



INSTRUCTION MANUAL  
FOR THE  
MEMORANDUM OF AGREEMENT  
AND  
THE TRANSPORTATION DISADVANTAGED SERVICE PLAN  
2010/2011

Issued By:

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# INTRODUCTION

This manual contains information regarding the Memorandum of Agreement and the Transportation Disadvantaged Service Plan. This manual is intended to provide guidance to Community Transportation Coordinators, Planning Agencies, and Local Coordinating Boards when planning, implementing and evaluating services under the Coordinated Transportation Disadvantaged Program.

Pursuant to Chapter 427, Florida Statutes, the purpose of the Commission for the Transportation Disadvantaged (Commission) is to accomplish the arrangement for the provision of transportation services to the transportation disadvantaged. In accomplishing this, the Commission approves a Community Transportation Coordinator (Coordinator) for each service area of the state. The Coordinator is responsible for the accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged services within its respective service area. The contractual administration for transportation disadvantaged services by a Coordinator is accomplished through a Memorandum of Agreement between the Commission and the Coordinator. This Agreement is a contract through which the Commission delineates the statewide minimum service standards and requirements by which the Coordinator must operate.

Conditions set forth in the Memorandum of Agreement require the development and implementation of a Transportation Disadvantaged Service Plan. The Service Plan is developed by the Coordinator and the Planning Agency under the guidance and approval of the Local Coordinating Board. The plan is an annually updated tactical plan with components of development, service and, quality assurance. Through the Local Coordinating Board's involvement in the review and approval of the Service Plan, the Local Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

This manual is divided into two parts: Memorandum of Agreement, and Transportation Disadvantaged Service Plan. Each part contains information and guidance to assist in the completion of these program requirements. An appendix is provided that contains the Memorandum of Agreement Boilerplate, a sample Transportation Disadvantaged Service Plan format, Local Coordinating Board Membership Certification Format, Roll Call Voting Sheet Format, Rate for Services Summary Page Format, Sample Update or Amendment Submittal Letter, Update or Amendment Table and, Glossary of Terms.

# **PART I**

## **MEMORANDUM OF AGREEMENT**

This part of the manual contains requirements and instructions for the completion of the Memorandum of Agreement.

### **A. GENERAL INFORMATION**

Under Chapter 427, Florida Statutes, the Planning Agency is tasked with recommending to the Commission a single Community Transportation Coordinator. The Planning Agency must follow the competitive procurement process as outlined in Chapter 287, Florida Statutes, for a Coordinator designation. Once the process has been completed, the Planning Agency submits documentation to the Commission staff, verifying a competitive process was used. The Planning Agency then requests that the Commission approve the Planning Agency's recommendation of a single Community Transportation Coordinator for that specific service area. This process is followed every five years. The contractual administration for transportation disadvantaged services by a Coordinator is accomplished through a Memorandum of Agreement between the Commission and the Coordinator.

The Memorandum of Agreement is a "state contract" for passenger transportation services and is for a term of five years. The Agreement recognizes/establishes a vendor, the Community Transportation Coordinator, who is responsible for the arrangement of all transportation services in a particular service area which are funded through federal, state, and local government transportation disadvantaged funds. This agreement is between the Commission for the Transportation Disadvantaged and an approved Coordinator. The Agreement must be reviewed in its entirety and approved by the Local Coordinating Board prior to execution by the Commission. The agreement contains the Commission's minimum standard requirements and is the basis for uniform statewide passenger transportation services. The Memorandum of Agreement includes standard contract language approved by the Commission and adopted by administrative rule. The requirements of this agreement are not subject to change by the Coordinator.

### **B. INSTRUCTION FOR COMPLETION AND SUBMITTAL**

The Planning Agency is responsible for ensuring that the Memorandum of Agreement is signed by the proposed Community Transportation Coordinator and the Local Coordinating Board. The Commission-approved Memorandum of Agreement form must be used. The most current form may be found on the Commission for the Transportation Disadvantaged web site: <http://www.dot.state.fl.us/ctd/programinfo/programdevelopmentsection/programdevelopmenthome.htm>. The approved and signed Agreement should be submitted with the Planning Agency's recommendation of a Community Transportation Coordinator. Please use the following guidelines when completing a Memorandum of Agreement for submission to the Commission for execution:

### Instructions for PAGE 1 of the Memorandum of Agreement

- Do not fill in the contract number. This number will be assigned by the Commission upon execution.
- Do not fill in the effective dates. The Commission will fill in the dates upon execution.
- Insert the legal name of the governing body which is responsible as the Community Transportation Coordinator. Include the address to which this contract will be returned upon execution.
- Enter the name of the county(ies) for which the Coordinator is designated to serve in the appropriate space.

