

**MARTIN COUNTY 2009-2013
TRANSPORTATION DISADVANTAGED SERVICE PLAN
(Major Update)**

(A COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN)

Prepared for the:

Martin Metropolitan Planning Organization

and

Medical Transportation Management, Inc.

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Disclaimer

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TDSP CERTIFICATION

The Martin County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and recommendations of that evaluation have been incorporated in this Service Plan.

APRIL 21, 2009
Date



Michael DiTerlizzi, Chairman
Martin County Local Coordinating Board

Approved by the Commission for the Transportation Disadvantaged:

Date

CTD Executive Director

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TD COORDINATING BOARD ROLL CALL
Approval of Martin County's
Transportation Disadvantaged Service Plan Update

Name	Representing	Yes	No	Absent
Michael DiTerlizzi	Chairman	X		
Phyl Weaver	Elderly	X		
Krista McGovern	Citizens with Disabilities			X
Nancy Hess	Citizen Advocate			X
Katherine Kennedy	Citizen Advocate/User			X
Vacant	Children at Risk			---
Angela Van Etten	Economically Disadvantaged	X		
Vacant	School Board/Headstart			---
Tracy Dean	Dept. of Transportation	X		
Ellen Higinbotham	Dept. of Children and Families			X
Vacant	Local Mass Transit			---
Suzanne Desposati	Florida Division of Voc Rehab	X		
Cindy Barnes	Dept. of Health Care Admin.	X		
Werner Bols	Regional Workforce Dev. Board			X
John Haddox	Veteran Services	X		
Annie Viens	Department of Elder Affairs			X
John Seeland	Transportation Industry	X		
Rosemarie Lembo-James	Local Medical Community			X

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1. DEVELOPMENT PLAN

THE TRANSPORTATION DISADVANTAGED SERVICE PLAN – A COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN

This Transportation Disadvantaged Service Plan (TDSP) has been prepared in accordance with the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative and the guidelines provided by the Commission for the Transportation Disadvantaged. In addition, the Federal Transit Administration (FTA) requires the development and adoption of a “Coordinated Public Transit-Human Services Transportation Plan” (CPTHSTP) for recipients of FTA Section 5316 (Job Access/Reverse Commute), Section 5317 (New Freedom) and Section 5310 (Elderly and Persons with Disabilities) grant funding programs. The State of Florida has received concurrence from the Federal Transit Administration to allow the Transportation Disadvantaged Service Plan to fulfill this requirement. Consistent with the direction given by the State of Florida Department of Transportation, the Commission for Transportation Disadvantaged, and the guidelines issued by the Federal Transit Administration, this Transportation Disadvantaged Service Plan has been prepared as a CPTHSTP. This plan was developed through a process that included representatives of public, private and nonprofit transportation and human services providers and participation by the public.

INTRODUCTION TO THE SERVICE AREA

Background of the TD Program

In 1989, the Commission for the Transportation Disadvantaged (CTD) was established under Chapter 427, Florida Statutes. The Transportation Disadvantaged Program requires the coordination of federal, state and local government funds utilized for the provision of transportation services for the transportation disadvantaged. This coordination is accomplished through local programs established under Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code (FAC). Each county within the State of Florida has a Community Transportation Coordinator (CTC) whose primary responsibility is the arrangement or provision of transportation services to Florida’s transportation disadvantaged population groups. Chapter 427, F.S. defines “transportation disadvantaged” as:

“those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.”

In Martin County, Medical Transportation Management, Inc. (MTM) is the designated Community Transportation Coordinator. MTM's designation was approved by the Martin MPO on September 15, 2008 and confirmed by the Commission for Transportation Disadvantaged on October 30, 2008. They assumed the role of CTC on January 1, 2009.

CTC History

The Council on Aging of Martin County, Inc. (COAMC) was the designated CTC from its initial appointment by the Board of County Commissioners of Martin County on September 12, 1990 until December 31, 2008.

The COAMC, founded in 1974, is a private, non-profit organization that provides services to the elder Martin County residents. COAMC provided transportation services through its transportation department, Community Coach. Community Coach served as the Transportation Disadvantaged provider and as the primary public transportation provider in Martin County.

CTC Designation

The Martin MPO worked with Martin County Purchasing Division to issue a Request for Proposals (RFP) to solicit proposals for a Community Transportation Coordinator. The RFP was released on July 3, 2008. The deadline for proposals was August 11, 2008. Two proposals were received including a proposal from the Council on Aging of Martin County, Inc. and Medical Transportation Management, Inc. (MTM). A selection committee met on August 15, 2008 and scored the proposals. MTM was the highest ranked proposal. On September 8, 2008, the Local Coordinating Board approved the recommendation made by the selection committee. On September 15, 2008, the Martin MPO approved the selection of MTM as the CTC. This was confirmed by the CTD on October 30, 2008. MTM assumed the role of CTC for Martin County on January 1, 2009.

Consistency Review of Other Plans

Pertinent portions of the following plans were reviewed in order to determine consistency and identify existing goals, objectives and policies that support transit and paratransit issues.

- Martin County's Local Government Comprehensive Plan
- The Comprehensive Plans for the City of Stuart, Town of Sewall's Point, Town of Jupiter Island, and the Town of Ocean Breeze
- Martin County Transit Development Plan (2007 – 2016)
- 2030 Regional Long-Range Transportation Plan – Martin and St. Lucie Counties

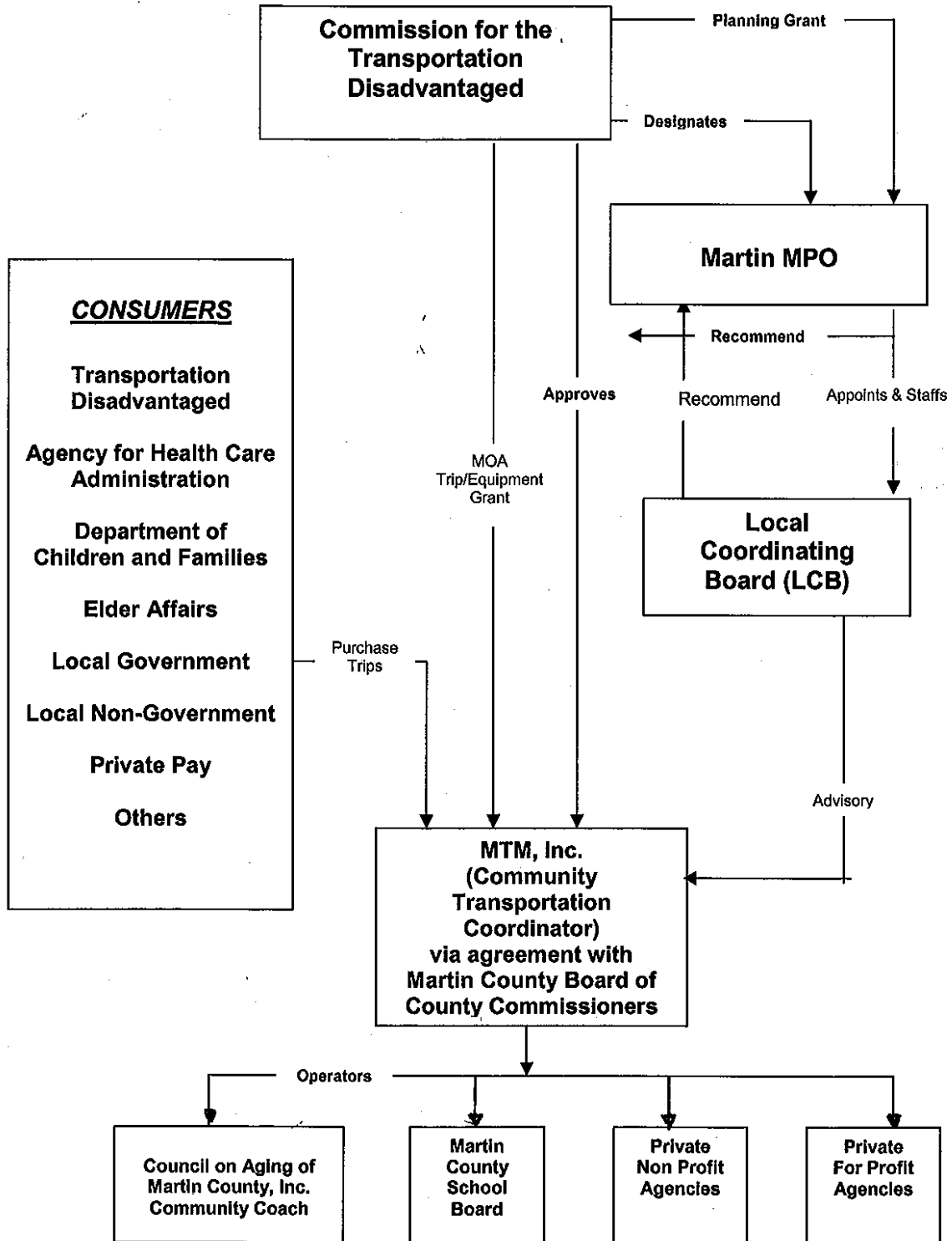
- Regional Transit Efficiency Study
- Florida Commission for the Transportation Disadvantaged 5 and 20 Year Plan
- Transit 2020: Florida's Strategic Plan for Public Transportation

This Service Plan is consistent with all of the above-referenced plans.

Local Coordinating Board Certification

See Appendix A for Martin County Local Coordinating Board Membership Certification.

**Figure 1
Martin County CTC Organizational Chart**



Public Participation/Outreach

Pursuant to Chapter 427, Florida Statutes, the purpose of a Local Coordinating Board (LCB) is to identify local service needs and to provide information, advice, and direction to the community transportation coordinator on the coordination of services to be provided to the transportation disadvantaged. In addition to the requirement of meeting on a quarterly basis, the LCB reviews and approves the TDSP, evaluates the services provided in its jurisdiction, and assists the CTC with many issues related to the delivery of transportation disadvantaged services. Rule 41-2.012, FAC outlines the membership of the LCB to include the following:

- Chairperson appointed by the MPO – elected official from the county that the LCB serves.
- A local representative of the Florida Department of Transportation;
- A local representative of the Florida Department of Children and Family Services;
- A local representative of the public education community which could include, but not be limited to, a representative of the district school board, school board transportation office, or Headstart Program in areas where the school district is responsible;
- A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- A person recommended by the local Veterans Service Office representing the veterans of the county;
- A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- A person over sixty representing the elderly in the county;
- A person with a disability representing the disabled in the county;
- Two (2) citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- A local representative for children at risk;
- The chairperson or designee of the local mass transit or public transit system's board, except in cases where they are also the Community Transportation Coordinator;
- A local representative of the Florida Department of Elderly Affairs;
- An experienced representative of the local private for profit transportation industry.
- A local representative of the Florida Agency for Health Care Administration;
- A representative of the Regional Workforce Development Board; and
- A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

The Local Coordinating Board meetings are held in accessible locations and open to the public. In addition to the membership listed above, the mailing list for the LCB quarterly agendas include transportation partners, transportation disadvantaged passengers and advocates, human service organizations, faith-based and community based organizations, local school districts and others. The Martin County LCB seeks input from the public at all its meetings and makes a concerted effort to include many community partners and advocacy groups in the planning, evaluation, and service development processes throughout the year. In addition, an

annual public hearing is held and advertised to the public as required under the CTD regulations. The most recent public hearing/workshop was held on January 5, 2009.

Informal public involvement and outreach is also conducted on a regular basis by members of the Martin County staff assigned to the Transportation Disadvantaged Program, members and staff of the Martin Metropolitan Planning Organization (MPO) and Medical Transportation Management (MTM), Inc. The Martin MPO has an extensive documented public involvement process that is used to satisfy federal, state, and local citizen input requirements.

As part of the development of this TDSP document, input was solicited from the Martin MPO and the Martin County LCB and LCB/TDSP subcommittee. It was presented during the Martin County LCB and its TDSP subcommittee meeting on March 2, 2009 and went before the LCB on April 21, 2009 for final approval.

Both JARC and New Freedom require pronounced public involvement/public participation, outreach and competition for project/provider selections. In accordance with the requirements of FTA Section 5316 and Section 5317 programs and grant application prerequisites, the Martin MPO will be developing a "Program Management Plan" for Martin County to ensure the efficient management of the program. The PMP will be submitted to FTA as part of the grant requirements and an addendum will be added to incorporate comments received through MPO's public involvement process related to the JARC and New Freedom grants. Ongoing outreach efforts for the PMP by Martin MPO will include meetings with stakeholders, private transportation providers, social service agencies, and passengers. In addition, information will also be disseminated on available funding sources, and solicited on unmet needs. The PMP will include the specific activities taken to identify and select projects and programs funded with FTA Section 5316 and 5317 program funds, including the competitive selection process for providers of the services.

SERVICE AREA PROFILE AND DEMOGRAPHICS

Description

Martin County is located on the southeast coast of Florida. Adjacent counties include St. Lucie County to the north, Palm Beach County to the south and Okeechobee County to the west. Martin County is 753 square miles in size with just over 556 square miles of land area and the balance of 197 square miles in water. Incorporated areas include the City of Stuart and the towns of Jupiter Island, Ocean Breeze Park, and Sewall's Point. Other communities include Jensen Beach, Port Salerno, Hutchinson Island, Palm City, Hobe Sound, and Indiantown.

Martin County Demographics

Land Use

Land use in Martin County is dominated by single family residential development and low density urban commercial development. Development is concentrated in the area of the county east of Interstate 95. Mixed use development is limited, although the County's Growth Management Plan, Land Use Map does designate areas for mixed use development.

Population

According to the U.S. Census, *2007 American Community Survey*, Martin County has an estimated population of 139,182. The most populous city in Martin County is Stuart with an estimated population of 15,964. The Town of Sewall's Point has an estimated population of 2,007; the Town of Jupiter Island, 656; and the Town of Ocean Breeze Park, 438. From 1990 to 2007, the population of Martin County increased from 100,900 to 139,182. This represents an increase of 37.94 percent.

Table 1
Population and Population Density

Area	Population (1990)	Population (2000)	Estimated Population (2007)	Population Growth (1990-2007)	Density (2007) (persons per square mile)
Martin County	100,900	126,731	139,182	37.94%	250.50
Florida	12,938,071	15,982,378	18,251,243	41.07%	311.67

Source: US Census Bureau, *2007 American Community Survey*

Table 1 displays population, population growth, and population density for Martin County and the State of Florida. From 1990 to 2007, Martin County grew at a rate of 37.94 percent while population of the State of Florida grew at just over 41 percent. The population density of Martin County is considerably less than that of the state, with approximately 251 persons per

square mile (the density was calculated using only the land area of the county (555.62 square miles) and does not include the total area of the county).

Age

Table 2
Population Age Distribution, 2007

Area	Age Cohorts				
	0-19	20-34	35-54	55-64	65 +
Martin County	20.6%	14.6%	25.7%	13.1%	26.0%
Florida	24.8%	18.6%	28.2%	11.5%	17.0%

Source: US Census Bureau, 2007 American Community Survey

Table 2 charts the age group percentages for both Florida and Martin County. According to the U.S. Census Bureau, *2007 American Community Survey*, Martin County has fewer individuals within the 0–19, 35-53, and 35-54 age cohorts. Martin County has an appreciably larger percentage of the population over the age of 65 than that of the state. In Martin County, 40.1 percent of all households have one or more people who are 65 year of age or older, compared to 29.8 percent of the households in Florida. In addition, of those individuals who are 65 years of age or older, it is estimated that 33.2 percent have a disability (*US Census Bureau, 2007 American Community Survey*). These are significant factors that must be considered and appropriately weighed to effectively plan for the transportation options of a community.

