



**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 1, 2026 @ 10:00 AM

AGENDA

<u>ITEM</u>	<u>ACTION</u>
1. CALL TO ORDER – 10:00 A.M.	
2. ROLL CALL	
3. APPROVE AGENDA	APPROVE
4. APPROVE MINUTES (Pg. 3) <ul style="list-style-type: none">• Regular Meeting Minutes - March 2, 2026	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. FY25/26 COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION (Pg. 14)	APPROVE
C. FY26/27 COMMUNITY TRANSPORTATION COORDINATOR (CTC) TRIP RATE MODEL (Pg.217)	APPROVE
D. TRANSPORTATION DISADVANTAGED (TD) PROGRAM FY26/27 ALLOCATIONS FOR MARTIN COUNTY (Pg. 227)	INFORMATION
7. COMMENTS FROM COMMITTEE MEMBERS	
8. NOTES	

9. NEXT MEETING

- Public Workshop: August 31, 2026 @ 9:30 AM
- Regular Meeting: August 31, 2026 @ 10:00 AM

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, Principal 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 2, 2026, at 10:00 A.M.

MINUTES

- 1. CALL TO ORDER** – The Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) meeting of March 2, 2026, was called to order at 10:00 A.M. by Mayor Carmine Dipaolo, Chair.
- 2. ROLL CALL** – Sarah Cornelius, Administrative Coordinator, called roll.

Members in Attendance:

Mayor Carmine Dipaolo – Chair, Village of Indiantown
Robert McPartlan, Vice Chair, Department of Children and Family
Ashman Beecher, Martin County Transit
Dalia Dillon, Department of Elder Affairs
Phyl Weaver, Representative for Persons over 60
Tatiana Gillyard, FDOT Representative
Milory Senat, Agency for Persons with Disabilities
Brenda Matheny, Local Medical Community
Michael Drost, Florida Department of Veteran's Affairs
Michelle Miller, Representative for the Florida Association for Community Action
(FACA) Economically Disadvantaged
Jennifer Langlois, Representative for Public Education Community District
School

Excused Members:

Gayle McArdle, Representative for Persons with Disabilities
Emily Hough, Florida Division of Vocational Rehab
Tarlaymoon Hosein, Citizens Advocate (Rider Rep)

Members not in Attendance:

Gregory McDonald, Career Source Research Coast
Monique Robbins, Representative for Children at Risk Board

Staff in Attendance:

Beth Beltran, MPO Administrator
Ricardo Vazquez, Principal Planner
Bolívar Gomez, Senior Planner

Others in Attendance:

Holly Newberry, SRA
Joe Story, SRA
Karen Deigl

A quorum was present for the meeting.

3. APPROVE AGENDA

A motion was made by Phyl Weaver to approve the agenda as presented and seconded by Robert McPartlan. The motion passed unanimously.

4. APPROVE MINUTES

Regular meeting minutes- December 8, 2025

A motion to approve the Regular Meeting Minutes of December 8, 2025, was made by Phyl Weaver and seconded by Robert McPartlan. The motion passed unanimously.

5. COMMENTS FROM THE PUBLIC

No Public Comment

6. AGENDA ITEMS

A. ELECTION OF VICE CHAIR

The first meeting of the calendar year the LCD board needs to elect a vice chair. Phyl Weaver nominated Robert McPartlan for Vice Chair.

A motion to approve Robert McPartlan as the Vice Chair was made by Phyl Weaver and seconded by Dalia Dillon. The motion passed unanimously.

B. QUARTERLY PERFORMANCE REPORT

Holly Newberry, with the Senior Resource Association (SRA) of Martin County Transit, gave a quarterly report presentation. Holly explained that the Martin County Indiantown Shuttle will be ending on June 30th if they cannot come up with \$22,500 before June 30, 2026.

Karen Deigl, CEO of SRA, spoke on two things that Holly mentioned in her presentation. First, SRA is looking for the \$22,500 currently for the Indiantown Shuttle. Secondly, the Innovative Service Development Grant funds the Advantage Ride Program. The \$1.5 million grant provides transportation in four Counties. This is not a recurring grant; it needs to be applied for each year. Karen spoke about the legislative \$6 million budget. In case of not receiving the \$22,500, Karen and her team have sent out letters to the community in February letting them know that the shuttle will be

closed effective July 1, 2026. Chair Carmine Dipaolo, Mayor of Indiantown, asked what the \$22,500 would cover. Karen Deigl explained it would cover continuing the service as is, Saturday through Sunday, for another year.

Ashman Beecher, Martin County Transit, thanked Karen and MCT. There have been significant positive changes and forward thinking for the community.

A motion to approve the Quarterly Performance Report was made by Phyl Weaver and seconded by Ashman Beecher. The motion passed unanimously.

C. COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

Ricardo Vazquez, Principal Planner, explained the Community Transportation Coordinator (CTC) Evaluation process. Ricardo explained that there is a need for volunteers for the surveys, ride-alongs, and vehicle inspections. MPO staff have reached out to riders for the survey process. MPO staff is looking to schedule the vehicle inspections this month with the CTC. Ricardo is hoping to have everything wrapped up by the meeting in June. Beth Beltran, MPO Administrator, asked if there were any volunteers.

Milory Senat wanted to know if the committee members could be made anonymous during a ride-along? She has participated in Palm Beach County and St. Lucie County ride-alongs anonymously to help get the full effect without any special treatment as a committee member. Ricardo Vazquez stated he would do some research to find out how Palm Beach County has done the anonymous rides. Phyl Weaver and Dalia Dillon volunteered for ride-alongs. Milory Senat will volunteer if the ride is anonymous. Phyl Weaver and Milory Senat also volunteered for the surveys.

D. LCB-TD BYLAWS

Ricardo explained that there are no changes to the bylaws.

A motion to approve the LCB-TD Bylaws was made by Phyl Weaver and seconded by Michael Drost. The motion passed unanimously.

E. LCB-TD COMPLAINT AND GRIEVANCE PROCEDURES

Ricardo explained that there was a minor change to the Complaint and Grievance Procedures. A link to the CTD website has been updated to direct people to the new CTD webpage.

A motion to approve the LCB-TD Complaint and Grievance Procedures was made by Phyl Weaver and seconded by Dalia Dillon. The motion passed unanimously.

7. COMMENTS FROM COMMITTEE MEMBERS

Chair Carmine Dipaolo questioned whether the \$22,500 was part of a bigger number. Karen Deigl said yes, and that it is a match for the Service Development Grant that Indiantown applied for from the FDOT. Indiantown is not receiving the grant and the \$22,500 will cover the funds not received. Carmine Dipaolo stated he is sure that Indiantown could find the funds to cover the \$22,500 as this is an important program.

Jennifer Langlois thanked Ashman Beecher and his team for the training that was put on at the school district. Ashman mentioned it was Alysha William who hosted the training. Ashman stated that Alysha would be the contact person for any future training.

8. NOTES - None

9. NEXT MEETING - June 1, 2026, 10:00 AM
Martin County Admin Center, Commission Chambers

10. ADJOURN - 10:23 A.M.

Approved by:

Mayor Carmine Dipaolo, Chair

Date

Prepared by:

Sarah Cornelius, Administrative Coordinator

Date

Minutes Approved on June 1, 2026

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BOARD/COMMITTEE: LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB-TD)

AGENDA ITEM #: 6A

MEETING DATE: June 1, 2026

DUE DATE: May 25, 2026

UPWP TASK #: 6

TITLE: COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

PREPARED BY: Ricardo Vazquez/Beth Beltran

DOCUMENT(S) REQUIRING ACTION: CTC Quarterly Performance Report

BACKGROUND

Martin County Transit (MCT), the Community Transportation Coordinator (CTC), is required to provide the LCB-TD with a performance report.

