

REQUEST FOR PROPOSALS (RFP)
FOR
ESCAMBIA COUNTY
COMMUNITY TRANSPORTATION COORDINATOR (CTC)
UNDER THE
FLORIDA TRANSPORTATION DISADVANTAGED PROGRAM

RFP Conducted for:



Florida Commission for the Transportation Disadvantaged (CTD)

RFP Conducted by:



**Staff to the Florida-Alabama
Transportation Planning Organization (TPO)**

MARCH 2026

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ATTACHMENTS

Attachment 1:	CTD Memorandum of Agreement (MOA) Template
Attachment 2:	Chapter 427 , Florida Statutes, Part 1
Attachment 3:	Section 411.202 , Florida Statutes
Attachment 4:	Rule 41-2 , Florida Administrative Code
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LEGAL NOTICE (March 10, 2026)

**Request for Proposals
For the Escambia County, Florida
Community Transportation Coordinator**

The Emerald Coast Regional Council is accepting proposals from qualified agencies or firms for the award of a contract (MOA) to coordinate transportation services as the Community Transportation Coordinator (CTC) for Escambia County, Florida.

The selected entity will be recommended to the Florida Commission for the Transportation Disadvantaged (CTD). If approved by the CTD, the selected contractor will coordinate the administration and operation of the Escambia County, Florida Transportation Disadvantaged system, as authorized by [Chapter 427](#), Florida Statutes, and more fully described in [Rule 41-2](#), Florida Administrative Code, beginning July 1, 2026.

The complete Request for Proposals (RFP) will be available **March 10, 2026** at <http://www.ecrc.org/>. It may also be obtained by contacting Howard Vanselow, Transportation Planner at 850-332-7976, ext. 23, howard.vanselow@ecrc.org. Experience with eligibility-based transportation services is required.

A **mandatory** pre-proposal conference will be held on **March 26, 2026 at 11:00 am** Central Standard Time, in the Emerald Coast Regional Council conference room located at 418 East Gregory Street, Suite 100, Pensacola, FL 32502, to answer questions about the RFP. Agencies and firm represented will have an opportunity to clarify any information contained in the request for proposals at the pre-proposal conference. ***Virtual/Call-in option available with minimum 24 hours prior notice through the above point of contact (POC).**

Interested entities must submit four (4) hard copies (including one (1) marked original) and one (1) electronic copy (electronic copy can be presented on a CD or thumb drive and can be in a Word and/or PDF format) of their proposal in a sealed envelope/box to the Emerald Coast Regional Council, PO Box 11399, Pensacola, FL 32524, by **3:00 p.m.** central time on **Tuesday, April 14, 2026**. The envelope must be marked, "PROPOSAL FOR ESCAMBIA COUNTY CTC." Faxed and emailed responses *WILL NOT* be accepted. If you choose to *Hand Deliver* your package, please schedule with the POC above. Responses received after the deadline will not be considered and the interested entities will be notified. The Emerald Coast Regional Council will not accept responsibility for proposals that are not received on time and not submitted in the appropriate manner.

Proposals shall remain in effect for ninety (90) calendar days from date of submission. The Emerald Coast Regional Council reserves the right to reject any or all proposals, to waive any formality concerning proposals or negotiate changes to the proposals whenever such rejection or waiver or negotiation is in the best interest of the State and the transportation disadvantaged. Failure to file a protest within the time prescribed in [Section 120.57\(3\)](#), Florida Statutes, shall constitute a waiver of proceedings under [Chapter 120](#), Florida Statutes.



REQUEST FOR PROPOSALS (RFP) SCHEDULE & SUBMISSION

The anticipated schedule for selection of the Community Transportation Coordinator (CTC) is given below. If there are changes in the dates, each agency/firm that attends the Mandatory Pre-Proposal Conference will be notified.

Escambia Community Transportation Coordinator (CTC)

Date	Activity
March 10, 2026	Release of RFP
March 26, 2026	Mandatory Pre-Proposal Conference *
April 2, 2026 @ 3:00 p.m. CT	Deadline for addition Questions
April 13, 2026 @ 3:00 p.m. CT	Deadline for References
April 14, 2026 @ 3:00 p.m. CT	Deadline for Proposal Submission
April 15 – 20, 2026	Review Committee Scoring
April 27, 2026	Presentations to Review Committee (if deemed necessary by the committee)
April 29, 2026	Proposers will be notified of final recommendation
May 13, 2026	ECRC presents recommendation to FL-AL TPO
June 2026	ECRC presents recommendation to Florida Commission for the Transportation Disadvantaged to Request Approval
July 1, 2026	Community Transportation Coordinator (CTC) Start Date

***Virtual/Call-in option available** with minimum 24 hours prior notice through Howard Vanselow at howard.vanselow@ecrc.org or by phone at 850.332.7976 ext 231 or toll free at 1.800.226.8914 ext 231.



PROPOSAL SUBMITTAL

All proposals must be delivered to the Emerald Coast Regional Council (ECRC) staff at the address listed below **no later than 3:00 P.M. Central Time (CT) on Tuesday, April 14, 2026.**

Late proposals will be rejected. Failure to comply with the submission deadline, provide mandatory items to include attending the pre-proposal conference or any other paragraph of the Request for Proposal, shall be sufficient reason for rejection of the proposal.

Submit four (4) hard copies (including one original) and one (1) electronic copy. Electronic copies can be presented on a CD or thumb drive and can be in Word and/or PDF format.

Address the mailing envelope as follows:

Mailing address:

Emerald Coast Regional Council
PROPOSAL FOR ESCAMBIA COUNTY CTC
PO Box 11399
Pensacola, FL 32524

The envelope or box containing proposals must be marked:
“PROPOSAL FOR ESCAMBIA COUNTY CTC.”

If you choose to Hand Deliver your package, please schedule with the POC below:

Howard Vanselow
howard.vanselow@ecrc.org

Proposals shall remain in effect for ninety (90) calendar days from date of submission. The Emerald Coast Regional Council (ECRC) reserves the right to reject any or all proposals, to waive any formality concerning proposals or negotiate changes to the proposals whenever such rejection or waiver or negotiation is in the best interest of the State and the transportation disadvantaged. Failure to file a protest within the time prescribed in [Section 120.57\(3\)](#), Florida Statutes, shall constitute a waiver of proceedings under [Chapter 120](#), Florida Statutes.



GENERAL INFORMATION

The Emerald Coast Regional Council (ECRC) staff to the Florida-Alabama Transportation Planning Organization (TPO) will recommend to the Florida Commission for the Transportation Disadvantaged (CTD) the entity whose qualifications and response shall be determined to be in the best interest of the ECRC, the State of Florida, and the transportation disadvantaged population of Escambia County.

Entities responding to this request shall bear all costs and expenses associated with its preparation. No claims shall be submitted to the ECRC for preparation or presentation of proposals.

Inquiries about this Request for Proposals (RFP), outside the **mandatory pre-proposal conference**, shall be **emailed** to Howard Vanselow, no later than April 2, 2026. Submit all inquiries via email to howard.vanselow@ECRC.org.

Staff will provide copies of questions and responses to all potential proposers who attend the mandatory pre-proposal conference.

All proposals shall be signed and sealed by an authorized corporate officer, principal or partner, as applicable.

Each Proposer shall be responsible for reading and completely understanding the requirements and specifications contained herein. The deadline for submission of proposals will be strictly adhered to. Late proposals will be returned unopened with the notation: ***Received after Deadline.***

Issuance of this Request for Proposals (RFP) constitutes an invitation to present proposals from qualified and experienced entities and firms. The ECRC reserves the right to determine, at its sole discretion, whether any aspect of the statement of proposal satisfactorily meets the criteria established in this RFP, the right to seek clarification from any proposer or proposers submitting proposals, the right to solicit proposals with any proposer or proposers submitting a response, and the right to reject any or all responses with or without cause. The TPO also reserves the right to modify the scope to be considered for this project. In the event that this RFP is withdrawn by the TPO or that the TPO does not proceed for any reason, including but not limited to the failure to occur of any of those findings or events set forth herein, the TPO shall have no liability to any proposer for any costs or expenses incurred in connection with the preparation and submittal of this RFP or otherwise.

The provisions of Florida law relating to transportation disadvantaged programs shall bind the Community Transportation Coordinator (CTC). The provision of Florida laws existing at the time of execution of contract between the CTC and the Florida Commission for the Transportation Disadvantaged (CTD) shall prevail over the terms of the contract unless informed otherwise by the CTC. The CTC specifically agrees to be bound by the provision of [Chapter 427, Florida Statutes](#) and [Rule 41-2, Florida Administrative Code](#). The CTC may request relief (including but not limited to modification of MOA, modification of rates, modification of Transportation Disadvantaged Service Plan, emergency funding), if changes in said laws materially alter the cost of providing services.



All proposers are hereby placed on formal notice that neither the ECRC and its staff, nor any members of the Escambia Transportation Disadvantaged Local Coordinating Board, nor any members of the Review Committee, nor any commissioners, or staff of the Florida Commission for the Transportation Disadvantaged (CTD), are to be lobbied either individually or collectively concerning this project.

Proposers and their agents who intend to submit a proposal for these services are hereby placed on formal notice that they are not to contact members of the ECRC, nor staff members, outside of regular ECRC meetings for such purposes as holding meetings of introduction, meetings related to the selection process, outside of those specifically scheduled by the ECRC, for negotiations, dinners, lunches, or any other actions that may be interpreted as potentially influencing the results of this process. Failure to comply with this requirement shall result in an immediate disqualification of such firm by the ECRC from further consideration for this proposal.

As required by [Florida State Statute 287.133 \(2\) \(a\)](#), a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. [287.017](#) for CATEGORY TWO for a period of 36 months following the date of being placed on the convicted vendor list.

Ignorance of conditions or difficulties that may exist prior to the Proposal opening or of conditions or difficulties that may be encountered in the execution of the work pursuant to this proposal package as a result of failure to make the necessary examinations and investigations, shall not excuse performance, or lack thereof, by the successful proposer, and the successful proposer shall fulfill in every detail, all of the requirements of the proposal package documents and attachments thereof. Likewise, ignorance of preexisting conditions or difficulties, or conditions or difficulties encountered in the execution of the work pursuant to this proposal package, shall not support any claims whatsoever for extra compensation or for any extension of time.

The awarded entity shall maintain auditable records concerning the procurement adequate to account for all receipts and expenditures, and to document compliance with the specifications. These records shall be kept in accordance with generally accepted accounting methods, and the Florida Commission for the Transportation Disadvantaged (CTD) reserves the right to determine the record-keeping method required in the event of non-conformity. These records shall be maintained for five (5) years after completion of the project and shall be readily available to the CTD personnel with reasonable notice, and to other persons in accordance with the Florida Public Disclosure Statutes.

Recent reported funding for the current CTC can be found in the Fiscal Year (FY) 2025 (July 1, 2024 - June 30, 2025) Annual Operating Report (AOR) for Escambia County. (**Attachment 7 – Escambia County CTC FY 2025 AOR**). Trip and Equipment Grant Allocations for (FY) 25-26 from the Commission for the Transportation Disadvantaged Trust Fund was \$ 1,001,624 which includes local match and voluntary dollars. Purchased transportation revenue is established by each purchasing agency. DOT Grant funding is determined by their application process and eligibility.



PROGRAM HISTORY

The Transportation Disadvantaged (TD) Program in Florida was created in 1979 through the enactment of [Chapter 427, Florida Statutes](#). The purpose of the TD Program is to provide transportation to 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](#). (**Attachment 2 - Chapter 427, Florida Statutes and Attachment 3 - Section 411.202, Florida Statutes**)

In 1989, the Florida Legislature amended Chapter 427, Florida Statutes (FS) and in 1990, provided guidelines for the Transportation Disadvantaged Program, which is outlined in [Rule 41-2](#), Florida Administrative Code (FAC). The creation of an independent Commission for the Transportation Disadvantaged with expanded membership, powers and duties and responsibility for administration of the State's first trust fund was one of the achievements. (**Attachment 4 - Rule 41-2, Florida Administrative Code**)

Since the legislative changes and reenactment of the Transportation Disadvantaged Program in 1989 and its expansion at the state and local levels, the implementation of coordinated transportation is accomplished through the following steps:

The Commission delegates the functions of transportation disadvantaged planning to the Designated Official Planning Agency, the Florida-Alabama TPO, Emerald Coast Regional Council (ECRC) staff. The ECRC provides staff support to an appointed Transportation Disadvantaged Coordinating Board. The Transportation Disadvantaged Local Coordinating Board (LCB) was established to provide information, advice, and direction to the Community Transportation Coordinator (CTC) relative to the coordination of transportation services. The Board evaluates services, funding applications, coordination strategies of service provisions, and multi-county and regional opportunities. The CTC is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.



SCOPE OF SERVICES

The performance standards and scope of work that are the responsibility of the designated Community Transportation Coordinator (CTC) are partly described below and will include those standards and scope of work described in [Rule 41-2.011](#), Florida Administrative Code. **(Attachment 4 - Rule 41-2, Florida Administrative Code)**

The following is a summary of the responsibilities that the CTC will be expected to perform:

The Community Transportation Coordinator (CTC) shall enter into a Memorandum of Agreement (MOA) with the Florida Commission for the Transportation Disadvantaged (CTD). This will be a five-year contract, subject to annual review, evaluation and renewal. The MOA shall be negotiated and signed prior to initiation of transportation services by the designated CTC. **(Attachment 1 - CTD Memorandum of Agreement Template)**

The CTC shall coordinate the delivery of transportation services that meet the transportation needs identified in the Transportation Disadvantaged Service Plan (TDSP) to the maximum extent feasible within the fiscal restraints of participating programs. The CTC shall comply with the service standards outlined in the TDSP for the Escambia service area. The current TDSP is located online at: [ECRC Escambia TD Page](#).

The CTC, in a cooperative effort with the ECRC staff, shall prepare a Transportation Disadvantaged Service Plan (TDSP) for the Escambia Transportation Disadvantaged Local Coordinating Board (LCB) that provides information needed by the LCB to continually review and assess transportation disadvantaged service delivery and needs for the service area. The TDSP must be completed, reviewed, adopted, and submitted to the Florida Commission for the Transportation Disadvantaged (CTD) within 120 days after the execution of the Memorandum of Agreement (MOA) between the CTC and CTD.