Income

Table 3
Annual Household Income Distribution, 2007

Area	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000 or more
Martin County	5.5%	13.3%	9.4%	16.5%	19.5%	35.9%
Florida	6.8%	17.5%	11.8%	15.7%	19.5%	28.7%

Source: US Census Bureau, 2007 American Community Survey

Table 3 compares the distribution of household income in Florida and Martin County. The percent of households in Martin County with incomes over \$75,000 is notably higher than that for the state, with 35.9 percent of households in this bracket. Martin County has a slightly lower percentage than the state in the income brackets from \$0 to \$34,999. The mean household

income in Martin County is \$85,466, compared to Florida with a mean household income of \$66,414.

In Martin County there are considerably more individuals receiving Social Security and other retirement income. In Martin County, 42.4 percent of the population is receiving Social Security benefits and 27.8 percent are receiving other retirement income. In the State of Florida, 32.6 percent of the population is receiving Social Security and 19.2 percent are receiving other retirement income.

The percentage of families and individuals whose income is below the Federal poverty threshold is notably less in Martin County than in the State of Florida. In Martin County, 4.2 percent of families and individuals are living below the poverty level. In Florida, 8.6 percent are living below the poverty level. In Martin County, 8.2 percent of individuals who are younger than 18 years of age (including those considered “children at risk”) are living below the poverty level, compared to 12.1 percent for the state. For those who are 65 years of age and above, 5.8 percent of those individuals in Martin County are living below the poverty level, compared to 9.4 percent for the state.

Employment Characteristics

**Table 4
Employment Characteristics for Martin County, 2007**

Area	Civilian Labor Force	Number Employed	Percentage of Labor Force Employed
Martin County	67,436	62,155	92.2%
Florida	8,927,082	8,374,639	93.8%

Source: U.S. Census Bureau, 2007 American Community Survey

Table 4 compares the size of the civilian labor force, 16 years of age and older, to the actual percent of the labor force that is employed for both Martin County and Florida (does not include members of the military or retirees). Over 92.2 percent of the Martin County labor force is employed. This is just below the Florida labor force employment rate of 93.8 percent.

In order to confirm the accuracy of the information obtained from the *American Community Survey*, a second source was used to determine the current unemployment rate within Martin County. The Florida Agency for Workforce Innovation reports that the unemployment rates for Martin County and the State of Florida for November 2008 were 7.8% and 7.3% respectively.

Largest Employers

Table 5 lists the ten largest employers in Martin County.

**Table 5
Martin County Largest Employers**

Employer	Total Employees
Martin Memorial Health Systems	2,710
Martin County School District	2,552
Martin County	1,644
Publix Supermarkets	1,297
State Of Florida	679
Armellini Express Lines	573
Wal-Mart	450
Turbocombuster Technology	345
Indian River State College	337
Winn Dixie Supermarkets	332

Source: Business Development Board of Martin County, 2008

Vehicle Availability

**Table 6
Vehicle Availability Distribution, 2007**

Household Vehicle Availability		
Area	Zero Vehicles % of Total	1 or More Vehicles % of Total
Martin County	3.8%	96.2%
Florida	6.2%	93.7%

Source: US Census Bureau, 2007 American Community Survey

Table 6 identifies the vehicle availability for Martin County households. In Martin County, fewer than four percent of the households have no vehicles available. This is somewhat less than the State of Florida with over six percent of households having no access to a vehicle.

Travel to Work

**Table 7
Travel to Work – Commute Times for Martin County**

Area	Less than 10 min	10-19 min	20-29 min	30-44 min	45-49 min	60 + min
Martin County	16.2%	33.8%	21.2%	19.5%	6.7%	6.2%
Florida	10.9%	28.2%	22.1%	23.3%	8.3%	7.2%

Source: US Census Bureau, 2007 American Community Survey

Table 7 compares the distribution of travel time to work for Martin County and Florida. The majority of Martin County residents have a commute of less than 30 minutes (71.2 percent) less than that for the State of Florida where 61.2 percent of residents complete their commute in less than 30 minutes. Few Martin County residents have commute times greater than 45 minutes.

Mode of Travel to Work

**Table 8
Mode of Travel to Work Distribution, 2007**

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Bike/Walk/Other	Work at Home
Martin County	79.3%	11.7%	0.4%	3.4%	4.5%
Florida	82.6%	11.3%	2.0%	2.4%	4.2%

Source: US Census Bureau, 2007 American Community Survey
Totals may be more than 100% reflecting the use of more than one mode of work related travel.

Table 8 shows the distribution of workers' mode of transportation to work in Martin County and Florida. Martin County has a slightly smaller percentage of drive alone travel and a slightly higher percentage of those that bike/walk and those who work at home when compared to statewide results. Public transportation use is significantly lower than that of the State of Florida, with approximately 0.4 percent of workers using public transportation.

Major Trip Generators

**Table 9
Major Paratransit Trip Generators and Attractors**

Medical Facilities	
Treasure Coast Medical Building	Florida Community Health Center
Martin Memorial Medical Center	Lawnwood Regional Medical Center
Shopping/Entertainment	
Treasure Coast Square Mall	Town South Plaza
Sabal Palm Plaza	
Schools/Government Centers	
County Annex Building	IRCC/Florida Atlantic University
Indian River State College	
Other Generators/Attractors	
Orange Blossom Business Park	Social Security Administration

Source: Martin County and Martin County MPO staff

Table 9 shows the major trip generators and attractors in Martin County.

SERVICE ANALYSIS/NEED ASSESSMENT

This section presents a need assessment and demand estimates for transportation services among the Transportation Disadvantaged (TD) population in Martin County. It provides a quantitative transportation needs profile for applicable TD population segments and indicates unmet need for transportation in the Martin County service area.

TD Population Forecasts

There are two categories of TD population in the State of Florida, the difference between which is specifically related to funding arrangements. The first group is the "potential TD population" (also known as TD Category I). This potential TD population includes disabled, elderly, low-income persons, and children who are "high-risk" or "at-risk."

The second group of TD population (also known as TD Category II), includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive the same subsidies as those in Category I, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. This population group is actually a subset of the potential TD population. Persons in either of these population groups may be heavily dependent on some form of public transportation.

Table 10
Forecasts of TD Populations in Martin County

TD Population	Year					
	2009	2010	2011	2012	2013	2014
Category I	66,287	67,943	69,642	71,385	73,174	75,010
Category II	11,913	12,189	12,471	12,761	13,057	13,360

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

Table 10 provides a forecast of the Category I and Category II populations for Martin County through 2014. It reflects very modest growth through the planning horizon.

Table 11
2009 Martin County Potential Transportation
Disadvantaged Population (Category I) Estimates

Segments	Population Estimates	Percent of Total Potential TD
Disabled, Non-Elderly, Low Income	512	0.8
Disabled, Non-Elderly, Non-Low Income	4,988	7.5
Disabled, Elderly, Low Income	919	1.4
Disabled, Elderly, Non-Low Income	13,224	19.9
Non-Disabled, Elderly, Low Income	2,461	3.7
Non-Disabled, Elderly, Non-Low Income	35,394	53.4
Non-Disabled, Non-Elderly, Low Income	8,789	13.3
Total Potential Transportation Disadvantaged Population	66,287	100.0

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

Table 11 provides the TD Category I population estimates for 2009 by TD segment for Martin County. The Non-Disabled, Elderly, Non-Low Income segment represents a significantly higher percentage of the TD Category I population in Martin County than the other segments. Over 53 percent of the TD Category I population is composed of individuals who are elderly and who are neither disabled nor considered low income.

Table 12
2009 Martin County Transportation
Disadvantaged Population (Category II) Estimates

Segments	Population Estimates	Percent of Total TD Category II
Transportation Disabled, Non-Elderly, Low Income	214	1.8
Transportation Disabled, Non-Elderly, Non-Low Income	2,086	17.5
Transportation Disabled, Elderly, Low Income	470	3.9
Transportation Disabled, Elderly, Non-Low Income	6,758	56.7
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	2,385	20.0
Total Transportation Disadvantaged Category II Population	11,913	100.0

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

Table 12 provides the transportation disadvantaged Category II population estimates for 2009 by TD segment for Martin County. The Transportation Disabled, Elderly, Non-Low Income segment represents a significantly higher percentage of the Category II population in Martin County.

Demand for Program Trips

Individuals included in the Category I estimates are eligible to receive governmental and social service subsidies for program trips. A *program trip* is one made by a client of a government or social service agency for the purpose of participating in a program of that agency. Examples of program trips are Medicaid trips, trips to congregate meal sites, or trips to job training facilities.

**Table 13
Forecasts of Program Trip Demand and Supply
Martin County**

Year	Potential TD Population (Category I)	Demand for Program Trips	Supply of Program Trips
2009	66,287	68,833	68,833
2010	67,943	70,210	70,210
2011	69,642	71,614	71,614
2012	71,385	73,046	73,046
2013	73,174	74,507	74,507
2014	75,010	75,997	75,997

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

The forecasted demand for program trips is shown in Table 13. Program trip demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs.

Demand for General Trips

General trips include those made by Transportation Disadvantaged persons (Category II) to destinations of their choice (not to agency programs). Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. Deriving the demand for general trips is different than for program trips. The methodology developed to forecast demand for general trips involves the use of trip rates derived from a study of paratransit demand conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission by Crain & Associates,

Inc. and others (San Francisco Bay Area Regional Paratransit Plan: Final Report). The trip rates were developed from the actual experiences of paratransit systems around the country that were meeting most or all of the trip demand in their service areas. The use of these trip rates has been recommended by the Federal Transit Administration for estimating demand for ADA complementary paratransit.

Table 14
Forecasts of TD General Trip Demand and Supply
Martin County

Year	TD Population (Category II)	Demand for General Trips	Supply of General Trips	Unmet Demand for General Trips
2009	11,913	171,547	128,818	42,729
2010	12,189	175,522	131,395	44,127
2011	12,471	179,582	134,022	45,560
2012	12,761	183,758	136,703	47,055
2013	13,057	188,021	139,437	48,584
2014	13,360	192,384	142,226	50,158

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

Total demand for general trips is simply the TD population multiplied by the trip rates. The TD Category II population (rather than the Potential or Category I TD population) was used to forecast demand, because the TD population is the pool of persons eligible for general trips funded by the state. Table 14 shows the forecasts of the Martin County TD population, as well as demand and supply estimates for general trips by the TD population for the years 2009 through 2014. The supply of general purpose trips has been estimated based upon the number of "Non-Sponsored" trips and those provided with FTA Section 5311 funding. The supply of general trips does not include ADA paratransit trips provided by the Community Coach. Forecasts have been made utilizing a growth factor of two (2) percent per year, based on historical trends.

A gap exists between demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to factors such as funding, price, convenience, comfort, eligibility, and the availability of other transportation modes.

It should be noted that the figures related to the demand and supply of TD general purpose trips in Martin County include trips that will also fall under the category of ADA complementary paratransit services. The ADA provides for unconstrained delivery of paratransit trips for persons who cannot use the fixed-route bus system due to the nature and/or extent of their disability. Persons may be certified as eligible for ADA paratransit trips, as well as TD general purpose trips. Therefore, the figures for unmet demand included in Table 14 may be inflated and may reflect some duplication in the calculation of trip demand.

A portion of general trip demand in Martin County identified as “unmet” may be provided through the ADA paratransit services provided by the Community Coach and, to a limited basis by the Treasure Coast Connector. However, the service area for these systems is very limited. There are needs outside the service areas for these systems that are not being met and should be addressed.

Martin County Public Transportation Dependent Census Tract Analysis

Census data is commonly used to produce statistically significant analyses with insightful indications of a population’s characteristics and behaviors. A population’s dependency on public transportation can be effectively assessed by looking at factors such as household income, vehicle availability, and population cohorts, particularly the young and the elderly. This, when compared to other characteristics of a region, such as the level of services available, is a strong indicator of how well public transportation serves an area.

Methodology

Census data was collated by block group for each of the four demographic characteristics studied, youth (population under 18), elderly (population 60 and over), low-income households (those making under \$15,000 per year) and zero-vehicle households. The population density of each block was calculated and used as part of the assessment. For each block, a percentage distribution of each characteristic of the total for that data set was calculated and assigned. The mean percentage value was calculated for each set of data, and the deviation of each block’s statistic from its respective mean was designated as the index value for that block’s characteristic. This calculation was also performed for the population density data.

To arrive at the composite index for the purposes of ranking, the index values were summed then sorted from highest to lowest. The mean and standard deviation were calculated for this data. Blocks with an index more than the mean plus two standard deviations were identified as primary blocks. Those with an index between one and two standard deviations above the mean were identified as secondary block groups. Blocks with an index between the mean and one standard deviation above the mean value were designated tertiary blocks.

Results and Conclusions

Figure 2 displays the locations of the blocks within Martin County. Of the sixty-six blocks in the county, twenty-five qualified as showing transit dependent characteristics, three with primary ranking dependency, six with secondary level dependency and sixteen with tertiary level dependency. There are two distinct areas demonstrating the dependency, one along the coastal area stretching between Jensen Beach and Gomez, and another cluster of three block groups in the southwest area of the county near Indiantown.

Of the three blocks demonstrating a “primary” level of dependency, two are located near Stuart in the northeast of the county and one in the southwest near Indiantown. The two blocks near Stuart are among the more densely developed blocks in the county. They are both located roughly within a mile of the only available transit route coming into the county from St. Lucie County. The third block at Indiantown ranks as the number one transit dependent block; however there is limited access to fixed route transit service. A large proportion of the populations of these three blocks are the youth and elderly. Over one-third of the households are considered low income households. Vehicle ownership in the most dependent block is reportedly low; sixty five percent of the households have no vehicle.

Five out of the six “secondary” transit dependent blocks are found around Stuart and the immediate vicinity, the sixth block is in the southwest near Indiantown. This block group has the some of the highest population densities in the county. The populations are also primarily youth and elderly, with roughly one-fifth to one-third of the households considered low income. Vehicle ownership varies but on average less than twenty percent of the households reported having no access to a vehicle.