### Instructions for PAGE 8 of the Memorandum of Agreement.

- Enter the name and/or position of the representative who is responsible for the administration of the program under the Agreement.
- Do not fill in any dates on the Agreement, except the date the local coordinating board approved the document.
- All signatures must be originals. Do not use rubber stamps.
- Be sure authorized parties type or neatly print titles and names on all copies to ensure clarity.
- Signatures on the agreements must be attested to by one affirming official and sealed (corporate or notary seal).
- Be sure to include a resolution from the agency authorizing signing of the agreement by an individual or position. The resolution must have original signatures. The resolution is from the governing body of the Community Transportation Coordinator, not the Local Coordinating Board.
- Submit two signed copies for further processing to:

Commission for the Transportation Disadvantaged  
605 Suwannee Street, Mail Station 49  
Tallahassee, Florida 32399-0450

A copy of the Memorandum of Agreement will be furnished to the Community Transportation Coordinator and the Planning Agency after the agreement has been executed by the Commission.

## **PART II**

# **TRANSPORTATION DISADVANTAGED SERVICE PLAN**

This part of the manual contains requirements and instructions for the completion of the Transportation Disadvantaged Service Plan.

### **A. GENERAL INFORMATION**

The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency and the Coordinator which contains development, service, and quality assurance components. The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action.

The Federal Transit Administration modified several of its circulars for funding assistance in support of the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Beginning in fiscal year 2007, projects selected for funding under the Elderly Individuals and individuals with Disabilities, JARC, and New Freedom program must be derived from a Coordinated Public Transit-Human Services Transportation Plan. These projects should be identified within the Needs Assessment and Goals, Objectives and Strategies sections of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. Florida's Transportation Disadvantaged Service Plan is developed through the input of Local Coordinating Boards whose membership includes citizens, public transportation, and human service providers. In addition to being a statutory requirement of Chapter 427, the Transportation Disadvantaged Service Plan may also be used to satisfy this federal requirement.

Through the guidance and support of the Coordinating Board, both the development and service components should complement each other. The Local Coordinating Board plays an important role in the support, advisement, monitoring, and evaluation of the Coordinator based on the approved Transportation Disadvantaged Service Plan. Through the Local Coordinating Board's involvement in the review and approval of the plan, the Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

A Transportation Disadvantaged Service Plan must be developed and maintained for each service area as recognized by the Commission. An initial Transportation Disadvantaged Service Plan is due within 120 calendar days after the execution of the initial Memorandum of Agreement. The Service Plan will cover a five-year period, with annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the Coordinator, the Planning Agency, and the Local Coordinating Board. In order to prevent any loss of funding, it is critical

that the plan and updates are submitted timely. The minimum guidelines to be utilized when developing the Transportation Disadvantaged Service Plan are provided in this manual.

## B. INSTRUCTIONS FOR COMPLETION AND SUBMITTAL

The Planning Agency is responsible for ensuring that the Transportation Disadvantaged Service Plan is completed, approved and signed by the Local Coordinating Board. The Planning Agency must complete the Development component and the Quality Assurance component of the Service Plan. The Community Transportation Coordinator must complete the Service Element and submit it to the Planning Agency to be incorporated into the complete service plan to be presented to the Local Coordinating Board for approval. At a minimum, the Service Plan must address the mandatory elements as identified in the sample format. The approved and signed Service Plan should be submitted by the Planning Agency. Please use the following guidelines when completing a Transportation Disadvantaged Service Plan for submission to the Commission for execution:

- Provide a Cover Page identifying the service area, the time period of the service plan and the parties who are submitting the plan.
- Include a Table of Contents that, at a minimum, follows the format provided in this manual. All pages should be numbered.
- Include a completed Local Coordinating Board Membership Certification form, signed by the Planning Agency representative.
- Ensure that a roll call voting sheet identifying all Coordinating Board members, their affiliation, and whether they voted for or against the submittal of this document to the Commission is included and is signed by the Local Coordinating Board chairman. Also indicate those members who were absent from the meeting.
- All signatures must be originals. Do not use rubber stamps.
- Submit two signed copies for further processing to:

Commission for the Transportation Disadvantaged  
605 Suwannee Street, Mail Station 49  
Tallahassee, Florida 32399-0450

A copy of the Transportation Disadvantaged Service Plan will be furnished to the Community Transportation Coordinator and the Planning Agency after it has been executed by the Commission.

## C. SPECIFIC COMPONENT REQUIREMENTS

Each component of the Service Plan builds and supports the others. The Development section identifies the long term goals and objectives for the local program based on data presented within that component. The Development component should describe how you will get from where you are today, as identified in the Service Plan component, to where you plan to be illustrated through the analysis provided in the Development component. The Service component identifies the operational and administrative structure as it exists today. The Quality Assurance component describes the methods utilized to evaluate the services provided by the Coordinator. The following is specific criteria that, at a minimum, should be addressed within each section of the Service Plan. The Planning Agency, Community Transportation Coordinator or Local Coordinating Board may include additional information as needed.

### I. DEVELOPMENT PLAN

#### A. Introduction to the Service Area

##### 1. Background of the TD Program

This section should provide the reader with an account of the organization and development of the TD Program at the local level. It may also include a discussion of the evolution of the Program at the state level. However, this is not a requirement.

##### 2. Community Transportation Coordinator Designation Date/History

At a minimum, include information on when and how the organization was formed and selected as a Coordinator. Also identify the process used by the Planning Agency for selection.

##### 3. Organization Chart

This should identify all those involved in the provision of service, from the Commission for the Transportation Disadvantaged, through the local Coordinating Board, to the Community Transportation Coordinator and the Planning Agency, and to the consumers.

##### 4. Consistency Review of Other Plans

Confirm that the Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following approved documents.

- a) Local Government Comprehensive Plans
- b) Regional Policy Plans
- c) Transit Development Plans
- d) Commission for the Transportation Disadvantaged 5Yr/20Yr Plan
- e) MPO Long Range Transportation Plans (where applicable)
- f) Transportation Improvement Programs (where applicable)



## 5. Public Participation

Identify the local process that allows representatives of public, private, and non-profit transportation and human services providers and members of the public to participate in the development and update of the Transportation Disadvantaged Service Plan. Stakeholders may include:

- ❖ Transportation Partners such as
  - area transportation planning agencies
  - public transportation providers (including ADA paratransit providers),
  - private transportation providers (including private transportation brokers, taxi operators, van pool providers and intercity bus operators),
  - non-profit transportation providers;
- ❖ Passengers and Advocates such as
  - existing and potential riders, including both general and targeted population passengers,
  - protection and advocacy organizations
  - representatives from independent living centers
  - advocacy organizations working on behalf of targeted populations
- ❖ Human Service Partners
  - agencies that administer health, employment or other support programs for targeted populations
  - job training and placement agencies
  - housing agencies
  - health care facilities
  - mental health providers
- ❖ Others
  - emergency and security management agencies
  - tribes and tribal representatives
  - economic development organizations
  - faith-based and community based organizations
  - representatives of the business community (employers)
  - appropriate local or state officials and elected officials
  - school districts

It is important that stakeholders be included in the development, implementation and updates of the local coordinated Transportation Disadvantaged Service Plan. This should include the annual public hearing as required of the Local Coordinating Board.

## B. Service Area Profile/Demographics

### 1. Service Area Description

Provide general descriptive information about the service area. This should be a short, one to two paragraph explanation.

### 2. Demographics

#### a) Land Use

Emphasize the relationship between land uses and transportation in the service area.

#### b) Population/Composition

Provide a description of the population of the service area. Include population information such as total population, population breakdown by age groups, population densities, income information, employment status and location of employment, housing classifications and patterns, educational profiles, automobile ownership and use, historical tradition, cultural descriptions, and government and institutional descriptions.