The CTC shall maintain an accounting system in accordance with accounting procedures adopted by the Florida Commission for the Transportation Disadvantaged. The Commission's current policy is "[Rural Transportation Accounting - A Model Uniform Accounting System for Rural and Specialized Transportation Providers](#)". For a copy of the policy, click on the link.

The CTC shall submit an Annual Operating Report (AOR) to the Florida Commission for the Transportation Disadvantaged (CTD) by September 15th of each year with a copy provided to the Escambia Transportation Disadvantaged Local Coordinating Board (LCB). **(Attachment 7 – Escambia County CTC FY 2025 AOR)**

The CTC shall assure compliance with applicable Drug and Alcohol, Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, Disadvantaged Business Enterprise, and safety and insurance requirements of federal, state, or local laws, or adopted policies of the Florida Commission for the Transportation Disadvantaged program requirements.

The CTC shall execute uniform contract for service using a standard contract that includes performance standards for operators.

The CTC will be responsible for determining initial eligibility for the non-sponsored Transportation Disadvantaged (TD) Program, according to established eligibility criteria. Eligibility will be reviewed



on a recurring basis as determined jointly by the CTC and Local Coordinating Board (LCB) and outlined in the Transportation Disadvantaged Service Plan (TDSP). The CTC will maintain client eligibility to ensure that transportation is provided according to the criteria of the sponsoring agency(ies).

The CTC is responsible for the acquisition and maintenance of the necessary software, hardware, and databases to perform its required duties.

The CTC shall undergo an annual evaluation (***Attachment 8 - Escambia County CTC Evaluation***) conducted by the LCB in order to assess the CTC's performance in general and relative to the standards established by the Florida Commission for the Transportation Disadvantaged (CTD) and the LCB. The evaluation tools used by the LCB to assess the CTC's performance include modules from the "Quality Assurance and Performance Evaluation (QAPE), Evaluation Workbook for CTC" and a review of the success of the CTC in fulfilling the goals and objectives adopted by the LCB in the [Escambia Transportation Disadvantaged Service Plan \(TDSP\)](#).

The CTC shall attend all LCB board meetings and subcommittee meetings to provide information, answer questions, and respond to individual or agency concerns.

The CTC will be responsible for monitoring the system to ensure that service to the clients is provided in a safe, reliable, efficient manner and any problems and issues that may arise are investigated and addressed.

The CTC shall incorporate the "Escambia Transportation Disadvantaged Coordinating Board & Community Transportation Coordinator Grievance Policy and Procedures" into its administrative procedures. The CTC shall be responsible for the monitoring and reporting of complaints, grievances, and commendations. (***Attachment 9 - Grievance Policy***)

The CTC shall identify and record the following items on a monthly basis. A report of these items must be made to the LCB quarterly. This report shall, at a minimum contain:

- Trip count summary
- Number of accidents and road calls
- Denials
- No Shows
- Payments to Operators
- Complaints and Compliments

The LCB or TPO may request additional data as needed.

The CTC shall maintain a resident manager in the service area who is authorized to make all day-to-day decisions on operations unless otherwise authorized by the Florida Commission for the Transportation Disadvantaged (CTD).

The CTC shall maintain sufficient office staff to perform all required administrative activities. The CTC shall ensure that the facility meets all local, state, and federal housing code and other requirements. The CTC shall integrate the use of fixed-route public transit, when possible and cost-effective, into the transportation disadvantaged service.

The CTC shall pay contracted operators for all authorized, completed trips in accordance with [s. 287.0585](#). (***Attachment 5 - Section 287.0585, Florida Statutes***).



MANDATORY ITEMS

ECRC staff will review all proposals for mandatory items. Proposals containing the mandatory items will be forwarded to the Review Committee. Failure to comply with the mandatory items, or any other paragraph of the Request for Proposal, shall be sufficient reason for rejection of the proposal. Mandatory items include:

- Attended Mandatory Pre-Proposal Conference – March 26, 2026 at 11:00 am
- Letter of Transmittal of Proposals (**see Attachment 10 for sample letter**) identifies the Proposer submitting the proposal including a statement that the Proposer has reviewed and understands Chapter 427, Florida Statutes (**see Attachment 2**) and Rule 41-2 of the Florida Administrative Code (**see Attachment 4**).
- Completed Proposer's Identification and Qualifications Form (**see Attachment 11**).
- Completed Standard Assurances and signed statement Certification that the agency/firm is not on the state or federal list of ineligible or disbarred contractors (**see Attachment 12 - Standard Assurances Form and Attachment 13 – Disbarment Certification Form**).
- References: 1. Provide references from at least three (3) service programs (purchasing agencies) that can verify the proposer's experience. Include a list containing; contact name, mailing address, email address, and telephone numbers.
2. Have three (3) references, complete the attached form and return to POC no later than April 13, 2026 (**see Attachment 14 - Reference Form will be used as part of reference verification**).
- Provide a current audited financial statement prepared by a licensed independent certified public accountant that clearly shows that the proposer is financially capable of successfully performing the contract.
- Rate Calculation Model
The Florida Commission for the Transportation Disadvantaged (CTD) requires the use of the attached Rate Model to determine appropriate rates using passenger miles or trips. Provide completed worksheets of the Florida Commission for the Transportation Disadvantaged Standardized Rate Calculation Model to estimate the rates and rate structure for service delivery; and a comprehensive budget. Rate Calculation Model worksheets example is found in **Attachment 15**. Proposers are directed to reference the instructions and most current worksheets available on the Florida Commission for the Transportation Disadvantaged website at: [Doing Business with the Commission](#) and [CTD Rate Model Worksheet Template 2026-2027](#) .
- A copy of the Proposer's Substance Abuse Policy and Procedures.



SELECTION PROCESS

Proposals containing the mandatory items will be forwarded to the Review Committee. Each Review Committee will independently evaluate each proposal submitted on the listed criteria. The evaluation of each proposal will involve scoring points based on the extent to which it meets the Request for Proposals (RFP) requirements, using the following scale:

Points	Proposer has demonstrated:
0	Not addressed
1	Poor capability to meet the criterion
2	Marginal capability to meet the criterion
3	Average capability to meet the criterion
4	Above average capability to meet the criterion
5	Excellent capability to meet the criterion

The Review Committee will evaluate each proposal submitted on the listed categories (**see Attachment 16 for Evaluation Sheets**).

RFP Elements:

- Management Resources
- Experience and Ability to Coordinate Transportation Services
- Financial Capability to Undertake Project
- Demonstration of Transportation Coordination Ability
- Demonstration of Transportation Operational Ability
- Acquisition of Capital Resources

**** Proposals must be prepared in the same order that they are presented in Proposal Content and as outlined in attachment 16 Evaluation Sheet ****

The Review Committee, selected by the Emerald Coast Regional Council (ECRC), will review each of the proposals. Each Review Committee member will assign a numerical score for each proposer in each of the evaluation criteria. Review Committee members will assure that each proposal has been scored fairly, impartially, and comprehensively. The Proposer is bound by information set forth in the proposal, which is considered accurate and will be relied upon by the ECRC in making the selection. If the proposer has any terms and conditions associated with the recommendation, they shall be conveyed to staff, Howard Vanselow, in writing via email at howard.vanselow@ECRC.org.

Upon scoring of the proposals, the top 3 proposers may be invited to make oral **presentations** to the Review Committee if requested on April 27, 2026. Presentations will be limited to 30 minutes and additional time to answer any questions from the Review Committee. (**see Attachment 17 for Presentation/Ranking Sheets**).



The presentation should address the following:

1. How do you plan to provide Transportation Disadvantaged services to the Escambia County service area. Include any innovations to improve services and availability.
2. Describe your estimated budget and funding sources for the Escambia County service area. How many estimated trips do you plan to perform within your funding allocations and does this align with your submitted Rate Model?
3. Highlight your organization. What sets you apart from other agencies/firms?

After presentations Review Committee will be allowed time to ask questions about the proposals and presentations.

Review Committee will discuss the merits of each proposer's presentation and proposals. At the conclusion of this discussion, the Review Committee members shall finalize their scores, record the rankings of the firms as presented, and make a final recommendation to the proposers no later than April 29, 2026.

At the **May 13, 2026** Florida-Alabama Transportation Planning Organization (**FL-AL TPO**) meeting, staff will present the recommendations to the TPO and request the TPO approve the Community Transportation Coordinator (CTC) recommended by the Review Committee.

The TPO recommendations will be transmitted officially to the **Florida Commission for the Transportation Disadvantaged (CTD)**, which will make the final selection and decision of the CTC at a CTD Business meeting. No designation of the CTC will be final until approved by the CTD.

Upon approval by the CTD, the CTC will enter into a five-year contract with the Florida Commission for Transportation Disadvantaged (CTD).

The Florida Commission for the Transportation Disadvantaged (CTD) designated Community Transportation Coordinator (CTC) will begin providing service **July 1, 2026**.

The CTC will undergo an annual evaluation by the LCB, under the CTD guidelines. During the fifth year, the Emerald Coast Regional Council (ECRC) will initiate a competitive procurement process as required by statute or rule.

All questions concerning this Request for Proposals (RFP), outside the mandatory pre-proposal conference, shall be emailed to TPO staff, Howard Vanselow, no later than **April 2, 2026**. Submit all inquiries to howard.vanselow@ECRC.org.

Staff will provide copies of questions and responses to all potential proposers who attend the mandatory pre-proposal conference.



APPEALS PROCEDURE

The appeals procedure will be conducted in accordance with [Section 120.57\(3\)](#), Florida Statutes. Failure to file a protest within the time prescribed shall constitute a waiver of proceedings under [Chapter 120](#), Florida Statutes.

1. Any person who is adversely affected by the agency's decision or intended decision shall file with the agency a notice of protest in writing within 72 hours after the posting of the notice of decision or intended decision.
2. With respect to a protest of the terms, conditions, and specifications contained in a solicitation, including any provisions governing the methods for ranking bids, proposals, or replies, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract, the notice of protest shall be filed in writing within 72 hours after the posting of the solicitation.
3. The formal written protest shall be filed within 10 days after the date the notice of protest is filed. Failure to file a notice of protest or failure to file a formal written protest shall constitute a waiver of proceedings under this chapter. The formal written protest shall state with particularity the facts and law upon which the protest is based. Saturdays, Sundays, and state holidays shall be excluded in the computation of the 72-hour time periods.
4. All notices of protest and formal written protest must be filed with the Florida Commission for the Transportation Disadvantaged:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399

And Courtesy Copied to:

Howard Vanselow, Transportation Planner
Emerald Coast Regional Council
PO Box 11399
Pensacola, FL 32524

5. Right of Rejection. The Emerald Coast Regional Council (ECRC) reserves the right to waive any informality in any proposal, to reject any or all proposals in whole or in part, with or without cause, and/or to accept the proposal that in its judgment will be in the best interest of the ECRC and the citizens of Escambia County.



PROPOSAL CONTENTS

Proposals must be prepared in the same order that they are discussed below and as outlined in attachment 16 Evaluation Sheet. The categories correspond with the criteria the Technical Review Team will use to score the proposal. Please be sure to consecutively number all pages of the technical proposal. Where appropriate and/or required, provide relevant examples of reports, specifications, or other support material.

A. Management Resources

1. Provide an organizational chart for the local organization and how the local organization fits into overall organizational structure of the proposer.
2. Provide the resume of the proposed resident manager. Provide the Position Description for the resident manager, administrative, management, and supervisory personnel.
3. Provide job descriptions for all other positions necessary to coordinate the transportation disadvantaged services.
4. Describe other organizational support provided for the local organization.

B. Experience and Ability to Coordinate Transportation Services

1. Provide a plan describing how the CTC will provide the coordination and delivery of coordinated transportation services to meet the transportation-disadvantaged needs in the specified service area. If the proposer is currently or previously under contract as a Community Transportation Coordinator (CTC), or contracts to perform CTC services as CTC and/or operator, provide copies of the most recent approved evaluations performed by the CTD and the Local Coordinating Board.
2. Describe experience developing a Transportation Disadvantaged Service Plan (TDSP).
3. Describe how the proposer has satisfied, and will continue to satisfy provisions of Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, 49 CFR 655 drug and alcohol testing, [Rule 14-90](#) Florida Administrative Code safety and insurance requirements. (**Attachment 6 - Rule 14-90, Florida Administrative Code**).

C. Financial Capacity to Undertake Project

1. Because of the payment schedule to the purchasing agencies, the CTC must have a 45-day cash reserve based on the estimated proposed annual budget. Document that the reserve will be available and will be utilized only in the Escambia County coordinated system.
2. Discuss proposer's experience, applying for transportation grants and contracts (local, state, federal, private, etc.) and list the funding/grants applied for and received in the last 5 years.



3. Show experience of managing grants and contracts.
4. Discuss how the proposer will provide the local match for trips funded by the Transportation Disadvantaged Trust Fund. (CTD requires a 10% match)
5. Discuss what initiatives the proposer will implement to effectively manage current funding levels, and secure additional funds to support the system (describe these additional funds). If additional funding is needed to support the system explain where this funding will come from.

D. Demonstration of Transportation Coordination Ability

1. Describe the agency/firm specific experience in coordinating multiple agency transportation services.
2. Discuss how the agency/firm will reduce costs through coordination (i.e. grouping rides, contracting with existing transportation operators, contracting with purchasing agencies).
3. Describe the procedure used from the time a call requesting a trip is received by the CTC through reconciliation of billing. This shall include, but not be limited to, handling of call, operator assignment, establishing driver routing sheets, recording actual trips provided by agency and preparation of an agency invoice. Indicate the computer software that will be used to perform these tasks and provide examples of manifests, invoices, etc.
4. Describe the process for procuring and contracting with operators, if applicable.
5. Describe how your agency/firm will comply with federal and state laws or Commission policies relating to alcohol and drug testing and drug education to maintain a drug-free workplace. Describe the quality assurance plan for the CTC and any contracted operators and coordination contractors.
6. Describe the procedure for providing customer service. Describe how the following will be monitored and reported: complaints/commendations; no-shows; cancellations; and trip denials.
7. Describe how the agency/firm will conduct client eligibility screening for trips provided with Transportation Disadvantaged Trust Funds.
8. Describe agency/firm's accounting, invoicing and reporting procedures that are to be used to meet the reporting requirements of the Annual Operating Report to the Florida Commission for the Transportation Disadvantaged.