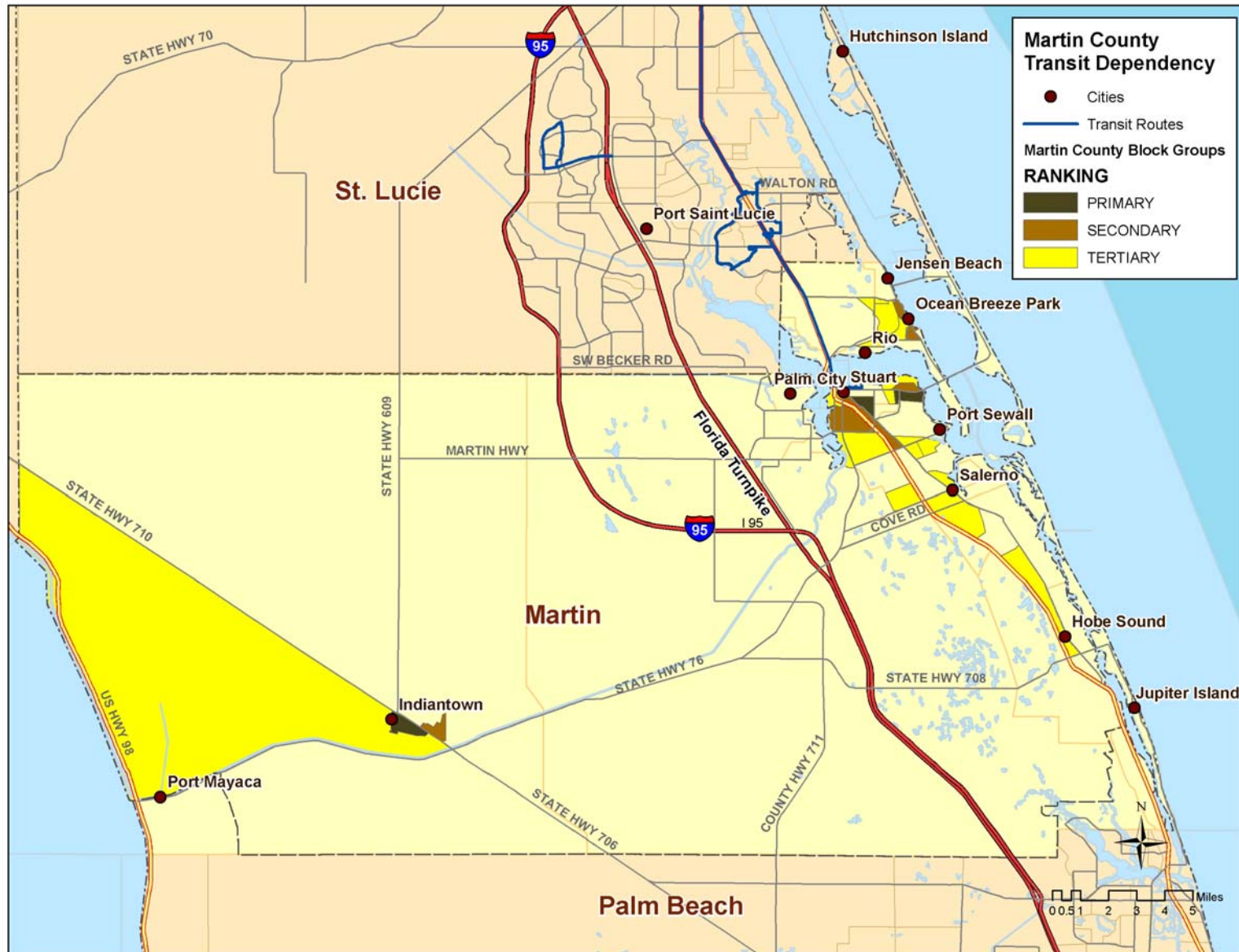
The “tertiary” transit dependent blocks are primarily found along the coastline, with the exception of one near Indiantown. The densities of these blocks are moderate compared to the rest of the county. The elderly population is generally more than the youth populations, with a couple blocks reporting over sixty percent of their population as sixty and over. Income is also generally moderate, on average twenty percent of the households reported as low income households. Compared to the other categories of dependent blocks, fewer households reported not having a vehicle.

Closer scrutiny of the block groups around Indiantown shows that the population is relatively young, with roughly one third of the population under eighteen years of age. Reported household income varies, but generally is relatively low. Aside from the extreme case of the primary dependent block, the other two blocks have proportionally fewer households with no access to a vehicle. Overall, transit service is very limited to unavailable in many areas of the county. However, the Community Coach and Treasure Coast Connector do provide marginal services within the transit dependent block groups identified through the analysis.

Community Coach operates two fixed-route services, the Stuart and Indiantown shuttles. The Stuart Shuttle serves the condominium complexes along East Ocean Boulevard, Martin Memorial Hospital, downtown Stuart and various retail locations along US 1. The Indiantown Shuttle serves the community of Indiantown. Both the Stuart and Indiantown shuttles provide connections to the US 1 service provided by the Treasure Coast Connector.

While there are public transportation services available within Martin County, they are limited. There is certainly opportunity to review the level and type of services provided to the areas identified as having strong transit dependent characteristics. In particular, there may be opportunity to provide additional service to the southwest area of the county where there is demonstrated need, a service which may also promote the development of that area of the county. In addition, the extension of current service hours and routes or implementation of new routes on the fixed route systems may alleviate some of the demand on the coordinated system operated by MTM.

Figure 2



Barriers to Coordination for Transportation Disadvantaged Services

While there are no federal, state or local government policies in place that prohibit, hinder or prevent the coordination of both inter- and intra-county coordination, several barriers currently exist that make coordination difficult at best. These include:

- Funding for transportation services has remained relatively constant over the past several years and has not kept up with the ever increasing travel demands. The result is that CTCs are struggling to maintain their existing service levels and do not have the financial resources to pursue and/or expand inter-county service.
- The recent downturn in Florida and Martin County economies due to the collapse of the real estate industry and the property tax reform has resulted in budget cutbacks at the local government level. This has resulted in local financial pressure on the TD services, including opportunities to promote coordination.
- Local social services have been adversely impacted by the downturn of the economy and as a result face increased demand for services while at the same time funding sources are being reduced. This has resulted in increased demand for transportation disadvantaged travel that can not be met.
- Many Martin County TD clients desire to travel outside the county boundaries. Except for Medicaid clients, there are limited intergovernmental coordination agreements in place.
- Often the lack of adequate pedestrian access to and from the Community Coach and Treasure Coast Connector bus stops limits the ability of TD passengers to safely access the fixed route transit services.
- Limited travel training opportunities for TD passengers unfamiliar with the fixed route services provided by Community Coach and the Treasure Coast Connector discourages and limits the opportunity to move TD passengers to the fixed route transit services for some or all of their transportation needs.

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GOALS AND OBJECTIVES

The goals and objectives listed are intended to be completed within 12 months of the approved TDSP.

GOAL 1: Identify, explore and establish alternative transportation services.

Objective 1.1

Evaluate alternative transportation services provided within Martin County, i.e. ride-share and vanpool programs and present the evaluation to the LCB and Martin MPO.

Objective 1.2

Continue the partnership with South Florida Commuter Services (SFCS) to assist with the development of alternative transportation programs for inter- and intra-county needs.

Objective 1.3

Form a partnership with South Florida Commuter Services and Workforce Solutions staff to assist with the identification of potential employers to participate in alternative transportation programs and create foundation of potential employees/passengers to participate in identified programs.

Objective 1.4

Work with the MPO to increase passenger choices through various types and modes of transportation services in addition to public transit.

Objective 1.5

Continue to pursue opportunities to expand the hours of service to provide some transportation services in the evenings, weekends and holidays.

Strategies

- Work with SFCS to complete an analysis of establishing and expanding ride-share and vanpool programs and present to the LCB and the MPO.
- Complete an assessment of transit funding needs to appropriately allocate available funds.
- Complete an assessment of employers that might have interest in or have potential need for programs to expand modal options for their employees.
- Implement service recommendations and opportunities identified in the *FDOT District Four Regional Transit and Specialized Transportation Efficiency Study, 2008* and the *Martin/St. Lucie County Transit Funding and Governance Study, 2007*, both conducted by Tindale-Oliver & Associates, Inc.

GOAL 2: Expand fixed-route services within Martin County.

Objective 2.1

Continue coordination with the Treasure Coast Connector for opportunities that would establish additional bus stops in Martin County and offer connections between the fixed route services to the residents in the southern portion of the county.

Objective 2.2

Identify a funding source for the purchase of a trolley vehicle to provide the evening seasonal park and ride service in the City of Stuart and other areas within the county.

Objective 2.3

Modify the Stuart and Indiantown shuttle services as needed to provide service on specific days during hours which best meet the travel needs of the local residents, especially those seeking alternative employment travel choices.

Objective 2.4

Place bus schedules, signage, benches and/or shelters along the Indiantown and Stuart shuttle routes, and other fixed routes as determined.

Objective 2.5

Work with the provider in establishing new fixed-route services as needed and incorporated into the Martin County TDP.

Objective 2.6

Work with the provider and others in the community to provide travel training opportunities to promote greater use of the fixed route services.

Strategies

- Participate in quarterly MPO TAG meetings dedicated to planning public transit services throughout the Treasure Coast.
- Identify additional potential Martin County bus stops along south US 1 and present to the TAG for discussion.
- Analyze ridership, bus stop utilization and operating hours of the Indiantown and Stuart shuttles to determine the efficiency of the location of stops, operating hours or service frequency.
- Coordinate with local transit providers and continue to participate on Transit Development Plan Steering Committee to seek efficiencies and increase ridership.
- Develop travel training programs.

GOAL 3: Implement a fully coordinated transportation that encourages the establishment of coordination contracts with social services agencies.

Objective 3.1

Continue efforts to execute coordination contracts with existing transportation operators in accordance with the CTC's process and procedure for operators to participate in the public transportation delivery system.

Objective 3.2

Continue the agreement with the State of Florida to provide Medicaid transportation services within Martin County.

Strategies

- Meet with transit operators to eliminate or reduce barriers to their being participants in the coordinated system.
- Monitor coordinated operators to ensure compliance with state, local and Federal requirements.

GOAL 4: Promote cost and service delivery efficiency.

Objective 4.1

Utilize phone and scheduling systems to enable tracking of various report data, such as call-hold time, number of calls received, trips assigned, and other data vital to effective system planning and implementation.

Objective 4.2

Evaluate the continued use of the StrataGen scheduling software to ensure technology is an effective tool to support data and reporting needs, upgrades, and the use of an Automatic Vehicle Locator (AVL) system.

Objective 4.3

Install an AVL system in order to increase collection of data, enhance vehicle accountability, condense time for better routing efficiencies, and decrease passenger wait times.

Objective 4.4

Implement program to replace older fleet vehicles with newer buses, in sizes appropriate, in an effort to improve seating efficiency and reduce associated maintenance costs.

Objective 4.5

Identify scheduling and service improvements to assist in increasing the efficiency of demand-response requests.

Objective 4.6

Encourage and promote the multi-loading of vehicle trips to reduce the cost per trip reported in the Annual Operating Report, maximizing efficiency.

Strategies

- Work closely with Martin County and MPO staff to ensure the smooth interfacing of dispatching and scheduling systems.
- Continue to monitor and report performance trends to assist with the reduction of labor costs and other operating indicators and expenses.
- Submit capital requests for replacement vehicles, as needed.

GOAL 5: Review current marketing materials.

Objective 5.1

Revise and update transportation services materials.

Objective 5.2

Implement a system newsletter.

Strategies

- Update and expand Riders' Guide
- Plan, develop, and distribute a system newsletter

Goal 6: Increase outreach and marketing of available services.

Objective 6.1

Maximize the accessibility of service information including alternative delivery formats such as Braille, auditory enhanced and alternative languages.

Objective 6.2

Utilize the electronic dissemination of marketing and education materials, including, but not limited to the internet, e-mails, listservs, websites, etc.

Objective 6.3

Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. (Under Section 508 of the Rehabilitation Act, 29 U.S.C. 794d, agencies must give persons with disabilities, employees and members of the public access to information that is comparable to the access available to others. This includes access to electronic and information technology applications).

Strategies

- Evaluate current outreach and marketing materials and determine the changes necessary to meet the requirements of Section 508, including the availability of materials in alternative delivery formats.
- Expand the use of electronic dissemination of informational materials.

Goal 7: Operate a safe and secure transportation system.

Objective 7.1

Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.

Objective 7.2

Ensure consistency and compliance with Chapter 14-90, Florida Administrative Code, *Equipment and Operational Safety Standards for Bus Transit Systems*; 49 CFR Part 655, Federal Transit Administration, *Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations*; and 49 CFR Part 40, *Procedures for Transportation Workplace Drug and Alcohol Testing Programs*.

Objective 7.3

Adopt and disseminate a Substance Abuse Policy containing the policy statements as required by 49 CFR Part 655.15 of Federal Transit Administration, *Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations*.

Objective 7.4

Establish contractor oversight monitoring practices to ensure compliance of FTA covered contractors to 49 CFR Part 655, Federal Transit Administration, *Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operation* and service providers (collectors, breath alcohol technicians and laboratories) to 49 CFR Part 655 and 49 CFR Part 40.

Objective 7.5

Develop, implement, maintain, and annually update a System Safety Program Plan and Security Program Plan.

Objective 7.6

Establish and maintain, as part of the bus system safety program, and accident/incident procedure that ensures sufficient review, evaluation, and continual improvement.

Objective 7.7

Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.

Strategies

- On an annual basis complete bus system safety reviews of all contracted operators.
- On an annual basis update the System Safety Program Plan and Security Program Plan to include any relevant changes.
- Review and update substance abuse management policies and procedures as needed.
- Establish a system to review accident/incident data, identify trends, and make the changes necessary to increase system safety.

IMPLEMENTATION SCHEDULE

Transportation Disadvantaged Improvement Program

Martin County's Implementation Plan builds upon the County's program of providing services with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule.

Increasing system efficiency is also a primary component of this Implementation Plan. If a paratransit trip has an origin and destination within the fixed-route, it will be necessary for the passenger to use the fixed-route, unless that patron is unable to utilize the system. This supports and emphasizes the use of fixed-route bus passes and tickets. Shifting trips to the fixed-route system will help increase capacity on the paratransit system, and reduce trip costs within the coordinated system, resulting in a more "efficient" system.

This is a transitional period for the Martin County transportation disadvantaged program. There was a transition of a new CTC in January 2009, this TDSP documents was updated, a bi-county Transit Development Plan (TDP) is underway with anticipated adoption in September 2009, and the New Freedom and Job Access Reverse Commute programs project selection will be occurring over the next few months. Due these events, it is anticipated that some updates and/or additions to the details of this sections will be required during the annual update process.

**Table 15
Improvement Schedule/TD Capital Improvements Program**

Implementation Date	Ongoing System Improvements/Review
	<p>FY 2008/2009 Improve and build ridership for Indiantown in-town and Indiantown to Stuart Shuttle. This will include installation and relocation of bus stop signs, marketing and branding the service, establishing bus stop locations and installation of camera. Increase the number of locations to purchase bus passes.</p> <p>Hold a Transportation Day.</p> <p>Conduct an analysis to determine the potential market for weekend & entertainment shuttle.</p> <p>Pursue funding for the design and construction of a new administrative and operations facility.</p> <p>FY 2009/2010 Install bus shelters along fixed-routes; implement Kanner Highway Express Feeder Bus Shuttle that will compliment the Express Bus Service.</p> <p>Pursue funding for the design and construction of a new administrative and operations facility.</p>

Improvement Date	Capital/Service Improvements	Funding Source(s)
FY 2008/2009	<ul style="list-style-type: none"> • Purchase vehicle for Indiantown Shuttle • Pursue funding for the design and construction of a new administrative and operations facility • Preventive Maintenance • Bicycle Racks for buses • Installation and Relocation of bus stop signs • Install security cameras • Weekend Employment Shuttle • Expanded Evening Services • Driver and Safety Training Programs 	5316/5317, 5310, Service Development, 5307, 5311, Shirley Conroy Grant, ARRA
FY 2009/2010	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Pursue funding for the design and construction of a new administrative and operations facility • Weekend Employment Shuttle • Expanded Evening Services • Marketing • Automated Fare Collection 	5316/5317, 5310, Service Development, 5307, 5311, Shirley Conroy, ARRA
FY 2010/2011	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Weekend Employment Shuttle • Expanded Evening Service • Marketing • On-going Driver & Safety Programs 	5316/5317, 5310, Service Development, 5307, 5311, and Shirley Conroy
FY 2011/2012	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Weekend Employment Shuttle • Expanded Evening Service • Marketing • On-going Driver & Safety Programs 	5316/5317, 5310, Service Development, 5307, 5311, and Shirley Conroy
FY 2012/2013	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Weekend Employment Shuttle • Expanded Evening Service • Marketing • On-going Driver & Safety Programs 	5316/5317, 5310, Service Development, 5307, 5311, and Shirley Conroy

Table 15 provides an overview of an implementation schedule to meet the above-stated goals. Most tasks and actions should occur on an ongoing basis and are indicated as such.

Funding Sources

Sources of funding available for paratransit services in Martin County include FTA Section 5307, 5310, 5311, 5316 and 5317 funding and program funds, such as Transportation Disadvantaged Trip/Equipment grants and Medicaid. These funding categories are discussed briefly below.

FTA Section 5307 Urbanized Area Funding Program

This program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation related planning. Eligible projects include planning, engineering design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement of buses, overhaul of buses, rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs.

For urbanized areas with 200,000+ in population, funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive federal funds. For urbanized areas under 200,000 in population, the funds are apportioned to the governor of each state for distribution. A few areas under 200,000 in population have been designated as transportation management areas and receive apportionments directly.

