the invoice.

### E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)

No activity to report: The Public Workshop is scheduled for May 2020.

### F. Provide staff support for committees of the local coordinating board. (Task 3)

No activity to report: Staff supports committees and assist with the TDSP development when needed.

### G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)

Annual by-laws were approved at August 2019 LCB meeting and are included in the invoice. TASK COMPLETE

### H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission’s Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)

Local coordinating board grievance procedures were approved at August 2019 LCB meeting and are included in the invoice. TASK COMPLETE

### I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)

The current roster and mailing list are included with the invoice. The annual LCB certification is scheduled for May 2020.
J. Provide **public notice** of local coordinating board meetings and local public workshops in accordance with the *Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)  
   - **PROGRESS:** Public notice was given in the local paper and on the ECRC webpage. A copy of the advertisement for the meeting is included with the invoice.

K. Review and comment on the **Annual Operating Report** for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)  
   - **PROGRESS:** The Annual Operating Report was reviewed at the November 2019 LCB meeting and certified by the Board Chair. **TASK COMPLETE**

L. Report the **actual expenditures** (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)  
   - **PROGRESS:** The Actual Expenditures Report was submitted to the CTD on Sept 13, 2019. **TASK COMPLETE**

### II. SERVICE DEVELOPMENT

<table>
<thead>
<tr>
<th><strong>PROGRESS</strong></th>
</tr>
</thead>
</table>
| **A.** Jointly, with the community transportation coordinator and the local coordinating board, develop the **Transportation Disadvantaged Service Plan (TDSP)** following CTD guidelines. (Task 1)  
   - **PROGRESS:** No activity to report: The annual TDSP update is scheduled for May 2020 LCB meeting. |
| **B.** Encourage integration of “transportation disadvantaged” issues into **local and regional comprehensive plans**. Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)  
   - **PROGRESS:** The Transportation Disadvantaged program is included in the Okaloosa-Walton TPO Public Transportation Priorities. |
| **C.** Encourage the local community transportation coordinator to work cooperatively with **regional workforce boards** established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)  
   - **PROGRESS:** No activity to report: The regional Workforce Board is represented on the LCB. |

### III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION

<table>
<thead>
<tr>
<th><strong>PROGRESS</strong></th>
</tr>
</thead>
</table>
| **A.** Provide the LCB with **quarterly reports** of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)  
   - **PROGRESS:** The quarterly report was included in the February 2020 Agenda. |
| **B.** Attend at least one **Commission-sponsored training**, including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)  
   - **PROGRESS:** Staff attended Commission sponsored training in September at the CTD-FPTA Annual Training Workshop. **TASK COMPLETE** |
| **C.** Attend at least one **CTD meeting** each year within budget/staff/schedule availability.  
   - **PROGRESS:** Staff attended the CTD meeting on September 16, 2019 and on February 10, 2020. **TASK COMPLETE** |
| **D.** Notify CTD staff of local **TD concerns** that may require special investigations.  
   - **PROGRESS:** No activity to report. |
| **E.** Provide **training** for newly-appointed LCB members. (Task 3)  
   - **PROGRESS:** Board training was provided at the February 2020 LCB meeting and is also provided as needed. **TASK COMPLETE** |
| **F.** Provide **assistance** to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.  
   - **PROGRESS:** No activity to report. |
| **G.** To the extent feasible, collect and review **proposed funding applications** involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)  
   - **PROGRESS:** No activity to report. |
H. Ensure the local coordinating board conducts, as a minimum, an **annual evaluation** of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)

The CTC Annual Evaluation was conducted in January 2020 and the LCB reviewed and approved the Evaluation at the February 2020 meeting. **TASK COMPLETE**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>I.</td>
<td>Assist the CTD in <strong>joint reviews</strong> of the CTC.</td>
</tr>
<tr>
<td></td>
<td>No activity to report.</td>
</tr>
<tr>
<td>J.</td>
<td>Ensure the LCB annually reviews <strong>coordination contracts</strong> to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.</td>
</tr>
<tr>
<td></td>
<td>Coordination contracts are reviewed as needed.</td>
</tr>
<tr>
<td>K.</td>
<td>Implement recommendations identified in the CTD’s <strong>QAPE</strong> reviews.</td>
</tr>
<tr>
<td></td>
<td>No activity to report.</td>
</tr>
</tbody>
</table>

**Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:**

No activity to report.