E. Demonstration of Transportation Operational Ability

1. The CTC will be required to obtain input from the users of the system. Describe your plan to achieve this, and how this input will be used.
2. Describe vehicle maintenance schedules for daily checks, weekly and monthly checks, and scheduled preventative maintenance schedules. Demonstrate adherence to schedules.



3. In the event of vehicle breakdown or no-show driver, describe the procedure used to operate transportation on time and as scheduled.
4. Describe the firm's program for sensitivity training of administrative, office and call in-take personnel in transportation of elderly, disabled, and other disadvantaged persons. Also, describe key personnel's familiarity with purchasing agencies' program requirements.
5. Each proposer, including the incumbent, must provide a Transition Plan describing the process and schedule to ensure a smooth changeover. Each activity listed in the Transition Plan must include a description of the task, a scheduled start date, and a scheduled completion date. Indicate the capital resources and time required for initiating the start-up, effective July 1, 2025.

F. Acquisition of Capital Resources

1. Provide proposed fleet (vehicle type, capacity, accessibility, year) at service start-up. Include a statement concerning the agency/firm's ability to acquire additional capital equipment as may be required to provide this service.
2. Describe how your organization will provide local match and/or funding for vehicles and other capital purchases.
3. Provide your plan for future capital expenditures and where will the funding come from (vehicle expansion, replacement, IT, etc.)



ATTACHMENT 1

Contract # _____

Effective: _____ to _____

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

_____ county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

- I. The Coordinator Shall:
 - A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
 - B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
 - C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
 - D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on _____.

Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Agency Name

Typed Name of Authorized Individual

Typed Name of Authorized Individual

Signature: _____

Signature: _____

Title: Executive Director

Title: _____

ATTACHMENT 2

CHAPTER 427
SPECIAL TRANSPORTATION AND COMMUNICATIONS SERVICES
PART I
TRANSPORTATION SERVICES
(ss. 427.011-427.021)

PART I

TRANSPORTATION SERVICES

427.011 Definitions.

427.012 The Commission for the Transportation Disadvantaged.

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

427.0135 Purchasing agencies; duties and responsibilities.

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

427.0155 Community transportation coordinators; powers and duties.

427.0157 Coordinating boards; powers and duties.

427.0158 School bus and public transportation.

427.0159 Transportation Disadvantaged Trust Fund.

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

427.017 Conflicts with federal laws or regulations.

427.02 Paratransit service contracts for transportation service providers.

427.021 Adverse incidents of transportation service providers.

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

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

(2) “Metropolitan planning organization” means the organization responsible for carrying out transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3).

(3) “Agency” means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town,

municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

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

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

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

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

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

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

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

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

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

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

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

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

- (a) The Secretary of Transportation or his or her designee.
- (b) The director of the Agency for Persons with Disabilities or his or her designee.
- (c) The Secretary of Elderly Affairs or his or her designee.
- (d) The director of the Division of Blind Services.
- (e) Two county managers or administrators, one from a rural county and one from a county with a population of more than 150,000, according to the last state census.
- (f) Five members who have experience in transportation, workforce development, transit services, management, insurance, or service of persons with disabilities or who have a disability and use transportation for the transportation disadvantaged.

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

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

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

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

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

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

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

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

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

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

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

- (1) Compile all available information on the transportation operations for and needs of the transportation disadvantaged in the state.
- (2) Establish statewide objectives for providing transportation services for the transportation disadvantaged.
- (3) Develop policies and procedures for the coordination of local government, federal, and state funding for the transportation disadvantaged.
- (4) Identify barriers prohibiting the coordination and accessibility of transportation services to the transportation disadvantaged and aggressively pursue the elimination of these barriers.
- (5) Serve as a clearinghouse for information about transportation disadvantaged services, training, funding sources, innovations, and coordination efforts.
- (6) Assist communities in developing transportation systems designed to serve the transportation disadvantaged.
- (7) Unless otherwise provided by state or federal law, ensure that all procedures, guidelines, and directives issued by purchasing agencies are conducive to the coordination of transportation services.
- (8)(a) Ensure that purchasing agencies purchase all trips within the coordinated system, unless they have fulfilled the requirements of s. 427.0135(3) and use a more cost-effective alternative provider that meets comparable quality and standards.
- (b) Unless the purchasing agency has negotiated with the commission pursuant to the requirements of s. 427.0135(3), provide, by rule, criteria and procedures for purchasing agencies to use if they wish to use an alternative provider. Agencies must demonstrate that the proposed alternative provider can provide a trip of comparable quality and standards for the clients at a lower cost than that provided within the coordinated system, or that the coordinated system cannot accommodate the agency's clients.
- (9) Unless the purchasing agency has negotiated with the commission pursuant to the requirements of s. 427.0135(3), develop by rule standards for community transportation coordinators and any transportation operator or coordination contractor from whom service is purchased or arranged by the community transportation coordinator covering coordination,

operation, safety, insurance, eligibility for service, costs, and utilization of transportation disadvantaged services. These standards and rules must include, but are not limited to:

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

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

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

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

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

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

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

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

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

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

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

(19) Develop and maintain a transportation disadvantaged manual.

(20) Design and develop transportation disadvantaged training programs.

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

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

(23) Develop need-based criteria that must be used by all community transportation coordinators to prioritize the delivery of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.

(24) Establish a review procedure to compare the rates proposed by alternate transportation operators with the rates charged by a community transportation coordinator to determine which rate is more cost-effective.

(25) Conduct a cost-comparison study of single-coordinator, multicoordinator, and brokered community transportation coordinator networks to ensure that the most cost-effective and efficient method of providing transportation to the transportation disadvantaged is programmed for development.

(26) Develop a quality assurance and management review program to monitor, based upon approved commission standards, services contracted for by an agency, and those provided by a community transportation operator pursuant to s. 427.0155.

(27) Ensure that local community transportation coordinators work cooperatively with local workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

(28) In consultation with the Agency for Health Care Administration and the Department of Transportation, develop an allocation methodology that equitably distributes all transportation funds under the control of the commission to compensate counties, community transportation coordinators, and other entities providing transportation disadvantaged services. The methodology shall separately account for Medicaid beneficiaries. The methodology shall consider such factors as the actual costs of each transportation disadvantaged trip based on prior-year information, efficiencies that a provider might adopt to reduce costs, results of the rate and cost comparisons conducted under subsections (24) and (25), as well as cost efficiencies of trips when compared to the local cost of transporting the general public. This subsection does not supersede the authority of the Agency for Health Care Administration to distribute Medicaid funds.

(29) Incur expenses for the purchase of advertisements, marketing services, and promotional items.

History.—ss. 3, 9, ch. 79-180; s. 6, ch. 80-414; s. 274, ch. 81-259; ss. 1, 3, ch. 84-56; ss. 3, 14, ch. 89-376; s. 5, ch. 91-429; s. 84, ch. 92-152; s. 65, ch. 94-237; s. 17, ch. 98-57; s. 113, ch. 98-200; s. 119, ch. 99-385; s. 102, ch. 2000-165; s. 25, ch. 2000-266; s. 2, ch. 2006-61; s. 4, ch. 2008-203; s. 105, ch. 2016-62; s. 21, ch. 2016-216; s. 47, ch. 2017-71; s. 73, ch. 2018-10; s. 9, ch. 2020-3.

427.0135 Purchasing agencies; duties and responsibilities.—Each purchasing agency, in carrying out the policies and procedures of the commission, shall:

- (1) Use the coordinated transportation system for provision of services to its clients, unless each department or purchasing agency meets the criteria outlined in rule or statute to use an alternative provider.
- (2) Pay the rates established in the service plan or negotiated statewide contract, unless the purchasing agency has completed the procedure for using an alternative provider and demonstrated that a proposed alternative provider can provide a more cost-effective transportation service of comparable quality and standards or unless the agency has satisfied the requirements of subsection (3).
- (3) Not procure transportation disadvantaged services without initially negotiating with the commission, as provided in s. 287.057(3)(e)12., or unless otherwise authorized by statute. If the purchasing agency, after consultation with the commission, determines that it cannot reach mutually acceptable contract terms with the commission, the purchasing agency may contract for the same transportation services provided in a more cost-effective manner and of comparable or higher quality and standards. The Medicaid agency shall implement this subsection in a manner consistent with s. 409.908(18) and as otherwise limited or directed by the General Appropriations Act.
- (4) Identify in the legislative budget request provided to the Governor each year for the General Appropriations Act the specific amount of money the purchasing agency will allocate to provide transportation disadvantaged services.
- (5) Provide the commission, by September 15 of each year, an accounting of all funds spent as well as how many trips were purchased with agency funds.
- (6) Assist communities in developing coordinated transportation systems designed to serve the transportation disadvantaged. However, a purchasing agency may not serve as the community transportation coordinator in any designated service area.
- (7) Ensure that its rules, procedures, guidelines, and directives are conducive to the coordination of transportation funds and services for the transportation disadvantaged.
- (8) Provide technical assistance, as needed, to community transportation coordinators or transportation operators or participating agencies.

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

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

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

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

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

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

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

- (1) Execute uniform contracts for service using a standard contract, which includes performance standards for operators.
- (2) Collect annual operating data for submittal to the commission.
- (3) Review all transportation operator contracts annually.
- (4) Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan.
- (5) In cooperation with a functioning coordinating board, review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
- (6) In cooperation with, and approved by, the coordinating board, develop, negotiate, implement, and monitor a memorandum of agreement including a service plan, for submittal to the commission.
- (7) In cooperation with the coordinating board and pursuant to criteria developed by the Commission for the Transportation Disadvantaged, establish eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
- (8) Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).

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

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

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

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

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

427.0158 School bus and public transportation.—

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

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

- (a) A copy of all current schedules, route maps, system map, and fare structure;
- (b) A copy of the current charter policy;
- (c) A copy of the current charter rates and hour requirements; and
- (d) Required notification time to arrange for a charter.

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

1427.0159 Transportation Disadvantaged Trust Fund.—

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

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

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

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

(5) The commission may expend funds to contract with alternative providers with dedicated vehicles and trained personnel specializing in paratransit services to support transportation services for persons with disabilities. Such entities shall provide specialized transportation services tailored to the specific needs of riders, that comply with service standards as established by the commission, to ensure safe and accessible mobility options.

History.—ss. 9, 14, ch. 89-376; s. 5, ch. 91-429; s. 87, ch. 92-152; s. 69, ch. 94-237; s. 21, ch. 2000-257; s. 61, ch. 2001-62; s. 10, ch. 2008-203; s. 3, ch. 2025-66.

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

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

(1)(a) All transportation disadvantaged funds expended within the state shall be expended to purchase transportation services from community transportation coordinators or public, private,

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

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

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

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

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

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

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

427.02 Paratransit service contracts for transportation service providers.—

(1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit service to persons with disabilities using a dedicated fleet of vehicles operated by its employees or directly

contracted drivers who meet paratransit service standards. The term does not include a transportation network company as defined in s. 627.748(1).

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

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

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

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

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

History.—s. 3, ch. 2024-171; s. 4, ch. 2025-66.

427.021 Adverse incidents of transportation service providers.—

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

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

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

History.—s. 4, ch. 2024-171.

ATTACHMENT 3

411.201 Florida Prevention, Early Assistance, and Early Childhood Act; short title.—This chapter may be cited as the “Florida Prevention, Early Assistance, and Early Childhood Act.”

History.—s. 1, ch. 89-379.

411.202 Definitions.—As used in this chapter, the term:

- (1) “Assistance services” means those assessments, individualized therapies, and other medical, educational, and social services designed to enhance the environment for the high-risk or handicapped preschool child, in order to achieve optimum growth and development. Provision of such services may include monitoring and modifying the delivery of assistance services.
- (2) “Case management” means those activities aimed at assessing the needs of the high-risk child and his or her family; planning and linking the service system to the child and his or her family, based on child and family outcome objectives; coordinating and monitoring service delivery; and evaluating the effect of the service delivery system.
- (3) “Community-based local contractor” means any unit of county or local government, any for-profit or not-for-profit organization, or a school district.
- (4) “Developmental assistance” means individualized therapies and services needed to enhance both the high-risk child’s growth and development and family functioning.
- (5) “Discharge planning” means the modification of the written individual and family service plan at the time of discharge from the hospital, which plan identifies for the family of a high-risk or handicapped infant a prescription of needed medical treatments or medications, specialized evaluation needs, and necessary nonmedical and educational intervention services.
- (6) “Drug-exposed child” means any child from birth to 5 years of age for whom there is documented evidence that the mother used illicit drugs or was a substance abuser, or both, during pregnancy and the child exhibits:
 - (a) Abnormal growth;
 - (b) Abnormal neurological patterns;
 - (c) Abnormal behavior problems; or
 - (d) Abnormal cognitive development.
- (7) “Early assistance” means any sustained and systematic effort designed to prevent or reduce the assessed level of health, educational, biological, environmental, or social risk for a high-risk child and his or her family.
- (8) “Handicapped child” means a preschool child who is developmentally disabled, mentally handicapped, speech impaired, language impaired, deaf or hard of hearing, blind or partially sighted, physically handicapped, health impaired, or emotionally handicapped; a preschool child

who has a specific learning disability; or any other child who has been classified under rules of the State Board of Education as eligible for preschool special education services, with the exception of those who are classified solely as gifted.

(9) “High-risk child” or “at-risk child” means a preschool child with one or more of the following characteristics:

(a) The child is a victim or a sibling of a victim in a confirmed or indicated report of child abuse or neglect.

(b) The child is a graduate of a perinatal intensive care unit.

(c) The child’s mother is under 18 years of age, unless the mother received necessary comprehensive maternity care and the mother and child currently receive necessary support services.

(d) The child has a developmental delay of one standard deviation below the mean in cognition, language, or physical development.

