MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB-TD) MEETING
Martin County Board of County Commission Chambers
2401 SE Monterey Road, Stuart, FL 34996
www.martinmpo.com
(772) 221-1498

Monday, June 5, 2023 @ 10:00 AM

AGENDA

ITEM	ACTION
1. CALL TO ORDER – 10:00 A.M.	
2. ROLL CALL - Introduce the New LCB-TD Chair – Susan Gibbs-Thomas	
3. APPROVE AGENDA	**APPROVE**
4. APPROVE MINUTES (PG. 3) • Regular Meeting Minutes - March 6, 2023	**APPROVE**
5. COMMENTS FROM THE PUBLIC **(PLEASE LIMIT YOUR COMMENTS TO THREE MINUTES, COMPLETE CARD TO COMMENT)**	
6. AGENDA ITEMS	
A. QUARTERLY PERFORMANCE REPORT (PG. 7)	**APPROVE**
B. FY23 COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION (PG. 14)	**APPROVE**
C. TRANSPORTATION DISADVANTAGED (TD) PROGRAM FY23/24 ALLOCATIONS FOR MARTIN COUNTY (PG. 258)	**INFORMATION**
D. FY23/24 COMMUNITY TRANSPORTATION COORDINATOR (CTC) TRIP RATE MODEL (PG. 262)	**APPROVE**
E. TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) MINOR UPDATE (PG. 264)	**APPROVE**
7. COMMENTS FROM COMMITTEE MEMBERS	

8. **NOTES**
   - Transportation Disadvantaged Planning Grant Progress Report

9. **NEXT MEETINGS**
   - Public Workshop and Regular Meeting; September 11, 2023, (Commission Chambers, Administration Bldg.)

10. **ADJOURN**

The Martin MPO solicits public participation without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the American with Disabilities Act or persons who require language translation services (free of charge) should contact Ricardo Vazquez, Senior Planner (Title VI/Non-discrimination Contact) at (772) 223-7983 or rvazquez@martin.fl.us in advance of the meeting. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.

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Monday, March 6, 2023, at 10:00 A.M.
MINUTES

1. **CALL TO ORDER –** The Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) meeting of March 6, 2023 was called to order at 10:06 A.M. by Robert McPartlan, Vice Chair.

2. **ROLL CALL**

Members in Attendance:
Robert McPartlan, Vice Chair, Department of Children & Families Services
Michael Northcutt, Florida Department of Veteran's Affairs
Zachary Hoge, Florida Division of Vocational Rehab
Dalia Dillon, Department of Elder Affairs
Marie Dorismond, Florida Department of Transportation
Joe Azevedo, Martin County Career Center
Ashman Beecher, Martin County Transit
Mary Jo Pirone, Citizen's Advocate/Rider Rep
Milory Senate, Agency for Persons with Disabilities

Excused Members:
James W. Campo, Chair, Commissioner Town of Sewall's Point
Gayle McArdle, Representative for Persons with Disabilities
Phyl Weaver, Representative for Persons over 60
Michelle Miller, Representative for the Economically Disadvantaged (FACA)
Kim Thorne, Representing Public Education Community

Members Not in Attendance:
Brenda Matheny, Local Medical Community
Monique Coleman, Representative for Children At-Risk

Staff in Attendance:
Beth Beltran, MPO Administrator
Lucine Martens, Planner
Alor Cadorna, Administrative Assistant

Others in Attendance:
Dana Elharintaragen, Stand Up for Independence (SUFI)
Chris Stephenson, Senior Resource Association

DRAFT

Melody Hearn, Family Care Council Florida, Area 15
Laverne Williams, User of the Martin County Coordinated TD Transportation System and Martin County Transit (MARTY)

A quorum was present for the meeting.

3. APPROVE AGENDA

A motion was made by Dalia Dillon to approve the Agenda as presented. A second was provided by Milory Senat. The motion passed unanimously.

4. APPROVE MINUTES

- Regular Meeting Minutes – December 5, 2022

A motion was made by Mary Jo Pirone to approve the Regular Meeting Minutes of December 5, 2022. A second was provided by Joe Azevedo, the motion passed unanimously.

5. COMMENTS FROM THE PUBLIC

Melody Hearn from the Family Care Council, Area 15, came forward to express her appreciation for the Treasure Coast Advantage Transportation System and the trips that this coordinated system provides to individuals with disabilities. This coordinated transportation helps individuals with disabilities to have a more meaningful life of meeting expectations and helps these individuals inclusively engage in their community. She is also taking a group from the Family Care Council, Area 15, and Stand Up for Independence (SUFI) to Tallahassee for TD Day.

6. AGENDA ITEMS

A. ELECTION OF VICE CHAIR

A motion to nominate Robert McPartlan as Vice Chair by Milory Senat and seconded by Marie Dorimond, motion passed unanimously.

B. QUARTERLY PERFORMANCE REPORT

Lucine Martens introduced Mr. Chris Stephenson of the Senior Resource Association (SRA) who presented the Quarterly Performance Report. He presented the CTC Performance Report for the period covering July 1, 2022, through January 31, 2023, and was available to answer questions.

Robert McPartlan inquired if the SRA will have enough funding left in the budget to cover through June and with the anticipated increase of trips, will SRA be able to support those trips. Chris Stephenson stated that they will have enough funding to do 24,800 trips this year and they should hit that number by the end of June 2023. SRA will be able to support

the increase of trips as well. Robert McPartlan cited that the approval rate for eligibility of transportation disadvantage riders was 85% of the people that applied. He questioned as to whether the 15% declined, had definitely had no chance of them getting approved. Chris Stephenson stated that SRA try and make sure that all the people who get approved for the service are eligible and they must meet certain criteria. SRA are extremely gracious with the eligibility, and they will bend over backwards to make someone eligible for the service if they are in the grey area and will make it happen for them. SRA gets audited by the state every year, so they want to make sure that all the people they are giving the trips to are the people who are eligible because the state will check.

A motion was made by Michael Northcutt to approve the Quarterly Performance Report. A second was provided by Marie Dorismond, the motion passed unanimously.

C. FY22 COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION UPDATE

Lucine Martens introduced the agenda item and informed the committee that this is an informational item. The LCB-TD assists in the evaluation of the Community Transportation Coordinator (CTC). With the coordinated help of LCB member volunteers and Martin MPO staff, the evaluation for the CTC is underway.

Robert McPartlan inquired if the surveys are done. Lucine Martens stated that the surveys are still underway and will be done by early May. Robert McPartlan added that it's important that the comments from the riders who are afraid that this service will go away are needed for the April 4th meeting presentation to the Martin County Board of County Commissioners.

D. LCB-TD BYLAWS

Lucine Martens gave a brief overview of the LCB-TD Bylaws. The Bylaws govern the composition, scope, and procedures of Martin County's LCB-TD. The Bylaws shall state that the LCB-TD will conduct business using parliamentary procedures according to Robert's Rule of Order and shall be updated annually. The Florida Commission for the Transportation Disadvantaged requires that these procedures are brought before the LCB-TD on an annual basis for re-adoption. She also mentioned there was clarifications on what constitutes a quorum. There were some inconsistencies in the verbiage through some of the paragraphs but now it is finally consistent and clear.

A motion was made by Michael Northcutt to approve the LCB-TD Bylaws. A second was provided by Dalia Dillon, the motion passed unanimously.

E. LCB-TD COMPLAINT AND GRIEVANCE PROCEDURES

Lucine Martens introduced the agenda item. The LCB-TD Program Complaint and Grievance Procedures establish a specific course of action to remedy situations that may

have contributed to a complaint or grievance from a TD rider or beneficiary. This document also serves as the local grievance system as mandated by Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code. The Florida Commission for the Transportation Disadvantaged requires that these procedures are brought before the LCB-TD on an annual basis for re-adoption. Robert McPartlan inquired if we had any complaints from the riders. Chris Stephenson stated that the CTC handles any local complaints, and they had five complaints this year and that is a very low number.

A motion was made by Milory Senat to approve the LCB-TD Complaint and Grievance Procedures. A second was provided by Michael Northcutt, the motion passed unanimously.

7. COMMENTS FROM COMMITTEE MEMBERS - None

8. NOTES

- Senior Resource Association (SRA) will return to present to the Martin County BOCC at the April 4, 2023, meeting.
- Transportation Disadvantaged Planning Grant Progress Report
- Open House for Martin County Transit Service (MARTY) on March 29, 2023.

9. NEXT MEETING

- June 5, 2023, at 10:00 am (Commission Chambers, Administration Bldg.)

10. ADJOURN 10:42 A.M.

Prepared by:

_____ _____
Alor Cadorna, Administrative Assistant Date

Approved by:

_____ _____
James Campo, Chair Date

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DRAFT

MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY

MEETING DATE: June 5, 2023	**DUE DATE:** May 30, 2023	**UPWP#:** 6
WORDING: QUARTERLY PERFORMANCE REPORT		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	**PREPARED BY:** Lucine Martens / Beth Beltran	**DOCUMENT(S) REQUIRING ACTION:** CTC Quarterly Performance Report

BACKGROUND

Senior Resource Association, the Community Transportation Coordinator (CTC), is required to provide the LCB-TD with a performance report.

ISSUES

Chris Stephenson with Senior Resource Association (SRA) will provide the CTC Performance Report for the period covering July 1, 2022, through April 30, 2023, at the June 5, 2023, LCB-TD Meeting for review and approval.

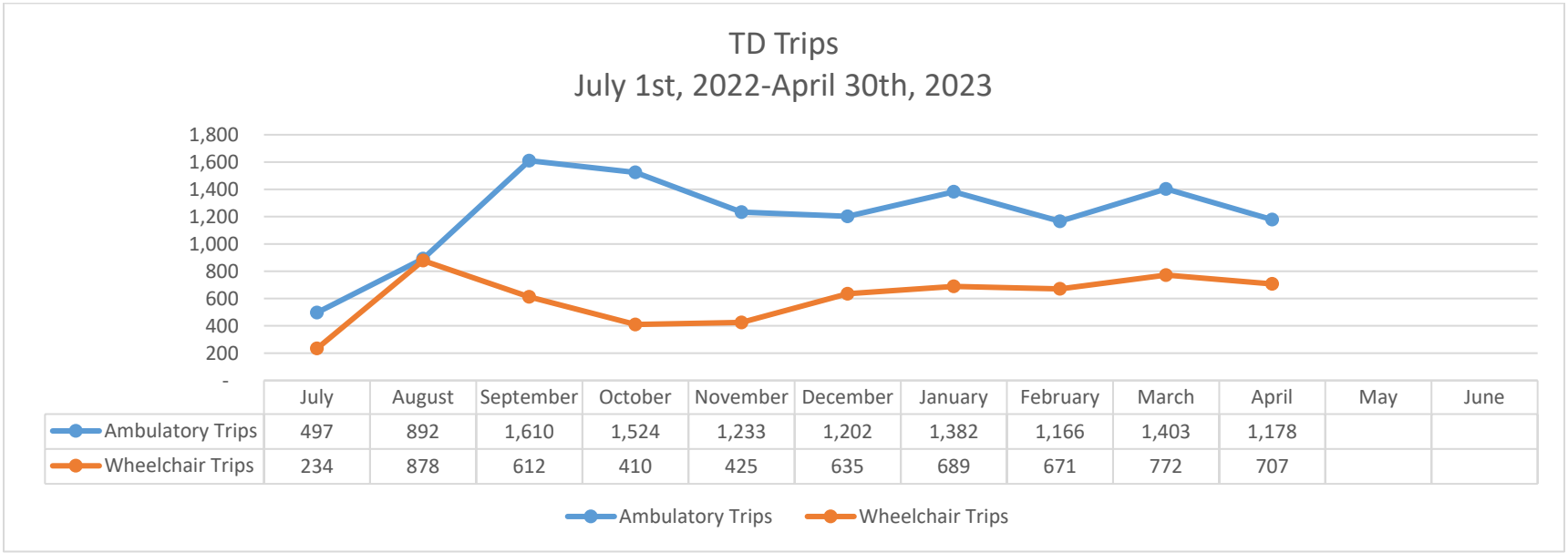
RECOMMENDED ACTION

a. Approve the CTC Performance Report for the period covering July 1, 2022, through April 30, 2023.
b. Provide direction

ATTACHMENTS

SRA Performance Report for the period covering July 1, 2022, through April 30, 2023.

Martin Community Coach
CTC Status Report
FY 2022/2023



	July	August	September	October	November	December	January	February	March	April	May	June
Ambulatory Trips	497	892	1,610	1,524	1,233	1,202	1,382	1,166	1,403	1,178		
Wheelchair Trips	234	878	612	410	425	635	689	671	772	707		

There were 12,223 trips for the county's TD population during the first ten months of the 2022-2023 fiscal year.

- 12,087 ambulatory trips
- 6,033 wheelchair trips

SRA is on pace to hit 24,800 trips this fiscal year. A ridership record for Martin County!

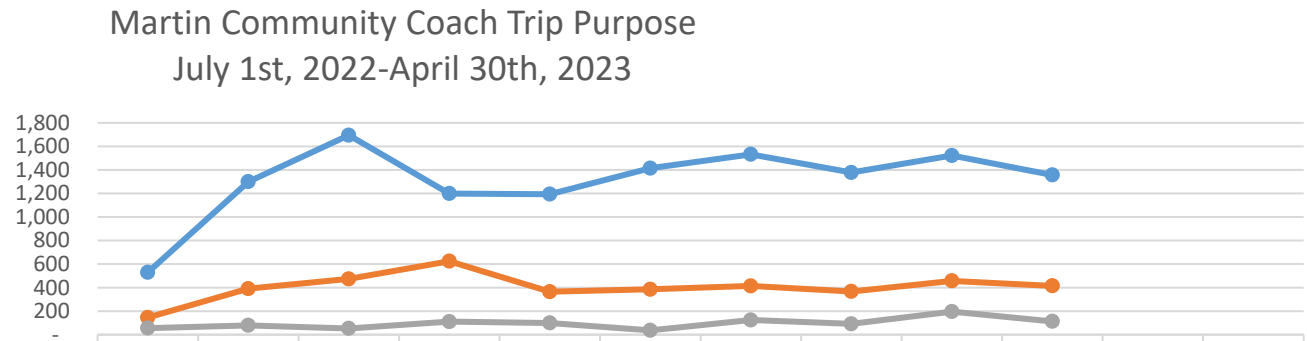
Last year we did 10,015 trips all year

100% of the available Trip and Equipment grant dollars were spent.

85% of the available ISD grant dollars were spent

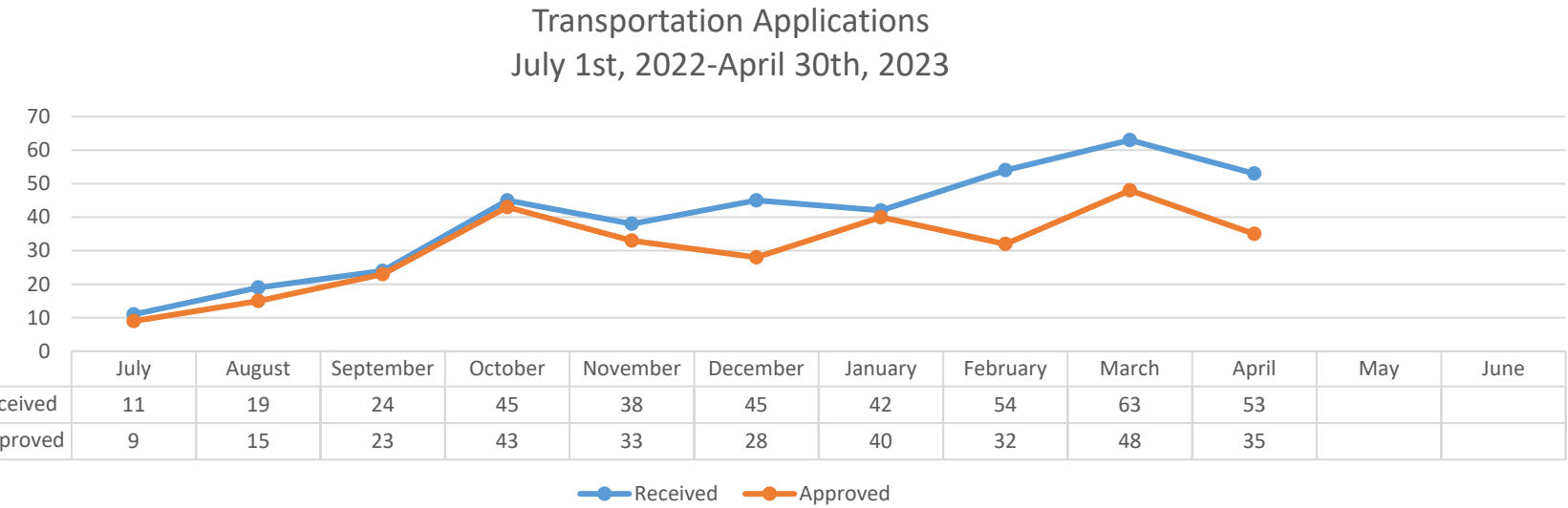
The grant was not made available until the middle of August, 2022

Martin Community Coach
CTC Status Report
FY 2022/2023



	July	August	September	October	November	December	January	February	March	April	May	June
Medical	529	1,300	1,695	1,199	1,194	1,414	1,533	1,378	1,523	1,357		
Shopping	146	391	474	624	365	386	414	367	457	415		
Other (Beauty Parlor, Education, Employment, Meal Site, Recreational)	56	79	53	111	99	37	124	92	196	113		

Transportation Applications



	July	August	September	October	November	December	January	February	March	April	May	June
Received	11	19	24	45	38	45	42	54	63	53		
Approved	9	15	23	43	33	28	40	32	48	35		

SRA has received 394 applications and approved 306 applications.

Martin Community Coach
CTC Status Report
FY 2022/2023

System Information

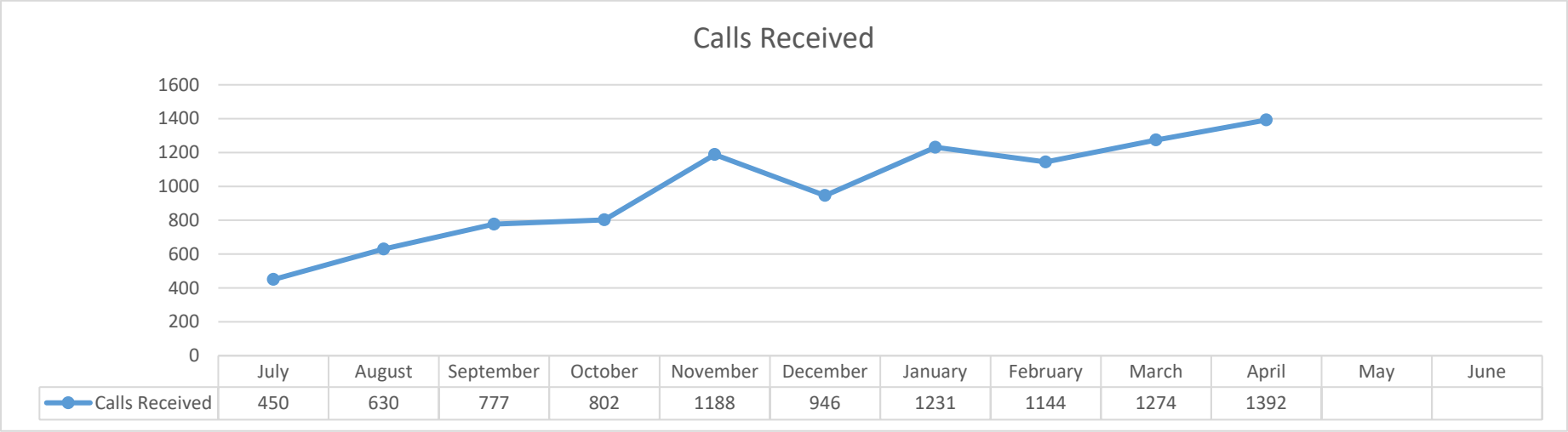
Unduplicated Head Count: 501

Average Age of TD Passenger: 78

Number of Transportation Vendors Used: 5

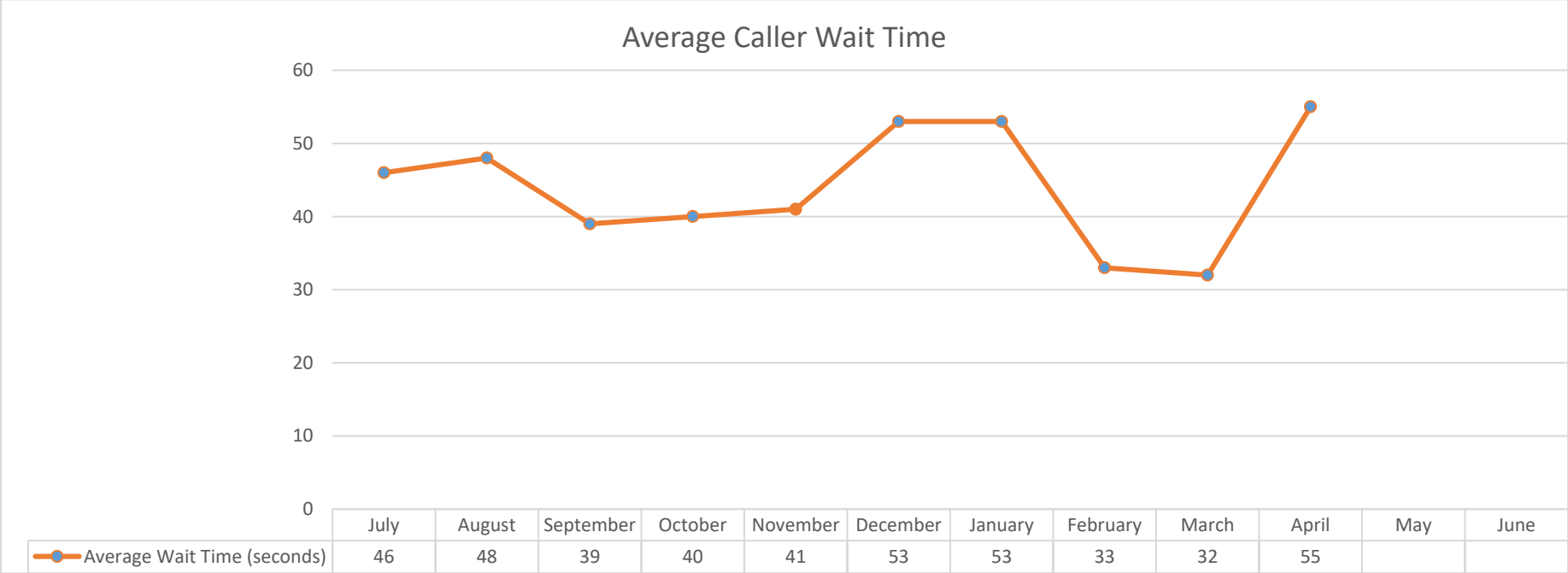
Vendor Name	Days Available to Work
ARC of Martin County	Monday-Friday (2 drivers)
A Martin Transportation	Saturdays
St. Lucie County Council on Aging	Monday-Saturday
Round the Clock Transportation	Saturdays (1 driver)
Ultimate Comfort Transportation	Monday-Saturday

Phone Information



	July	August	September	October	November	December	January	February	March	April	May	June
Calls Received	450	630	777	802	1188	946	1231	1144	1274	1392		

Martin Community Coach
CTC Status Report
FY 2022/2023



	July	August	September	October	November	December	January	February	March	April	May	June
Average Wait Time (seconds)	46	48	39	40	41	53	53	33	32	55		

Complaints

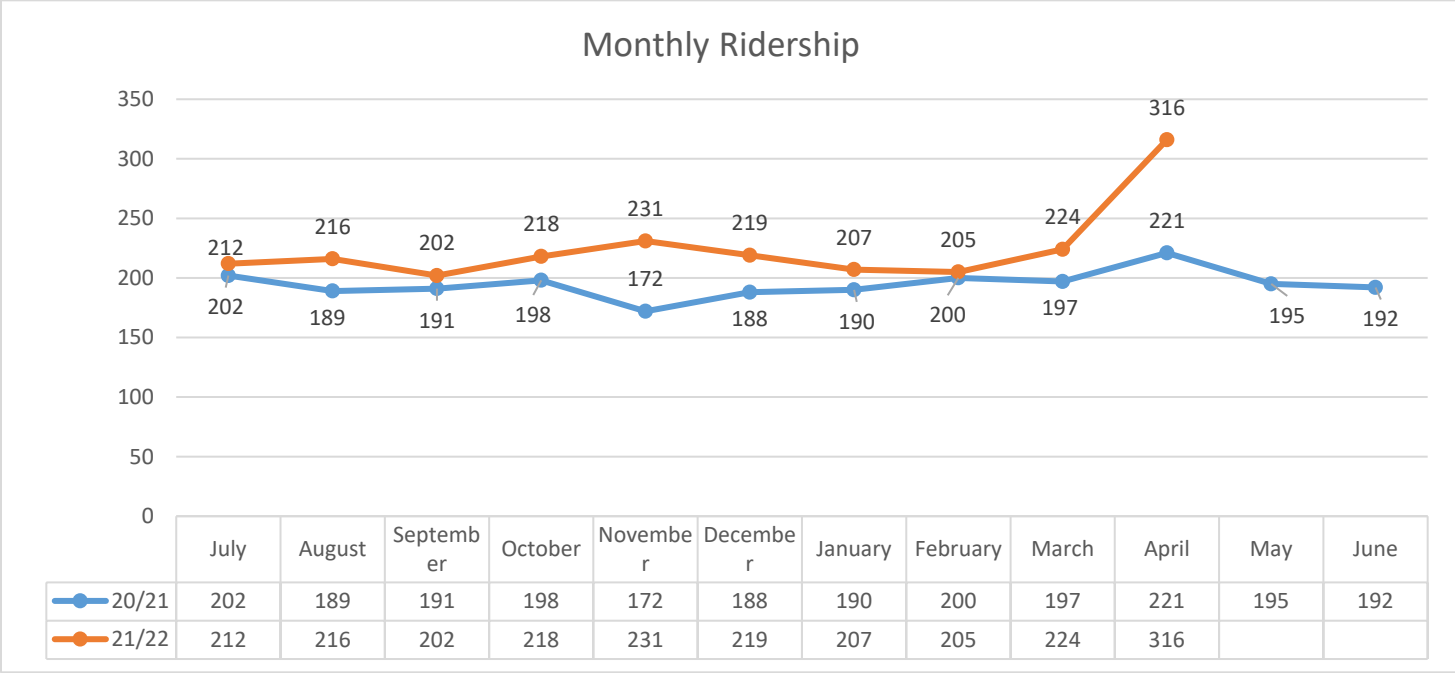
Complaints Received Year-To-Date: 20

No Shows by Vendors Year-To-Date: 2

No Shows by Passengers Year-To-Date: 161 (less than 1 a day)

Martin Community Coach
CTC Status Report
FY 2022/2023

Martin County Indiantown Shuttle



	July	August	September	October	November	December	January	February	March	April	May	June
20/21	202	189	191	198	172	188	190	200	197	221	195	192
21/22	212	216	202	218	231	219	207	205	224	316		

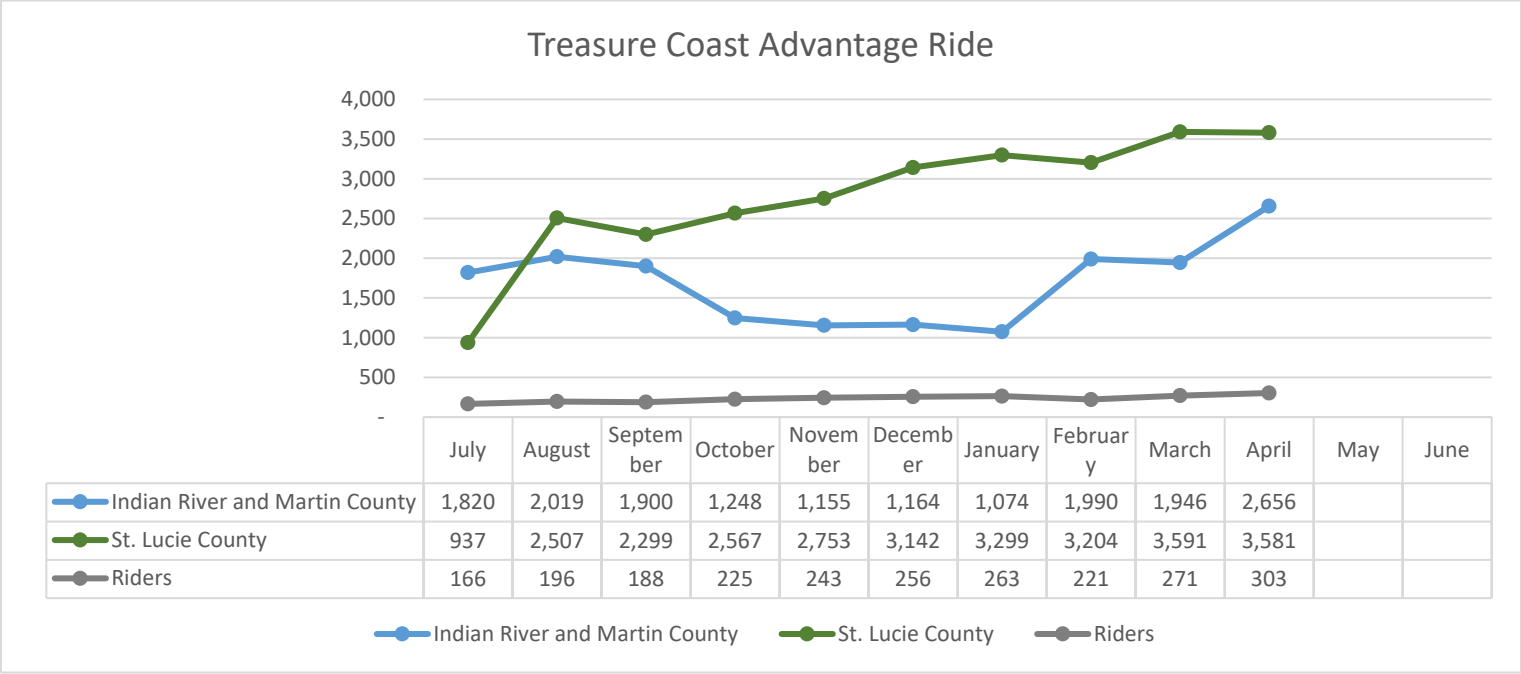
Indiantown Saturday Shuttle Statistics

- The shuttle started the first Saturday in April,2020
- The Village of Indiantown wrapped the bus on February 17th, 2021
- SRA received another 5310 grant for the third year of the program in 2022
    - The Village of Indiantown provides the local match dollars, approximately $25,000/year
- Ridership this FY has been 2,250 passengers. This is a 16% increase from the same time period last year.

