



**Transportation
Disadvantaged**

An Introduction to Florida's Coordinated Transportation System

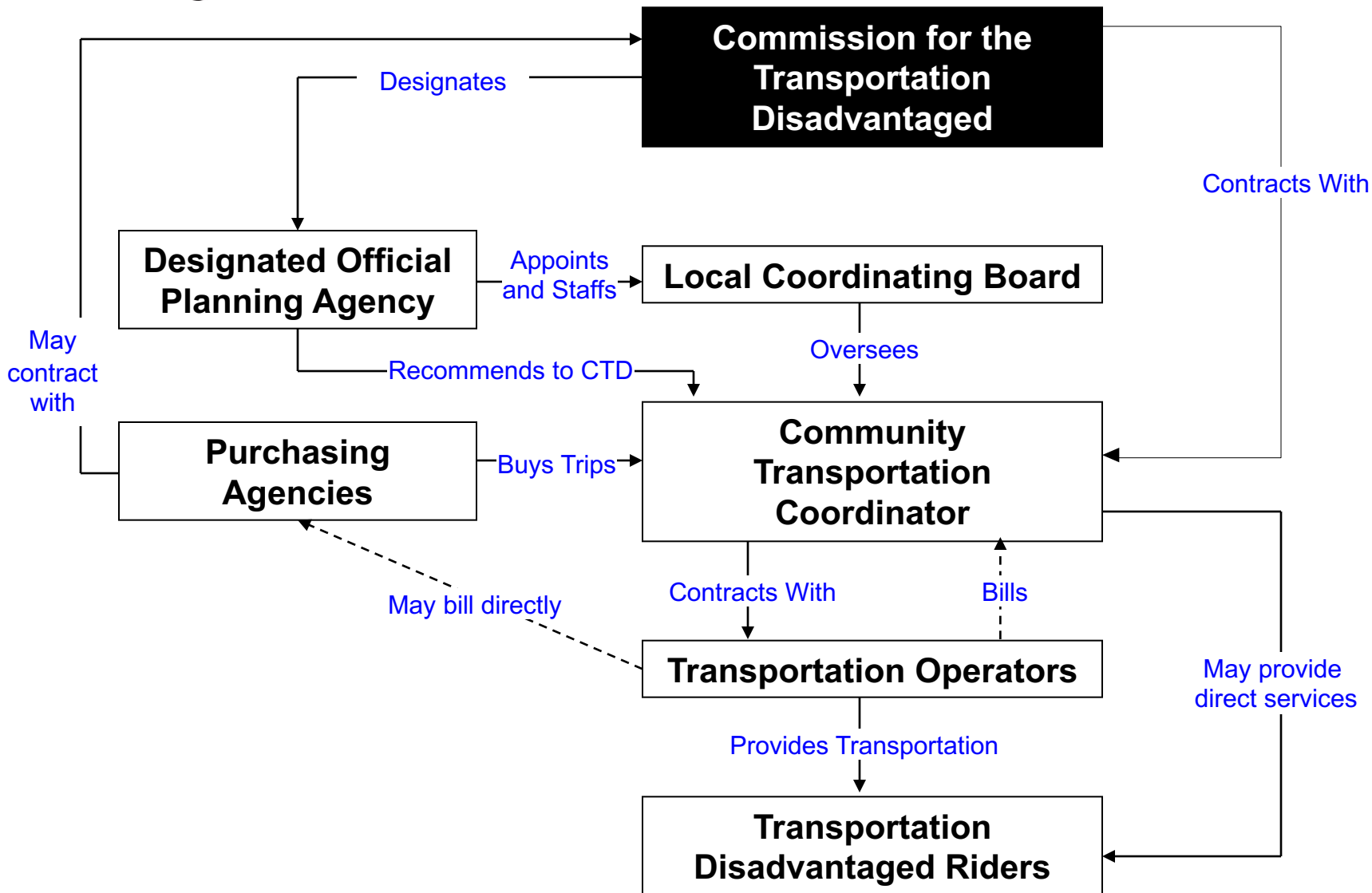
Commission for the Transportation Disadvantaged

April 11, 2012



**Transportation
Disadvantaged**

Coordinated Transportation System Organization





Commission for the Transportation Disadvantaged

History

1979

- Chapter 427, Florida Statutes, created Coordinating Council on the Transportation Disadvantaged within Department of Transportation to foster the coordination of transportation services

1989

- Amended the Coordination statute & created independent Commission and first-time dedicated trust fund

1989-2006

- Commission structure changed



Commission for the Transportation Disadvantaged

Governing Documents

- Chapter 427.013, Florida Statutes
- Rule 41-2.003, Florida Administrative Code



Commission for the Transportation Disadvantaged

Purpose (427.013 F.S.):

Accomplish the **coordination** of transportation services provided to the transportation disadvantaged.

Goal (427.013 F.S.):

To assure the cost-effective provision of transportation by qualified CTCs or transportation operators.



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Commission for the Transportation Disadvantaged

Coordination Defined (427.011(11))

Arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services

- Cost-effective describes something that is a good value, where the benefits and usage are worth at least what is paid for them; producing good results for the amount of money spent; economical in terms of the services received for the money spent.
- Efficient means producing a desired effect, service, product, etc. with a minimum of effort, expense or waste; working well



Commission for the Transportation Disadvantaged

Current Mission:

To ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons.