(e) The child has survived a catastrophic infectious or traumatic illness known to be associated with developmental delay.

(f) The child has survived an accident resulting in a developmental delay.

(g) The child has a parent or guardian who is developmentally disabled, severely emotionally disturbed, drug or alcohol dependent, or incarcerated and who requires assistance in meeting the child’s developmental needs.

(h) The child has no parent or guardian.

(i) The child is drug exposed.

(j) The child’s family’s income is at or below 100 percent of the federal poverty level or the child’s family’s income level impairs the development of the child.

(k) The child is a handicapped child as defined in subsection (8).

(l) The child has been placed in residential care under the custody of the state through dependency proceedings pursuant to chapter 39.

(m) The child is a member of a migrant farmworker family.

(10) “Impact evaluation” means the provision of evaluation information to the department on the impact of the components of the childhood pregnancy prevention public education program and an assessment of the impact of the program on a child’s related sexual knowledge, attitudes, and risk-taking behavior.

(11) “Individual and family service plan” means a written individualized plan describing the developmental status of the high-risk child and the therapies and services needed to enhance both the high-risk child’s growth and development and family functioning, and shall include the contents of the written individualized family service plan as defined in part H of Pub. L. No. 99-457.

(12) “Infant” or “toddler” means any child from birth to 3 years of age.

(13) “Interdisciplinary team” means a team that may include the physician, psychologist, educator, social worker, nursing staff, physical or occupational therapist, speech pathologist, parents, developmental intervention and parent support and training program director, case manager for the child and family, and others who are involved with the individual and family service plan.

(14) “Parent support and training” means a range of services for families of high-risk or handicapped preschool children, including family counseling; financial planning; agency referral; development of parent-to-parent support groups; education relating to growth and development, developmental assistance, and objective measurable skills, including abuse avoidance skills; training of parents to advocate for their child; and bereavement counseling.

(15) “Posthospital assistance services” means assessment, individual and family service planning, developmental assistance, counseling, parent education, and referrals which are delivered as needed in a home or nonhome setting, upon discharge, by a professional or paraprofessional trained for this purpose.

(16) “Prenatal” means the time period from pregnancy to delivery.

(17) “Preschool child” means a child from birth to 5 years of age, including a child who attains 5 years of age before September 1.

(18) “Prevention” means any program, service, or sustained activity designed to eliminate or reduce high-risk conditions in pregnant women, to eliminate or ameliorate handicapping or high-risk conditions in infants, toddlers, or preschool children, or to reduce sexual activity or the risk of unwanted pregnancy in teenagers.

(19) “Preventive health care” means periodic physical examinations, immunizations, and assessments for hearing, vision, nutritional deficiencies, development of language, physical growth, small and large muscle skills, and emotional behavior, as well as age-appropriate laboratory tests.

(20) “Process evaluation” means the provision of information to the department on the breadth and scope of the childhood pregnancy prevention public education program. The evaluation must identify program areas that need modification and identify community-based local contractor strategies and procedures which are particularly effective.

(21) “Strategic plan” means a report that analyzes existing programs, services, resources, policy, and needs and sets clear and consistent direction for programs and services for high-risk pregnant women and for preschool children, with emphasis on high-risk and handicapped children, by establishing goals and child and family outcomes, and strategies to meet them.

(22) “Teen parent” means a person under 18 years of age or enrolled in school in grade 12 or below, who is pregnant, who is the father of an unborn child, or who is the parent of a child.

History.—s. 1, ch. 89-379; s. 7, ch. 90-358; s. 2, ch. 91-229; s. 1, ch. 95-321; s. 51, ch. 97-103; s. 62, ch. 2000-153.

ATTACHMENT 4

Chapter 41-2
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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

41-2.001 Purpose.

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

41-2.002 Definitions.

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

(1) “Americans with Disabilities Act” is a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990.

(2) “Coordination Contract” means a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.

(3) “Designated Official Planning Agency” means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

(4) “Designated Service Area” means a geographical area recommended by a designated official planning agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

41-2.003 Commission Organization and Personnel.

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

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

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

41-2.005 Member Department Responsibilities.

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

41-2.006 Insurance, Safety Requirements and Standards.

(1) The Community Transportation Coordinator, shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident, which are comparable to Section 768.28(5), F.S., limits, for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. The Community Transportation Coordinator will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the Community Transportation Coordinator and all Transportation Operators under contract to them.

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

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

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

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

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

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

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

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

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

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

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

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

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation

Coordinator on each rider being transported within the system;

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

41-2.007 Reporting Requirements.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

41-2.008 Contractual Arrangements.

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

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

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

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

determine whether the continuation of said contract arrangement is the most cost effective and efficient utilization that is possible.

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

41-2.009 Designated Official Planning Agency.

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

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

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

(4) In consultation with the Community Transportation Coordinator and Coordinating Board, each Metropolitan Planning Organization or Designated Official Planning Agency shall develop and annually update, a Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan shall be developed in a manner which assures that local planning agencies, responsible for preparing comprehensive plans, have the opportunity to review and comment on it, and shall not be inconsistent with applicable local government comprehensive plans, MPO long range comprehensive plans, transit development plans, and other local, regional, and state transportation plans. The Transportation Disadvantaged Service Plan shall be reviewed for final disposition by the Coordinating Board and the Commission.

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

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

41-2.010 Selection of Community Transportation Coordinator.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(8) In cases of termination of the Community Transportation Coordinator, or in unforeseen emergencies, the Commission shall work with the Metropolitan Planning Organization or Designated Official Planning Agency and the Coordinating Board in an expeditious manner to provide for the continuation of services to the transportation disadvantaged in the designated service area, by providing or arranging the necessary technical assistance.

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

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7),

41-2.011 Community Transportation Coordinator Powers and Duties.

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

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

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

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

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

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

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

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

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

92, 6-15-93, 7-11-95, 5-1-96, 10-1-96, 3-10-98.

41-2.012 Coordinating Board Structure and Duties.

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

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

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

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

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

(q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

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

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

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

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

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

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

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

41-2.013 Transportation Disadvantaged Trust Fund.

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

encouraged, utilizing the most recent certified companies published by the Department of Management Services. Funds deposited and appropriated into the Trust Fund will be utilized for:

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

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

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

41-2.014 Grants Program.

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

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

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

(2) Types of Grants.

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

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

(c) Innovative Service Development Related. Innovative service development grant funds shall be used to provide competitive grants to Community Transportation Coordinators and alternative providers as defined in section 427.0159(5), F.S. for innovative service delivery that is cost efficient for the program and time efficient for the users. Grants may be for projects that provides door-to-door, on-demand, or scheduled transportation services. A Community Transportation Coordinator or alternative provider shall not receive more than one award for a designated service area, as defined in Rule 41-2.002(4), F.A.C. A project may receive a maximum award of \$750,000. Multiple designated service areas may partner for a grant of up to \$1,500,000 provided that the project includes a goal of providing regional mobility in addition to any other goals. All funds shall be used to provide direct services to transportation disadvantaged clients. Projects should address at least one of the following program objectives:

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

2. Enhance regional connectivity and cross-county mobility; or,

3. Reduce the difficulty in connecting transportation disadvantaged persons to a transportation hub and from the hub to their final destination.

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

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

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

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

(c) Innovative Service Development related grant funds will be awarded competitively to support such

projects based upon available funding identified by the Commission.

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

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

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

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

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

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

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

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

1. 2.5% based on the state's total transportation disadvantaged eligible population.

2. 2.5% based on the state's total centerline miles of public roads.

3. 15% based on the state's total transportation disadvantaged services provided by trip and equipment grant funds.

4. 80% based on the state's total allocated amount from the 2020-2021 fiscal year.

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

1. 5% based on the state's total transportation disadvantaged eligible population.

2. 5% based on the state's total centerline miles of public roads.

3. 30% based on the state's total transportation disadvantaged services provided by trip and equipment grant funds.

4. 60% based on the state's total allocated amount from the previous fiscal year.

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

1. Every person identified within the state's transportation disadvantaged population shall be weighted equally.

2. Every centerline mile of the state's public roads shall be weighted equally.

3. Each trip and mile provided by trip and equipment grant funds shall be weighted relative to the unit cost at which they are reimbursed. Each bus pass purchased with trip and equipment grant funds shall be weighted higher than the unit cost at which they are reimbursed in order to incentivize their use in service areas where a fixed-route system is available.

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

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

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

within its jurisdiction;

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

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

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

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

Rulemaking Authority 427.013, 427.013(FS. Law Implemented 427.013, 427.0159, 427.016 FS. History–New 5-2-90, Amended 6-17-92, 7-21-93, 6-26-94, 10-1-96, 3-10-98, 1-13-04, 8-5-18, 3-4-21, 10-6-21, 7-17-24, 1-12-26.

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

(1) Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through a contractual arrangement with the community transportation coordinator or an approved coordination provider except as provided in subsections (2) and (3), below.

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

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

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

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

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

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

41-2.016 Accessibility.

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

41-2.0161 Program Monitoring of Performance.

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

41-2.0162 Chronological Listing of Report Dates.

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

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

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

41-2.017 Complete Phase-In Date.

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

41-2.018 Public Comment.

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

- (1) Members of the public will be given an opportunity to provide comment on subject matters before the Commission after an agenda item is introduced at a properly noticed Commission meeting.
- (2) Members of the public shall be limited to five (5) minutes to provide comment. This time shall not include time spent by the presenter responding to questions posed by Commission members, staff or Commission counsel. The chair of the Commission may extend the time to provide comment if time permits.
- (3) Members of the public shall notify Commission staff in writing of his or her interest to be heard on a proposition or matter before the Commission. The notification shall identify the person or entity, indicate its support, opposition, or neutrality, and identify who will speak on behalf of a group or faction of persons.

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

ATTACHMENT 5

287.0585 Late payments by contractors to subcontractors and suppliers; penalty.—

(1) When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts, except those construction contracts subject to the provisions of chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payments required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of 1 percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

(2) This section shall not apply when the contract between the contractor and subcontractors or subvendors provides otherwise, or when payments under the contract are otherwise governed by ss. [255.0705-255.078](#).

ATTACHMENT 6

CHAPTER 14-90

EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS

- 14-90.001 Scope (Repealed)
- 14-90.002 Definitions
- 14-90.003 Department Responsibilities and Authority (Repealed)
- 14-90.004 Bus Transit System Operational Standards
- 14-90.0041 Medical Examinations for Bus Transit System Drivers
- 14-90.005 Transit Bus Accidents (Repealed)
- 14-90.006 Operational and Driving Requirements
- 14-90.007 Vehicle Equipment Standards and Procurement Criteria
- 14-90.008 Standards for Accessible Buses (Repealed)
- 14-90.009 Bus Safety Inspections
- 14-90.010 Certification
- 14-90.011 Inspection of Buses By Law Enforcement Officers (Repealed)
- 14-90.012 Safety and Security Inspections and Reviews

14-90.001 Scope.

Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 344.044(12), (21), 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-2-94, Repealed 8-7-05.

14-90.002 Definitions.

Terms used in this rule chapter shall mean as defined in Section 341.031, F.S., in addition:

(1) "Bus" means any motor vehicle, other than a taxicab, which is designed or constructed for the public transport of persons for compensation and is owned, operated, leased, or controlled by a bus transit system. Buses are designated in two categories:

(a) Type I means over 22 feet in length, including bumpers.

(b) Type II means 22 feet or less in length, including bumpers and paratransit type vehicles, such as minibuses, standard vans, modified vans, station wagons, and sedans.

(2) "Bus Transit System" means a community transportation coordinator; a public transit provider; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than nonpublic sector buses that provides transportation services available for use by the general riding public.

(3) "Community Transportation Coordinator" means a provider of transportation services or an entity that ensures such services are provided by another bus transit system.

(4) "Department" means the Florida Department of Transportation.

(5) "Drive" or "Operate" means all time spent at the controls of a bus in operation.

(6) "Driver" means any person trained and designated to drive a bus on a street or highway being used for the public transport of persons for compensation.

(7) "FMVSS" means the Federal Motor Vehicle Safety Standards in effect at the time the bus or component is manufactured.

(8) "For Compensation" means for money, property, or anything else of value whether paid, received, or realized, directly or indirectly.

(9) "Manufacturer" means the original producer of the chassis, the producer of any type of bus, or the producer of equipment installed on any bus for the purpose of transporting individuals with disabilities.

(10) "Off-Duty" means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours

within a 24-hour period.

(11) "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows:

(a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.

(b) Inspecting, servicing, or conditioning any vehicle.

(c) Driving.

(d) Remaining in readiness to operate a vehicle (stand-by).

(e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.

(12) "Passenger" means a person who is on board, boarding, or alighting from a bus for the purposes of public transport.

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

(14) "Safe Condition" means a condition where hazards are reduced to the lowest level feasible and substantial compliance exists with all safety rules, regulations, and requirements.

(15) "Safety Review" means an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

(16) "Security" means freedom from harm resulting from intentional acts against passengers, employees, equipment, and facilities.

(17) "Security Program Plan" or "SPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures for the protection and defense of the system and persons from intentional acts of harm.

(18) "Security Review" means an on-site assessment to determine if a bus transit system has security management controls in place and functioning in accordance with the security requirements provided in this rule chapter.

(19) "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage.

(20) "Taxicab" means any motor vehicle of nine passenger capacity or less, including the driver, engaged in the general transportation of persons for compensation, not on a regular schedule, between fixed termini, or over regular routes, where such vehicle does not provide transportation services as a result of a contractual agreement with a bus transit system.

(21) "Trailer Bus" means a trailing or towed vehicle designed or used for the transportation of more than 10 persons, e.g., tram buses.

(22) "Twenty-four Hour Period" or "24-Hour Period" means the consecutive time beginning at 12:00.01 a.m. to 12:00.00 a.m.

(23) "Unsafe Condition" means anything which endangers human life or property.

(24) "Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes.

(25) "Use of a wireless communications device" means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; or to execute a computational function. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid, is not included in this definition.

(26) "Wireless communications device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

Rulemaking Authority 334.044(2), 341.061(2), 341.041(3), 341.031 FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.

14-90.003 Department Responsibilities and Authority.

Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, Repealed 8-7-05.