ISSUES

At the June 1, 2026, LCB-TD meeting, Chris Stephenson with MCT will provide the CTC Performance Report for the period covering July 2025 through April 2026, for review and approval

RECOMMENDED ACTION

- a. Approve the CTC Performance Report for the period covering July 2025, through April 2026.
- b. Provide direction

ATTACHMENTS

CTC Quarterly Performance Report



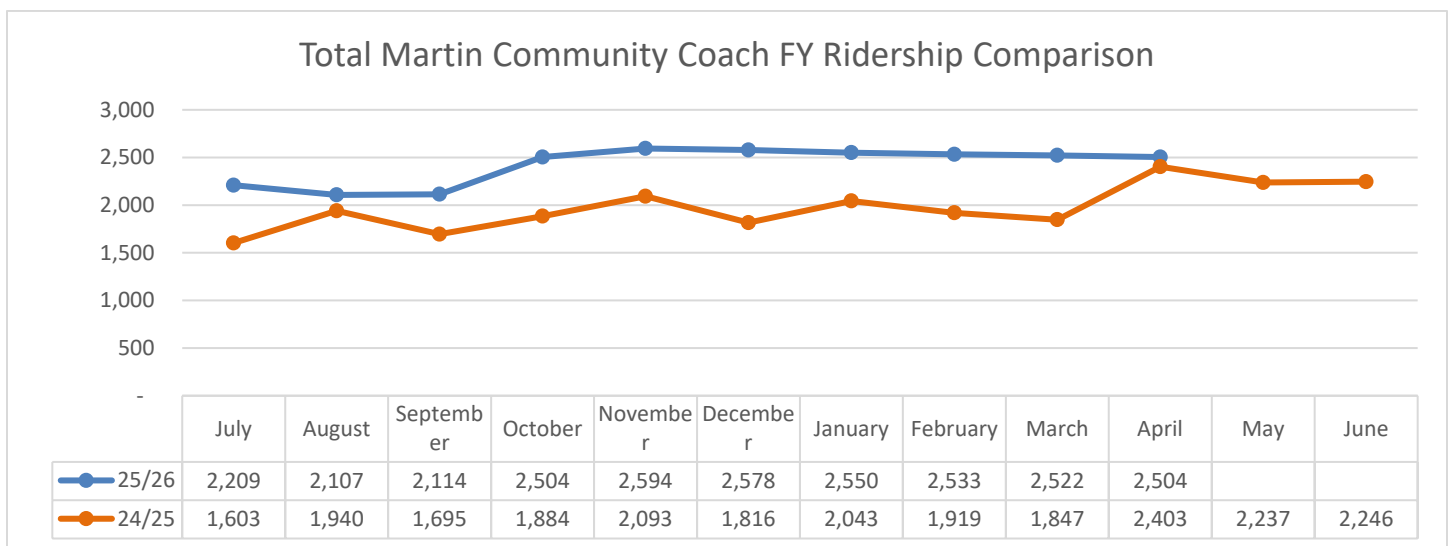
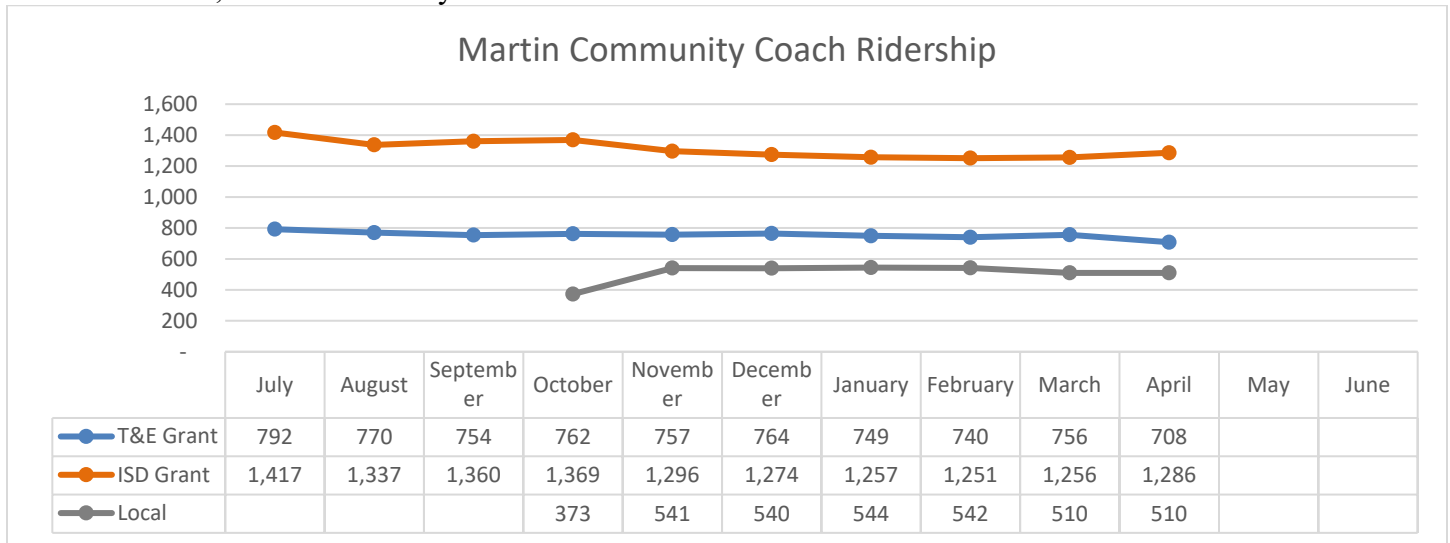
CTC Status Report July, 2025-April, 2026

Prepared: May 6th, 2026

By Chris Stephenson, Transportation Director

Martin Community Coach

- 2026 Ridership: 24,215 TD trips
 - 7,552 T& E Grant
 - 13,103 ISD Grant
 - 3,560 Local County



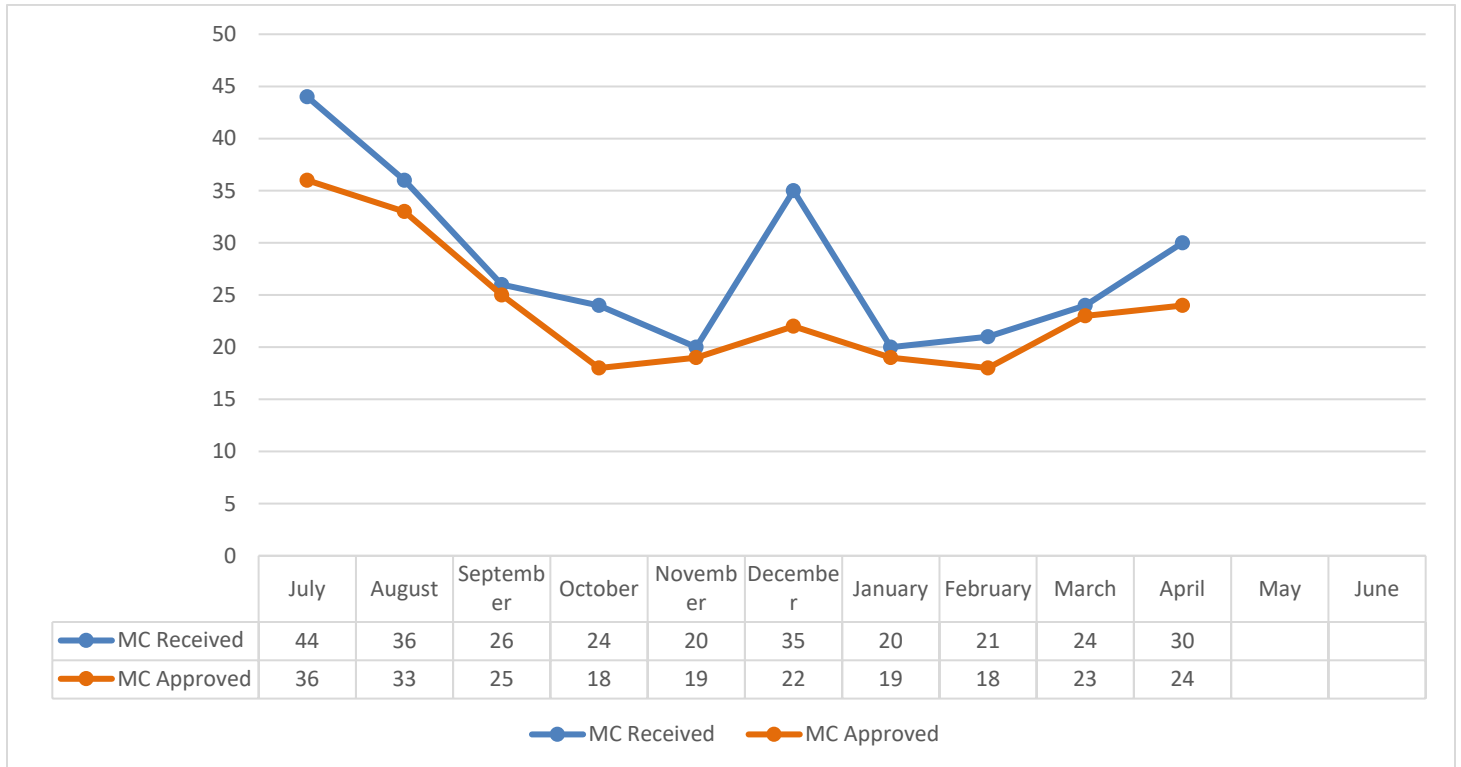
24,215 total MCC trips this FY

26% increase compared to last FY

- Increase is due to larger ISD Grant received this fiscal year, as compared to last fiscal year



