

# ***Martin County*** **2020-2025** **Transportation** **Disadvantaged Service Plan** **(TDSP)**

**Prepared by the Martin MPO**

Minor Update: 6/3/24

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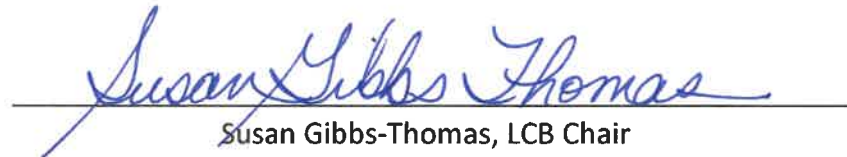
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Martin County

Local Coordinating Board for the Transportation Disadvantaged

  
Susan Gibbs-Thomas, LCB Chair

March 1, 2021

Updated: June 3, 2024

Martin Metropolitan Planning Organization

Florida Commission for the Transportation Disadvantaged

**LCB-TD ROLL CALL VOTE**  
**Approval of Martin County's**  
**2020/25 Transportation Disadvantaged Service Plan**  
**March 1, 2021**

<b>Name</b>	<b>Representing</b>	<b>Aye</b>	<b>Nay</b>	<b>Absent</b>
Merritt Matheson	Chairperson, Elected Official (Commissioner)	✓		
Marie Dorismond	Florida Department of Transportation	✓		
VACANT	Florida Department of Children & Family Services			
Danielle Jones	Florida Division of Vocational Services or Division of Blind Services	✓		
Kim Thorne	Public Education Community			✓
VACANT	Florida Department of Veteran Affairs			
Gayle McArdle	Person with Disability	✓		
Michelle Miller	FACA/Economically Disadvantaged Representative	✓		
Mary Jo Pirone	Citizens Advocate (User of the System)	✓		
VACANT	Citizens Advocate			
Phyl Weaver	Citizen over 60 representative	✓		
Monique Coleman	Children at Risk			✓
Dalia Dillon	Department of Elder Affairs	✓		
VACANT	Florida Agency for Health Care Administration			
VACANT	Private Transportation Industry			
Shelly Batton	Regional Workforce Board			✓
VACANT	Local Medical Community			
Milory Senate	Agency for Persons with Disabilities			✓

# DEVELOPMENT PLAN

## Chapter 1

### Introduction to the Service Area

#### **The Transportation Disadvantaged Service Plan – A Coordinated Public Transit Human Services Transportation Plan**

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

#### **Background of the TD Program**

##### **Mission and People Served**

**The overall mission of Florida’s Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. Chapter 427, F.S. defines “transportation disadvantaged” as:**

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

Florida’s transportation disadvantaged program is governed by Part I of Chapter 427, Florida Statutes (F.S.), and implementing rules in Rule Chapter 41-2, Florida Administrative Code (F.A.C.). Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and reenacted. Amendments made in 1989 resulted in the creation of Florida Transportation Disadvantaged commission, establishment of the

Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of Local Coordinating Boards (LCB) and Community Transportation Coordinators (CTC).

Amendments made to Part I of Chapter 427 since 1989 have changed the name of the Florida Transportation Disadvantaged Commission to the Florida Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of “transportation disadvantaged,” and supplemented or modified the responsibilities of the CTD, Designated Official Planning Agencies, Local Coordinating Boards and CTCs.

### **Florida Commission for the Transportation Disadvantaged (CTD)**

The Florida Commission for the Transportation Disadvantaged is an independent agency that serves as the policy development and implementing agency for Florida’s transportation disadvantaged program. According to Section 427.013, F.S. (Session Law 92-237), its purpose is to accomplish the coordination of transportation services provided to the transportation disadvantaged.

### **Designated Official Planning Agency (DOPA)**

The Designated Official Planning Agencies (DOPAs) performs planning duties and assists the Commission and Local Coordinating Boards in implementing the Transportation Disadvantaged program. The Martin MPO performs this role for the Local Coordinating Board for the Transportation Disadvantaged.

### **Local Coordinating Board (LCB)**

The purpose of the Local Coordinating Board (LCB) is to identify local service needs and to provide information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged. Also, each Coordinating Board is recognized as an advisory body to the CTD in its designated service area. The CTD does require that the Local Coordinating Board review and approve applications for planning and trip/equipment grants funded out of the Transportation Disadvantaged Trust Fund.

Voting Members are in accordance with Rule 41-2.012(3), F.A.C., in addition, the Chairperson shall be an elected official from the county the LCB serves; the following agencies and groups shall be represented on the LCB as voting members:

- (1) A local representative from the Florida Department of Transportation
- (2) A local representative of the Florida Department of Children and Family Services;
- (3) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- (4) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;

- (5) A person recommended by the Veterans Service Office representing the veterans of the county;
- (6) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (7) A person over sixty representing the elderly in the county;
- (8) A person with a disability representing the disabled in the county;
- (9) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation.
- (10) A local representative for Children at Risk;
- (11) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (12) A local representative of the Florida Department of Elderly Affairs;
- (13) An experienced representative of the local private for-profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- (14) A local representative of the Florida Agency for Health Care Administration
- (15) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (16) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services, etc.
- (17) A local representative of the Agency for Persons with Disabilities

The intent of the CTD, as indicated above, is that the membership of the Local Coordinating Board represents, to the maximum degree possible, a cross section of the local community.

The Local Coordinating Board is to meet at least quarterly and is required by the CTD to hold at least one public workshop a year. The purpose of the public workshop is to provide input to the Coordinating Board on unmet needs or any other areas relating to local transportation services.



## **Community Transportation Coordinator (CTC)**

The purpose of the CTC is to ensure the delivery of transportation services to the transportation disadvantaged in the most cost-effective, un-duplicated and efficient manner possible. More specifically, Rule 41-2.011(1), F.A.C., states that a CTC is responsible for the short-range operational planning, administration, monitoring, coordination, arrangement and delivery of transportation disadvantaged services originating within its designated service area. A CTC can be a public, private nonprofit or private for-profit entity and can provide transportation services, subcontract or broker transportation services or combine the two approaches. Under Rule 41-2.011(2), F.A.C., a CTC is required to subcontract or broker transportation services to transportation operators in situations where it is cost-effective and efficient to do so.

In order to function as a CTC and qualify for Transportation Disadvantaged Trust Fund grants, a CTC must enter into a Memorandum of Agreement (MOA) each year with the CTD. An MOA is defined in Rule 41-2.002(18), F.A.C., as the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. It recognizes the CTC as being responsible for the arrangement of the provision of transportation disadvantaged services for its designated service area. Also, it requires that the CTC perform a wide range of tasks and comply with specific provisions relating to insurance, safety, protection of civil rights and other matters.

Figure 1 represents the organizational chart of the Martin County TD Program.

## **Designation Date/History**

The Senior Resource Association (SRA) is currently serving as the Community Transportation Coordinator (CTC) in Martin County. SRA was established as a 501 (c)(3) non-profit organization in 1974. They have operated the public transit system as well as the Transportation Disadvantaged System in Indian River County.

The Martin MPO conducted the CTC Selection process as required by the Florida Commission for the Transportation Disadvantaged (CTD). Unfortunately, there was a lack of respondents to the Request for Proposals (RFP) that was published. Under a Declaration of Order and Emergency, the CTD extended its contract with Medical Transportation Management (MTM) for an additional three months until the Commission could find a permanent replacement. After talks with SRA, the CTD chose the SRA to act as the CTC for the remainder of FY2018/19. On October 1, 2018 the SRA began operating as the CTC in Martin County. On July 1, 2019, the CTD extended the contract with SRA for an additional year, allowing SRA to remain the CTC for FY19/20. In July of 2020, the Martin MPO advertised a Request for Proposals for the Martin CTC. On August 10, 2020, the CTC Selection Committee met and recommended SRA as the Martin County CTC. On August 31, 2020, the Martin LCB-TD recommended that the Martin MPO Policy Board also recommend SRA as the new CTC for Martin County. On September 21, 2020, the MPO Policy Board unanimously approved Resolution 20-09, recommending to the CTD that SRA be the new CTC for Martin County. On October 28, 2020, the CTD approved the recommendation of the Martin MPO and awarded SRA with the CTC Contract through FY 25.

## **Consistency Review of Other Plans**

### **Martin MPO Long Range Transportation Plan**

The Transportation Disadvantaged Service Plan maintains consistency with the Martin MPO 2045 Long Range Transportation Plan (LRTP). Goal #3: Environmental and Equity states that the MPO will work to Preserve the natural environment and promote equity and healthy communities. Two of the objectives for this goal are to Minimize adverse impacts to minority and/or low-income populations, and to improve access to jobs in areas that have a high concentration of transportation disadvantaged population groups.

### **Treasure Coast Regional Long-Range Transportation Plan**

The TDSP is consistent with the Treasure Coast Regional Long Range Transportation Plan. In chapter 9, the TD population is one of the criteria used to develop the multimodal prioritization process.

### **Martin County Transit Development Plan**

The Transportation Disadvantaged Service Plan maintains consistency with the Martin County Transit Development Plan (TDP). The Martin County TDP references the TDSP in section 2, page 2-18 when discussing the TD population forecasting. On page 4-9 on the TDP, the CTC Coordinated Contractors are listed. The TDSP is also included in section 6 of the TDP, as one of the plans that were reviewed during the development process.

### **CTD Five and Twenty-Year Plans**

The Transportation Disadvantaged Service Plan maintains consistency with the CTD Five and Twenty-Year Plan as outlined throughout the CTD Five and Twenty-Year Plans.

# COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name (MPO/DOPA): Martin Metropolitan Planning Organization (MPO)

Address: 3481 SE Willoughby Boulevard, Suite 101, Stuart, FL 34994

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies that:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), F.A.C, does in fact represent the appropriate parties as identified in the attached list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

SIGNATURE:  \_\_\_\_\_  
Beth Beltran, MPO Administrator

Date: 6/4/24

## **Public Participation/Outreach**

Pursuant to Chapter 427, Florida statutes, the purpose of the Local Coordinating Board (LCB) is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the Transportation disadvantaged. In addition to the requirement of meeting on a quarterly basis, the LCB reviews and approves the TDSP, evaluates the services provided in its jurisdiction, and assists the CTC with many issues related to the delivery of transportation disadvantaged services.

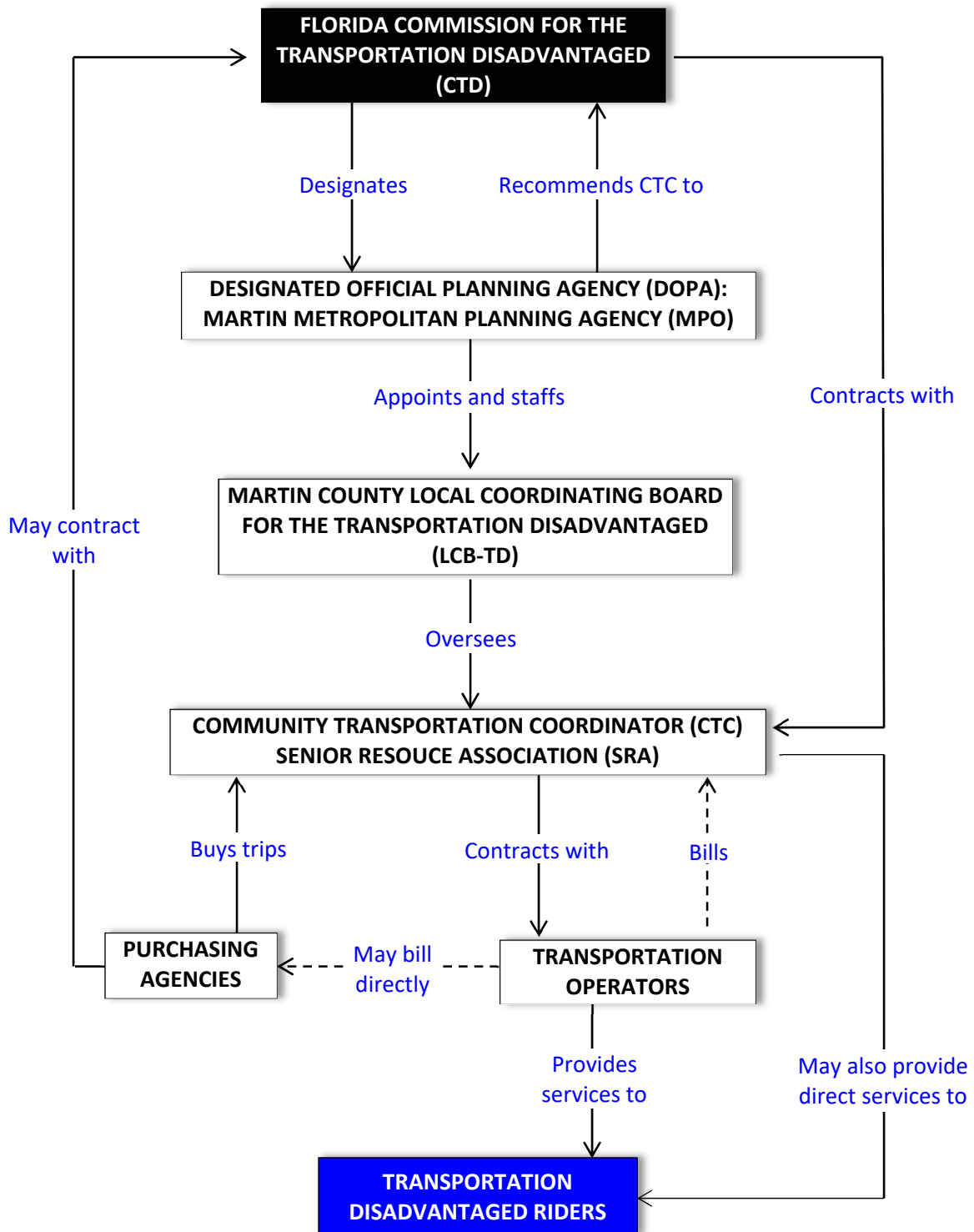
The Local Coordinating Board meetings are held in accessible locations and open to the public. The Martin County LCB seeks input from the public at all of its meetings and makes a concerted effort to include many community partners and advocacy groups in the planning, evaluation, and service development processes throughout the year. In addition, an annual public workshop is held and advertised to the public as required under the CTD regulations. The most recent public hearing/workshop was held on August 31, 2020.