Commission for the Transportation Disadvantaged

Relationship to Florida Department of Transportation

- Assigned to the Department of Transportation (DOT)
 - for administrative and fiscal accountability purposes,
 - functions independently of the control, supervision, and direction of the department.
- Develops a budget
 - not subject to change by DOT staff after it has been approved by the commission,
 - DOT shall transmit the budget to the Governor along with the budget of the department.



Commission for the Transportation Disadvantaged

Duties

- Develops policies and procedures for the coordination of transportation services for the Transportation Disadvantaged.
- Prepares a statewide 5-year transportation disadvantaged plan which addresses transportation problems and needs.
 - Establishes statewide objectives
 - Identifies and eliminates barriers prohibiting the coordination of services
- Designates the official planning agency in areas outside the purview of an MPO.
- Approves the appointment of CTCs.
- Contract with CTCs/STPs.



Commission for the Transportation Disadvantaged

Duties (Continued)

- Serves as the clearinghouse for information about transportation disadvantaged services, training, funding sources, innovations and coordination efforts.
- Applies for & accept funds, grants, gifts, and services from the Federal, state, or local Governments or private funding sources.
- Develops allocation methodology that equitably distributes all transportation funds under control of the Commission.
- Appoints working groups.



Commission for the Transportation Disadvantaged

Summary

- Commission is an independent agency responsible for the coordination of transportation services for older adults, persons with disabilities, persons of low income and children at-risk.
- Designates the planning agency
- Approves appointment of CTCs
- Contracts with CTCs / STPs

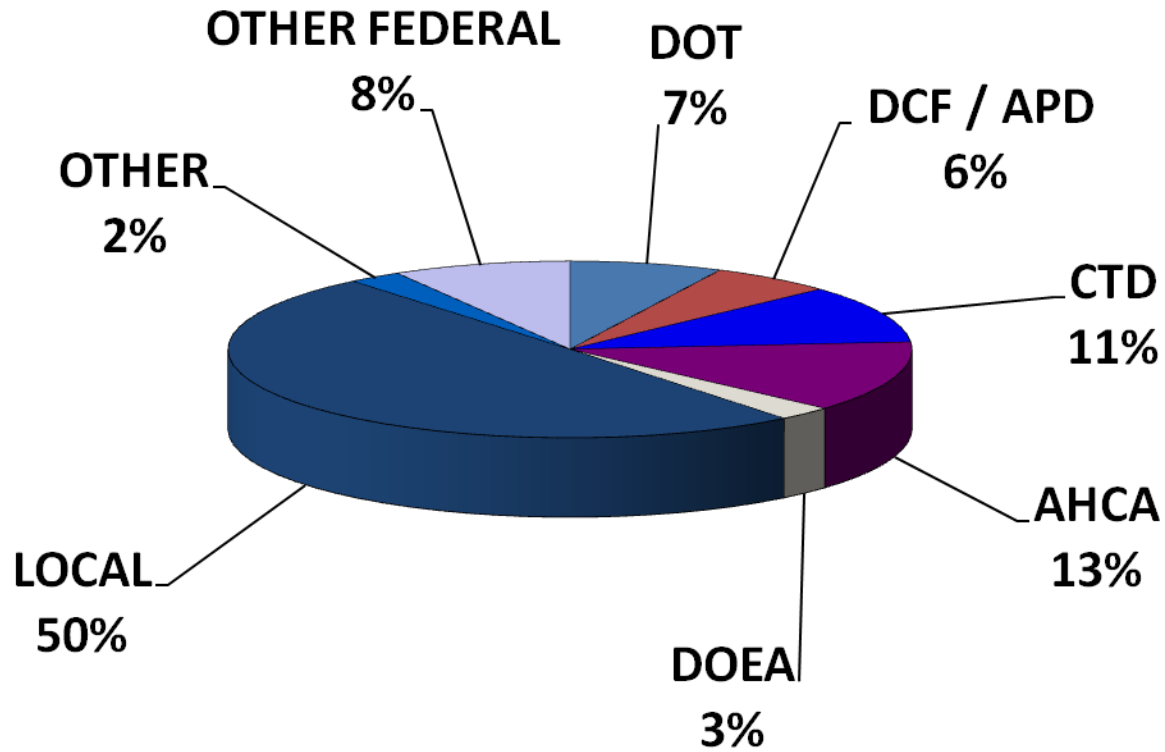




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Coordinated System's Revenues FY 2010-11