Martin Community Coach Applications Processed



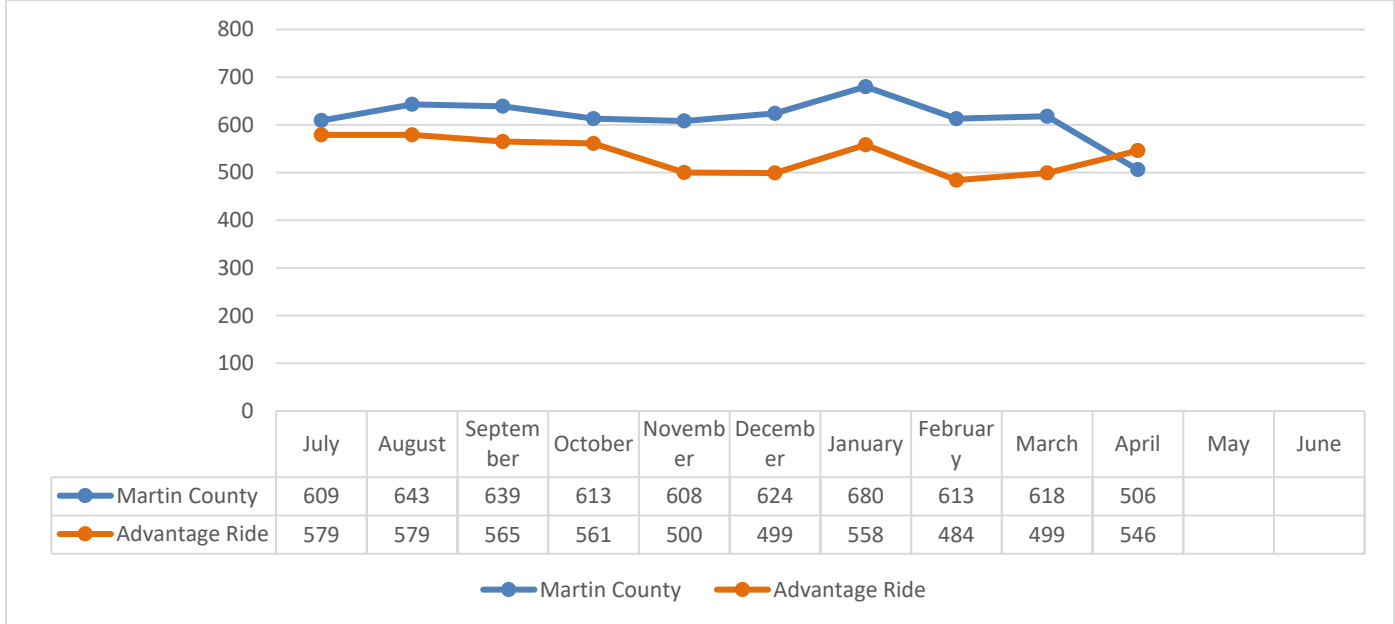
Application Approval Rate:

	July	August	September	October	Nov.	December	January	February	March	April	May	June
% Approved	82%	92%	96%	75%	95%	63%	95%	86%	96%	80%		

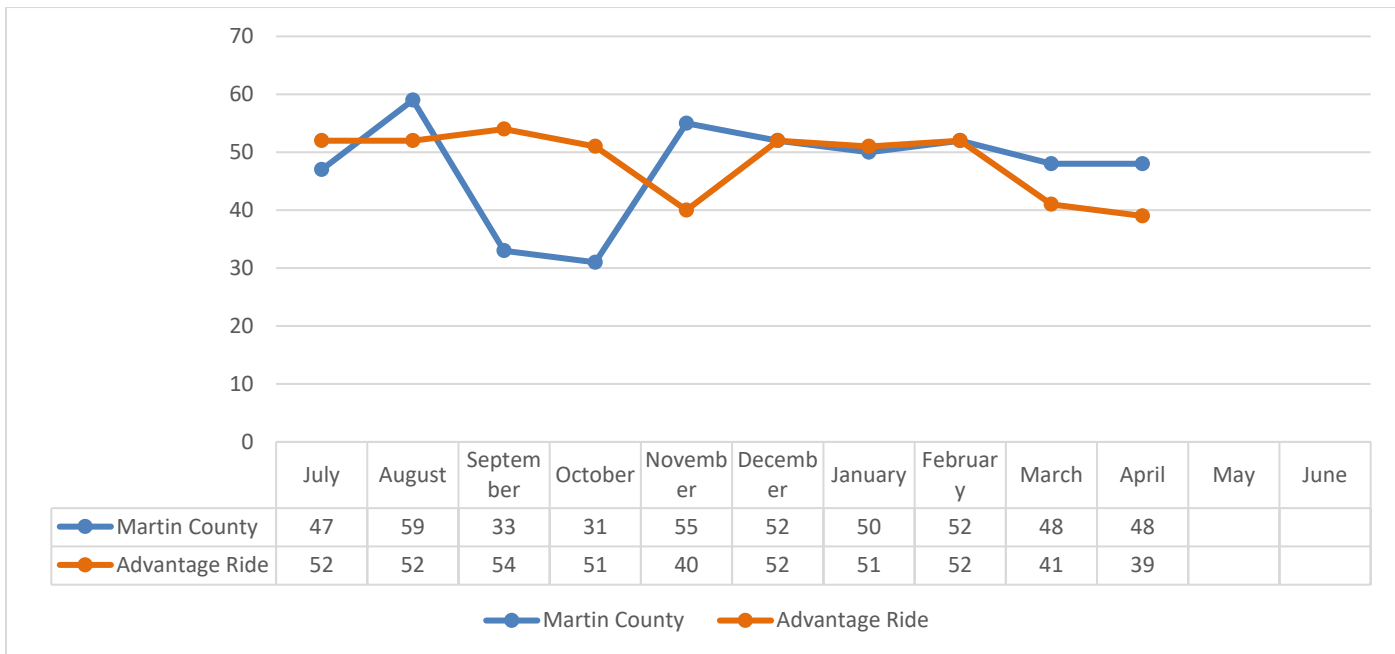
Total # of MCC Clients: 3,017



Phone Reports-MCC and Adv. Ride Call Volume

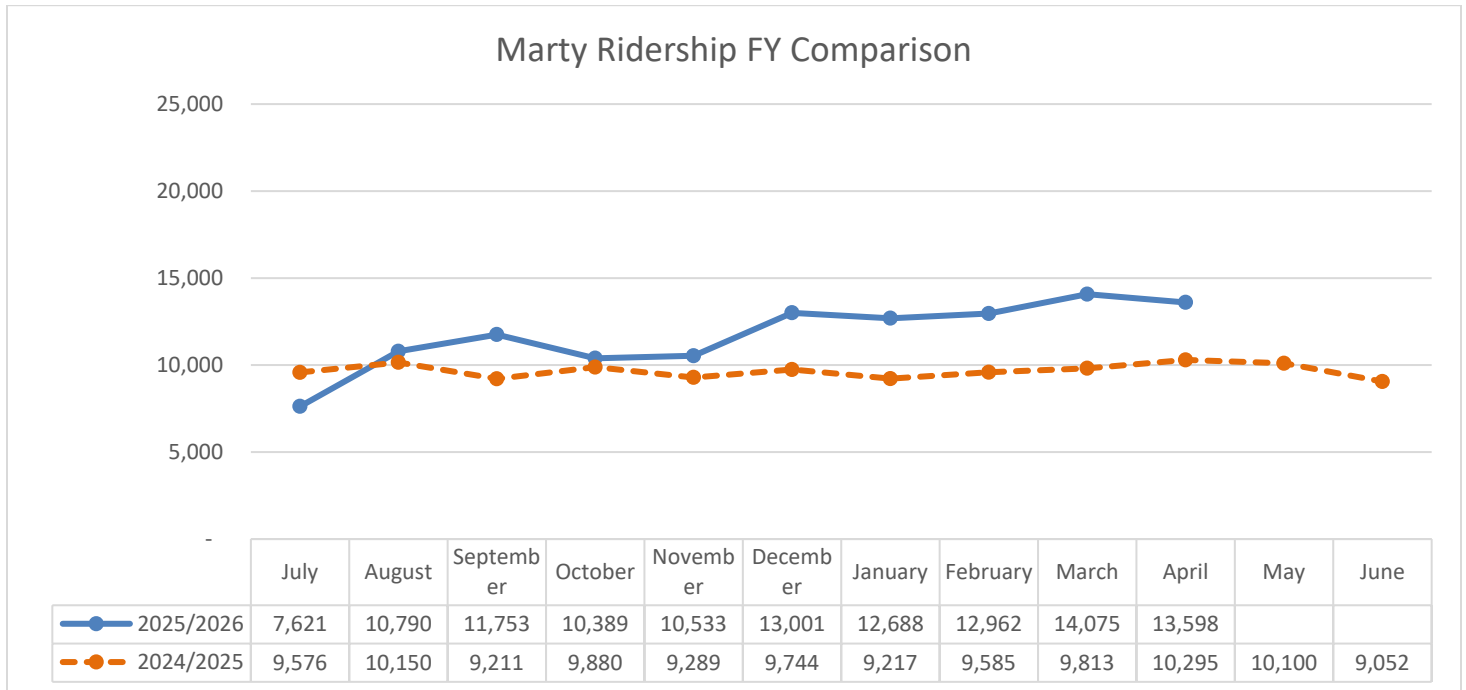


Average Phone Wait Times-Seconds





Marty Fixed Route Bus Service



- Fiscal Year Ridership: 117,410
 - 21% increase from last fiscal year
 - The system went fare-free in November, 2025
 - Ridership is up 36% since Marty went fare free