Public involvement and outreach is also conducted by members of staff of the Martin Metropolitan Planning Organization (MPO). The Martin MPO has an extensive documented public involvement process that is used to satisfy federal, state, and local citizen input requirements.

As part of the development of this TDSP document, input was solicited from the Martin MPO, Martin County LCB, and Martin County Health and Human Services. LCB Members received the draft TDSP on February 22, 2021 before the scheduled March 1, 2021 meeting.

# Martin County Transportation Disadvantaged Program

## Figure 1 TD Organizational Chart



# Chapter 2

## Service Area Profile and Demographics

### Service Area Description

Martin County is located on the east coast of Florida. Adjacent counties include St. Lucie County to the north, Palm Beach County to the South and Okeechobee County to the west. Martin County is 753 square miles in size with just over 543 square miles of land area and the balance of 209 square miles in water. Incorporated areas include the City of Stuart, Village of Indiantown, and the towns of Jupiter Island, Ocean Breeze Park, and Sewall’s Point. Other communities include Jensen Beach, Port Salerno, Hutchinson Island, Palm City, Hobe Sound, Rio, North River Shores, Beau Rivage and Golden Gate.

### Demographics

#### Land Use

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

#### Population

According to the American Community Survey (ACS) 2019 5-Year Estimates, Martin County has a total population of 159,065. The most populated area in Martin County is Stuart, with an estimated population of 16,161. The Town of Sewall’s point has an estimate population of 2,099; the Town of Jupiter Island, 803; the Town of Ocean Breeze Park, 195; and the Village of Indiantown, 7,053

**Table 1 Population and Population Density**

Area	Population (2010)	Population (2019)	Population per Sq. Mile (2019)	Population Growth (2010-2019)
Martin County	146,318	159,065	295	8.7%
Florida	18,801,310	20,901,636	396	11.2%

Source: US Census Bureau 2010 Census, ACS 2019 5-year Estimates

Table 1 displays population growth, and population density for Martin County and the State of Florida is shown for comparison. From 2010 to 2019, Martin County grew at a rate of 8.7% while to population of the State of Florida grew at 11.2%. The population density of Martin County is 29.2% percent less than that of the State, with approximately 295 persons per square mile.

## Age

**Table 2 Population Age Distribution**

Area	0-9	10-19	20-34	35-54	55-64	65+
Martin County	8.2%	10.3%	13.6%	21.9%	15.6%	30.6%
Florida	10.8%	11.5%	19.1%	25.2%	13.2%	20.1%

Source: ACS 2019 5-Year Estimates

Table 2 displays the percentages of age groups for both Martin County and Florida. According to the American Community Survey 2019 5-Year Estimates, Martin County has fewer individuals within every age category until the age of 55-64 age group. More than a quarter of the population in Martin County is over the age of 65.

## Income

**Table 3 Annual Household Income Distribution**

Area	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 or more
Martin County	4.3%	10.9%	9.1%	11.7%	15.7%	14.7%	33.6%
Florida	7.5%	17.2%	11.3%	14.9%	18.3%	11.3%	19.6%

Source: ACS 2019 5-Year Estimates

Table 3 displays the distribution of income in Martin County and Florida. The percent of households in Martin County with incomes over \$100,000 is higher than that for the State, with 33.6% percent of households in this bracket. Martin County has a lower percentage than the State in the income brackets from \$0 to \$34,999. The median household income in Martin County is \$61,133, compared to the median household income of Florida at \$55,660.

Martin County has considerably more households receiving Social Security and other retirement income than the overall population of Florida. According to the ACS 2019 5-Year Estimates, approximately 51 percent of households have reported receiving Social Security in Martin County and 28.4 percent reported receiving other retirement incomes. In the State of Florida, 37.4 percent of households reported receiving Social security and 21.4 percent reported receiving other retirement income.

The percentage of families and individuals whose income is below the federal poverty threshold is notably less in Martin County than in the State of Florida. In Martin County, 9.9 percent of families and individuals are living below the poverty level compared to 14 percent in the State of Florida, according to the 2019 ACS 5-Year Estimates.

**Employment Characteristics**

**Table 4 Employment Characteristics**

Area	Civilian Labor Force	Number Employed	Percentage of Labor force Employed
Martin County	68,939	65,826	95.5%
Florida	10,056,801	9,495,353	94.4%

Source: 2019 ACS 5-Year Estimates

Table 4 compares the size of the civilian labor force, 16 years of age and older, to the actual percent of the labor force that is employed for both Martin County and the State of Florida (does not include members of the military or retirees). Both Martin County and Florida have over 94% of the labor force employed. According to the U.S. Bureau of Labor Statistics report, *Persons with a Disability: Labor Force Characteristics – 2019*, the unemployment rate for persons with a disability in the Country was 7.3 percent, more than twice that of those with no disability, which was 3.5 percent.

**Largest Employers**

Table 5 lists the ten largest employers in Martin County.

**Table 5 Martin County Largest Employers**

Employer	Total Employees
Cleveland Clinic	2,700
Martin County School District	2,441
Martin County Government	1,792
Seacoast National Bank	805
Publix Supermarkets	708
NuCo2	700
GL Staffing Services	700
Armellini Express Lines	650
Visiting Nurses Association of Florida	600
State of Florida	583

Source: Martin County, Florida Comprehensive Annual Financial Report 2019



## Housing

**Table 6 Selected Housing Characteristics**

Area	Total Housing Units	Owner Occupied	Renter Occupied	Owner Occupied Units with Mortgage	Owner Occupied Units w/o Mortgage
Martin County	80,153	78%	22%	46.1%	54%
Florida	9,448,159	65.4%	34.6%	56.8%	43.2%

Source: ACS 2019 5-Year Estimates

Table 6 compares selected housing characteristics of Martin County and Florida. Martin County has a higher percentage of owner-occupied houses at 78 percent, and a smaller portion of houses that are renter occupied, at 22 percent. Martin County has more owner-occupied housing without a mortgage (54%) than it has owner occupied housing with a mortgage (46.1%).

## Education

**Table 7 Educational Attainment**

Area	High School Graduate	Associate's Degree	Bachelor's Degree	Graduate or Professional Degree
Martin County	32.4%	9.4%	21.7%	12.3%
Florida	28.6%	9.8%	18.9%	11%

Source: ACS 2019 5-Year Estimates

Table 7 displays the educational attainment of the residents in Martin County and compares it to the State of Florida. Martin County has higher percentages of educational attainment in every category except for individuals who have received Associate's Degrees.

## Vehicle Availability

**Table 8 Vehicle Availability Distribution**

Area	Zero Vehicles Available	1 Vehicle Available	2+ Vehicles Available
Martin County	5.2%	42.4%	52.3%
Florida	6.3%	39.7%	54.0%

Source: 2019 ACS 5-Year Estimate

Table 8 displays the vehicle availability per household. In Martin County, a little over 5 percent of households have no vehicles available. This is less than the State of Florida with approximately 6.3 percent of households having no access to a vehicle.

## Travel to Work

**Table 9 Travel to Work – Commute Times for Martin County**

Area	Less than 10 min.	10-19 min	20-29 min.	30-44 min.	45-59 min.	60+ min.
Martin County	12.7%	31.9%	18.8%	20.2%	9.4%	8.5%
Florida	8.7%	26.3%	22.4%	24.7%	8.6%	7.5%

Source: 2019 ACS 2019 5-Year Estimates

Table 9 compares the distribution of travel time to work for Martin County and Florida. Most of Martin County’s residents have a commute time of less than 30 minutes with 63.4 percent of residents falling into that category. While the State of Florida has 57.4 percent of residents who have a commute time of less than 30 minutes. Approximately 17.9 percent of residents in Martin County and Florida have commute times of more than 45 minutes.

## Mode of Travel to Work

**Table 10 Mode of Travel to Work**

Area	Drive Alone	Car/Vanpool	Public Transportation	Bike/Walk/Other	Work at Home
Martin County	78.7%	9.5%	0.2%	3.2%	8.4%
Florida	79.1%	9.2%	1.8%	3.7%	6.2%

Source: 2019 ACS 5-Year Estimates

Table 10 compares the mode of travel that people use in Martin County and Florida. Martin County has a lower percentage of individuals who drive alone in the County at 78.7 percent. Martin County also has a higher percentage of individuals who work from home at 8.4 percent. Public transportation is a mode that Martin County residents do not use frequently, with only 0.2 percent of the population using public transportation.

**Major Trip Generators**

**Table 11 Major Paratransit Trip Generators and Attractors**

<b>Medical Facilities</b>	
Cardiology Associates of Martin County	Florida Vision Institute
Cleveland Clinic Martin North	Cleveland Clinic Martin Health
South Florida Orthopaedic and Sports Medicine	
<b>Shopping / Entertainment</b>	
Publix	Walmart
Treasure Coast Square Mall	
<b>Government Centers/ Libraries</b>	
Blake Library	Hoke Library
Martin County Veteran Services	
<b>Other Generators / Attractors</b>	
New Horizons	The Kane Center
Martin Health Systems Gym	

Source: Martin County CTC 2021

**Inventory of Available Transportation Services**

Table 14 on page 38 lists the transportation and their services that are all a part of the Martin county coordinated system.

# Chapter 3

## Service Analysis

The spreadsheets contained in this chapter were developed by the “Center for Urban Transportation Research” – CUTR at USF, together with the 2013 National Center for Transit Research “Forecasting Paratransit Service Demand – Review and Recommendations.”

Page 20 is the Data Input Page which shows the total population by age, poverty level by age, and total population with a disability by age and again poverty by age.

Page 21 is a more detailed view of the general TD population in the county.

Page 22 is a calculation of the critical needs TD population in the county. This is further analyzed by age, income, and disability.

Finally, page 23 is a forecast of the general and critical need TD populations in the county.