14-90.004 Bus Transit System Operational Standards.

(1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.

(a) The SSPP shall address the following safety elements and requirements:

1. Safety policies and responsibilities.
2. Vehicle and equipment standards and procurement criteria.
3. Operational standards and procedures.
4. Bus driver and employee selection.
5. Driving requirements.
6. Bus driver and employee training. As part of the driver training program, specific procedures, and training shall be implemented to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.
7. Vehicle maintenance.
8. Investigations of events described under subsection 14-90.004(5), F.A.C.
9. Hazard identification and resolution.
10. Equipment for transporting wheelchairs.
11. Safety data acquisition and analysis.
12. A wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:
 - a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and
 - b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
13. A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes. Policies developed shall assure that:
 - a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and
 - b. The use of a wireless communications device does not interfere with the operator's safety related duties.
14. The Bus Transit System shall develop a driver educational training program addressing:
 - a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and
 - b. The hazards associated with driving and utilizing a wireless communications device.
15. Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
 - (b) Each bus transit system shall implement and comply with the SSPP during the operation of the system.
 - (c) Each bus transit system shall require that all operable transit buses be inspected at least once per year in accordance with established standards.

(d) Each bus transit system shall submit an annual safety certification to the Department verifying the following:

1. Adoption of an SSPP, which meets or exceeds the established standards set forth in this rule chapter.
2. Compliance with its adopted SSPP and that safety inspections have been performed at least once a year on all buses operated by the bus transit system, by persons meeting the requirements set forth in Rule 14-90.009, F.A.C.

(e) Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety.

(2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.

(a) The SPP shall address the following security requirements:

1. Security policies, goals, and objectives.
2. Organization, roles, and responsibilities.
3. Emergency management processes and procedures for mitigation, preparedness, response, and recovery.
4. Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
5. Procedures for the establishment of interfaces with emergency response organizations.
6. Procedures for interagency coordination with local law enforcement jurisdictions.
7. Employee security and threat awareness training programs.
8. Security data acquisition and analysis.
9. Emergency preparedness drills and exercises.
10. Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
11. Procedures for SPP maintenance and distribution.

(b) Each bus transit system shall implement and comply with the SPP during the operation of the system.

(c) Bus transit systems that engage in a contract with a private contract transit provider shall:

1. Establish minimum security requirements which apply to private contract transit providers.
2. Monitor and assure that each private contract transit provider complies with established security requirements during the term of the contract.

(d) Bus transit systems are prohibited by Section 119.071(3)(a), F.S., from publicly disclosing the SPP or the security portion of the SSPP, as applicable, under any circumstance.

(3) Bus transit systems shall establish criteria and procedures for the selection, qualification, and training of all drivers. The criteria shall include the following:

- (a) Driver qualifications and background checks meeting minimum hiring standards.
- (b) Driving and criminal background checks for all new drivers.
- (c) Verification and documentation of valid driver licenses for all employees who drive buses.
- (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. As a minimum requirement, drivers shall be given explicit instructional and procedural training and testing in the following areas:

1. Bus transit system safety and operational policies and procedures.
2. Operational bus and equipment inspections.
3. Bus equipment familiarization.
4. Basic operations and maneuvering.
5. Boarding and alighting passengers.
6. Operation of wheelchair lifts and other special equipment.
7. Defensive driving.
8. Passenger assistance and securement.
9. Handling of emergencies and security threats.

10. Security and threat awareness.

11. Driving conditions.

(e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised. At a minimum, these procedures and instructions shall address the following:

1. Communication and handling of unsafe conditions, security threats, and emergencies.

2. Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.

3. Application and compliance with all applicable federal and state laws, rules, and regulations.

(f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.

(g) Bus transit systems shall maintain the following records for at least four years:

1. Records of bus driver background checks and qualifications.

2. Detailed descriptions of training administered and completed by each bus driver.

3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.

(h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.

(i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.

(4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.

(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.

(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at least four years and, at a minimum, provide the following information:

1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.

2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.

3. If not owned by the bus transit system, the name of any person furnishing a bus.

4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.

(5) Each bus transit system shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:

(a) A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event,

excluding suicides and deaths from illnesses.

(b) Injuries requiring immediate medical attention away from the scene for two or more individuals.

(c) Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than \$1,000.

(d) Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

(6) Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.

(a) Each corrective action plan shall identify the action to be taken by the bus transit system and the schedule for its implementation.

(b) The bus transit system shall monitor and track the implementation of each corrective action plan.

(7) Investigation reports, corrective action plans, and related supporting documentation shall be maintained by the bus transit system for a minimum of four years from the date of completion of the investigation.

Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 119.071, 341.041(3), 341.061(1)(b), 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 6-24-08, 9-16-10.

14-90.0041 Medical Examinations for Bus Transit System Drivers.

(1) Bus transit systems shall establish medical examination requirements for all applicants to driver positions and for existing drivers. The medical examination requirements shall include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.

(2) Medical examinations shall be performed and recorded according to qualification standards adopted by the bus transit system, provided the medical examination qualification standards adopted by the bus transit system meet or exceed those provided in Department Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, hereby incorporated by reference. Copies of Form Number 725-030-11 are available from the Florida Department of Transportation, Public Transit Office, 605 Suwannee Street, Mail Station 26, Tallahassee, Florida 32399-0450 or on-line at www.dot.state.fl.us/transit.

(3) Medical examinations shall be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.

(a) An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as pertains to visual acuity, field of vision, and color recognition.

(b) Upon completion of the medical examination, the medical examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.

(c) Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to the driver's employer. If the transit agency decides to adopt qualification standards other than those listed in Department form 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

(d) Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.

(4) Bus transit systems shall have on file a completed and signed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination for each bus

driver, dated within the past 24 months.

(a) Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee bus drivers shall be maintained by the bus transit system for a minimum of four years from the date of the examination.

(b) Bus Transit Systems shall not allow a driver to operate a transit bus without having on file a completed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination dated within the past 24 months.

Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 334.044(12), 341.041(3), 341.061(1)(a), (b), (2) FS. History—New 11-10-92, Amended 8-7-05, 6-24-08, 9-16-10.

14-90.005 Transit Bus Accidents.

Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, Repealed 8-7-05.

14-90.006 Operational and Driving Requirements.

(1) Bus transit systems shall not permit a driver to drive a bus when such driver's license has been suspended, cancelled, or revoked. Bus transit systems shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice.

(2) Buses shall be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.

(3) A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.

(4) To ensure uniform interpretation of subsections 14-90.002(10), (11), (22) and 14-90.006(3), F.A.C., the following practical applications are provided:

(a) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 3 p.m., then required to drive from 3 p.m. – 11 p.m. Driving hours and on-duty hours are the same. 4 hours + 8 hours = 12 hours driving. This driver has met the maximum allowed driving hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(b) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then required to be on-duty, not driving, from 11 a.m. – 11 p.m. Driving hours = 4 hours and on-duty not driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(c) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then on-duty, not driving from 11 a.m. – 11 p.m. On-duty not driving hours = 4 hours + 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. The driver cannot be permitted or allowed to drive before 7 a.m.

(d) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., then off-duty from 8 a.m. – 11 a.m., then on-duty, driving from 11 a.m. – 11 p.m. On-duty, not driving hours = 4 hours and on-duty driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed driving and on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight

consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(5) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.

(6) A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

(7) Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.

(8) Bus transit systems shall require pre-operational or daily inspection and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

(a) An inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust system.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

(b) Bus transit systems shall review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.

(c) Bus transit systems shall retain records of daily bus inspections and any corrective action documentation a minimum of two weeks.

(9) A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.

(10) During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.

(11) Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

(12) Passengers shall not be permitted to stand on buses not designed and constructed for that purpose.

(13) Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.

(14) Bus transit systems shall require the driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.

(15) Buses shall not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device shall be properly set at any time the bus is left unattended.

(16) Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 5-31-89, 11-10-92, 8-7-05, 6-24-08, 9-16-10.

14-90.007 Vehicle Equipment Standards and Procurement Criteria.

(1) Every bus transit system shall ensure that buses procured and operated meet the following minimum standards:

(a) The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.

(b) Structural integrity that mitigates or minimizes the adverse effects of collisions.

(c) Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403 and 404, Rev. 10/09, hereby incorporated by reference.

(2) Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit systems to the Department.

(3) In addition to the above, every bus operated in this state shall be equipped as follows:

(a) Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses, shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.

(b) Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

(c) Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.

(4) Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.

(5) Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped

with a safety bar and panel directly behind each entry and exit stepwell.

(6) Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.

(7) Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.

(8) Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions of not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed, either inside or outside, so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

(9) Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.

(a) No bus shall be operated with a tread groove pattern depth:

1. Less than 4/32 (1/8) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

2. Less than 2/32 (1/16) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

(b) No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.

(c) Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.

(10) Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.

(11) Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.

(12) Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209, Rev. 10/09, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C.F.R. 571.210, Rev. 10/09, hereby incorporated by reference.

(13) Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating, and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:

(a) Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or in a clearly marked compartment and be readily accessible.

(b) Each fire extinguisher shall be maintained in efficient operating condition and be equipped with some means of determining if it is fully charged.

(c) Every Type I bus shall be equipped with portable red reflector warning devices in compliance with

Section 316.300, F.S.

(14) Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, Rev. 10/09 hereby incorporated by reference, as well as the following:

(a) Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.

(b) Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

(c) The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).

(d) The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus, nor vertically beyond the lowest part of the rim of the wheel closest to the lift.

(e) Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:

1. The manufacturer's name and address.

2. The month and year of manufacture.

3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

(15) Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-2-94, 8-7-05, 6-24-08, 9-16-10.

14-90.008 Standards for Accessible Buses.

Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, Repealed 8-7-05.

14-90.009 Bus Safety Inspections.

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

(a) Understands the requirements set forth in this rule chapter and can identify defective components.

(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.

(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for

safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

- (a) Horn.
- (b) Windshield wipers.
- (c) Mirrors.
- (d) Wiring and batteries.
- (e) Service and parking brakes.
- (f) Warning devices.
- (g) Directional signals.
- (h) Hazard warning signals.
- (i) Lighting systems and signaling devices.
- (j) Handrails and stanchions.
- (k) Standee line and warning.
- (l) Doors and brake interlock devices.
- (m) Stepwells and flooring.
- (n) Emergency exits
- (o) Tires and wheels.
- (p) Suspension system.
- (q) Steering system.
- (r) Exhaust system.
- (s) Seat belts.
- (t) Safety equipment.
- (u) Equipment for transporting wheelchairs.
- (v) Working speedometer.

(4) A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:

- (a) Identification of the individual(s) performing the inspection.
- (b) Identification of the bus transit system operating the bus.
- (c) The date of the inspection.
- (d) Identification of the bus inspected.

(e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.

(f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).

(5) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of four years by the bus transit system for compliance review.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History--New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.

14-90.010 Certification.

(1) Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:

(a) The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.

(b) Compliance with its adopted SSPP and SPP.

(c) Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.

(d) Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

(2) The certification shall include:

(a) The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.

(b) A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2) FS. Law Implemented 334.044(28), 341.061(1), 341.061(2) FS. History—New 9-7-87, Amended 8-7-05, 9-16-10.

14-90.011 Inspection of Buses by Law Enforcement Officers.

Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 341.041(3), 341.061(2), 316.610 FS. History—New 9-7-87, Repealed 8-7-05.

14-90.012 Safety and Security Inspections and Reviews.

(1) The Department, or its contractor, shall conduct inspections of bus transit systems to ascertain compliance with the provisions of this rule chapter.

(2) The Department, or its contractor, shall conduct safety and security reviews of any bus transit system the Department believes to be in noncompliance with its SSPP or SPP, or providing passenger service operations in an unsafe manner, or if there is evidence of an immediate danger to public safety. The Department shall prepare and submit a report of the review to the affected bus transit system. The report shall be submitted to the bus transit system within three business days of completion of the review and shall contain the following:

(a) Identification of the findings, including a detailed description of any deficiency.

(b) Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.

(c) Any required suspension of bus transit system service, should the Department determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

(3) The Department shall initiate the following actions to suspend the affected bus transit system service if any deficiency or unsafe condition exists, to the extent that the continued operation of the system, or a portion thereof, poses an immediate danger or threat to public safety.

(a) Immediately notify the affected bus transit system of the unsafe condition, followed by a certified letter describing the deficiency or unsafe condition. The notification shall include the following:

1. The required corrective action for the deficiency or unsafe condition.

2. The requirement for the bus transit system to certify, in writing to the Department, the completion of the required corrective action in accordance with an established implementation schedule.

(b) Conduct an on-site review of the bus transit system to verify the correction of the deficiency in accordance with this rule and the established implementation schedule.

(c) Suspend affected passenger service operations if the bus transit system fails to correct the deficiency in accordance with this rule and the established implementation schedule.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 334.044(28), 341.041(3), 341.061(1)(d), 341.061(2)(c) FS. History—New 11-10-92, Amended 8-7-05, 9-16-10.