Martin Community Coach
CTC Status Report
FY 2022/2023

Treasure Coast Developmental Disability Advantage Ride

In August, 2020 SRA was approached by staff from the Florida Developmental Disabilities Council (FDDC) and tasked with putting together a pilot program to help individuals with developmental disabilities have access to more mobility options. This pilot program began October 1st, 2020 and will continue until at least June 30, 2023. The program serves all 4 counties along the Treasure Coast (Indian River, Martin, St. Lucie and Okeechobee). Anyone who has a developmental disability is eligible to book trips, and all trips are carried out by drivers with training specific for working with people with developmental disabilities.



	July	August	September	October	November	December	January	February	March	April	May	June
Indian River and Martin County	1,820	2,019	1,900	1,248	1,155	1,164	1,074	1,990	1,946	2,656		
St. Lucie County	937	2,507	2,299	2,567	2,753	3,142	3,299	3,204	3,591	3,581		
Riders	166	196	188	225	243	256	263	221	271	303		

MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY

MEETING DATE: June 5, 2023	**DUE DATE:** May 30, 2023	**UPWP#:** 6
WORDING: FY23 COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	**PREPARED BY:** Lucine Martens / Beth Beltran	**DOCUMENT(S) REQUIRING ACTION:** CTC Evaluation Report package

BACKGROUND

Each year, pursuant to Chapter 427, Florida Statutes and Florida Commission for the Transportation Disadvantaged Rule 41-2, Florida Administrative Code, the LCB-TD assists in the evaluation of the Community Transportation Coordinator (CTC). The CTC Evaluation Report package is complete.

ISSUES

On June 5, 2023, MPO staff will present the CTC Evaluation Report package to the LCB-TD for review and approval. This report will be transmitted to the Florida Commission for the Transportation Disadvantaged (CTD) following LCB-TD approval.

RECOMMENDED ACTION

a. Approve the FY22/FY23 CTC Evaluation Report.
b. Provide direction.

ATTACHMENTS

FY22/FY23 CTC Evaluation Report package.

CTC

EVALUATION WORKBOOK

Florida Commission for the

Transportation Disadvantaged

CTC BEING REVIEWED: Senior Resource Association

COUNTY (IES): Martin

ADDRESS: 4385 43rd AVE, VERO BEACH, FL 32967

CONTACT: Chris Stephenson **PHONE:** 772-569-0760 x 224

REVIEW PERIOD: 2022-2023 **REVIEW DATES:** 2/15/23 -4/30/23

PERSON CONDUCTING THE REVIEW: Lucine Martens

CONTACT INFORMATION: 772-288-5412, lmartens@martin.fl.us

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

ITEM **PAGE**

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EVALUATION INFORMATION ____ **5**

ENTRANCE INTERVIEW QUESTIONS ____ **6**

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LEVEL OF COMPETITION WORKSHEET #2 ____ **53**

LEVEL OF AVAILABILITY WORKSHEET #3 ____ **55**

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)

- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)

- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)

- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).

- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
6 - 7	Entrance Interview Questions
15	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
16	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
22	Insurance
26 - 27	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
29 - 32	Commission Standards and Local Standards
38	On-Site Observation
misc.	Surveys (see various pages)
52	Level of Cost - Worksheet 1 (A.O.R.)
53 - 54	Level of Competition – Worksheet 2
55 - 59	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

Page Numbers
rev. 4-14-2022

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

☑ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).

☑ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☑ F.S. , Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☑ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☑ Monitoring of contractors.
- ☑ Surveying riders/beneficiaries, purchasers of service, and contractors (vendors) N/A

☑ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.

☑ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

☑ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:
   - ☐ RURAL ☑ URBAN
2. ORGANIZATION TYPE:
   - ☐ PRIVATE-FOR-PROFIT
   - ☑ PRIVATE NON-PROFIT
   - ☐ GOVERNMENT
   - ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
- ☐ PARTIAL BROKERAGE
- ☒ COMPLETE BROKERAGE

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

1. ARC of Martin County
2. A Martin Transportation
3. St. Lucie Council on Aging
4. Round the Clock Transportation
5. Ultimate Comfort Transportation

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

Coordination Contract Agencies				
Name of Agency	**Address** Email	**City, State, Zip**	**Telephone Number**	**Contact**
1. ARC of	dsparkman	2001 S KANNER	(772)283-2525	Debbie
Martin County	@arcmc.org	HWY.		Sparkman
		STUART, FL 34994		
2. The Kane	pbrown	900 SE SALERNO	(772)223-7843	Phyllis
Center	@kanecenter.org	RD.		Brown
		STUART, FL 34997		
3. Helping	amehling	1601 NE BRAILLE	(772)631-0851	Ann
People	@hpsfl.org	PL., JENSEN		Mehling
Succeed		BEACH, FL 34957		

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

Name of Agency	% of Trips	Name of Contact	Telephone Number
N/A			

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

N/A

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: October 28, 2020

2. WHAT IS THE COMPLAINT PROCESS?
   If a client is not satisfied with their transportation service or experience, they can call the CTC; the number is posted in all vehicles.

   IS THIS PROCESS IN WRITTEN FORM? ☒ Yes ☐ No

   (Make a copy and include in folder) See attachments (Complaint and Grievance Procedures)

   Is the process being used? ☒ Yes ☐ No

   (See page 45 of the TDSP)

3. DOES THE CTC HAVE A COMPLAINT FORM? ☒ Yes ☐ No

   (Make a copy and include in folder)

   (See (3) types of forms) (can be written or verbal)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

   ☒ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

   ☒ Yes ☐ No

   Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

   ☒ Yes ☐ No If applicable, a summary of complaints is presented to the LCB, by the CTC in the quarterly progress reports.

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

   When the complaint is resolved, in the written notification, the CTD ombudsman phone number is provided.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?

   ☒ Yes ☐ No

   If no, what is done with the complaint?

Sample
Complaint Forms

PG 9 (S-1)

TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (Home):		**Telephone (Work):**		
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		**Audio Tape**	
	TDD		**Other**	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply): [ ] Race [ ] Color [ ] National Origin Date of Alleged Discrimination (Month, Day, Year): _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] Yes [ ] No				

If yes, check all that apply: [ ] Federal Agency: _____ [ ] Federal Court _____ [ ] State Agency _____ [ ] State Court _____ [ ] Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

_____ _____

Signature Date

Please submit this form in person at the address below, or mail this form to:

Cheryl Stephens
Title VI Specialist
Senior Resource Association/Indian River Transit
4385 43rd Avenue
Vero Beach, FL 32967

COMPLAINT

DATE/ TIME OF CALL:_____/_____

DATE/ TIME OF INCIDENT:_____/_____

BUS #/ ROUTE #:_____

WHERE DID IT HAPPEN? (CROSSROADS, FACILITY, ETC):

_____

WHAT HAPPENED?

_____

_____

_____.

CALLER'S NAME/ PHONE NUMBER: _____

RECEIVED BY:_____

COMPLAINT

DATE/ TIME OF CALL:_____/_____

DATE/ TIME OF INCIDENT:_____/_____

BUS #/ ROUTE #:_____

WHERE DID IT HAPPEN? (CROSSROADS, FACILITY, ETC):

_____

WHAT HAPPENED?

_____

_____

_____.

CALLER'S NAME/ PHONE NUMBER: _____

RECEIVED BY:_____

ADA Complaint Form

Name of Rider:

Date and Time of Incident:

Phone Number of Rider:

Address of Rider (if available)

Trip Destination:

Description (number) of SRA vehicle:

Driver's name (if available):

Details of incident

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☒ Yes ☐ No If yes, what type?

Rider brochures, recently updated in 2022, are available in both print form as well as electronic format. The brochures are available in English, Spanish and Braille and can be found at the SRA office location, Martin County Administrative Center, Martin MPO, Martin County Health Department, Tax Collector/ DMV.

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☒ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☒ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

(Refer to pages 36-37 of the current TDSP)

Please Verify These Passengers Have an Eligibility Application on File:

(See attached 3-page email confirmation from the CTC)

TD Eligibility Verification						
Name of Client		Address of client			Date of Ride	Application on File?
YNES	GREGORY	7824	Se Saratoga Dr	Hobe Sound	11/16/2021	Yes
YOLANDA	HELD	180	NE Portside Way	Ocean Breeze	8/19/2021	Yes
YUREAU	RICE	10	Se central pkwy	Stuart	6/30/2021	Yes
KRISTEN	KROEN	211	Military Trail	Jupiter	12/13/2022	Yes
SHEILA	ROBINSON	11055	Se Federal Hwy	Hobe Sound	1/19/2023	Yes
RALPH	MILLIKEN	10754	Southeast Federal Highway	Hobe Sound	8/13/2021	Yes
ROBERT	FALKOWSKI	2505	Sw martin hwy	Palm city	11/21/2022	Yes
CLAUDE	WEBSTER	1001	SE Monterey Commons Blvd	Stuart	2/11/2022	Yes
CYNTHIA	HARTE	3441	Se Willoughby Blvd	Stuart	1/12/2023	Yes
ELAINE	BONILLA	1501	NW Federal Highway	Stuart	10/4/2021	Yes

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

Lucine Martens

From: Chris Stephenson <cstephenson@sramail.org>
Sent: Monday, March 13, 2023 10:07 AM
To: Lucine Martens
Subject: RE: Verification of Eligibility CTC Evaluation FY 22-23

Caution: This email originated from an external source.
Be Suspicious of Attachments, Links, and Requests for Login Information

Hi Lucine,

Yes we have all of those. Let me know if you need to see any of them.

Also, for the CTD audit a few weeks ago they went through the applications for all of these people

SANTIAGO, AUREA
Andrea McClain
Malcolm Gowdie
PORCARO, BEN
WILLIAMS, LAVERNE
ROTRUCK, RAYMOND
Vanessa Sauls
Timothy Sikler
Miracle Shelton
Alice Acello
Katherine Withers
Nathan castillo
Ferbertshauser, Tracey
BONILLA, ELAINE
GRAVES, LILLIAN
Caridad Avila
Flood, Sandra
Cowart, Andrew
OXMAN, LEE
HAVENS, GERALDINE
SPENCER, BETTY
WICKWIRE, KIPPEN
LOCKE, RUTH
PUGH, JENNIFER
REAVIS, CYNTHIA
GALAGARAN, ELLEN
PAPADOPOULOS, VIOLA
MIKE, DERRICK
ROSE, DOMINIQUE
CORBO, ARTHUR

Senior Resource Association, Inc.

4385 43rd Avenue,
Vero Beach, FL 32967

Chris Stephenson

DIRECTOR OF TRANSPORTATION

Office
772.469.3151

Cell Phone
772.532.0396

From: Lucine Martens <lmartens@martin.fl.us>
Sent: Monday, March 13, 2023 9:28 AM
To: Chris Stephenson <cstephenson@sramail.org>
Subject: Verification of Eligibility CTC Evaluation FY 22-23

SECURITY WARNING: This email originated from outside of Senior Resource Association. Do not click links or open attachments unless you recognize the sender and know the content is safe.

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Good morning Chris,

Could you verify that the following list of clients have an eligibility application on file?

YNES	GREGORY	7824	Se Saratoga Dr	Hobe Sound	11/16/2021
YOLANDA	HELD	180	NE Portside Way	Ocean Breeze	8/19/2021
YUREAU	RICE	10	Se central pkwy	Stuart	6/30/2021
KRISTEN	KROEN	211	Military Trail	Jupiter	12/13/2022
SHEILA	ROBINSON	11055	Se Federal Hwy	Hobe Sound	1/19/2023
RALPH	MILLIKEN	10754	Southeast Federal Highway	Hobe Sound	8/13/2021
ROBERT	FALKOWSKI	2505	Sw martin hwy	Palm city	11/21/2022
CLAUDE	WEBSTER	1001	SE Monterey Commons Blvd	Stuart	2/11/2022
CYNTHIA	HARTE	3441	Se Willoughby Blvd	Stuart	1/12/2023
ELAINE	BONILLA	1501	NW Federal Highway	Stuart	10/4/2021

Thank you,

Lucine C. Martens
Planner
Martin MPO
3481 SE Willoughby Blvd., Suite 101
Stuart, FL 34994
Office: (772) 288-5412

lmartens@martin.fl.us
Like us on Facebook
https://martinmpo.com/

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14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

SRA strives to coordinate with the county's transportation provider to make sure their is coordination between TD trips (where the trips and eligibility are done by SRA) and ADA trips (where the trips and eligibility are done by the County's provider).

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

The "fractured system" where the CTC does TD work and the County's transit provider does the ADA work.

Also, the lack of Trip and Equipment Grant funds every year

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

N/A

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

FDDC, FDOT, APD

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

We have a byline in our emails reminding people to choose the CTD when they renew their license or vehicle registration every year. Also, in our voicemail it reminds people to choose the CTD when they renew their license or vehicle registration every year.

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.
"Execute uniform contracts for service using a standard contract, which includes performance standards for operators."

ARE YOUR CONTRACTS UNIFORM? ☒ Yes ☐ No

IS THE CTD'S STANDARD CONTRACT UTILIZED? ☒ Yes ☐ No
CTD Template

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☒ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Arc of Martin County		Yes	Yes	Yes
A Martin Transportion		Yes	Yes	Yes
St. Lucie Council on Aging		Yes	Yes	Yes
Round the Clock Transportation		Yes	Yes	Yes
Ultimate Comfort Transportation		Yes	Yes	Yes

SSPP => Systems Safety Program Plan

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
"Collect Annual Operating Data for submittal to the Commission."

REPORTING TIMELINESS

Were the following items submitted on time? initiated: 7-25-2022

a. Annual Operating Report ☒ Yes ☐ No

Any issues that need clarification? ☐ Yes ☒ No

Any problem areas on AOR that have been re-occurring? No

List:

b. Memorandum of Agreement ☒ Yes ☐ No September 2020

c. Transportation Disadvantaged Service Plan ☒ Yes ☐ No

d. Grant Applications to TD Trust Fund ☒ Yes ☐ No

e. All other grant application (____%) ☒ Yes ☐ No ISD Grant

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

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?

Monthly monitoring and annual monitoring (extensive audit)

Is a written report issued to the operator? ☐ Yes ☒ No *

* they have to sign it.

If **NO**, how are the contractors notified of the results of the monitoring?

They are notified of the results by whether the CTC (SRA) continues the contractor with the subcontractor.

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

FDOT does a triennial review of the coordinated contractors and gives a copy to the CTC.

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?

A contractor that receives an unfavorable report will not be eligible for grant funds, vehicles could be taken away.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

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?

N/A

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 PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM? it

☐ ~~------N/A->~~

The CTC coordinates with Martin County Public Transit (MARTY) for ADA trips, and facilitates the use of Public Transit (MARTY) where applicable.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☒ Yes ☐ No

If YES, what is the goal?

Goal 3 in the TDSP (pg. 33), Strategy 3.1.3); "The CTC will help educate TD riders of the public transit system in the County and promote the fixed route service when possible".

Is the CTC accomplishing the goal? ☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).
"Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies."

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include *all* funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☒ Yes ☐ No The CTC is on the 5310 committee that reviews agencies' applications for funding to buy vehicles.

If Yes, describe the application review process.

- FDOT collects and tabulates the funding applications in the 1st week of February each year.
- The review committee reviews the applications together in March.
- FDOT notifies applicants of 5310 grants award.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?

☐ Yes ☐ No The Martin MPO (Local Planning Agency) is also on the 5310 committee that reviews agencies' applications for funding to buy vehicles.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).
"Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies."

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

The TDSP describes the set limitation on trips.
Example: dialysis trips cannot exceed 50% of all trips each month.

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

See above; dialysis trips.

HOW ARE THESE PRIORITIES CARRIED OUT?

The CTC honors the priorities when scheduling and booking the client trips.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).
"Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2)."

Review the Operational section of the TDSP

1. Hours of Service:

   Monday - Friday from 6 a.m. to 7 p.m.
   Saturday from 8 a.m. to 5 p.m.

2. Hours of Intake:

   8 a.m. to 5 p.m.

3. Provisions for After Hours Reservations/Cancellations?

   Leave a voicemail or send an email

4. What is the minimum required notice for reservations?

   48 hour (2 days)

5. How far in advance can reservations be place (number of days)?

   21 to 28 days in advance

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).
"Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants."

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

The CTC has no formal arrangement with the local wages coalition.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

Career Source (local wage coalition) is represented on the LCB-TD and disseminates information to their clients about Martin Community Coach.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

Findings:

Recommendations:

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 $100,000 per person and $200,000 per incident…"

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

$100,000 per person and $200,000 per incident

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

$100,000 per person and $200,000 per incident

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
ARC of Martin County	$16,092
A Martin Transportation	N/A they use SRA's vehicles
St. Lucie Council on Aging	$34,218
Round the Clock Transportation	$19,272
Ultimate Comfort Transportation	$19,200

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

Comments:

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

Compliance with 41-2.006(2), Safety Standards.
"…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 14-90, F.A.C."

Date of last ~~SSPP~~ PTASP Compliance Review 1-15-2023*, Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site. N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No Note: PTASP certification is less than one year old.

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-
N/A						

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

PTASP Certification

Senior Resource
ASSOCIATION

Promoting Independence in our Community

ANNUAL SAFETY CERTIFICATION AND ADOPTION

Date: 01/15/2023

Name: Senior Resource Association
Indian River Transit
GoLine
Community Coach

Address: 4385 43rd Avenue
Vero Beach, Florida 32967

In accordance with FTA 49 CFR Part 673 Final Rule, the board of Directors of the bus system named above hereby adopts and certifies to the following:

1. The adoption of the Safety Management System for calendar year 2023
2. Compliance with adopted standards of the Public Transportation Agency Safety Plan (PTASP), for calendar year 2023
3. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009, for calendar year 2023

Signature: _____

Name: James G Vitter II
Title: Chairman of the Board of Directors, Senior Resource Association

Signature: _____

Name: Karen Deigl
Title: Chief Executive Officer, Senior Resource Association

1. Safety Policy

SMS Safety Policy Statement

Safety and customer service are our two core business functions. Senior Resource Association is committed to developing, implementing, maintaining, and constantly improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources aimed at achieving the highest level of safety performance and meeting established standards. All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer (CEO). The SMS Program is managed under my authority by the Director Transportation.

Senior Resource Association's commitment is to:

• **Support** the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices and encourages effective employee safety reporting and communication.

• **Integrate** the management of safety among the primary responsibilities of all employees;

• **Clearly define** for all staff, responsibilities for the delivery of the safety performance;

• **Establish and operate** hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risks of the consequences of hazards to a point which is consistent with our acceptable level of safety performance;

• **Ensure** that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, or a deliberate or willful disregard of regulations or procedures;

• **Comply with**, and exceed, legislative and regulatory requirements and standards;

• **Ensure** that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters

• **Establish** and measure safety performance against realistic & data-driven indicators and targets

• **Continually improve** our safety performance through management processes that ensure that appropriate safety management action is taken and is effective;

Values and guiding principles

- Integrity, Trust, Teamwork, Respect, Customer Service
- Commitment to Safety
- Commitment to Continuous Improvement
- Commitment to Compliance

Karen Deigl

CEO and Accountable Executive

2. Safety Culture

Safety Culture Policy:

Senior Resource Association is committed to creating and sustaining a safety culture environment that supports our SMS and recognizes that a number of principles enable the development and sustainment of a positive safety culture including:

- Recognition that fair and equitable treatment of all employees encourages sharing of safety-related information.
- Creating and sustaining an environment that actively seeks out risks and supports hazard and event reporting, to include near misses.
- Recognition that inappropriate disciplinary measures can suppress open reporting of risks.
- Creating and sustaining an environment where there is an understanding that human errors will occur.
- Creating and sustaining an environment that promotes openness and learning from events at Senior Resource Association, there is an expectation that all employees actively promote safety in everything they do. This includes two explicit duties that are the responsibility of all employees:
  - To report any hazard, near-miss, unsafe condition or incident that occurs, or is otherwise known about.
  - To openly participate in any investigation that may arise as a result of any reported hazard, near-miss or event that occurs

Senior Resource Association recognizes that employee actions that contribute to hazards and events may be the result of a wide spectrum of behaviors. The Senior Resource Association policy regarding these behaviors is as follows:

- Unintentional error will be investigated, and feedback given
- At-Risk behavior will usually warrant a verbal or written counseling
- Reckless behavior (and some circumstances of at-risk behavior) will usually warrant more significant corrective action steps to be taken

We are committed to creating an open and fair safety culture with Senior Resource Association that supports our SMS. As we implement this policy, we pledge that our first response to any event **will be to investigate fairly the circumstances involved.**

Karen Deigl, *CEO and Accountable Executive*

Note: PTASP certification is less than one year old.

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-
N/A						

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

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

Compliance with 41-2.006(3), Drug and Alcohol Testing
"…shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing…"

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☒ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: 11/1/2022

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

Florida Department of Transportation

RON DESANTIS
GOVERNOR

3400 West Commercial Boulevard
Fort Lauderdale, FL 33309

JARED W. PERDUE, P.E.
SECRETARY

January 11, 2023

Senior Resource Association
Attn: Chris Stephenson
4385 43rd Avenue
Vero Beach, FL 32967

RE: Florida Department of Transportation (FDOT) District 4 Triennial Review Letter of Compliance for Senior Resource Association

Dear Mr. Stephenson,

This letter is to confirm that all findings resulting from the Triennial Review of the Senior Resource Association on November 1, 2022 have been resolved. FDOT District 4 has found your agency to be in compliance with the FDOT's regulations for providing public transportation services and for receiving federal funding under 49 U.S.C. § 5310. Senior Resource Association has submitted the materials, policies, and procedures, as requested by FDOT and its consultant support team, in order to satisfy the conditions of the grant agreement(s).

Your cooperation during the entire Triennial Review process was greatly appreciated and we look forward to working with you in the future to provide safe and efficient public transportation for the elderly and disabled residents of District 4.

Should you have any questions, or require additional information, please do not hesitate to contact me directly at (954) 777-4605, Marie.Dorismond@dot.state.fl.us.

Sincerely,

DocuSigned by:
Marie Dorismond
11A2F5E8A4F64D9...

Marie Dorismond
Transit Coordinator
Office of Modal Development
Florida Department of Transportation – District 4
3400 W. Commercial Blvd.
Fort Lauderdale, FL 33309

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.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) ($ amount / unit)	N/A *				
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)	N/A *				
Ambulatory rate	$ 34.75				
Wheel Chair rate	$ 59.58				
Special or unique considerations that influence costs?					
Explanation: * The coordination contractors do not have flat rates. The coordination contractors provide transportation for heir own clients.					

Started: April 2020

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 Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)] * Indiantown Shuttle - people are transported to east Stuart

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) ($ amount / unit)	N/A	Free * Funded by FDOT			
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)	N/A				
Ambulatory rate	$ 34.75				
Wheel Chair rate	$ 59.58				
Special or unique considerations that influence costs? * Only for Indiantown on Saturdays, paid for by FDOT & the Village of Indiantown match.					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards
"...shall adhere to Commission approved standards…"

Review the TDSP for the Commission standards. Vehicle Inspection 3-14-23, COA Bus# 21-03

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles. Comments, compliments & complaints	COA phone number posted on outside of vehicle & 1-800-TD Hot-line number posted inside vehicle
Vehicle Cleanliness	Yes, very clean
Passenger/Trip Database	Drivers are given a manifest and therefore do not pick-up riders who are not eligible.

Adequate seating	Yes
Driver Identification	Driver: I.D. badge visible (first Name Shade)
Passenger Assistance	Yes
Smoking, Eating and Drinking	Signage for: "NO SMOKING", "NO EATING", "NO DRINKIING", also signage that seat-belts should be worn at all times

Two-way Communications	Yes, there is a hybrid cell-phone w/ 2 way radio (walkie-talkie)
Air Conditioning/Heating	Yes and Yes
Billing Requirements	Fares are posted, not currently collected as of 3-14-23

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards
"...shall adhere to Commission approved standards..."

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Children under 14 years old require an adult escort. Adult escort subject to same fare as child. Personal care attendants may ride for free.
Use, Responsibility, and cost of child restraint devices	All passengers under the age of five(5) and/or under 45 lbs must be secured in a child restraint device, provided by parent/caregiver. Children in child restraint devices will not be placed in the front seat of vehicle.
Out-of-Service Area trips SRA may arrange for out-of-service area trips for sponsored trips; only upon receipt of all required docs.	Martin County will utilize the coordinated fixed route service to transport members to St Lucie County to the north if it is more cost effective than to remain within the Martin County boundary. Martin County also coordinates with Palm Beach County to the south.
CPR/1st Aid	SRA's transportation providers are not required to train their drivers on CPR or to perform CPR in the event of an onboard emergency. Drivers are instructed to phone 911.
Driver Criminal Background Screening	All drivers, including new drivers, must be subjected to a level 2 background check through the appropriate state agency. No driver may perform transportation services for SRA until the criminal background check is complete and provided to SRA.
Rider Personal Property	Each client will be permitted to carry two pieces of personal property. Clients, adults, and/or caregiver/ aides will be personally responsible for independently loading these articles.
Advance reservation requirements	SRA (CTC) requires a 48 hour advanced notice for all trip requests
Pick-up Window	The pick-up window is 60 minutes; provided this allows time for the passenger to arrive on time. Drivers are not required to wait longer than 15 minutes after scheduled pick-up time.

