

Accessible Transportation Options in Florida



Accessible Transportation

Options in Florida

Presented by John Irvine,
Public Relations Manager

Florida Commission for the Transportation Disadvantaged



Email: john.irvine@dot.state.fl.us

Website: www.dot.state.fl.us/ctd

Transportation Disadvantaged Help Line:
1-800-983-2435

Private VS Public Transportation

Private Transportation Companies

- Located throughout the state
- Most have accessible vehicles
- Few restrictions on when/where/time
 - Often more costly than public transportation.

Private VS Public Transportation

Public Transportation

- Located throughout the state
 - Accessible vehicles
- Some restrictions on when/where/time
 - Generally less costly than private transportation.

25 Counties With Public Fixed Route Transportation

- Alachua – Gainesville Regional Transit System
- Bay – Bay Town Trolley
- Brevard – Space Coast Area Transit
- Broward – Broward County Transit
- Collier – Collier Area Transit
- Duval – Jacksonville Transit Authority
- Escambia – Escambia County Area Transit
- Hernando – Hernando County Transit
- Hillsborough – Hillsborough Area Regional Transit
- Indian River – Indian River Council On Aging
- Lake – LakeXpress
- Lee – Lee County Transit
- Leon – Star Metro
- Manatee – Manatee County Area Transit

25 Counties With Public Fixed Route Transportation

- Marion – Marion County Area Transit
- Miami-Dade – Miami-Dade Transit Agency
- Monroe – Key West Transit Authority
- Okaloosa – Okaloosa County Transit
- Orange & Osceola & Seminole – Central Florida Regional Transit Authority
- Palm Beach – Palmtran
- Pasco – Pasco County Public Transportation
- Pinellas – Pinellas Suncoast Transit Authority
- Polk – Polk County Transit System
- Sarasota – Sarasota County Area Transit
- Volusia – Volusia County Transportation Authority

Advantages to the Public Fixed Route Transportation

- Each must comply with ADA requirements, by providing accessible transportation
- Hours of Service and Service Area of Paratransit Service must be the same as the Fixed Route
- No limits on the number of trips you take or for the trip purpose

All 67 Counties in Florida have Accessible Public Transportation

- Access transportation services thru the
Community Transportation Coordinator
(CTC)
- Must complete an eligibility application
- Service may be limited in hours and
type of trips.



HOW
DRIVER HAS

TRANSIT
TEM

ENTERPRISES
887-4800



Getaway
Marketing
877-367-7267
www.getaway.com
STARTRANS

298

Government Subsidized Transportation in Florida

- *Government programs provide transportation services to people who qualify for them. None of these programs are an entitlement. An individual must qualify on the basis of either income, age, disability, or employment status, be unable to use the fixed route public transit (bus) system in the community, and have no other means of transportation available to them.*

Government Subsidized Transportation in Florida

- **Fixed Route/Fixed Schedule/Deviated Public Transit** (i.e. city bus). This service is heavily subsidized by both federal and local government funding. Passengers pay a nominal fare that is established by the local government. Typically, individuals with disabilities may ride at a reduced fare. Most systems offer bus pass programs – e.g., for unlimited trips by the day, week, or month. There are no eligibility requirements. Not all of the fixed route/fixed schedule public transit systems' routes serve the entire county in which it operates. Deviated systems are similar to fixed route/fixed schedule public transit, but on a smaller scale.

Government Subsidized Transportation in Florida

- **ADA (American with Disabilities Act) Complementary Paratransit.** This is a “paratransit” (door to door) service that is required by law to be provided by all fixed route/fixed schedule public transit companies. The purpose of this service is to make public transit “equally accessible” to people with disabilities. To be eligible, an individual must have a disability and be unable to use and maneuver the fixed bus route system and the individual’s home must be within $\frac{3}{4}$ mile of an established bus route. The rider must pay a nominal fare, which cannot be more than twice the fare charged to ride the fixed route public bus for the same trip. It is in the best interest of both the rider and the taxpayer for the rider to be able to use the fixed route system to the greatest extent possible.

Government Subsidized Transportation in Florida

- **Transportation Disadvantaged Program.** This is a "paratransit" (door-to-door) service that is subsidized by federal, state, and local government. The purpose of this program is to coordinate trips of all riders to the greatest extent possible in order to be as cost efficient as possible. Trips must be scheduled in advance to enable the CTC to schedule vehicles and routes. To be eligible, an individual must have a disability, must be unable to drive him or herself because of age or income, or must be unable to purchase private transportation (e.g., taxi services) because of income. Because of limited funding, the government board of each CTC establishes priorities for trip purposes. Typically trips are provided for non-emergency medical, nutritional, educational, and employment before social or recreational trips can be provided.

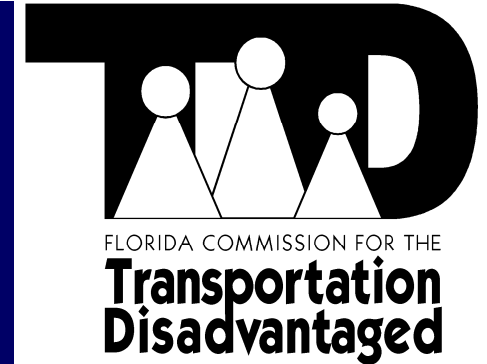
Government Subsidized Transportation in Florida

- **Medicaid.** This program is a federal and state funded insurance program to provide health coverage for selected categories of people with low income. Medicaid will pay for a Medicaid-eligible individual's transportation to and from a medical service that is authorized by Florida's Medicaid State Plan, provided the individual has no other means of transportation (i.e., self, fixed route, friend, relative). In order to provide "Medicaid Transportation", Medicaid contracts with the Commission for the Transportation Disadvantaged, who in turns contracts with a single a transportation entity in each county. In most counties, that provider is the CTC. Medicaid requires its transportation providers to first confirm the rider's Medicaid eligibility, and then to coordinate, provide or arrange the most economical and appropriate mode transportation available. This includes the purchase of bus tickets or bus passes and the provision of paratransit services.