FTA Section 5310 Elderly and Persons with Disabilities

This program (49 U.S.C. 5310) provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people.

In Florida, the Section 5310 Program is administered by the FDOT. Program funds are distributed to each FDOT district office based on its percentage of the state's elderly and disabled population. An annual application and award cycle is conducted within each district. Program funds are awarded through a discretionary process based on those applications.

FDOT obligates program funds from FTA based on the annual program of projects included in a statewide grant application. FDOT ensures that local applicants and project activities are eligible and in compliance with federal requirements, that private not-for-profit transportation providers have an opportunity to participate as feasible, and that the program provides for as much coordination of federally assisted transportation services, assisted by other federal sources. Once FTA approves the application, funds are available for state administration of its program and for allocation to each FDOT district office to be distributed to individual sub-recipients within those districts.

FTA Section 5311 Non-Urbanized Area Formula Program

This program (49 U.S.C. 5311) provides formula funding to states for the purpose of supporting public transportation in areas of less than 50,000 in population. Program funds are apportioned to each state in an amount proportional to each state's non-urbanized population. Program funds may be used for capital, operating, state administration, and project administration expenses. Each state prepares an annual program of projects, which must provide for fair and equitable distribution of funds within the states, including American Indian reservations, and must provide for maximum feasible coordination with transportation services assisted by other federal sources. The state must use 15 percent of its annual apportionment to support intercity bus service, unless the governor certifies that these needs of the state are adequately met.

In Florida, the Section 5311 Program is administered by the FDOT. Program funds are distributed to each FDOT district office based on its percentage of the state's rural population. Each district office allocates program funds to designated eligible recipients through an annual grant application process.

FTA Section 5316 Job Access Reverse Commute (JARC)

Coordination with the Commission for the Transportation Disadvantaged is required of each of the programs identified above, as well as the Section 5316, Job Access and Reverse Commute (JARC) and the Section 5317 New Freedom program. In addition, both the JARC and New Freedom programs require the development and adoption of a "Coordinated Public Transit-Human Services Transportation Plan" (CPTHSTP). The State of Florida has received approval from the Federal Transit Administration to allow the Transportation Disadvantaged Service Plan to fulfill this requirement. Consistent with the direction given by the State of Florida Department of Transportation and the Commission for Transportation Disadvantaged, as approved by the Federal Transit Administration, this Transportation Disadvantaged Service Plan has been prepared as a CPTHSTP. This plan was developed through a process that included representatives of public, private and nonprofit transportation and human services providers and participation by the public.

The Job Access and Reverse Commute (JARC) Program provides funding to develop transportation services for welfare recipients and low income individuals to and from jobs, and to develop transportation services from urban centers to suburban employment opportunities. JARC Program funds are distributed by formula to designated recipients in urbanized areas with over 200,000 in population and to states through an application process. Funds awarded to the states must be allocated through a competitive grant solicitation process to eligible recipients in urbanized areas between 50,000 – 200,000 in population and rural areas.

Eligible activities for Job Access grants include capital and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs. Also included are the costs of promoting the use of transit by workers with nontraditional work schedules, promoting the use of transit vouchers, and promoting the use of employer-provided transportation including transit benefits. Eligible activities for JARC funding includes operating costs, capital costs, and other costs associated with job access and reverse commute by bus, train, carpool, vans or other transit service. Grants require a 50 percent local match for operating assistance and a 20 percent local match for capital assistance.

FTA Section 5317 New Freedom Program

This formula program provides funding for services that are developed beyond that required by the American's with Disabilities Act to assist persons with disabilities. Sixty percent of the apportionment under the program is allocated directly to large urbanized areas (over 200,000 population), and the remaining 40 percent is allocated to states for use in urbanized areas of less than 200,000 population and in rural areas. Recipients are required to provide a 50 percent local match for this program.

Both JARC and New Freedom require extensive and focused public involvement/public participation, outreach and open competition. In accordance with the requirements of FTA Section 5316 and Section 5317 programs, Martin County will be developing a "Program Management Plan" to ensure the efficient management of the program. Included in this plan will be a public outreach efforts document. These public outreach efforts include meetings with stakeholders, private transportation providers, social service agencies, and passengers. In addition, information is also disseminated on available funding sources, information is solicited on unmet needs, and staff members actively engage the community in identifying solutions to mobility needs.

The Martin MPO will be conducting a identification and selection process for needed and eligible projects under both the JARC and New Freedom funding programs. This process will include citizen input through various MPO committees and subcommittees and may include citizen surveys, outreach to advocacy groups and social service agencies, and the private sector.

Once projects are identified and funding is received, a competitive process will be employed to select service providers. This competitive process will be consistent with that used by the Martin MPO and MTM in their selection of transportation providers.

Transportation Disadvantaged Non-Sponsored Trip and Equipment Grant Program

The Transportation Disadvantaged Non-Sponsored Trip and Equipment Grant Program is available to local community transportation coordinators to provide transportation to those individuals who are not sponsored by any other sponsoring program. Grant funds may be used to either provide trips or to purchase equipment needed in order to serve the transportation disadvantaged in a community. This is a formula based funding program. The majority of the trip/equipment grant funds statewide are used for the actual provision of service.

Transit Service Development Program (FDOT)

The Public Transit Service Development Program was enacted by the Florida Legislature to provide initial funding for special projects. The Public Transit Service Development Program is authorized in Chapter 341, Florida Statutes and specific program guidelines are provided in FDOT Procedure Topic Number 725-030-005. The program is selectively applied 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. Projects involving the application of new technologies or methods for improving operations, maintenance, and marketing in public transit systems are also eligible for Service Development Program funding. Service Development Projects are subject to specified times of duration, but no more than three years. If determined to be successful, Service Development Projects must be continued by the public transit provider without additional Public Transit Service Development Program funds.

Each FDOT district office must develop a program of eligible Service Development projects and submit that program of projects to the FDOT Central Office by the first working day of July each year. Implementation of those projects can begin on or after July 1 of the following fiscal year. Projects submitted for funding must be justified in the recipient's Transit Development Plan (TDP) (or transportation disadvantaged service plan, if applicable).

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2. SERVICE PLAN

OPERATIONS ELEMENT

Types, Hours, and Days of Service

As the CTC, MTM operates transportation requests throughout Martin County through a subcontracted transportation provider network. This network consists of transportation providers that meet the demands of the community providing public transportation, shuttle services, ambulatory, wheelchair and stretcher van services.

Clients who are funded under the Transportation Disadvantaged Program and other means will contact MTM at a toll free number (1-866-836-7034). Riders of the public transportation system will continue to contact Community Coach or use the flagging system to access their vehicle at a designated bus stop.

The program is operating with nine transportation provider companies totaling 72 vehicles. Service is available based on the community's needs. MTM expanded the operational service hours beginning January 1, 2009 due to the increased network capacity. Service is Monday through Friday, excluding holidays, from approximately 5:00am to 7:00pm. Some Saturday service is provided for medical and other priority need trips.

MTM provides curb-to-curb and door-to-door service based on the client's needs. These needs are identified during the initial call intake and arranged with a transportation provider that can meet those needs.

Accessing Services

Martin County clients will schedule transportation with MTM's well-trained staff using automated systems and proven processes. Friendly, professional Customer Service Representatives (CSRs) are available 7 days a week, 365 days a year. Normal routine hours to arrange transportation is 6:00 a.m. to 6:00 p.m. Monday through Friday. However, MTM provides a live operator after hours and on weekends to handle Medicaid calls for urgent trip requests and hospital discharges.

Eligibility

During the call intake process, the CSR will screen for eligibility and qualify the caller on a series of questions to determine their funding source. If it is identified that the client utilizes public transportation, MTM will transfer the call to Community Coach's transportation line. For first time callers, MTM will determine if the caller can complete a Beneficiary Intake Form (BIF). If yes, the CSR will arrange the first two weeks of trips and inform the caller they will send the BIF

in the mail to be completed by the client. The client has ten (10) business days to complete the BIF and send back to MTM. Once MTM receives the BIF, all the information is loaded into MTM's NET Management System for future trip requests.

If the client is not a Medicaid recipient, the CSR asks the client if they can pay for their ride. The trip is assigned to a funding source once it has been determined which program the rider is eligible for.

If it is determined that the client does not speak English, but speaks Spanish, the call is transferred to the Spanish queue or available bilingual CSR. If none of these options are available or the client speaks a different language, the CSR will call the AT&T language line to assist with the call.

If the client is deaf, hard of hearing or speech impaired and wishes to communicate with a hearing person who uses a standard phone, the CSR will refer them to the Standard TTY Relay Service.

The MTM NET Management System will assign the client to the most appropriate form of transportation. The most appropriate level of service is determined by the client's special needs. Once the trip is assigned, the CSR will inform the client of the transportation provider company that will pick them up. They inform the client that the driver will contact them 24 hours before the trip to arrange an actual pick up time.

MTM requires a 72 hour advance notice for all trip requests. If a trip is requested with less than 72 hours notice, it is considered urgent or medically necessary. All urgent and medically necessary trip requests are verified. If the CSR cannot verify the urgency of the trip, the trip will be denied and the client will be asked to reschedule their appointment with 2 or more days notice.

The CSR notes other information such as additional passengers, whether space is needed to accommodate car seats, pregnancy, wheelchair lift, service animals, etc. in the appropriate special needs fields in the system. Any other pertinent information for the transportation provider is noted on the special needs line.

Once all the information is entered, MTM's NET Management System automatically sends a trip fax to the transportation provider. This fax allows the transportation provider to create their schedules based on all trips assigned to them.

Prioritization

As required under federal law, ADA trips are not included in the prioritization process. ADA eligible trips are provided without prioritization and cannot be denied. In addition, trips that are provided with FTA Section 5311 funds may not be prioritized and must be made available to the “general public.”

MTM will prioritize a trip request per expenditures of Commission of Transportation Disadvantaged (CTD). The CSR will schedule the request based on the priority approved on April 21, 2009 by the Local Coordinating Board (LCB) of Martin County. Trip priorities are as follows:

1. Medical
2. Employment
3. Education
4. Grocery Shopping / Nutrition
5. Social Service Agency Trips
6. Other Social / Shopping / Life Sustaining Trips

If the trip request is not one of the top 4 priorities or appointment driven, the CSR will deny the request and ask the client to reschedule their request until funding is available. If the client can utilize public transportation, the CSR will forward the client’s call directly to the Community Coach information line.

Cancellations/No Shows

At the end of each call, the CSR educates the client to call the toll free number in the event the trip request has changed or they need to cancel their appointment. If the client calls more than one (1) hour before the trip request to report a cancellation, MTM will not count the trip as a no show and will notify the transportation provider immediately of the cancellation.

A “No Show” is defined as a client who is not home (or the designated pick up destination) at the scheduled pick-up time and has not notified MTM within one (1) hour prior to pickup time. A cancellation at the door is considered a “No Show”.

MTM’s No Show Policy

- 1st No Show – Driver will leave “No Show” Notice on the door.
- 2nd No Show – A letter of warning documenting the number of no shows accumulated in a specific period of time will be sent from MTM to the client.

- 3rd No Show – If a third no show occurs within a 60 day period, a letter notifying the client of their suspension from service for a 30 day period will be sent from MTM to the client.
- After the first reinstatement to the Transportation Program, the “No Show” policy will be enforced as described above and the suspension of service will be increased to 45 days as of the 3rd No Show.
- After the second reinstatement to the Transportation Program, the “No Show” policy will be enforced as described above and the suspension of service will be increased to 60 days as of the 3rd No Show.

Transportation Operators and Coordination Contractors

MTM manages a complete brokerage system within Martin County with seven transportation contractors responsible for the provision of all public transportation services. Table 16 lists all transportation providers currently under contract.

Table 16
Transportation Operators and Coordination Contractors

Name	Service	Clients
Acadiana	A and W	Medicaid and TD
Cobblestone	A	Medicaid and TD
Coastal Care	A, S and W	Medicaid and TD
Community Coach	A and W	All
Palm Beach – Yellow Cab	A	Medicaid and TD
We Care of the Treasure Coast	A and W	Medicaid
Yellow Cab Management Trust – Checker Cab	A	Medicaid and TD

Service: A = Ambulatory; W = Wheelchair; S = Stretcher

Clients: TD = Transportation Disadvantaged; M = Medicaid; CMS = Children’s Medical Services; APD = Developmental Services; ALL – operator is used to provide transportation to a variety of sponsored and non-sponsored clients

The selection process for contracted providers is an overriding concern of MTM. The concern is that MTM will have a sufficient amount of vehicles and vehicle types to transport the ridership of Martin County. MTM’s approach varies given the different circumstances of the state, county and region as to how MTM’s transportation infrastructures are formed.

In Martin County, MTM used the Personal Contract approach and the Request for Interest approach for selection of providers in Martin County.

The following items are incorporated in MTM's review and selection of transportation providers:

- Capabilities of the transportation provider
- Scope of work
- Age of company and previous experience
- Capacity of organization
- Management qualifications and experience
- Qualifications of staff
- Ability of obtain and maintain required insurance
- Training program
- Safety program and accident history
- Knowledge of the community
- Contract monitoring methods
- Reporting capabilities
- Financial strength
- Price
- Responsiveness to solicitation

Public Transit Utilization

Public transit utilization is an integral part of the overall CTC network. Community Coach operates the fixed route system in Martin County.

School Bus Utilization

MTM will not utilize school bus transportation within the coordinated system.

Vehicle Inventory

Appendix C contains the fleet inventory for Martin County. Contracted service providers have 72 vehicles in operation.

System Safety Program Plan Certification

Appendix D contains the System Safety Program Plan certification.

Inter-County Services

Martin County shares an urbanized area boundary with St. Lucie County. Federal Transit Administration allocations are divided among the two counties. Close coordination is required

and shared services are occurring. Fixed-route services provided by the COASL along the US 1 corridor are connected to services provided within Martin County. Coordination will continue between the two counties in order to apply for and secure Federal Transit Administration Section 5316 and Section 5317 funding.

Natural Disaster/Emergency Preparedness and Response

MTM has Disaster/Emergency Procedures on file at the local office in Stuart. In addition, MTM will assist the Martin County Emergency Operations Center and the County in evacuations, as necessary.

Educational Efforts/Marketing

The Martin County CTC attends both formal and informal meetings with sponsoring social service agencies, community associations, advocacy groups and others in order to educate a myriad of potential users and sponsoring agencies. There are brochures/rider guides describing the available transportation services. Contact information is posted on all vehicles operating within the coordinated system.

Acceptable Alternatives

MTM has the ability to address alternative transportation requests.

SERVICE STANDARDS AND POLICIES

In order to assess quality assurance of the delivery of transportation services, it is necessary to have service standards and policies established. The Commission for the Transportation Disadvantaged has several requirements of its transportation providers, which is the basis for the following standards and policies. These service standards and policies are the basis for the annual review of the Community Transportation Coordinator by the Local Coordinating Board.

Drug and Alcohol Testing

MTM complies with applicable Federal Transit Administration requirements for all those in safety-sensitive positions. In addition, MTM maintains a Drug Free Workplace policy and a Drug and Alcohol policy that includes procedures addressing violations of drug use and alcohol misuse. All MTM transportation providers and their drivers will adhere to this policy to ensure that passengers are transported in the safety manner possible.

Escorts and Children

In an effort to enhance safe travel, children under the age of 14 will be required to travel with an adult. Individuals requiring special travel/boarding assistance will be required to travel with a caregiver/personal care attendant (PCA)/parent. The caregiver/parent will be subject to the same fare as the child or individual requiring assistance. Personal Care Attendants may ride for free.

Child Restraints

All passengers under the age of five (5) and/or under 45 pounds must be secured in a child restraint device. This restraint device must be provided by the parent/caregiver at the point and time of transport. Children in child restraint devices will not be placed in the front seat of a vehicle.