#### c) Employment

Address employment as it relates to the generation of trips for the service area.

#### d) Major Trip Generators/Attractors

Identify major locations where trips would be generated from or to. This can include major medical facilities, amusement parks, large employers,

#### e) Inventory of Available Transportation Services

Develop an inventory of all identifiable transportation services that are currently available in the service area. This would include public, private, non-profit and local commuter service providers.

## C. Service Analysis

### 1. Forecasts of Transportation Disadvantaged Population

You are encouraged to use the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, prepared for the Commission by the Center for Urban Transportation Research, May 1993. However, if you choose to develop and utilize your own methodology, please indicate that you have done so.

### 2. Needs Assessment

Assess the transportation needs and demand for individuals with disabilities, elderly, low income, and high risk and at-risk children. Identify any gaps in transportation services that are needed in the service area. Use service trends, populations by segments and rider expectations, and any community development plans as tools. This may be difficult for very rural counties to accomplish with a lot of certainty. Be specific as to what is needed. This

should include both service needs as well as capital purchase needs. Projects selected for funding under the Elderly Individuals and individuals with Disabilities, JARC, and New Freedom program may be derived from a the Transportation Disadvantaged Service Plan. The need for services that could be considered projects should be identified within this section of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. Some examples could be expansion of service, additional routes, more vehicles, maintenance facilities, changes in routes, additional funding for particular service needs, etc.

### 3. Barriers to Coordination

Identify any federal, state, or local governmental policies, natural or operational environmental characteristics/constraints, or funding constraints, etc. that hinder or prevent the coordination of transportation services. Provide local efforts planned to address barriers and identify how the Commission for Transportation Disadvantaged can assist.

## D. Goals, Objectives, and Strategies

Develop goals, objectives and strategies for the local coordinated transportation program. Goals, objectives and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan. They are important policy statements that have been carefully considered by the Coordinator and the Planning Agency with the direction and support of the Coordinating Board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area. The plan for advancing from where you are today to where you need to be should be presented in this section through long range goals, specific measurable objectives, and strategies. This section should be updated on an annual basis.

A goal is a statement of purpose intended to define an ultimate end or condition. It reflects a direction of action, and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

An objective is a specific, measurable action that can be taken toward achieving the goal. Objectives should be dated. Deficiencies and corresponding corrective actions, as well as any service improvements or expansions should be identified within this section as dated objectives.

Strategies are specific actions that will be taken to achieve the objectives. These represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the Coordinator should assess both the progress on the strategies themselves and

how well the strategies that have been implemented advance the progress towards reaching or achieving the corresponding objectives.

#### E. Implementation Schedule

The Implementation Schedule should be derived from the goals, objectives, and strategies described in the section above. The schedule should be in chronological order and include the strategy, the responsible party(s) for accomplishment, the anticipated beginning and ending date and any known costs. This section should be updated on an annual basis.

## II. SERVICE PLAN

#### A. Operations

The operations element is a profile of the Coordinator's current system which provides basic information about the Coordinator's daily operations. This element should be written in a manner which is intended to give someone with little or no knowledge of transportation operations an adequate level of understanding. All terminology must be consistent with the terms identified in the Glossary of Terms provided in this manual.

##### 1. Types, Hours and Days of Service

At a minimum, describe the various types of transportation services available, i.e., ambulatory, non-ambulatory, stretcher, paratransit, fixed-route, subscription or group services. Identify any special routes that are available and when these services are available. The services identified in this section should be those which are required to meet the identified needs of federal, state and local government purchasing agencies.

Coordinators should establish policies regarding any restrictions to whether services are provided door-to-door or curb-to-curb; utilization of friends/family first, mandatory use of fixed route (where available).

The Coordinator must provide for or arrange for after hours and weekend transportation as required by any Federal, State, or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the Coordinator's prior notification requirements. At the discretion of the Coordinator and the Local Coordinating Board, will call and same day services may be provided. However, these services should only be provided at a minimal level and may be provided for additional costs to the purchaser. Coordinator must provide a listing of any holidays that services will not be available.