Measurable Standards/Goals	*Standard/Goal*	*Latest Figures*	*Is the CTC/Operator meeting the Standard?*
Public Transit Ridership	N/A	N/A	N/A
On-time performance	CTC: 90%	CTC: 95%	Yes
		COA: 95%	Yes
		ARC: 99%	Yes
		UC: 90%	Yes
Passenger No-shows No Standard in TDSP	N/A	CTC: 113	N/A
		COA: 55	N/A
		ARC: 8	N/A
		UC: 50	N/A
Accidents	CTC: 0	CTC: 0	Yes
	COA: 0	COA: 0	Yes
	ARC: 0	ARC: 0	Yes
	UC: 0	UC: 0	Yes
Roadcalls *Average age of fleet:*	CTC: 12,000 miles between each	CTC: 2 roadcalls total. Average 1 every 26,000 miles	Yes
	COA: 12,000 miles between each	COA: 1	Yes
	ARC: 12,000 miles between each	ARC: 0	Yes
	UC: 12,000 miles between each	UC: 1	Yes
Complaints: No Standard in TDSP *Number filed:*	N/A	CTC: 0	N/A
		COA: 0	N/A
		ARC: 0	N/A
		UC: 0	N/A
Call-Hold Time	CTC: 90% of calls answered within 30 seconds or less	CTC: 90% of calls answered within 45 seconds or less	No

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST? ☒ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☒ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

☒ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER? ☐ Yes ☒ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids	x	x	
Accommodating Life Support Systems (O_2 Tanks, IV's...)	x	x	
Passenger Restraint Policies	x	x	
Standee Policies (persons standing on the lift)	x	x	
Driver Assistance Requirements	x	x	
Personal Care Attendant Policies	x	x	
Service Animal Policies	x	x	
Transfer Policies (From mobility device to a seat)	x	x	
Equipment Operation (Lift and securement procedures)	x	x	
Passenger Sensitivity/Disability Awareness Training for Drivers	x	x	

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

* TD riders do not visit SRA in Vero Beach

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC…).

IS A RAMP PROVIDED? ☐ Yes ☐ No **N/A** *

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No **N/A** *

Bus and Van Specification Checklist

Name of Provider: Council on Aging of St Lucie, Inc. (COA) PH: 772-345-8228

Vehicle Number (either VIN or provider fleet number): 21-03

Type of Vehicle:
- ☐ Minivan
- ☐ Van
- ☐ Bus (>22')
- ☐ Minibus (<= 22')
- ☒ Minibus (>22') Cutaway Bus

Person Conducting Review: Lucine Martens and Alor Cadorna

Date: 3-14-2023

Review the owner's manual, check the stickers, or ask the driver the following:

- ☒ The lift must have a weight limit of at least 600 pounds.
- ☒ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☒ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☒ Controls to operate the lift must require constant pressure.
- ☒ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☒ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

platform 34" wide x 50" long

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long. N/A
- ☒ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☒ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☒ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☒ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☒ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☒ The securement system must accommodate all common wheelchairs and mobility aids.
- ☒ The securement system must keep mobility aids from moving no more than 2 inches in any direction. No movement
- ☒ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

N/A

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☒ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☒ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door. (actual height 78 inches)
- ☒ Aisles, steps, and floor areas must be slip resistant.
- ☒ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

Individuals requiring special travel/boarding assistance will be required to travel with a caregiver/personal care attendant (PCA)/parent. The caregiver/parent will be subject to the same fare as the child or individual requiring assistance. Personal Care Attendants may ride for free.

Child Restraints

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

Passenger Property

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

Transfer Points

Pickup and drop off stops will be in safe, secure locations. A dedicated toll-free number is available for compliments, comments and complaints. This number is posted in all vehicles used in the coordinated system. The local Toll-Free Phone Number is 772-469-2063.
If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435.

Out of Area Service

In an effort to better coordinate with neighboring counties/other CTCs and serve the needs of the TD population, SRA may arrange for the provision of out-of-service-area trips for sponsored trips only upon receipt of all required documentation and authorizations. If the trip can be accommodated, transportation services will be provided.

Vehicle Cleanliness

Vehicle Inspection COA Bus 21-03

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

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

Vehicles in use for SRA services must not have: **Compliant**

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

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

Billing

Transportation providers will provide invoices to SRA on forms, at times, and in a manner acceptable to SRA. SRA submits payment based on their payment schedule and in accordance with the Florida TD Commission and Florida Statutes to a transportation provider once all invoices are signed off by transportation provider for services rendered.

Passenger/Trip Data

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

Seating

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

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

Driver Identification

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

Passenger Loading Assistance

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

COMMUNITY TRANSIT
772-464-7433

LCB-TD 06/05/23

SIDE AIRBAG
E-SERIES
HINT
HINT Mounts
1-800-23-HINT
WARNING

LCB-TD 06/05/23

STANDING FORWARD OF WHITE LINE IS NOT PERMITTED WHILE VEHICLE IS IN MOTION

89-8058-3

NO STANDING WHILE VEHICLE IS IN MOTION

Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in: Public accommodations on the basis of race, color, national origin, sex, age, disability or income. In addition, the Florida Civil Rights Act does not permit discrimination on the basis of religion or family status. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging).

(002)

Transportation services provided by this vehicle are open to the general public.

#003

Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in: Public accommodations on the basis of race, color, national origin, sex, age disability or income. In addition, the Florida Civil Rights Act does not permit discrimination on the basis of religion or family status. Persons believing, they have been discriminated against on these conditions may file a complaint with the (_COMPLAINT DEPARTMENT at (____772-345-8829 _____).

001

LCB-TD 06/05/23

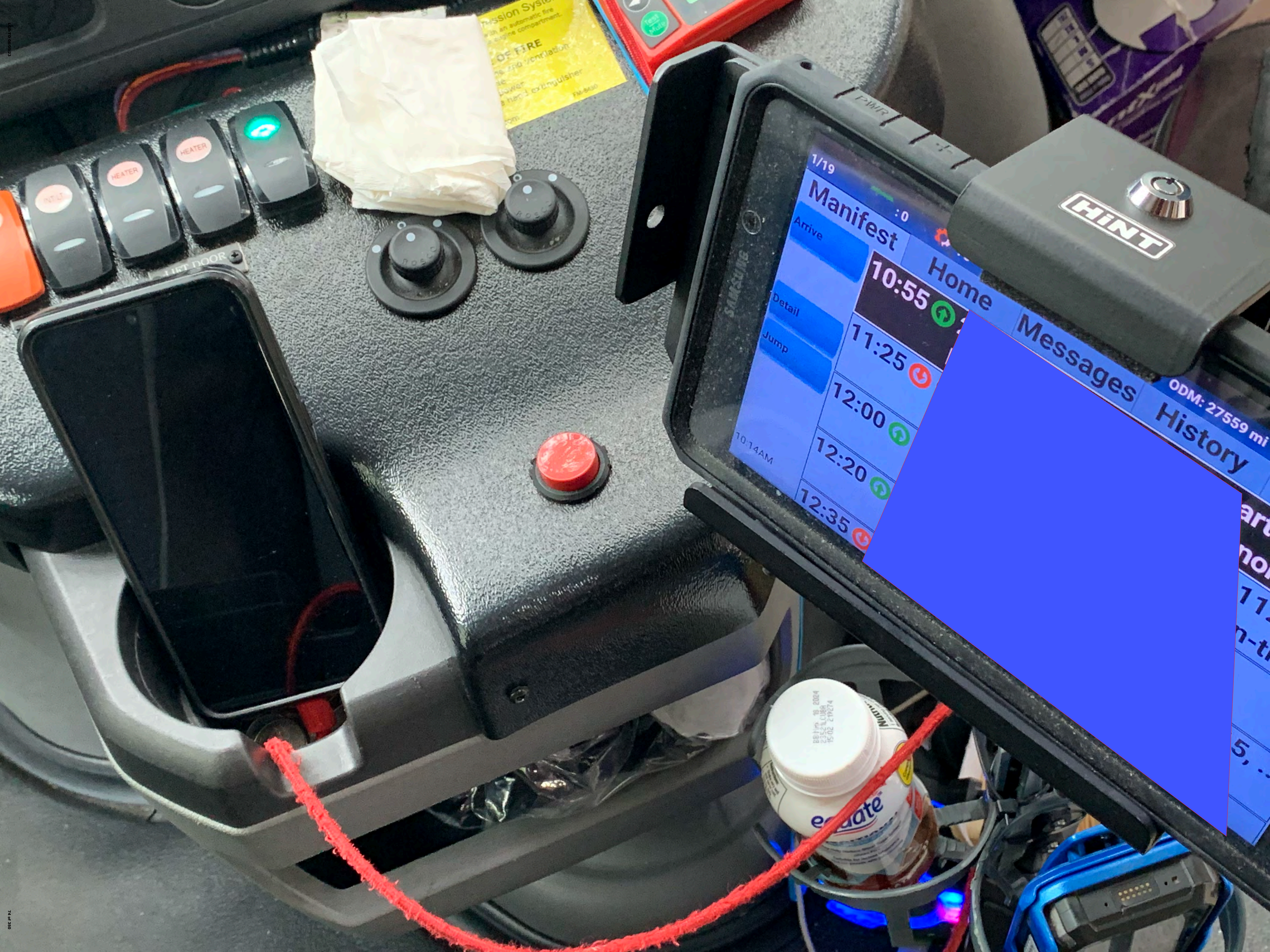
STANDING FORWARD OF WHITE LINE IS NOT PERMITTED WHILE VEHICLE IS IN MOTION

NO STANDING WHILE VEHICLE IS IN MOTION

Transportation services provided by this vehicle are open to the general public.

Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in: Public accommodations on the basis of race, color, national origin, sex, age disability or income. In addition, the Florida Civil Rights Act does not permit discrimination on the basis of religion or family status. Persons believing they have been discriminated against on these conditions may file a complaint with the (COMPLAINT DEPARTMENT at ( ) 772-345-9829 ( ).

AXIMUM
PACITY-15
CLUDING
RIVER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FOGMAKER
Xpand
HiNT Mounts

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor
100 % Compliant			

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☒ Yes ☐ No

ADA COMPLIANCE

Findings:

In compliance

Recommendations:

N/A

FY 22/23 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 22/23 Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 22/ 23)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 22/ 23)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN $1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 22/ 23)

☒ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: 1/19/2023 STATUS REPORT DATED: _____

CTD RECOMMENDATION:

The CTD recommended SRA add the required prompt payment language outlined in Trip & Equipment Grant Agreement # G1N96, Section 19.00 to our contracts with our transportation vendors

CTC Response:

SRA has added that language to our contracts

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

See page 43

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 3/21/23 10:30AM –

Please list any special guests that were present:

Location: Marin County

Number of Passengers picked up/dropped off: 3

Ambulatory 1

Non-Ambulatory 2

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

yes – on time

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☐ Name Tag ☒ ID Badge ☐ No

Range from minirok

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ 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:

see attached

CTC: Ryd Weaver County: Martin

Date of Ride: 3/21/23

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Ride with Transportation for Disadvantage — Community Coach
Driver - Marius
March 21, 2023 10:30am - 12:40pm

We had 3 trips. All were separate trips. One of the passengers was Gayle McCarkle, who has been on the advisory board.

I drove with the same driver Marius last year. He is a competent, caring driver. He has a good handle on the needs of the passengers and the complications of scheduling. He would be an excellent person on an advisory team.

One year ago I brought up the transportation of dialysis patients round trip Indiantown to Stuart 3 days per week. We were making many long trips. Since then the problem has not been addressed or solved. Over the year the number of patients has gone from 4 to 2. We now have 2 people traveling on M W & F from Indiantown RT to Stuart....one is picked up at 5:30am, the other at 11am. Thus there are 12 long trips in the large vehicle which gets about 8 miles per gallon.

Can we look again into getting these 2 people to have appointments much closer to the same time. The 11am person, I am told, would be willing to go earlier.

If that is really not feasible, a van could be used instead of a large vehicle. The large vehicle uses over twice the gas as the van. We seem to be wasting gas money on 12 long trips per week.

Gayle McCarkle had several comments that need addressing, which she said have been shared with Chris Stephenson.
Calling the Martin County phone number very very ofter results in no answer. Calling the Indian River phone number results in immediate pickup. This problem is continuing, Chris is very busy but perhaps the Martin # should be eliminated (along with the frustration on the part of the people trying to use it).
Recently, Gayle had a problem in which the vehicle sent did not have the proper equipment to safely secure her wheel chair. This was not the Community Coach company.

We picked up a veteran, Wm. Butler, at the Suburban hotel rooms off Route 1 and took him to the VA. He doesn't leave his hotel room but said he wished life were different. He gets Meals on Wheels and "some people give me food". He uses a motorized scooter which, according to him, hurts his back because the wheels are hard. He said he is waiting for some sort of heart operation so he can then get another operation (knee or hip). I asked him if he had ever gone to the Kane Center. He said he had heard of it.
Do we know if the Kane Center has social workers who could approach him and explain what alternatives there are except just sitting in his room?

Peggy Weaver

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2/16/2023

County: Martin
Funding Source: T & E Grant

1) Did you receive transportation service on 2/15/23? ☑ Yes or ☐ No

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☑ Yes
☐ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☑ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☑ Other not a regular day (Saturday)

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Brings me to my doctors

9) How long have you been a rider on Martin Community Coach?

1 year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because I have dialysis 3 times a week.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Gets me around to see my doctors.

Additional Comments:

No.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2/16/2023

County: Martin
Funding Source: T & E Grant

1) Did you receive transportation service on this week 2/13/23? ☑ Yes or ☐ No

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other 3-4/month ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☑ Yes - only when not enough notice
☐ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☑ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☑ Other not enough notice

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Way to get to the doctors. Lost because she don't have a car.

9) How long have you been a rider on Martin Community Coach?

1 year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because I can't drive and I would be lost without this service.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Keeping me healthy because it brings me to my doctor appointments

Additional Comments:

They are very good. The drivers are very nice.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2 /16 /2023

County: Martin
Funding Source: T & E Grant

1) Did you receive transportation service on 7 mons ago? ☑ Yes or ☐ No

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other 2 times/month ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 7
time - comes 15 mins earlier sometimes because they had Cancellation so they come a little earlier sometimes.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Very helpful. Can't drive. Had a kidney transplant.

9) How long have you been a rider on Martin Community Coach?

3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes because this helps me go to my doctor appointments and if this goes away I will have problems because I can't drive.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Helps me go to my medical appointments.

Additional Comments:

They are very helpful. On time. Transportation on Saturdays are a plus.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4 / 13/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/12/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It helps me a lot to get to work on time and get home safely

9) How long have you been a rider on Martin Community Coach?

at least a year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means I can get to work and keep a job

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4 / 13/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/19/23

2) Were you charged an amount in addition to the co-payment? ☑ Yes or ☐ No
If so, how much? $1

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
1-2x Monthly

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Everything. To get to my doctors appointment since I don't drive anymore

9) How long have you been a rider on Martin Community Coach?

3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because I don't like relying on my neighbors.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means I can see my doctor's and to make sure I get their safely.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: A|or
Date of Call: 4/3 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3|1|23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
once a month

4) Have you ever been denied transportation services?
☑ Yes
☐ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☑ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☑ Other called too late (called on Friday for Tuesday pick up and they said they need full 3 days)

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9 or 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Its means a lot because it is affordable

9) How long have you been a rider on Martin Community Coach?

3-4 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Additional Comments:

Very pleasant. Good Drivers

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4 / 13 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/29/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
1 or 2 x monthly

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on can't remember
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☑ Other - didn't show up

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 7

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means a lot because I dont have a car.

9) How long have you been a rider on Martin Community Coach?

1 year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because I cant picture in my mind if this service will be elimated.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a great deal to me because it takes me to my doctor appointments.

Additional Comments:

This service is wonderful and very helpful for someone like me who dont have anyone to drive them around or can't drive.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4/13/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/13/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☑ Employment ☑ Life-Sustaining/Other - Shopping
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It keeps me to work

9) How long have you been a rider on Martin Community Coach?

5 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It brings me to and from work.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: AJor
Date of Call: 4/3/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/13/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
once a month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 3/13/23?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☑ Late pick up-specify time of wait 30 mins
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☑ Other- they claimed he wasn't on schedule

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 7

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means it can get him to his doctor appointments on time.

9) How long have you been a rider on Martin Community Coach?

1 ½ year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Not really

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It gets him to his doctor appointments on time

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4/13/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/27/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
1- Monthly

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other Kane Center
☐ Nutritional

6) Did you have a problem with your trip on a couple months ago
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☑ Other - they didn't pick her up

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 7

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

I'm handicap and I cant drive so this means a lot to me

9) How long have you been a rider on Martin Community Coach?

3-4 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No. It is what it is.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It helps me maintain my independence.

Additional Comments:

I hope it continues.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4/13/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/13/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☑ Late pick up-specify time of wait 30 mins
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It keeps me alive. It brings me to dialysis

9) How long have you been a rider on Martin Community Coach?

4-5 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It brings me to my dialysis

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4/3/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/13/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means a paycheck because it brings me to work

9) How long have you been a rider on Martin Community Coach?

a little over a year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It helps me engage in my community by going to work.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4/12/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/6/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
3-4 months

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4/6/23 ?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☑ Other - no one came to pick her up

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means a lot because I don't drive, elderly and I'm disabled.

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because this services is very helpful for me because I don't have the funds for the ride.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means I get to my doctor appointmens and not have to worry about it.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4/12/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/3/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other once monthly ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means a gread deal because I dont have a car. I'm 80 years old and I can't drive.

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It takes me to my doctor appointments.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4/12/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/5/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other - shopping
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means my life. I cant live without it

9) How long have you been a rider on Martin Community Coach?

3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

I need it for my dodor appointments

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 4/11/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 6/1/22

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other Walmart
☑ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means freedom. Not having to bother my family. I value it and appreciate it very much

9) How long have you been a rider on Martin Community Coach?

3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes. I fear about this stuff and I hope they dont eliminate this.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a lot because I dont drive and this takes me to places that I need.

Additional Comments:

They are very valued.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/ 3/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/1/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
once a month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on Can't remember?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☑ Late pick up-specify time of wait - Can't remember missed the doctor appt
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means everything because I can get to my doctor appointment

9) How long have you been a rider on Martin Community Coach?

1 year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes because I wouldn't know how to get to my doctor appointment

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means I can get to my doctor appointments.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/3/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/16/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other court
☐ Nutritional

6) Did you have a problem with your trip on _____?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It saves me from finding a ride to get to where I need to be

9) How long have you been a rider on Martin Community Coach?

6 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means I can get to court without worrying how I'll get there.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/17/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
once a month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means she can get to her physician to stay alive. She has a wheelchair

9) How long have you been a rider on Martin Community Coach?

3 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a lot for me to get around in my community especially to my doctor's appointment

Additional Comments:

This is very delightful

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/29/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/28/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It helps me get to my doctor appointments

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, I would be really disappointed if this service goes away

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a lot. this service is wonderful and helps me because I dont have a car.

Additional Comments:

Wonderful staff for Martin County the drivers are wonderful

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L Martens
Date of Call: 3/17/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Thurday, March 9th 2023

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on March 9th, 2023?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Wheel chair - pick-up her up on time door - to - door safely!

9) How long have you been a rider on Martin Community Coach?

→ Less than three months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

She is worried about it, she lives alone and without it she would not be able to get to where she needs to go.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

→ Reassuring and comforting to get to where she needs to go.

Additional Comments:

→ Shade / Marius (both drivers are great, careful & considerate.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L Martens
Date of Call: 2 /13/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2-13-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional Physical therapy

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Freedom — otherwise have to rely on neighbors for transportation and they are not very reliable.

9) How long have you been a rider on Martin Community Coach?

almost a year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Absolutely, people rely on it.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Basically, it helps me get all my necessities in life done.

Additional Comments:

Mona, Tabetha & Tony are super great bus drivers.

Mona gets along with me, and understands my humor.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 2/28/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Jan 17, 2023

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 1/17/23?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Freedom

9) How long have you been a rider on Martin Community Coach?

6 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Always have fears about funding

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

She could not get to where she needs to go.
→more of a community on MCC vs. MARTY. ☺

Additional Comments:

- kind drivers - upbeat and very welcome when you live alone

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 3 /13 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Jan 13th, 2023

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

I cannot get to places I need to go with out it. The other day I had to take Uber and they got lost and it was very expensive.

9) How long have you been a rider on Martin Community Coach?

over a year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Gets me to where I need to go.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L Martens
Date of Call: 3/8/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3-8-23 (today)

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 3-8-23?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Helpful

9) How long have you been a rider on Martin Community Coach?

couple years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

If was terminated, would have no way to get appointments

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Helpful, because it is the only transportation I have for dialysis aptmnts.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Lucinc M.
Date of Call: 2/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Jan 10th, 2023

2) Were you charged an amount in addition to the co-payment? ☑ Yes or ☐ No
If so, how much? $5.00

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
once and awhile

4) Have you ever been denied transportation services?
☑ Yes
☐ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☑ Other non-pick-up on 2nd trip w/MCC

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional ☑ visit family member

6) Did you have a problem with your trip on _____?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☑ Other
→ → Solaris

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 3-4
because 2nd time she rode the MCC they did not pick her up at Solaris

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Helps her get to visit her husband

9) How long have you been a rider on Martin Community Coach?

since: Nov 8th, 2022 (2 ½ months)

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

—

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Helps her visit her husband who is in an assisted living facility.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Lucine M.
Date of Call: 2/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Jan 17, 2023

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
every couple of months

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 1-17-23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Independence - non-driver get to places such as her place of employment

9) How long have you been a rider on Martin Community Coach?

3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Special needs - it would be devasting individual to the special needs community.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Allows her to have independence to get to her place of work.

Additional Comments:

If late; great with coordinating spot on times of pick-up.
→ Current challenge getting thru to MCC; last week - three days 15 minutes
Week of Feb 13th, 2023

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Lucine M.
Date of Call: 2 /17 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Nov. 7, 2022

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week
Dialysis

4) Have you ever been denied transportation services?
☑ Yes
☐ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other trips limited to dialysis

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 11/7/22 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10
great driver- Lisa

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Very important

9) How long have you been a rider on Martin Community Coach?

1 year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No fears

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Only use for dialysis & medical appointments

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Lucina M.
Date of Call: 2 / 17 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 1/9/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
once and while

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 1/9/23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Everything, nearly blind and cannot drive.

9) How long have you been a rider on Martin Community Coach?

4 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

She says she would die without MCC. She has no other form of transportation except for 92 year neighbor.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

For doctors appointments

Additional Comments:

ended conversation w/ Cheerio

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Lucine M.
Date of Call: 2/17/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2-15-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical apt. ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 2-15-23?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. Co

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

—

9) How long have you been a rider on Martin Community Coach?

since August '22 - less than a year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No fears

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Helps her get to dialysis (3) times a week. brings her to where she needs to go.

Additional Comments:

—

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Lucine M.
Date of Call: 2/14/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Dec 16, 2022

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
☑ every twelve weeks

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on Dec 16, 2022
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Can go to medical appointments — otherwise not have transportation.

9) How long have you been a rider on Martin Community Coach?

4 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Afraid of it is eliminated

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Helps her to be more independent (low income), macular degeneration.

Additional Comments:

Wonderful opportunity for seniors citizens to go for their medical appointment.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Lucine M.
Date of Call: 2 /15 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 1-18-2023

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other
☐ Nutritional ☑ other - tax prep

6) Did you have a problem with your trip on 1-18-2023?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10 if 12 would give a 12! would give

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Independence - would not have independence - preserves dignity → "self-worth" doesn't feel good to ask for transportation

9) How long have you been a rider on Martin Community Coach?

2 ½ years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding? (dialysis) how important

Worst nightmare - speak - volunteer to speak present → express to the public → dialysis patients are very appreciative

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

→ Life long learner, taught at IPSC help younger people speak, toast master mtgs in Palm City.

Additional Comments:

→ MCC to have Saturday service emphasize continue to have.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3 / 28/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? long ago (she can't remember)

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
once or twice a month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other - going to the mall
☑ Nutritional

6) Did you have a problem with your trip on (she can't remember)
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☑ Late return pick up - length of wait 1 hour
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

I'm going blind and I don't have a car

9) How long have you been a rider on Martin Community Coach?

1 year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No, I have friends, neighbors and my daughter can take me.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It brings me to places that I need to go.

Additional Comments:

Very nice driver

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3 / 23 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/22/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
every 3 months

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It's important to me because I can't walk and I need this ride to take me to my appointments.

9) How long have you been a rider on Martin Community Coach?

7 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes because I don't have any other rides.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

I dont have other transportation so this means a lot to me.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/23/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 8 months ago

2) Were you charged an amount in addition to the co-payment? ☑ Yes or ☐ No
If so, how much? $3.00 and $6.00 roundtrip - He might be talking about Marty.

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
every couple weeks

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☑ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means I can get to the store and back.

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, I wouldn't like that at all.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It brings me to places I need to go

Additional Comments:

He used to live in PSL county and gets free rides but now that his in Martin County its not free and he is pretty upset about it.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/14/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means that I can get to work

9) How long have you been a rider on Martin Community Coach?

2 year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

This helps me get to my work.

Additional Comments:

No

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/7/21

2) Were you charged an amount in addition to the co-payment? ☑ Yes or ☐ No
If so, how much? $3 one way. Total of $6 roundtrip

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means a whole lot because I go to work and without this transportation service I wouldn't be able to go anywhere.

9) How long have you been a rider on Martin Community Coach?

10 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

This helps me get to where I need to go around my community

Additional Comments:

No.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/21/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 3/7/23 ?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☑ Other - no one picked him up once

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Very pleased. Chris will never be able to have a driver license this is his access to get to his employment

9) How long have you been a rider on Martin Community Coach?

less than 6 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes this will cause a big problem. This is his resource

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a lot. Both my husband and I work so this service brings my son to his employment and medical appointments.

Additional Comments:

Majority of the drivers are awesome. They greet him in the morning and when he leaves his items such as ID badge or sunglasses the drivers text me (mother) and lets me know that they have it and will give it the next morning.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/21/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☑ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

A lot because he doesn't drive.

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It helps me get around.

Additional Comments:

Keep up the good work and I pray that this grant or program does not go anywhere.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/14/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☑ Other - don't pick the phones

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Without it I wouldn't be able to go anywhere

9) How long have you been a rider on Martin Community Coach?

Couple years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes. I am going on 94 years old and I can't drive

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a lot. I need this to get around in my community.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 3 /21 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/21/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☑ Employment ☑ Life-Sustaining/Other
☑ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

That she is living otherwise I can't go anywhere

9) How long have you been a rider on Martin Community Coach?

A year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Absolutely yes

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It helps me tremendously. The other day I needed it for my mental help and it took me to the beach and I was very happy.

Additional Comments:

Please whatever yo do don't stop it I need it. I am 80 years old, I was driving for 65 years of my life and now that I can't drive its very frustrating so I really need this service.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2 24 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 1/24/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
Bi monthly

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other - Library
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It's tremendous help.

9) How long have you been a rider on Martin Community Coach?

3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It's a wonderful service and takes me to the library and stores

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2 / 24/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/23/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
1 or 2 /month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means if they don't come I can't go to see my doctors.

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It brings me to my doctor's appointments

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: AlOr
Date of Call: 2 /22/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/21/22

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other - Court
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It helps me get to court

9) How long have you been a rider on Martin Community Coach?