**DATA INPUT PAGE****Yellow cells indicate required data input****Area Name:** **Martin County****Last Year of Census Data Used:** **2019****Percent Transit Coverage:** **50%****Number of Annual Service Days:** **254**

<b>County Population By Age</b>	<b>Total Pop by Age</b>	<b>Population Below Poverty Level by Age</b>	<b>Total Population with a Disability by Age</b>	<b>Total Pop with Disability and Below Poverty Level by Age</b>
< 5 Years of Age	<b>6,210</b>	<b>473</b>	<b>0</b>	<b>0</b>
5-17	<b>19,371</b>	<b>1,247</b>	<b>1,973</b>	<b>93</b>
18-34	<b>24,715</b>	<b>2,099</b>	<b>753</b>	<b>24</b>
35-64	<b>56,537</b>	<b>3,830</b>	<b>5,968</b>	<b>973</b>
Total Non Elderly	106,833	7,649	8,694	1,090
65-74	<b>24,955</b>	<b>694</b>	<b>5,068</b>	<b>109</b>
75+	<b>25,732</b>	<b>364</b>	<b>11,751</b>	<b>1,746</b>
Total Elderly	50,687	1,058	16,819	1,855
Total	157,520	8,707	25,513	2,945

**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

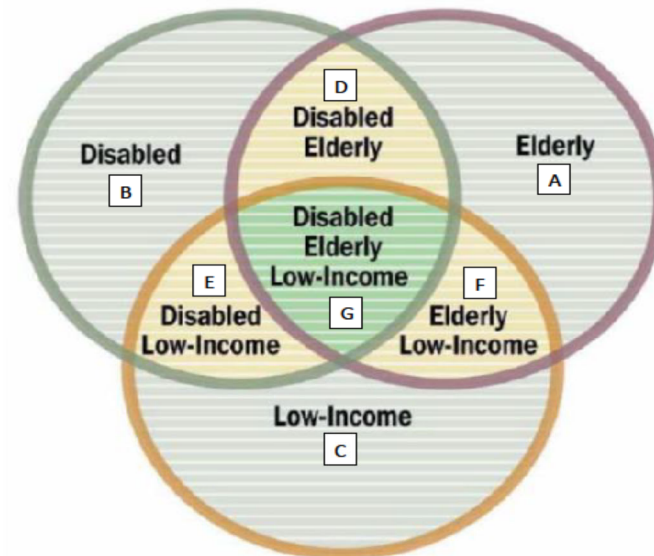
**Martin County**

**Census Data for 2019**

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	6,210	3.9%	473	0.3%	0	0.0%	0	0.00%
5-17	19,371	12.3%	1,247	0.8%	1,973	1.3%	93	0.06%
18-34	24,715	15.7%	2,099	1.3%	753	0.5%	24	0.02%
35-64	56,537	35.9%	3,830	2.4%	5,968	3.8%	973	0.62%
<b>Total Non Elderly</b>	<b>106,833</b>	<b>67.8%</b>	<b>7,649</b>	<b>4.9%</b>	<b>8,694</b>	<b>5.5%</b>	<b>1,090</b>	<b>0.69%</b>
65-74	24,955	15.8%	694	0.4%	5,068	3.2%	109	0.07%
75+	25,732	16.3%	364	0.2%	11,751	7.5%	1,746	1.11%
<b>Total Elderly</b>	<b>50,687</b>	<b>32.2%</b>	<b>1,058</b>	<b>0.7%</b>	<b>16,819</b>	<b>10.7%</b>	<b>1,855</b>	<b>1.18%</b>
<b>Total</b>	<b>157,520</b>	<b>100%</b>	<b>8,707</b>	<b>5.5%</b>	<b>25,513</b>	<b>16.2%</b>	<b>2,945</b>	<b>1.87%</b>

<b>Double Counts Calculations</b>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	1,090
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	7,604
G - Estimate elderly/disabled/low income	From Base Data (I14)	1,855
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	14,964
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(797)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	34,665
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	6,559
<b>Total - Non-Duplicated</b>		<b>65,940</b>

<b>General TD Population</b>	<b>% of Total</b>	
Non-Duplicated General TD Population Estimate	<b>65,940</b>	41.9%



**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

**Martin County**

Census Data from: **2019**

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	0	4.20%	-	-
5-17	1,973	4.20%	83	0.43%
18-34	753	6.30%	47	0.19%
35-64	5,968	13.84%	826	1.46%
<b>Total Non Elderly</b>	<b>8,694</b>		<b>956</b>	<b>0.90%</b>
65-74	5,068	27.12%	1,374	5.51%
75+	11,751	46.55%	5,470	21.26%
<b>Total Elderly</b>	<b>16,819</b>		<b>6,845</b>	<b>13.50%</b>
<b>Total</b>	<b>25,513</b>		<b>7,801</b>	<b>4.95%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>273</b>
<b>11.70%</b>	<b>801</b>
	<b>1,074</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<b>Non-Elderly</b>	683	273	956
<b>Elderly</b>	6,044	801	6,845
<b>TOTAL</b>	<b>6,727</b>	<b>1,074</b>	<b>7,801</b>

TRIP RATES USED	
<b>Low Income Non Disabled Trip Rate</b>	
Total	<b>2.400</b>
<u>Less</u>	
Transit	<b>0.389</b>
School Bus	<b>0.063</b>
Special Transit	<b>0.049</b>
	<b>1.899</b>
<b>Severely Disabled Trip Rate</b>	
Special Transit	<b>0.049</b>

Low Income & Not Disabled = C + F			
<u>Assumes</u>			
27.2%	xx % without auto access	5,762	
		1,567	
50.0%	xx % without transit access	784	
			<b>Calculation of Daily Trips</b>
			<b>FOR THE CRITICAL NEED TD POPULATION</b>
Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
<b>Severely Disabled</b>	<b>7,801</b>	<b>0.049</b>	<b>382</b>
<b>Low Income ND</b>	<b>784</b>	<b>1.899</b>	<b>1,488</b>
<b>Totals</b>	<b>8,584</b>		<b>1,870</b>

**FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS**

**Martin County**

General TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	1,090	1,102	1,113	1,125	1,137	1,149	1,161	1,173	1,186	1,198	1,211
B - Estimate non-elderly/ disabled/not low income	7,604	7,684	7,766	7,848	7,931	8,014	8,099	8,185	8,271	8,359	8,447
G - Estimate elderly/disabled/low income	1,855	1,875	1,894	1,914	1,935	1,955	1,976	1,997	2,018	2,039	2,061
D- Estimate elderly/ disabled/not low income	14,964	15,122	15,282	15,443	15,607	15,772	15,938	16,107	16,277	16,449	16,623
F - Estimate elderly/non-disabled/low income	-797	-805	-814	-823	-831	-840	-849	-858	-867	-876	-885
A - Estimate elderly/non-disabled/not low income	34,665	35,031	35,402	35,776	36,154	36,536	36,922	37,312	37,706	38,105	38,508
C - Estimate low income/not elderly/not disabled	6,559	6,628	6,698	6,769	6,841	6,913	6,986	7,060	7,134	7,210	7,286
<b>TOTAL GENERAL TD POPULATION</b>	<b>65,940</b>	<b>66,637</b>	<b>67,341</b>	<b>68,053</b>	<b>68,772</b>	<b>69,499</b>	<b>70,233</b>	<b>70,975</b>	<b>71,725</b>	<b>72,483</b>	<b>73,249</b>
<b>TOTAL POPULATION</b>	<b>157,520</b>	<b>159,185</b>	<b>160,867</b>	<b>162,567</b>	<b>164,285</b>	<b>166,021</b>	<b>167,776</b>	<b>169,549</b>	<b>171,341</b>	<b>173,151</b>	<b>174,981</b>

**Martin County**

Critical Need TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
<b>Total Critical TD Population</b>											
<i>Disabled</i>	7,801	7,883	7,967	8,051	8,136	8,222	8,309	8,397	8,485	8,575	8,666
<i>Low Income Not Disabled No Auto/Transit</i>	784	792	800	809	817	826	835	843	852	861	870
<b>Total Critical Need TD Population</b>	<b>8,584</b>	<b>8,675</b>	<b>8,767</b>	<b>8,859</b>	<b>8,953</b>	<b>9,048</b>	<b>9,143</b>	<b>9,240</b>	<b>9,338</b>	<b>9,436</b>	<b>9,536</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	382	386	390	394	399	403	407	411	416	420	425
<i>Low Income - Not Disabled - No Access</i>	1,488	1,504	1,520	1,536	1,552	1,568	1,585	1,602	1,619	1,636	1,653
<b>Total Daily Trips Critical Need TD Population</b>	<b>1,870</b>	<b>1,902</b>	<b>1,934</b>	<b>1,967</b>	<b>2,000</b>	<b>2,035</b>	<b>2,071</b>	<b>2,108</b>	<b>2,145</b>	<b>2,183</b>	<b>2,218</b>
<b>Annual Trips</b>	<b>475,071</b>	<b>483,099</b>	<b>491,264</b>	<b>499,566</b>	<b>508,009</b>	<b>517,000</b>	<b>526,151</b>	<b>535,464</b>	<b>544,942</b>	<b>554,587</b>	<b>563,294</b>

Assumes Annual Service Days = 254

Annual Population Growth (as a percent) 1.06%



# Census Block Group Analysis

## Methodology

A census block group analysis was performed using the 2016 American Community Survey (ACS) 5-year estimates to identify a population’s possible transit dependency. Data were collected by block group for each of the four demographic characteristics studied: population under 18 years of age, population 65 years of age and older, low-income households (those making under \$15,000 per year), and zero-vehicle households. In order to rank the block groups as “at-risk”, a percentage distribution for each characteristic was calculated. Block groups were evenly distributed amongst five categories and given scores of 0 through 4. The higher the score for each individual block group, the more transit dependent the block group is likely to be. The table below summarizes the scoring distribution for each demographic characteristic.

**Table 12 Methodology for Block Group Analysis**

Characteristic	Block Group Average	Block Group Max	Score				
			0	1	2	3	4
Population Under 18 Years Old	15.5%	40.7%	< 6%	6.1% - 12.6%	12.7% - 18.2%	18.3% - 22.7%	> 22.8%
Population 65 Years and Older	32.8%	79.5%	< 16.7%	16.8% - 24.0%	24.1% - 32.3%	32.4% - 49.3%	> 49.4%
Low-Income Households (<\$15,000 per year)	10.7%	34.0%	< 5.0%	5.1% - 9.0%	9.1% - 12.0%	12.1% - 17.0%	> 17.1%
Zero Vehicle Households	5.1%	32.2%	0%	0.1% - 2.5%	2.6% - 4.4%	4.5% - 9.3%	> 9.4%

## Results and Conclusions

Figures 4 through 7 display each individual characteristic analysis of Martin County blocks; Figure 8 highlights blocks which exceed the average TD analysis. A large portion of Stuart, Port Salerno, and Indiantown stand out as the most TD dependent areas.

Citizens age 65 and older are eligible for instant TD qualification. Over one quarter of Martin County residents fall into this category, making Martin County a highly TD dependent county. Figure 4 depicts Martin County’s block average for residents at or above the age of 65 is 32.8 percent. Hutchison Island, Northern Palm City, and blocks on Jupiter Island and along the St. Lucie River are greater than the county average.

Low-income is measured by the percentage of households below poverty. The Martin County block average for households below poverty is 10.7 percent. Figure 5 shows that blocks along the US1 corridor through Stuart and

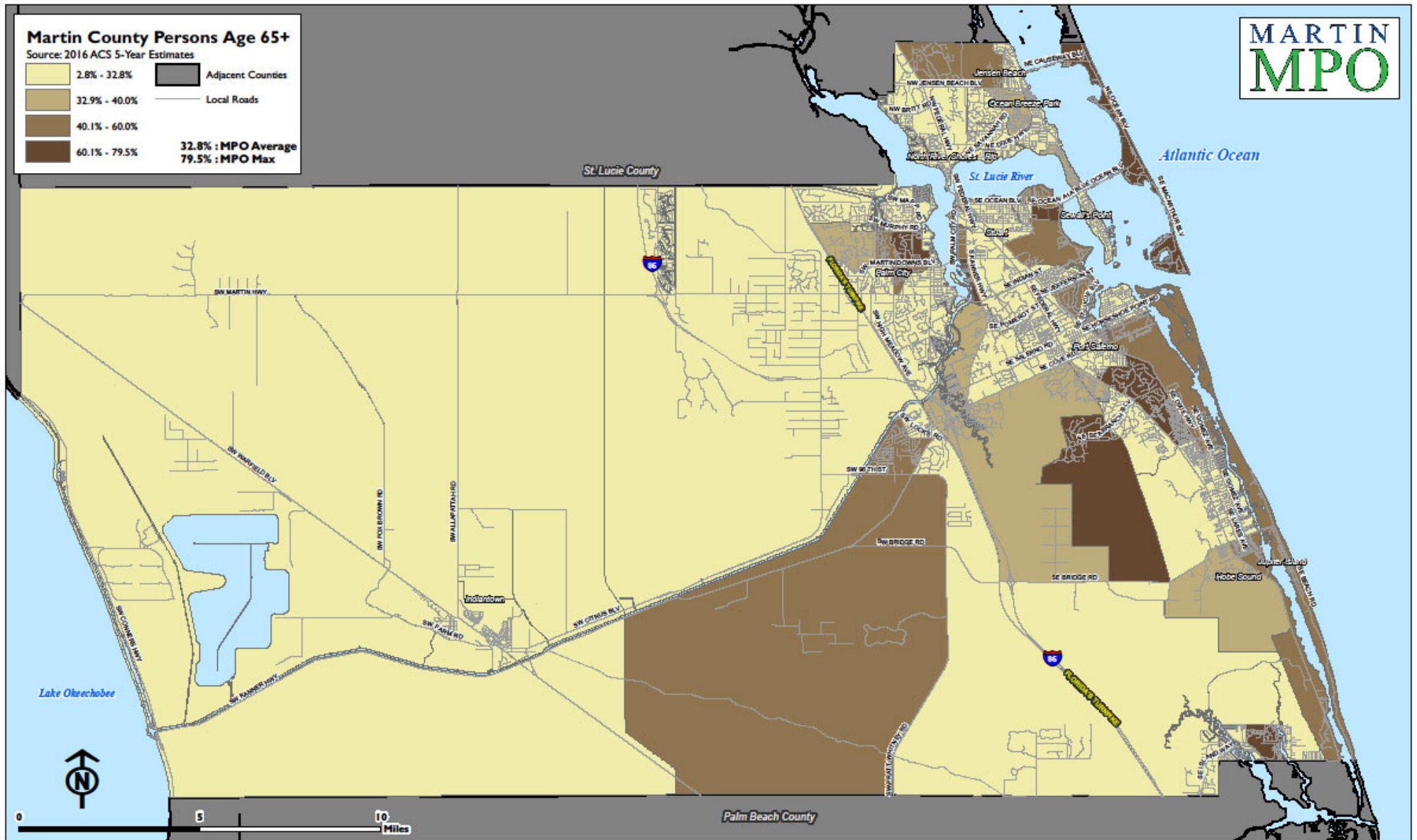
Port Salerno are above the county average, as well as Hobe Sound west of Dixie Highway, and a significant portion of south west side of Warfield boulevard.