Passenger Property

Each client will be permitted to carry two pieces of personal property. The size of these articles must be small enough to rest comfortably on the client's lap or be easily stowed under the seat. Clients, adults, and/or caregiver/aides will be personally responsible for independently loading these articles. Drivers may provide limited assistance, but will not be responsible for damage to packages, articles, etc.

Transfer Points

Pickup and drop off stops will be in safe, secure locations.

Local Toll Free Phone Number/Consumer Comment

MTM does not have a local number for compliments, comments or complaints. However, a dedicated toll-free number is available. A live operator is available 24 hours per day/7 days per week. This number is posted in all vehicles used in the coordinated system. If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435.

Out of Area Service

MTM arrange for the provision of out-of-service-area trips for Medicaid sponsored trips only upon receipt of all required documentation and authorization.

Vehicle Cleanliness

Vehicles must be clean, mechanically safe, and road-worthy. All vehicles in use for MTM services must have:

- Functional door handles
- Accurate speedometers and odometers
- Functioning interior lighting
- Adequate side-wall padding and ceiling covering
- One (1) interior rear view mirror
- Two (2) exterior rear view mirrors – one on each side of the vehicle
- Passenger compartments that are clear and free from unsightly and potentially hazardous, torn upholstery, torn floor covering or dangling seat belts
- Safety equipment/requirements consistent with Chapter 14-90, Florida Administrative Code

Vehicles in use for MTM services must not have:

- Damaged or broken seats or seat belts
- Protruding or sharp edges
- Dirt, oil, grease, or litter in the vehicle
- Broken mirrors or windows (other than small rock chips)
- Excessive grime, rust, chipped paint or major dents

Transportation providers will be required to remove from service any vehicles found to be in unsatisfactory condition based on the items listed in this section, or if it is determined there are safety or roadworthiness issues, until repairs have been completed.

Billing

Transportation providers will provide invoices to MTM on forms, at times, and in a manner acceptable to MTM. MTM submits payment based on their payment schedule to a transportation provider once all invoices are signed off by transportation provider for services rendered.

Passenger/Trip Data

During the call intake process, the MTM CSR will collect critical trip information from the passenger and will provide necessary information to the transportation provider assigned the trip. MTM collects the data on all clients and presents a monthly utilization report identifying funding source, mode of transportation, trip reason, and other key measureable components. These reports are submitted to the LCB on a quarterly basis.

Seating

Passengers are required to use seat belts properly. Drivers may assist in fastening seat belts where necessary. If passengers refuse to comply with this requirement, the driver is authorized to deny transportation.

Infants/children are required to be in proper infant/child restraint devices as required by state or federal law. In the event a proper seat is not available, or the use of proper child restraints is refused, the driver is authorized to deny transportation.

Driver Identification

Transportation providers are required to provide drivers with an employee picture identification card (which must be placed in a location visible to passengers), picture identification badge or uniform with name identified for security and identification purposes.

Passenger Loading Assistance

Drivers will routinely assist passengers to and from the ground floor and door-to-door. Drivers will assist all passengers needing assistance from the threshold of their homes to a securely seated position on the vehicle. Drivers will offer their assistance to any passenger who appears to need assistance or who requests assistance with boarding or alighting from the vehicle.

Smoking, Drinking and Eating

Drivers are not permitted to smoke in the vehicle or in the presence of, or while assisting, any MTM passengers. Smoking is not permitting in any vehicles in the coordinated system and "No Smoking" signs are posted in all vehicles. Drivers are not permitted to eat while driving MTM passengers. Passengers are not allowed to smoke in the vehicles or eat anything, unless medically necessary, while being transported in vehicle.

Communication Equipment

All vehicles will be equipped with two-way communication devices. Drivers will be adequately trained on the use of this equipment.

Vehicle Air Conditioning and Heating Equipment

All vehicles in the coordinated system must have working air conditioning, heating and ventilation systems.

First Aid Policy

MTM requires transportation providers to provide training to all system drivers, including Basic First Aid (to be provided by a certified First Aid instructor), Defensive Driving, Assisting Passengers With Disabilities, Transportation Provider's Emergency Procedures, Universal Precautions for Bloodborne Pathogens, and use of the fire extinguisher.

Cardiopulmonary Resuscitation (CPR)

MTM's transportation providers are not required to train their drivers on CPR or to perform CPR in the event of an onboard emergency. Drivers are instructed to phone 911.

Pick-Up Window

The pick-up window is 30 minutes, fifteen minutes before or after the scheduled pick-up time, providing the passenger will arrive at their destination on time.

On-Board Travel Time

Transportation providers must maintain that all trips not exceed one (1) hour "in vehicle" riding time, except in those cases in which an unusual driving distance is involved.

On-Time Performance

The CTC will have a 90% on-time performance rate for all completed trips. MTM will monitor this activity through transportation provider reconciliation and reporting of pick-up and drop off times for each leg of a trip.

Advance Reservations

See discussion on page 33.

Public Transit Ridership

Community Coach will continue to operate public transit routes in Martin County.

Accidents

There should be no more than of 2.0 accidents per 100,000 miles.

Roadcalls

There should be no less than 12,000 miles between each roadcall.

Call-Hold

Ninety percent of calls must be answered within 30 seconds or less. The call abandonment rate is 5 percent or less.

Driver Background Checks

To the extent permitted by law, all drivers, including new drivers, must be subjected to an elderly abuse background check through the appropriate state agency, if such information is not included in the criminal background check. Results must be documented in the driver's file. The record of the background check must be provided to MTM.

No driver may perform transportation services for MTM until the appropriate criminal background check, child abuse/neglect background check, and elder abuse background check have been obtained and no disqualifying incidents are indicated. Appropriate evidence of the results must be provided to MTM.

Transportation Providers must not use any driver or attendant with any of the following convictions or substantiated incidents:

- child abuse or neglect
- spousal abuse
- a crime against a child
- a crime against an elderly or infirm individual
- a crime involving rape, sexual assault, or other sexual offense.
- Homicide

Transportation Providers must not use any driver or attendant who has the following return notification from the Background Screening/Investigation Unit of the Children's Division (or similar agency):

- "Category" is shown as physical abuse or sexual maltreatment;
- "Severity" is shown as moderate, serious/severe, permanent damage, or fatal;
- "Conclusion" is listed as court adjudicated or probable cause.

Transportation Provider must not use any person as a driver or attendant whose name appears on the Department of Social Services, the Department of Mental Health, or the Department of Health and Senior Services Employee Disqualification List (EDL), or on other similar agency list(s).

Transportation Provider must not use any person as a driver or attendant whose name, when checked against the Family Care Registry (or similar agency registry), registers a "hit" on any list maintained and checked by the registry.

Transportation Provider must not use any person as a driver or attendant in the conduct of MTM services who has a felony criminal conviction of a felony offense within the immediate past five (5) years. Further, any conviction (misdemeanor or felony) for any of the following driving offenses within the previous five (5) years shall disqualify a driver from performing MTM services:

- DUI or DWI, or other alcohol related offense, or
- Careless and imprudent, or reckless driving.

Transportation providers must maintain a file on all drivers who provide passenger services. Each file must include:

- Documentation of training
- Copy of current driver's license
- Driver evaluations
- Results of criminal background check
- Results of child abuse or neglect background check
- Results of an elderly abuse background check
- Results of Florida Department of Law Enforcement (FDLE) and DMV record checks
- Signed Drug-Free Workplace Policy

Transportation providers must notify MTM immediately (within 24 hours) of a conviction of any of the above.

Driver Training

Transportation providers must develop and maintain a specific Transportation Provider Driver Training Policy for providing appropriate training for newly hired vehicle operators (drivers), and a Driver In-Service Training Policy for annual training of current drivers. Suggested training activities may be a combination of reading materials, film or video media presentations, verbal instruction and on-the-job training.

MTM requires transportation providers to provide all drivers with training in Basic First Aid, Defensive Driving, Assisting Passengers With Disabilities, Transportation Provider's Established Emergency Procedures, Universal Precautions for Bloodborne Pathogens, and the use of a fire extinguisher.

All drivers responsible for transporting passengers in wheelchairs must be trained in proper loading, unloading and wheelchair tie-down procedures prior to transporting MTM wheelchair passengers. The training must be documented in the employee's file.

All required training must be completed within 90 days of the driver's hire date, and must be documented as determined by MTM in driver's file, in order to continue to transport MTM passengers.

Oxygen Transport

MTM requires all transportation providers to train their drivers on transporting passengers with portable oxygen tanks.

Service Animals

Drivers will permit service animals in the vehicle.* The CSR must be notified of the need to also transport the service animal at the time of the trip reservation.

Consumer Comments/Complaints

A client who is dissatisfied with their transportation service/experience will call the transportation toll free number to file a complaint. Complaints can either verbally or in writing within one (1) year of the incident that resulted. All MTM personnel are trained to forward all calls and/or written correspondence regarding transportation provider complaints to the Quality Management Department where an assigned Quality Service Coordinator (QSC) will intake, document, investigate, resolve, follow up, and report the complaint. All MTM staff will immediately report all complaints of high visibility or potential serious consequence to the QM Manager who will involve MTM executive management as necessary. Transportation providers must respond to complaints within forty-eight (48) hours and to provide resolution and/or a corrective action plan approved by MTM.

Complaints will be resolved within ten (10) days of their filing or otherwise identified by client contract. The QSC will document and code all complaints in the NET Management System. MTM shall maintain records of complaints, whether received verbally or in writing, that includes a short, dated summary of the problem, name of the complainant, date of the complaint, date of the decision, and the disposition.

Complaints will be tracked and trended presented to MTM's Quality Management Committee and the Martin County Local Coordinating Board.

The LCB annually evaluates the CTC based upon the number of complaints that are resolved, versus unresolved. Any noticeable increase in the number of complaints is recorded in the CTC's quarterly report and will be discussed by the LCB.

The local toll free number for compliments, comments or complaints in Martin County is posted on each vehicle. If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435.

The Martin County Local Coordinating Board has adopted a grievance procedure. A copy of the Martin County LCB Grievance Procedures is provided in Appendix E. There has also been a formal grievance process developed by the Florida Commission for Transportation

| * see Appendix for additional information describing "Service Animals".

Disadvantaged. This grievance process may be used if all local options have been attempted without resolution. The Commission's grievance procedures are available at www.dot.state.fl.us/ctd/docs.

CTC Monitoring Procedures of Operators and Coordination Contractors

MTM monitors contractors using the LCB evaluation process, MTM's transportation provider contract, and the FDOT System Safety Program Plan Inspection review checklist. Service effectiveness is monitored by utilizing and reviewing various operational and financial data that is customarily accepted by the transportation industry. The CTC will provide technical assistance, as needed, and report any outstanding findings to the Local Coordinating Board.

Coordination Contract Evaluation Criteria

An evaluation of coordination contracts is conducted on an annual basis to determine if existing coordination contracts should be maintained and to determine if other agencies should be offered coordination contracts. The agencies are evaluated based on the ability to provide transportation services, availability of equipment and drivers, the ability to ensure satisfactory continuing control of vehicles procured with Federal Transit Administration funding, i.e., Section 5310 Program funds, and the fiscal and managerial capacity of the organization.

3. COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

COST REVENUE ALLOCATION

The rate structure is based on the type of trip in the service area. Trips for individuals are the most costly, with centralized and subscription group trips costing less. These rates reflect both those for the fixed-route and paratransit systems.

The current trip rates used by the Martin County CTC are:

- Ambulatory \$38.03 per passenger trip
- Wheelchair \$65.19 per passenger trip

Appendix F provides the detail of the service rates included in MTM's 2008/2009 Trip and Equipment Grant Agreement. The Cost Revenue Allocation and Fare Structure Justification worksheets are included (See Appendix I).

RATE AND FARE STRUCTURE

Fares on the fixed-route and the paratransit systems are as follows:

**Table 17
Rates and Fare Structure**

FIXED ROUTE	FARE
Adults	\$1.00 for one-way trips
Seniors	\$ 0.50 for one-way trips
Students (grades1-12)	\$ 0.50 for one-way trips
Adults with Disabilities	\$ 0.50 for one-way trips
Medicare Cardholders	\$ 0.50 for one-way trips
Children under 6	FREE
10-Ride Pass	\$ 7.00
Monthly Pass	\$ 25.00
Senior, Students, Disabled, Medicare Cardholder 10 ride Pass	\$ 3.50
Senior, Students, Disabled, Medicare Cardholder Monthly Pass	\$ 12.50
PARATRANSIT (Demand Response)	
Adults	\$1.50 for one-way trips

Passenger Co-Pay (Fare)

The co-pay is determined by which transportation program the trip is conducted under. TD and Medicaid programs all require different co-pays as outlined below.

Transportation Disadvantaged Co-Pay

The co-pay for transportation disadvantaged sponsored trips is \$1.00 consistent with the fare charged for the fixed-route system and general public trips.

Medicaid Program Co-Pay

The co-pay for Medicaid eligible trips is \$1.00.

4. QUALITY ASSURANCE

LOCAL GRIEVANCE PROCEDURE/ PROCESS

The grievance procedure for Martin County developed and adopted by the Martin County LCB is provided in Appendix E.

CTC EVALUATION PROCESS

An annual evaluation of the Martin County CTC is conducted by the LCB Evaluation Subcommittee, based on the Standards, Goals, and Objectives contained within the local TDSP and using the Evaluation Workbook of the CTD. The Evaluation Subcommittee may also conduct surveys and interviews as part of the evaluation process.

In addition, the Commission for the Transportation Disadvantaged conducts triennial Quality Assurance and Program Evaluation Reviews as a part of the Commission's oversight and monitoring activities. The review is conducted by the Commission's Quality Assurance and Program Evaluation (QAPE) staff and includes a series of interviews with the CTC staff and a review of the system's records. The review includes a survey of riders and the operators of service. Further, the QAPE evaluates the system based on compliance with Chapter 427, F.S., Rule 41-2, F.A.C., Commission standards, local standards, and ADA Requirements. The QAPE generated review document from Martin County's most recent review is contained in Appendix G.

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5. TREND AND PEER ANALYSIS

CTC TREND ANALYSIS

A trend comparison was completed to compare the performance of the Martin County CTC over the last five years. The trend comparison analyzed data for Fiscal Years 2004 through 2008.

Table 18
Trend Analysis for Martin County CTC

Indicator/Measure	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	Percent Change (2003 – 2008)
Total Passenger Trips	151,854	146,050	138,582	141,881	102,688	-32.4%
Paratransit Passenger Trips	151,854	146,050	138,582	141,881	102,688	-32.4%
Total Vehicle Miles	747,256	738,505	709,838	799,541	566,398	-24.2%
Total Revenue Miles	601,816	596,912	586,580	643,186	451,398	-25.0%
Vehicle Miles per Paratransit Passenger Trip	4.9	5.1	5.1	5.6	5.5	12.2%
Vehicle Miles per Passenger Trip	4.9	5.1	5.1	5.6	5.5	12.2%
Revenue Miles per Paratransit Passenger Trip	4.0	4.1	4.2	4.5	4.4	10.0%
Revenue Miles per Passenger Trip	4.0	4.1	4.2	4.5	4.4	10.0%
Operating Expense	\$2,104,857	\$2,325,611	\$2,566,569	\$2,556,812	\$2,030,743	3.5%
Operating Expense per Paratransit Passenger Trip	\$13.86	\$15.92	\$18.52	\$18.02	\$19.78	42.7%
Operating Expense Per Passenger Trip	\$13.86	\$15.92	\$18.52	\$18.02	\$19.78	42.7%
Operating Expense per Vehicle Miles	\$2.82	\$3.15	\$3.62	\$3.20	\$3.59	27.3%
Passenger Trips/TD Capita	2.58	2.43	2.25	2.25	1.59	-38.4%
Accidents per 100,000 Miles	0.54	0.54	0.42	0.25	0.18	66.7%
Vehicle Miles Between Roadcalls	6,732	12,308	78,871	79,954	25,745	282.4%

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2004 – 2008

Table 18 shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC, including TD and Medicaid paratransit, fixed-route (unless otherwise specified), and subscription service. The source for each of these data sets is the Annual Operating Reports released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based upon locally reported data.