4 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because I need to get to court

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It's everything because it helps me get to places I need to go

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2 / 22/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/22

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☑ Nutritional

6) Did you have a problem with your trip on Oct. 2022 ?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☑ Late pick up-specify time of wait 15 mins.
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means everything. I would not know how to get to my doctor's appointment.

9) How long have you been a rider on Martin Community Coach?

8-10 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because I wont have a ride.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It brings me back and forth to my appointments and grocery shopping.

Additional Comments:

No.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/17/23

2) Were you charged an amount in addition to the co-payment? ☑ Yes or ☐ No
If so, how much? Bus - no contract - $2 each way

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☑ Employment ☑ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 2/17/23 ?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☑ Late pick up-specify time of wait 15 mins
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

A lot because I don't have a car.

9) How long have you been a rider on Martin Community Coach?

6 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because I live on limited income and if it gets eliminated I would need to spend more money on transportation.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a lot because it helps me get to work.

Additional Comments:

Its needed in the community

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2/21/2023

County: Martin
Funding Source: T & E Grant

When was the last time you used Martin Community Coach?

1) Did you receive transportation service on 2/14/23? ☑ Yes or ☐ No

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It brings me to my employment

9) How long have you been a rider on Martin Community Coach?

A year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, because I would not be able to get to work

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

A big deal. I dont drive so this services helps me get to my job.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alar
Date of Call: 2/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/14/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
1 or 2 x/month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

I can't drive and I am 90 years old so its everything to me.

9) How long have you been a rider on Martin Community Coach?

about 4 or 5 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes. I need this services and if it gets eliminated I don't know how to get around

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a lot. Helps me get to my doctor's appointment

Additional Comments:

Driver was good

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/18/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means mobility because I'm on a wheelchair.

9) How long have you been a rider on Martin Community Coach?

since November 2022

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes because I need this transportation to get to my dialysis

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Its very important to me because it brings me to my medical appointments.

Additional Comments:

No

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2/21/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? a mont ago

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
every 3 months

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Means a lot because I dont have a car. I wouldn't know how to get to my doctor's appointment

9) How long have you been a rider on Martin Community Coach?

5 or 6 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes. I wouldn't know how to get to the doctor's appointment and I have to see them to get my medications.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It helps me get to my doctor's appointment

Additional Comments:

They are always on time. Very nice and I dont have any complaint at all.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2/20/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/9/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
1 or 2 / month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Without it I wouldnt be able to make my doctor's appointment

9) How long have you been a rider on Martin Community Coach?

15 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, this is my way of getting to my medical appointments

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It helps me get to my doctors appointment

Additional Comments:

Very professional people.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Alor
Date of Call: 2/20/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 12/19/22

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
2 or 3x / month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other
☑ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 7 or 8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Means I can get around the community

9) How long have you been a rider on Martin Community Coach?

20 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes because I would not get anywhere without this service

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It means a big deal to me because it get me to places where I need to go.

Additional Comments:

No

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/24/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/20/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other
☑ Nutritional

6) Did you have a problem with your trip on 4/20/23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

She has no car for transportation

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Always worry

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

could not get by without MCC. It is a God-send.

Additional Comments: lately

→ Phone rings a long time; cannot get through.

- drivers are very very nice and very accomodating

- Communicate to CTC more vehicles on Saturday. (At least 1 - vehicle more.)

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/24/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? November '22

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on Nov. '22?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Its gives more freedom, so he does not have to rely on family to get transportation.

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

He does worry.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It gives him so much freedom.

Additional Comments: The drivers are so accomodating for his disability.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/24/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4-3-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
(2-3 a month)

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4-3-23?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
(1st time it happened)
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☑ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility (had to reschedule)
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It is very important to her
great ful for this transportation
and helps her maintain her independence.

9) How long have you been a rider on Martin Community Coach?

over 5 years - (since 2015)

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Helps her get to where she needs
to go; helps her be dependent.

Additional Comments:

Cannot thank you enough
for what MCC transportation
means to her.

- Wish MCC had a "toll-free number"

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/24/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 11-15-2022

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
1 time

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 11-15-22?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 7

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Important - cannot drive after sustaining a head injury

9) How long have you been a rider on Martin Community Coach?

+ 6 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It's a great service for people to help them get to activities, that they would not otherwise have access to, due to lack of transportation.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/24/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4-3-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4-3-23?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Getting to where she needs to go. (90 plus years old)

9) How long have you been a rider on Martin Community Coach?

over 5 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

NO

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

They are the only way she can get to where she needs to go.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/24/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4-24-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
(2) times a day -(M-Fri) - work

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4/24/23?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Independence

9) How long have you been a rider on Martin Community Coach?

4 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes, major anxiety for his mother

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

→ Without it, Riley could not get to his work or other life-sustaining activities.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4 /19 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3-28-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation? wheel chair bound
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
→ Uttima 1-2 times a month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 3-28-23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

An awful a lot, she is 93 years old, no one is around to take her places she needs to go.

9) How long have you been a rider on Martin Community Coach?

5 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No fears

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

(see above)

Additional Comments: Drivers

→ Very sympathetic
→ Mona w/ Ultima
→ They treat her with compasion
→ All good drivers

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4 /18/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4-14-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other (2-+imes a month for chemo) ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4-14-23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Means so much, She does not drive she was diagnosed with lung cancer in 2020 and helps her get to her doctors apt. and chemo.

9) How long have you been a rider on Martin Community Coach?

About three years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Not really

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

See above.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Lucine M.
Date of Call: 4/11/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/5/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week
(4 times a month)

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4/5/23?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10+

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means everything, would have no way to get to where need to go. Ex: doctors appointments It is a blessing.

9) How long have you been a rider on Martin Community Coach?

3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes she does, she would not know what to do for transportation.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Again, it means everything to her, it is a lifeline.

Additional Comments:

Service is excellent
The people are excellent
Drivers are superb.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/10/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/7/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
1-2 times a month

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4/7/23?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It is wonderful, she is wheel chair bound.

9) How long have you been a rider on Martin Community Coach?

1 ½ years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No fear

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It is a wonderful service.

Additional Comments:

One day, dropped of at Walgreens call when ready for pick-up; could not get through to MCC.

* Love Shade (driver) he goes above and beyond. *

Would like to have Sunday service.

* She is part of the mutual admiration society for Shade :) *

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/10/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4-10-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week
Work

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☑ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4/10/23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Transportation gets him to get to food or work; it is important to him.

9) How long have you been a rider on Martin Community Coach?

8 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

I do not have a fear but he needs transportation. really

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Helps get him to work everyday. Important for him to have reliable transportation.

Additional Comments:

He compared MCC to Uber :).

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4 /10 /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 9-2-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

rehab at Cleveland Clinic Hobe Sound

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 9-2-23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Lifeline

→ Lives out in Trailside (west of Martin county)

9) How long have you been a rider on Martin Community Coach?

2 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yeah, he has fears; he would be isolated without this transportation.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

→ "Makes you part of the community"; helps him connect with his community.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/10/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March 30th, 23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week
(2-3 times a month)

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 3-30-23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Gets back and forth to Dr. apts & prescriptions.

9) How long have you been a rider on Martin Community Coach?

Two years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

She does have fears

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Very important, only way she can get to her doctor apts.

Additional Comments:

Helpful drivers and always very nice.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Marteas
Date of Call: 4/10/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4-10-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week
(health & fitness) center visit

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4/10/23?
☑ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☑ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other
→ (did not call ✓ phone number) ↔

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

Suggestion: Notify the client that they will be late

8) What does transportation mean to you? (Permission granted by _____ for use in publications.) As she is legally blind, MCC gives her A great sense of independence & → can plan her day 4 three days

9) How long have you been a rider on Martin Community Coach?

Three - 4 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

→ She does have fear of this transportation service due

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

→ Independence - fitness center legally blind Clusters her appointments → in one shopping center.

Additional Comments: She suggests that the drive calls the client - if going to be late so she does not have to wait for an hour outside.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/16/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4 months ago

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4 months ago
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Nothing

9) How long have you been a rider on Martin Community Coach?

—

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

—

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

—

Additional Comments:

—

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/10/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3-4 months ago

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 3-4 months ago
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.) at

→ Upset, reduced funding for transportation she does not drive.

* "All the things that should be a priority, should be TRANSPORTATION!!

9) How long have you been a rider on Martin Community Coach?

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

" I am sick and tired of transportation not prioritized by local politicians"

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Always been available for her transportation needs

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/10/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March 14th, 2023

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 3-14-23?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Important for her to get to her appointments

9) How long have you been a rider on Martin Community Coach?

2-3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Important to her, to get to her medical appointments.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 4/10/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/5/23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☑ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 4/5/23 ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

It means alot, as she cannot drive, very helpful.

9) How long have you been a rider on Martin Community Coach?

About a year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

→ NO fears

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

→ Wonderful thing that she can get to her doctors apt.

Additional Comments: She is a great advocate of MCC in her community (+55)

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L Martens
Date of Call: 3/11/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3-16-23

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on 3-16-23
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Getting from here to there.

9) How long have you been a rider on Martin Community Coach?

3 years - 4 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding? Doc have anxiety and hopes this transportation service will not go away.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It has been great transportation services

Additional Comments:

Shady, Victor are so careful friendly, helpful, considerate.

Suggestion:
- Saturday services need more buses goes down to Hobe Sound/ Walmart (1½ hrs to get home after dialysis)

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: L. Martens
Date of Call: 3/17/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March 17th, 2023

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☑ 3-5Times/Week

4) Have you ever been denied transportation services?
☑ Yes
☐ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☑ Other submitted reservation already for that date

5) What do you normally use the service for?
☑ Medical ☑ Education/Training/Day Care
☐ Employment ☑ Life-Sustaining/Other
☑ Nutritional → prescription

6) Did you have a problem with your trip on March 17th, 2023
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9.5

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

→ Getting her to appointments on time. (Vision issue) and bringing her back safely

9) How long have you been a rider on Martin Community Coach?

15 months

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

→ No fears — has third trip now

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

→ Martin C.C. have given her independent has made adjustment from being driver to a non-driver. Comfort level to get to

Additional Comments:

→ reinstate co-pay $1.00 → $2.00 round trip

Ultimate vans

- Comfort → call ahead to tell her the status of their arrival.

She is so thankful for the service.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Mitch Senat
Date of Call: / /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Monday

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 12

8) What does transportation mean to you? (Permission granted by Ron for use in publications.)

Helpfull to him because he does not have license.

9) How long have you been a rider on Martin Community Coach?

1 yr

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

he does not know.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

100% helps.

Additional Comments:

They are always on schedule. Drivers are wonderful people.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Milor Senat
Date of Call: 4/27/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? April 6

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☐ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☐ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 7

8) What does transportation mean to you? (Permission granted by Betty for use in publications.)

It means a lot to her

9) How long have you been a rider on Martin Community Coach?

1 yr

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It's a life saver.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Milagros
Date of Call: / /2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? last week

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☐ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☐ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by Josephine for use in publications.)

It's a wonderful service.

9) How long have you been a rider on Martin Community Coach?

a few months.

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

she does not Drive.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Milory Senat
Date of Call: 4/27/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Last week

2) Were you charged an amount in addition to the co-payment? ☒ Yes or ☐ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☒ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☒ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☒ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☒ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by Rose for use in publications.)

the service is wonderful.

9) How long have you been a rider on Martin Community Coach?

3 yrs

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It helps her get her Doctors.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Mike Scott
Date of Call: 4/27/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Last month

2) Were you charged an amount in addition to the co-payment? ☑ Yes or ☐ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☑ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☐ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by Julia for use in publications.)

It means everything to her.

9) How long have you been a rider on Martin Community Coach?

3 yrs

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It helps her to get the doctor.

Additional Comments:

Gloria [redacted]

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Milord Scott
Date of Call: 4/26/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? ~~Other~~ Less than a year

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☒ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☒ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☒ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☒ Medical ☐ Education/Training/Day Care
☐ Employment ☒ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☒ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by Louis King for out of her home use in publications.)

9) How long have you been a rider on Martin Community Coach?

10 years / year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

It's very helpful.

Additional Comments:

the agency does a great Job.

Debra [redacted]

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Mikey Senat
Date of Call: 4/26/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Last Month

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☐ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☐ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☐ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Debra
~~Dolores~~

8) What does transportation mean to you? (Permission granted by helps her a lot for use in publications.)

9) How long have you been a rider on Martin Community Coach?

Long

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

No

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

Like to use it

Additional Comments:

Lee [redacted]

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Mibar Scott
Date of Call: 4/24/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 6 5 months ago

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☑ No
If so, how much?

3) How often do you normally obtain transportation?
☑ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☑ No. If no, skip to question # 5.
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☑ Medical ☑ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☑ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

8) What does transportation mean to you? (Permission granted by Lee for use in publications.)

It's a lot because he does not have a car.

9) How long have you been a rider on Martin Community Coach?

1 year

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

He really needs it.

Additional Comments:

Dolores [redacted]

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Mibry Sea
Date of Call: 4/26/2023

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Last week

2) Were you charged an amount in addition to the co-payment? ☐ Yes or ☐ No
If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☐ No. If no, skip to question # 5.

A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 5.

B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____ ?
☐ Yes. If yes, please state or choose problem from below.
☒ No. If no, skip to question# 7
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 5

8) What does transportation mean to you? (Permission granted by Dolores for use in publications.)

she has to use them.

9) How long have you been a rider on Martin Community Coach?

3 years

10) Do you have any fears or anxiety that this life-sustaining transportation service will be eliminated due to a lack of funding?

Yes.

11) What does your access to Martin Community Coach transportation mean to you? How does Martin Community Coach transportation help you engage in your community?

She is blind. She needs the service.

Additional Comments:

Some Drivers are very nice

Vendor/

Contractor Survey

Martin _____ **County**

Robert Driscoll,Transit Director Council on Aging (COA) of St Lucie, Inc.

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☒ Yes* ☐ No* Some call COA and some call the CTC (Senior Resource Association(SRA))

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☒ No they call the CTC (SRA)

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☒ Yes ☐ No phone number is posted

If yes, is the phone number posted the CTC's?

☒ Yes ☐ No COA phone number is posted

4. Are the invoices you send to the CTC paid in a timely manner?

☒ Yes ☐ No very timely

5. Does the CTC give your facility adequate time to report statistics?

☒ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☒ No

If yes, what type of problems?

Comments:

Chris Stephenson of SRA and his entire team are always very responsive to any communications from the COA organization and consistently cares about efficient outcomes.

PURCHASING AGENCY SURVEY

Staff making call: N/A

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

- ☐ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☐ Nutritional
- ☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

- ☐ 7 Days/Week
- ☐ 1-3 Times/Month
- ☐ 1-2 Times/Week
- ☐ Less than 1 Time/Month
- ☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☐ No If no, skip to question 7

N/A

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☐ Yes
- ☐ No If no, why? _____

Level of Cost
Worksheet 1

Insert Cost page from the AOR.

County:	Martin
CTC:	Senior Resource Association, Inc.
Contact:	Karen Deigl 694 14th Street Vero Beach, FL 32960 772-569-0111
Email:	kdeigl@sramail.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	714

Florida Commission for the Transportation Disadvantaged

Trips By Type of Service	2020	2021	2022
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	43,671	56,985	46,299
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**43,671**	**56,985**	**46,299**

Passenger Trips By Trip Purpose			
Medical	8,708	9,912	7,229
Employment	2,358	987	1,980
Ed/Train/DayCare	31,472	39,906	30,812
Nutritional	303	273	112
Life-Sustaining/Other	830	5,907	6,166
TOTAL TRIPS	**43,671**	**56,985**	**46,299**

Passenger Trips By Revenue Source			
CTD	9,436	16,943	10,015
AHCA	0	0	0
APD	21,752	24,230	22,838
DOEA	0	0	0
DOE	0	0	0
Other	12,483	15,812	13,446
TOTAL TRIPS	**43,671**	**56,985**	**46,299**

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	9,436	16,943	10,015
Coordination Contractor	34,235	40,042	36,284
TOTAL TRIPS	**43,671**	**56,985**	**46,299**

Vehicle Data	2020	2021	2022
Vehicle Miles	386,203	324,544	272,161
Roadcalls	18	5	6
Accidents	0	0	0
Vehicles	69	101	53
Drivers	52	126	78

Financial and General Data			
Expenses	$928,877	$1,006,661	$757,712
Revenues	$914,881	$1,061,875	$747,134
Commendations	17	19	11
Complaints	37	28	17
Passenger No-Shows	87	168	211
Unmet Trip Requests	12	8	94

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	21,456	64,909	45,360
Avg. Trips per Passenger	95.35	120.22	64.84
Cost per Trip	$21.27	$17.67	$16.37
Cost per Paratransit Trip	$21.27	$17.67	$16.37
Cost per Total Mile	$2.41	$3.10	$2.78
Cost per Paratransit Mile	$2.41	$3.10	$2.78

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	5	2	7,912	79%
Private For-Profit	8	3	2,103	21%
Government	0	0	0	0
Public Transit Agency	1	0	0	0
Total	14	4	10,015	100%

2. How many of the operators are coordination contractors? 1

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 4

   Does the CTC have the ability to expand? Yes

4. Indicate the date the latest transportation operator was brought into the system. January 2020

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?

	Low bid		Requests for proposals
	Requests for qualifications		Requests for interested parties
X	Negotiation only		

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

We put out an RFI and negotiated rates with all who responded

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		Scope of Work
	Age of company		Safety Program
x	Previous experience	x	Capacity
x	Management		Training Program
	Qualifications of staff	x	Insurance
x	Resources	x	Accident History
	Economies of Scale	x	Quality
x	Contract Monitoring		Community Knowledge
	Reporting Capabilities		Cost of the Contracting Process
	Financial Strength	x	Price
	Performance Bond		Distribution of Costs
x	Responsiveness to Solicitation		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? N/A

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc…)? N/A

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

The coordinated plans can be found within the Martin County Transportation Disadvantaged Service Plan (TDSP) 2020 - 2025.

Public Information – How is public information distributed about transportation services in the community?

The Martin MPO Website: www.martinmpo.com has information about the LCB-TD committee; meetings are held quarterly and the public is invited to attend. Public outreach announcements via local newspaper and state (Florida Admin. Register (F.A.R.)). Public information brochures regarding SRA's TD transportation services (Martin Community Coach) can be found on the first floor of the Martin County Administration Building.

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Refer to page 38 of the 2020 - 2025 Martin County Transportation Disadvantaged Service Plan (TDSP).

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Refer to page 36 of the 2020 - 2025 Martin County Transportation Disadvantaged Service Plan (TDSP).

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

The CTC has a dedicated phone line for Martin County. There are multiple agents assigned to the line to ensure the call is picked up in less than 60 seconds. It is possible a caller will be transferred from the reservationist to the eligibility specialist if their eligibility application is incomplete (they do not have everything in their file needed to deem them eligible). The eligibility specialist will always walk them through that process.

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

When someone calls, if they are already in the system, the call taker will book the trip for them. If they are not in the system they will be transferred to the eligibility specialist. The CTC uses a para-transit software called "Ecolane" to manage trips. This ensures trips are not duplicated, it also helps the CTC keep track of the number of trips already booked (for trip-limiting purposes).

Trip Allocation – How is the allocation of trip requests to providers coordinated?

The CTC brokers trips to their different transportation vendors based off a number of factors: the number of drivers/vehicles each vendor has available, the timing on the trips, the day of the trip, the passengers stated preference, the vendors past on time performance, etc.

Scheduling – How is the trip assignment to vehicles coordinated?

The transportation vendors use the information that the CTC gives them about each trip (times, locations, mobility type) to schedule their drivers/vehicles accordingly.

Transport – How are the actual transportation services and modes of transportation coordinated?

The vendors handle the trips using the information provided by the CTC and the client.

Dispatching – How is the real time communication and direction of drivers coordinated?

The CTC has direct contact with each vendor. The vendor has direct contact via radio with each driver.

General Service Monitoring – How is the overseeing of transportation operators coordinated?

o SRA staff inspect all vehicles, wheelchair lifts or ramps and wheelchair securement devices at least annually.
- Any vehicle found in violation of any contractual standard is removed from service until violation is remedied.
- Any corrective action for Provider must take place before SRA will send more trips to provider

SRA also performs annual evaluations of Providers every December, ensuring compliance with
1.)Locally approved standards
2.)Florida Commission for the Transportation Disadvantaged (CTD) standards
3.)Florida Department of Transportation (FDOT) standards
4.)SRA insurance requirements

a. Providers are required to provide SRA with Driver Files.
o Each file shall indicate:
- driver's name
- relevant training
- Drug and Alcohol test results
- Motor Vehicle Record review
- Latest criminal record check.

b. Providers are required to maintain updated Driver Rosters.
c. Providers must provide SRA with evidence all drivers have completed a training program
d. Provider must have procedures to review periodically their drivers' Motor Vehicle Reports
o SRA staff monitors compliance
- SRA requests State of Florida Motor Vehicle Reports for Provider's drivers on a periodic basis.
- If a report shows evidence of violations SRA will promptly notify Provider.
- Any corrective action must take place before SRA will send more trips to provider.

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

SRA's direct involvement in day-to-day operations of service for transportation operators might include, but is not limited to:
1.) On-street monitoring of drivers and vehicles

SRA's on-street monitoring shall include, but is not limited to:
- on-time performance
- knowledge of service area and routing
- driver assistance
- manifest accuracy and completeness
- driver appearance
- vehicle appearance
- wheelchair lift condition and operation
- wheelchair securement systems condition and use
- safety equipment
- compliance with Florida Motor Vehicle Regulations.

2.) Inspections of equipment
3.) Customer service functions
4.) Contract compliance oversight
5.) Quality control.
6.) SRA reserves the right, through its agreements with the Providers, in its sole discretion, at any time, to inspect vehicles and maintenance facilities during normal working hours and review Provider's maintenance records.

Trip Reconciliation – How is the confirmation of official trips coordinated?

The CTC takes the list of the trips assigned to each vendor and reconciles it with the trip manifests the vendors provide, to make sure they are only billing for trips the CTC assigned them. Also, the manifests are checked to make sure the trips took place and the mileage was entered correctly.

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

The CTC only bills the CTD for trips we are 100% confident took place. This is based off the information provided above.

Reporting – How is operating information reported, compiled, and examined?

The CTC uses a para-transit software called "Ecolane" to manage trips, reports, mileages, etc. This software also helps us look for trends such as too many "no shows" or if a vendor has bad on time performance.

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

SRA is competitive in procuring vendors and negotiating their contracts to keep the trip rate as low as possible in Martin County.

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

The CTC has a website and printed media. The CTC attends community meetings and tries hard to market its services to both individuals and organizations that help as a "feeder" to the CTD program (via referring clients).

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

The CTC has coordination agreements (developed by FDOT) with other organizations that provide transportation in the community. This ensures those organizations can get grant funding, and provide trips to their clients. This relieves the strain from the CTC having to provide all the trips through the TD program.

MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY

MEETING DATE: June 5, 2023	**DUE DATE:** May 30, 2023	**UPWP#:** 6
WORDING: TRANSPORTATION DISADVANTAGED (TD) PROGRAM FY23/24 ALLOCATIONS FOR MARTIN COUNTY		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	**PREPARED BY:** Lucine Martens / Beth Beltran	**DOCUMENT(S) REQUIRING ACTION:** N/A

BACKGROUND

The Florida Commission for Transportation Disadvantaged (CTD) has provided the Metropolitan Planning Organization (MPO) staff with the funding allocations for the FY23/24 Trip & Equipment Grant and the Transportation Disadvantaged (TD) Planning Grant for Martin County:

Trip & Equipment Grant => $ 294,412 (as of 5/1/2023)
TD Planning Grant => $ 24,540 (as of 4/28/2023)

The Trip & Equipment Grant Agreement is between the CTD and the Community Transportation Coordinator (CTC). The TD Planning Grant Agreement is entered into annually between the MPO and the CTD.

ISSUES

The Trip & Equipment Grant program was established to provide opportunities for non-sponsored transportation disadvantaged citizens to obtain access to transportation for daily living needs when they are not sponsored for that need by any other available federal, state or local funding source. The Trip & Equipment Grant funds are to be expended and utilized in accordance with Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.

The TD Planning Grant funds are allocated for the purpose of completing the planning duties and responsibilities of the Designated Official Planning Agency (DOPA), i.e. the Martin MPO, as identified in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. On May 15th, 2023, the MPO Policy Board approved the grant application and resolution.

RECOMMENDED ACTION
This is an Information Item.