Revenues = \$346,055,687



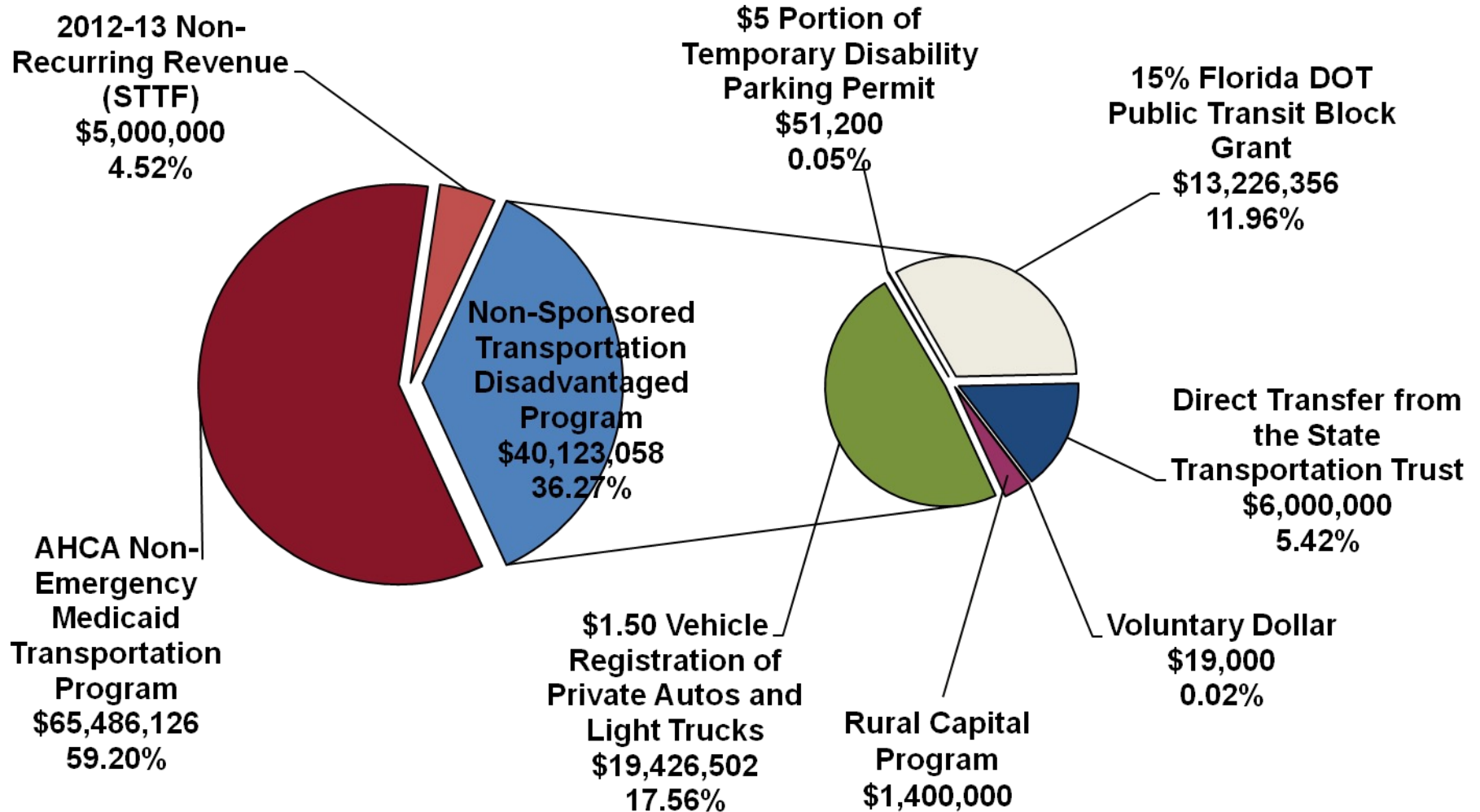
***Other includes:**

APD, DOH, DOE, DCA, DJJ, Wages.



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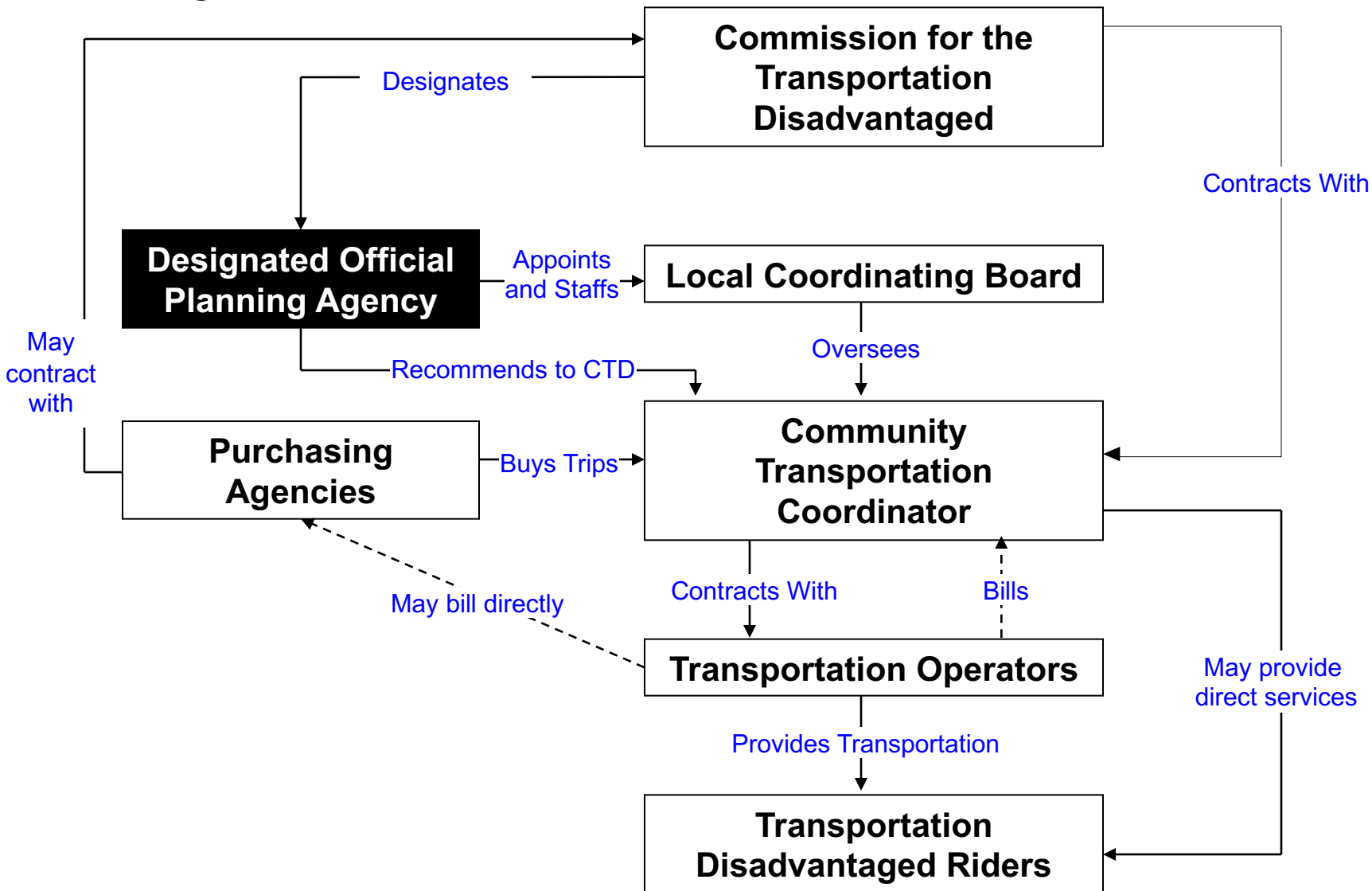
Commission Revenues FY 2012-13