ATTACHMENT 7



**Transportation
Disadvantaged**

CTC Organization

County: Escambia

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Complete

CTD Status: Complete

Date Initiated: 9/12/2025

CTC Organization Name: Escambia County
Address: 1515 W Fairfield Drive
City: Pensacola
State: FL
Zip Code: 32501

Organization Type: County
Network Type: Complete Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Lumon J. May

CTC Contact: Thaddeus Davenport (Interim)

CTC Contact Title: Director of Mass Transit

CTC Contact Email: tjdavenport@myescambia.com

Phone: (850) 595-3228

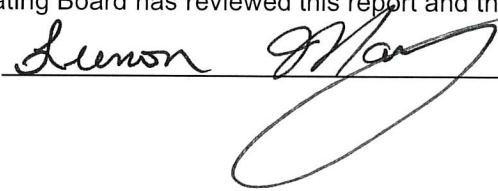
CTC Certification

I, Thaddeus Davenport (Interim), as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Lumon J. May, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):  _____



CTC Trips

County: Escambia
 Fiscal Year: 07/01/2024 - 06/30/2025

CTC Status: Complete
 CTD Status: Complete

CTC Organization: Escambia County

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	45,252	N/A	45,252	47,231	N/A	47,231
Paratransit						
Ambulatory	40,794	0	40,794	55,198	0	55,198
Non-Ambulatory	6,316	0	6,316	4,395	0	4,395
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	92,362	0	92,362	106,824	0	106,824
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	92,362	N/A	92,362	106,824	N/A	106,824
Total - Contracted Transportation Operator Trips	92,362	0	92,362	106,824	0	106,824
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	19,127	N/A	19,127	17,150	N/A	17,150
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	293	0	293
Dept of Elder Affairs (DOEA)	0	0	0	1,808	0	1,808
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	2,324	0	2,324	603	0	603
Local Government	45,252	0	45,252	62,698	0	62,698
Local Non-Government	170	0	170	6,847	0	6,847
Other Federal & State Programs	25,489	0	25,489	17,425	0	17,425
Total - Revenue Source	92,362	0	92,362	106,824	0	106,824



CTC Trips (cont'd)

County: Escambia
 Fiscal Year: 07/01/2024 - 06/30/2025

CTC Status: Complete
 CTD Status: Complete

CTC Organization: Escambia County

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	16,625	0	16,625	19,285	0	19,285
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	55,417	0	55,417	63,222	0	63,222
Low Income	15,702	0	15,702	18,447	0	18,447
Other	4,618	0	4,618	5,870	0	5,870
Total - Passenger Type	92,362	0	92,362	106,824	0	106,824
Trip Purpose - One Way						
Medical	28,375	0	28,375	31,257	0	31,257
Employment	50,150	0	50,150	59,980	0	59,980
Education/Training/Daycare	2,680	0	2,680	4,520	0	4,520
Nutritional	2,670	0	2,670	2,232	0	2,232
Life-Sustaining/Other	8,487	0	8,487	8,835	0	8,835
Total - Trip Purpose	92,362	0	92,362	106,824	0	106,824
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	761	0	761	1,018	0	1,018
Total - UDPHC	761	0	761	1,018	0	1,018
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	1,385	N/A	1,385	1,487	N/A	1,487
Customer Feedback						
Complaints	10	N/A	10	11	N/A	11
Commendations	58	N/A	58	73	N/A	73



**Transportation
Disadvantaged**

CTC Vehicles & Drivers

County: Escambia
Fiscal Year: 07/01/2024 - 06/30/2025

CTC Status: Complete
CTD Status: Complete

CTC Organization: Escambia County

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	379,786	N/A	379,786	332,445	N/A	332,445
Paratransit Miles	646,663	0	646,663	711,760	0	711,760
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	1,026,449	0	1,026,449	1,044,205	0	1,044,205
Roadcalls & Accidents						
Roadcalls	3	0	3	1	0	1
Chargeable Accidents	7	0	7	10	0	10
Vehicle Inventory						
Total Number of Vehicles	38	0	38	41	0	41
Number of Wheelchair Accessible Vehicles	38	0	38	41	0	41
Drivers						
Number of Full Time & Part Time Drivers	31	0	31	31	0	31
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Escambia
 Fiscal Year: 07/01/2024 - 06/30/2025

CTC Status: Complete
 CTD Status: Complete

CTC Organization: Escambia County

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 12,780	\$ 0	\$ 12,780
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 78,920	\$ 0	\$ 78,920
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 863,828	N/A	\$ 863,828	\$ 748,570	N/A	\$ 748,570
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 476,349	\$ 0	\$ 476,349	\$ 467,143	\$ 0	\$ 467,143
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 910,888	\$ 0	\$ 910,888	\$ 26,312	\$ 0	\$ 26,312
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 1,806,179	\$ 0	\$ 1,806,179	\$ 2,736,800	\$ 0	\$ 2,736,800
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 275,622	\$ 0	\$ 275,622	\$ 298,853	\$ 0	\$ 298,853
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 7,375	\$ 0	\$ 7,375	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 293,448	\$ 0	\$ 293,448
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 4,340,241	\$ 0	\$ 4,340,241	\$ 4,662,826	\$ 0	\$ 4,662,826



CTC Expense Sources

County: Escambia
Fiscal Year: 07/01/2024 - 06/30/2025

CTC Status: Complete
CTD Status: Complete

CTC Organization: Escambia County

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 87,947	\$ 0	\$ 87,947	\$ 81,605	\$ 0	\$ 81,605
Fringe Benefits	\$ 41,973	\$ 0	\$ 41,973	\$ 41,947	\$ 0	\$ 41,947
Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 196,928	\$ 0	\$ 196,928	\$ 166,269	\$ 0	\$ 166,269
Utilities	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Casualty & Liability	\$ 14,548	\$ 0	\$ 14,548	\$ 12,021	\$ 0	\$ 12,021
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 4,340,241	N/A	\$ 4,340,241	\$ 4,360,984	N/A	\$ 4,360,984
Total - Expense Sources	\$ 4,681,637	\$ 0	\$ 4,681,637	\$ 4,662,826	\$ 0	\$ 4,662,826

County: Escambia
 CTC: Escambia County
 Contact: Thaddeus Davenport (Interim)
 1515 W Fairfield Drive
 Pensacola, FL 32501
 850-595-3228
 Email: tjdavenport@myescambia.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	761



Trips By Type of Service	2023	2024	2025
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	46,909	47,231	45,252
Paratransit	63,810	59,593	47,110
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	110,719	106,824	92,362

Vehicle Data	2023	2024	2025
Vehicle Miles	1,165,878	1,044,205	1,026,449
Roadcalls	12	1	3
Accidents	12	10	7
Vehicles	44	41	38
Drivers	35	31	31

Passenger Trips By Trip Purpose	2023	2024	2025
Medical	33,859	31,257	28,375
Employment	63,825	59,980	50,150
Ed/Train/DayCare	4,466	4,520	2,680
Nutritional	4,663	2,232	2,670
Life-Sustaining/Other	3,906	8,835	8,487
TOTAL TRIPS	110,719	106,824	92,362

Financial and General Data	2023	2024	2025
Expenses	\$4,233,789	\$4,662,826	\$4,681,637
Revenues	\$4,233,789	\$4,662,826	\$4,340,241
Commendations	70	73	58
Complaints	27	11	10
Passenger No-Shows	2,593	1,487	1,385
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2023	2024	2025
CTD	27,211	17,150	19,127
AHCA	0	0	0
APD	0	0	0
DOEA	6,247	1,808	0
DOE	1,017	293	0
Other	76,244	87,573	73,235
TOTAL TRIPS	110,719	106,824	92,362

Performance Measures	2023	2024	2025
Accidents per 100,000 Miles	1.03	0.96	0.68
Miles between Roadcalls	97,156	1,044,205	342,150
Avg. Trips per Passenger	109.62	104.94	121.37
Cost per Trip	\$38.24	\$43.65	\$50.69
Cost per Paratransit Trip	\$38.24	\$43.65	\$50.69
Cost per Total Mile	\$3.63	\$4.47	\$4.56
Cost per Paratransit Mile	\$3.63	\$4.47	\$4.56

Trips by Provider Type	2023	2024	2025
CTC	0	0	0
Transportation Operator	110,719	106,824	92,362
Coordination Contractor	0	0	0
TOTAL TRIPS	110,719	106,824	92,362

ATTACHMENT 8



**ESCAMBIA COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

*ESCAMBIA COUNTY TRANSPORTATION DISADVANTAGED
COORDINATING BOARD*

CTC EVALUATION

Approved on February 24, 2026

02/24/2026

Date


Chair

CTC EVALUATION

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: **ESCAMBIA COUNTY BOCC**

PROVIDING SERVICE AS: **ESCAMBIA COUNTY COMMUNITY
TRANSPORTATION (ECCT)**

COUNTY: **ESCAMBIA COUNTY**

CONTACT: **THADDEUS DAVENPORT**

PHONE: 850-595-3228

REVIEW PERIOD: **FY 2024-2025**

REVIEW DATE: JANUARY 13, 2026

MEETING LOCATION: **ECAT OFFICE**

CONTACT INFORMATION: **HOWARD K. VANSELOW, 850-332-7976 - EXT 231 OR
EMAIL: HOWARD.VANSELOW@ECRC.ORG**

APPROVED

USING THE AOR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: RURAL **X SMALL-URBAN**
2. ORGANIZATION TYPE: PRIVATE-FOR-PROFIT
 PRIVATE NON-PROFIT
X GOVERNMENT
 TRANSPORTATION AGENCY
3. NETWORK TYPE: SOLE PROVIDER
 PARTIAL BROKERAGE
X COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

Abacus and Blue Arbor – April 2025

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

None at this time

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
 (Recent AOR information may be used)

Name of Agency	% of Trips
Commission for the Transportation Disadvantaged (CTD)	20.71%
Agency for Health Care Administration (AHCA) / MEDICAID	0.00%
Agency for Persons with Disabilities (APD)	0.00%
Department of Elder Affairs (DOEA)	0.00%
Department of Education (DOE)	0.00%
Other (ADA, County Sponsored TD & DOT)	79.29%

REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Total Calls	No Calls Reported		

Notes:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S. "Review all transportation operator contracts annually."

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED? **Day to day monitoring. Quarterly, Monthly coordination meetings. Email, phone calls, and in person. Mass transit program manager and County safety manager interacts with operator daily and uses checklist to ensure contract compliance.**

Is a written report issued to the operator? **X** Yes No
If NO, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED? **N/A**

Is a written report issued? Yes No
If NO, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?
Contract Operator is given time to correct the deficiency. The CTC follows-up to ensure compliance. Vehicles will be fixed in house – if not in compliance vehicles are repaired or pulled from service.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes No

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)] "Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?
The CTC is not using school buses in the coordinated system.

Rule 41-2.012(5)(b): "As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."

HOW IS THE CTC USING **FIXED ROUTE** PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

During the applications staff reviews applicants to see if they are near a bus route and if they are able to navigate the fixed route system. Staff also informs applicants of FlexTransit services.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT (Fixed Route)? Yes **X** No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No **N/A - there is no goal at this time.**

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? **X** Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance *“...ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$200,000 per person and \$300, 000 per incident

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS? **\$200,000 per person and \$300, 000 per incident**

Escambia County is self insured

HOW MUCH DOES THE INSURANCE COST (per operator)? Cost is included in contract

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT? Yes **No** If yes, was this approved by the Commission?

Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **Yes** No

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. *“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

N/A

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? Yes **No**

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the CTC, but provided by the purchasing agency. Example: a neighbor providing the trip)

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **Yes** No

Observed during LCB ride along and during visit.

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards *“...shall adhere to Commission approved standards...”*

The Committee reviewed the TDSP for the Commission and local standards.

All below areas were in compliance

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	POSTED CLEARLY
Vehicle Cleanliness	CLEAN
Passenger/Trip Database	RideCo, Paper Manifest and Tablets
Adequate seating	YES
Driver Identification	OBSERVED
Passenger Assistance	OBSERVED
No Smoking, Eating and Drinking	OBSERVED
Two-Communication	YES
Air Conditioning / Heating	YES
Billing Requirements	OBSERVED
Findings: NONE	
Recommendations:	

TRIP OBSERVATION

Date of Observation: 2/2/26

Person conducting the observation: Kimberly Pough

Location: Picked up from ECAT- 1515 W. Fairfield Drive Pensacola, FL 32501

Number of Passengers picked up/dropped off: 5

Ambulatory: 3

Non-Ambulatory: 2

Was the driver on time? X Yes No, how many minutes late/early?
 Yes No, how many minutes late/early?
 Yes No, how many minutes late/early?

Did the driver provide any passenger assistance? X Yes No

Was the driver wearing any identification?

X Yes X Uniform Name Tag X ID Badge No

Did the driver render an appropriate greeting?

X Yes No Driver regularly transports the rider, not necessary

Did the driver ensure the passengers were wearing their seat belts? X Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? X Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? X Yes No

Does the vehicle have working heat and air conditioning? X Yes No

Does the vehicle have two-way communications in good working order? X Yes No

If used, was the lift in good working order? X Yes No

Was there safe and appropriate seating for all passengers? X Yes No

Did the driver properly use the lift and secure the passenger? X Yes No

If no, please explain:

Comments: My experience as a ride on one of the new Flex Transit 7 passenger vans was very pleasant. I was able to talk with Stephanie, the driver, as well as a couple of the passengers. There were two attempts to transport passengers that were cancelled, one due to the customer being on vacation. (Mother stated that she called to cancel the ride the day before) The second

situation was cancelled due the driver arriving 1 ½ hour early and the customer was not ready.

There was one incident that was concerning and the driver mentioned that this has occurred before. When there are multiple riders on a van/bus and the driver in going on the main Navy base (NAS), those riders that do not have an official business on the base, must be dropped off before the driver is permitted on the base unless they have a military card. The military guard/police would not allow the driver to drop this rider off at the visitors' center. She had to take me off the base and drop me off at the convenience store. Fortunately, the weather was nice, however the week prior, there was a cold snap and this incident occurred with a regular customer. There must be a way to better coordinate the pickups and drop offs for the military base to prevent this type of mishap. ECAT is transporting individuals with not only physical but mental disabilities. This type of event could be traumatic. Moreover, family members are entrusting their loved ones to this agency.

I do not believe that this is a situation that occurs consistently, but one time is too many. My experience going on a smaller base was different; however, the base appears to be vacant of employees.

Stephanie, the driver, was very pleasant and accommodating. She was patient with the customers and ensured that everyone was seated and in their seat belts before pulling off. She was just as attentive to her customers who were wheelchair bound.

The customers were friendly and respectful. It was obvious to this rider that they were well versed on the pick-up and drop-off process. Once customer shared about herself and family. She was new to the area and complimented ECAT for being on time and getting her to appointment timely. I asked a customer about their experience with Flex Transit, and he stated that he had not had any issues. He did mention issues in the past. He stated that it would be nice to have transportation on Sundays for church service. He stated that ECAT would probably need a whole new team of drivers for that one day.

situation was cancelled due the driver arriving 1 ½ hour early and the customer was not ready.

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TRIP OBSERVATION

Date of Observation: February 3, 2026

Person conducting the observation: Delicia Straughter

Location: CAPC-ECAT-Various Destinations-CAPC

Number of Passengers picked up/dropped off: 7

Ambulatory

4

Non-Ambulatory

3

Was the driver on time? Yes No, how many minutes late/early?
 Yes No, how many minutes late/early?
 Yes No, how many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification?