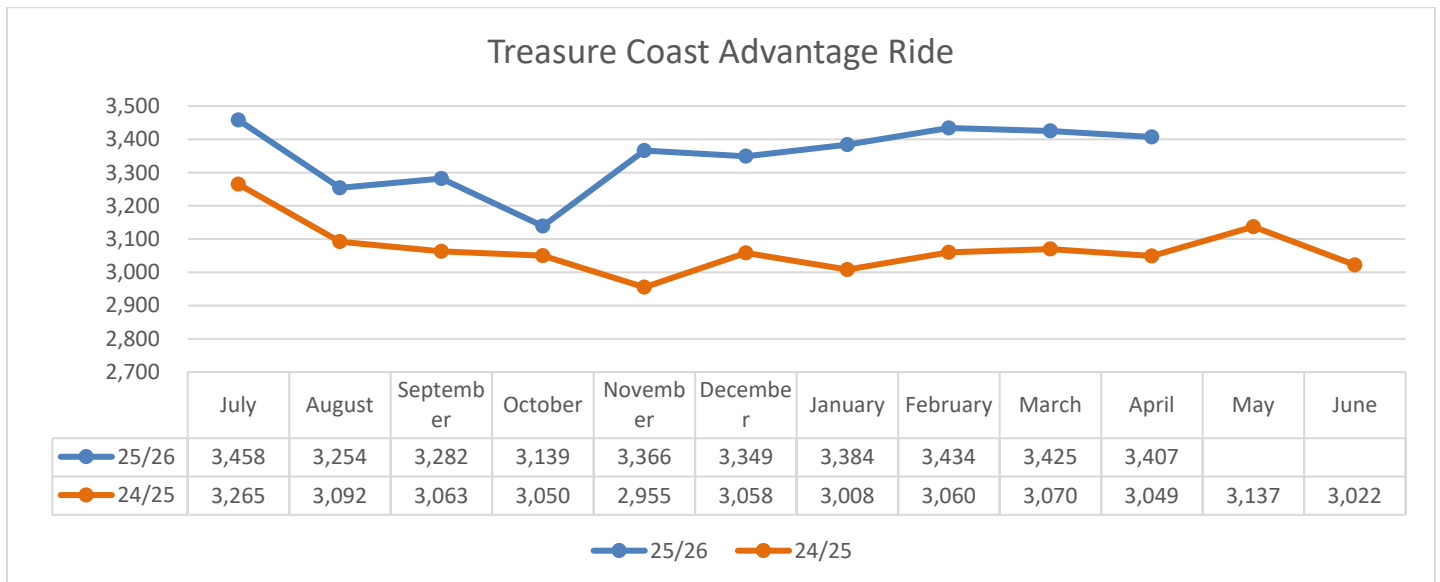
Total Chargeable Accidents this FY: 1



Martin County Indiantown Shuttle



Treasure Coast Developmental Disability Advantage Ride Program



- Fiscal Year Ridership: 33,498
 - 9% increase from last fiscal year. This increase is due to the larger ISD Grant received this fiscal year, as compared to last fiscal year



BOARD/COMMITTEE: LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB-TD)

AGENDA ITEM #: 6B

MEETING DATE: June 1, 2026

DUE DATE: May 25, 2026

UPWP TASK #: 6

TITLE: COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

PREPARED BY: Ricardo Vazquez/Beth Beltran

DOCUMENT(S) REQUIRING ACTION: CTC Evaluation Workbook - 2026

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 1, 2026, 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 FY25/26 CTC Evaluation Workbook

b. Provide direction

ATTACHMENTS

FY25/26 CTC Evaluation Workbook

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	37
FY GRANT QUESTIONS _____	43
STATUS REPORT _____	44
ON-SITE OBSERVATION _____	46
SURVEYS _____	55
LEVEL OF COST WORKSHEET # 1 _____	194
LEVEL OF COMPETITION WORKSHEET #2 _____	195
LEVEL OF AVAILABILITY WORKSHEET #3 _____	197

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
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	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.**

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:

- 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
- 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:

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

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
The Kane Center	900 SE Salerno Rd.	Stuart, FL 34997		Phyllis Brown
Helping People Succeed	1601 NE Braille Pl.	Jensen Beach, FL 34957		Ann Mehling
ARC of the Treasure Coast	2001 S Kanner Hwy.	Stuart, FL 34994		Debbie Sparkman
Council on Aging of St. Lucie County	1505 Orange Ave.	Ft. Pierce, FL 34950		Robert Driscoll

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)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

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:
 2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? Yes No
(Make a copy and include in folder)
Is the process being used? Yes No
 3. DOES THE CTC HAVE A COMPLAINT FORM? Yes No
(Make a copy and include in folder)
 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
 7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
 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?

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 are available in both print format as well as electronic format. The brochures are available in English, Spanish and Braille and can be found at the MCT 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?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

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

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

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
Round the Clock Transportation				
Ultimate Comfort Transportation				

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?

- a. Annual Operating Report Yes No
- Any issues that need clarification? Yes No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement Yes No
- c. Transportation Disadvantaged Service Plan Yes No
- d. Grant Applications to TD Trust Fund Yes No
- e. All other grant application (____%) Yes No

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?

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?

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

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?

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?

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?

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?

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

If Yes, describe the application review process.

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

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):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

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:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

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

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?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

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 Compliance Review _____, 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.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes No

DRIVER REQUIREMENT CHART

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

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: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

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.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
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.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

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	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	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	
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	
Advance reservation requirements	
Pick-up Window	

Measure	Standard/Goal	Latest Figures	Is the CTC/Operator meeting the Standard?
Public Transit Ridership	No Standard in the TDSP	CTC (Marty): 89,737 Trips as Public Transportation Provider (July 1st, 2025- February 26 th , 2026)	N/A
On-time performance	CTC and Operators: 90%	CTC (MCT) Accumulative: 91%	Yes
		CoA of SLC: 90%	Yes
		Ultimate Comfort: 85%	No
		Answer To Care: 88%	No
		ARC of the TC: 95%	Yes
		Round the Clock: 95%	Yes
Passenger No-shows	No Standard in the TDSP	CTC (MCT) Accumulative: 162	N/A
		CoA of SLC: 57	
		Ultimate Comfort: 13	
		Answer To Care: 88	
		ARC of the TC: 2	
		Round the Clock: 2	
Accidents	CTC and Operators: 0	CTC (MCT) Accumulative: 0	Yes
		CoA of SLC: 0	Yes
		Ultimate Comfort: 0	Yes
		Answer To Care: 0	Yes
		ARC of the TC: 0	Yes
		Round the Clock: 0	Yes
Roadcalls Average age of fleet: 5 years 6 months	12,000 miles between each roadcall	CTC (MCT) Accumulative: 4 (One roadcall every 36,091 miles)	Yes
		CoA of SLC: 0	Yes
		Ultimate Comfort: 2	Yes
		Answer To Care: 2	Yes
		ARC of the TC: 0	Yes
		Round the Clock: 0	Yes

<i>Complaints</i> <i>Number filed:</i> 16	<i>No Standard in the TDSP</i>	CTC (MCT) Accumulative: 16	N/A
		CoA of SLC: 4	
		Ultimate Comfort: 6	
		Answer To Care: 6	
		ARC of the TC: 0	
		Round the Clock: 0	
<i>Call-Hold Time</i>	90% of calls answered within 30 seconds or less	CTC (MCT) Call Center: -90% of calls answered within 29 seconds -100% of calls answered within 44 seconds	Yes

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			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

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.

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

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

Bus and Van Specification Checklist

Name of Provider: *Community Transit*

Vehicle Number (either VIN or provider fleet number): *1FDAF5GT9HEF40862*

Type of Vehicle: Minivan Van Bus (>22')
 Minibus (<= 22') Minibus (>22')

Person Conducting Review: *Ricardo Vazquez*

Date: *3/26/26*

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.

- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- 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.
- 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:

- 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.
- 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.

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

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:

Recommendations:

FY ____ / ____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
/ ____ 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 _____)

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 _____)

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 _____)

Yes No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

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 WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

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:

There were no passenger in need of a lift at this time.
 I was not aware of a two-way communication. The driver mentioned he called the dispatch.
 The transportation vehicle needs new signage. They are old and can barely read
 My transport was a wheelchair vehicle so the seats were small.



CTC: Senior Resource Association County: Martin County

Date of Ride: March 19, 2025

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

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary

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:

N/A

CTC: _____ County: _____

Date of Ride: _____

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

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

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:

N/A

CTC: _____ County: _____

Date of Ride: _____

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

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

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

April 6, 2026

Ride-Along with St. Lucie Council on Aging wheel-chair equipped bus.
10am pick up at County Office Building - Monetary, Stuart
Driver Bobby
Length of ride 2 hours 30 minutes

Bus is kept very cool to eliminate germs. Clients seem to know that and dress warmly. Driver, Bobby, knows his bus well, rapidly loads and secures the wheel chair. He is friendly, greets his clients and looks after their comfort. He obviously cares a great deal about his clients. Bobby started work at 5am today.