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Designated Official Planning Agency

Governing Documents

- Chapter 427.015, Florida Statutes
- Rule 41-2.009, Florida Administrative Code



Designated Official Planning Agency

The Planning Agency assists the Commission at the local level in accomplishing the coordination of transportation services to the transportation disadvantaged.



Designated Official Planning Agency

The Commission:

- Appoints a Planning Agency for each service area;
- Enters into an annual agreement with the Planning Agency to assist in meeting its responsibilities.



Designated Official Planning Agency

Planning Agencies are:

- Metropolitan Planning Organizations;
- County/City Governments;
- Regional Planning Councils; or
- Local Planning Organizations who are performing planning activities in designated service areas.

A Planning Agency may be responsible for multiple services areas.



Designated Official Planning Agency

Duties

- Appoints members to the Local Coordinating Board
- Provides staff to the Local Coordinating Board
 - Quarterly Meetings (Meeting Schedule, Agendas, Minutes, By-Laws, Grievance Procedures, Training)
 - Annual Public Hearing



Designated Official Planning Agency

Duties (Continued)

- Recommends to the Commission a Community Transportation Coordinator (CTC)
 - Competitive Procurement Process
(Local Procurement Process/(Chapter 287, F.S.)
 - Memorandum of Agreement between the Commission and CTC
 - CTC designation is for five years
- Evaluates the CTC (Planner & LCB) annually



Designated Official Planning Agency

Duties (Continued)

- Reports annually to the Commission the total amount of direct federal and local funds that were spent for the transportation disadvantaged population.
- Reviews annually the Annual Operating Report prepared by the CTC and submits it to the Local Coordinating Board for approval.
- In coordination with the CTC and the Local Coordinating Board, develops a Transportation Disadvantaged Service Plan (TDSP)



Designated Official Planning Agency

Components of the Transportation Disadvantaged Service Plan:

- Development Plan (Planning Agency)
- Service Plan (CTC)
- Quality Assurance (Planning Agency)