Group trips may also be provided, but at a lower cost than the advance reservation or demand response. Provide the locally established definition of a group trip. Subscription trips may also be provided. Under no circumstances should a subscription rider have to continually call to arrange for their transportation. Provide the locally established definition of a subscription trip.

## 2. Accessing Services

At a minimum, this section must include detailed information regarding:

- a) The phone number and office hours in which services can be scheduled. Include alternative communications such as internet reservations and Relay Services.
- b) The method and advanced notification time required to obtain services.
- c) An explanation of the cancellation process and requirements.
- d) No show procedure (both Coordinator and rider), including any applicable penalties.
- e) Procedures for dispatching backup service or after-hours service.

Also, this section should address any policies the local coordinating board has established in regards to:

- a) Eligibility, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund.
- b) Prioritization, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund.
- c) Other Procedures

## 3. Transportation Operators and Coordination Contractors

The Coordinator must provide the process by which it analyzes and implements the provision of services through potential operator contracting entities. This must include: 1) the steps that must be taken by the Coordinator to contract with an operator, i.e. the locally approved procedure, whether it be competitive bid, RFP, RFQ, negotiation, etc.; and 2) the criteria on which the Coordinator makes decisions regarding the potential operator contracting entity.

Transportation services provided through negotiated arrangements with coordination contractors by the Coordinator must be justified through an analysis of the appropriate financial data, calculation methodology, and any other factors the Coordinating Board feels is relevant.

For each Operator and Coordination Contract currently in place, identify the name of the contractor and contact person, the type of service(s) they provide, the clients they serve (i.e., non-sponsored, Medicaid, ADA Complementary Paratransit (where applicable), etc.), and their hours of operation.

4. **Public Transit Utilization (where applicable)**  
Indicate the degree to which public transit is being utilized in the service area. If Public Transit is available but is not being utilized by the Coordinator, please identify any barriers which you may have encountered in your efforts. Please note that utilization of an existing public transit system is encouraged due to the cost effectiveness of this service.
5. **School Bus Utilization**  
Identify current services available through the use of school buses. Provide a detailed explanation of any additional cost for insurance, coordination surcharge, or other necessary costs, and provide the bottom line cost of utilizing school buses. In addition, for those Coordinators who currently have an agreement with a school board, provide information on anticipated services. If you do not have an agreement with the local school board in place, please identify any barriers which you may have encountered in your efforts.
6. **Vehicle Inventory**  
Provide a vehicle inventory report of the vehicles utilized within the coordinated system. The inventory should reflect the year, make, model, mileage, funding source and owner for each vehicle.
7. **System Safety Program Plan Certification**  
Each Coordinator and any transportation operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds, shall ensure the purchasers that their operations and services are in compliance with the safety requirements as specified in Section 341.061, Florida Statutes, and Chapter 14-90, F.A.C. Provide a copy of the latest Department of Transportation System Safety Program Plan Certification.
8. **Intercounty Services**  
Coordinators are required to plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. At a minimum, describe any cooperative agreements you may have with other Coordinators in the state. This section should also include information regarding any cooperative agreements or discussions currently in progress or planned for the period covered by the Service Plan. If applicable, identify any problems that may impede the use of cooperative agreements.
9. **Emergency Preparedness and Response**  
Discuss what plans are in place that will be activated in the event of an emergency, the anticipation of an event and after an emergency has been declared. Describe the relationship the Coordinator has with the Local Emergency Management Agency (Specifically ESF 1).

## 10. Educational Efforts/Marketing

Describe any current or planned activities that the Coordinator is undertaking to provide information about the transportation system. This could include educational efforts as well as marketing for services.

## 11. Acceptable Alternatives

Identify alternatives that have been approved based on Chapter 427.016(l)(a), Florida Statutes, and Rule 41-2.015(2-3), Florida Administrative Code, and the specific reasons for their categorization as an alternative. Include for each of these alternatives any plans to bring them through the system in the future. Indicate whether or not these alternatives were reviewed by the local coordinating board. It is not intended that you identify transportation that is currently being provided through the alternatives identified in Rule 41-2.015(2)(a)-(e), FAC.