FISCAL IMPACT
Funding allocations:

- Trip & Equipment Grant => $ 294,412
- TD Planning Grant => $ 24,540

APPROVAL
MPO

ATTACHMENTS
a. Trip & Equipment Grant Allocations for FY23/24
b. Planning Grant Program Allocations for FY23/24

Commission for the Transportation Disadvantaged
Trip & Equipment Grant Allocations
FY2023-2024

	Trip & Equipment Grant			Voluntary Dollars			
County	Allocation	Local Match	Total Funding	Funding	Local Match	Total Funding	Total Funding FY23-24
Alachua	$ 530,850	$ 58,983	$ 589,833	$ 1	$ -	$ 1	$ 589,834
Baker	$ 226,453	$ 25,161	$ 251,614	$ 7	$ -	$ 7	$ 251,621
Bay	$ 470,279	$ 52,253	$ 522,532	$ 27	$ 3	$ 30	$ 522,562
Bradford	$ 199,603	$ 22,178	$ 221,781	$ -	$ -	$ -	$ 221,781
Brevard	$ 1,682,146	$ 186,905	$ 1,869,051	$ 348	$ 38	$ 386	$ 1,869,437
Broward	$ 5,102,550	$ 566,950	$ 5,669,500	$ -	$ -	$ -	$ 5,669,500
Calhoun	$ 167,571	$ 18,619	$ 186,190	$ -	$ -	$ -	$ 186,190
Charlotte	$ 569,883	$ 63,320	$ 633,203	$ 77	$ 8	$ 85	$ 633,288
Citrus	$ 584,786	$ 64,976	$ 649,762	$ 68	$ 7	$ 75	$ 649,837
Clay	$ 462,028	$ 51,336	$ 513,364	$ 161	$ 17	$ 178	$ 513,542
Collier	$ 744,120	$ 82,680	$ 826,800	$ 78	$ 8	$ 86	$ 826,886
Columbia	$ 353,208	$ 39,245	$ 392,453	$ 43	$ 4	$ 47	$ 392,500
DeSoto	$ 153,688	$ 17,076	$ 170,764	$ 6	$ -	$ 6	$ 170,770
Dixie	$ 196,141	$ 21,793	$ 217,934	$ 1	$ -	$ 1	$ 217,935
Duval	$ 1,342,787	$ 149,198	$ 1,491,985	$ 132	$ 14	$ 146	$ 1,492,131
Escambia	$ 748,544	$ 83,171	$ 831,715	$ 126	$ 14	$ 140	$ 831,855
Flagler	$ 520,648	$ 57,849	$ 578,497	$ 91	$ 10	$ 101	$ 578,598
Franklin	$ 168,009	$ 18,667	$ 186,676	$ 5	$ -	$ 5	$ 186,681
Gadsden	$ 393,975	$ 43,775	$ 437,750	$ 17	$ 1	$ 18	$ 437,768
Gilchrist	$ 160,216	$ 17,801	$ 178,017	$ 7,359	$ 817	$ 8,176	$ 186,193
Glades	$ 143,670	$ 15,963	$ 159,633		$ -	$ -	$ 159,633
Gulf	$ 224,374	$ 24,930	$ 249,304		$ -	$ -	$ 249,304
Hamilton	$ 131,650	$ 14,627	$ 146,277		$ -	$ -	$ 146,277
Hardee	$ 153,783	$ 17,087	$ 170,870		$ -	$ -	$ 170,870
Hendry	$ 267,726	$ 29,747	$ 297,473	$ 8	$ -	$ 8	$ 297,481
Hernando	$ 420,792	$ 46,754	$ 467,546	$ 84	$ 9	$ 93	$ 467,639
Highlands	$ 416,084	$ 46,231	$ 462,315	$ 10	$ 1	$ 11	$ 462,326
Hillsborough	$ 2,356,686	$ 261,854	$ 2,618,540	$ 520	$ 57	$ 577	$ 2,619,117
Holmes	$ 257,096	$ 28,566	$ 285,662		$ -	$ -	$ 285,662
Indian River	$ 367,323	$ 40,813	$ 408,136	$ 64	$ 7	$ 71	$ 408,207
Jackson	$ 393,819	$ 43,757	$ 437,576		$ -	$ -	$ 437,576
Jefferson	$ 198,432	$ 22,048	$ 220,480		$ -	$ -	$ 220,480
Lafayette	$ 123,894	$ 13,766	$ 137,660		$ -	$ -	$ 137,660
Lake	$ 826,298	$ 91,810	$ 918,108	$ 12	$ 1	$ 13	$ 918,121
Lee	$ 1,147,323	$ 127,480	$ 1,274,803	$ 64	$ 7	$ 71	$ 1,274,874
Leon	$ 614,517	$ 68,279	$ 682,796	$ 314	$ 34	$ 348	$ 683,144
Levy	$ 360,636	$ 40,070	$ 400,706	$ 6	$ -	$ 6	$ 400,712
Liberty	$ 227,451	$ 25,272	$ 252,723		$ -	$ -	$ 252,723
Madison	$ 253,682	$ 28,186	$ 281,868		$ -	$ -	$ 281,868
Manatee	$ 614,477	$ 68,275	$ 682,752		$ -	$ -	$ 682,752
Marion	$ 802,062	$ 89,118	$ 891,180	$ 161	$ 17	$ 178	$ 891,358
Martin	$ 294,412	$ 32,712	$ 327,124	$ 56	$ 6	$ 62	$ 327,186
Miami-Dade	$ 6,048,768	$ 672,085	$ 6,720,853		$ -	$ -	$ 6,720,853
Monroe	$ 255,413	$ 28,379	$ 283,792	$ 7	$ -	$ 7	$ 283,799
Nassau	$ 524,058	$ 58,228	$ 582,286	$ 32	$ 3	$ 35	$ 582,321
Okaloosa	$ 657,241	$ 73,026	$ 730,267	$ 11	$ 1	$ 12	$ 730,279
Okeechobee	$ 157,068	$ 17,452	$ 174,520		$ -	$ -	$ 174,520
Orange	$ 2,047,698	$ 227,522	$ 2,275,220	$ 46	$ 5	$ 51	$ 2,275,271
Osceola	$ 680,087	$ 75,565	$ 755,652	$ 31	$ 3	$ 34	$ 755,686
Palm Beach	$ 3,136,918	$ 348,546	$ 3,485,464	$ 10	$ 1	$ 11	$ 3,485,475
Pasco	$ 924,714	$ 102,746	$ 1,027,460	$ 38	$ 4	$ 42	$ 1,027,502
Pinellas	$ 4,443,688	$ 493,743	$ 4,937,431	$ 63	$ 7	$ 70	$ 4,937,501
Polk	$ 1,315,310	$ 146,145	$ 1,461,455	$ 280	$ 31	$ 311	$ 1,461,766
Putnam	$ 429,805	$ 47,756	$ 477,561	$ 57	$ 6	$ 63	$ 477,624
St. Johns	$ 663,362	$ 73,706	$ 737,068	$ 166	$ 18	$ 184	$ 737,252
St. Lucie	$ 679,196	$ 75,466	$ 754,662	$ 63	$ 7	$ 70	$ 754,732
Santa Rosa	$ 470,142	$ 52,238	$ 522,380	$ 52	$ 5	$ 57	$ 522,437
Sarasota	$ 1,073,168	$ 119,240	$ 1,192,408	$ 8	$ -	$ 8	$ 1,192,416
Seminole	$ 676,288	$ 75,143	$ 751,431	$ 6	$ -	$ 6	$ 751,437
Sumter	$ 364,988	$ 40,554	$ 405,542	$ 29	$ 3	$ 32	$ 405,574
Suwannee	$ 294,570	$ 32,730	$ 327,300	$ 3	$ -	$ 3	$ 327,303
Taylor	$ 259,187	$ 28,798	$ 287,985	$ 11	$ 1	$ 12	$ 287,997
Union	$ 133,970	$ 14,885	$ 148,855		$ -	$ -	$ 148,855
Volusia	$ 1,438,691	$ 159,854	$ 1,598,545		$ -	$ -	$ 1,598,545
Wakulla	$ 241,313	$ 26,812	$ 268,125	$ 1	$ -	$ 1	$ 268,126
Walton	$ 470,125	$ 52,236	$ 522,361	$ 10	$ 1	$ 11	$ 522,372
Washington	$ 305,842	$ 33,982	$ 339,824	$ 6	$ -	$ 6	$ 339,830
Total	**$ 53,065,282**	**$ 5,896,118**	**$ 58,961,400**	**$ 10,776**	**$ 1,176**	**$ 11,952**	**$ 58,973,352**

Commission for the Transportation Disadvantaged
Planning Grant Allocations
FY 2023-2024

County	Planning Funds
Alachua	$27,136
Baker	$21,669
Bay	$25,048
Bradford	$21,667
Brevard	$34,305
Broward	$63,673
Calhoun	$21,357
Charlotte	$25,124
Citrus	$24,398
Clay	$25,817
Collier	$29,265
Columbia	$22,578
DeSoto	$21,801
Dixie	$21,420
Duval	$42,712
Escambia	$28,076
Flagler	$23,561
Franklin	$21,321
Gadsden	$22,026
Gilchrist	$21,443
Glades	$21,320
Gulf	$21,387
Hamilton	$21,359
Hardee	$21,616
Hendry	$21,921
Hernando	$25,285
Highlands	$23,281
Hillsborough	$52,873
Holmes	$21,484
Indian River	$24,533
Jackson	$22,111
Jefferson	$21,369
Lafayette	$21,235
Lake	$29,315
Lee	$37,625
Leon	$27,462
Levy	$21,986
Liberty	$21,228
Madison	$21,449

County	Planning Funds
Manatee	$29,750
Marion	$29,212
Martin	$24,540
Miami-Dade	$80,320
Monroe	$22,864
Nassau	$23,001
Okaloosa	$25,661
Okeechobee	$21,927
Orange	$52,115
Osceola	$29,431
Palm Beach	$53,686
Pasco	$33,204
Pinellas	$42,158
Polk	$36,764
Putnam	$22,663
Santa Rosa	$25,113
Sarasota	$30,511
Seminole	$31,349
St. Johns	$26,906
St. Lucie	$28,203
Sumter	$23,857
Suwannee	$22,010
Taylor	$21,531
Union	$21,407
Volusia	$33,142
Wakulla	$21,782
Walton	$22,670
Washington	$21,600
Total	**$1,880,610**

4/28/2023

MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY

MEETING DATE: June 5, 2023	**DUE DATE:** May 30, 2023	**UPWP#:** 6
WORDING: FY23/24 COMMUNITY TRANSPORTATION COORDINATOR (CTC) TRIP RATE MODEL		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	**PREPARED BY:** Lucine Martens / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: CTC Trip Rate Model FY23/24

BACKGROUND
Senior Resource Association, the Community Transportation Coordinator (CTC) must submit an updated Trip Rate Model to the Commission for the Transportation Disadvantaged (CTD) prior to the execution of the Trip and Equipment Grant Agreement. The Rate Model displays the FY 23/24 projected transportation rates (Ambulatory rate= $39.11, Wheelchair rate= $67.05).

ISSUES
The CTD requires that the CTC Trip Rate Model be brought forth to the LCB-TD prior to the beginning of the upcoming fiscal year.

RECOMMENDED ACTION
Motion to approve the CTC Trip Rate Model for FY 23/24.

FISCAL IMPACT
This is a CTD required deliverable.

APPROVAL
LCB-TD

ATTACHMENTS
Trip Rate Model FY23/24 Spreadsheet

Transportation Disadvantaged
Trip & Equipment Grant Service Rates

Name of Grant Recipient	Senior Resource Association, Inc.
Project Location [County(ies)]	Martin County
Service Rate Effective Date	July 1, 2023

Grant Agreement Service Rates		
Type of Service Transportation Mode	**Unit of Measure (Trip or Passenger Mile)**	**Cost Per Unit**
* Ambulatory	Trip	39.11
* Wheel Chair	Trip	67.05
* Stretcher		
Bus Pass – Daily	Pass	
Bus Pass – Weekly	Pass	
Bus Pass – Monthly	Pass	

**** Ambulatory, Wheel Chair and Stretcher*** must all use the *same Unit of Measure* either ***Trip or Passenger Mile***;
Cannot mix, all must be the same regardless of Transportation Mode.

MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY

MEETING DATE: June 5, 2023	**DUE DATE:** May 30, 2023	**UPWP#:** 6
WORDING: TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) MINOR UPDATE		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	**PREPARED BY:** Lucine Martens / Beth Beltran	**DOCUMENT(S) REQUIRING ACTION:** 2020-2025 TDSP

BACKGROUND

Chapter 427, F.S. requires that a Transportation Disadvantaged Service Plan (TDSP) be developed jointly between the Community Transportation Coordinator (CTC) and the Designated Official Planning Agency (DOPA), which is the Martin MPO, under the guidance and approval of the Local Coordinating Board for the Transportation Disadvantaged (LCB-TD). The TDSP should be developed every 5 years. The DOPA must annually review and make any minor updates to the TDSP.

The following pages were updated per CTD requirements:

Pg. 35 Strategies Implementation Schedule
Pg. 36 Update to number of transportation vendors and number of vehicles
Pg. 37 Eligibility criteria based on the 2021 Federal Poverty Level Scale
Pg. 38 Transportation Operators Schedule
Pg. 47 Trip Rates FY 23/24

ISSUES

At the June 5, 2023, LCB meeting, an annual update of the 2020-2025 TDSP will be presented.

RECOMMENDED ACTION

a. Approve the TDSP Annual update
b. Approve the TDSP Annual update with comments

ATTACHMENTS

a. 2020-2025 Transportation Disadvantaged Service Plan (TDSP)

Martin County

2020-2025

Transportation Disadvantaged Service Plan (TDSP)

Prepared by the Martin MPO

Minor Update: 6/5/23

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Martin County

Local Coordinating Board for the Transportation Disadvantaged

Susan Gibbs-Thomas, LCB Chair

March 1, 2021

Updated: June 5, 2023

Martin Metropolitan Planning Organization

Florida Commission for the Transportation Disadvantaged

LCB-TD ROLL CALL VOTE

Approval of Martin County's
2020/25 Transportation Disadvantaged Service Plan
March 1, 2021

Name	Representing	Aye	Nay	Absent
Merritt Matheson	Chairperson, Elected Official (Commissioner)	✓		
Marie Dorismond	Florida Department of Transportation	✓		
VACANT	Florida Department of Children & Family Services			
Danielle Jones	Florida Division of Vocational Services or Division of Blind Services	✓		
Kim Thorne	Public Education Community			✓
VACANT	Florida Department of Veteran Affairs			
Gayle McArdle	Person with Disability	✓		
Michelle Miller	FACA/Economically Disadvantaged Representative	✓		
Mary Jo Pirone	Citizens Advocate (User of the System)	✓		
VACANT	Citizens Advocate			
Phyl Weaver	Citizen over 60 representative	✓		
Monique Coleman	Children at Risk			✓
Dalia Dillon	Department of Elder Affairs	✓		
VACANT	Florida Agency for Health Care Administration			
VACANT	Private Transportation Industry			
Shelly Batton	Regional Workforce Board			✓
VACANT	Local Medical Community			
Milory Senate	Agency for Persons with Disabilities			✓

DEVELOPMENT PLAN

Chapter 1

Introduction to the Service Area

The Transportation Disadvantaged Service Plan – A Coordinated Public Transit Human Services Transportation Plan

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

Background of the TD Program

Mission and People Served

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. Chapter 427, F.S. defines "transportation disadvantaged" as:

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

Florida's transportation disadvantaged program is governed by Part I of Chapter 427, Florida Statutes (F.S.), and implementing rules in Rule Chapter 41-2, Florida Administrative Code (F.A.C.). Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and reenacted. Amendments made in 1989 resulted in the creation of Florida Transportation Disadvantaged commission, establishment of the

Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of Local Coordinating Boards (LCB) and Community Transportation Coordinators (CTC).

Amendments made to Part I of Chapter 427 since 1989 have changed the name of the Florida Transportation Disadvantaged Commission to the Florida Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of "transportation disadvantaged," and supplemented or modified the responsibilities of the CTD, Designated Official Planning Agencies, Local Coordinating Boards and CTCs.

Florida Commission for the Transportation Disadvantaged (CTD)

The Florida Commission for the Transportation Disadvantaged is an independent agency that serves as the policy development and implementing agency for Florida's transportation disadvantaged program. According to Section 427.013, F.S. (Session Law 92-237), its purpose is to accomplish the coordination of transportation services provided to the transportation disadvantaged.

Designated Official Planning Agency (DOPA)

The Designated Official Planning Agencies (DOPAs) performs planning duties and assists the Commission and Local Coordinating Boards in implementing the Transportation Disadvantaged program. The Martin MPO performs this role for the Local Coordinating Board for the Transportation Disadvantaged.

Local Coordinating Board (LCB)

The purpose of the Local Coordinating Board (LCB) is to identify local service needs and to provide information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged. Also, each Coordinating Board is recognized as an advisory body to the CTD in its designated service area. The CTD does require that the Local Coordinating Board review and approve applications for planning and trip/equipment grants funded out of the Transportation Disadvantaged Trust Fund.

Voting Members are in accordance with Rule 41-2.012(3), F.A.C., in addition, the Chairperson shall be an elected official from the county the LCB serves; the following agencies and groups shall be represented on the LCB as voting members:

(1) A local representative from the Florida Department of Transportation

(2) A local representative of the Florida Department of Children and Family Services;

(3) 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;

(4) 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;

(5) A person recommended by the Veterans Service Office representing the veterans of the county;

(6) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;

(7) A person over sixty representing the elderly in the county;

(8) A person with a disability representing the disabled in the county;

(9) 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.

(10) A local representative for Children at Risk;

(11) 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;

(12) A local representative of the Florida Department of Elderly Affairs;

(13) 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;

(14) A local representative of the Florida Agency for Health Care Administration

(15) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and

(16) 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.

(17) A local representative of the Agency for Persons with Disabilities

The intent of the CTD, as indicated above, is that the membership of the Local Coordinating Board represents, to the maximum degree possible, a cross section of the local community.

The Local Coordinating Board is to meet at least quarterly and is required by the CTD to hold at least one public workshop a year. The purpose of the public workshop is to provide input to the Coordinating Board on unmet needs or any other areas relating to local transportation services.

Community Transportation Coordinator (CTC)

The purpose of the CTC is to ensure the delivery of transportation services to the transportation disadvantaged in the most cost-effective, un-duplicated and efficient manner possible. More specifically, Rule 41-2.011(1), F.A.C., states that a CTC is responsible for the short-range operational planning, administration, monitoring, coordination, arrangement and delivery of transportation disadvantaged services originating within its designated service area. A CTC can be a public, private nonprofit or private for-profit entity and can provide transportation services, subcontract or broker transportation services or combine the two approaches. Under Rule 41-2.011(2), F.A.C., a CTC is required to subcontract or broker transportation services to transportation operators in situations where it is cost-effective and efficient to do so.

In order to function as a CTC and qualify for Transportation Disadvantaged Trust Fund grants, a CTC must enter into a Memorandum of Agreement (MOA) each year with the CTD. An MOA is defined in Rule 41-2.002(18), F.A.C., as the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. It recognizes the CTC as being responsible for the arrangement of the provision of transportation disadvantaged services for its designated service area. Also, it requires that the CTC perform a wide range of tasks and comply with specific provisions relating to insurance, safety, protection of civil rights and other matters.

Figure 1 represents the organizational chart of the Martin County TD Program.

Designation Date/History

The Senior Resource Association (SRA) is currently serving as the Community Transportation Coordinator (CTC) in Martin County. SRA was established as a 501 (c)(3) non-profit organization in 1974. They have operated the public transit system as well as the Transportation Disadvantaged System in Indian River County.

The Martin MPO conducted the CTC Selection process as required by the Florida Commission for the Transportation Disadvantaged (CTD). Unfortunately, there was a lack of respondents to the Request for Proposals (RFP) that was published. Under a Declaration of Order and Emergency, the CTD extended its contract with Medical Transportation Management (MTM) for an additional three months until the Commission could find a permanent replacement. After talks with SRA, the CTD chose the SRA to act as the CTC for the remainder of FY2018/19. On October 1, 2018 the SRA began operating as the CTC in Martin County. On July 1, 2019, the CTD extended the contract with SRA for an additional year, allowing SRA to remain the CTC for FY19/20. In July of 2020, the Martin MPO advertised a Request for Proposals for the Martin CTC. On August 10, 2020, the CTC Selection Committee met and recommended SRA as the Martin County CTC. On August 31, 2020, the Martin LCB-TD recommended that the Martin MPO Policy Board also recommend SRA as the new CTC for Martin County. On September 21, 2020, the MPO Policy Board unanimously approved Resolution 20-09, recommending to the CTD that SRA be the new CTC for Martin County. On October 28, 2020, the CTD approved the recommendation of the Martin MPO and awarded SRA with the CTC Contract through FY 25.

Consistency Review of Other Plans

Martin MPO Long Range Transportation Plan

The Transportation Disadvantaged Service Plan maintains consistency with the Martin MPO 2045 Long Range Transportation Plan (LRTP). Goal #3: Environmental and Equity states that the MPO will work to Preserve the natural environment and promote equity and healthy communities. Two of the objectives for this goal are to Minimize adverse impacts to minority and/or low-income populations, and to improve access to jobs in areas that have a high concentration of transportation disadvantaged population groups.

Treasure Coast Regional Long-Range Transportation Plan

The TDSP is consistent with the Treasure Coast Regional Long Range Transportation Plan. In chapter 9, the TD population is one of the criteria used to develop the multimodal prioritization process.

Martin County Transit Development Plan

The Transportation Disadvantaged Service Plan maintains consistency with the Martin County Transit Development Plan (TDP). The Martin County TDP references the TDSP in section 2, page 2-18 when discussing the TD population forecasting. On page 4-9 on the TDP, the CTC Coordinated Contractors are listed. The TDSP is also included in section 6 of the TDP, as one of the plans that were reviewed during the development process.

CTD Five and Twenty-Year Plans

The Transportation Disadvantaged Service Plan maintains consistency with the CTD Five and Twenty-Year Plan as outlined throughout the CTD Five and Twenty-Year Plans.

COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name (MPO/DOPA): Martin Metropolitan Planning Organization (MPO)

Address: 3481 SE Willoughby Boulevard, Suite 101, Stuart, FL 34994

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies that:

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

SIGNATURE: _____ Date: _____

Beth Beltran, MPO Administrator

Public Participation/Outreach

Pursuant to Chapter 427, Florida statutes, the purpose of the Local Coordinating Board (LCB) is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the Transportation disadvantaged. In addition to the requirement of meeting on a quarterly basis, the LCB reviews and approves the TDSP, evaluates the services provided in its jurisdiction, and assists the CTC with many issues related to the delivery of transportation disadvantaged services.

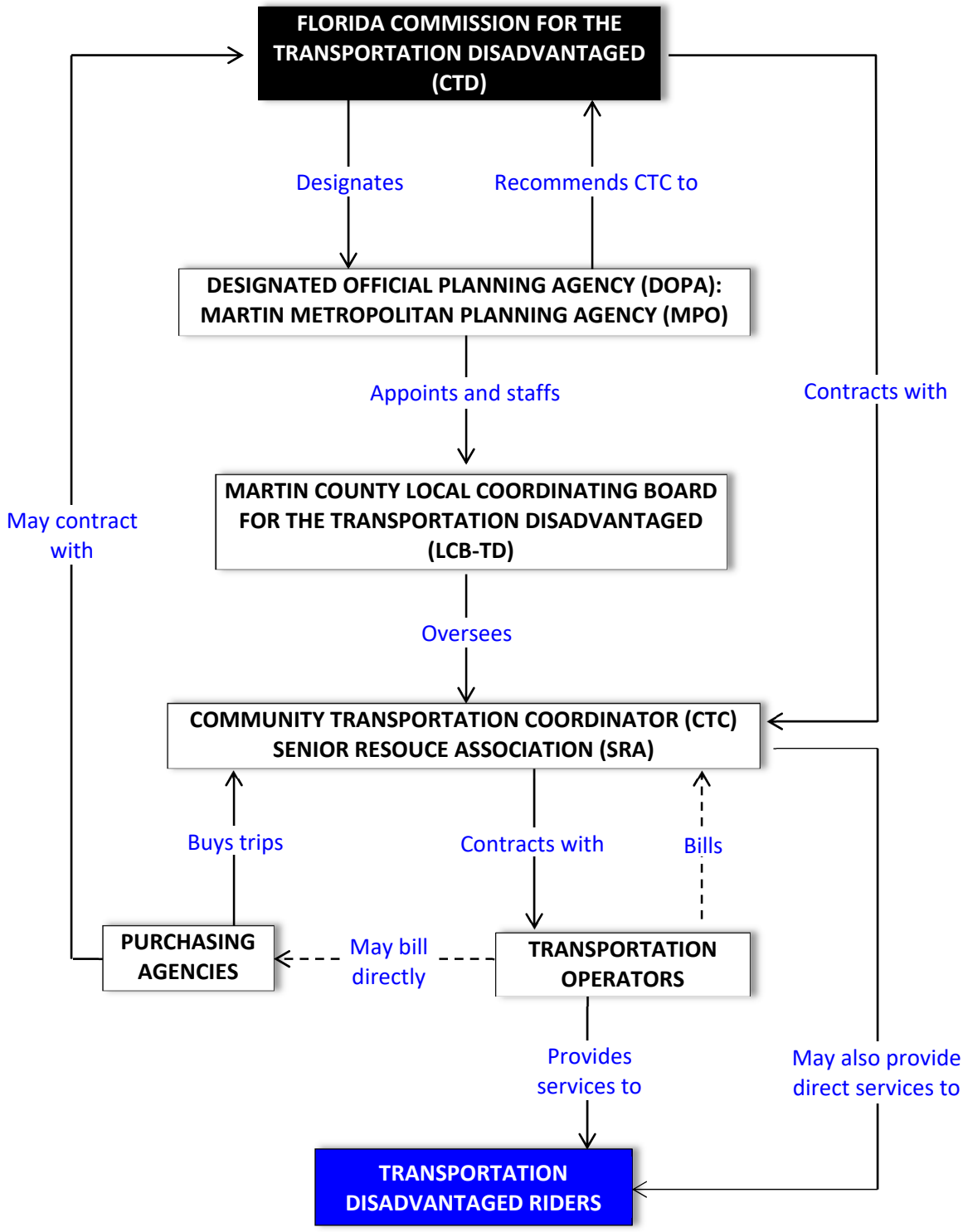
The Local Coordinating Board meetings are held in accessible locations and open to the public. The Martin County LCB seeks input from the public at all of its meetings and makes a concerted effort to include many community partners and advocacy groups in the planning, evaluation, and service development processes throughout the year. In addition, an annual public workshop is held and advertised to the public as required under the CTD regulations. The most recent public hearing/workshop was held on August 31, 2020.

Public involvement and outreach is also conducted by members of staff of the Martin Metropolitan Planning Organization (MPO). The Martin MPO has an extensive documented public involvement process that is used to satisfy federal, state, and local citizen input requirements.

As part of the development of this TDSP document, input was solicited from the Martin MPO, Martin County LCB, and Martin County Health and Human Services. LCB Members received the draft TDSP on February 22, 2021 before the scheduled March 1, 2021 meeting.

Martin County Transportation Disadvantaged Program

Figure 1 TD Organizational Chart



Chapter 2

Service Area Profile and Demographics

Service Area Description

Martin County is located on the east coast of Florida. Adjacent counties include St. Lucie County to the north, Palm Beach County to the South and Okeechobee County to the west. Martin County is 753 square miles in size with just over 543 square miles of land area and the balance of 209 square miles in water. Incorporated areas include the City of Stuart, Village of Indiantown, and the towns of Jupiter Island, Ocean Breeze Park, and Sewall's Point. Other communities include Jensen Beach, Port Salerno, Hutchinson Island, Palm City, Hobe Sound, Rio, North River Shores, Beau Rivage and Golden Gate.

Demographics

Land Use

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

Population

According to the American Community Survey (ACS) 2019 5-Year Estimates, Martin County has a total population of 159,065. The most populated area in Martin County is Stuart, with an estimated population of 16,161. The Town of Sewall's point has an estimate population of 2,099; the Town of Jupiter Island, 803; the Town of Ocean Breeze Park, 195; and the Village of Indiantown, 7,053

Table 1 Population and Population Density

Area	Population (2010)	Population (2019)	Population per Sq. Mile (2019)	Population Growth (2010-2019)
Martin County	146,318	159,065	295	8.7%
Florida	18,801,310	20,901,636	396	11.2%

Source: US Census Bureau 2010 Census, ACS 2019 5-year Estimates

Table 1 displays population growth, and population density for Martin County and the State of Florida is shown for comparison. From 2010 to 2019, Martin County grew at a rate of 8.7% while to population of the State of Florida grew at 11.2%. The population density of Martin County is 29.2% percent less than that of the State, with approximately 295 persons per square mile.

Age

Table 2 Population Age Distribution

Area	0-9	10-19	20-34	35-54	55-64	65+
Martin County	8.2%	10.3%	13.6%	21.9%	15.6%	30.6%
Florida	10.8%	11.5%	19.1%	25.2%	13.2%	20.1%

Source: ACS 2019 5-Year Estimates

Table 2 displays the percentages of age groups for both Martin County and Florida. According to the American Community Survey 2019 5-Year Estimates, Martin County has fewer individuals within every age category until the age of 55-64 age group. More than a quarter of the population in Martin County is over the age of 65.

Income

Table 3 Annual Household Income Distribution

Area	$0 - $9,999	$10,000 - $24,999	$25,000 - $34,999	$35,000 - $49,999	$50,000 - $74,999	$75,000 - $99,999	$100,000 or more
Martin County	4.3%	10.9%	9.1%	11.7%	15.7%	14.7%	33.6%
Florida	7.5%	17.2%	11.3%	14.9%	18.3%	11.3%	19.6%

Source: ACS 2019 5-Year Estimates

Table 3 displays the distribution of income in Martin County and Florida. The percent of households in Martin County with incomes over $100,000 is higher than that for the State, with 33.6% percent of households in this bracket. Martin County has a lower percentage than the State in the income brackets from $0 to $34,999. The median household income in Martin County is $61,133, compared to the median household income of Florida at $55,660.

Martin County has considerably more households receiving Social Security and other retirement income then the overall population of Florida. According to the ACS 2019 5-Year Estimates, approximately 51 percent of households have reported receiving Social Security in Martin County and 28.4 percent reported receiving other retirement incomes. In the State of Florida, 37.4 percent of households reported receiving Social security and 21.4 percent reported receiving other retirement income.

The percentage of families and individuals whose income is below the federal poverty threshold is notably less in Martin County than in the State of Florida. In Martin County, 9.9 percent of families and individuals are living below the poverty level compared to 14 percent in the State of Florida, according to the 2019 ACS 5-Year Estimates.

Employment Characteristics

Table 4 Employment Characteristics

Area	Civilian Labor Force	Number Employed	Percentage of Labor force Employed
Martin County	68,939	65,826	95.5%
Florida	10,056,801	9,495,353	94.4%

Source: 2019 ACS 5-Year Estimates

Table 4 compares the size of the civilian labor force, 16 years of age and older, to the actual percent of the labor force that is employed for both Martin County and the State of Florida (does not include members of the military or retirees). Both Martin County and Florida have over 94% of the labor force employed. According to the U.S. Bureau of Labor Statistics report, *Persons with a Disability: Labor Force Characteristics – 2019,* the unemployment rate for persons with a disability in the Country was 7.3 percent, more than twice that of those with no disability, which was 3.5 percent.