Designated Official Planning Agency

Summary

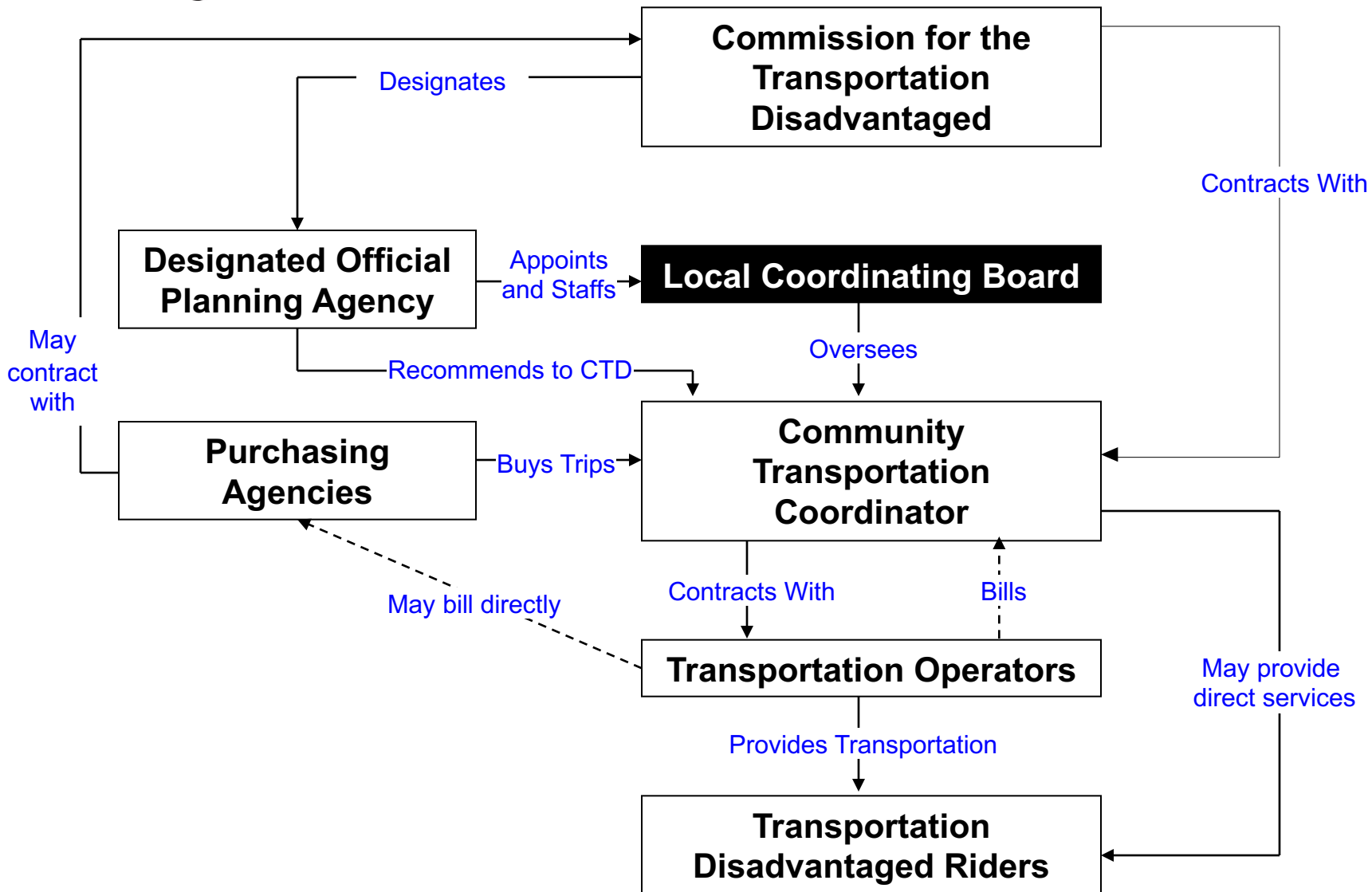
- Appoints and staffs Local Coordinating Board
- Procures and recommends a Community Transportation Coordinator to the Commission
- Coordinates and conducts transportation planning at the local level





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Local Coordinating Board

Governing Documents

- Chapter 427.0157, Florida Statutes
- Rule 41-2.012, Florida Administrative Code



Local Coordinating Board

Purpose

- Identify local service needs
- Provide information, advice and direction to the CTC on the coordination of services to be provided through the Coordinated Transportation System
- Serve as an advisory body to the Commission regarding a particular service area



Local Coordinating Board

Coordinating Board Structure

- Members are appointed by the Planning Agency
 - 1 elected official to serve as Chairperson
 - 1 Vice-Chairperson (elected annually by LCB Members)
 - Additional member groups which compose the LCB
 - FDOT, DCF, DOEA and AHCA
 - Public Education Community
 - Florida Division of Vocational Rehabilitation or Division of Blind Services for DOE, when applicable
 - Veterans Service Office
 - Florida Association for Community Action representative of county's disadvantaged population



Local Coordinating Board

Coordinating Board Structure (Continued)

- Additional member groups which compose the LCB (Continued)
 - Elderly (person over 60)
 - Disabled
 - 2 citizen advocate representatives, 1 of whom must use the coordinated transportation system
 - Representative for children at risk
 - Chairperson/designee of local Public Transit System's Board, except in cases where they are also the CTC
 - Private for profit, when available (local private non profit may replace unless CTC)
 - Regional Workforce Development Board
 - Medical community



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Local Coordinating Board

Duties

- Assists CTC in establishing eligibility guidelines and trip priorities
- Evaluates CTC annually
- Reviews and approve Transportation Disadvantaged Service Plan (TDSP) and Memorandum of Agreement (MOA)
- Appoints Grievance Committee to process and investigate complaints



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Local Coordinating Board

Duties (Continued)

- Meets at least quarterly
- Reviews and recommends other funding applications
- Reviews strategies of service provision to the area
- Evaluates multicounty or regional transportation opportunities