## 12. Service Standards

Identify local service standards that have been jointly developed by the Local Coordinating Board, the Planning Agency, and the Coordinator, consistent with those of the Commission. Service standards are integral to the development and implementation of a quality transportation program to the transportation disadvantaged in a service area. Standards should be developed to address, at a minimum, the following:

- a) drug and alcohol policy
- b) escorts and children
- c) child restraints
- d) rider property
- e) vehicle transfer points
- f) local toll free phone number for consumer comment
- g) out of service area trips
- h) vehicle cleanliness
- i) billing requirements to contracted operators
- j) rider/trip data
- k) adequate seating
- l) driver identification
- m) passenger assistance
- n) smoking and eating on vehicles
- o) no-show policies
- p) communication equipment
- q) vehicle air conditioning and heating equipment
- r) first aid policy
- s) cardiopulmonary resuscitation
- t) pick-up windows
- u) on-time performance
- v) advance reservation requirements

- w) public transit ridership (if applicable)
- x) complaints
- y) accidents
- z) roadcalls
- aa) call-hold time

Service standards may also be developed to correct deficiencies identified in the annual evaluation of the Coordinator. The identified standards which do not currently exist or are not yet in application should be addressed in the Development Plan component of this plan through a dated objective.

### 13. Local Complaint and Grievance Procedure/Process

Provide the Coordinator's process for resolving complaints. This would include any steps that would be taken directly by the Coordinator.

Provide the process that the Local Coordinating Board uses to hear complaints and grievances regarding service. The grievance process should include the identification of the manner in which a user is made aware of the grievance process.

### 14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

Identify the process the Coordinator has in place to monitor both transportation operators and coordination contractors. Community Transportation Coordinators are responsible for evaluating their operators and coordination contractors to ensure contractual compliance. This evaluation should be done on an annual basis depending on the needs and requirements of the Coordinator. A comprehensive annual evaluation should be completed to ensure compliance, at a minimum, with the System Safety Program Plan, locally approved standards, Commission standards, reporting of annual operating data, and insurance requirements. A written report should be provided to the Local Coordinating Board to be reviewed and included in the Coordinator's evaluation.

### 15. Coordination Contract Evaluation Criteria

Identify the criteria used to annually review coordination contractors, in cooperation with the Local Coordinating Board, and determine whether the issuance or continuation of a coordination contract would be the most cost-effective and efficient utilization of local, state, or federal dollars.

## B. Cost/Revenue Allocation and Rate Structure Justification

The Commission has established the Rate Calculation Model, a standard process for the development of rates for transportation services that are arranged or provided by the Coordinator. This model can be used by the Commission in



comparing and approving rates to be paid to and used by Coordinators and in determining cost-based rates to be charged to all purchasing agencies.

This model shall be used to develop a rate for all purchasing agencies, except fixed route bus passes. If there are any rates for services provided to other agency-sponsored customers that are different from the non-sponsored rates, provide an explanation as to why these rates were not developed in accordance with the rate model and what actions are being taken to include them in future years.

All rates for services will be included on a summary page following the format provided in this manual. This single location of information regarding rates for different types of services allows the Coordinating Board, the Commission and others the opportunity to do a comprehensive analysis of the rate structure. Coordinators should also include a copy of the Rate Calculation Model worksheets as backup documentation.

The Rate Calculation Model Worksheets and Rates for Services should be reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues.

Any amendments that may occur after July 1, to rates which result in an increase, for any service provided, that is greater than 3% must come before the Commission for review and approval. The only exceptions to this is in instances where a recent procurement process has been conducted (i.e., request for proposals, request for bids, etc.) or an increase in rates for fixed schedule/fixed route systems, i.e., bus passes or tokens.

### III. QUALITY ASSURANCE

Provide information on the evaluation process utilized at the local level to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner.

Identify the process used by the Local Coordinating Board and the planning agency in the evaluation of the Community Transportation Coordinator. The evaluation should be conducted utilizing the Commission for the Transportation Disadvantaged *LCB CTC EVALUATION WORKBOOK*. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators.) The workbook contains several worksheets that can be used by the Coordinating Board to conduct this evaluation. The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

Address what steps the Local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Coordinator, based on the locally established service standards, and consistent with those of the Commission. Include a summary of the latest Coordinator Evaluation and Evaluation Procedure developed by the Coordinating Board.