Yes Uniform Name Tag ID Badge
 No

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary

Did the driver ensure the passengers were wearing their seat belts?

Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Yes No

Does the vehicle have working heat and air conditioning?

Yes No

Does the vehicle have two-way communications in good working order?

Yes No

If used, was the lift in good working order?

Yes No

Was there safe and appropriate seating for all passengers?

Yes No

Did the driver properly use the lift and secure the passenger?

Yes No

If no, please explain:

Comments: Both drivers performed their duties well overall during the trips. The non-ambulatory passengers were secured properly. The two ladies with walkers were escorted to their seats and their walkers were secured. The drivers were professional, courteous, and timely.

Compliance with Local Standards “...shall adhere to Commission approved standards...”

All below areas were in compliance

Local Standards	Comments
Transport of Escorts and dependent children policy	Children under the age of 13 and individuals requiring special loading assistance will be required to be accompanied by an escort. The exceptions to this rule are considered on a case-by-case basis. The escorts must be able to provide the necessary assistance to the passenger.
Use, Responsibility, and cost of child restraint devices	TDSP is consistent with commission approved standards and local coordinating board wishes. Required for all children 5 years old and younger. Client responsibility for the carrier.
Out-of-Service Area trips	Out of county trips will be considered based on trip purpose and funding source on a case-by-case basis.
CPR/1 st Aid	Minimal First Aid training, no certification.
Driver Criminal Background Screening	All drivers in the coordinated system must have a favorable Level II Background screening TDSP is consistent with commission approved standards and local coordinating board wishes.
Rider Personal Property	Passengers will be allowed to bring up to two carry-on bags or packages on board the vehicle that can be securely placed in their lap or on the floor between the client’s legs. Passengers must be able to independently carry any items brought onto the vehicle. Drivers will not be allowed to carry packages. Mobility or medical equipment (e.g., oxygen, cane, etc.) is not counted in the two items.
Advance reservation requirements	A trip request, which is reserved 1 to 7 days in advance depending on funding agency.
Pick-up Window	TD is a one-hour pick-up window. 30 minutes before and after scheduled pickup time and 1 hour on the return. ADA is a thirty-minute window. 15 minutes before and after scheduled pickup time.
Sanitary/ Infectious disease Protocols	Vehicles are cleaned before and after each shift. Passengers seating is spread out.

Measurable Standards/Goals

Measurable Standards/Goals	Standard/Goal	Stats	MET/ NOT MET
Public Transit Fixed Route Ridership	No numeric goal at this time		
On-time performance	90%	99% 24-25 98% 23-24	MET
Passenger No-shows 1,385 / 92,362 trips	Less than 5%	2.34% 24-25 1.39% 23-24	MET
Accidents 7 / 1,026,449 miles	CTC 1/100,000 miles	.68 /100,000 24-25 .96 /100,000 23-24	MET
Roadcalls 3 / 1,026,449 miles	CTC 1/10,000 miles	.10 /10,000 24-25 .001 /10,000 23-24	MET
Complaints 11 / 92,362 trips	CTC < .5% of trips	.029% < .5% 24-25 .01% < .5% 23-24	MET
Call-Hold Time Not Tracked	Calls Received	130,660 24-25 153,828 23-24	

Comments:

Recommendations:

Trips

Funding Source	# TRIPS	% TRIPS
Commission for the Transportation Disadvantaged (CTD)	19,127	20.71%
Agency for Health Care Administration (AHCA) / MEDICAID	0	0.00%
Agency for Persons with Disabilities (APD)	0	0.00%
Department of Elder Affairs (DOEA)	0	0.00%
Department of Education (DOE)	0	0.00%
Other (ADA & County)	73,235	79.29%
Totals	92,362	

Passenger Satisfaction - The planning agency conducts the rider survey each year. The complete results are included in the TDSP update.

Date of Rider Surveys: January 2025 – March 2025

OVERALL SATISFACTION OF SERVICE		A - Very Good	24	65%
		B - Good	8	22%
		C - Neutral	3	8%
		D - Poor	1	3%
		E - Very Poor	1	3%
		Total	37	100%
Unduplicated Head Count	761 / 37	Percentage of Surveys Returned	4.%	
FY24-25	1018 / 55		5.4%	

Level of Cost Worksheet 1

Escambia County COSTS BY EXPENSE CATEGORY

CTC EXPENSE CATEGORY BY ACCOUNT (500-599)	2022-2023 Trips: 110,742		2023-2024 Trips: 106,824		2024-2025 Trips: 92,362	
	Expense	Cost/ Trip	Expense	Cost/ Trip	Expense	Cost/ Trip
Labor (501)	\$87,529	\$0.79	\$81,605	\$0.76	\$87,947	\$0.95
Fringe Benefits (502)	\$33,085	\$0.30	\$41,947	\$0.39	\$41,973	\$0.45
Services (503)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Materials & Supplies Consumed (504)	\$364,765	\$3.29	\$166,269	\$1.56	\$196,928	\$2.13
Utilities (505)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Casualty and Liability Costs (506)	\$17,423	\$0.16	\$12,021	\$0.11	\$14,548	\$0.16
Taxes (507)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Miscellaneous Expenses (509)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Interest Expense (511)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Leases & Rentals (512)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Annual Depreciation & Amortization/ Capital Purchases	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Contributed Service - Allowable Expenses (530)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Allocated Indirect Expenses (if applicable)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Purchased Transportation Services						
Bus Pass	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
School Board (School Bus)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Transportation Network Companies (TNC)	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Taxi	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00
Contracted Operator	\$3,730,987	\$33.70	\$4,360,984	\$40.82	\$4,340,241	\$46.99
SYSTEM TOTAL	\$4,233,789	\$38.24	\$4,662,826	\$43.65	\$4,681,637	\$50.69

1. Which expenses are especially high? **Cost seem reasonable**
2. Are these high expenses acceptable? Are they approved? **Yes and approved when necessary**
3. What strategies could reduce the unacceptable costs?

**Level of Competition
Worksheet 2**

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	0	0		
Private For-Profit	1	1	92,362	100%
County	0			
Public Transit Agency		0		
Total	1	1		100%

- 2. How many of the above operators are coordination contractors? **None**
- 3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? **1**
Does the CTC have the ability to expand? **Yes with increased funding, vehicles and staffing.**
- 4. Indicate the date the latest transportation operator was brought into the system. **N/A**
- 5. Does the CTC have a competitive procurement process? **Yes**
- 6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators? **Twice**

X	Low bid
X	Requests for qualifications
X	Negotiation

X	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

Request for Proposals

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator
	Age of company
X	Previous experience
X	Management
X	Qualifications of staff
X	Resources
	Economies of Scale
X	Contract Monitoring
X	Reporting Capabilities
	Financial Strength
X	Performance Bond
X	Responsiveness to Solicitation

X	Scope of Work
X	Safety Program
X	Capacity
X	Training Program
X	Insurance
	Accident History
X	Quality
X	Community Knowledge
X	Cost of the Contracting Process
X	Price
X	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? Multiple operators

How many responded? 2023 was the last competitive procurement. 6 responded. 3 for ADA and 3 for TD.

The request for bids/proposals was distributed:

X Locally X Statewide X Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? **NO**

<p>Level of Availability (Coordination) Worksheet 3</p>
--

Planning – What are the coordinated plans for transporting the TD population? **Escambia County Transportation Disadvantaged Service Plan (TDSP)**

Public Information – How is public information distributed about transportation services in the community? **Community and Media Relations (CMR), Local Coordination Board, working with Centers, County Web page and ECAT website and drivers provides information.**

Certification – How are individual certifications and registrations coordinated for local TD transportation services? **Clients complete Applications**

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community? **Applications are kept on file and scanned. Client information is stored in the Paratransit Database (RideCo Software). The physical files are maintained at ECAT. TD applications are reviewed every two years and ADA every three years.**

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call? **Three full time reservationist work from 8 to 5 pm –during peak hours additional staff is available. All calls are answered on a first come first serve basis and callers are kept on hold until their call can be answered. After hours call roll over to an answering machine and then appropriate staff return the call accordingly.**

Reservations – What is the reservation process? How is the duplication of a reservation prevented? **See above – Duplication is prevented with the RideCo Software. Trips are randomly audited by County Staff.**

Trip Allocation – How is the allocation of trip requests to providers coordinated? **Based on space and funding availability.**

Scheduling – How is the trip assignment to vehicles coordinated? **RideCo Software and Scheduler**

Transport – How are the actual transportation services and modes of transportation coordinated? **RideCo Software and Scheduler**

Dispatching – How is the real time communication and direction of drivers coordinated? **RideCo Software, in vehicle Mobile Data Terminals (MDT's), Internal Vehicle Locator (IVL) and two-way radios.**

General Service Monitoring – How is the overseeing of transportation operators coordinated? **Mass transit program manager and County safety manager interacts with drivers daily and uses checklist to ensure contract compliance. Daily meetings, monthly and quarterly reports.**

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated? **Dispatcher's communications with drivers through two-way radios and Mobile Data Terminals (MDT's).**

Trip Reconciliation – How is the confirmation of official trips coordinated? **Daily with RideCo Software.**

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated? **Invoice Monthly**

Reporting – How is operating information reported, compiled, and examined? **Daily, Weekly, Monthly, quarterly, and yearly.**

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program? **N/A**

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision? **Through outreach and coordination with Escambia County Community and Media Relations (CMR), Local Coordination Board, working with Centers, County Web page and ECAT website and drivers provides information.**

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

ATTACHMENT 9



ESCAMBIA COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

ESCAMBIA COUNTY TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

GRIEVANCE PROCESS

Approved on August 19, 2025

8/19/2025

Date

Lumon May, Chair

APPROVED

GRIEVANCE POLICY AND PROCEDURES

Escambia County Transportation Disadvantaged Coordinating Board & Community Transportation Coordinator (CTC)

As described in the "Local Grievance Guidelines for Transportation Disadvantaged Services", the following Grievance process is set forth.

The following details the process that the Coordinator and the Coordinating Board will use to address complaints regarding service and other transportation related matters:

COMMUNITY TRANSPORTATION COORDINATOR (CTC) GRIEVANCE PROCESS

1. **Service Complaints:** Any service complaints received by the Coordinator will be immediately investigated and every effort made to seek an appropriate and prompt resolution.

A file will be kept on all service complaints received, and monthly reports generated that will help in identifying any emerging patterns or complaints; e.g., multiple complaints about a particular driver or reservationist, excessive late pickups, unclean vehicles, smoking or eating permitted on vehicles, etc. By promptly identifying areas of deficiency, the Coordinator will be in a position to work with local staff or with the service provider to make the necessary corrections or adjustments to alleviate the situation. A summary of service complaint statistics shall be available to the Local Coordinating Board (LCB) at least quarterly.

2. **Grievance Policy:** Any person with an unresolved service complaint shall be advised of the formal grievance procedure of the Community Transportation Coordinator (CTC) and have a written copy of this grievance procedure made available to them. The grievance policy and procedures shall be included in the Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Commission Ombudsman Hotline phone number will be included as a step in the grievance procedure.

The formal grievance shall, at a minimum, contain a written record of the grievance and include the following:

- a. Name and Address of the complainant.
- b. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
- c. An explanation by the complainant of the improvements needed to address the complaint.

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All formal grievances submitted to the CTC shall be mailed to:

Escambia County Board of County Commissioners
Mass Transit Director

1515 West Fairfield Drive
Pensacola, FL 32501
Phone: 850.595.3221

A summary of all formal grievances will be given by the Coordinator at the next regularly scheduled LCB meeting.

A written copy of the CTC's, transportation subcontractors', and coordination contractors' rider policies and grievance procedures shall be made available to anyone on request.

The telephone number for accessing information for making a service complaint or formal grievance must be posted in plain view in every vehicle (including vehicles used under coordination contracts).

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

In addition to the Grievance procedures, a grievance/complaint may be submitted to the Commission for Transportation Disadvantaged Ombudsman Program/TD Hotline at 1-800-983-2435.

All formal grievances received by the LCB pertaining to the operation of services under the CTC will be passed on to the CTC for their response, which shall be included in the LCB's response.

3. If not resolved at this level, the grievant may request a hearing by the CTC grievance committee.
4. Aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes, the administrative hearing process or through the judicial court system.

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LOCAL COORDINATING BOARD (LCB) GRIEVANCE PROCESS

1. The local coordinating board grievance process is open to addressing concerns by any person or agency including, but not limited to purchasing agencies, users, potential users, private-for profit operators, private non-profit operators, CTCs, designated planning agencies, elected officials and drivers.
2. Grievances must be written and contain the following:
 - a. The name and address of the complainant
 - b. A statement of the grounds for the grievance, supplemented by supporting documentation, and made in clear and concise manner
 - c. An explanation by the complainant of the improvements needed to address the grievance.
3. A written copy of this grievance procedure will be made available to anyone, upon request.
4. All formal grievance shall be sent to:

Chair, Escambia County Transportation Disadvantaged Coordinating Board
Attention: Transportation Disadvantaged Planning
PO Box 11399
Pensacola, Florida 32524-1399
1-800-226-8914
5. The Transportation Coordinating Board Grievance Committee will be selected to hear the grievance and respond to the grievant in writing within 60 calendar days. The response will provide explanation or recommendations regarding the grievance. The local coordinating board has powers to hear a grievance and advise, but not to make a determination or adjudicate.
6. The grievance committee must review all grievances and report accordingly to the full local coordinating board.
7. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
8. If the local coordinating board receives a grievance pertaining to operation of services under the CTC, that grievance should be passed to the CTC for their response to be included in the local coordinating board response.

APPROVED

COMMISSION FOR TRANSPORTATION DISADVANTAGED OMBUDSMAN PROCESS

1. The Commission for Transportation Disadvantaged maintains a toll free number for access to Ombudsman Staff. The toll free number 1-800-983-2435 is available Monday through Friday, 8:00 am to 5:00 pm, Eastern Time.
2. The Ombudsman staff will intake calls, listen to and document concerns of consumers, provide callers with information, refer callers to appropriate local area, and maintain a data base on information for callers.
3. All concerns regarding local Transportation Disadvantaged services will be referred to the appropriate staff for follow-up.
4. Ombudsman staff assist callers in resolving concerns by acting as an advocate or mediator on the callers behalf.