Local Coordinating Board

Summary

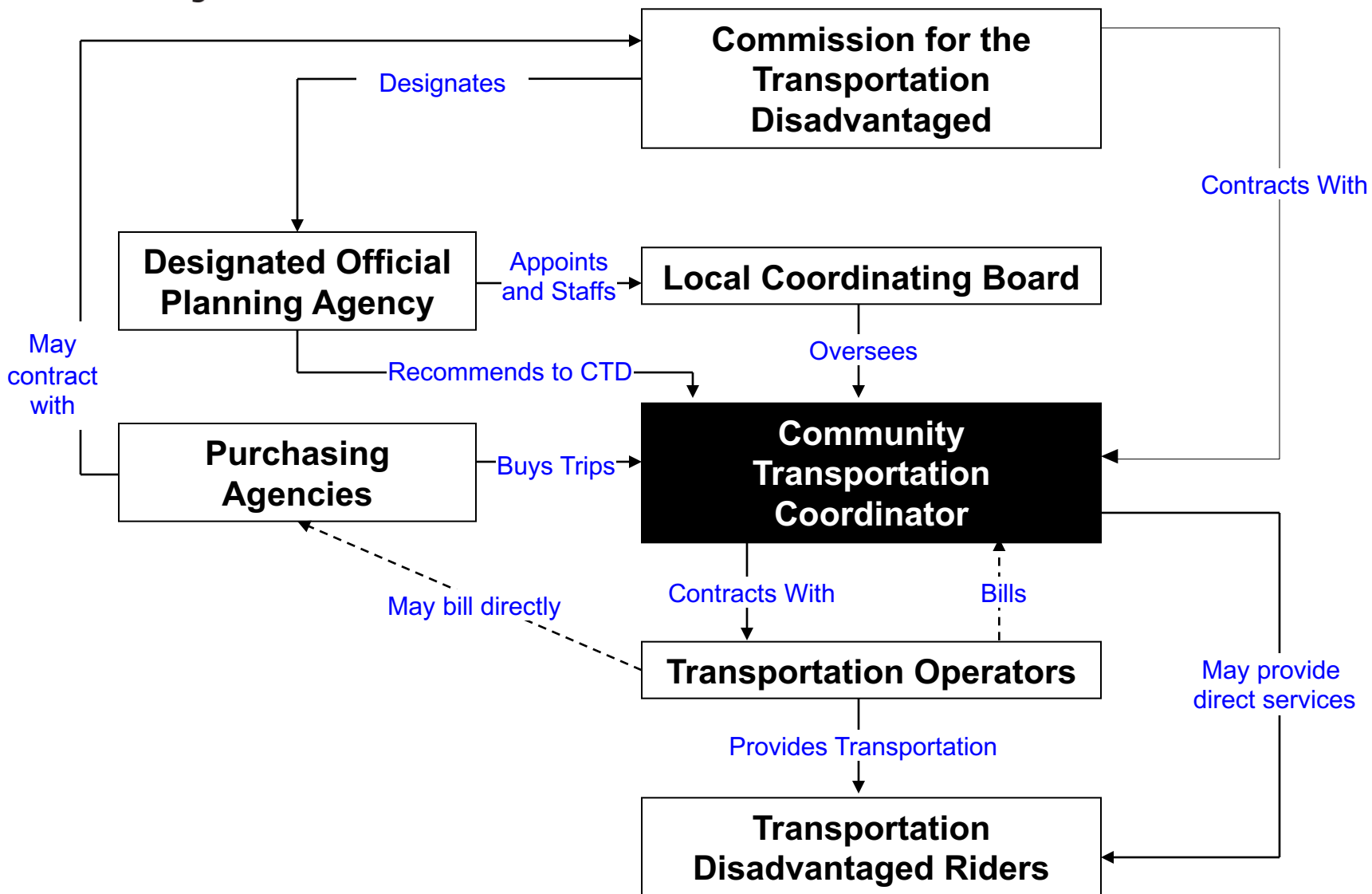
- Provides guidance for the local coordination of services
- Oversees Community Transportation Coordinator





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Community Transportation Coordinator

Governing Documents

- Chapter 427.0155, Florida Statutes
- Rule 41-2.010 & 41-2.011, Florida Administrative Code



Community Transportation Coordinator

Duties

- Plans, administers, monitors, coordinates, arranges and delivers coordinated Transportation Disadvantaged services originating in their designated service area
 - Operates centralized call center
 - Determines transportation eligibility
 - Schedules trips
 - Performs gatekeeping duties
 - Invoices purchasing agencies



Community Transportation Coordinator

Duties (Continued)

- Develops a Transportation Disadvantaged Service Plan with Local Coordinating Board.
- Prepares and submits Annual Operating Report
- Recommends eligibility guidelines and trip prioritization to the Local Coordinating Board for non-sponsored trips.



Community Transportation Coordinator

Selecting a Community Transportation Coordinator

- Interested organization responds to Planning Agency's request for a Community Transportation Coordinator.
- Planning Agency submits recommendation to the Commission for approval.
- Designation is for 5 years.



Community Transportation Coordinator

CTC Agreements with Commission

- Memorandum of Agreement (MOA)
- Trip & Equipment Grant
- Shirley Conroy Grant
- Medicaid Subcontracted Transportation Provider Agreement



Community Transportation Coordinator

Service Network Types

- Sole Source—provides all services
- Partially Brokered—contracts some services and provides some services
- Fully Brokered—contracts all services