Coordinators can only be evaluated against the established standards for service. It is the responsibility of the Local Coordinating Board to recommend and approve effective service standards against which the Coordinator can be evaluated, ensuring quality transportation for the transportation disadvantaged. Also included in this section should be the locally approved process through which these standards will be evaluated. The criteria used in the development of these standards should include, at a minimum:

- a) service effectiveness;
- b) cost efficiency and effectiveness;
- c) vehicle utilization;
- d) service availability;
- e) reliability; and
- f) safety and training.

Identify any local service standards which were developed based on deficiencies or problems within the system. The evaluation should provide a time table for compliance by the Coordinator. The Local Coordinating Board follow-up on the corrective actions should be incorporated in the evaluation in the following year, as well as any recommendations from the Commission through Quality Assurance reviews.

## D. UPDATES OR AMENDMENTS

It will be necessary to make amendments or updates to the Transportation Disadvantaged Service Plan. The Local Coordinating Board must approve any changes to the Plan. The Planning Agency will submit the changes to the Commission after it has been reviewed and approved by the Local Coordinating Board.

The Planning Agency should submit a letter to the Executive Director of the Commission for the Transportation Disadvantaged providing the necessary information concerning the update or amendment, a copy of the Update or Amendment Table indicating which area is being changed, and the actual pages reflecting the update or amendment. A sample format is included in this manual. Once the necessary documentation is submitted, the Commission staff will respond to the Planning Agency advising whether the change is accepted. Once the update or amendment has been accepted, they will become a part of the Transportation Disadvantaged Service Plan.

## I. UPDATES

The Transportation Disadvantaged Service Plan is an annually updated tactical plan. It must be reviewed and updated annually prior to July 1 of each year. The Local Coordinating Board must approve each annual update. The following sections of the Plan must be reviewed and updated annually.

### Section I – DEVELOPMENT PLAN

#### Needs Assessment

Ensure that new service or capital needs are identified to support future funding applications

#### Goals, Objectives, Strategies

Ensure that objectives indicate an implementation date/accomplishment date.

Note deficiencies & corrective actions

Note service improvements or expansions

Section should be logical and mirror format from previous year

#### Implementation Plan

Identify progress, setbacks, adherence to schedules

Revise implementation schedule as necessary

### Section III - COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

Review current and updated projected expenses, revenues and levels of service and make adjustments accordingly. A new Service Rates Summary page as well as Rate Model Worksheets must be submitted.

#### Previous TDSP Review Letter

All items cited as deficient or inadequate and needing follow up

Others sections of the Plan may be updated during the same review period. These areas may include:

#### Section I. DEVELOPMENT PLAN

Organization Chart updated as necessary

LCB certification page (members, agencies, alternates and term) to include any changes as previously submitted in TDSP or updates

Any significant changes to major trip generators/attractors that have significantly altered service delivery

#### Section II SERVICE PLAN

Changes in types or hours of service

Significant changes in system policies (priorities, eligibility criteria, etc.)

New service innovations or cancellation of services

Changes in operators/coordination contractors

Changes in vehicle inventory

SSPP certification if expired and renewed

Include new acceptable alternatives

Changes and narrative for adoption of new Service standards

Any and all changes to the local Grievance Process and the Evaluation Process, including explanations for implementation of changes

#### Section III. QUALITY ASSURANCE

Include any evaluation process changes and update to the Summary of the latest Coordinator Evaluation.

## II. AMENDMENTS

Amendments may occur in any one of the sections of the Plan. Amendments are changes that need to be made to the Plan that were not made during the annual update process. Any changes to the Plan after July 1 of each year will be considered an amendment.

Rates amendments which result in an increase, for any service provided, that is greater than 3% must come before the Commission for review and approval. The only exceptions to this is an increase in rates for fixed schedule/fixed route systems, i.e., bus passes or tokens.