Household without a vehicle represent the most transit dependent persons, and the block average for Martin County is 5.1 percent. Seeing as many elderly people decide to relinquish their vehicle as they age, the relationship between this figure and figure 4 is evident that the older someone becomes, the less likely they will be driving.

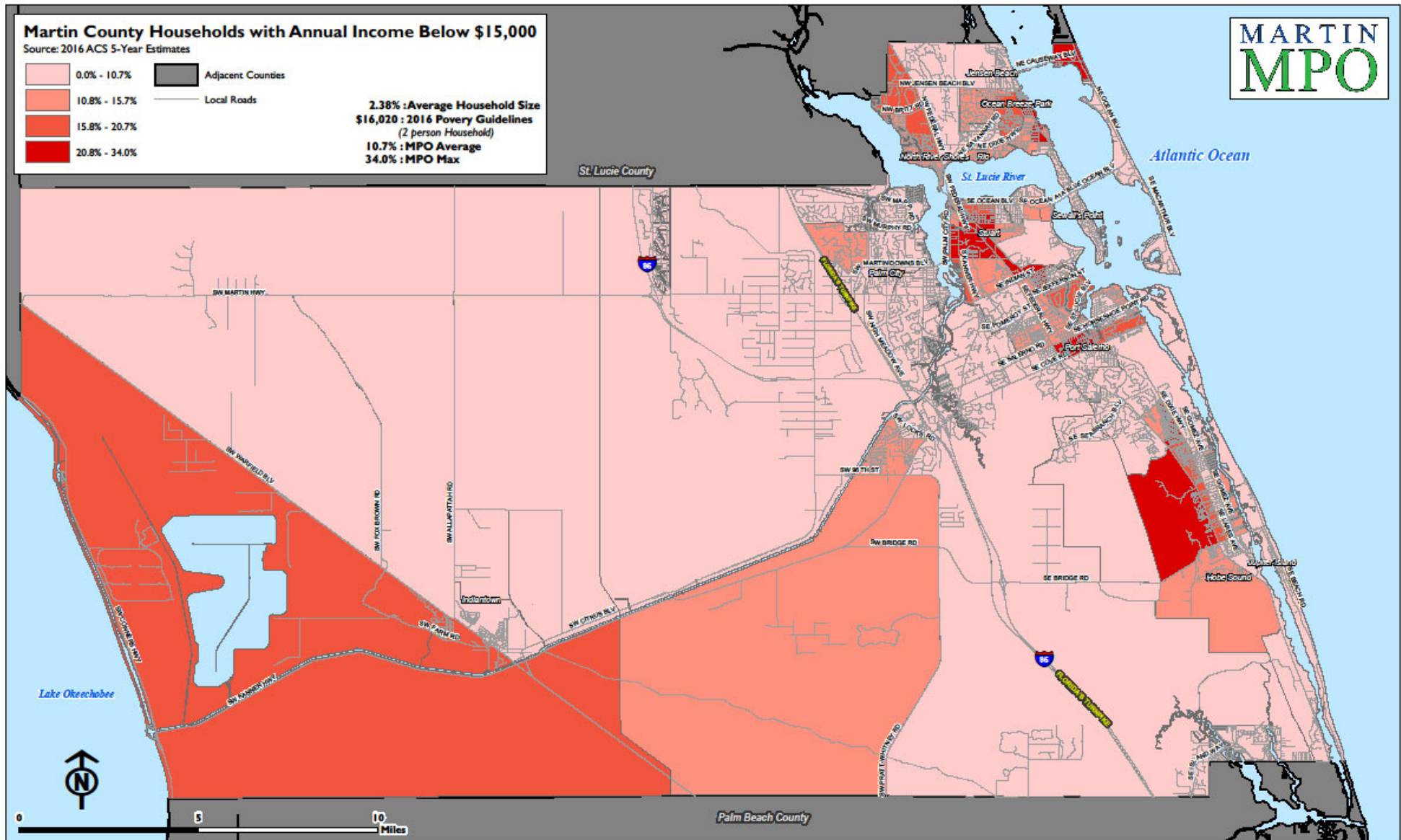
Figure 7 examines persons under the age of 18. This group of individuals is highly transit dependent because most are under the legal driving age. The block average for Martin County is 15.5 percent. Blocks along US1 from Stuart to Port Salerno are above average, reaching down into Hobe Sound. Once again, Indiantown is in the highest range above the average for this analysis.

Figure 8 displays the summation of the most TD dependent blocks throughout Martin County.

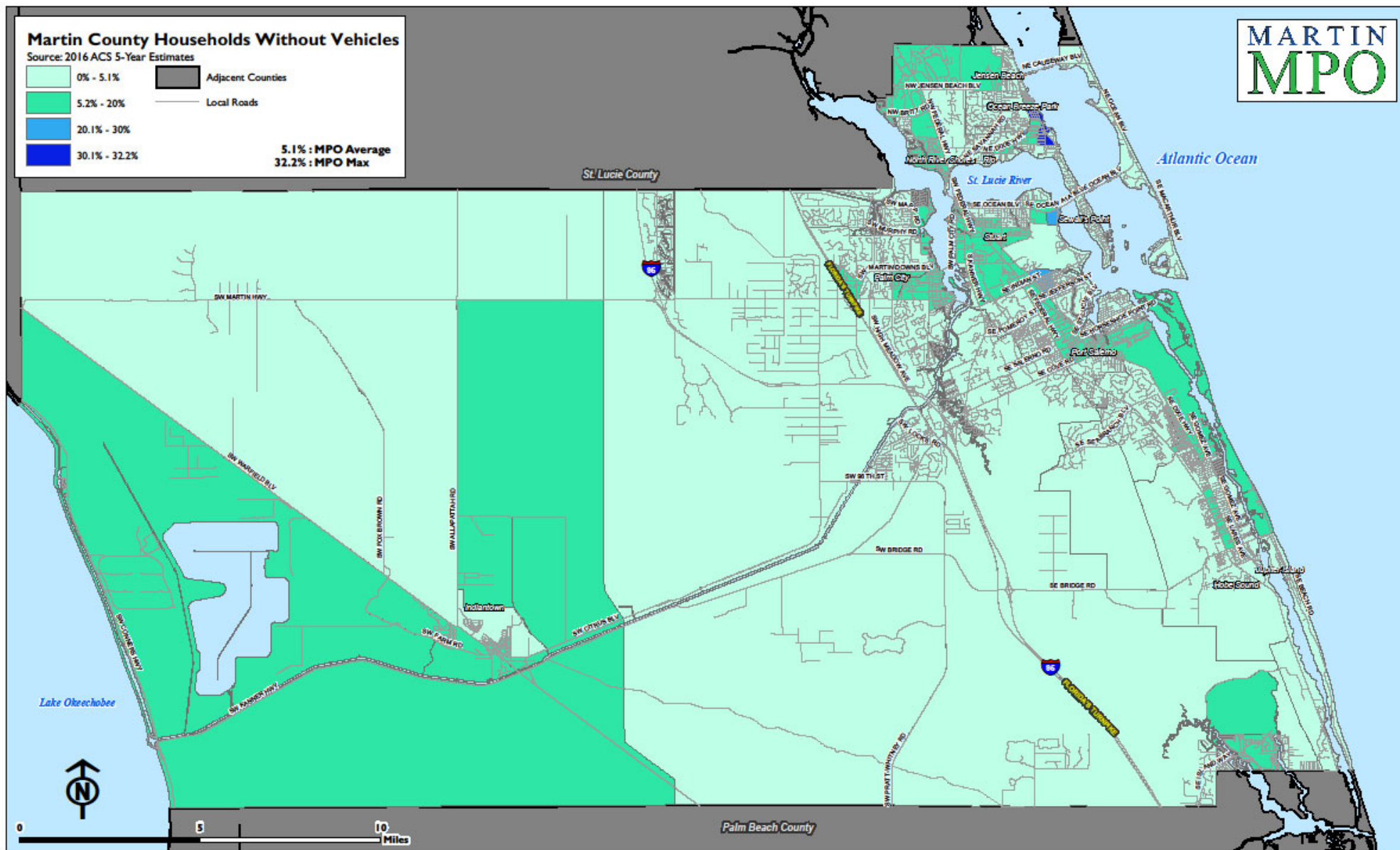
# Figure 2 Persons Age 65+



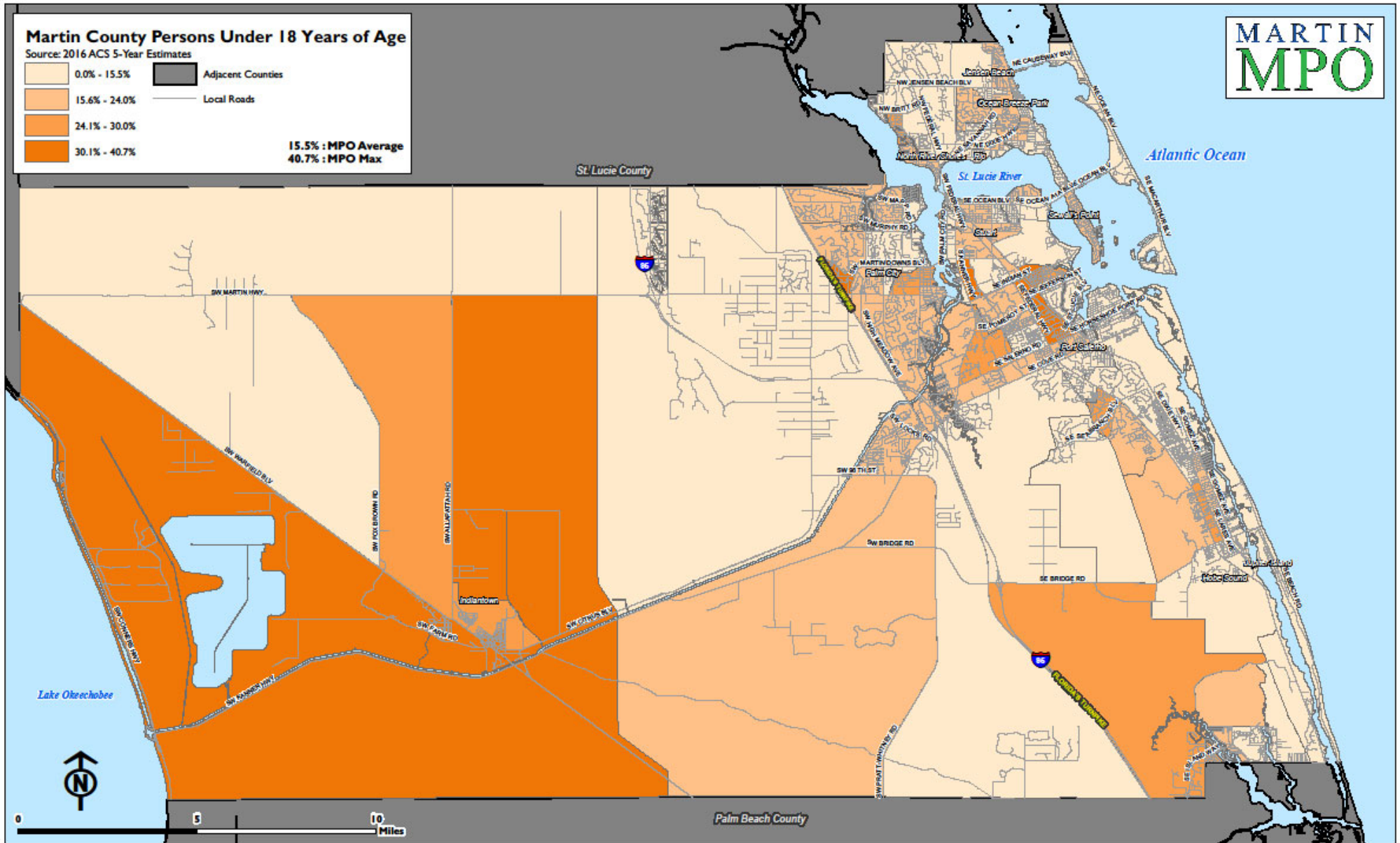
# Figure 3 Households with Annual Income Below \$15,000