Community Transportation Coordinator

Summary

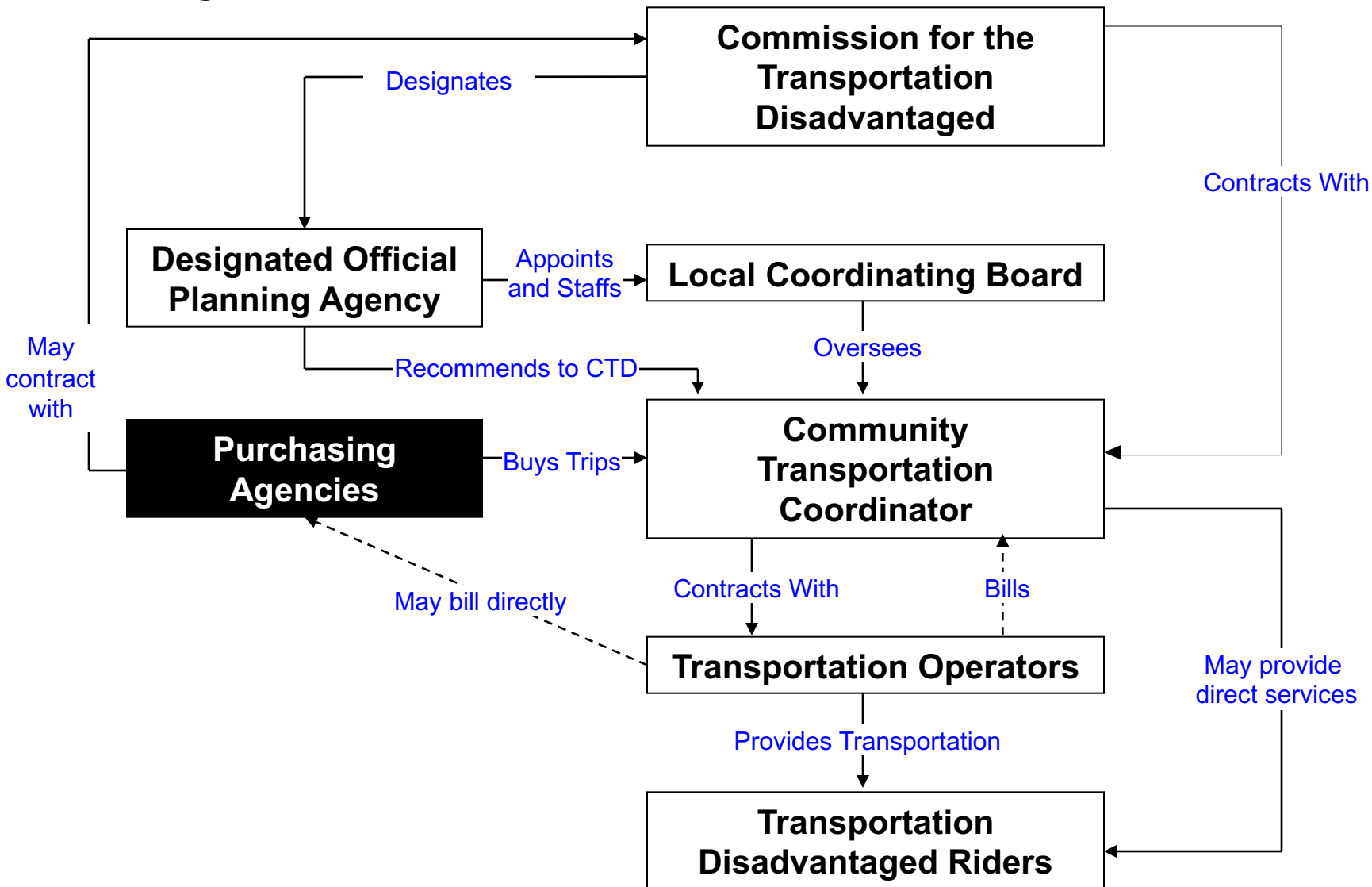
- Coordinates transportation services within a designated area
- Provides, and / or contracts for, transportation services





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Purchasing Agency

Governing Documents

- Chapter 427.0135, Florida Statutes
- Rule 41-2.005, Florida Administrative Code



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Purchasing Agency

Purchasing Agency: An agency that purchases transportation services for the transportation disadvantaged.

- Agency for Health Care Administration
- Agency for Persons with Disabilities
- Agency for Workforce Innovation
- Department of Children and Families
- Department of Community Affairs
- Department of Education
- Department of Elder Affairs
- Department of Health
- Department of Juvenile Justice
- Florida Department of Transportation



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Purchasing Agency

Duties

- Uses the coordinated transportation system for provision of services to its clients.
- Pays the rates established in the service plan or negotiated statewide contract
- Negotiates with the Commission before procuring transportation disadvantaged services.
- Identifies the specific amount of money they will allocate in their legislative budget request to provide transportation disadvantaged services.



Purchasing Agency

Duties (Continued)

- Provides the Commission an accounting of all funds spent as well as the number of trips purchased with agency funds.
- Assists communities in developing coordinated transportation systems designed to serve the transportation disadvantaged.
- Ensures that its rules, procedures, guidelines, and directives are conducive to the coordination of transportation funds & services for the transportation disadvantaged.