Our first stop was unsuccessful. Our 10-10:15 scheduled time to go to the Credit Union did not jibe with her noon expectation.

On to the Dialysis Center -

Mr Martin, who has lost part of his leg and lives across from the Cultural Court House, was strong in his praise of the system, of Bobby and of the rides he gets. He would not be able to get to dialysis without that help. Mr Martin calculated that he saved \$13,500 last year by using this service.

The other gentleman we picked up at Dialysis lives in the trailer park just outside of Indiantown. We took him home and returned to the County Building to drop me off.

Driver Bobby expressed thanks to have someone from the public ride along. He felt it showed someone cares. Perhaps we should do it more often.

Since there is a question on the phone survey sheet about anyone asking for additional money over the token amount requested; I asked Bobby about this. He said the toll boxes were removed, people refused to pay it. He added that when it was 50 cents, people only had paper money and the drivers were told not to give change (probably too time consuming). When it was raised to \$1, people didn't want to pay it so they only had \$20 bills or nothing.



Phyl Weaver

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLIVAR
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Early Feb 2026

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 3-5 Times/Week

1 a month

4) Have you ever been denied transportation services?

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
 Lack of funds Destination outside
 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.)

No other way of getting to the doctor!

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?

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?

Helps me get back and forth. No friends or family.

Additional Comments:

Happy with the service.
Drivers have been good to me.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLIVAR
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/24/26

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 3-5 Times/Week

4) Have you ever been denied transportation services?
Every two weeks
 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 to late of 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. 8-9

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

Helps with appointments
cant drive myself
Its my life line!

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?

Every once in a while
will go to Supermarket - very
important.

Additional Comments:

The drivers are very nice.
The service now is great.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLIVAR
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? April 2025

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 3-5 Times/Week
As needed

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 last year - one instance?

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

-Driver took a hard turn

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.)

A lot!

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

Since 2023

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

Yes - worried

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?

More so for Dr. appointments
wonder the service could be
used for groceries

Additional Comments:

Really happy its available

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLIVAR
Date of Call: 2/15/2026

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 3-5 Times/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 - 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

One
trip in 2025
Driver came at 4pm
and was supposed to be
here at 12pm

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.)

Means everything to me.
Wouldn't be able to go anywhere.
I'm 90 years old

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

2.5 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 - hopefully not

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?

Desperately need it.
No transportation without it.

Additional Comments:

Drivers all very nice

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/22/26

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 3-5 Times/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 -Shopping
 Nutritional

6) Did you have a problem with your trip on last _____ ?

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.)

It has enhanced my life beyond words

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

2.5 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?

Allows me ability to interact with people on a recurring basis.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Yesterday

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 3-5 Times/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 Yesterday - 2.24.26?

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 - *50 minute 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 _____ for use in publications.)

A life line

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

Two & half years

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

Try not to think about that

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:

Difficult to get a hold of anyone after 3
Need an answering system after 3

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/18/26

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 3-5 Times/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.)

ITS very important as
you get older for appointments

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

Few Years Now

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?

Only way I can engage
with people is with the service

Additional Comments:

very grateful for the service

pleased with service and hope its
stays

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLLWAR
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/11/26

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 3-5 Times/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 _____ for use in publications.)

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

1.5 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?

Loves to interact with the drivers

Additional Comments:

Office call takers for rides could be nicer. Drivers are very friendly

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Belva
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Feb 2026

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 3-5 Times/Week

4) Have you ever been denied transportation services? As Needed

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 get out of the house

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

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 get me where I need to go

Additional Comments:

Everyone is very nice and courteous to me

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BULVAR
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3 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 3-5 Times/Week
As needed

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.)

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

2 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?

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLLIVAR
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 1 year 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 3-5 Times/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.)

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

3 months when he used it

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:

Good with accommodating

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLIVAR
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Two weeks 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 3-5 Times/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 - hair
 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.)

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

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

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 helpful to get around

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLWAR
Date of Call: 2/25/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Feb 2026

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 3-5 Times/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 - Leisure
 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.)

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

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?

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?

If it weren't for Community Coach,
he would never be able to go anywhere

Additional Comments:

Drivers are good about calling
Really appreciate what they do for us

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BOLLIVAR
Date of Call: 2/26/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2/26/26

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.)

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

July 2025

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?

Gives her access to daycare
she enjoys it.

Additional Comments:

• Should be able to cancel / make changes online.
• Customer service for scheduling could be better.
• Difficult to get ahold of anyone from 8-9am
• ~~Cancelled~~ Rides cancelled but driver still shows up.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: BULLVAE
Date of Call: 2/26/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Feb 2026

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 3-5 Times/Week
1 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. 9

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

Helps me meet my
personal obligations

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?

Yes I hope Martin County
knows how important this service 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?

Additional Comments:

Key asset to our county

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 2/15/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Jan 2026

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 3-5 Times/Week
1 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
space

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.)

Tremendous help. A god send.
can go to the food pantry

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

Sept. 2024

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

A concern - valuable 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?

Additional Comments:

Wonderful service!

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 3/5/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? June 2025

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 3-5 Times/Week

- At the 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 _____ ?

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

Updated 2-25-2026

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?

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?

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:

Everyone was very nice. A good experience

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolina
Date of Call: 3/5/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Jan 2026

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 3-5 Times/Week

4) Have you ever been denied transportation services?
As needed

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.)

My freedom to get out!

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?

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:

Cecil provides great service
Always on time

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 3 / 5 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/5/26

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 3-5 Times/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.)

Means everything to me. Had to sell my car and have no transportation without it

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

Since 2023

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

I would be depressed without 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?

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolival
Date of Call: 3/5/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Nov. 2025

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

As needed

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.)

freedom to go to my
do appointments. I am
blind and rely on 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?

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: Bolivar
Date of Call: 3/6/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March 2026

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 3-5 Times/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.)

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

Since 2020

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:

Drivers are very good at their job.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 3/6/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March 2026

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 3-5 Times/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 _____ ?

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 _____ for use in publications.)

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:

Late a few times. Once they didn't show up. Don't go often. Difficult to get a hold of.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 3 / 6 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? _____

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 3-5 Times/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) 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?

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:

Sometimes it was good sometimes
it wasn't.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Belivar
Date of Call: 3/9/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Last 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. 10

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?

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?

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: BOLIVAR
Date of Call: 3 / 9 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March 2026

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 3-5 Times/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.)

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?

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 grateful for the service!

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 3/9/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March 2026

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) 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?

half 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?

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 beneficial to me. No issues
with the service

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolin
Date of Call: 3/9/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? _____

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.)

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:

On-time, very responsible, great drivers
lived here a few years and don't have a
vehicle. Really appreciate the service

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Belvia
Date of Call: 3/9/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? August 2026

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 3-5 Times/Week

AS needed

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.)

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?

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: Bolivar
Date of Call: 3/10/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March 2026

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 3-5 Times/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.

varies on the driver

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?

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?

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:

would like for the service to be more consistent. Some drivers will help with unloading items and others won't. The rider should be made aware so they know what to expect

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Bolivar
Date of Call: 3/10/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/4/26

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 3-5 Times/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 ~ classes and church
 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.)

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

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?

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:

*I get a little anxious when there
running late At times get very close
to running late to my classes*

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Milory Senat
Date of Call: 04 / 22 /2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/22/2026

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 Scheduling issue

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.)

____ she is very happy with the service _____

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 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?

_____ It helps her to get places. _____

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Milory Senat
Date of Call: 04 / 22 /2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4/22/2026

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 _____ for use in publications.)

____ She likes Ms. Bettie; she is very happy _____

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 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?

____ It helps her to get places. _____

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Milory Senat
Date of Call: 04 / 23 /2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 4-2-26

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.)

____ She likes Ms. Bettie; she is very happy _____

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 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?

_____ It helps me get to places in the community. _____

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Milory Senat
Date of Call: 04 / 23 /2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? March

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 _____ for use in publications.)

____ She is very thankful for service _____

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

_____ 1 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 has 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?

_____ It helps me get to places in the community. _____

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 4/2/2026

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 3-5 Times/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.)

Everything

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 couldn't get to my 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?

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3/30/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/24/26

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.)

Everything!

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

2 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 can't get around without 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?

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 19 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/18/26

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 3-5 Times/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 3/18/26 ?

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 return pick-up (ultimate com for)

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's my only way to visit doctors.

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?

Additional Comments:

Other than yesterdays trip not getting picked up. the service is great

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: _____
Date of Call: / /2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/17/26

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.)

Freedom

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.

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?

Freedom

Additional Comments:

Awesome program!

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 18 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3 / 18 / 26

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 3-5 Times/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 everything. I can shop, go to the doctors, gym.

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?

Additional Comments:

Shout out to a driver J, from Brazil. Awesome driver. Helps with groceries and my service animal.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 18 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/16/26

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.)

Everything. I would die 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?

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 18 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? December 2025

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 3-5 Times/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.)