Definitions:

- a. **Service Complaint:** Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC or transportation operators, not local service standards established by the CTC and LCB. If the CTC is also an operator, their statistics on service complaints should be included. Local standards should be developed regarding the reporting and parameters of service complaints.
- b. **Formal Grievance:** A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the Transportation Operator, CTC, DOPA, or LCB. The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.
- c. **Hearing a Grievance:** Hearing a grievance shall be defined as listening to and/or investigating a grievance from a purely fact finding perspective without imposing restrictions or penalty on a third party. This first definition shall be the extent of the Grievance Committee and LCB's role in mediating a grievance.
- d. **Hearing and Determining a Grievance:** When an entity makes a determination of the rights, duties, privileges benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. This second definition shall be the role of the CTC's organization ultimately ending with the Board of Directors, or whoever is legally responsible for the actions of the CTC.

ATTACHMENT 10

SAMPLE
LETTER OF TRANSMITTAL

Date: _____

Howard Vanselow, Transportation Planner
Emerald Coast Regional Council
P.O. Box 11399
Pensacola, FL 32524-1399

RE: Proposal for Community Transportation Coordinator for Escambia County.

Dear Mr. Vanselow:

Enclosed are four copies (including one original) and one electronic copy of a completed and signed Proposal for (Proposer's Name) _____ to be designated Community Transportation Coordinator for Escambia County.

The (proposer) _____ understands the responsibilities and requirements of Chapter 427, Florida Statutes and Rule 41-2 of the Florida Administrative Code and shall comply with all appropriate federal, state, and local regulations in this matter.

We look forward to servicing the needs of transportation disadvantaged citizens of Escambia County. Thank you for your consideration of this proposal.

Sincerely,

(Officer signature): _____

(Officer name submitting proposal, Title): _____

(Company): _____

ATTACHMENT 11

5. Has Respondent or any Officer or Partner of Respondent failed to complete a contract? (circle one) YES NO

If yes, explain:

6. Location of central office that will provide overall administration and management of the project:

7. Location of service area office that will provide day-to-day operations:

8. Disadvantaged Business Enterprise Status.

"Disadvantaged" Business is defined as a business having at least 51 percent owned, operated and controlled by "disadvantaged" group members. Disadvantaged group members are defined as Blacks, Hispanics, Asian Americans, American Indians, Alaskan Natives or women regardless of race or nationality."

Is the individual respondent proposer a certified disadvantaged or minority business enterprise? (circle one) YES NO

Attach current certification documents to substantiate claim.

9. Is any litigation pending against respondent or any officer or partner of respondent? (circle one) YES NO

If yes, explain.

ATTACHMENT 12

STANDARD ASSURANCES

Name of Proposer: _____

At this time, we understand all requirements and state that as a serious proposer we will comply with all the stipulations included in the proposal package.

The above-named Proposer affirms and declares:

1. That the (Proposer) _____ is of lawful age and that no other person, agency, firm or corporation has any interest in this Proposal or in the Contract that may result from this Proposal; other than as described in *Proposer's Identification and Qualifications Form*.
2. That this (Proposal) _____ is made without any understanding, agreement or connection with any other person, agency, firm or corporation making a Proposal for the same project and is in all respects fair and without collusion or fraud.
3. That the (Proposal) _____ has carefully examined the site of the work and that from his/her investigations has been satisfied as to the nature and location of the work, the kind and extent of the equipment and other facilities needed for the performance of the work, the general and local conditions, all difficulties to be encountered and all other items which in any way affect the work or its performance.
4. That the (Proposal) _____ is in full compliance with all federal, state and local laws and regulations and intends to fully comply with same during the entire term of the contract.

In witness whereof, this Proposal is hereby signed by the duly authorized representative of the Proposer and sealed as of the date indicated.

ATTEST:

PROPOSER:

(Seal)

Witness

By: _____
Signature

Date

Typed Name and Title

ATTACHMENT 13

CERTIFICATION OF PROPOSER

REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The (Proposer) _____ certifies to the best of its knowledge and belief that it and its principals:

1. Are not generally debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal or state department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application or proposal had one or more public transactions (federal, state or local) terminated for cause or default.

(If the Proposer for Coordinator is unable to certify to any of the statements in this certification, the proposer shall attach an explanation to this certification.)

THE (PROPOSER) _____, CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISION OF 31 U.S.C. SECTIONS 3801 ET. SEQ. ARE APPLICABLE HERETO.

Signature and Title of Authorized Official

The undersigned chief legal counsel for the (proposer) _____ hereby certifies that the (proposer) _____ has authority under state and local law to comply with the subject assurances and that the certification above has been legally made.

Signature of Proposer Attorney

Date:

ATTACHMENT 14

ATTACHMENT 15

Link to download

[Rate Model Worksheet
Template 2026-2027 - New](#)

Preliminary Information Worksheet

Version 1.4

CTC Name:	
County (Service Area):	
Contact Person:	
Phone #	

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: 0
County: 0

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

	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026	Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program						
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: 0
County: 0

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

1	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026	Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027	5 % Change from Prior Year to Current Year	6 Proposed % Change from Current Year to Upcoming Year	7 Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
	2	3	4			

APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None	None			
Total Revenues =		\$0	\$0	\$0		

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)						
Operating Expenditures						
Labor						
Fringe Benefits						
Services						
Materials and Supplies						
Utilities						
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$	-	\$	-	\$	-
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
PROFIT						
Total Expenditures =		\$0	\$0	\$0		

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Worksheet for Program-wide Rates

CTC: 0
County: 0

Version 1.4

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

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

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	<input type="text"/>
Rate Per Passenger Mile =	
Total <u>Projected</u> Passenger Trips =	<input type="text"/>
Rate Per Passenger Trip =	

Fiscal Year

2026 - 2027

Avg. Passenger Trip Length =	<input type="text" value="####"/> Miles
-------------------------------------	---

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	<input type="text" value="-"/>
Rate Per Passenger Trip = \$	<input type="text" value="-"/>

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

CTC: 0
County: 0

Version 1.4

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:
per Passenger Mile =
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

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

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: 0
County: 0
Version 1.4

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... **Do NOT Complete Section IV**
- And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate 0.00 to 1.00**

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2026 - 2027			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	0	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> Leave Blank
Rate per Passenger Mile =		\$0.00	\$0.00	\$0.00	\$0.00 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	0	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> Leave Blank
Rate per Passenger Trip =		\$0.00	\$0.00	\$0.00	\$0.00 per passenger per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> Leave Blank
Rate per Passenger Mile for Balance =		\$0.00	\$0.00	\$0.00	\$0.00 per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
					per passenger	per group
Rate per Passenger Trip =		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
					per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

ATTACHMENT 16

**ESCAMBIA COUNTY RFP
EVALUATION CRITERIA / PROPOSAL SCORING SHEET**

Points	Vendor has demonstrated:
0	Not addressed
1	Poor capability to meet the criterion
2	Marginal capability to meet the criterion
3	Average capability to meet the criterion
4	Above average capability to meet the criterion
5	Excellent capability to meet the criterion

A. MANAGEMENT RESOURCES

Maximum Points 20 **Total Points _____**

1. Provide an organizational chart for the local organization and how the local organization fits into overall organizational structure of the proposer.
MAX 5 POINTS _____
2. Provide the resume of the proposed resident manager. Provide the Position Description for the resident manager, administrative, management, and supervisory personnel.
MAX 5 POINTS _____
3. Provide job descriptions for all other positions necessary to coordinate the transportation disadvantaged services.
MAX 5 POINTS _____
4. Describe other organizational support for local organization.
MAX 5 POINTS _____

B. EXPERIENCE AND ABILITY TO COORDINATE TRANSPORTATION SERVICES

Maximum Points 15 **Total Points _____**

1. Provide a plan describing how the CTC will provide the coordination and delivery of coordinated transportation services to meet the transportation-disadvantaged needs in the specified service area. If the proposer is currently or previously under contract as a Community Transportation Coordinator (CTC), or contracts to perform CTC services as CTC and/or operator, provide copies of the most recent approved evaluations performed by the CTD and the Local Coordinating Board. MAX 5 POINTS _____
2. Describe experience developing a Transportation Disadvantaged Service Plan.
MAX 5 POINTS _____
3. Describe how the proposer has satisfied, and will continue to satisfy provisions of Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, 49 CFR 655 drug and alcohol testing, Rule 14-90, Florida Administrative Code safety and insurance requirements.
MAX 5 POINTS _____

C. FINANCIAL CAPACITY TO UNDERTAKE PROJECT

Maximum Points 25

Total Points _____

1. Because of the payment schedule to the purchasing agencies, the CTC must have a 45-day cash reserve based on the estimated proposed annual budget. Document that the reserve will be available and will be utilized only in the Escambia County coordinated system.
MAX 5 POINTS _____
2. Discuss proposer's experience, applying for transportation grants and contracts (local, state, federal, private, etc.) and list the funding/grants applied for and received in the last 5 years.
MAX 5 POINTS _____
3. Show experience of managing grants and contracts.
MAX 5 POINTS _____
4. Discuss how the proposer will provide the local match for trips funded by the Transportation Disadvantaged Trust Fund. (CTD requires a 10% match)
MAX 5 POINTS _____
5. Discuss what initiatives the proposer will implement to effectively manage current funding levels and secure additional funds to support the system. If additional funding is needed to support the system explain where this funding will come from.
MAX 5 POINTS _____

D. DEMONSTRATION OF TRANSPORTATION COORDINATION ABILITY

Maximum 40

Total Points _____

1. Describe the agency/firm specific experience in coordinating multiple agency transportation services.
MAX 5 POINTS _____
2. Discuss how the agency/firm will reduce costs through coordination (i.e. grouping rides, contracting with existing transportation operators, contracting with purchasing agencies).
MAX 5 POINTS _____
3. Describe the procedure used from the time a call requesting a trip is received by the CTC through reconciliation of billing. This shall include, but not be limited to, handling of call, operator assignment, establishing driver routing sheets, recording actual trips provided by agency and preparation of an agency invoice. Indicate the computer software that will be used to perform these tasks and provide examples of manifests, invoices, etc.
MAX 5 POINTS _____
4. Describe the process for procuring and contracting with operators, if applicable.
MAX 5 POINTS _____

5. Describe how your agency/firm will comply with federal and state laws or Commission policies relating to alcohol and drug testing and drug education to maintain a drug-free workplace. Describe the quality assurance plan for the CTC and any contracted operators and coordination contractors.
MAX 5 POINTS _____
6. Describe the procedure for providing customer service. Describe how the following will be monitored and reported: complaints/commendations; no-shows; cancellations; and trip denials.
MAX 5 POINTS _____
7. Describe how the agency/firm will conduct client eligibility screening for trips provided with Transportation Disadvantaged Trust Funds.
MAX 5 POINTS _____
8. Describe agency/firm's accounting, invoicing and reporting procedures that are to be used to meet the reporting requirements of the Annual Operating Report to the Florida Commission for the Transportation Disadvantaged.
MAX 5 POINTS _____

E. DEMONSTRATION OF TRANSPORTATION OPERATIONAL ABILITY

Maximum Points 25 **Total Points _____**

1. The CTC will be required to obtain input from the users of the system. Describe your plan to achieve this, and how this input will be used.
MAX 5 POINTS _____
2. Describe vehicle maintenance schedules for daily checks, weekly and monthly checks, and scheduled preventative maintenance schedules. Demonstrate adherence to schedules.
MAX 5 POINTS _____
3. In the event of vehicle breakdown or no-show driver, describe the procedure used to operate transportation on time and as scheduled.
MAX 5 POINTS _____
4. Describe the firm's program for sensitivity training of administrative, office and call in-take personnel in transportation of elderly, disabled, and other disadvantaged persons. Also, describe key personnel's familiarity with purchasing agencies' program requirements.
MAX 5 POINTS _____
5. Each proposer, including the incumbent, must provide a Transition Plan describing the process and schedule to ensure a smooth changeover. **Each activity listed in the Transition Plan must include a description of the task, a scheduled start date, and a scheduled completion date.** Indicate the capital resources and time required for initiating the start-up, effective July 1, 2026.
MAX 5 POINTS _____

F. ACQUISITION OF CAPITAL RESOURCES

Maximum Points 15

Total Points _____

1. Provide proposed fleet (vehicle type, capacity, accessibility, year) at service start-up. Include a statement concerning the agency/firm's ability to acquire additional capital equipment as may be required to provide this service.

MAX 5 POINTS _____

2. Describe how your organization will provide local match and/or funding for vehicles and other capital purchases.

MAX 5 POINTS _____

3. Provide your plan for future capital expenditures and where will the funding come from. (vehicle expansion, replacement, IT, etc.)

MAX 5 POINTS _____

Print Reviewers Name: _____

Reviewers Signature: _____

Date: _____

Escambia County RFP		
Section	Max Points	Reviewer Score and Comments
Management Resources	20	Score =
Experience	15	Score =
Financial Capacity	25	Score =
Coordination	40	Score =
Operations	25	Score =
Capital Resources	15	Score =
Total	140	Total Score =
Reviewer Print Name:		
Signature:		

ATTACHMENT 17

ESCAMBIA COUNTY CTC RFP PRESENTATION / RANKING SHEET

Presentation (Limited to 30 minutes):

1. How do you plan to provide Transportation Disadvantaged services to the Escambia County service area. Include any innovations to improve services and availability.

Maximum Points 15

Total Points _____

2. Describe your estimated budget and funding sources for the Escambia County service area. How many estimated trips do you plan to perform within your funding allocations and does this align with your submitted Rate Model?

Maximum Points 15

Total Points _____

3. Highlight your organization. What sets you apart from other agencies/firms?

Maximum Points 15

Total Points _____

Review Committee Members overall ranking of the top proposers based on the **proposals, presentations and subsequent clarifications provided.**

Comments:

1. _____

2. _____

3. _____

Signature: _____

Printed Name: _____

Date: _____