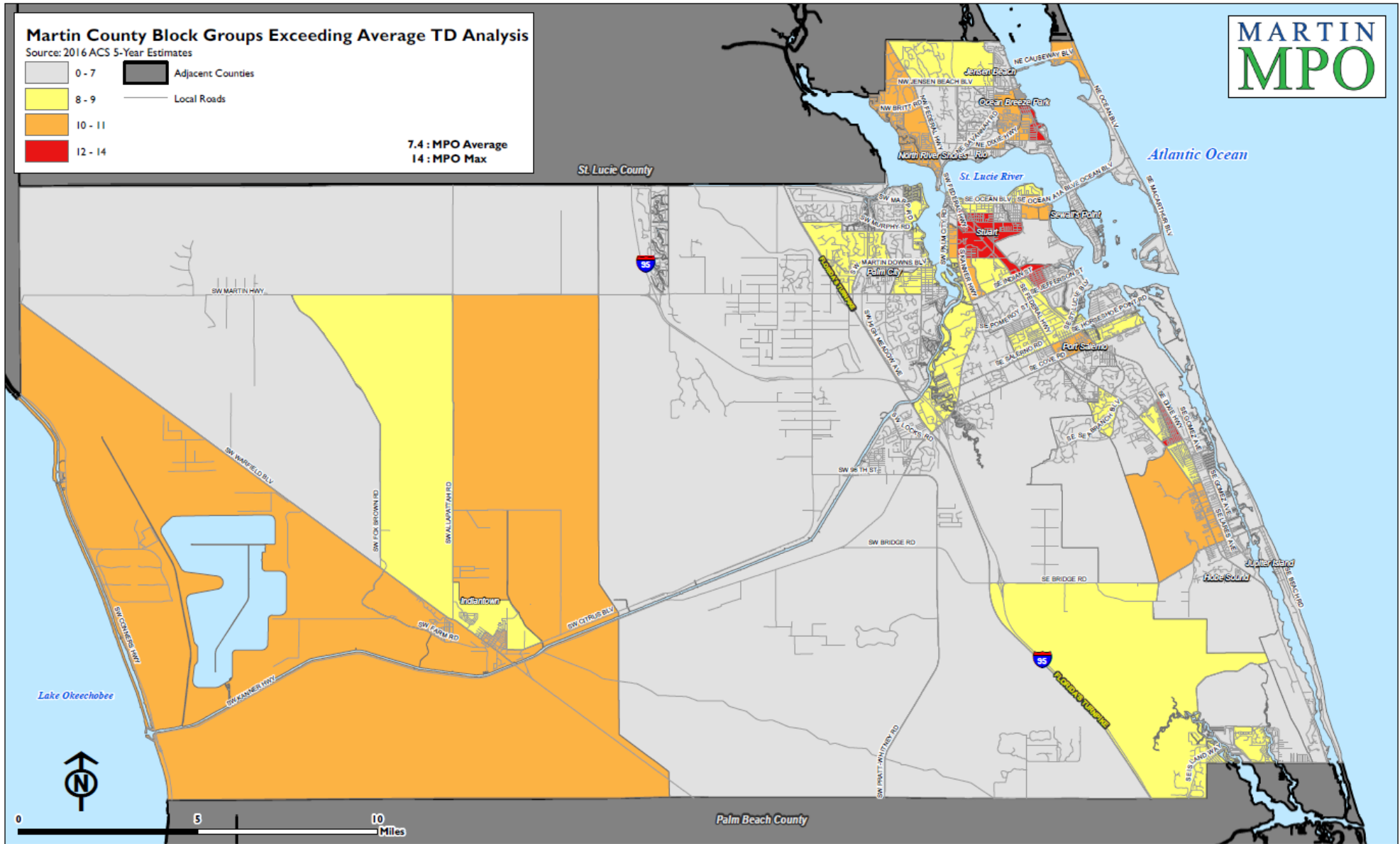
# Figure 4 Households Without Vehicles



# Figure 5 Persons Under 18 Years of Age



# Figure 8 Block Groups Exceeding Average TD Analysis



## **Barriers to Coordination for Transportation Disadvantaged Services**

Currently, there are no federal, state or local government policies in place that prohibit or reduce the coordination of inter-county coordination and intra-county coordination. Although there are still barriers that exist in making coordination difficult. These include:

- Lack of coordination between neighboring counties and limited intergovernmental coordination agreements in place to provide trips over county lines.
- Limited travel training opportunities for TD passengers and CTC customer service representatives unfamiliar with the fixed route services provided by Martin County discourages and limits the opportunity to move TD passengers to the fixed route transit services for some or all of their transportation needs.
- Due to the lack of transit service area coverage in the County, there are many residents in the county who are unable to receive the ADA door-to-door paratransit service. This lack of service area coverage increases the demand on the TD system.
- Lack of funding within the public transit system in the County also increases the demand for the TD system.



# Chapter 4

## Goals, Objectives, and Strategies

In order to determine if a plan has been fulfilled, goals and objectives must be set in order to measure progress. The goals listed below provide the Martin County Local Coordinating Board, the Community Transportation Coordinator and the Designated Official Planning Agency a clear understanding of the direction that they wish to take this service, and how they will make decisions in order to benefit the transportation disadvantaged population.

### Goal 1) Coordination of Services

**Objective 1.1)** Coordinate with public or private (non-profit and for profit) agencies and other providers of transportation services in order to develop and implement a coordinated system that meets the need of the TD population of Martin County, both sponsored and non-sponsored.

**Strategy 1.1.1)** The CTC will communicate and coordinate with state and local governments, planning agencies, local coordinating boards, social service agencies, and others who provide subsidy, planning assistance, and/or purchase transportation service.

**Strategy 1.1.2)** The CTC will communicate and coordinate with CTCs in other counties to promote ride-sharing practices and create cost efficient and effective transportation arrangements.

**Strategy 1.1.3)** The CTC will coordinate with doctor's offices, out-patient clinics, pharmacies, food stamp offices, social service offices, medical facilities and any office, agency or area in which trips are being provided to in order to provide a timely and cost efficient and effective transportation service.

**Strategy 1.1.4)** The CTC will coordinate with Martin County Public Transit (MCPT) to efficiently schedule and assign trips as needed.

### Goal 2) Provision of Service and Safety

**Objective 2.1)** Provide cost efficient, cost effective service that meets the needs the needs of the transportation disadvantaged population of Martin County.

**Strategy 2.1.1)** As new resources and volunteer opportunities become available, the CTC will attempt to increase the number of trips to the transportation disadvantaged.

**Strategy 2.1.2)** Research and analyze any new subcontracting opportunities that become available to increase the amount of trips that are provided to the TD population.

**Objective 2.2)** Operate a safe coordinated transportation system as set forth in the CTC “Systems Safety Program Plan” (SSPP)

**Strategy 2.2.1)** Make safety and loss prevention the responsibility of all personnel.

**Strategy 2.2.2)** Conduct annual safety checks on all vehicles and equipment.

**Strategy 2.2.3)** Make sure that all personnel who work in the TD system undergo drug and alcohol testing.

**Strategy 2.2.4)** The CTC shall verify that the subcontractor providing contract drivers to the CTC have the appropriate liability insurance coverage in the event that subcontractor’s employee causes an accident.

**Strategy 2.2.5)** The CTC will attempt to keep accidents to a minimum

### **Goal 3) Marketing of Transportation Service**

**Objective 3.1)** Market and promote transportation services that can be provided in the County.

**Strategy 3.1.1)** Carry out a public information program to assist current and potential riders in the proper use of the transportation system.

**Strategy 3.1.2)** The CTC will ensure that vehicles transporting TD riders have access to brochures, reservation information, complaint and grievance procedures, and other useful information.

**Strategy 3.1.3)** The CTC will help educate TD riders of the public transit system in the County and promote the fixed route service when possible.

**Strategy 3.1.4)** The CTC will educate all new riders of the system of the reservation process, the prioritization of trips, and the eligibility requirement that are set forth in the TDSP.

### **Goal 4) Providing Quality Service**

**Objective 4.1)** Assure that transportation of the highest quality is being provided.

**Strategy 4.1.1)** The CTC will conduct a random sample survey to the riders periodically throughout the fiscal year in order to evaluate the transportation service that is being provided. CTC staff will present a report to the LCB when available.

**Strategy 4.1.2)** The CTC will handle complaints and grievances in a timely manner detailed in the Complaint and Grievance procedures.

**Strategy 4.1.3)** The CTC will provide quarterly reports of complaints and grievances, and a summary of how they were resolved to the LCB at the regularly scheduled LCB meetings.

**Strategy 4.1.4)** The CTC will make riders aware of their ability to register complaints by posting signs with the TD Helpline toll free number in vehicles at all times.

## **Goal 5) Resource Management and Implementation and Review of Policies and Performance**

**Objective 5.1)** Maximize the use of human and financial resources and equipment.

**Strategy 5.1.1)** Monitor and analyze costs of operations and administration of the TD service. Apply for the Section 5310 grant when it becomes available and consider applying for other federal/state transit funds.

**Strategy 5.1.2)** The CTC will make every effort to direct riders who are within  $\frac{3}{4}$  of a mile from a transit stop of the ADA door-to-door paratransit service of the Martin County Public Transit in order to efficiently use the TD funds available

**Objective 5.2)** Ensure that all Commission Standards and all local standards are addressed in the Martin County TDSP.

**Strategy 5.2.1)** Annually review documents to ensure that policies are identified and developed as necessary. The LCB will review and update the TDSP on an annual basis.

**Strategy 5.2.2)** Monitor existing policies and amend when needed. The LCB will review the By-laws and Grievance policies on an annual basis.

**Strategy 5.2.3)** The LCB, on a quarterly basis, will review the quarterly reports provided by the CTC and provide comments on performance.

**Strategy 5.2.4)** The LCB, along with the assistance of the Designated Official Planning Agency (DOPA), will conduct an annual evaluation of the CTC as required by Chapter 427 F.S. and 41-2 F.A.C.

## **Service Improvements/Expansions**

On July 1, 2020, Senior Resource Association (SRA) was awarded an innovation and Service Development Grant from the CTD. This grant provides financial assistance for the provision of eligible door-to-door trips to TD riders in Martin County who need to visit the dialysis center. This grant helps increase the number of dialysis trips, as well as increasing the number of trips for all other purposes.

In August 2020, SRA was approached by staff from the Florida Developmental Disabilities Council (FDDC) and tasked with putting together a pilot program to help individuals with developmental disabilities have access to more mobility options. From this suggestion, the Treasure Coast Developmental Mobility Advantage Ride program was born. This pilot program began October 1<sup>st</sup> and will continue until at least September 30, 2022. The program serves all four counties along the treasure coast (Indian River, Martin, St. Lucie and Okeechobee). Anyone who has a developmental disability is eligible to book trips, and all trips are carried out by drivers that have had training specific for working with people with developmental disabilities.

# Chapter 5

## Implementation Schedule

This implementation schedule is tied to the goals objectives and strategies. Some of the operations are ongoing, while others are date specific. Most costs related to the accomplishment of these goals are covered in staff, planning, operations and maintenance grant funding or match from each level of government.

As of June 3, 2024, the CTC, DOPA, and the LCB are currently adhering to the implementation schedule as shown below.

**Table 13 Implementation Schedule**

Strategies	Responsible Party	Frequency
1.1.1, 1.1.2, 1.1.3, 1.1.4, 2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 4.1.2, 4.1.4, 5.1.1, 5.1.2	CTC	Ongoing
4.1.1, 4.1.3	CTC	Quarterly
5.2.3	CTC/DOPA/LCB	Quarterly
5.2.2, 5.2.1, 5.2.4	DOPA/LCB	Annually

**Objectives**

**Accomplishment Date**

1.1.1-1.1.4	6/3/24
2.1.1-2.1.2	6/3/24
2.2.1-2.2.5	Ongoing
3.1.1-3.1.4	Ongoing
4.1.1-4.1.4	6/3/24
5.1.1-5.1.2	6/3/24
5.2.1-5.2.4	6/3/24

# Service Plan

## Types, Hours, and Days of Service

As the CTC, SRA operating Martin Community Coach (MCC) operates transportation requests throughout Martin County through a subcontracted transportation provider network. This network consists of transportation providers that meet the demands of the community providing public transportation, ambulatory, and wheelchair services.

Clients who are funded under the Transportation Disadvantaged Program will contact MCC at a toll free number 772-469-2063. Riders of the public transportation system will contact Martin County Public Transit (MCPT) at 772-463-2860 or log on to MCPT website at <http://www.martin.fl.us/>

The program is operating with five transportation provider companies totaling 35 vehicles. Service is available based on the community's needs.

Trips are available six days a week:

Monday – Friday from 6 a.m. to 7 p.m.

Saturday from 8 a.m. to 5 p.m.

## Accessing Services

Martin County clients will schedule transportation with MCC's well-trained staff using proven processes. Friendly, professional Customer Care Agents (CCAs) are available 6 days a week. Normal routine hours to arrange transportation is 8 a.m. to 5 p.m. Monday through Friday.

## Eligibility

If an individual is Medicaid eligible, they shall use the Medicaid transportation provider for medical trips; if they are potentially TD eligible, they must go through the eligibility process of the CTC.