Largest Employers

Table 5 lists the ten largest employers in Martin County.

Table 5 Martin County Largest Employers

Employer	Total Employees
Cleveland Clinic	2,700
Martin County School District	2,441
Martin County Government	1,792
Seacoast National Bank	805
Publix Supermarkets	708
NuCo2	700
GL Staffing Services	700
Armellini Express Lines	650
Visiting Nurses Association of Florida	600
State of Florida	583

Source: Martin County, Florida Comprehensive Annual Financial Report 2019

Housing

Table 6 Selected Housing Characteristics

Area	Total Housing Units	Owner Occupied	Renter Occupied	Owner Occupied Units with Mortage	Owner Occupied Units w/o Mortgage
Martin County	80,153	78%	22%	46.1%	54%
Florida	9,448,159	65.4%	34.6%	56.8%	43.2%

Source: ACS 2019 5-Year Estimates

Table 6 compares selected housing characteristics of Martin County and Florida. Martin County has a higher percentage of owner-occupied houses at 78 percent, and a smaller portion of houses that are renter occupied, at 22 percent. Martin County has more owner-occupied housing without a mortgage (54%) than it has owner occupied housing with a mortgage (46.1%).

Education

Table 7 Educational Attainment

Area	High School Graduate	Associate's Degree	Bachelor's Degree	Graduate or Professional Degree
Martin County	32.4%	9.4%	21.7%	12.3%
Florida	28.6%	9.8%	18.9%	11%

Source: ACS 2019 5-Year Estimates

Table 7 displays the educational attainment of the residents in Martin County and compares it to the State of Florida. Martin County has higher percentages of educational attainment in every category except for individuals who have received Associate's Degrees.

Vehicle Availability

Table 8 Vehicle Availability Distribution

Area	Zero Vehicles Available	1 Vehicle Available	2+ Vehicles Available
Martin County	5.2%	42.4%	52.3%
Florida	6.3%	39.7%	54.0%

Source: 2019 ACS 5-Year Estimate

Table 8 displays the vehicle availability per household. In Martin County, a little over 5 percent of households have no vehicles available. This is less than the State of Florida with approximately 6.3 percent of households having no access to a vehicle.

Travel to Work

Table 9 Travel to Work – Commute Times for Martin County

Area	Less than 10 min.	10-19 min	20-29 min.	30-44 min.	45-59 min.	60+ min.
Martin County	12.7%	31.9%	18.8%	20.2%	9.4%	8.5%
Florida	8.7%	26.3%	22.4%	24.7%	8.6%	7.5%

Source: 2019 ACS 2019 5-Year Estimates

Table 9 compares the distribution of travel time to work for Martin County and Florida. Most of Martin County's residents have a commute time of less than 30 minutes with 63.4 percent of residents falling into that category. While the State of Florida has 57.4 percent of residents who have a commute time of less than 30 minutes. Approximately 17.9 percent of residents in Martin County and Florida have commute times of more than 45 minutes.

Mode of Travel to Work

Table 10 Mode of Travel to Work

Area	Drive Alone	Car/Vanpool	Public Transportation	Bike/Walk/ Other	Work at Home
Martin County	78.7%	9.5%	0.2%	3.2%	8.4%
Florida	79.1%	9.2%	1.8%	3.7%	6.2%

Source: 2019 ACS 5-Year Estimates

Table 10 compares the mode of travel that people use in Martin County and Florida. Martin County has a lower percentage of individuals who drive alone in the County at 78.7 percent. Martin County also has a higher percentage of individuals who work from home at 8.4 percent. Public transportation is a mode that Martin County residents do no use frequently, with only 0.2 percent of the population using public transportation.

Major Trip Generators

Table 11 Major Paratransit Trip Generators and Attractors

Medical Facilities	
Cardiology Associates of Martin County	Florida Vision Institute
Cleveland Clinic Martin North	Cleveland Clinic Martin Health
South Florida Orthopaedic and Sports Medicine	
Shopping / Entertainment	
Publix	Walmart
Treasure Coast Square Mall	
Government Centers/ Libraries	
Blake Library	Hoke Library
Martin County Veteran Services	
Other Generators / Attractors	
New Horizons	The Kane Center
Martin Health Systems Gym	

Source: Martin County CTC 2021

Inventory of Available Transportation Services

Table 14 on page 38 lists the transportation and their services that are all a part of the Martin county coordinated system.

Chapter 3

Service Analysis

The spreadsheets contained in this chapter were developed by the "Center for Urban Transportation Research" – CUTR at USF, together with the 2013 National Center for Transit Research "Forecasting Paratransit Service Demand – Review and Recommendations."

Page 20 is the Data Input Page which shows the total population by age, poverty level by age, and total population with a disability by age and again poverty by age.

Page 21 is a more detailed view of the general TD population in the county.

Page 22 is a calculation of the critical needs TD population in the county. This is further analyzed by age, income, and disability.

Finally, page 23 is a forecast of the general and critical need TD populations in the county.

DATA INPUT PAGE | ***Yellow cells indicate required data input***

Area Name: ***Martin County***

Last Year of Census Data Used: **2019**

Percent Transit Coverage: **50%**

Number of Annual Service Days: **254**

County Population By Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	**6,210**	**473**	**0**	**0**
5-17	**19,371**	**1,247**	**1,973**	**93**
18-34	**24,715**	**2,099**	**753**	**24**
35-64	**56,537**	**3,830**	**5,968**	**973**
Total Non Elderly	106,833	7,649	8,694	1,090
65-74	**24,955**	**694**	**5,068**	**109**
75+	**25,732**	**364**	**11,751**	**1,746**
Total Elderly	50,687	1,058	16,819	1,855
Total	157,520	8,707	25,513	2,945

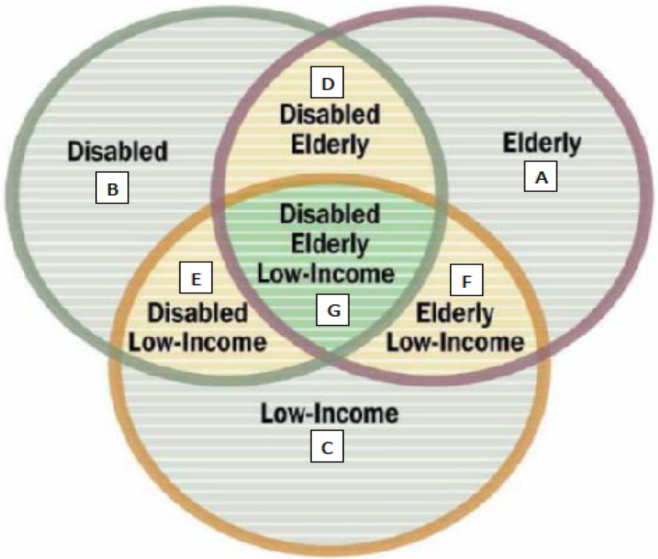
CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Martin County **Census Data fro 2019**

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	6,210	3.9%	473	0.3%	0	0.0%	0	0.00%
5-17	19,371	12.3%	1,247	0.8%	1,973	1.3%	93	0.06%
18-34	24,715	15.7%	2,099	1.3%	753	0.5%	24	0.02%
35-64	56,537	35.9%	3,830	2.4%	5,968	3.8%	973	0.62%
Total Non Elderly	**106,833**	**67.8%**	**7,649**	**4.9%**	**8,694**	**5.5%**	**1,090**	**0.69%**
65-74	24,955	15.8%	694	0.4%	5,068	3.2%	109	0.07%
75+	25,732	16.3%	364	0.2%	11,751	7.5%	1,746	1.11%
Total Elderly	**50,687**	**32.2%**	**1,058**	**0.7%**	**16,819**	**10.7%**	**1,855**	**1.18%**
Total	**157,520**	**100%**	**8,707**	**5.5%**	**25,513**	**16.2%**	**2,945**	**1.87%**

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	1,090
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	7,604
G - Estimate elderly/disabled/low income	From Base Data (I14)	1,855
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	14,964
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(797)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	34,665
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	6,559
Total - Non-Duplicated		**65,940**

General TD Population		**% of Total**
Non-Duplicated General TD Population Estimate	**65,940**	41.9%



CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIO

Martin County

Census Data from: 2019

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5-17	1,973	4.20%	83	0.43%		
18-34	753	6.30%	47	0.19%		
35-64	5,968	13.84%	826	1.46%		
Total Non Elderly	**8,694**		**956**	**0.90%**	**28.60%**	**273**
65-74	5,068	27.12%	1,374	5.51%		
75+	11,751	46.55%	5,470	21.26%		
Total Elderly	**16,819**		**6,845**	**13.50%**	**11.70%**	**801**
Total	**25,513**		**7,801**	**4.95%**		**1,074**

Critical Need - Severely Disabled TD Population			
	Not Low Income	***Low Income***	***Totals***
Non-Elderly	683	273	956
Elderly	6,044	801	6,845
TOTAL	**6,727**	**1,074**	**7,801**

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	**2.400**
Less	
Transit	**0.389**
School Bus	**0.063**
Special Transit	**0.049**
	1.899
Severely Disabled Trip Rate	
Special Transit	**0.049**

Assumes
27.2% **xx % without auto access**

50.0% **xx % without transit access**

Low Income & Not Disabled = C + F

5,762

1,567

784

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION

Calculation of Daily Trips

Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	**7,801**	**0.049**	**382**
Low Income ND	**784**	**1.899**	**1,488**
Totals	**8,584**		**1,870**

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Martin County

General TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	1,090	1,102	1,113	1,125	1,137	1,149	1,161	1,173	1,186	1,198	1,211
B - Estimate non-elderly/ disabled/not low income	7,604	7,684	7,766	7,848	7,931	8,014	8,099	8,185	8,271	8,359	8,447
G - Estimate elderly/disabled/low income	1,855	1,875	1,894	1,914	1,935	1,955	1,976	1,997	2,018	2,039	2,061
D- Estimate elderly/ disabled/not low income	14,964	15,122	15,282	15,443	15,607	15,772	15,938	16,107	16,277	16,449	16,623
F - Estimate elderly/non-disabled/low income	-797	-805	-814	-823	-831	-840	-849	-858	-867	-876	-885
A - Estimate elderly/non-disabled/not low income	34,665	35,031	35,402	35,776	36,154	36,536	36,922	37,312	37,706	38,105	38,508
C - Estimate low income/not elderly/not disabled	6,559	6,628	6,698	6,769	6,841	6,913	6,986	7,060	7,134	7,210	7,286
TOTAL GENERAL TD POPULATION	**65,940**	**66,637**	**67,341**	**68,053**	**68,772**	**69,499**	**70,233**	**70,975**	**71,725**	**72,483**	**73,249**
TOTAL POPULATION	**157,520**	**159,185**	**160,867**	**162,567**	**164,285**	**166,021**	**167,776**	**169,549**	**171,341**	**173,151**	**174,981**

Martin County

Critical Need TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
Total Critical TD Population											
Disabled	7,801	7,883	7,967	8,051	8,136	8,222	8,309	8,397	8,485	8,575	8,666
Low Income Not Disabled No Auto/Transit	784	792	800	809	817	826	835	843	852	861	870
Total Critical Need TD Population	***8,584***	***8,675***	***8,767***	***8,859***	***8,953***	***9,048***	***9,143***	***9,240***	***9,338***	***9,436***	***9,536***
Daily Trips - Critical Need TD Population											
Severely Disabled	382	386	390	394	399	403	407	411	416	420	425
Low Income - Not Disabled - No Access	1,488	1,504	1,520	1,536	1,552	1,568	1,585	1,602	1,619	1,636	1,653
Total Daily Trips Critical Need TD Population	**1,870**	**1,902**	**1,934**	**1,967**	**2,000**	**2,035**	**2,071**	**2,108**	**2,145**	**2,183**	**2,218**
Annual Trips	**475,071**	**483,099**	**491,264**	**499,566**	**508,009**	**517,000**	**526,151**	**535,464**	**544,942**	**554,587**	**563,294**

Assumes Annual Service Days = ***254***

Annual Population Growth (as a percent) ***1.06%***

Census Block Group Analysis

Methodology

A census block group analysis was performed using the 2016 American Community Survey (ACS) 5-year estimates to identify a population's possible transit dependency. Data were collected by block group for each of the four demographic characteristics studied: population under 18 years of age, population 65 years of age and older, low-income households (those making under $15,000 per year), and zero-vehicle households. In order to rank the block groups as "at-risk", a percentage distribution for each characteristic was calculated. Block groups were evenly distributed amongst five categories and given scores of 0 through 4. The higher the score for each individual block group, the more transit dependent the block group is likely to be. The table below summarizes the scoring distribution for each demographic characteristic.

Table 12 Methodology for Block Group Analysis

Characteristic	Block Group Average	Block Group Max	Score				
			0	1	2	3	4
Population Under 18 Years Old	15.5%	40.7%	< 6%	6.1% - 12.6%	12.7% - 18.2%	18.3% - 22.7%	> 22.8%
Population 65 Years and Older	32.8%	79.5%	< 16.7%	16.8% - 24.0%	24.1% - 32.3%	32.4% - 49.3%	> 49.4%
Low-Income Households (<$15,000 per year)	10.7%	34.0%	< 5.0%	5.1% - 9.0%	9.1% - 12.0%	12.1% - 17.0%	> 17.1%
Zero Vehicle Households	5.1%	32.2%	0%	0.1% - 2.5%	2.6% - 4.4%	4.5% - 9.3%	> 9.4%

Results and Conclusions

Figures 4 through 7 display each individual characteristic analysis of Martin County blocks; Figure 8 highlights blocks which exceed the average TD analysis. A large portion of Stuart, Port Salerno, and Indiantown stand out as the most TD dependent areas.

Citizens age 65 and older are eligible for instant TD qualification. Over one quarter of Martin County residents fall into this category, making Martin County a highly TD dependent county. Figure 4 depicts Martin County's block average for residents at or above the age of 65 is 32.8 percent. Hutchison Island, Northern Palm City, and blocks on Jupiter Island and along the St. Lucie River are greater than the county average.

Low-income is measured by the percentage of households below poverty. The Martin County block average for households below poverty is 10.7 percent. Figure 5 shows that blocks along the US1 corridor through Stuart and

Port Salerno are above the county average, as well as Hobe Sound west of Dixie Highway, and a significant portion of south west side of Warfield boulevard.

Household without a vehicle represent the most transit dependent persons, and the block average for Martin County is 5.1 percent. Seeing as many elderly people decide to relinquish their vehicle as they age, the relationship between this figure and figure 4 is evident that the older someone becomes, the less likely they will be driving.

Figure 7 examines persons under the age of 18. This group of individuals is highly transit dependent because most are under the legal driving age. The block average for Martin County is 15.5 percent. Blocks along US1 from Stuart to Port Salerno are above average, reaching down into Hobe Sound. Once again, Indiantown is in the highest range above the average for this analysis.

Figure 8 displays the summation of the most TD dependent blocks throughout Martin County.

Figure 2 Persons Age 65+

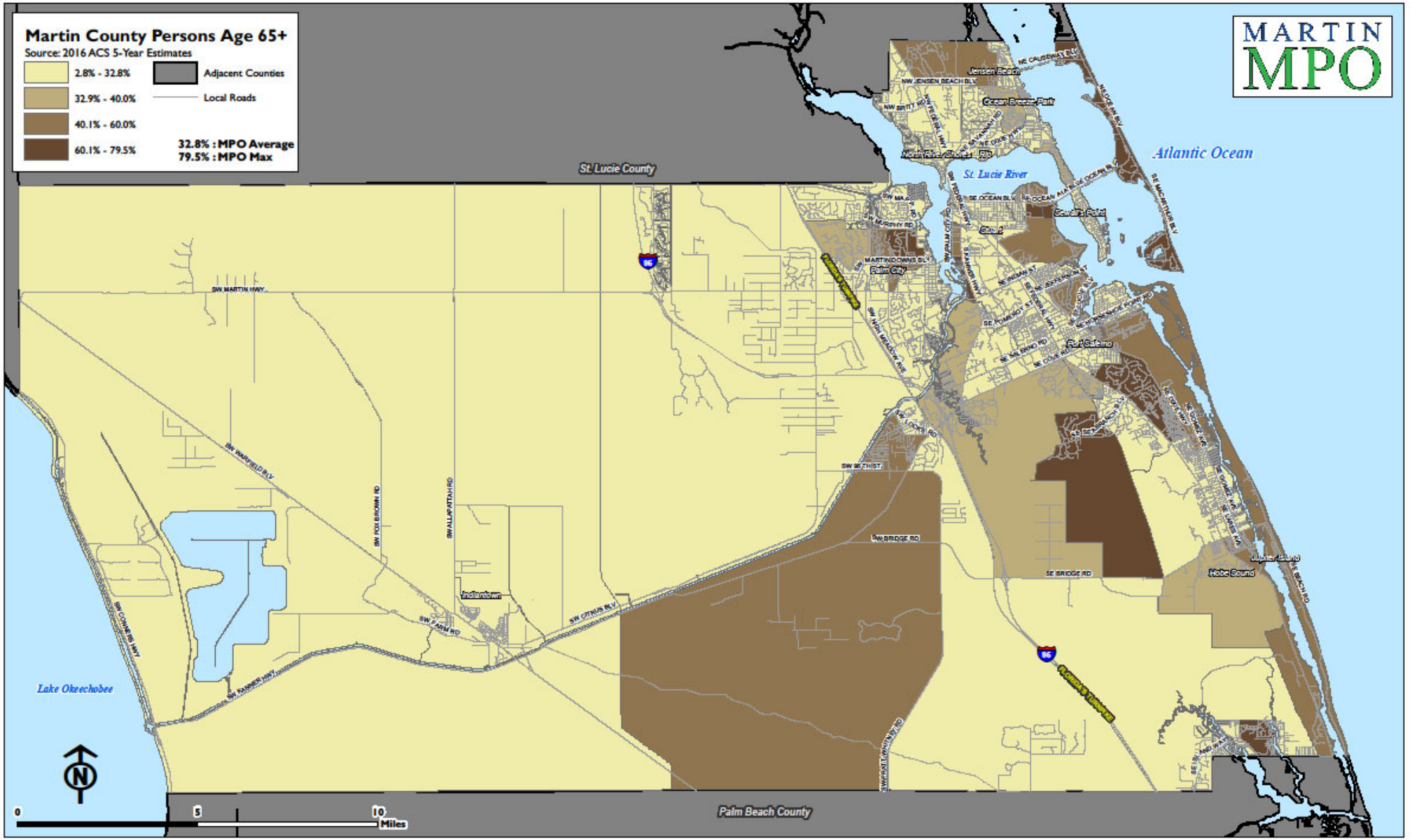


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Figure 3 Households with Annual Income Below $15,000

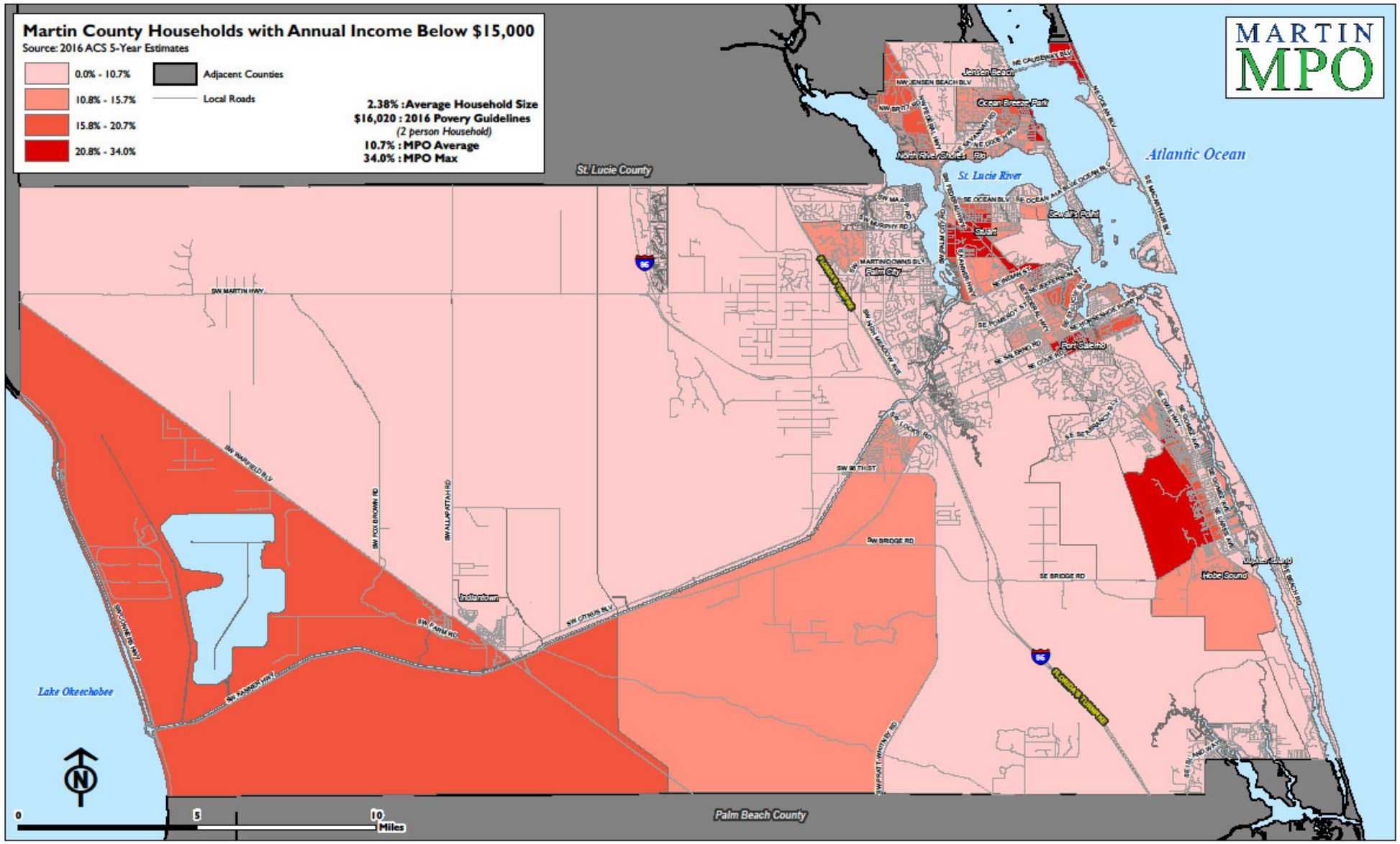

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Figure 4 Households Without Vehicles

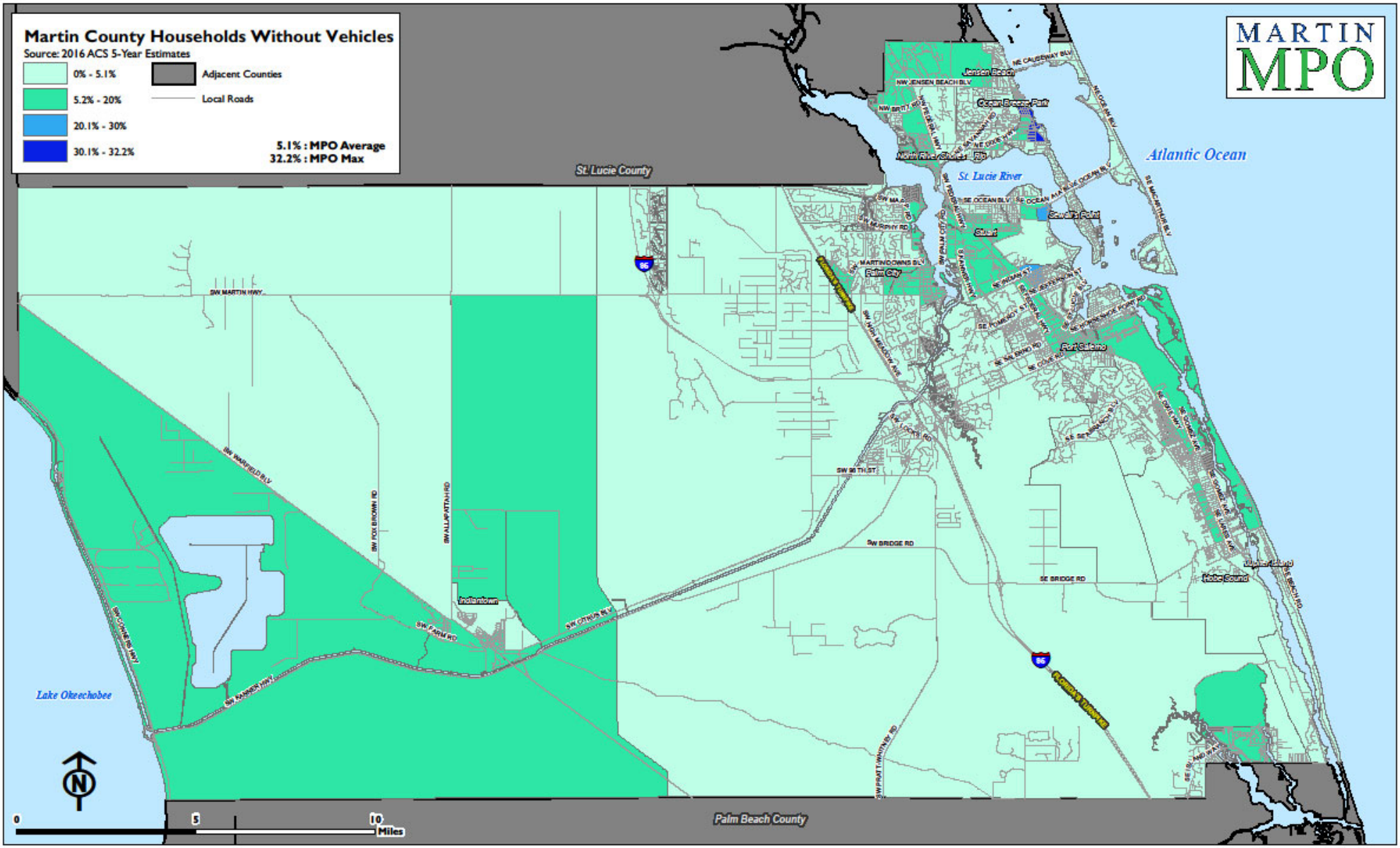

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Figure 5 Persons Under 18 Years of Age