Very Important

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: Ricardo Vazquez
Date of Call: 3/17/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/5/26

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.)

My daughter can now be free. She doesn't have to take me.

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?

-

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:

All loving and nicest people

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3/17/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/16/26

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 3/16/26 ?

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 life.

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?

Yes, I can't afford ubers.

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:

Drivers are all excellent

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3/13/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Jan, 2026

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 lot. I can't drive, can't use bus.

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?

Helps me get to places I want to go!

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 12 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/12/26

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 3-5 Times/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

Community Transit always early

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 take care of my own medical, any I go to the gym. Freedom!

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! Major Concerns.

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 socialize at the gym. Takes me to hang out with my friends.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 11 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/11/26

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 3-5 Times/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 the world to me.

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 would buy private at \$13,000 a year my quality of life would be ruined.

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 am on dialysis. I would die without it.

Additional Comments:

Great drivers!

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3/11/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Nov 25

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 meant everything.

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?

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?

My mother could live her life.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3/11/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? Passed away

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 made it so much easier for her vs. using a personal car. Very convenient

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: Ricardo Vozquez
Date of Call: 3 / 11 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? last week, 2/15/26

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 independence.

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, put me in bad position.

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 just pay my electric bill at walmart.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 11 / 2026

County: Martin
Funding Source: T & E Grant

- 1) When was the last time you rode Martin Community Coach? Week 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 3-5 Times/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 short 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.)

Means a lot. I would be doomed.

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

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:

Blessed having it.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 11 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2 weeks 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. 9

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

Means the only way to get to places

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?

Yes, don't know what you would do. Uber is too darn expensive.

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:

Driver are very good.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: Martin

Date of Call: / /2026

Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 5 years 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. 8

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

Everything. Had eye surgery, helps you get around.
Freedom

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?

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?

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vaequez

County: Martin

Date of Call: 3 / 11 / 2026

Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/11/26

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 3-5 Times/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.)

Very Valuable

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

More than 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, it would be devastating.

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?

Take me to where I need to get

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 11 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3/10/26

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 Rude

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.)

Means a lot, its how I get to places

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

Since 2003

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 me get around

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Ricardo Vazquez
Date of Call: 3 / 11 / 2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 2 / 14 / 26

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.)

Freedom

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

1 month

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

Do not let it go! Great program

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:

Trip being limited by time?

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Colin

Staff making call: *PLJ*
Date of Call: *3/16/2026*

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? *this morning*

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? *5 to work*
 Daily 7 Days/Week Other 1-2 Times/Week 3-5 Times/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 *3/27* ?
 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.)

very important - has relatives nearby but they work and not available to drive him.

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?

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?

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Tom

Staff making call: *Pichay*

County: Martin

Date of Call: 3/25/2026

Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? *week*

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

get back on trapping

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5 Times/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.

shown up when I cancelled

B. What was the reason given for refusing you transportation services?

Ineligible Space not available
 Lack of funds Destination outside service area
 Other *calls too late*

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 *last week?*

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.)

transportation Very important. He would be a person in his own house

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?

yes see #8

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:

when calls to make app. would like a call back to assure that he really has a ride. He feels insecure

*insecure
tipping*

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Phyl
Date of Call: 3 / 25 / 2026

County: Martin Linda
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 had to return but can't see next page
 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 Told had to re-apply

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 Last week?
 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. _____
had to leave because was being picked up by e.c.

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?

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:

had problem because was told she had to re enroll so was denied trip. Later talked to supervisor who said didn't have to renew because of age. But missed that trip.

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Jack Shepard

Staff making call: *Phyl*
Date of Call: *3/22/2026*

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? *Thursday*

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 3-5 Times/Week

*Call back
to show it
772
469 2063*

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 Jack for use in publications.)

2 X week for dialysis - wife also has major medical problems so very difficult for her to drive him

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

since they arrived in area

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

no - but it's very important

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 #8 He only does dialysis - asked about other uses of C.C.

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Sue Stone

Staff making call: *Phyl*
Date of Call: / /2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? *last week T Th*

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 3-5 Times/Week

*How late can get ride
M-F 6-9
Sat 8-5*

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 Sue for use in publications.)

*gives me freedom - gives me safety
treat with respect*

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

8 years

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

may be anxious

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 get to place to volunteer
to help people*

Additional Comments:

*If we need any help such as
signing petition should be willing
to help.*

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Staff making call: Phyllis
Date of Call: 3/23 /2026

County: Martin
Funding Source: T & E Grant

*Martin
Talam*

1) When was the last time you rode Martin Community Coach? _____

2) Were you charged an amount in addition to the co-payment? Yes or No
If so, how much? *Spanish only sorry*

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

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: Phyl
Date of Call: 3/23/2026

County: Martin
Funding Source: T & E Grant

*Sonoma
Speier*

1) When was the last time you rode Martin Community Coach? 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 3-5 Times/Week
3

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 today?
 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 Sara for use in publications.)

"makes my day"

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

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?

"devasted if couldnt be picked up"

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Kathleen Spahn

Staff making call: *P. Lyle*
Date of Call: 3/23/2026

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 3 weeks 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 3-5 Times/Week
2-3 times

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 *no water I found for the ride home*

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.)

no other way to get to doctor

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

1 1/2 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?

*did go to some gated community in PC
one - it was nice*

Additional Comments:

*"Please make sure the air conditioning
on bus work this coming summer"*

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

05

Staff making call: Phyllis

County: Martin

Date of Call: 3/23 /2026

Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? 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 3-5 Times/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

Updated 2-25-2026

8) What does transportation mean to you? (Permission granted by NO for use in publications.)

without this we couldn't do this. Disabled - use wheelchair which doesn't fit in 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 - we have to have it to live

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?

keeps

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

*Helen
+
Richard
Sigler*

Staff making call: *Phyl*
Date of Call: *3/23/2026*

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? *month or 2 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 3-5 Times/Week

about 3 or 4 year

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 Stelen for use in publications.)

*used service for medical - didn't know there were other uses - son usually drives them
Uses CC when son not available*

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?

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?

see #8

Additional Comments:

MARTIN COMMUNITY COACH - RIDER/BENEFICIARY SURVEY

Christina Sebastian

Staff making call: *JBL*
Date of Call: *3/23/2026*

County: Martin
Funding Source: T & E Grant

1) When was the last time you rode Martin Community Coach? *last 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

see next page

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) 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?

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:

Right after HS last year she used CC to go to a program at the hospital (sounds like education) doesn't need ~~to~~ our service anymore.

Contractor Survey

Martin County

ARC of the Treasure Coast

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

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

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

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:

Contractor Survey

Martin County

AATC Inc

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No Sometimes

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No Sometimes

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

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

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:

SRA, who books the trips, sends us a spreadsheet of requested trips. They prefer the trips go through their office and that we don't get the trips directly from the riders

Contractor Survey

Martin County

Council on Aging

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

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

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

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:

Contractor Survey

Martin County

Round the Clock Transportation

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

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

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

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:

PURCHASING AGENCY SURVEY

Staff making call: _____

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

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	159,399
Unduplicated Head Count	1,350



Trips By Type of Service	2023	2024	2025	Vehicle Data	2023	2024	2025
Fixed Route (FR)	0	0	0	Vehicle Miles	356,534	397,816	413,509
Deviated FR	0	0	0	Roadcalls	4	2	3
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	61,610	63,043	72,258	Vehicles	52	49	85
TNC	0	0	0	Drivers	108	108	123
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	61,610	63,043	72,258				

Passenger Trips By Trip Purpose	2023	2024	2025
Medical	17,350	19,544	20,246
Employment	2,480	7,148	6,376
Ed/Train/DayCare	32,031	30,970	33,669
Nutritional	1,008	1,369	1,753
Life-Sustaining/Other	8,741	4,012	10,214
TOTAL TRIPS	61,610	63,043	72,258

Financial and General Data	2023	2024	2025
Expenses	\$1,664,541	\$2,145,000	\$1,794,775
Revenues	\$1,219,083	\$1,481,725	\$1,855,790
Commendations	38	35	32
Complaints	27	22	18
Passenger No-Shows	343	411	381
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2023	2024	2025
CTD	22,215	22,027	15,945
AHCA	0	0	0
APD	25,185	21,577	35,648
DOEA	0	0	0
DOE	0	0	0
Other	14,210	19,439	20,665
TOTAL TRIPS	61,610	63,043	72,258

Performance Measures	2023	2024	2025
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	89,134	198,908	137,836
Avg. Trips per Passenger	53.81	54.07	53.52
Cost per Trip	\$27.02	\$34.02	\$24.84
Cost per Paratransit Trip	\$27.02	\$34.02	\$24.84
Cost per Total Mile	\$4.67	\$5.39	\$4.34
Cost per Paratransit Mile	\$4.67	\$5.39	\$4.34

Trips by Provider Type	2023	2024	2025
CTC	0	0	0
Transportation Operator	22,215	28,972	26,248
Coordination Contractor	39,395	34,071	46,010
TOTAL TRIPS	61,610	63,043	72,258

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				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____
Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____
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 qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

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...)? _____

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

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

Reporting – How is operating information reported, compiled, and examined?