The first two measures shown in Table 18 are total annual passenger trips and annual paratransit passenger trips. The first measure includes all passenger trips provided or coordinated by the CTC and any fixed route trips reported. The second number represents all those trips that were not completed on a standard fixed route system. The number of total

passenger and paratransit passenger trips decreased 32.38 percent over the review period, with consistent decreases in 2005, 2006 and 2008.

During the same period, both total vehicle miles and revenue miles decreased by 24.2 percent and 24.99 percent respectively. The data for vehicle miles per passenger trip and revenue miles per passenger trip indicate an increase in both. Vehicle miles per passenger trip increased over 12 percent during the review period. Revenue miles per passenger trip increased by 10 percent. This is a positive indicator when reviewing the performance trends of a system and is associated with the cost recovery for each trip. This may be an indicator of fewer “dead head” miles or multi-loading of passengers.

The next two measures in Table 18 calculate the cost efficiency of the services provided and coordinated by the CTC. Operating expense per paratransit passenger trip increased over the analysis period, from \$13.86 in FY 2004 to \$19.78 in FY 2008, an increase of almost 43 percent. Operating expense per vehicle mile has increased from \$2.82 per mile to \$3.59 per mile an increase of over 27 percent.

Passenger trips per TD Capita (Potential TD Population), the next measure in Table 18, have decreased by over 38 percent since FY 2004. This trend demonstrates a slight service decrease provided to the transportation disadvantaged population in Martin County by the CTC. Considering the decrease in total passenger trips, the decrease in this measure is understandable.

Qualities of service and safety measures are also included in Table 18. Accidents per 100,000 and Vehicle Miles between Roadcalls both trended in a positive direction, reflecting a decrease in accidents per 100,000 miles and a significant increase in miles between roadcalls.

These trends illustrate the performance of the CTC over a five-year trend period. Many factors and policies can affect these numbers. As such, they are presented for information purposes only.

CTC PEER REVIEW ANALYSIS

In this section, demographic characteristics of Martin County will be compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review will compare performance measures within the Transportation Disadvantaged program. All data contained in Table 19, the demographic comparison peer data, was obtained from the 2008 Annual Operating Report data submitted to the Commission for the Transportation Disadvantaged, the most current information available. The actual

performance measures for peer CTCs were obtained from the individual systems' Annual Operating Reports for 2008.

Martin County was compared to its CTC peers, which were selected based on its similarity with peers in the following five categories:

- Demographic characteristics.
- System size (measured in terms of annual TD ridership).
- Operating environment (urban or rural service area designation).
- Organization type (transit agency, government, private non-profit, or private for-profit).
- Network type (sole provider, partial brokerage, or complete brokerage)
- Proximity (St. Lucie County is also included)

The four counties that were selected for the Martin County CTC peer review include: Indian River, Lake, Marion, and St. Lucie counties. Although these CTCs are not identical to Martin County's system, they generally share similar demographic and systemic characteristics, as shown in Table 19. All five peer CTCs operate in urban service areas.

Comparative Demographics

Table 19
Demographic Comparison of Peer CTCs (2008)

Characteristics	Indian River	Lake	Marion	Martin	St. Lucie	Mean
Total Population	139,800	286,500	325,000	143,700	272,000	233,400
Potential TD Population	57,916	113,854	142,570	64,675	105,059	96,815
Population Density (pop/square mile)	213.7	251.2	190.1	185.1	367.3	241.5
Median Age	45.6	44.2	43.2	46.4	40.7	44.0
% of Households with less than \$10,000	5.2%	6.3%	8.5%	3.3%	6.5%	6.0
Median Household Income	\$43,685	\$41,871	\$40,062	\$50,939	\$44,974	\$44,306
% of Households with No Access to a Vehicle	5.5%	4.2%	4.8%	3.6%	5.2%	4.7%

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2008 and US Census Bureau

Table 19 contains information for each of the four peer counties on total population, potential transportation disadvantaged population, population density, median age, percentage of households with annual incomes less than \$10,000, median household income, and percentage

of households with no access to a vehicle. Martin County is below the mean of the peer group in all indicators with the exception of median age and median household income.

On average, Martin County residents are slightly older than their counterparts in the peer CTC areas. Also of significance is the percentage of households with less than \$10,000 in income. There is a pronounced difference in the percentage of Martin County households making less than \$10,000 compared to the mean and to each peer CTC. Only 3.3 percent of the households in Martin County fall below the \$10,000 income level, compared to the mean for the group of 6.0 percent. The percentage of households in Martin County that have no access to a vehicle is significantly less than the average for the peer group and also less than the percentage reflected for each of the four peer counties.

Comparative Performance

Table 20
Performance Measures for Peer CTCs (2008)

Measure	Indian River	Lake	Marion	Martin	St. Lucie	Mean
Total Passenger Trips	98,513	251,880	182,010	102,688	371,190	201,256
Paratransit Passenger Trips	98,513	251,880	182,010	102,688	371,190	201,256
Total Revenues	\$1,700,498	\$5,044,490	\$4,168,177	\$1,936,917	\$4,498,582	\$2,570,016
Total Operating Expenses	\$1,745,122	\$4,748,269	\$3,899,817	\$2,030,743	\$4,498,582	\$3,384,507
Total Vehicle Miles	629,748	2,399,980	1,681,524	566,398	1,852,204	1,425,971
Total Revenue Miles	601,890	2,110,042	1,611,505	451,398	1,624,149	1,279,797
Passenger Trips/Undup. Passenger Head Count (UPHD)	6.17	13.98	34.39	10.00	27.60	18.43
Vehicle Miles/Paratransit Passenger Trip	6.39	9.53	9.24	5.52	4.99	7.13
Vehicle Miles per Passenger Trip	6.39	9.53	9.24	5.52	4.99	7.13
Revenue Miles/Paratransit Passenger Trip	6.11	8.38	8.85	4.40	4.38	6.42
Revenue Miles per Passenger Trip	6.11	8.38	8.85	4.40	4.38	6.42
Operating Expense/Paratransit Passenger Trip	\$17.71	\$18.85	\$21.43	\$19.78	\$12.12	\$17.98
Operating Expense/Passenger Trip	\$17.71	\$18.85	\$21.43	\$19.78	\$12.12	\$17.98
Operating Expense/Vehicle Mile	\$2.77	\$1.98	\$2.32	\$3.59	\$2.43	\$2.60
Accidents per 100,000 Miles	0.95	0.25	0.24	0.18	0.38	0.40
Vehicle Miles Between Roadcalls	314,874	20,339	105,095	25,745	39,409	47,647

Sources: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2008

*Note: Vehicle Miles Between Roadcalls for Indian River County is NOT included in the mean. The use of this data significantly skews the result for this performance measure.

Performance measures for FY 2008 were calculated for Martin County and each of its peer CTCs and are shown in Table 20. Martin County is notably below the mean in the number of vehicle and revenue miles. Martin County also falls well below the mean in both vehicle miles

per passenger trip and revenue miles per passenger trip. Operating expense per paratransit passenger trip and passenger trip are slightly above the mean for the peer group.

In terms of safety and quality of service, Martin County's measure for accidents per 100,000 vehicle miles is notably less than the mean for the peer group. Martin County also performed better than the mean for the peer group for vehicle miles between roadcalls.

CONCLUSIONS

These comparisons provide helpful insight into how well Martin County appears to be performing statistically. However, since many factors affect performance, they should not be used as the sole measures to make inferences about the quality of Martin County's system. Each of the peer systems represented have different operating environments and different funding source dynamics and demands.

Many of these statistics can be improved with increased use of the fixed-route services available to those individuals whose trips are provided under the Transportation Disadvantaged Non-Sponsored funding program or other agency sponsored transportation. In particular, the use of bus passes for those individuals will significantly improve system efficiencies. It will also be important to gauge the use of each pass per month. A survey tool is one way to identify the approximate number of trips per month per pass. Better utilization and efficiencies can be realized with the implementation of other alternative delivery methods to provide trips to the greatest number of passengers.

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Appendix A
Martin County Local Coordinating Board Membership Certification

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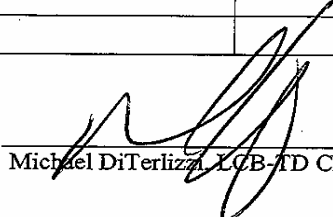
**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED
MEMBERSHIP ROSTER**

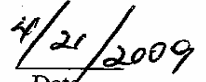
APRIL 2009

Bylaw #	REPRESENTATION	NAME	ALTERNATE	TERM EXP.
1a	CHAIR	MICHAEL DITERLIZZI	Vice Chair	N/A
2a	FDOT	TRACY DEAN	Carolyn Geck	N/A
2b	FLA. DEPT OF CHILDREN & FAMILY SERVICES	ELLEN HIGINBOTHAM		Feb 2012
2c	FLA. DIV OF VOCATIONAL SERVICES or DIVISION OF BLIND SERVICES	SUZANNE DESPOSATI	Richard Stetson	Feb 2010
2d	PUBLIC EDUCATION COMMUNITY	WILLIE SAULS	Julie Sessa	Feb 2011
2e	FLA. DEPT. OF VETERANS AFFAIRS	JOHN HADDOX	Anthony Reese	Feb 2012
2g	PERSON WITH DISABILITY	KRISTA MCGOVERN		Feb 2010
2f	FACA/ECONOMICALLY DISADVANTAGED REP.	ANGELA VAN ETTEN		Feb 2010
2h	CITIZENS ADVOCATE - USER OF SYSTEM	NANCY HESS		Feb 2012
2h	CITIZENS ADVOCATE - USER OF SYSTEM	KATHERINE KENNEDY	Sue Ellen Melo	Feb 2012
2i	PERSON OVER 60	PHYL WEAVER	Linda Machado	Feb 2010
2j	CHILDREN AT RISK REP.	VACANT		Feb 2010
2k	DEPARTMENT OF ELDER AFFAIRS	ANNIE VEINS		Feb 2009
2l	FAHCA – MEDICAID	CINDY BARNES	Kathy Clark	Feb 2012
2m	PRIVATE TRANSPORTATION INDUSTRY	JOHN SEELAND		Feb 2011
2n	REGIONAL WORKFORCE BOARD	WERNER BOLS – <i>Vice Chair</i>	Suzanne Hutcheson	Feb 2010
2o	LOCAL MEDICAL COMMUNITY	ROSEMARIE LEMBO-JAMES		Feb 2010
3	PUBLIC TRANSIT OPERATOR			N/A


Commissioner Michael Mortell, MPO Chairman


Date


Michael DiTerlizzi, LCB-TD Chairman


Date

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Appendix B
Martin Ride Guide

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Your Medical transportation program has changed



How to use your **NEW** Martin County Transportation Program

Medical Transportation Management, Inc (MTM) is the new CTC now providing Transportation Program services in Martin County. As of January 1, 2009 you now call MTM at **1-866-836-7034** to schedule your transportation.

What's new with the program?

- You must now call 3 business days **before** your trip or appointment.
- You must call a new number **866-836-7034**
- MTM will assign a mode of transportation based on your specific needs and abilities.
- You will be asked the medical reason for your appointment if it is medical.
- MTM will select your transportation provider.
- You will no longer call Community Coach to setup your ride.

Who can receive rides?

You must live within Martin County. Rides are primarily for the transportation disadvantaged and those who meet Medicaid eligibility requirements. To find out if you qualify, call MTM at **866-836-7034**.

How do I get a ride?

Call MTM at **(866)836-7034 3 business days** before your appointment. Business days are Monday through Friday.

A friendly customer service representative will ask for the following information:

- Your full name, current address and phone number
- Date you want to ride
- The name, address and phone number of where you are going
- The medical reason for your transportation request if the request is for a medical appointment
- The type of appointment (doctor, dentist, therapy, etc).

Please have this information ready when you call.

What if I call with less than 3 days notice?

If you call with less than 3 business days notice and this is not a medical appointment, you may be asked to reschedule. However, if your medical appointment is **URGENT** we will try to find a ride for you.

What modes of transportation will MTM offer me?

MTM may:

- Offer you a van or taxi ride if you have special needs.
- Offer Public Transportation
- Offer wheelchair or stretcher transportation if you physically require these modes.

How does MTM decide my mode of transportation?

MTM will ask you a series of questions about your health and how you handle your daily activities. MTM will ask you to complete a form for our files.

Who do I call if I want to cancel or reschedule my appointment,?

Call MTM at **1-866-836-7034** with ANY changes to your appointment. Please call as soon as you know of the change.

How do I file a complaint or concern about the services I receive?

If you are not satisfied with the service you receive (transportation or other), call MTM line at **1-866-836-7034**. MTM takes quality service seriously; we will follow up on all complaints and with all parties involved. After we have attempted to resolve the issue, if you are not satisfied you can request information on a formal appeal by calling **1-866-836-7034**.

Once transportation is scheduled:

- The transportation provider will call you and tell you the time of your pickup and their phone number. Keep this number handy.
- Be ready 60 minutes before your pickup time.

- If you have a scheduled ride back, your ride should pick you up in less than 30 minutes after your appointment is over.
- If you must call your transportation provider for pick up after your appointment, your ride should arrive in less than 60 minutes.
- If you have to wait longer than 60 minutes, call the number the transportation provider gave you.
- Call MTM right away if you need to cancel your ride or if your ride does not show up.

To Schedule a Ride Call:

1-866-836-7034 Monday – Friday from 7:00 a.m. – 6:00 p.m.