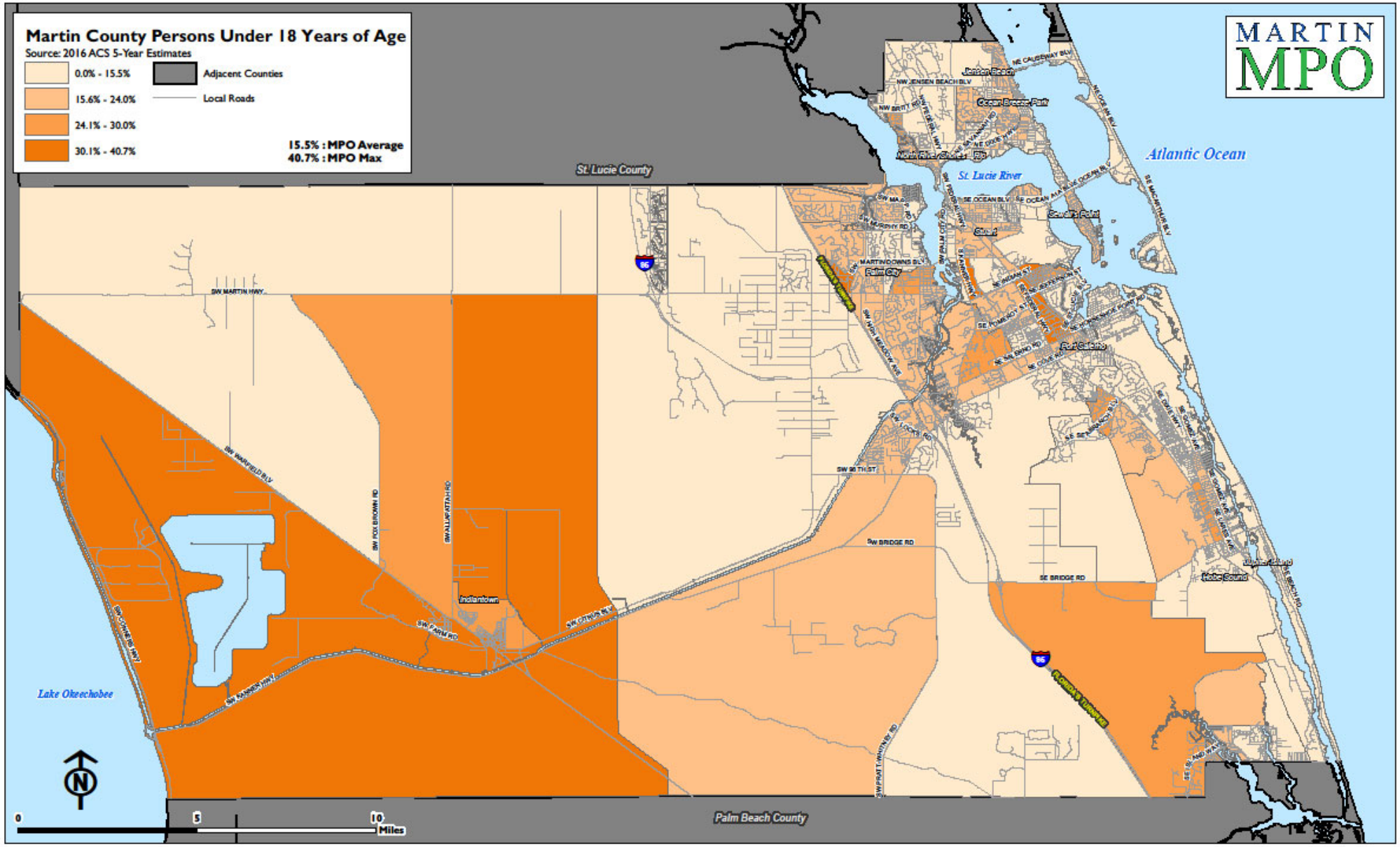

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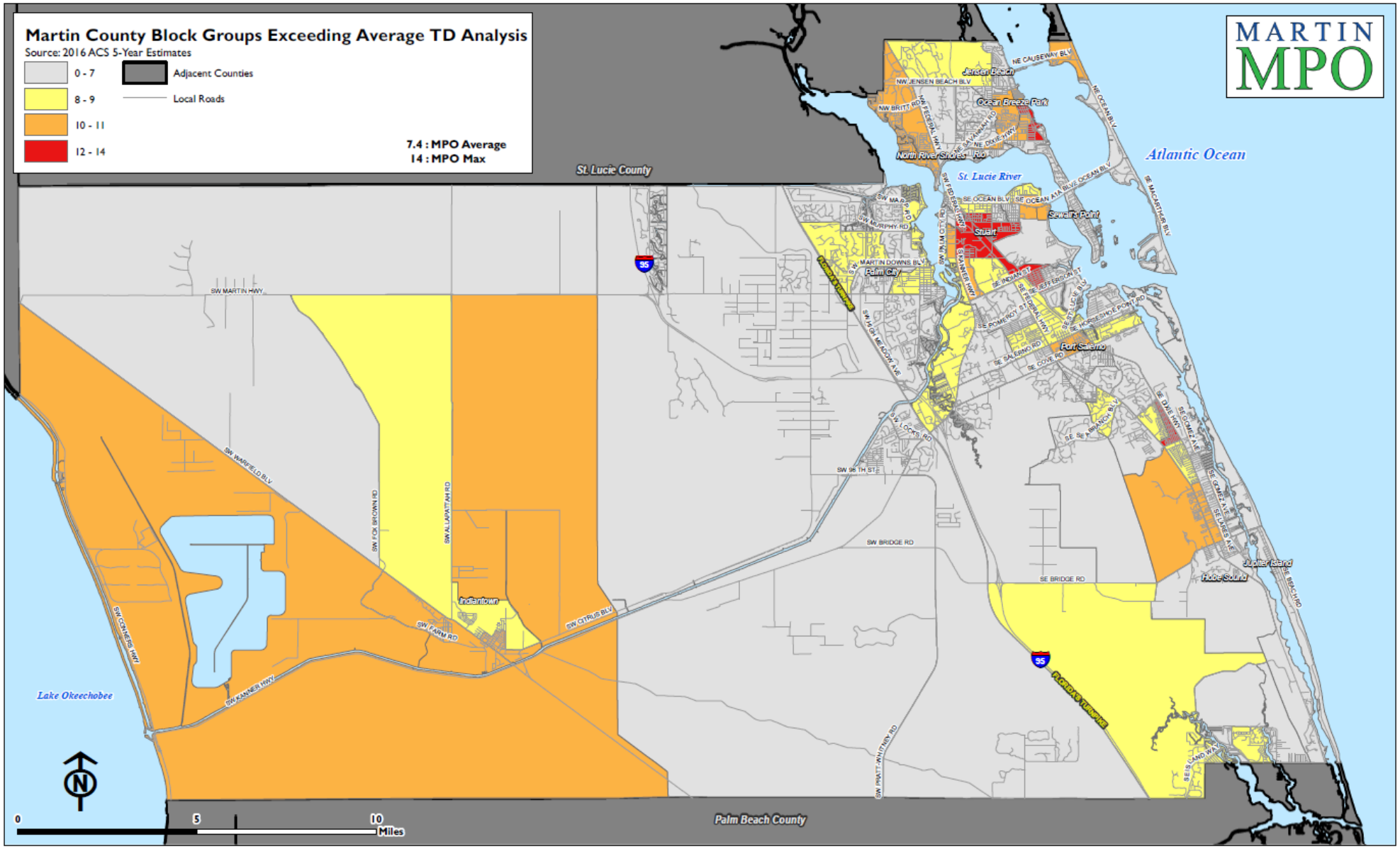
Figure 8 Block Groups Exceeding Average TD Analysis



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Barriers to Coordination for Transportation Disadvantaged Services

Currently, there are no federal, state or local government policies in place that prohibit or reduce the coordination of inter-county coordination and intra-county coordination. Although there are still barriers that exist in making coordination difficult. These include:

- Lack of coordination between neighboring counties and limited intergovernmental coordination agreements in place to provide trips over county lines.
- Limited travel training opportunities for TD passengers and CTC customer service representatives unfamiliar with the fixed route services provided by Martin County discourages and limits the opportunity to move TD passengers to the fixed route transit services for some or all of their transportation needs.
- Due to the lack of transit service area coverage in the County, there are many residents in the county who are unable to receive the ADA door-to-door paratransit service. This lack of service area coverage increases the demand on the TD system.
- Lack of funding within the public transit system in the County also increases the demand for the TD system.

Chapter 4

Goals, Objectives, and Strategies

In order to determine if a plan has been fulfilled, goals and objectives must be set in order to measure progress. The goals listed below provide the Martin County Local Coordinating Board, the Community Transportation Coordinator and the Designated Official Planning Agency a clear understanding of the direction that they wish to take this service, and how they will make decisions in order to benefit the transportation disadvantaged population.

Goal 1) **Coordination of Services**

Objective 1.1) Coordinate with public or private (non-profit and for profit) agencies and other providers of transportation services in order to develop and implement a coordinated system that meets the need of the TD population of Martin County, both sponsored and non-sponsored.

Strategy 1.1.1) The CTC will communicate and coordinate with state and local governments, planning agencies, local coordinating boards, social service agencies, and others who provide subsidy, planning assistance, and/or purchase transportation service.

Strategy 1.1.2) The CTC will communicate and coordinate with CTCs in other counties to promote ride-sharing practices and create cost efficient and effective transportation arrangements.

Strategy 1.1.3) The CTC will coordinate with doctor's offices, out-patient clinics, pharmacies, food stamp offices, social service offices, medical facilities and any office, agency or area in which trips are being provided to in order to provide a timely and cost efficient and effective transportation service.

Strategy 1.1.4) The CTC will coordinate with Martin County Public Transit (MCPT) to efficiently schedule and assign trips as needed.

Goal 2) Provision of Service and Safety

Objective 2.1) Provide cost efficient, cost effective service that meets the needs the needs of the transportation disadvantaged population of Martin County.

Strategy 2.1.1) As new resources and volunteer opportunities become available, the CTC will attempt to increase the number of trips to the transportation disadvantaged.

Strategy 2.1.2) Research and analyze any new subcontracting opportunities that become available to increase the amount of trips that are provided to the TD population.

Objective 2.2) Operate a safe coordinated transportation system as set forth in the CTC "Systems Safety Program Plan" (SSPP)

Strategy 2.2.1) Make safety and loss prevention the responsibility of all personnel.

Strategy 2.2.2) Conduct annual safety checks on all vehicles and equipment.

Strategy 2.2.3) Make sure that all personnel who work in the TD system undergo drug and alcohol testing.

Strategy 2.2.4) The CTC shall verify that the subcontractor providing contract drivers to the CTC have the appropriate liability insurance coverage in the event that subcontractor's employee causes an accident.

Strategy 2.2.5) The CTC will attempt to keep accidents to a minimum

Goal 3) Marketing of Transportation Service

Objective 3.1) Market and promote transportation services that can be provided in the County.

Strategy 3.1.1) Carry out a public information program to assist current and potential riders in the proper use of the transportation system.

Strategy 3.1.2) The CTC will ensure that vehicles transporting TD riders have access to brochures, reservation information, complaint and grievance procedures, and other useful information.

Strategy 3.1.3) The CTC will help educate TD riders of the public transit system in the County and promote the fixed route service when possible.

Strategy 3.1.4) The CTC will educate all new riders of the system of the reservation process, the prioritization of trips, and the eligibility requirement that are set forth in the TDSP.

Goal 4) Providing Quality Service

Objective 4.1) Assure that transportation of the highest quality is being provided.

Strategy 4.1.1) The CTC will conduct a random sample survey to the riders periodically throughout the fiscal year in order to evaluate the transportation service that is being provided. CTC staff will present a report to the LCB when available.

Strategy 4.1.2) The CTC will handle complaints and grievances in a timely manner detailed in the Complaint and Grievance procedures.

Strategy 4.1.3) The CTC will provide quarterly reports of complaints and grievances, and a summary of how they were resolved to the LCB at the regularly scheduled LCB meetings.

Strategy 4.1.4) The CTC will make riders aware of their ability to register complaints by posting signs with the TD Helpline toll free number in vehicles at all times.

Goal 5) Resource Management and Implementation and Review of Policies and Performance

Objective 5.1) Maximize the use of human and financial resources and equipment.

Strategy 5.1.1) Monitor and analyze costs of operations and administration of the TD service. Apply for the Section 5310 grant when it becomes available and consider applying for other federal/state transit funds.

Strategy 5.1.2) The CTC will make every effort to direct riders who are within ¾ of a mile from a transit stop of the ADA door-to-door paratransit service of the Martin County Public Transit in order to efficiently use the TD funds available

Objective 5.2) Ensure that all Commission Standards and all local standards are addressed in the Martin County TDSP.

Strategy 5.2.1) Annually review documents to ensure that policies are identified and developed as necessary. The LCB will review and update the TDSP on an annual basis.

Strategy 5.2.2) Monitor existing policies and amend when needed. The LCB will review the By-laws and Grievance policies on an annual basis.

Strategy 5.2.3) The LCB, on a quarterly basis, will review the quarterly reports provided by the CTC and provide comments on performance.

Strategy 5.2.4) The LCB, along with the assistance of the Designated Official Planning Agency (DOPA), will conduct an annual evaluation of the CTC as required by Chapter 427 F.S. and 41-2 F.A.C.

Service Improvements/Expansions

On July 1, 2020, Senior Resource Association (SRA) was awarded an innovation and Service Development Grant from the CTD. This grant provides financial assistance for the provision of eligible door-to-door trips to TD riders in Martin County who need to visit the dialysis center. This grant helps increase the number of dialysis trips, as well as increasing the number of trips for all other purposes.

In August 2020, SRA was approached by staff from the Florida Developmental Disabilities Council (FDDC) and tasked with putting together a pilot program to help individuals with developmental disabilities have access to more mobility options. From this suggestion, the Treasure Coast Developmental Mobility Advantage Ride program was born. This pilot program began October 1st and will continue until at least September 30, 2022. The program serves all four counties along the treasure coast (Indian River, Martin, St. Lucie and Okeechobee). Anyone who has a developmental disability is eligible to book trips, and all trips are carried out by drivers that have had training specific for working with people with developmental disabilities.

Chapter 5

Implementation Schedule

This implementation schedule is tied to the goals objectives and strategies. Some of the operations are ongoing, while others are date specific. Most costs related to the accomplishment of these goals are covered in staff, planning, operations and maintenance grant funding or match from each level of government.

As of June 5, 2023, the CTC, DOPA, and the LCB are currently adhering to the implementation schedule as shown below.

Table 13 Implementation Schedule

Strategies	Responsible Party	Frequency
1.1.1, 1.1.2, 1.1.3, 1.1.4, 2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 4.1.2, 4.1.4, 5.1.1, 5.1.2	CTC	Ongoing
4.1.1, 4.1.3	CTC	Quarterly
5.2.3	CTC/DOPA/LCB	Quarterly
5.2.2, 5.2.1, 5.2.4	DOPA/LCB	Annually

Objectives	Accomplishment Date
1.1.1 - 1.1.4	6/2/23
2.1.1- 2.1.2	6/2/23
2.2.1- 2.2.5	Ongoing
3.1.1- 3.1.4	Ongoing
4.1.1- 4.1.4	6/2/23
5.1.1- 5.1.2	6/2/23
5.2.1- 5.2.4	6/2/23

Service Plan

Types, Hours, and Days of Service

As the CTC, SRA operating Martin Community Coach (MCC) operates transportation requests throughout Martin County through a subcontracted transportation provider network. This network consists of transportation providers that meet the demands of the community providing public transportation, ambulatory, and wheelchair services.

Clients who are funded under the Transportation Disadvantaged Program will contact MCC at a toll free number 772-469-2063. Riders of the public transportation system will contact Martin County Public Transit (MCPT) at 772-463-2860 or log on to MCPT website at http://www.martin.fl.us/

The program is operating with five transportation provider companies totaling 35 vehicles. Service is available based on the community's needs.

Trips are available six days a week:
Monday – Friday from 6 a.m. to 7 p.m.
Saturday from 8 a.m. to 5 p.m.

Accessing Services

Martin County clients will schedule transportation with MCC's well-trained staff using proven processes. Friendly, professional Customer Care Agents (CCAs) are available 6 days a week. Normal routine hours to arrange transportation is 8 a.m. to 5 p.m. Monday through Friday.

Eligibility

If an individual is Medicaid eligible, they shall use the Medicaid transportation provider for medical trips; if they are potentially TD eligible, they must go through the eligibility process of the CTC.

During the call intake process, the CCA's will screen for eligibility and qualify the caller on a series of questions to determine their funding source. If it is identified that the client utilizes public transportation, the client will be referred to Martin County Public Transit at 772-463-2860.

For first time callers, SRA will determine if the caller can complete a TD Application. If yes, the CCA's will inform the caller they will send the TD Application in the mail to be completed by the client. The client can also complete the application online. SRA also requires that the Level of Need (LON) Assessment Form be completed by a licensed medical professional to determine the most appropriate mode of transportation based on functional abilities. The LON must also be returned to SRA. Once SRA receives the TD Application and LON, all the information is loaded into SRA's paratransit scheduling software for future trip requests.

The CTC will obtain at least the following information either on the phone or through a combination of LON & TD Application documents. A file with the information will be established for each client.

TD application can be found in Appendix F.

At a minimum, the CTC shall use the following criteria to determine eligibility for utilizing the Martin County TD program. The member must meet at least one of the criteria:

- Member must be 65 or older
- Member must be at or below 100% of the 2021 Federal Poverty Level Scale
- Member must have a physician document the disability (and assistive devices required when transporting the member) on the LON form
- A child with a documented disability or "at risk"

The most appropriate level of service is determined by the client's special needs.

SRA requires a 48 hour advance notice for all trip requests.

SRA will prioritize a trip request per expenditures of Commission of Transportation Disadvantaged (CTD). The CCA will schedule the request based on the priority approved on October 25, 2018 by the Local Coordinating Board (LCB) of Martin County. Trip priorities, are as follows:

Medical
Employment
Education
Grocery Shopping / Nutritional
Service Agency Trips
Other Social / Life Sustaining Trips

Subscription/recurring trips include Dialysis, Employment and Education. Only 50% of monthly allocation can be used for recurring or subscription trips. If the client can utilize public transportation, the CCA will refer the member to Martin County's public transportation provider number.

Cancellations/No Shows

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

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

1st No Show – SRA will call passenger.

2nd No Show – A letter of warning documenting the number of no shows accumulated in a specific period of time will be sent from SRA to the client.

3rd No Show – If a third no show occurs within a 60 day period, a letter notifying the client of their suspension from service for a 30 day period will be sent from SRA to the client.

After the first reinstatement to the Transportation Program, the "No Show" policy will be enforced as described above and the suspension of service will be increased to 45 days as of the 3rd No Show.

After the second reinstatement to the Transportation Program, the "No Show" policy will be enforced as described above and the suspension of service will be increased to 60 days as of the 3rd No Show.

Transportation Operators

SRA manages a complete brokerage system within Martin County with four transportation contractors responsible for the provision of all public transportation services. Table 14 lists all transportation providers currently under contract.

Table 14 Transportation Operators

Name	Service	Clients
ARC of Martin County	A and W	TD
A Martin Transportation	A and W	TD and Indiantown Shuttle
The Council on Aging of St. Lucie County	A and W	TD
Round the Clock Transportation	A and W	TD
Ultimate Comfort Transportation	A and W	TD

Service: A = Ambulatory; W = Wheelchair

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

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

Public Transit Utilization

Public transit utilization is an integral part of the overall CTC network. Martin County operates the fixed route system Monday – Friday from 6am – 8pm. SRA will continue to work with the County public transportation system to transition TD riders that are capable of utilizing fixed-route transportation to public transit.

School Bus Utilization

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

Public Transit Agency Safety Plan

Appendix B contains the Public Transit Agency Safety Plan.

Inter-County Services

Martin County shares an urbanized area boundary with St. Lucie County and SRA will utilize the coordinated fixed route service to transport members to St. Lucie County whenever possible. Trip services will be provided cross-county lines if it is determined to be more cost efficient than to remain within County boundary. SRA will continue to coordinate with neighboring counties in St. Lucie and Palm Beach to provide opportunities to move TD riders across county lines.

Natural Disaster/Emergency Preparedness and Response

SRA will assist the Martin County Emergency Operations Center and the County in evacuations, as necessary.

Service Standards and Policies

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

Drug and Alcohol Testing

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

Escorts and Children

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

Child Restraints

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

Passenger Property

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

Transfer Points

Pickup and drop off stops will be in safe, secure locations. A dedicated toll-free number is available for compliments, comments, and complaints. This number is posted in all vehicles used in the coordinated system. The local Phone Number is 772-469-2063.
If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435.

Out of Area Service

In an effort to better coordinate with neighboring counties/other CTCs and serve the needs of the TD population, SRA may arrange for the provision of out-of-service-area trips for sponsored trips only upon receipt of all required documentation and authorizations. If the trip can be accommodated, transportation services will be provided.

Vehicle Cleanliness

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

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

Vehicles in use for SRA services must not have:

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

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

Billing

Transportation providers will provide invoices to SRA on forms, at times, and in a manner acceptable to SRA. SRA submits payment based on their payment schedule and in accordance with the Florida TD Commission and Florida Statutes to a transportation provider once all invoices are signed off by transportation provider for services rendered.

Passenger/Trip Data

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

Seating

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

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

Driver Identification

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

Passenger Loading Assistance

Drivers will routinely assist passengers to and from the ground floor and door-to-door. Drivers will assist all passengers needing assistance from the threshold of their homes to a securely seated position on the vehicle. Drivers will offer their assistance to any passenger who appears to need assistance or who requests assistance with boarding or alighting from the vehicle. Drivers are not permitted to enter into a member's residence or to

escort a member into an appointment that prevents him/her from having full view of the vehicle.

Smoking, Drinking and Eating

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

Communication Equipment

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

Vehicle Air Conditioning and Heating Equipment

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

First Aid Policy

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

Cardiopulmonary Resuscitation (CPR)

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

Pick-Up Window

The pick-up window is 60 minutes, providing the passenger will arrive at their destination on time. Drivers are not required to wait longer than fifteen minutes after scheduled pick up time.

On-Board Travel Time

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

On-Time Performance

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

Accidents

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

Road calls

There should be no less than 20,000 miles between each road call.

Call-Hold

Ninety-five percent of calls must be answered within 60 seconds or less. The call abandonment rate is 5 percent or less.

Driver Background Checks

To the extent permitted by law, all drivers, including new drivers, must be subjected to a level 2 background check through the appropriate state agency, if such information is not included in the criminal background check. Results must be documented in the driver's file. The record of the background check must be provided to SRA.

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

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

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

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

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

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

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

registry.

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

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

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

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

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

Driver Training

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

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

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

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

Service Animals

SRA will allow service animals to board their vehicles. The care or supervision of a service animal is solely the

responsibility of his or her owner. The CCA must be notified of the need to also transport the service animal at the time of the trip reservation.

Consumer Comments/Complaints

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

Complaints will be resolved within ten (10) days of their filing or otherwise identified by client contract. SRA shall maintain records of com- plaints, whether received verbally or in writing, that includes a short, dated summary of the problem, name of the complainant, date of the complaint, date of the decision, and the disposition.

Complaints will be tracked and trended presented to the Martin County Local Coordinating Board.

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

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

The Martin County Local Coordinating Board has adopted a grievance procedure. A copy of the Martin County LCB Grievance Procedures is provided in Appendix E. There has also been a formal grievance process developed by the Florida Commission for Transportation Disadvantaged. This grievance process may be used if all local options have been attempted without resolution. The Commission's grievance procedures are available at the TD Commission's website.
http://www.fdot.gov/ctd/docs/DoingBusinessDocs/CTD%20Grievance%20Procedures%2020150526.pdf

CTC Monitoring Procedures of Operators and Coordination Contractors

SRA monitors contractors using the LCB evaluation process, SRA's transportation provider contract, and the FDOT System Safety Program Plan Inspection review checklist. Service effectiveness is monitored by utilizing and reviewing various operational and financial data that is customarily accepted by the transportation industry.

The CTC will provide technical assistance, as needed, and report any outstanding findings to the Local Coordinating Board.

Coordination Contract Evaluation Criteria

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

Cost/Revenue Allocation and Fare Structure Justification

Cost Revenue Allocation

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

The FY 23/24 trip rates by the Martin County CTC are:

Ambulatory $ 39.11 per passenger trip

Wheelchair $ 67.05 per passenger trip

The Cost Revenue Allocation and Fare Structure Justification worksheets can be accessed from the TD Commission's website.

https://ctd.fdot.gov/docs/DoingBusinessDocs/CTDRateCalcTemplatev1.5Revised20180129.xls

Rate and Fare Structure

Fares are as follows:

Table 15 Rates and Fare Structure

Transportation Disadvantaged (TD)	Fare
Per Trip	$1.00 for one-way trips

Passenger Co-Pay (Fare)

There is a mandatory fare policy for TD trips of $1.00 per one-way trip.

Quality Assurance

Local Grievance Procedure/Process

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

CTC Evaluation Process

An annual evaluation of the Martin County CTC is conducted by the LCB Evaluation Subcommittee, based on the Standards, Goals, and Objectives set forth in the local TDSP and using the evaluation workbook of the CTD. The Evaluation Subcommittee may also conduct surveys and interviews as part of the evaluation process. The purpose of this evaluation is to ensure that the most cost-effective, efficient, reliable, and accountable transportation services are provided to the Martin TD population. Additional information can be found at https://ctd.fdot.gov/doingbusiness.htm

At each LCB meeting, the CTC provides the board with a quarterly performance report. This executive summary details the recent happenings of the CTC and any information which may impact the TD coordinated system such as public transit events. Quarterly reports may contain the following information:

- Call volume
- Call abandonment
- TD trip requests
- TD trip denials
- Public transportation (if applicable)
- Complaints
- Member no-shows
- Monthly reports
- Transportation contractor management
- Additional relevant information

Trend and Peer Analysis

CTC Trend Analysis

A trend comparison was competed to compare the performance of the Martin County CTC over the last five years. The trend comparison analyzed data for Fiscal Years 2013 through 2018.

Table 16 Trend and Analysis for Martin County CTC

Indicator/Measure	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Total Passenger Trips	86,356	50,406	46,239	50,226	60,039
Total Vehicle Miles	583,443	436,987	457,874	513,534	392,851
Total Revenue Miles	513,121	362,492	370,765	406,071	-
Average Trips per Driver Hour	1.18	1.39	1.58	0.83	-
Average Trips per Paratransit Passenger	190.51	77.55	67.48	76.32	-
Operating Expense	$826,536	$991,952	$978,319	$1,014,785	$945,339
Operating Expense per Paratransit Passenger	$9.57	$19.68	$21.16	$20.21	$15.75
Operating Expense per Passenger Trip	$9.57	$19.68	$21.16	$20.20	$15.75
Operating Expense per Vehicle Miles	$1.42	$2.27	$2.14	$1.98	$2.41
Accidents per 100,000 Miles	0	0	0.22	0.19	0
Vehicle Miles Between Roadcalls	48,620	0	0	0	0

Source: CTD Annual Performance Reports, 2015-2019

Table 16 shows the performance indicators and measures for each of the past five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC. The source for each of these data sets is obtained through the Annual Operating Reports (AOR) released by the Commission for Transportation Disadvantaged. The AORs are based upon locally reported data. Many factors and policies can affect these numbers. As such, they are presented for informational purposes only.

CTC Peer Review Analysis

In this section, demographic characteristics of Martin County will be compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review will compare performance measures within the TD program. Data contained in Table 17, the Demographic Comparison Peer Data, was obtained from the 2019 AOR data submitted to the CTD, and the 2019 American Community Survey 5-Year Estimates. The actual performance measures for peer CTCs were obtained from the individual systems AORs for 2019.

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

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

The four counties that were selected for the Martin County CTC peer review are:

- Indian River County
- Hernando County
- Lake County
- St. Lucie County

Comparative Demographics

Table 17 Demographic Comparison of Peer CTCs (2019)

Characteristics	Indian River	Hernando	Lake	Martin	St. Lucie	Mean
Total Population	153,989	186,313	345,867	159,065	293,136	217,291
Population Density (pop/square mile)	306	394	369	293	512	375
Median Age	53.5	49	46.9	52.2	45.1	49.3
% Pop. Age 65 and over	32.3%	27.5%	26.5%	30.6%	23.8%	28.1%
% of Households with less than $10,000	5.4%	6.4%	4.7%	5.3%	6.1%	5.6%
Median Household Income	$54,740	$48,812	$54,513	$61,133	$52,322	$54,304
% of Households with No Vehicles	5.0%	4.5%	4.9%	5.2%	4.4%	4.8%

Source: 2019 ACS 5-Year Estimates

Table 17 displays the information for each of the four peer counties on total population, potential transportation disadvantaged population, population density, median age, percentage of population age 65 and over, percentage of households with annual incomes less than $10,000, mean household income, and percentages of households with no access to a vehicle. Martin County is below the mean of the peer group in all indicators with the exception of the mean age and mean household income.