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

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

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



BOARD/COMMITTEE: LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB-TD)

AGENDA ITEM #: 6C

MEETING DATE: June 1, 2026

DUE DATE: May 25, 2026

UPWP TASK #: 6

TITLE: FY26/27 COMMUNITY TRANSPORTATION COORDINATOR (CTC) TRIP RATE MODEL

PREPARED BY: Ricardo Vazquez/Beth Beltran

DOCUMENT(S) REQUIRING ACTION: CTC Trip Rate Model FY26/27

BACKGROUND

Martin County Transit (MCT), 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 FY26/27 projected transportation rates (Ambulatory rate= \$46.71, Wheelchair rate= \$80.08).

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

Approve the CTC Trip Rate Model for FY 26/27.

ATTACHMENTS

FY26/27 Trip Rate Model Sheet

Preliminary Information Worksheet

Version 1.4

CTC Name:	Martin County Transit, LLC
County (Service Area):	Martin
Contact Person:	Chris Stephenson
Phone #	772-532-0396

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input checked="" type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Martin County Transit, LLC
County: Martin

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

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

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

Local Non-Govt

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

Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash	\$ 517,410	\$ 450,000	\$ 450,000	-13.0%	0.0%	
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 628,469	\$ 1,000,000	\$ 1,000,000	59.1%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310	\$ 18,275	\$ 22,500	\$ 22,500	23.1%	0.0%	
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Martin County Transit, LLC
County: Martin

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

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

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$	2,328				
---------------------------------------	----	-------	--	--	--	--

Balancing Revenue is Short By =		None				
Total Revenues =	\$	1,166,482	\$	1,472,500	\$	1,472,500
				26.2%		0.0%

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

Operating Expenditures

Labor	\$	28,500	\$	46,427	\$	47,820	62.9%	3.0%
Fringe Benefits	\$	5,648	\$	10,578	\$	10,895	87.3%	3.0%
Services	\$	20,862	\$	17,873	\$	18,052	-14.3%	1.0%
Materials and Supplies	\$	1,483	\$	2,716	\$	2,743	83.1%	1.0%
Utilities	\$	1,674	\$	265	\$	268	-84.2%	1.0%
Casualty and Liability	\$	14,136	\$	14,464	\$	14,609	2.3%	1.0%
Taxes								
Purchased Transportation:								
Purchased Bus Pass Expenses								
School Bus Utilization Expenses								
Contracted Transportation Services	\$	1,092,403	\$	1,378,219	\$	1,376,134	26.2%	-0.2%
Other								
Miscellaneous	\$	1,762	\$	1,958	\$	1,980	11.1%	1.1%
Operating Debt Service - Principal & Interest								
Leases and Rentals	\$	14					-100.0%	
Contrib. to Capital Equip. Replacement Fund								
In-Kind, Contributed Services	\$	-	\$	-	\$	-		
Allocated Indirect								

Capital Expenditures

Equip. Purchases with Grant Funds								
Equip. Purchases with Local Revenue								
Equip. Purchases with Rate Generated Rev.								
Capital Debt Service - Principal & Interest								

Total Expenditures =	\$	1,166,482	\$	1,472,500	\$	1,472,500	26.2%	0.0%
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Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Worksheet for Program-wide Rates

CTC: **Martin County Trans** Version 1.4
 County: **Martin**

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

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

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	257,600
Rate Per Passenger Mile = \$	5.64
Total <u>Projected</u> Passenger Trips =	28,000
Rate Per Passenger Trip = \$	51.87

Fiscal Year

2026 - 2027

Avg. Passenger Trip Length =	9.2 Miles
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Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$	5.73
Rate Per Passenger Trip = \$	52.67

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Martin County T 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

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> 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

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> 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?.....

<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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

Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group 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) =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **Martin County T** 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 **Leave Blank**
 Pass. Mile

3. If you answered Yes to # 1 and completed # 2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank

4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total
 number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT Complete Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate**
 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2026 - 2027			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	257,600	208,100	49,500	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$4.96	\$8.50	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	28,000	23,000	5,000	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$46.00	\$78.86	\$0.00	\$0.00
				per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$4.96	\$8.50	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$5.03	\$8.63	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$46.71	\$80.08	\$0.00	\$0.00
				per passenger	per group

Program These Rates Into Your Medicaid Encounter Data



BOARD/COMMITTEE: LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB-TD)

AGENDA ITEM #: 6D

MEETING DATE: June 1, 2026

DUE DATE: May 25, 2026

UPWP TASK #: 6

TITLE: TRANSPORTATION DISADVANTAGED (TD) PROGRAM FY27 ALLOCATIONS

PREPARED BY: Ricardo Vazquez/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 FY27 draft funding allocation for the Transportation Disadvantaged (TD) Planning Grant for Martin County. The Florida Legislature has not yet approved the final state budget for FY27 and CTD staff were unable to provide the draft Trip & Equipment (T&E) allocation.

Below is the draft TD Planning Grant amount for FY27, as well as last fiscal year's T&E grant amount for reference:

- TD Planning Grant - \$26,975 (FY27)
- T&E Grant - \$255,725 (FY26)

The T&E 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 T&E 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 T&E 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 11, 2026, the MPO Policy Board approved the TD Planning Grant application and resolution.

RECOMMENDED ACTION

This is an information item.

ATTACHMENTS

- a. Planning Grant Program Allocations for FY27
- b. Trip & Equipment Grant Allocations for FY26

**Commission for the Transportation Disadvantaged
Planning Grant Allocations
FY 2026 - 2027**

County	Planning Funds
Alachua	\$29,828
Baker	\$23,880
Bay	\$27,535
Bradford	\$23,868
Brevard	\$37,863
Broward	\$68,967
Calhoun	\$23,535
Charlotte	\$27,875
Citrus	\$26,982
Clay	\$28,488
Collier	\$32,438
Columbia	\$24,884
DeSoto	\$24,041
Dixie	\$23,617
Duval	\$46,895
Escambia	\$30,764
Flagler	\$26,150
Franklin	\$23,513
Gadsden	\$24,234
Gilchrist	\$23,663
Glades	\$23,513
Gulf	\$23,573
Hamilton	\$23,538
Hardee	\$23,817
Hendry	\$24,203
Hernando	\$28,012
Highlands	\$25,668
Hillsborough	\$58,454
Holmes	\$23,674
Indian River	\$27,085
Jackson	\$24,339
Jefferson	\$23,572
Lafayette	\$23,411
Lake	\$32,776

County	Planning Funds
Lee	\$42,141
Leon	\$30,107
Levy	\$24,273
Liberty	\$23,401
Madison	\$23,641
Manatee	\$33,167
Marion	\$32,479
Martin	\$26,975
Miami-Dade	\$86,580
Monroe	\$25,117
Nassau	\$25,487
Okaloosa	\$28,234
Okeechobee	\$24,167
Orange	\$57,279
Osceola	\$33,112
Palm Beach	\$58,710
Pasco	\$37,370
Pinellas	\$45,515
Polk	\$41,517
Putnam	\$24,962
Santa Rosa	\$27,815
Sarasota	\$33,855
Seminole	\$34,362
St. Johns	\$30,324
St. Lucie	\$31,564
Sumter	\$26,541
Suwannee	\$24,272
Taylor	\$23,720
Union	\$23,586
Volusia	\$36,633
Wakulla	\$24,041
Walton	\$25,142
Washington	\$23,813
Total	\$2,074,558

3/23/2026

Commission for the Transportation Disadvantaged
DRAFT Trip & Equipment Grant Allocations
FY2025-2026