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

\[Signature\]

Representative – Howard K. Vanselow

\[Date\]

15 April 2020
AGENDA ITEM III-E

SUBJECT: Walton County’s Transportation Disadvantaged Coordinating Board Meeting Schedule

BACKGROUND: 20120-2021 Coordinating Board Meeting and Evaluation Schedule
All meetings will start at 1:30 pm locations to be determined

- August 19, 2020 Board Meeting
- November 18, 2020 Board Meeting
- January 13, 2021 CTC Evaluation
- February 17, 2021 Board Meeting
- May 12, 2021 Board Meeting and Public Workshop

* Meeting/Evaluation schedule is subject to change *

REQUESTED ACTION: For Information.
Subject: Commission for Transportation Disadvantaged Correspondence

Background: In order to keep the Board informed, selected information available from the Commission for Transportation Disadvantaged (CTD) is enclosed for Board review.

2020 Scheduled Events

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<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<td>Business Meeting</td>
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<tr>
<td>8-24-2020</td>
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<td>Business Meeting</td>
<td>Renaissance Orlando at SeaWorld</td>
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<td></td>
<td></td>
<td></td>
<td>6677 Sea Harbor Drive</td>
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<tr>
<td></td>
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<td></td>
<td>Orlando, FL 32821</td>
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<tr>
<td>8-24-2020</td>
<td>TBA</td>
<td>2020 CTD Annual Training</td>
<td>Renaissance Orlando at SeaWorld</td>
</tr>
<tr>
<td>thru 8-26-2020</td>
<td></td>
<td>Workshop</td>
<td>6677 Sea Harbor Drive</td>
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<td></td>
<td>Orlando, FL 32821</td>
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<td>10-04-2020</td>
<td>TBA</td>
<td>Business Meeting Conference</td>
<td>FPTA Annual Conference</td>
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<td>thru 10-06-2020</td>
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<td>Call</td>
<td>TradeWinds Island Grand Resort</td>
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<td>St. Petersburg Beach, FL</td>
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<td>12-2020</td>
<td>TBA</td>
<td>Business Meeting Conference</td>
<td>Tallahassee, FL</td>
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Trip & Equipment Allocation Formula Study --- [https://ctdallocationstudy.com/](https://ctdallocationstudy.com/)

Florida’s Commission for Transportation Disadvantaged is conducting a study to explore changes to the formula used to allocate funds through the Trip and Equipment Grant, established in Rule Chapter 41-2.014, F.A.C. The study will consist of:

- An in-depth analysis of data collected and reported by the Coordinated Transportation System, including an examination of the impact of potential changes to the formula;
- Stakeholder workshops for the Commission to receive input and explore funding models for future consideration; and
- A final report (due June 30, 2020), summarizing the findings from the analysis, input received from stakeholders, and proposed changes to the formula to be implemented in rule, beginning July 1, 2021.

Requested Action: For Information.
AGENDA ITEM III-G

SUBJECT: Grant Review

BACKGROUND: Any grants for TD funds may be reviewed by the LCB. Any grant application received will be presented to the Board for review and comment.

**FY2020-21 Transportation Disadvantaged Trip and Equipment Grant Allocations.**

<table>
<thead>
<tr>
<th></th>
<th>FY 19-20</th>
<th>FY 20-21</th>
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<tbody>
<tr>
<td>Total Funds</td>
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<tr>
<td>W/ 10% Match</td>
<td>$455,899</td>
<td>$451,715</td>
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**Innovation and Services Development Grant.**
The Commission for the Transportation Disadvantaged announces a competitive grant opportunity for innovative transportation projects that will serve those who are transportation disadvantaged as defined in Chapter 427, Florida Statutes. Eligible applicants are Community Transportation Coordinators and Transportation Network Companies. Applications were due May 15, 2020

**Shirley Conroy Rural Area Capital Assistance Program (RACAP) Grant.**
The grant is competitive and requires the applicant to submit a project proposal, stating the specific amount of money and eligible equipment required to complete the project, as well as specific details supporting the need, impact, and value of the project on the coordinated system. The project should focus on addressing the capital needs of rural areas. Applications were due May 8, 2020

REQUESTED ACTION: For information.