Martin County has the second largest population of people age 65 and older, with over a quarter of the population falling into that category. A category of major significance is the mean household income, with Martin County being above all other peers in this review. In regards to households with an income less than $10,000, Martin County is close to the mean for all counties. Martin County has the highest amount of households with no access to vehicles.

Comparative Performance Measures

Table 18 Performance Measures for Peer CTCs (2019)

Measure	Indian River	Hernando	Lake	Martin	St. Lucie	Mean
Total Passenger Trips	102,531	73,644	192,137	60,039	176,462	120,963
Total Operating Expenses	$2,259,776	$1,699,762	$5,439,174	$945,339	$3,790,772	$2,826,965
Total Vehicle Miles	713,760	677,101	1,698,369	392,851	1,144,824	925,381
Cost Per Paratransit Trip	$22.04	$23.08	$28.31	$15.75	$21.46	$22.13
Cost Per Trip	$22.04	$23.08	$28.31	$15.75	$21.48	$22.13
Cost per Total Mile	$3.17	$2.51	$3.20	$2.41	$3.33	$2.92
Accidents per 100,000 miles	0	0	0.65	0	0.09	0.74
Vehicle Miles Between Roadcalls	89,220	338,550	33,301	78,570	18,970	111,722

Source: CTD Annual Performance Report, 2019

Table 18 displays the performance measures for Martin County and all four peer CTCs. Martin County is below the mean for all performance measures.

Conclusions

These comparisons provide helpful insight into how the Martin County CTC performs statistically versus other counties. One must keep in mind though that many factors affect performance measures, and this review should not be used as the sole measure to make inferences about the quality of service in Martin County, or any other county. Each of the peer systems represented have different operating environments and different funding source dynamics and demands.

Many of these statistics can be improved with increased use of fixed-route services, and other programs that the CTC may provide. Better utilization and efficiencies can be realized with the implementation of other alternative delivery methods to provide trips to the greater number of passengers.

Appendices

Appendix A – Public Transit Agency Safety Plan

Appendix B – Complaint & Grievance Procedures

Appendix C – Cost Revenue Allocation Rate Structure Justification

Appendix D – Glossary

Appendix E – Application Forms

Appendix F – Vehicle inventory

PTASP Certification

Senior Resource
ASSOCIATION

Promoting Independence in our Community

ANNUAL SAFETY CERTIFICATION AND ADOPTION

Date: 01/15/2023

Name: Senior Resource Association
Indian River Transit
GoLine
Community Coach

Address: 4385 43rd Avenue
Vero Beach, Florida 32967

In accordance with FTA 49 CFR Part 673 Final Rule, the board of Directors of the bus system named above hereby adopts and certifies to the following:

1. The adoption of the Safety Management System for calendar year 2023

2. Compliance with adopted standards of the Public Transportation Agency Safety Plan (PTASP), for calendar year 2023

3. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009, for calendar year 2023

Signature: _____

Name: James G Vitter II
Title: Chairman of the Board of Directors, Senior Resource Association

Signature: _____

Name: Karen Deigl
Title: Chief Executive Officer, Senior Resource Association

1. Safety Policy

SMS Safety Policy Statement

Safety and customer service are our two core business functions. Senior Resource Association is committed to developing, implementing, maintaining, and constantly improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources aimed at achieving the highest level of safety performance and meeting established standards. All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer (CEO). The SMS Program is managed under my authority by the Director Transportation.

Senior Resource Association's commitment is to:

• **Support** the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices and encourages effective employee safety reporting and communication.

• **Integrate** the management of safety among the primary responsibilities of all employees;

• **Clearly define** for all staff, responsibilities for the delivery of the safety performance;

• **Establish and operate** hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risks of the consequences of hazards to a point which is consistent with our acceptable level of safety performance;

• **Ensure** that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, or a deliberate or willful disregard of regulations or procedures;

• **Comply with**, and exceed, legislative and regulatory requirements and standards;

• **Ensure** that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters

• **Establish** and measure safety performance against realistic & data-driven indicators and targets

• **Continually improve** our safety performance through management processes that ensure that appropriate safety management action is taken and is effective;

Values and guiding principles

- Integrity, Trust, Teamwork, Respect, Customer Service
- Commitment to Safety
- Commitment to Continuous Improvement
- Commitment to Compliance

Karen Deigl
CEO and Accountable Executive

2. Safety Culture

Safety Culture Policy:

Senior Resource Association is committed to creating and sustaining a safety culture environment that supports our SMS and recognizes that a number of principles enable the development and sustainment of a positive safety culture including:

- Recognition that fair and equitable treatment of all employees encourages sharing of safety-related information.
- Creating and sustaining an environment that actively seeks out risks and supports hazard and event reporting, to include near misses.
- Recognition that inappropriate disciplinary measures can suppress open reporting of risks.
- Creating and sustaining an environment where there is an understanding that human errors will occur.
- Creating and sustaining an environment that promotes openness and learning from events at Senior Resource Association, there is an expectation that all employees actively promote safety in everything they do. This includes two explicit duties that are the responsibility of all employees:
  - To report any hazard, near-miss, unsafe condition or incident that occurs, or is otherwise known about.
  - To openly participate in any investigation that may arise as a result of any reported hazard, near-miss or event that occurs

Senior Resource Association recognizes that employee actions that contribute to hazards and events may be the result of a wide spectrum of behaviors. The Senior Resource Association policy regarding these behaviors is as follows:

- Unintentional error will be investigated, and feedback given
- At-Risk behavior will usually warrant a verbal or written counseling
- Reckless behavior (and some circumstances of at-risk behavior) will usually warrant more significant corrective action steps to be taken

We are committed to creating an open and fair safety culture with Senior Resource Association that supports our SMS. As we implement this policy, we pledge that our first response to any event **will be to investigate fairly the circumstances involved.**

Karen Deigl, *CEO and Accountable Executive*

MARTIN COUNTY
TRANSPORTATION DISADVANTAGED PROGRAM
COMPLAINT & GRIEVANCE PROCEDURES

Adopted: March 7, 2011
Re-Adopted: March 5, 2012
Re-Adopted: March 4, 2013
Re-Adopted: March 3, 2014
Re-Adopted: March 2, 2015
Re-Adopted: March 7, 2016
Re-Adopted: March 6, 2017
Re-Adopted: March 26, 2018
Re-Adopted: March 4, 2019
Re-Adopted: March 2, 2020
Re-Adopted: June 7, 2021
Re-Adopted: March 7, 2022
Re-Adopted: March 6, 2023

CTD OMBUDSMAN
HELP-LINE: 1-800-983-2435
Florida Commission for the
Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL 32399-0450
www.dot.state.fl.us/ctd

INTRODUCTION

The purpose of this document is to provide transportation disadvantaged riders with a course of action to remedy the situation in which a complaint or grievance arose. This document also serves as the local grievance system as mandated by Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code. It complies with requirements set forth in §641.511, F.S.; 42 CFR 431.200; and 42 CFR 438.

These procedures apply to transportation disadvantaged riders.

During the complaint, grievance, and appeal process the rider or his/her representative has the right to contact the Commission for the Transportation Disadvantaged (CTD) by:

- Phone: TD Helpline 1-800-983-2435
- Mail: Florida Commission for the Transportation Disadvantaged
  605 Suwannee St., MS-49
  Tallahassee, FL, 32399-0450
  www.dot.state.fl.us/ctd

If a customer is unable to submit a written complaint, grievance, or appeal, the Community Transportation Coordinator (CTC) will assist the customer in submitting such a request.

The CTC shall ensure no punitive action is taken against the customer, his/her representative, or other persons involved in the processes listed below.

All records of the complaint, grievance, and appeal processes, to include the Coordinator's, Grievance & Appeal Committees' reports, will be maintained by the Coordinator and made available upon request.

DEFINITIONS

Action – The denial or limited authorization of a requested service, including the type or level of service;
the reduction, suspension or termination of a previously authorized service;
the denial, in whole or in part, of payment for a service;
the failure to provide services in a timely manner, or the failure to act within the timeframes provided in 42 CFR 438.408 (as described within this document).

Appeal – Requests for review of an *Action* taken by the Community Transportation Coordinator or the Subcontracted Transportation Provider.

Complaint – Expressions of dissatisfaction related to the quality of care provided by a provider or any matter other than an *Action* that can be resolved at the Point of Contact rather than through filing a formal *Grievance.*

Grievance – Expressions of dissatisfaction about any matter other than an *Action.*

RESPONSIBLE PARTIES

Community Transportation Coordinator
Senior Resource Association
694 14th Street
Vero Beach, FL 32960
1-866-836-7034

Local Coordinating Board for the Transportation Disadvantaged
c/o Martin MPO
3481 SE Willoughby Blvd, Suite 101
Stuart, FL 334994
772-221-1498

COMMITTEES

The Local Coordinating Board (LCB) for the Transportation Disadvantaged appoints membership of the Grievance Committee as follows:

(1) An Area Agency on Aging Representative;
(1) A Florida Department of Transportation Representative;
(1) A Division of Vocational Rehab Representative;
(1) A Veteran Service Office Representative; and
(1) A Disadvantaged citizen over 60.

At least 3 Committee members must be present during the meeting to render a decision.

The LCB also appoints membership of the Appeal Committee as follows:

(1) An LCB Member,
(1) An MPO Staff Member, and
(1) A CTC Staff Member.

Members of the Appeal Committee may not have been involved in the determination of the initial action. Members must be able to meet within 72 hours notice in order to address Expedited Appeal Requests.

COMPLAINT PROCEDURES

FIRST LINE OF RESOLUTION PROCESS

1. Community Transportation Coordinator (CTC) representative receives verbal or written complaint from customer within 90 calendar days of incident.

2. CTC representative documents complaint and works to resolve complaint within 15 business days.

3. If unable to resolve within 15 business days, CTC extends for an additional 10 business days. The CTC provides notice to customer of extension and the reasons for the extension.

4. Once complaint is resolved, CTC provides written notification of the resolution to customer within 5 business days. Include the following in written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of right to file a grievance through Grievance Committee.
- Information on the CTD Ombudsman Program.

5. CTC forwards copy of the notification of the resolution to Chairperson of the Local Coordinating Board (LCB) and the MPO Administrator.

GRIEVANCE PROCEDURES

SECOND LINE OF RESOLUTION PROCESS

1. CTC receives verbal or written grievance within 1 year of incident.

2. CTC forwards copy of grievance to Chairperson of the LCB and the MPO Administrator. Upon receipt of the grievance, the CTC will have up to 10 business days to schedule the initial Grievance Committee meeting. The meeting must be held within 15 business days of the initial filing of the grievance. Further meetings may be held at the discretion of the Committee.

3. The CTC will provide all relevant documents to the Grievance Committee at least 3 business days prior to the meeting(s). At least 3 Committee members must be present during the meeting.

4. If unable to resolve within 90 calendar days, the Grievance Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.

5. Once grievance is resolved, CTC provides written notification of the resolution to customer within 30 calendar days. Include the following in the written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of right to file an appeal.
- The procedures for exercising these rights.

- The circumstances for which an expedited appeal is available and the procedures to request it.
- Notice of right to have benefits continue pending resolution of the appeal, how to request exercise this right, and the circumstances under which the customer would be required to pay the costs of these services.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the Florida Commission for the Transportation Disadvantaged (CTD) upon request.

APPEAL PROCEDURES

THIRD LINE OF RESOLUTION PROCESS

1. The CTC receives verbal or written appeal within 30 calendar days of the customer's receipt of notice of action. If request is made verbally, CTC notifies customer within 10 business days of need to file written request. The CTC acknowledges the receipt of the appeal in writing.

2. The CTC forwards a copy of the appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. Upon receipt of the appeal, the CTC will have up to 10 business days to schedule the initial Appeal Committee meeting. The meeting must be held within 15 business days of the initial filing of the appeal. Further meetings may be held at the discretion of the Committee.

3. The CTC will provide all relevant documents to the Appeal Committee at least three 3 business days prior to the meeting(s). At least three 3 Committee members must be present during the meeting.

4. If unable to resolve within 45 calendar days, the Appeal Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.

5. Once the appeal is resolved, CTC provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of the right to file a grievance with the CTD.
- The procedures for exercising these rights.
- Information on the CTD Ombudsman Program.

6. The CTC forwards a copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

EXPEDITED APPEAL PROCEDURES

1. The CTC receives verbal or written request for an expedited appeal within 30 calendar days of the customer's receipt of notice of action. The request must be based on conditions which would seriously jeopardize the customer's life, health, or ability to attain, maintain or regain maximum function.

2. The CTC must notify the customer of the limited time available to provide allegations of fact or law. The CTC acknowledges the receipt of the appeal in writing.

3. The CTC forwards a copy of the request for an expedited appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. The CTC will have up to 72 hours (3 calendar days) to schedule an Appeal Committee meeting, review relevant evidence, and to resolve the Expedited Appeal.

5. Once the appeal is resolved, the CTC makes reasonable efforts to provide immediate verbal notification to the customer of the resolution. The CTC also provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of the right to file a grievance with the CTD.
- The procedures for exercising these rights.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

ADOPTED THIS 6th DAY OF MARCH 2023

MARTIN COUNTY LOCAL COORDINATING BOARD for the
TRANSPORTATION DISADVANTAGED

Attest: _____
Alor Cadorna, Administrative Assistant

_____
Local Coordinating Board Chair

Worksheet for Multiple Service Rates

CTC: **Senior Resource** Version 1.4
County: **Martin**

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

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No	( ) Yes (•) No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	(•) Yes ( ) No	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II 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?.....	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No
	Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?				
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for **Contracted Services:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per **Passenger Trip** =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II 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 =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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Worksheet for Multiple Service Rates

CTC: **Senior Resource** Version 1.4
County: **Martin**

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 ……..... per passenger mile?..... ◉ Pass. Trip ○ Pass. Mile — Leave Blank
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 Mulitple 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: 2023 - 2024		Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	212,423 =	127,454 +	84,969 +	+	0	
Rate per Passenger Mile =		$3.65	$6.25	$0.00	$0.00 per passenger	$0.00 per group
		Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	21,032 =	14,826 +	6,206 +	+	+	
Rate per Passenger Trip =		$39.11	$67.05	$0.00	$0.00 per passenger	$0.00 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	Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
…INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$3.65	$6.25	$0.00	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

Worksheet for Multiple Service Rates

CTC: **Senior Resource** Version 1.4
County: **Martin**

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

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$3.83	$6.57	$0.00	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$41.08	$70.42	$0.00	$0.00 per passenger	$0.00 per group

Program These Rates Into Your Medicaid Encounter Data

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

SOURCE: Florida Commission for the Transportation Disadvantaged

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(FAC) Florida Administrative Code: a set of administrative codes regulating the state of Florida.

(FCTS) Florida Coordinated Transportation System: a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

(FDOT) Florida Department Of Transportation: a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.

(FS) Florida Statutes: the laws governing the state of Florida.

(FTE) Full Time Equivalent: a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

(FAC) Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

contractors, to provide the other portion of the on- street transportation disadvantaged services, including coordination contractors.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Trip Priorities: various methods for restricting or rationing trips.

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

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

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

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

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

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

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

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

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

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

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

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

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

Martin Community Coach
Transportation Application

Thank you for your interest in becoming a Martin Community Coach (MCC) client. We welcome the opportunity to meet your transportation needs and provide you with excellent service. MCC is for the Transportation Disadvantaged community. Martin County residents who qualify must fall under one or more of the following categories:

- Age 65 or older
- Disabled
- Adults age 18 or older who live under the 100% poverty level and have no other means of transportation

Included with this application are the Beneficiary Intake (BI) and Level of Need (LON) forms. The LON must be completed by a medical professional. Please return **all** documents to our Paratransit Eligibility Department. All forms are required prior to transportation approval, including completion of the proof of income section on the Beneficiary Intake form. The forms may be submitted by USPS, fax or email to the following:

- Mail all completed forms to:
  Senior Resource Association
  Attn: MCC Paratransit Eligibility Department
  694 14th St.
  Vero Beach, FL 32960
- Fax all completed forms to: **(772) 469-2051**
- Email all completed forms to: martincc@sramail.org

Please allow up to ten (10) business days for MCC to receive and process your transportation application. We look forward to helping you travel to essential destinations throughout Martin County. If you have any questions regarding the forms or eligibility requirements, contact the MCC office at **772.469.2063**.

Martin Community Coach
Beneficiary Intake Form

Important Notes:

Please answer all questions. Failure to do so may result in your transportation benefits being denied. If you do not know the answer, please write "do not know." If a question does not apply to you, please write "N/A." Additional documentation may be required.

Last Name: _____ First Name: _____ MI: _____

DOB: _____ Female Male

Medicaid #: _____

Address: _____ City: _____

Zip: _____ State: _____

Phone #: _____

Emergency Contact: _____ Relationship: _____

Phone #: _____

Do you drive? Yes No

Do you own a car? Yes No

Do you have any of the following that can provide you with transportation?

Family: Yes No Friend: Yes No

Volunteer: Yes No Other: _____

Annual household income: _____ # of household members: _____

Are you frail, disabled, or do you have any other physical or mental limitations? Yes No

How do you get to the grocery store?

- ☐ Drive Self
- ☐ Walk
- Friend/Family
- Bus/Public transportation

Do you live within ¾ mile from a bus stop? Yes No I don't know

Is there any reason you cannot walk to your appointment? Yes No

If yes, please explain: _____

Martin Community Coach
Beneficiary Intake Form

Do you live in a facility that provides transportation? Yes No
If yes, could they transport you to medical appointments? Yes No I don't know

Is there any reason you cannot take public transportation to your medical appointments? Yes No

Are you enrolled in any other programs that will pay for or provide transportation? Yes No
If yes, please explain: _____

Please check or list any special needs or services you require during transportation

- ☐ Powered Wheelchair
- ☐ Manual Wheelchair
- ☐ Walker
- ☐ Cane
- ☐ Portable Oxygen
- ☐ Service Animal
- ☐ Scooter
- ☐ Personal Care Attendant
- ☐ Other: _____

I understand and affirm that the information provided in this application for Non- Emergency Transportation (NET) to TD services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with services and appointments. I understand providing false and/or misleading information, making fraudulent claims and making false statements constitutes a felony under the laws of the state of Florida.

Beneficiary Signature: _____ Date: _____

MCC USE ONLY

- ☐ Approved
- ☐ Denied

Date: _____ Signature: _____

694 14th St. | Vero Beach, FL 32960 | P: 772.469.2063 | F: 772.469.2051 | martincc@sramail.org

Martin Community Coach

Level of Need Form

Dear Medical Professional:

The Martin Community Coach office has received a request for transportation from one of your patients. Please complete this Level of Need assessment form in its entirety. The form will be used to determine the Beneficiary's most appropriate mode of transportation based on their functional abilities and limitations. Please provide any information that will assist us in identifying the mode of transportation that best fits the Beneficiary's needs. Upon completion, fax it to: (772) 469-2051

Beneficiary Info	First Name:	Last Name:	Date of Birth:	
	Medicaid #:	Trip #:	Plan ID:	
	Address:	City:	State:	Zip:
Diagnosis Info	Diagnosis (MUST PROVIDE):		Diagnosis is: □ Permanent □ Temporary Through (date)	
	Recent Hospitalization/Surgeries (MUST PROVIDE):			
Living Arrangement	□ Lives alone or with family/friends □ Nursing Facility □ Group home □ Residential rehab facility Comments:			
	Number of steps: **Note:** MCC is unable to transport individuals requiring assistance up or down more than three (3) stair-steps from door to curb.			
Physical Abilities and Equipment	Can patient ambulate independently?			
	Does patient use any of the following assistive devices? □ Crutches □ Walker □ Cane □ Electronic Wheelchair □ Manual Wheelchair Can patient self-propel □ Yes □ No			
	Can patient self-transfer into vehicle? □ Yes □ No			
	Does patient use /require portable oxygen? □ Yes □ No			
	Does patient require a change in mode of transport due to instability? □ Yes (please explain): □ No			
	Has there been a decline in functionality? □ Yes (please explain): □ No			
Cognitive Abilities	What is the patient's cognitive ability? □ Alert and oriented (i.e. place, time) □ Alert and mildly confused (i.e. place, time) □ Confused (i.e. dementia, Alzheimer) Comments:			
	Able to remove self from unsafe situation?			
Sensory Abilities	Vision	□ Normal Vision □ Wearing glasses/contacts □ Cataracts □ Legally Blind □ Service animal due to blindness Comments:		
	Speech & Hearing	□ Normal hearing □ Wears hearing aid □ Deaf □ Speech Impairment		

Physician Info	Printed Name:	Phone:
	Signature:	NPI#:

Please fax this completed form to: **772.469.2051**

Questions? Please call the Paratransit Eligibility Department at: **772.469.2063**

Fleet #	Year - Make - Model	Color	VIN #	Wheel Chair Lift Yes or No	Seats
31	2020 Ford E-450	White	1FDFE4FS1KDC36708	Yes	14 + wc
32	2019 Ford Transit 150 Wagon	Blue	1FDZK1CM9KKB48317	No	8
33	2019 Ford Transit 150 Wagon	Blue	1FDZK1CMOKKB48318	No	8
34	2020 Ford T-350 Bus	White	1FDVU4X85LKB09636	Yes	6 + 2wc
14-04	2016 Braun Caravan	White/Blue	2C7WDGCG7GR144325	Yes	4+2 WC
18-04	2020 Goshen Coach	White/Blue	1FDAF5GT1KDA17848	Yes	14 + wc
20-01	2020 Goshen Coach	White/Blue	1FDFE4FN4MDC20449	Yes	14 + wc
20-02	2020 Goshen Coach	White/Blue	1FDFE4FN4MDC20450	Yes	14 + wc
20-03	2020 Goshen Coach	White/Blue	1FDFE4FN4MDC20451	Yes	14 + wc
21-02	2021 FVAG Goshen Coach	White/Blue	1FDFE4FN3MDC40627	Yes	14 + wc
72AMKS	Nissian NV200 - Ambulatory	Yellow	3N8CM0JT5GK699420	Yes	6 + 2wc
QNQP22	Nissian NV200 - Ambulatory	Yellow	3N8CM0JT2GK701009	Yes	6 + 2wc
PAFA30	Nissian Sentra	White	3N1AB8CV6LY229784	No	5
205	2007 CVY 16' TURTLE TOP	White	1GBJG31U371136635	Yes	12 + 2
206	2007 CVY 16' TURTLE TOP	White	1GBJG31U071137760	Yes	12 + 2
213	2009 CVY 16' VAN TERRA	White	1GBJG31K191166301	Yes	12 + 2
214	2009 CVY 16' VAN TERRA	White	1GBJG31K491167426	Yes	12 + 2
217	2009 CVY 16' VAN TERRA	White	1GBJG31K491166499	Yes	12 + 2
239	2013 FRD Champion	White	1FDFE4FS6DDA92981	Yes	12 + 2
243	2015 FRD 16' TURTLE TOP	White	1FDWE3FL3FDA28063	Yes	12 + 2
244	2015 FRD 16' TURTLE TOP	White	1FDWE3FL7FDA28065	Yes	12 + 2
251	2017 FRD Champion	White	1FDFE4FS2HDC03161	Yes	12 + 2
252	2017 FRD Turtle Top	White	1FDWE3F6XHDC58874	Yes	12 + 2
258	2018 FRD Champion	White	1FDFE4FS2HDC60797	Yes	12 + 2
259	2018 CVY Defender	White	1HA3GRBG0HN008570	Yes	12 + 2
260	2018 CVY Defender	White	1HA3GRBG7HN008467	Yes	12 + 2
264	2021 FRD 16' VAN TERRA	White	1FDWE3F60KDC47308	Yes	12 + 2
235	2012 VPG MV1	White	523MF1A65CM101230	Yes	3+1
238	2012 VPG MV1	White	523MF1A60CM101572	Yes	3+1
257	2018 Dodge Van	White	2C7WDGBG7HR838533	Yes	3+1
265	2022 Chrysler Van	White	2C4RC1CG9NR103878	Yes	3+1

Notes

- Transportation Disadvantaged Planning Grant Progress Report
- We are currently bringing the scope of the Transit Development Plan (TDP) to all our advisory committees and the MPO Board on June 19, 2023.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES:
Martin

INVOICE NUMBER: G2965 Q3
INVOICE DATE: *April 6, 2023*
QUARTER SERVICE DATES: *January 1 - March 31, 2023*

LCM

AGENCY
Martin Metropolitan Planning Organization

	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, **solicit and recommend a CTC**. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter.
B.	Develop and maintain a process for the **appointment and reappointment of voting and non-voting members** to the local coordinating board. (41-2.012, FAC)	Ongoing.
C.	Prepare **agendas** for local coordinating board meetings consistent with the *Local Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)	75% - Please see attached Agendas prepared for the March 6, 2023 LCB-TD meeting. The Regular LCB-TD Meeting was held at 10:00 AM and held in the Martin County Administrative Building Commission Chambers, 2401 SE Monterey Road, Stuart, FL 34996.
D.	Prepare official **minutes** of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	75% - Please see attached draft minutes prepared for the March 6, 2023 LCB-TD meeting. Minutes will be approved at the next meeting which is scheduled for June 5, 2023.
E.	Provide at least one **public workshop** annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity this quarter.
F.	Provide staff support for **committees** of the local coordinating board. (Task 3)	Ongoing.
G.	Develop and update annually **by-laws** for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	100% - At the March 6, 2023 LCB-TD meeting, the LCB-TD approved the updated by-laws, please see attached approved by-laws.
H.	Develop, annually update, and implement local coordinating board **grievance procedures** in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	100% - At the March 6, 2023 LCB-TD meeting, the LCB-TD approved the grievance procedures, please see attached approved grievance procedures.
I.	Provide the Commission with a current **membership roster and mailing list** of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	Membership roster/mailing list as of the March 6, 2023 meeting is included.
J.	Provide **public notice** of local coordinating board meetings and local public workshops in accordance with the *Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)	Public notice for all LCB-TD Meetings and Public Workshops are advertised in the Stuart News, the MPO and County's websites and in the County's Administrative Building lobby. The public notice was also posted in the Florida Adminstrative Register.
K.	Review and comment on the **Annual Operating Report** for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this quarter.
L.	Report the **actual expenditures** (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter.

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the **Transportation Disadvantaged Service Plan (TDSP)** following CTD guidelines. (Task 1)	No activity this quarter
B. Encourage integration of "transportation disadvantaged" issues into **local and regional comprehensive plans**. Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	Ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with **regional workforce boards** established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	Ongoing.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with **quarterly reports** of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	75% - This quarterly report and the attached invoice indicates the deliverables and expenditures accomplished as outlined in the Planning Grant Agreement.
B. Attend at least one **Commission-sponsored training**, including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	No activity this quarter.
C. Attend at least one **CTD meeting** each year within budget/staff/schedule availability.	No activity this quarter.
D. Notify CTD staff of local **TD concerns** that may require special investigations.	No activity this quarter.
E. Provide **training** for newly-appointed LCB members. (Task 3)	Ongoing.
F. Provide **assistance** to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	Coordinate meeting for the CTC to meet with the Martin County Board of County Commisioners to discuss TD Funding.
G. To the extent feasible, collect and review **proposed funding applications** involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this quarter.
H. Ensure the local coordinating board conducts, as a minimum, **an annual evaluation** of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	On going CTC Evaluation, will be complete in next quarter.
I. Assist the CTD in **joint reviews** of the CTC.	Was a stakeholder on the January 20, 2023, joint meeting to go over the findings of the CTD joint review of the CTC (SRA) and participated in the exit conference.

J. Ensure the LCB annually reviews **coordination contracts** to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this quarter.
K. Implement recommendations identified in the CTD's **QAPE** reviews.	No activity this quarter.

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

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

Beth Belton

Representative

Date: 4/6/23

Revised: 06/30/2021