Purchasing Agency

Summary

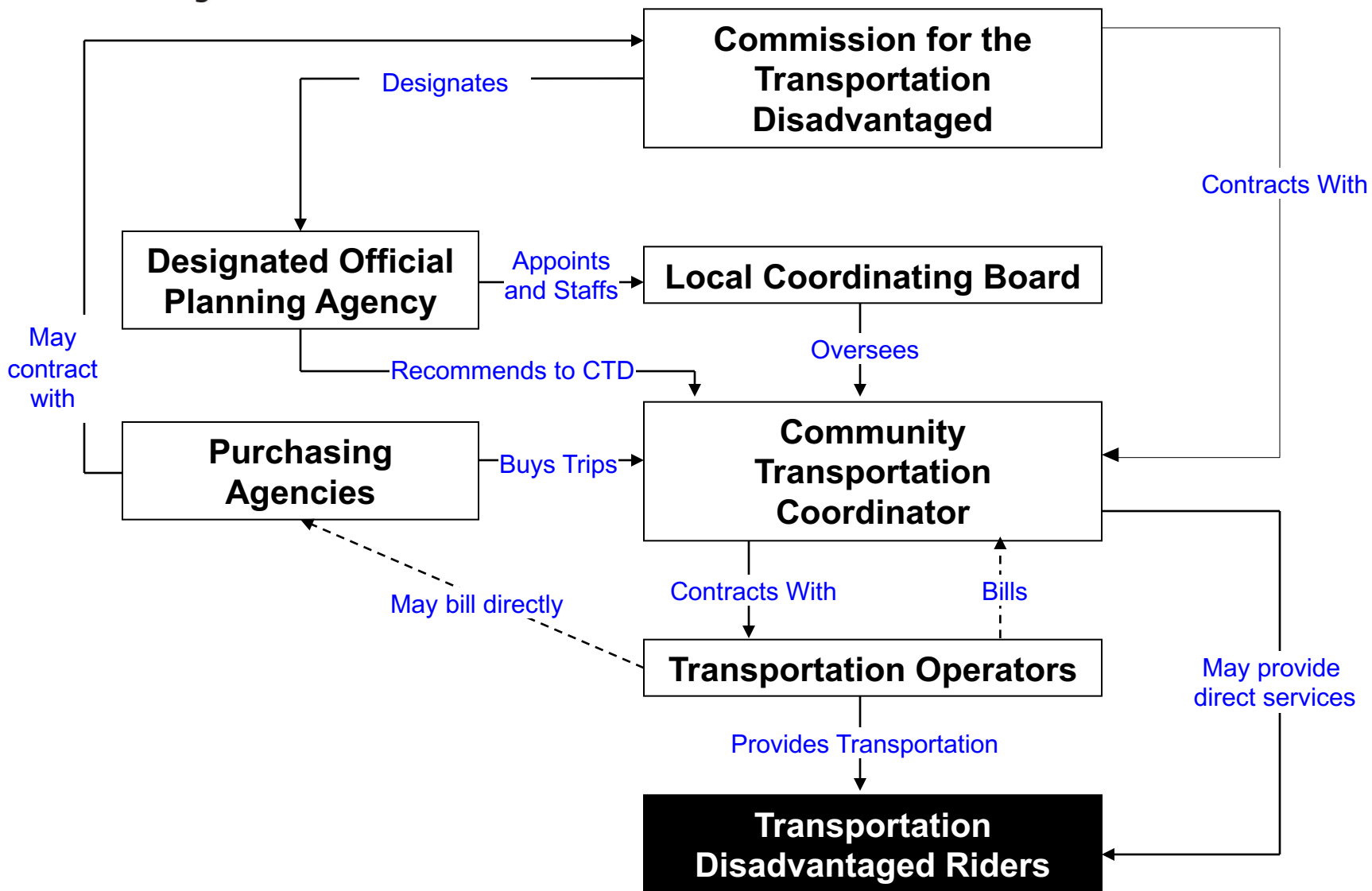
- Buys trips from the Community Transportation Coordinator





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What Do These People Have In Common?





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They Are The Faces Of The Transportation Disadvantaged



Florie Petty from St Johns County



“I never thought the day would come when I couldn’t drive....but it did! I’m 91 years old and legally blind. I am so grateful to the Commission for the Transportation Disadvantaged and the St Johns CTC for taking me to the doctor and grocery shopping, and I am grateful to stay independent. I could not get along without you.”

Charlette Wilson from Putnam County



“Two of my sons have asthma and I depend on the bus to get them to their medical appointments. I will also start classes at St. Johns Community College and this bus service is critical in my continuing efforts to better my life for me and my children.”



Each Of Us Knows Someone Who Is Transportation Disadvantaged

- Neighbor
- Friend
- Family Member
- Co-Worker



None of us know the day we will become Transportation Disadvantaged or rely on the service to help our loved ones.



Each Of Us Knows Someone Who Is Transportation Disadvantaged

- Older Adults
- Persons with Disabilities
- Persons with Low Income
- At-Risk Children





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They Could Need A Ride To...



- Medical Services
- Work
- School
- Grocery Store





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Rider

Transportation Disadvantaged Rider Eligibility

Those persons who cannot obtain their own transportation due to their age, disability or income.





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Rider

Eligibility for Transportation Disadvantaged Trust Fund

- Commission establishes guidelines for Transportation Disadvantaged eligibility
- Local Coordinating Board develops local eligibility policy, based on Chapter 427, Florida Statutes, and Commission Guidelines.



CTD Eligibility Criteria

Adopted May 22, 1997

At a minimum:

- No other funding available
- No other means of transportation is available
- Cannot utilize public transit
- Physical or mental disability
- Age
- Income status is a specified percent of the poverty level
- No self-declarations allowed
- Ability to pay



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Rider

Riders' Responsibilities:

- be ready at time of pick-up and wait for vehicle in a safe location
- keep seat belts and mobility device tie downs secure until vehicle stops
- make CTC aware of any physical and/or mental conditions prior to transport
- adhere to policy for violent and/or disruptive behavior
- call in trip cancellations



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Rider

Riders' Responsibilities (continued)

- ensure personal hygiene
- file complaints in a timely manner
- provide CTC with pertinent information
- advise the reservationist of appointment times
- accept a shared-ride service
- schedule trip requests in advance
- provide own wheelchair and/or escort



Rider

Customer Assistance (Ombudsman Program)

- Toll Free Helpline to provide customer assistance with information & problem resolution
- Local & State Complaint & Grievance Procedures
- TD Helpline Number (800-983-2435) required to be posted in all vehicles & rider brochures.



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Rider

Summary

- Riders are older adults, persons with disabilities, people of low income and at-risk children
- Rider eligibility is determined locally based upon Chapter 427, F.S. and Commission Guidelines





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