During the call intake process, the CCA's will screen for eligibility and qualify the caller on a series of questions to determine their funding source. If it is identified that the client utilizes public transportation, the client will be referred to Martin County Public Transit at 772-463-2860.

For first time callers, SRA will determine if the caller can complete a TD Application. If yes, the CCA's will inform the caller they will send the TD Application in the mail to be completed by the client. The client can also complete the application online. SRA also requires that the Level of Need (LON) Assessment Form be completed by a licensed medical professional to determine the most appropriate mode of transportation based on functional abilities. The LON must also be returned to SRA. Once SRA receives the TD Application and LON, all the information is loaded into SRA's paratransit scheduling software for future trip requests.

The CTC will obtain at least the following information either on the phone or through a combination of LON & TD Application documents. A file with the information will be established for each client.

***TD application can be found in Appendix F.***

At a minimum, the CTC shall use the following criteria to determine eligibility for utilizing the Martin County TD program. The member must meet at least one of the criteria:

- Member must be 65 or older
- Member must be at or below 100% of the 2021 Federal Poverty Level Scale
- Member must have a physician document the disability (and assistive devices required when transporting the member) on the LON form
- A child with a documented disability or “at risk”

The most appropriate level of service is determined by the client’s special needs.

SRA requires a 48 hour advance notice for all trip requests.

SRA will prioritize a trip request per expenditures of Commission of Transportation Disadvantaged (CTD). The CCA will schedule the request based on the priority approved on October 25, 2018 by the Local Coordinating Board (LCB) of Martin County. Trip priorities, are as follows:

- Medical
- Employment
- Education
- Grocery Shopping / Nutritional
- Service Agency Trips
- Other Social / Life Sustaining Trips

Subscription/recurring trips include Dialysis, Employment and Education. Only 50% of monthly allocation can be used for recurring or subscription trips. If the client can utilize public transportation, the CCA will refer the member to Martin County’s public transportation provider number.

**Cancellations/No Shows**

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

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

1st No Show – SRA will call passenger.

2nd No Show – A letter of warning documenting the number of no shows accumulated in a specific period of time will be sent from SRA to the client.

3rd No Show – If a third no show occurs within a 60 day period, a letter notifying the client of their suspension from service for a 30 day period will be sent from SRA to the client.

After the first reinstatement to the Transportation Program, the “No Show” policy will be enforced as described above and the suspension of service will be increased to 45 days as of the 3rd No Show.

After the second reinstatement to the Transportation Program, the “No Show” policy will be enforced as described above and the suspension of service will be increased to 60 days as of the 3rd No Show.

### **Transportation Operators**

SRA manages a complete brokerage system within Martin County with four transportation contractors responsible for the provision of all public transportation services. Table 14 lists all transportation providers currently under contract.

**Table 14 Transportation Operators**

<b>Name</b>	<b>Service</b>	<b>Clients</b>
ARC of Martin County	A and W	TD
A Martin Transportation	A and W	TD and Indiantown Shuttle
The Council on Aging of St. Lucie County	A and W	TD
Round the Clock Transportation	A and W	TD
Ultimate Comfort Transportation	A and W	TD

Service: A = Ambulatory; W = Wheelchair

The following items are incorporated in SRA’s review and selection of transportation providers:

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

## **Public Transit Utilization**

Public transit utilization is an integral part of the overall CTC network. Martin County operates the fixed route system Monday – Friday from 6am – 8pm. SRA will continue to work with the County public transportation system to transition TD riders that are capable of utilizing fixed-route transportation to public transit.

## **School Bus Utilization**

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

## **Public Transit Agency Safety Plan**

Appendix B contains the Public Transit Agency Safety Plan.

## **Inter-County Services**

Martin County shares an urbanized area boundary with St. Lucie County and SRA will utilize the coordinated fixed route service to transport members to St. Lucie County whenever possible. Trip services will be provided cross-county lines if it is determined to be more cost efficient than to remain within County boundary. SRA will continue to coordinate with neighboring counties in St. Lucie and Palm Beach to provide opportunities to move TD riders across county lines.

## **Natural Disaster/Emergency Preparedness and Response**

SRA will assist the Martin County Emergency Operations Center and the County in evacuations, as necessary.

## **Service Standards and Policies**

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

## **Drug and Alcohol Testing**

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

## **Escorts and Children**



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

### **Child Restraints**

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

### **Passenger Property**

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

### **Transfer Points**

Pickup and drop off stops will be in safe, secure locations. A dedicated toll-free number is available for compliments, comments, and complaints. This number is posted in all vehicles used in the coordinated system. The local Phone Number is 772-469-2063.

If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435.

### **Out of Area Service**

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

### **Vehicle Cleanliness**

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

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

Vehicles in use for SRA services must not have:

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

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

## **Billing**

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

## **Passenger/Trip Data**

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

## **Seating**

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

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

## **Driver Identification**

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

## **Passenger Loading Assistance**

Drivers will routinely assist passengers to and from the ground floor and door-to-door. Drivers will assist all passengers needing assistance from the threshold of their homes to a securely seated position on the vehicle. Drivers will offer their assistance to any passenger who appears to need assistance or who requests assistance with boarding or alighting from the vehicle. Drivers are not permitted to enter into a member's residence or to

escort a member into an appointment that prevents him/her from having full view of the vehicle.

### **Smoking, Drinking and Eating**

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

### **Communication Equipment**

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

### **Vehicle Air Conditioning and Heating Equipment**

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

### **First Aid Policy**

SRA requires transportation providers to provide training to all system drivers, including Basic First Aid, Defensive Driving, Assisting Passengers with Disabilities, Transportation Provider’s Emergency Procedures, Universal Precautions for Bloodborne Pathogens, and use of the fire extinguisher.

### **Cardiopulmonary Resuscitation (CPR)**

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

### **Pick-Up Window**

The pick-up window is 60 minutes, providing the passenger will arrive at their destination on time. Drivers are not required to wait longer than fifteen minutes after scheduled pick up time.

### **On-Board Travel Time**

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

### **On-Time Performance**

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

### **Accidents**

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

### **Road calls**

There should be no less than 20,000 miles between each road call.

### **Call-Hold**

Ninety-five percent of calls must be answered within 60 seconds or less. The call abandonment rate is 5 percent or less.

### **Driver Background Checks**

To the extent permitted by law, all drivers, including new drivers, must be subjected to a level 2 background check through the appropriate state agency, if such information is not included in the criminal background check. Results must be documented in the driver's file. The record of the background check must be provided to SRA.

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

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

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

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

"Category" is shown as physical abuse or sexual maltreatment;

"Severity" is shown as moderate, serious/severe, permanent damage, or fatal;

"Conclusion" is listed as court adjudicated or probable cause.

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

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

registry.

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

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

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

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

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

### **Driver Training**

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

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

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

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

### **Service Animals**

SRA will allow service animals to board their vehicles. The care or supervision of a service animal is solely the

responsibility of his or her owner. The CCA must be notified of the need to also transport the service animal at the time of the trip reservation.

## **Consumer Comments/Complaints**

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

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

Complaints will be tracked and trended presented to the Martin County Local Coordinating Board.

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

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

The Martin County Local Coordinating Board has adopted a grievance procedure. A copy of the Martin County LCB Grievance Procedures is provided in Appendix E. There has also been a formal grievance process developed by the Florida Commission for Transportation Disadvantaged. This grievance process may be used if all local options have been attempted without resolution. The Commission's grievance procedures are available at the TD Commission's website.

<http://www.fdot.gov/ctd/docs/DoingBusinessDocs/CTD%20Grievance%20Procedures%2020150526.pdf>

## **CTC Monitoring Procedures of Operators and Coordination Contractors**

SRA monitors contractors using the LCB evaluation process, SRA's transportation provider contract, and the FDOT System Safety Program Plan Inspection review checklist. Service effectiveness is monitored by utilizing and reviewing various operational and financial data that is customarily accepted by the transportation industry.

The CTC will provide technical assistance, as needed, and report any outstanding findings to the Local Coordinating Board.

### **Coordination Contract Evaluation Criteria**

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

# **Cost/Revenue Allocation and Fare Structure Justification**

## **Cost Revenue Allocation**

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

The FY 24/25 trip rates by the Martin County CTC are:

- Ambulatory      \$ 39.49 per passenger trip
- Wheelchair      \$ 67.70 per passenger trip

The Cost Revenue Allocation and Fare Structure Justification worksheets can be accessed from the TD Commission’s website.

<https://ctd.fdot.gov/docs/DoingBusinessDocs/CTDRateCalcTemplatev1.5Revised20180129.xls>

## **Rate and Fare Structure**

Fares are as follows:

**Table 15 Rates and Fare Structure**

<b>Transportation Disadvantaged (TD)</b>	<b>Fare</b>
Per Trip	\$1.00 for one-way trips

## **Passenger Co-Pay (Fare)**

There is a mandatory fare policy for TD trips of \$1.00 per one-way trip.



# Quality Assurance

## Local Grievance Procedure/Process

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

## CTC Evaluation Process

An annual evaluation of the Martin County CTC is conducted by the LCB Evaluation Subcommittee, based on the Standards, Goals, and Objectives set forth in the local TDSP and using the evaluation workbook of the CTD. The Evaluation Subcommittee may also conduct surveys and interviews as part of the evaluation process. The purpose of this evaluation is to ensure that the most cost-effective, efficient, reliable, and accountable transportation services are provided to the Martin TD population. Additional information can be found at <https://ctd.fdot.gov/doingbusiness.htm>

At each LCB meeting, the CTC provides the board with a quarterly performance report. This executive summary details the recent happenings of the CTC and any information which may impact the TD coordinated system such as public transit events. Quarterly reports may contain the following information:

- Call volume
- Call abandonment
- TD trip requests
- TD trip denials
- Public transportation (if applicable)
- Complaints
- Member no-shows
- Monthly reports
- Transportation contractor management
- Additional relevant information

# Trend and Peer Analysis

## CTC Trend Analysis

A trend comparison was completed to compare the performance of the Martin County CTC over the last five years. The trend comparison analyzed data for Fiscal Years 2013 through 2018.

**Table 16 Trend and Analysis for Martin County CTC**

Indicator/Measure	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Total Passenger Trips	86,356	50,406	46,239	50,226	60,039
Total Vehicle Miles	583,443	436,987	457,874	513,534	392,851
Total Revenue Miles	513,121	362,492	370,765	406,071	-
Average Trips per Driver Hour	1.18	1.39	1.58	0.83	-
Average Trips per Paratransit Passenger	190.51	77.55	67.48	76.32	-
Operating Expense	\$826,536	\$991,952	\$978,319	\$1,014,785	\$945,339
Operating Expense per Paratransit Passenger	\$9.57	\$19.68	\$21.16	\$20.21	\$15.75
Operating Expense per Passenger Trip	\$9.57	\$19.68	\$21.16	\$20.20	\$15.75
Operating Expense per Vehicle Miles	\$1.42	\$2.27	\$2.14	\$1.98	\$2.41
Accidents per 100,000 Miles	0	0	0.22	0.19	0
Vehicle Miles Between Roadcalls	48,620	0	0	0	0

Source: CTD Annual Performance Reports, 2015-2019

Table 16 shows the performance indicators and measures for each of the past five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC. The source for each of these data sets is obtained through the Annual Operating Reports (AOR) released by the Commission for Transportation Disadvantaged. The AORs are based upon locally reported data. Many factors and policies can affect these numbers. As such, they are presented for informational purposes only.

## **CTC Peer Review Analysis**

In this section, demographic characteristics of Martin County will be compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review will compare performance measures within the TD program. Data contained in Table 17, the Demographic Comparison Peer Data, was obtained from the 2019 AOR data submitted to the CTD, and the 2019 American Community Survey 5-Year Estimates. The actual performance measures for peer CTCs were obtained from the individual systems AORs for 2019.

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

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

The four counties that were selected for the Martin County CTC peer review are:

- Indian River County
- Hernando County
- Lake County
- St. Lucie County

## **Comparative Demographics**

**Table 17 Demographic Comparison of Peer CTCs (2019)**

Characteristics	Indian River	Hernando	Lake	Martin	St. Lucie	Mean
Total Population	153,989	186,313	345,867	159,065	293,136	217,291
Population Density (pop/square mile)	306	394	369	293	512	375
Median Age	53.5	49	46.9	52.2	45.1	49.3
% Pop. Age 65 and over	32.3%	27.5%	26.5%	30.6%	23.8%	28.1%
% of Households with less than \$10,000	5.4%	6.4%	4.7%	5.3%	6.1%	5.6%
Median Household Income	\$54,740	\$48,812	\$54,513	\$61,133	\$52,322	\$54,304
% of Households with No Vehicles	5.0%	4.5%	4.9%	5.2%	4.4%	4.8%

Source: 2019 ACS 5-Year Estimates

Table 17 displays the information for each of the four peer counties on total population, potential transportation disadvantaged population, population density, median age, percentage of population age 65 and over, percentage of households with annual incomes less than \$10,000, mean household income, and percentages of households with no access to a vehicle. Martin County is below the mean of the peer group in all indicators with the exception of the mean age and mean household income.