Remember:

- You must call 3 business days before your appointment.
- Have your destination information ready
- Have your medical providers name and phone number ready, if this is for a medical appointment
- To file a complaint , call MTM at **1-866-836-7034**
- If your ride is late, call MTM at: **1-866-836-7034**



Appendix C
Vehicle Inventory

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**MARTIN COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN
VEHICLE INVENTORY (AS OF 4-2-09)**

Provider Name	Ambulatory Vehicles	Paralift/ Wheelchair Vehicles	Stretcher/ Ambulance Vehicles	Bus	Hours of Operation	Transportation Services Provided (Medicaid, TD, Shuttle, or all)
A Jay Transportation Inc, dba Cobblestone Limousine Services	2	0	0	0	8am - 9pm	Medicaid and TD
Acadiana Destination Services	11	1	0	0	24/7	Medicaid and TD
Coastal Care Transportation	3	2	6	0	7am-7pm	Medicaid and TD
Council on Aging of Martin County, Inc. dba Community Coach	3	21	0	1	M-F 7:30-4:30	All
Palm Beach Transportation Group, LLC. (Yellow Cab)	6	0	0	0	24/7	Medicaid and TD
We Care of Treasure Coast	0	5	0	0	M-F 8am-5pm	Medicaid Only
Yellow Cab Management Trust dba Checker Cab	7	0	0	0	24/7	Medicaid and TD
MTM - Medical Transportation Management	1	3	0	0	24/7	All
TOTALS	34	34	6	1		

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**MARTIN COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN
VEHICLE INVENTORY (AS OF 4-2-09)**

Vendor Name	Year	Make	Model	Vehicle Identification #	Plate #
A Jay Trans (Cobblestone Limo Service)	2000	Ford	EXCURSION	1FMNU40L3YEA13511	S93 9LS
A Jay Trans (Cobblestone Limo Service)	2004	Lincoln	Town Car	1LNHM84W44Y668874	S94 2LS
A Jay Trans (Cobblestone Limo Service)	2007	Lincoln	Town Car	1LNHM81VX7Y620135	S93 5LS

Vendor Name	Year	Make	Model	Vehicle Identification #	Plate #
Acadiana Destination Services	2002	Chevrolet	Savannah	1GAHG39R721114195	162XXD
Acadiana Destination Services	2006	Ford	E-350	1FBSS31L86HB38655	U181PF
Acadiana Destination Services	2006	Ford	E-350	1FBSS31L16HA98743	U182PF
Acadiana Destination Services	2006	Ford	E-350	1FBSS31L46HA59614	X603XU
Acadiana Destination Services	2006	Ford	Starcraft	1FDWE35S36DA32252	W166HQ
Acadiana Destination Services	2003	Freightliner	Sprinter	WD5WD242735519349	O71LTR
Acadiana Destination Services	2003	Freightliner	Sprinter	WDZYD241025349718	486VQB
Acadiana Destination Services	2003	Freightliner	Sprinter	WD2YD241X25350262	517VQB
Acadiana Destination Services	2004	Freightliner	Sprinter	WD2YD241425353884	615VQB
Acadiana Destination Services	2002	Freightliner	Sprinter	WD5WD241825303337	485VQB
Acadiana Destination Services	2005	Glaval	Titan	1GDJ5V1214F519463	Q143NE
Acadiana Destination Services	2003	Glaval	Apollo	4UZAACBW13CL73681	S222YN
Acadiana Destination Services	2006	Lincoln	Town Car	1LNHM82VX6Y639684	X669JG
Acadiana Destination Services	2001	Thomas	CL100	1FDWE45F31HA13825	M357AU
Acadiana Destination Services	2001	Thomas	CL100	1FDWE45FX1HA73536	X51CTL

Vendor Name	Year	Make	Model	Vehicle Identification #	Plate #
Coastal Care	2002	Ford	E-350	1FDWE35F82HA08812	X83720
Coastal Care	2004	Ford	E-450	1FDXE45P24HA86928	X74573
Coastal Care	2005	Ford	E-450	1FDXE45P85HA78477	X76520
Coastal Care	2001	Ford	E-350	1FDWE35F21HB75732	X83721
Coastal Care	2003	Ford	E-350	1FDXE45F63HA51489	MFF 10T
Coastal Care	1998	Ford	E-450	1FDLE40F0VHB67778	X79280
Coastal Care	2002	Ford	Windstar	2FMZA50482BB89949	X95 8EB
Coastal Care	2007	Ford	E-250	1FTNS24WX7DB39825	J43 1FF
Coastal Care	2008	Ford	E-250	1FTNE24W68DB17815	J09 0YQ
Coastal Care	2007	Toyota	SIENNA	5TDZK23C17S034751	G05 7YX

Vendor Name	Year	Make	Model	Vehicle Identification #	Plate #
Martin County COA - Community Coach	2006	Chevrolet	3500	1GBJG312961187571	X83288
Martin County COA - Community Coach	2007	Chevrolet	3500	1GBJG312471108213	X3343A
Martin County COA - Community Coach	2006	Chevrolet	3500	1GBJG312561187499	X83289
Martin County COA - Community Coach	2007	Chevrolet	4500	1GBE4V1247F404972	X2102A
Martin County COA - Community Coach	2007	Chevrolet	3500	1GBJG312571142953	TA7317
Martin County COA - Community Coach	2007	Chevrolet	3500	1GBJG312471109569	X3342A
Martin County COA - Community Coach	2006	Chevrolet	3500	1GBJG312861187626	P493439
Martin County COA - Community Coach	2007	Chevrolet	3500	1GBJG312671142816	TA7315
Martin County COA - Community Coach	2007	Chevrolet	3500	1GBJG312571110469	X3341A
Martin County COA - Community Coach	2006	Chevrolet	3500	1GBJG312161187032	X83285
Martin County COA - Community Coach	2007	Dodge	Grand Caravan	1D8GP24R07B228689	X78477
Martin County COA - Community Coach	2007	Dodge	Grand Caravan	1D8GP24R57B213783	X2776A
Martin County COA - Community Coach	2002	Dodge	Grand Caravan	2B4GP44372R704725	X79279
Martin County COA - Community Coach	2005	Ford	E-350	1FDWE35PX4HA70532	X77666
Martin County COA - Community Coach	2003	Ford	E-450	1FDXE45F83HA42132	X79284
Martin County COA - Community Coach	2003	Ford	E-350	1FDWE35S3HA63537	X4276A
Martin County COA - Community Coach	2004	Ford	E-350	1FDWE35F53HB88087	X73591
Martin County COA - Community Coach	2004	Ford	E-350	1FDWE35F53HB88090	X73598
Martin County COA - Community Coach	2005	Ford	E-350	1FDWE35P64HA74464	X77656
Martin County COA - Community Coach	2005	Ford	E-350	1FDWE35L44HB18510	X77654
Martin County COA - Community Coach	2005	Ford	E-350	1FDWE35P34HA86720	X77651
Martin County COA - Community Coach	2004	Ford	E-350	1FDWE35F73HB88088	3593X
Martin County COA - Community Coach	2005	Ford	E-350	1FDXE45P64HB45642	X77634
Martin County COA - Community Coach	2005	Ford	E-350	1FDWE35P84HA70531	X77655
Martin County COA - Community Coach	2004	Ford	E-350	1FDWE35F93HB88089	X73592
Vendor Name	Year	Make	Model	Vehicle Identification #	Plate #
MTM - Medical Transportation Management	2004	Ford	E350	1FDW35L44HB18510	
MTM - Medical Transportation Management	2007	Chevrolet	3500	1D8HN44H68B184566	
MTM - Medical Transportation Management	2008	Dodge	Grand Caravan SE	1D8HN44H68B184566	

Vendor Name	Year	Make	Model	Vehicle Identification #	Plate #
Palm Beach Transportation (Yellow Cab)	2004	Chevrolet	IMPALA	2G1WF52E949425905	F729HF
Palm Beach Transportation (Yellow Cab)	2005	Dodge	Caravan	1D4GP24R85B278688	F985QW
Palm Beach Transportation (Yellow Cab)	2005	Dodge	Caravan	1D4GP24R76B543117	F620QW
Palm Beach Transportation (Yellow Cab)	2004	Ford	Crown Victoria	2FAFP74W74X132716	B012UR
Palm Beach Transportation (Yellow Cab)	2004	Ford	Crown Victoria	2FAHP71W94X104350	I693RN
Palm Beach Transportation (Yellow Cab)	2004	Ford	FREESTAR	2FMZA576X4BA95176	X72765

Vendor Name	Year	Make	Model	Vehicle Identification #	Plate #
We Care of the Treasure Coast, Inc.	2002	Ford	E-250	1FTNE24272HB65384	H364YQ
We Care of the Treasure Coast, Inc.	1999	Ford	E-250	1FTNE2423XHB21809	U025UU
We Care of the Treasure Coast, Inc.	2007	Ford	E-250	1FTNS24W27DA03706	524AF
We Care of the Treasure Coast, Inc.	2000	Ford	E-250	1FTNE2428YHC00149	V285JB
We Care of the Treasure Coast, Inc.	2008	Ford	E-250	1FTNS24W88DB10082	527AF

Vendor Name	Year	Make	Model	Vehicle Identification #	Plate #
Yellow Cab Mgmt Trust (Checker Cab)	2000	Ford	Crown Victoria	2FAFP71WXYX209850	
Yellow Cab Mgmt Trust (Checker Cab)	2000	Ford	Crown Victoria	2FAFP71W2YX209826	
Yellow Cab Mgmt Trust (Checker Cab)	1996	Ford	Crown Victoria	2FLAP74W1TX160548	
Yellow Cab Mgmt Trust (Checker Cab)	1995	Ford	Crown Victoria	2FLAP71W4SX152491	
Yellow Cab Mgmt Trust (Checker Cab)	1998	Ford	Caprice	2FAFP71W6WX127398	
Yellow Cab Mgmt Trust (Checker Cab)	1998	Ford	Crown Victoria	2FAFP71W0WX137666	
Yellow Cab Mgmt Trust (Checker Cab)	2000	Ford	Crown Victoria	2FAFP71W3YX112568	

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Appendix D
Martin County System Safety Program Plan Certification

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**Medical Transportation Management, Inc
As the Community Transportation Coordinator (CTC) of Martin County,
Florida
System Safety and Security Plan
Annual Safety and Security Certification**

Effective: 1st January 2009

Name and address of the Transit System:

**Medical Transportation Management, Inc
850 NW Federal Highway
Suite 192
Stuart, Florida 34994**

**Name and address of entity performing vehicle safety inspections and
security certifications:**

**Medical Transportation Management, Inc
850 NW Federal Highway
Suite 192
Stuart, Florida 34994**

Safety and Security Certification Statement:

**As the official directly responsible for the management of the CTC's role
in Martin County, Florida, I certify the following to be true:**


1. Medical Transportation Management (MTM) has developed and implemented a System Safety Plan Program Plan (SSPP) and a Security Program Plan (SPP) in accordance with Rule Chapter 14-90.
2. Medical Transportation Management (MTM) as the CTC will comply with the SSPP and the SPP as developed and submitted to the Florida Department of Transportation on 1st January 2009 and any revisions thereof.
3. Safety and Security inspection of all vehicles have been and will be performed pursuant to the adopted SSPP, SPP, and Rule Chapter 14-90.
4. Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

Name and address of entity performing the security and safety inspections:

Name: Medical Transportation Management (MTM)
Address: 850 NW Federal Highway, Suite 192, Stuart, Florida 34994

Name: Lisa Peterson Sanders, Martin County MPO
Address: 2401SE Monterey Road, Stuart, Florida 34996

Signed:



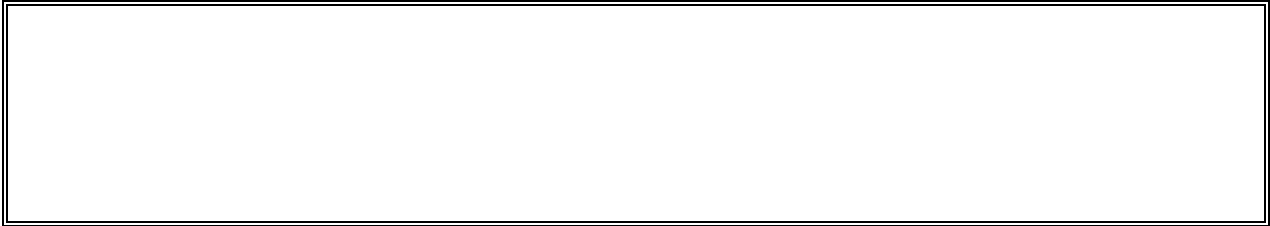
Ron Marovich
Florida Program Manager

01/01/2009
Date

Medical Transportation Management, Inc (MTM)

Appendix E
Martin County Local Coordinating Board
Grievance Procedures

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GRIEVANCE PROCEDURES

OF THE

MARTIN COUNTY

TRANSPORTATION DISADVANTAGED PROGRAM

Adopted: August 22, 1994

Revised: March 27, 2000

Revised: June 23, 2003

Revised: December 6, 2004

Revised: December 5, 2005

Reviewed for Update: December 4, 2006

Reviewed for Update: March 3, 2008

THE CTC OMBUDSMAN PROGRAM HELP-LINE NUMBER IS 1-800-983-2435.

INTRODUCTION

Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code, mandates the creation of a procedure for formal grievance resolution by a grievance committee. The Martin County Local Coordinating Board for the transportation Disadvantaged appoints membership of the Grievance Committee, as follows:

- (1) An Area Agency on Aging Representative;
- (2) A Florida Department of Transportation Representative;
- (3) A Private Transit Disadvantaged Provider;
- (4) A Disadvantaged Citizen Under 60; and
- (5) A Disadvantaged citizen Over 60.

The Grievance Committee meets as often as is required to resolve complaints, but only after the first line of the resolution process has been completed and the grievant pursues the formal procedures.

GRIEVANCE PROCEDURES

STEPS

First Line of Resolution Process (informal)

1. Complainant notified the Community Transportation Coordinator of the grievance and any documentation related to the matter.
2. Complainant notifies the Coordinator in Written form. Coordinator creates a file on the grievance, which includes all available information, dates, history, etc. for reviewing the grievance.
3. Coordinator meets with appropriate parties to discuss grievance.

TIME FRAME: Five Working Days

4. Coordinator documents their decision on the resolution of the grievance and forwards copy of document to Complainant, Chairperson of the Local Coordinating Board, and the MPO Coordinator (representing the DOPA). The written decision will include a statement of the Complainant's rights to file a formal grievance with the Grievance Committee.

TIME FRAME: Five Working Days

Second Line of Resolution Process (formal)

5. Upon receipt of the Coordinator's decision for resolution of the grievance, the Complainant has five working days to decide if the proposed resolution is agreeable. If not, the Complainant may submit a written request for a formal Grievance Committee review of the complaint. This request should be addressed to the

Coordinator with a copy to the Local Coordinating Board Chairperson and the MPO Coordinator. It should include the grievance, the decision of the Coordinator, and basis for the dissatisfaction of the proposed resolution.

TIME FRAME: Five Working Days

6. Upon receipt of the Complainant's formal request, the Coordinator will have up to ten (10) working days to set up a Grievance Committee meeting. The meeting must be scheduled within fifteen (15) working days from the date the Coordinator received the request. The Coordinator will contact the appropriate persons to participate in the meeting and make available all documents to the Grievance Committee members at least three (3) working days before the scheduled meeting.

TIME FRAME: 15 Working Days

7. The Grievance Committee shall meet with the Coordinator and Complainant. There shall be a minimum of three (3) committee members present. The Committee shall consider the issue.
8. The Grievance Committee will have five (5) working days to reach a majority recommendation for resolution of the grievance. A written decision will be forwarded to the Complainant, the MPO Coordinator and the Community Transportation Coordinator. The decision shall also include a statement of the Complainant's rights to file a grievance with the State Transportation Disadvantaged Commission's Grievance Committee.

All records of the grievance, including the Coordinators and Grievance Committee reports, will be maintained by the Coordinator and made available upon request by the Transportation Disadvantaged Commission Grievance Committee.

ADOPTED THIS 3rd DAY OF MARCH, 2008

MARTIN COUNTY LOCAL COORDINATING BOARD

Michael DiTerlizzi, Chairperson

Werner Bols, Vice Chairperson

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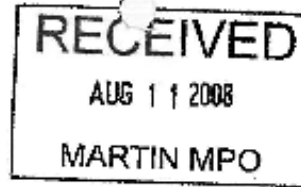
Appendix F
Cost Revenue Allocation
Rate Structure Justification

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Appendix G
CTC QAPE
CTD Review Report
July 1, 2007 through June 30, 2008

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MEMORANDUM

Charlie Crist
Governor

JR Harding Ed.D.
Chairperson

Donna Loggie
Vice Chairperson

Lisa M. Bacot
Executive Director

DATE: August 4, 2008
TO: Martin County Legislative Delegation
FROM: Lisa Bacot, Executive Director
SUBJECT: Community Coach Coordinated Transportation's QAPE Review Report

In an effort to update the members of the Florida Legislature on the status of the local Transportation Disadvantaged Program and its Community Transportation Coordinators (CTCs), we are forwarding a summary of Community Coach of Martin County CTC Review Report Summary. Quality Assurance and Program Evaluation (QAPE) conducted the review on June 11, 2008, in Stuart, Florida.

QAPE review CTCs on a triennial basis to provide an independent appraisal of the operations in meeting the standards and requirements of the Commission for the Transportation Disadvantaged. QAPE basis the system evaluation on Chapter 427, F.S.; Rule 41-2, F.A.C.; Commission Standards; Local Standards; and the Americans with Disabilities Act (ADA).

If you have any questions or comments concerning the QAPE Review Report or the Transportation Disadvantaged Program, please contact my office at (850) 410-5700. Thank you.