Government Subsidized Transportation in Florida

- **State Government Program/Services.** Pursuant to Chapter 427, Florida Statutes, whenever state government funds (including federal funds that are administered by state government) are to be spent to transport individuals being served by a state program, that transportation must be purchased from the local CTC, to enable the CTC to coordinate such trips with all other trips it provides, thus ensuring cost-efficient use of government funds. There are special circumstances when transportation authorized under a government program may be purchased from other entities. These exceptions are established in Rule 41-2, Florida Administrative Code, and should be known to the administrators of each state program. Before such funds can be spent, payment for an individual's transportation must be authorized by the government agency.

WHO ARE THE TRANSPORTATION DISADVANTAGED?



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 children who are disabled or high risk or at risk.

Florida's Coordinated Transportation

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



OUR MISSION

Ensure the availability of efficient,
cost-effective, and quality
transportation services for
transportation disadvantaged persons.



Coordinating:

- Social Service funding streams for:

67 Counties (Service Areas)

456 Contracted Transportation Operators

5,746 Vehicles



WHO IS THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED?

- **7 Voting Members**
 - 5 members who must have significant experience in the operation of a business.
 - 2 members must have a disability and use the transportation disadvantaged system
- **8 Ex Officio, Nonvoting Advisors**
 - Secretary of Transportation
 - Secretary of Children and Families
 - Director of Workforce Innovation
 - Executive Director of the Dept. of Veteran's Affairs
 - Secretary of Dept. of Elder Affairs
 - Secretary of Agency for Health Care Administration
 - Director of Agency for Persons with Disabilities
 - County Manager or Administrator (appointed by the Governor)

Key Numbers

- 697,159 Passengers
- 51,532,055 Total Trips Provided
- 6,864,421 Employment Trips
- 18,049,456 Medical Trips
- 140,577,456 Total Miles Driven
- 8,933 Employees Statewide

Those Not Served- Unmet Needs

- 781,850 trips were denied in 2007
of those, there were:
- 32,733 Employment Trips denied
- 39,077 Medical Trips denied
- 24,684 Education/Training Trips denied



Consumer Advocate Services

- TD Helpline/Ombudsman Program
- Every vehicle is required to have the TD Helpline posted
- Service Availability, Quality of Service, Referrals, etc.

MAJOR ACCOMPLISHMENTS

- Statewide coordination in all 67 counties
- Florida continues to be a national model for coordinating transportation
- Uniform standards in place to ensure safety and quality
- Legislature recognizes role of Commission to ensure accountability of limited tax dollars

MAJOR ACCOMPLISHMENTS

- US Department of Transportation and US Department of Human Services “Best Practice” Model
- Received the 1998 and 2005 Florida Tax Watch and Florida Council of 100’s Davis Productivity Award
- Received Community Transportation Association of America’s “2008 State Leadership Award”

Don't Forget . . . FUNDING

- 1989 Legislature upgraded the Coordination statute & created independent Commission and first-time dedicated trust fund;
- 1990 Commission obtained additional funding source (15% transit block grant & temporary parking placards);
- 1994 Commission obtained additional funds (\$1.00 added to existing 50 cents on tag fees);

FUNDING, FUNDING, FUNDING Continued. . .

- 2000 Commission sought additional funding for TD Trust Fund; not authorized;
- 2001 Commission sought additional funding for TD Trust Fund; not authorized;
- 2002 Commission sought additional funding for TD Trust Fund; \$9 Million Additional Funding granted by Legislature.
- 2008 additional funding sought; not authorized

How Service is
Provided.....

Local Partnerships

Official Planning Agencies

- Contracted for each County(i.e. MPO, RPC, other Commission appointed planning agency)
- Appoints LCB Members
- Staffs the LCBs
- Conducts Competitive Procurement of CTC

Local Coordinating Board (LCB)

- **Established in Every County**
- **Provide assistance to the CTCs**
- **Identify local service needs, provide information, advice and direction to CTCs**

Community Transportation Coordinator (CTC)

Contracted in Each County

They consist of:

- ❖ Private For-Profits/Non-Profits**
- ❖ Public Transit Agencies**
- ❖ County Governments**

The Commission's Ombudsman Program

**The Ombudsman Program began
in 1994 to ensure quality
customer service for
transportation disadvantaged
customers.**

Primary Goal:

- **Provide consumers a forum to express concerns relating to services.**
- **Provide the Commission with a tool to improve policies and program implementation.**

Ombudsman Staff:

- Intake calls
- Listen and document concerns of the consumer
- Provide callers with information
- Refer callers to appropriate local area services
- Maintain a database of information from all callers

Contact the Commission

- Toll free (800) 983-2435

**Commission for the Transportation
Disadvantaged**

605 Suwannee Street

MS-49

Tallahassee, FL 32399-0450

- **www.dot.state.fl.us/ctd**



Thank You