Martin County has the second largest population of people age 65 and older, with over a quarter of the population falling into that category. A category of major significance is the mean household income, with Martin County being above all other peers in this review. In regards to households with an income less than \$10,000, Martin County is close to the mean for all counties. Martin County has the highest amount of households with no access to vehicles.

## Comparative Performance Measures

**Table 18 Performance Measures for Peer CTCs (2019)**

Measure	Indian River	Hernando	Lake	Martin	St. Lucie	Mean
Total Passenger Trips	102,531	73,644	192,137	60,039	176,462	120,963
Total Operating Expenses	\$2,259,776	\$1,699,762	\$5,439,174	\$945,339	\$3,790,772	\$2,826,965
Total Vehicle Miles	713,760	677,101	1,698,369	392,851	1,144,824	925,381
Cost Per Paratransit Trip	\$22.04	\$23.08	\$28.31	\$15.75	\$21.46	\$22.13
Cost Per Trip	\$22.04	\$23.08	\$28.31	\$15.75	\$21.48	\$22.13
Cost per Total Mile	\$3.17	\$2.51	\$3.20	\$2.41	\$3.33	\$2.92
Accidents per 100,000 miles	0	0	0.65	0	0.09	0.74
Vehicle Miles Between Roadcalls	89,220	338,550	33,301	78,570	18,970	111,722

Source: CTD Annual Performance Report, 2019

Table 18 displays the performance measures for Martin County and all four peer CTCs. Martin County is below the mean for all performance measures.

### Conclusions

These comparisons provide helpful insight into how the Martin County CTC performs statistically versus other counties. One must keep in mind though that many factors affect performance measures, and this review should not be used as the sole measure to make inferences about the quality of service in Martin County, or any other county. Each of the peer systems represented have different operating environments and different funding source dynamics and demands.

Many of these statistics can be improved with increased use of fixed-route services, and other programs that the CTC may provide. Better utilization and efficiencies can be realized with the implementation of other alternative delivery methods to provide trips to the greater number of passengers.

# Appendices

Appendix A – Public Transit Agency Safety Plan

Appendix B – Complaint & Grievance Procedures

Appendix C – Cost Revenue Allocation Rate Structure Justification

Appendix D – Glossary

Appendix E – Application Forms

Appendix F – Vehicle inventory



Senior Resource  
ASSOCIATION  
*Promoting Independence in Our Community*

**PTASP Certification**

ANNUAL SAFETY CERTIFICATION AND ADOPTION

Date: 01/17/2024

Name: Senior Resource Association  
Indian River Transit  
GoLine  
Community Coach

Address: 4385 43<sup>rd</sup> Avenue  
Vero Beach, Florida 32967

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

1. The adoption of the Safety Management System for calendar year 2024
2. Compliance with adopted standards of the Public Transportation Agency Safety Plan (PTASP), for calendar year 2024
3. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009, for calendar year 2024

Signature

Name: James Vitter

Title: Chairman of the Board of Directors, Senior Resource Association

Signature

Name: Karen B. Rose Deigl

Title: Chief Executive Officer, Senior Resource Association

# 1. Safety Policy

## **SMS Safety Policy Statement**

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

Senior Resource Association's commitment is to:

- **Support** the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices and encourages effective employee safety reporting and communication.
- **Integrate** the management of safety among the primary responsibilities of all employees;
- **Clearly define** for all staff, responsibilities for the delivery of the safety performance;
- **Establish and operate** hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risks of the consequences of hazards to a point which is consistent with our acceptable level of safety performance;
- **Ensure** that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, or a deliberate or willful disregard of regulations or procedures;
- **Comply with**, and exceed, legislative and regulatory requirements and standards;
- **Ensure** that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters
- **Establish** and measure safety performance against realistic & data-driven indicators and targets
- **Continually improve** our safety performance through management processes that ensure that appropriate safety management action is taken and is effective;

## **Values and guiding principles**

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



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Karen Deigl

*CEO and Accountable Executive*



## 2. Safety Culture

### Safety Culture Policy:

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

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

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

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

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



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Karen Deigl, *CEO and Accountable Executive*

**MARTIN COUNTY  
TRANSPORTATION DISADVANTAGED PROGRAM  
COMPLAINT & GRIEVANCE PROCEDURES**

**Adopted: March 7, 2011  
Re-Adopted: March 5, 2012  
Re-Adopted: March 4, 2013  
Re-Adopted: March 3, 2014  
Re-Adopted: March 2, 2015  
Re-Adopted: March 7, 2016  
Re-Adopted: March 6, 2017  
Re-Adopted: March 26, 2018  
Re-Adopted: March 4, 2019  
Re-Adopted: March 2, 2020  
Re-Adopted: June 7, 2021  
Re-Adopted: March 7, 2022  
Re-Adopted: March 6, 2023  
Re-Adopted: March 4, 2024**

**CTD OMBUDSMAN  
HELP-LINE: 1-800-983-2435**  
Florida Commission for the  
Transportation Disadvantaged  
605 Suwannee St., MS-49  
Tallahassee, FL 32399-0450  
[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)

## INTRODUCTION

The purpose of this document is to provide transportation disadvantaged riders with a course of action to remedy the situation in which a complaint or grievance arose. This document also serves as the local grievance system as mandated by Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code. It complies with requirements set forth in §641.511, F.S.; 42 CFR 431.200; and 42 CFR 438.

These procedures apply to transportation disadvantaged riders.

During the complaint, grievance, and appeal process the rider or his/her representative has the right to contact the Commission for the Transportation Disadvantaged (CTD) by:

- Phone: TD Helpline 1-800-983-2435
- Mail: Florida Commission for the Transportation Disadvantaged  
605 Suwannee St., MS-49  
Tallahassee, FL, 32399-0450  
[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)

If a customer is unable to submit a written complaint, grievance, or appeal, the Community Transportation Coordinator (CTC) will assist the customer in submitting such a request.

**The CTC shall ensure no punitive action is taken against the customer, his/her representative, or other persons involved in the processes listed below.**

All records of the complaint, grievance, and appeal processes, to include the Coordinator's, Grievance & Appeal Committees' reports, will be maintained by the Coordinator and made available upon request.

## DEFINITIONS

*Action* – The denial or limited authorization of a requested service, including the type or level of service;  
the reduction, suspension or termination of a previously authorized service;  
the denial, in whole or in part, of payment for a service;  
the failure to provide services in a timely manner, or the failure to act within the timeframes provided in 42 CFR 438.408 (as described within this document).

*Appeal* – Requests for review of an *Action* taken by the Community Transportation Coordinator or the Subcontracted Transportation Provider.

*Complaint* – Expressions of dissatisfaction related to the quality of care provided by a provider or any matter other than an *Action* that can be resolved at the Point of Contact rather than through filing a formal *Grievance*.

*Grievance* – Expressions of dissatisfaction about any matter other than an *Action*.

## **RESPONSIBLE PARTIES**

*Community Transportation Coordinator*  
Senior Resource Association  
694 14<sup>th</sup> Street  
Vero Beach, FL 32960  
1-866-836-7034

*Local Coordinating Board for the  
Transportation Disadvantaged*  
c/o Martin MPO  
3481 SE Willoughby Blvd, Suite 101  
Stuart, FL 334994  
772-221-1498

## **COMMITTEES**

The Local Coordinating Board (LCB) for the Transportation Disadvantaged appoints membership of the Grievance Committee as follows:

- (1) An Area Agency on Aging Representative;
- (1) A Florida Department of Transportation Representative;
- (1) A Division of Vocational Rehab Representative;
- (1) A Veteran Service Office Representative; and
- (1) A Disadvantaged citizen over 60.

At least 3 Committee members must be present during the meeting to render a decision.

The LCB also appoints membership of the Appeal Committee as follows:

- (1) An LCB Member,
- (1) An MPO Staff Member, and
- (1) A CTC Staff Member.

Members of the Appeal Committee may not have been involved in the determination of the initial action. Members must be able to meet within 72 hours notice in order to address Expedited Appeal Requests.

## **COMPLAINT PROCEDURES**

### **FIRST LINE OF RESOLUTION PROCESS**

1. Community Transportation Coordinator (CTC) representative receives verbal or written complaint from customer within 90 calendar days of incident.

2. CTC representative documents complaint and works to resolve complaint within 15 business days.
3. If unable to resolve within 15 business days, CTC extends for an additional 10 business days. The CTC provides notice to customer of extension and the reasons for the extension.
4. Once complaint is resolved, CTC provides written notification of the resolution to customer within 5 business days. Include the following in written notice:
  - The action the CTC has taken or intends to take.
  - The reasons for this action.
  - Notice of right to file a grievance through Grievance Committee.
  - Information on the CTD Ombudsman Program.
5. CTC forwards copy of the notification of the resolution to Chairperson of the Local Coordinating Board (LCB) and the MPO Administrator.

## **GRIEVANCE PROCEDURES**

### **SECOND LINE OF RESOLUTION PROCESS**

1. CTC receives verbal or written grievance within 1 year of incident.
2. CTC forwards copy of grievance to Chairperson of the LCB and the MPO Administrator. Upon receipt of the grievance, the CTC will have up to 10 business days to schedule the initial Grievance Committee meeting. The meeting must be held within 15 business days of the initial filing of the grievance. Further meetings may be held at the discretion of the Committee.
3. The CTC will provide all relevant documents to the Grievance Committee at least 3 business days prior to the meeting(s). At least 3 Committee members must be present during the meeting.
4. If unable to resolve within 90 calendar days, the Grievance Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.
5. Once grievance is resolved, CTC provides written notification of the resolution to customer within 30 calendar days. Include the following in the written notice:
  - The action the CTC has taken or intends to take.
  - The reasons for this action.
  - Notice of right to file an appeal.
  - The procedures for exercising these rights.

- The circumstances for which an expedited appeal is available and the procedures to request it.
- Notice of right to have benefits continue pending resolution of the appeal, how to request exercise this right, and the circumstances under which the customer would be required to pay the costs of these services.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the Florida Commission for the Transportation Disadvantaged (CTD) upon request.

## **APPEAL PROCEDURES**

### **THIRD LINE OF RESOLUTION PROCESS**

1. The CTC receives verbal or written appeal within 30 calendar days of the customer's receipt of notice of action. If request is made verbally, CTC notifies customer within 10 business days of need to file written request. The CTC acknowledges the receipt of the appeal in writing.
2. The CTC forwards a copy of the appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. Upon receipt of the appeal, the CTC will have up to 10 business days to schedule the initial Appeal Committee meeting. The meeting must be held within 15 business days of the initial filing of the appeal. Further meetings may be held at the discretion of the Committee.
3. The CTC will provide all relevant documents to the Appeal Committee at least three 3 business days prior to the meeting(s). At least three 3 Committee members must be present during the meeting.
4. If unable to resolve within 45 calendar days, the Appeal Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.
5. Once the appeal is resolved, CTC provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:
  - The action the CTC has taken or intends to take.
  - The reasons for this action.
  - Notice of the right to file a grievance with the CTD.
  - The procedures for exercising these rights.
  - Information on the CTD Ombudsman Program.

6. The CTC forwards a copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

**EXPEDITED APPEAL PROCEDURES**

1. The CTC receives verbal or written request for an expedited appeal within 30 calendar days of the customer’s receipt of notice of action. The request must be based on conditions which would seriously jeopardize the customer’s life, health, or ability to attain, maintain or regain maximum function.

2. The CTC must notify the customer of the limited time available to provide allegations of fact or law. The CTC acknowledges the receipt of the appeal in writing.

3. The CTC forwards a copy of the request for an expedited appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. The CTC will have up to 72 hours (3 calendar days) to schedule an Appeal Committee meeting, review relevant evidence, and to resolve the Expedited Appeal.

5. Once the appeal is resolved, the CTC makes reasonable efforts to provide immediate verbal notification to the customer of the resolution. The CTC also provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of the right to file a grievance with the CTD.
- The procedures for exercising these rights.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

ADOPTED THIS 4<sup>th</sup> DAY OF MARCH 2024

MARTIN COUNTY LOCAL COORDINATING BOARD for the  
TRANSPORTATION DISADVANTAGED

Attest:   
for Anthony O’Neill-Butler, Administrative Assistant

  
Susan Gibbs Thomas, Local Coordinating Board Chair

# Worksheet for Multiple Service Rates

CTC: Senior Resource Version 1.4  
 County: Martin

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

## SECTION I: Services Provided

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 checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	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?.....

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

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	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

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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?.....
 

<input type="radio"/> Yes
<input checked="" type="radio"/> 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?.....
 

<input checked="" type="radio"/> Pass. Trip
<input type="radio"/> Pass. Mile

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

## SECTION IV: Group Service Loading

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

Do NOT Complete Section IV
- ..... And what is the projected total number of Group Vehicle Revenue Miles? 