County	Trip & Equipment Grant			Voluntary Dollars			Total Funding FY25-26
	Allocation *	Local Match **	Total Funding	Funding	Local Match **	Total Funding	
Alachua	\$ 500,824	\$ 55,647	\$ 556,471	\$ 25	\$ 2	\$ 27	\$ 556,498
Baker	\$ 223,692	\$ 24,854	\$ 248,546	\$ -	\$ -	\$ -	\$ 248,546
Bay	\$ 545,786	\$ 60,642	\$ 606,428	\$ 22	\$ 2	\$ 24	\$ 606,452
Bradford	\$ 182,877	\$ 20,319	\$ 203,196	\$ -	\$ -	\$ -	\$ 203,196
Brevard	\$ 1,634,966	\$ 181,662	\$ 1,816,628	\$ 68	\$ 7	\$ 75	\$ 1,816,703
Broward	\$ 5,368,687	\$ 596,520	\$ 5,965,207	\$ -	\$ -	\$ -	\$ 5,965,207
Calhoun	\$ 174,678	\$ 19,408	\$ 194,086	\$ -	\$ -	\$ -	\$ 194,086
Charlotte	\$ 555,005	\$ 61,667	\$ 616,672	\$ 106	\$ 11	\$ 117	\$ 616,789
Citrus	\$ 667,318	\$ 74,146	\$ 741,464	\$ 45	\$ 5	\$ 50	\$ 741,514
Clay	\$ 421,625	\$ 46,847	\$ 468,472	\$ 39	\$ 4	\$ 43	\$ 468,515
Collier	\$ 740,125	\$ 82,236	\$ 822,361	\$ 48	\$ 5	\$ 53	\$ 822,414
Columbia	\$ 297,815	\$ 33,090	\$ 330,905	\$ 3	\$ -	\$ 3	\$ 330,908
DeSoto	\$ 121,556	\$ 13,506	\$ 135,062	\$ 296	\$ 32	\$ 328	\$ 135,390
Dixie	\$ 206,838	\$ 22,982	\$ 229,820	\$ 2	\$ -	\$ 2	\$ 229,822
Duval	\$ 1,285,160	\$ 142,795	\$ 1,427,955	\$ 66	\$ 7	\$ 73	\$ 1,428,028
Escambia	\$ 901,295	\$ 100,143	\$ 1,001,438	\$ 168	\$ 18	\$ 186	\$ 1,001,624
Flagler	\$ 907,974	\$ 100,886	\$ 1,008,860	\$ 29	\$ 3	\$ 32	\$ 1,008,892
Franklin	\$ 140,997	\$ 15,666	\$ 156,663	\$ -	\$ -	\$ -	\$ 156,663
Gadsden	\$ 364,973	\$ 40,552	\$ 405,525	\$ 11	\$ 1	\$ 12	\$ 405,537
Gilchrist	\$ 140,201	\$ 15,577	\$ 155,778	\$ 5,303	\$ 589	\$ 5,892	\$ 161,670
Glades	\$ 114,559	\$ 12,728	\$ 127,287	\$ -	\$ -	\$ -	\$ 127,287
Gulf	\$ 238,981	\$ 26,553	\$ 265,534	\$ -	\$ -	\$ -	\$ 265,534
Hamilton	\$ 104,801	\$ 11,644	\$ 116,445	\$ -	\$ -	\$ -	\$ 116,445
Hardee	\$ 120,037	\$ 13,337	\$ 133,374	\$ -	\$ -	\$ -	\$ 133,374
Hendry	\$ 220,767	\$ 24,529	\$ 245,296	\$ 5	\$ -	\$ 5	\$ 245,301
Hernando	\$ 398,468	\$ 44,274	\$ 442,742	\$ 34	\$ 3	\$ 37	\$ 442,779
Highlands	\$ 358,746	\$ 39,860	\$ 398,606	\$ 10	\$ 1	\$ 11	\$ 398,617
Hillsborough	\$ 2,477,365	\$ 275,262	\$ 2,752,627	\$ 735	\$ 81	\$ 816	\$ 2,753,443
Holmes	\$ 221,449	\$ 24,605	\$ 246,054	\$ 1	\$ -	\$ 1	\$ 246,055
Indian River	\$ 343,354	\$ 38,150	\$ 381,504	\$ 25	\$ 2	\$ 27	\$ 381,531
Jackson	\$ 420,033	\$ 46,670	\$ 466,703	\$ -	\$ -	\$ -	\$ 466,703
Jefferson	\$ 207,408	\$ 23,045	\$ 230,453	\$ -	\$ -	\$ -	\$ 230,453
Lafayette	\$ 109,461	\$ 12,162	\$ 121,623	\$ -	\$ -	\$ -	\$ 121,623
Lake	\$ 862,323	\$ 95,813	\$ 958,136	\$ 2	\$ -	\$ 2	\$ 958,138
Lee	\$ 1,114,112	\$ 123,790	\$ 1,237,902	\$ 546	\$ 60	\$ 606	\$ 1,238,508
Leon	\$ 697,505	\$ 77,500	\$ 775,005	\$ 244	\$ 27	\$ 271	\$ 775,276
Levy	\$ 351,251	\$ 39,027	\$ 390,278	\$ 18	\$ 2	\$ 20	\$ 390,298
Liberty	\$ 214,263	\$ 23,807	\$ 238,070	\$ -	\$ -	\$ -	\$ 238,070
Madison	\$ 272,953	\$ 30,328	\$ 303,281	\$ -	\$ -	\$ -	\$ 303,281
Manatee	\$ 485,278	\$ 53,919	\$ 539,197	\$ -	\$ -	\$ -	\$ 539,197
Marion	\$ 806,616	\$ 89,624	\$ 896,240	\$ 138	\$ 15	\$ 153	\$ 896,393
Martin	\$ 255,725	\$ 28,413	\$ 284,138	\$ 76	\$ 8	\$ 84	\$ 284,222
Miami-Dade	\$ 5,858,652	\$ 650,961	\$ 6,509,613	\$ -	\$ -	\$ -	\$ 6,509,613
Monroe	\$ 205,035	\$ 22,781	\$ 227,816	\$ -	\$ -	\$ -	\$ 227,816
Nassau	\$ 769,219	\$ 85,468	\$ 854,687	\$ 19	\$ 2	\$ 21	\$ 854,708
Okaloosa	\$ 744,558	\$ 82,728	\$ 827,286	\$ 31	\$ 3	\$ 34	\$ 827,320
Okeechobee	\$ 123,851	\$ 13,761	\$ 137,612	\$ 3	\$ -	\$ 3	\$ 137,615
Orange	\$ 1,740,961	\$ 193,440	\$ 1,934,401	\$ 72	\$ 8	\$ 80	\$ 1,934,481
Osceola	\$ 559,880	\$ 62,208	\$ 622,088	\$ 60	\$ 6	\$ 66	\$ 622,154
Palm Beach	\$ 3,171,371	\$ 352,374	\$ 3,523,745	\$ 16	\$ 1	\$ 17	\$ 3,523,762
Pasco	\$ 964,624	\$ 107,180	\$ 1,071,804	\$ 42	\$ 4	\$ 46	\$ 1,071,850
Pinellas	\$ 4,247,615	\$ 471,957	\$ 4,719,572	\$ 6	\$ -	\$ 6	\$ 4,719,578
Polk	\$ 1,314,949	\$ 146,105	\$ 1,461,054	\$ 45	\$ 5	\$ 50	\$ 1,461,104
Putnam	\$ 439,850	\$ 48,872	\$ 488,722	\$ 62	\$ 6	\$ 68	\$ 488,790
St. Johns	\$ 718,319	\$ 79,813	\$ 798,132	\$ 275	\$ 30	\$ 305	\$ 798,437
St. Lucie	\$ 706,134	\$ 78,459	\$ 784,593	\$ 91	\$ 10	\$ 101	\$ 784,694
Santa Rosa	\$ 500,949	\$ 55,661	\$ 556,610	\$ 71	\$ 7	\$ 78	\$ 556,688
Sarasota	\$ 1,131,173	\$ 125,685	\$ 1,256,858	\$ 1	\$ -	\$ 1	\$ 1,256,859

Commission for the Transportation Disadvantaged
DRAFT Trip & Equipment Grant Allocations
FY2025-2026

County	Trip & Equipment Grant			Voluntary Dollars			Total Funding FY25-26
	Allocation *	Local Match **	Total Funding	Funding	Local Match **	Total Funding	
Seminole	\$ 583,259	\$ 64,806	\$ 648,065	\$ 14	\$ 1	\$ 15	\$ 648,080
Sumter	\$ 359,207	\$ 39,911	\$ 399,118	\$ -	\$ -	\$ -	\$ 399,118
Suwannee	\$ 254,523	\$ 28,280	\$ 282,803	\$ 18	\$ 2	\$ 20	\$ 282,823
Taylor	\$ 295,381	\$ 32,820	\$ 328,201	\$ 2	\$ -	\$ 2	\$ 328,203
Union	\$ 123,726	\$ 13,747	\$ 137,473	\$ -	\$ -	\$ -	\$ 137,473
Volusia	\$ 1,296,282	\$ 144,031	\$ 1,440,313	\$ 153	\$ 17	\$ 170	\$ 1,440,483
Wakulla	\$ 265,387	\$ 29,487	\$ 294,874	\$ 2	\$ -	\$ 2	\$ 294,876
Walton	\$ 477,556	\$ 53,061	\$ 530,617	\$ 23	\$ 2	\$ 25	\$ 530,642
Washington *	\$ 283,395	\$ 31,488	\$ 314,883	\$ 7	\$ -	\$ 7	\$ 314,890
Sub Total		\$ 5,879,269	\$ 58,792,972		\$ 989	\$ 10,067	\$ 58,803,039
Rounding		\$ 31	\$ 31		\$ 20	\$ 20	\$ 51
Total	\$ 52,913,703	\$ 5,879,300	\$ 58,793,003	\$ 9,078	\$ 1,009	\$ 10,087	\$ 58,803,090
	90%	10%	100%	90%	10%	100%	

The following were implemented for a cleaner management of the decimal portion of funding distribution

*Funding to the hundredth place was reduced from all counties (totaling \$38) and re-allocated to Washington

** Funding to the hundredth place was reduced from all counties (totaling \$31 for Trip & Equipment Local Match and \$20 for Voluntary Dollars Local Match)

3/6/2025