LMB:lr
Attachment

cc: Hon. Michael DiTerlizzi, Martin County Local Coordinating Board
Ms. Ann Perrotta, Martin County MPO
Karen Somerset, Assistant Director Program Administration and Oversight
Robert Craig, Quality Assurance Manager

**EXECUTIVE SUMMARY FOR THE
CTD QUALITY ASSURANCE AND PROGRAM EVALUATION
CTC REVIEW REPORT OF
MARTIN COUNTY
Period Covered: July 1, 2006 to June 30, 2007**

As part of the Commission's oversight and monitoring activities, the Quality Assurance and Program Evaluation (QAPE) section conducted a triennial review of Community Coach, the Community Transportation Coordinator (CTC) of Martin County. This report will be part of a review to inform the Commission, member agencies, and the Legislature of each coordinator's service in their local community.

The review included a series of interviews with the CTC staff and a review of the system's records. The QAPE surveyed riders and the operators of service and included in the review. Further, the QAPE evaluated the system based on compliance with Chapter 427, F.S.; Rule 41-2, F.A.C.; Commission Standards; Local Standards; and ADA Requirements.

A private non-profit entity, Community Coach currently operates a partial brokerage system to coordinate transportation for the disadvantaged citizens in Martin County.

Community Coach is doing a good job of completing the tasks outlined in their contract with the Commission. During the review, the QAPE made the following recommendations due to areas of noncompliance:

- Ensure that the TDSP states that the TD Helpline will be posted in all vehicles;
- Establish a standard that addresses the requirement for CPR/First Aid;
- Ensure that all vehicles have a weight limit posted on the wheelchair lift of at least 600 pounds;
- Ensure that the TD Helpline is posted in all vehicles.

The CTC should provide a status report to the Commission by **August 28, 2008**, which will address the implementation of the recommendations.



August 4, 2008



Charlie Crist
Governor

JR Harding Ed.D.
Chairperson

Donna Loggile
Vice Chairperson

Lisa M. Bacot
Executive Director

Ms. Barbara Timmerman
Community Coach
1835 Airport Road
Stuart, FL 34996

Dear Ms. Timmerman:

Re: Community Transportation Coordinator Triennial Review

The attached report summarizes the results of the Quality Assurance and program Evaluation (QAPE) review of Community Coach, the Community Transportation Coordinator (CTC) for Martin County.

The QAPE team conducted the review on June 11, 2008 and presented findings and recommendations for the CTC in the report. The system was evaluated based on compliance with Chapter 427, F.S.; Commission Standards; Local Standards; Rule 41-2, F.A.C.; and the Americans with Disabilities Act (ADA).

The CTC shall provide a status report to the Commission by **August 28, 2008**, addressing the implementation of the recommendations.

Sincerely,

Lisa M. Bacot
Executive Director

Attachment

cc Hon. Michael DiTerlizzi, Martin County Local Coordinating Board
Ms. Ann Perrotta, Martin County MPO
Karen Somerset, Assistant Director Program Administration and Oversight
Robert Craig, Quality Assurance Manager

Community Coach CTC Review

CTC Name: Community Coach
Date(s) of Review: June 11, 2008
TD Staff Assigned to Review: Laurie Revell

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

II. Findings and Recommendations

A. General Information

Area of Noncompliance: None.
Recommendation: N/A.
Timeline for Compliance: N/A.

B. Chapter 427, F.S.

Area of Noncompliance: None.
Recommendation: N/A.
Timeline for Compliance: N/A.

C. Rule 41-2, F.A.C.

Area of Observation: The standard in the TDSP for the local toll free number does not state that the TD Helpline number will be posted in all vehicles.
Recommendation: The CTC will work with the PA and LCB to ensure that the TDSP states that the TD Helpline will be posted in all vehicles.
Timeline for Compliance: Upon completion of the next TDSP update.

Area of Observation: The TDSP does not include a standard for CPR/First Aid.
Recommendation: The CTC will work with the PA and LCB to establish a standard that addresses the requirement for CPR/First Aid.
Timeline for Compliance: Upon completion of the next TDSP update.

D. Americans with Disabilities Act

Area of Noncompliance: Vehicle numbers 58, 9 and 41 did not have a weight limit posted on the wheelchair lift.
Recommendation: The CTC shall ensure that all vehicles have a weight limit posted on the wheelchair lift of at least 600 pounds.
Timeline for Compliance: As soon as possible.

Community Coach CTC Review

E. Bug Van Ride (see attachment)

Area of Noncompliance: The TD Helpline was not posted in the vehicle.

Recommendation: Ensure that the TD Helpline is posted in all vehicles.

Timeline for Compliance: As soon as possible.

F. Surveys (see attachment)

Area of Noncompliance: See survey comments.

Recommendation: Monitor survey comments and make adjustment accordingly.

Timeline for Compliance: On-going

G. Follow-up of previous QAPE Review

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

H. Additional Observations

None

I. Current Year Trip and Equipment Grant

The last completed Trip and Equipment Grant for Community Coach was from July 1, 2006, through June 30, 2007.

Area of Noncompliance: None

Recommendation: None


Timeline for Compliance: Not applicable

III. Conclusion


Community Coach is using innovative measures to ensure that it provides cost effective and efficient transportation services. Community Coach continues to work to overcome barriers to transportation in their area, and does a great job of serving the citizens of Martin County.

We have issued recommendations for corrective action, which the Community Transportation Coordinator should address in a status report. The Community Transportation Coordinator should submit a status report to the Quality Assurance Manager within 15 days from the date of this report, **August 28, 2008**.

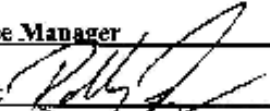
Community Coach CTC Review

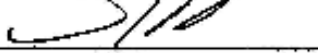
Report completed by: Laurie Revell 

Title: Quality Assurance

Report reviewed by: Robert Craig 

Title: Quality Assurance Manager

Executive Director: Lisa Bacot 

Date: 2/4/08 

Attachment

1. BUS/VAN RIDE

On June 11, 2008, the QAPE staff took a bus ride with three (3) ambulatory passengers, via the coordinated system. The driver wore the proper uniform. The CTC's vehicle was clean and free of torn and/or damaged seats. The vehicle had air conditioning and two-way communication. The vehicle did not have a sign posted identifying the TD Helpline number.

2. RIDER SURVEYS

We conducted a survey of riders who rode the transportation system on June 10, 2008. The results of the survey are as follows:

Summary of Rider Survey

Name of Program Funding Source	Percentage of TD Riders by Program	Number of Trips by Program	Number of TD Riders Called by Program	Number of TD Riders Experiencing a Problem	Number of riders refused transportation within last 6 months	Rate the ride on a scale of 1 to 10 (10 being most satisfied)
Non Sponsored	100%	24	6	0	0	Average - 9
Additional Comments	I was very happy with the trip and didn't have any problems; I have zero problems or complaints; The trips are very needed and very appreciated I'm very thankful.					

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Appendix H
GLOSSARY OF TERMS AND ABBREVIATIONS
USED WITHIN THE
FLORIDA COORDINATED TRANSPORTATION SYSTEM

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GLOSSARY OF TERMS AND ABBREVIATIONS USED WITHIN THE FLORIDA COORDINATED TRANSPORTATION SYSTEM

SOURCE: *Florida Commission for the Transportation Disadvantaged*

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

(AER) Actual Expenditure Report: an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

Agency: an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

(ADA) Americans with Disabilities Act: a federal law, P .L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

(AOR) Annual Operating Report: an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

(APR) Annual Performance Report: an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

(ASE) Automotive Service Excellence: a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Lane: a street or highway lane intended primarily for buses, either all day or during specified periods.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

(CUTR) Center for Urban Transportation Research: a research group located at the University of South Florida's College of Engineering.

(CMBE) Certified Minority Business Enterprise: any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

(CDL) Commercial Driver's License: a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission: the Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.

(CTD) Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged.

(CTC) Community Transportation Coordinator: (formerly referred to as "coordinated community transportation provider") a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Complete (or Full) Brokerage: type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Deadhead: the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response: a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis.

Driver Hour: the period of one hour that a person works whose main responsibility is to drive vehicles.

Economies of Scale: cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile are an example of an effectiveness measure.

Efficiency Measure: a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fund: transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees: the total number of persons employed in an organization.

Fixed Route: (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guideway).

- (FAC) Florida Administrative Code:** a set of administrative codes regulating the state of Florida.
- (FCTS) Florida Coordinated Transportation System:** a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.
- (FDOT) Florida Department Of Transportation:** a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.
- (FS) Florida Statutes:** the laws governing the state of Florida.
- (FTE) Full Time Equivalent:** a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.
- (FAC) Fully Allocated Costs:** the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

Grievance Process: a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

In Service: the time a vehicle begins the route to provide transportation service to the time the route is completed.

In-Take Clerk/Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Latent Demand: demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

Limited Access: the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

Load Factor: the ratio of use to capacity of equipment or a facility during a specified time period.

Local Government: an elected and/or appointed public body existing to govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan: a plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.

(LCB) Local Coordinating Board: an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

(MIS) Management Information System: the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

(MOA) Memorandum of Agreement: the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

(MPO) Metropolitan Planning Organization: the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

(OPA) Official Planning Agency: the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Operating Cost per Driver Hour: operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

Operating Cost per Passenger Trip: operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile: operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment: describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Passenger Miles: a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip: a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

Passenger Trips per Driver Hour: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned.

Public transit specifically includes those forms of transportation commonly known as paratransit.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

(RFB) Request for Bids: a competitive procurement process.

(RFP) Request for Proposals: a competitive procurement process.

(RFQ) Request for Qualifications: a competitive procurement process.

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

Revenue Hours: total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles: the total number of paratransit service miles driven while TD passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Service Animals: animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

(SSPP) System Safety Program Plan: a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

(TQM) Total Quality Management: a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

(TD) Transportation Disadvantaged: those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

Transportation Disadvantaged Population: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

(TDSP) Transportation Disadvantaged Service Plan: a three-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

Transportation Disadvantaged Trust Fund: a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

Transportation Operator Contract: the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis: a common technique used to analyze the performance of an organization over a period of time.

Trip Priorities: various methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

(UPHC) Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Demand: the number of trips desired but not provided because of insufficient service supply.

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size of density.

(USDHHS) U.S. Department of Health and Human Services: a federal agency regulating health and human services.

(USDOT) U.S. Department of Transportation: a federal agency regulating the transportation field.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

Vehicle Inventory: an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Will-Calls: these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but can not schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

Appendix I
AMENDMENTS

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Worksheet for Program-wide Rates

CTC: Medical Transportation Management
County: Martin County

1. Complete Total Projected Passenger Miles and Passenger Trips (**GREEN** cells) below

- Do **NOT** include passenger trips or passenger miles related to Coordination Contractors!
- Do **NOT** include School Board or other non-transportation disadvantaged passenger trips or passenger miles!
- Be sure to **INCLUDE** all contracted passenger trips and contracted passenger miles!
- Do **NOT** include trips or miles for services provided to the general public!
- Do **NOT** count escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include county bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	262,200
Rate Per Revenue Mile = \$	3.40
Total Projected Passenger Trips =	21,850
Rate Per Passenger Trip = \$	40.75

Fiscal Year
2009 - 2010

Rates if No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	3.40
Rate Per Passenger Trip = \$	40.75

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Worksheet for Multiple Service Rates

1. Answer the questions concerning the history of the (S/N/C), (S/N/C), (S/N/C) and (S/N/C) services.
2. Answer the OTRC and/or OTRC questions on each question and indicate based on previous answers.

OTRC: **North Transportation Management, Inc.**
 County: **Montgomery County**

SECTION I: Services Provided

1. Will the OTRC be providing any of the following (S/N/C) services? (Indicate "Yes" or "No" in the appropriate box.)

<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?	<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?	<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?	<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?
---	---	---	---

SECTION II: Contracted Services

1. Will you be providing any of the following (S/N/C) services? (Indicate "Yes" or "No" in the appropriate box.)
2. Have you ever (S/N/C) services in the past? (Indicate "Yes" or "No" in the appropriate box.)

<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?	<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?	<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?	<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?
---	---	---	---

3. If you are providing (S/N/C) services, are you providing the following (S/N/C) services? (Indicate "Yes" or "No" in the appropriate box.)

<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?	<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?	<input type="radio"/> Yes <input type="radio"/> No Do you provide a "No Frills" service?
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4. How many (S/N/C) services are you providing? (Indicate the number of services in the appropriate box.)

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Comprehensive Budget Worksheet							CYC: Medical Transportation Management, Inc. County: Martin County	
1. Complete applicable GREEN cells in columns 2, 3, 4, and 7								
	Prior Year's ADDITIONAL July 1st of 2007 to June 30th of 2008	Current Year's APPROVED Budget in millions July 1st of 2008 to June 30th of 2009	Upcoming Year's PROPOSED Budget July 1st of 2009 to June 30th of 2010		% Change from Prior Year's Current Year	Proposed % Change from Current Year's Upcoming Year	Explanation of Changes to Column 6 This Year's CYC and New 2 & 3: 000,000	
	2	3	4	5	6	7		
REVENUES - 2010-2011 (New CTE - 2010-2011) and 2012-2013 (New County)								
2010-2011								
Parties								
23	Medicaid Co-Pay Recovery							
24	Donorship Contributions							
25	Interest - Contributions							
26	Other							
27	Bus Pass Program Revenue							
2011-2012								
28	County School Board							
29	County ADA Services							
30	County Debt			\$ 22,075				
31	County In-House Contributions							
32	City of Ft.							
33	City of Ft. Lauderdale Services							
34	Other Debt							
35	Other In-House Contributions							
36	Bus Pass Program Revenue							
2012-2013								
37	Non-Sports Trip Program			\$ 238,450				
38	Non-Sports Capital Equipment							
39	Other Capital Equipment							
40	Other (DOE) (specify in explanation)							
41	Bus Pass Program Revenue							
2013-2014								
42	44 U.S.C. 6300							
43	44 U.S.C. 6310							
44	44 U.S.C. 6321			\$ 23,274				
45	44 U.S.C. 6311(F)							
46	Book Order							
47	Service Development							
48	Community Activities							
49	Other (DOE) (specify in explanation)							
50	Bus Pass Program Revenue							
2014-2015								
51	McCall			\$ 894,331				
52	Other (DOE) (specify in explanation)							
53	Bus Pass Program Revenue							
2015-2016								
54	Adopt, Drug & Mental Health							
55	Family Safety & Prevention							
56	County Debt (Building & Debt Serv.)							
57	Other (DOE) (specify in explanation)							
58	Bus Pass Program Revenue							
2016-2017								
59	County Medical Services							
60	County Medical Services							
61	Other (DOE) (specify in explanation)							
62	Bus Pass Program Revenue							
2017-2018								
63	Day Care							
64	Day Care Services							
65	Workforce Rehabilitation							
66	Day Care Programs							
67	Other (DOE) (specify in explanation)							
68	Bus Pass Program Revenue							
2018-2019								
69	Adoptive Financial Board							
70	Other (DOE) (specify in explanation)							
71	Bus Pass Program Revenue							
2019-2020								
72	Other (DOE) (specify in explanation)							
73	Other (DOE) (specify in explanation)							
74	Other (DOE) (specify in explanation)							
75	Bus Pass Program Revenue							
2020-2021								
76	Other (DOE) (specify in explanation)							

Comprehensive Budget Worksheet		OTC: Medical Transportation Management, Inc. County: Martin County				
1. Complete applicable GREEN cells in columns 2, 3, 4, and 7						
	Prior Year's APPROVED Budget for July 1st of 2007 to June 30th of 2008	Current Year's APPROVED Budget as amended for July 1st of 2008 to June 30th of 2009	Updated Year's PROPOSED BUDGET for July 1st of 2009 to June 30th of 2010	% Change from Prior Year in Current Year	Proposed & Change vs Current Year in Upcoming Year	Explanation of Changes (Deferred To) (Amend 10% and Add = \$20,000)
	E	G	H	I	J	K
17	Bus Pass Admin. Revenue					
17.1						
17.2						
17.3						
17.4						
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