Loading Rate 0.00 to 1.00

## SECTION V: Rate Calculations for 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: 2024 - 2025							
		Ambul	Wheel Chair	Stretcher	Group				
<b>Projected Passenger Miles (excluding totally contracted services addressed in Section II) =</b>	217,800	=	<input style="width: 80px;" type="text" value="168,300"/>	+	<input style="width: 80px;" type="text" value="49,500"/>	+	<input style="width: 80px;" type="text" value=""/>	+	<input style="width: 80px;" type="text" value="0"/>
<b>Rate per Passenger Mile =</b>		<b>\$3.83</b>	<b>\$6.57</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>			
		per passenger		per passenger		per group			
<b>Projected Passenger Trips (excluding totally contracted services addressed in Section II) =</b>									
<b>Rate per Passenger Trip =</b>		<b>\$39.49</b>	<b>\$67.70</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>			
		per passenger		per passenger		per group			
		<b>Combination Trip and Mile Rate</b>							
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input style="width: 80px;" type="text"/>	<input style="width: 80px;" type="text"/>	<input style="width: 80px;" type="text" value=""/>	<input style="width: 80px;" type="text" value=""/>			\$0.00	
<b>Rate per Passenger Mile for Balance =</b>		<b>\$3.83</b>	<b>\$6.57</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>			
		per passenger		per passenger		per group			

## Worksheet for Multiple Service Rates

CTC: Senior Resource Version 1.4  
 County: Martin

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =		\$4.03	\$6.91	\$0.00	\$0.00	\$0.00
					per passenger	per group
Rate per Passenger Trip =		\$41.53	\$71.19	\$0.00	\$0.00	\$0.00
					per passenger	per group
		Program These Rates Into Your Medicaid Encounter Data				



## Transportation Disadvantaged Trip & Equipment Grant Service Rates

<b>Name of Grant Recipient</b>	Senior Resource Association, Inc.
<b>Project Location [County(ies)]</b>	Martin County
<b>Service Rate Effective Date</b>	July 1, 2024

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure (Trip or Passenger Mile)	Cost Per Unit
* Ambulatory	Trip	39.49
* Wheel Chair	Trip	67.70
* Stretcher		
Bus Pass – Daily	Pass	
Bus Pass – Weekly	Pass	
Bus Pass – Monthly	Pass	

**\* Ambulatory, Wheel Chair and Stretcher** must all use the same Unit of Measure either **Trip or Passenger Mile**;  
Cannot mix, all must be the same regardless of Transportation Mode.

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

**SOURCE:** *Florida Commission for the Transportation Disadvantaged*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**(FAC) Florida Administrative Code:** a set of administrative codes regulating the state of Florida.

**(FCTS) Florida Coordinated Transportation System:** a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

**(FDOT) Florida Department Of Transportation:** a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.

**(FS) Florida Statutes:** the laws governing the state of Florida.

**(FTE) Full Time Equivalent:** a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

**(FAC) Fully Allocated Costs:** the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

contractors, to provide the other portion of the on- street transportation disadvantaged services, including coordination contractors.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Trip Priorities:** various methods for restricting or rationing trips.

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

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

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

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

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

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

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

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

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

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

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

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

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

# Martin Community Coach Transportation Application

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Thank you for your interest in becoming a Martin Community Coach (MCC) client. We welcome the opportunity to meet your transportation needs and provide you with excellent service. MCC is for the Transportation Disadvantaged community. Martin County residents who qualify must fall under one or more of the following categories:

- Age 65 or older
- Disabled
- Adults age 18 or older who live under the 100% poverty level and have no other means of transportation

Included with this application are the Beneficiary Intake (BI) and Level of Need (LON) forms. The LON must be completed by a medical professional. Please return **all** documents to our Paratransit Eligibility Department. All forms are required prior to transportation approval, including completion of the proof of income section on the Beneficiary Intake form. The forms may be submitted by USPS, fax or email to the following:

- Mail all completed forms to:  
**Senior Resource Association**  
**Attn: MCC Paratransit Eligibility Department**  
**694 14<sup>th</sup> St.**  
**Vero Beach, FL 32960**
- Fax all completed forms to: **(772) 469-2051**
- Email all completed forms to: [martincc@sramail.org](mailto:martincc@sramail.org)

Please allow up to ten (10) business days for MCC to receive and process your transportation application. We look forward to helping you travel to essential destinations throughout Martin County. If you have any questions regarding the forms or eligibility requirements, contact the MCC office at **772.469.2063**.

# Martin Community Coach Beneficiary Intake Form

## Important Notes:

**Please answer all questions. Failure to do so may result in your transportation benefits being denied. If you do not know the answer, please write "do not know." If a question does not apply to you, please write "N/A." Additional documentation may be required.**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

DOB: \_\_\_\_\_ Female \_\_\_\_\_ Male \_\_\_\_\_

Medicaid #: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Zip: \_\_\_\_\_ State: \_\_\_\_\_

Phone #: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone #: \_\_\_\_\_

Do you drive? Yes No

Do you own a car? Yes No

Do you have any of the following that can provide you with transportation?

Family: Yes No Friend: Yes No

Volunteer: Yes No Other: \_\_\_\_\_

Annual household income: \_\_\_\_\_ # of household members: \_\_\_\_\_

Are you frail, disabled, or do you have any other physical or mental limitations? Yes No

How do you get to the grocery store?

- Drive Self      Friend/Family  
 Walk      Bus/Public transportation

Do you live within ¾ mile from a bus stop? Yes No I don't know

Is there any reason you cannot walk to your appointment? Yes No

If yes, please explain: \_\_\_\_\_

# Martin Community Coach Beneficiary Intake Form

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Do you live in a facility that provides transportation? Yes No  
If yes, could they transport you to medical appointments? Yes No I don't know

Is there any reason you cannot take public transportation to your medical appointments? Yes No

Are you enrolled in any other programs that will pay for or provide transportation? Yes No  
If yes, please explain: \_\_\_\_\_

Please check or list any special needs or services you require during transportation

- Powered Wheelchair
- Manual Wheelchair
- Walker
- Cane
- Portable Oxygen
- Service Animal
- Scooter
- Personal Care Attendant
- Other: \_\_\_\_\_

I understand and affirm that the information provided in this application for Non- Emergency Transportation (NET) to TD services is true and correct, to the best of my knowledge, and will be kept confidential and shared only with services and appointments. I understand providing false and/or misleading information, making fraudulent claims and making false statements constitutes a felony under the laws of the state of Florida.

Beneficiary Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**MCC USE ONLY**

- Approved
- Denied

Date: \_\_\_\_\_ Signature: \_\_\_\_\_



# Martin Community Coach

## Level of Need Form

Dear Medical Professional:

The Martin Community Coach office has received a request for transportation from one of your patients. Please complete this Level of Need assessment form in its entirety. The form will be used to determine the Beneficiary's most appropriate mode of transportation based on their functional abilities and limitations. Please provide any information that will assist us in identifying the mode of transportation that best fits the Beneficiary's needs. Upon completion, fax it to: (772) 469-2051

<b>Beneficiary Info</b>	First Name:		Last Name:		Date of Birth:	
	Medicaid #:		Trip #:		Plan ID:	
	Address:		City:		State:	Zip:
<b>Diagnosis Info</b>	Diagnosis (MUST PROVIDE):				Diagnosis is: <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary Through (date)	
	Recent Hospitalization/Surgeries (MUST PROVIDE):					
<b>Living Arrangement</b>	<input type="checkbox"/> Lives alone or with family/friends <input type="checkbox"/> Nursing Facility <input type="checkbox"/> Group home <input type="checkbox"/> Residential rehab facility					
	Comments: Number of steps: <b>Note:</b> MCC is unable to transport individuals requiring assistance up or down more than three (3) stair-steps from door to curb.					
<b>Physical Abilities and Equipment</b>	Can patient ambulate independently?					
	Does patient use any of the following assistive devices? <input type="checkbox"/> Crutches <input type="checkbox"/> Walker <input type="checkbox"/> Cane <input type="checkbox"/> Electronic Wheelchair <input type="checkbox"/> Manual Wheelchair <input type="checkbox"/> Can patient self-propel <input type="checkbox"/> Yes <input type="checkbox"/> No					
	Can patient self-transfer into vehicle? <input type="checkbox"/> Yes <input type="checkbox"/> No					
	Does patient use /require portable oxygen? <input type="checkbox"/> Yes <input type="checkbox"/> No					
	Does patient require a change in mode of transport due to instability? <input type="checkbox"/> Yes (please explain): <input type="checkbox"/> No					
	Has there been a decline in functionality? <input type="checkbox"/> Yes (please explain): <input type="checkbox"/> No					
<b>Cognitive Abilities</b>	What is the patient's cognitive ability? <input type="checkbox"/> Alert and oriented (i.e. place, time) <input type="checkbox"/> Alert and mildly confused (i.e. place, time) <input type="checkbox"/> Confused (i.e. dementia, Alzheimer)					
	Comments:  Able to remove self from unsafe situation?					
<b>Sensory Abilities</b>	Vision	<input type="checkbox"/> Normal Vision <input type="checkbox"/> Wearing glasses/contacts <input type="checkbox"/> Cataracts <input type="checkbox"/> Legally Blind <input type="checkbox"/> Service animal due to blindness				
	Speech & Hearing	Comments: <input type="checkbox"/> Normal hearing <input type="checkbox"/> Wears hearing aid <input type="checkbox"/> Deaf <input type="checkbox"/> Speech Impairment				

<b>Physician Info</b>	Printed Name:		Phone:	
	Signature:		NPI#:	

Please fax this completed form to: **772.469.2051**  
Questions? Please call the Paratransit Eligibility Department at: **772.469.2063**

Fleet #	Year - Make - Model	Color	VIN #	Wheel Chair Lift Yes or No	Seats
31	2020 Ford E-450	White	1FDFE4FS1KDC36708	Yes	14 + wc
32	2019 Ford Transit 150 Wagon	Blue	1FDZK1CM9KKB48317	No	8
33	2019 Ford Transit 150 Wagon	Blue	1FDZK1CMOKKB48318	No	8
34	2020 Ford T-350 Bus	White	1FDVU4X85LKB09636	Yes	6 + 2wc
14-04	2016 Braun Caravan	White/Blue	2C7WDGCG7GR144325	Yes	4+2 WC
18-04	2020 Goshen Coach	White/Blue	1FDAF5GT1KDA17848	Yes	14 + wc
20-01	2020 Goshen Coach	White/Blue	1FDFE4FN4MDC20449	Yes	14 + wc
20-02	2020 Goshen Coach	White/Blue	1FDFE4FN4MDC20450	Yes	14 + wc
20-03	2020 Goshen Coach	White/Blue	1FDFE4FN4MDC20451	Yes	14 + wc
21-02	2021 FVAG Goshen Coach	White/Blue	1FDFE4FN3MDC40627	Yes	14 + wc
72AMKS	Nissian NV200 - Ambulatory	Yellow	3N8CM0JT5GK699420	Yes	6 + 2wc
QNQP22	Nissian NV200 - Ambulatory	Yellow	3N8CM0JT2GK701009	Yes	6 + 2wc
PAFA30	Nissian Sentra	White	3N1AB8CV6LY229784	No	5
205	2007 CVY 16' TURTLE TOP	White	1GBJG31U371136635	Yes	12 + 2
206	2007 CVY 16' TURTLE TOP	White	1GBJG31U071137760	Yes	12 + 2
213	2009 CVY 16' VAN TERRA	White	1GBJG31K191166301	Yes	12 + 2
214	2009 CVY 16' VAN TERRA	White	1GBJG31K491167426	Yes	12 + 2
217	2009 CVY 16' VAN TERRA	White	1GBJG31K491166499	Yes	12 + 2
239	2013 FRD Champion	White	1FDFE4FS6DDA92981	Yes	12 + 2
243	2015 FRD 16' TURTLE TOP	White	1FDWE3FL3FDA28063	Yes	12 + 2
244	2015 FRD 16' TURTLE TOP	White	1FDWE3FL7FDA28065	Yes	12 + 2
251	2017 FRD Champion	White	1FDFE4FS2HDC03161	Yes	12 + 2
252	2017 FRD Turtle Top	White	1FDWE3F6XHDC58874	Yes	12 + 2
258	2018 FRD Champion	White	1FDFE4FS2HDC60797	Yes	12 + 2
259	2018 CVY Defender	White	1HA3GRBG0HN008570	Yes	12 + 2
260	2018 CVY Defender	White	1HA3GRBG7HN008467	Yes	12 + 2
264	2021 FRD 16' VAN TERRA	White	1FDWE3F60KDC47308	Yes	12 + 2
235	2012 VPG MV1	White	523MF1A65CM101230	Yes	3+1
238	2012 VPG MV1	White	523MF1A60CM101572	Yes	3+1
257	2018 Dodge Van	White	2C7WDGBG7HR838533	Yes	3+1
265	2022 Chrysler Van	White	2C4RC1CG9NR103878	Yes	3+1