# **PART III APPENDICES**

# MEMORANDUM OF AGREEMENT BOILERPLATE

# TRANSPORTATION DISADVANTAGED SERVICE PLAN FORMAT

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COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS



# COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: \_\_\_\_\_

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

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

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

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

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

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. Chairperson			
2. Elderly			
3. Disabled			
4. Citizen Advocate			
5. Citizen Advocate/User			
6. Children at Risk			
7. Community Action			
8. Public Education			
9. Dept. of Transportation			
10. Dept. Of Children and Families			
11. Dept. Of Elder Affairs			
12. Dept. of Education			
13. Dept. of Health Care Adm.			
14. Regional Workforce Dev. Brd			
15. Veteran Services			
16. Local Mass Transit			
17. Transportation Industry			
18. Local Medical Community			

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
LOCAL COORDINATING BOARD  
ROLL CALL VOTE**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson				
2. Elderly				
3. Disabled				
4. Citizen Advocate				
5. Citizen Advocate/User				
6. Children at Risk				
7. Community Action				
8. Public Education				
9. Dept. of Transportation				
10. Dept. Of Children and Families				
11. Dept. Of Elder Affairs				
12. Dept. of Education				
13. Dept. of Health Care Adm.				
14. Regional Workforce Dev. Brd.				
15. Veteran Services				
16. Local Mass Transit				
17. Transportation Industry				
18. Local Medical Community				

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on

\_\_\_\_\_  
Date

\_\_\_\_\_  
Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director



SAMPLE UPDATE OR AMENDMENT SUBMITTAL LETTER

(Designated Official Planning Agency Letterhead)

(DATE)

Mr. Bobby Jernigan, Executive Director  
Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450

RE: \_\_\_\_\_ (MOA No)  
\_\_\_\_\_ (MOA Dates)

Dear Mr. Jernigan:

By this letter, \_\_\_\_\_ (Name of Community Transportation Coordinator) is requesting an update or amendment to the above referenced Memorandum of Agreement/Transportation Disadvantaged Service Plan. This update or amendment has been reviewed and approved by the Local Coordinating Board at their \_\_\_\_\_ meeting. We request that the Commission accept this update/amendment effective \_\_\_\_\_.

(State what the update or amendment is and why it is being submitted)

If this request is accepted, please signify by signing below, and returning a copy of the signed letter to us. Upon receipt, we will then consider the update or amendment accepted. If this is not acceptable, or further information is needed before it can be accepted, please advise us in writing within thirty working days.

Thank you for your consideration of this request.

Sincerely,

(Designated Official Planning Agency)

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update or amendment to the above referenced MOA/TDSP, effective \_\_\_\_\_(Date).

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

# TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE OR AMENDMENT TABLE

Please indicate by placing an "X" by the area(s) that is being updated/amended.

_____AMENDMENT	_____UPDATE
LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION	_____
ROLL CALL VOTING SHEET	_____
<b>I. DEVELOPMENT PLAN</b>	
INTRODUCTION OF SERVICE AREA	
Background of TD Program	_____
Community Transportation Coordinator Designation Date/History	_____
Organization Chart	_____
Consistency Review of Other Plans	_____
Public Participation	_____
SERVICE AREA PROFILE/DEMOGRAPHICS	
Land Use	_____
Population/Composition	_____
Employment	_____
Major Trip Generators/Attractors	_____
Inventory of Available Transportation Services	_____
SERVICE ANALYSIS	
Forecasts of Transportation Disadvantaged Population	_____
Needs Assessment	_____
Barriers to Coordinator	_____
GOALS, OBJECTIVES AND STRATEGIES	
_____	
IMPLEMENTATION SCHEDULE	
_____	
<b>II. SERVICE PLAN</b>	
OPERATIONS	
Types, Hours and Days of Service	_____
Accessing Services	_____
Transportation Operators and Coordination Contractors	_____
Public Transit Utilization	_____
School Bus Utilization	_____
Vehicle Inventory	_____
System Safety Program Plan Certification	_____

Intercounty Services	_____
Emergency Preparedness and Response	_____
Education Efforts/Marketing	_____
Acceptable Alternatives	_____
Service Standards	_____
Local Complaint and Grievance Procedure/Process	_____
Community Transportation Coordinator Monitoring Procedures For Operators And Coordination Contractors	_____
Coordination Contract Evaluation Criteria	_____

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

Service Rates Summary	_____
Rate Model Worksheets	_____

III. QUALITY ASSURANCE

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS	_____
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# GLOSSARY OF TERMS