

Transportation Disadvantaged Service Plan

*Serving as the Coordinated Public Transit-Human Services Transportation Plan
for FTA Section 5310 Funding*



DeSoto, Hardee, Highlands, and Okeechobee Counties
2026 – 2031



Prepared by	The Heartland Regional Transportation Planning Organization Local Coordinating Board & Community Transportation Coordinator, Central Florida Regional Planning Council
Approved By	The Multi-County Local Coordinating Board
Plan period	July 1, 2026 – June 30, 2031
Draft Date	October 15, 2026

How to get involved



CALL US @ (863) 534-7130

8:00 a.m. to 5:00 p.m.
Monday through Friday
Se habla español
Dial 711 for the Florida Relay Service (TTY)



WRITE TO US

Heartland Regional Transportation
Planning Organization (HRTPO)
555 E. Church Street
Bartow, FL 33830



EMAIL US

General Inquiries:
info@heartlandregionaltpo.org
Public Involvement, Media, Title IV:
msoderstrom@cfrpc.org



VISIT OUR WEBSITE

www.HeartlandRegionalTPO.org



COME TO AN EVENT

The HRTPO participates in events throughout the region and hosts workshops for citizens to learn about projects where they work and live. Visit the HRTPO website at heartlandregionaltpo.org to learn more.



PARTICIPATE IN PERSON

Make a public comment at a HRTPO board or committee meeting. Find our calendar of events at heartlandregionaltpo.org



VOLUNTEER

To serve as a representative on a HRTPO committee contact info@heartlandregionaltpo.org or call (863) 534-7130 for more information

heartlandregionaltpo.org
(863) 534-7130

TABLE OF CONTENTS

About This Plan	4
I. Development Plan	5
Introduction of Service Area	6
Service Area Profile and Demographics.....	15
II. Service Analysis	28
Needs Assessment.....	28
Goals, Objectives, Strategies and Implementation	32
III. Service Plan Operations Element	35
Types, Hours, and Days of Service	35
Accessing Services	35
Service Standards.....	43
IV. Cost/Revenue Allocation and Rate Structure Justification	53
Service Rates Summary	53
V. Quality Assurance	53
CTC Evaluation Process	53
Planning Agency Evaluation Process.....	53

ABOUT THIS PLAN

The Transportation Disadvantaged Program, established in 1989, is a coordinated system in all 67 Florida counties that provides vital transportation to medical appointments, employment, educational and other life-sustaining services for those who cannot obtain their own transportation due to a disability, age, or income and defined 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.”

This Transportation Disadvantaged Service Plan (TDSP) has been prepared in accordance with Chapter 427, Florida Statutes; Rule 41-2, Florida Administrative Code; and guidance from the Florida Commission for the Transportation Disadvantaged. The TDSP also serves as the locally developed Coordinated Public Transit-Human Services Transportation Plan for the service area. Consistent with 49 U.S.C. §5310 and applicable FTA and FDOT guidance, the plan identifies transportation needs, coordination opportunities, and strategies to improve mobility and is developed with participation by seniors, individuals with disabilities, public, private and nonprofit transportation and human-service providers, and members of the public. The planning process promotes coordination of transportation resources supported through federal, state, local, and human-service programs.

Together, this work provides an established foundation of community input, documented needs, service concepts, and technical analysis that has been carried forward into this TDSP and will continue to inform future policy and service-development decisions.

PLAN PREPARATION AND FUNDING

Preparation of this document is supported through the HRTPO/CFRPC transportation planning program, including Federal Transit Administration metropolitan planning funds and the Commission for the Transportation Disadvantaged Planning Grant. Applicable contract numbers will be inserted in the final adoption copy.

HRTPO FULL AND FAIR PARTICIPATION

This plan builds on nearly two decades of regional transportation planning, public engagement, and program evaluation in the Heartland. Foundational work includes the 2009 Heartland Rural Mobility Plan and 2018 Heartland Rural Mobility Plan Update, both initiated by the Florida Department of Transportation District One, as well as subsequent Transit Development Plans, the On-Demand Mobility Study, the Heartland 2050 Long Range Transportation Plan, prior Transportation Disadvantaged Service Plans, Local Coordinating Board discussions, annual public workshops, and rider surveys.

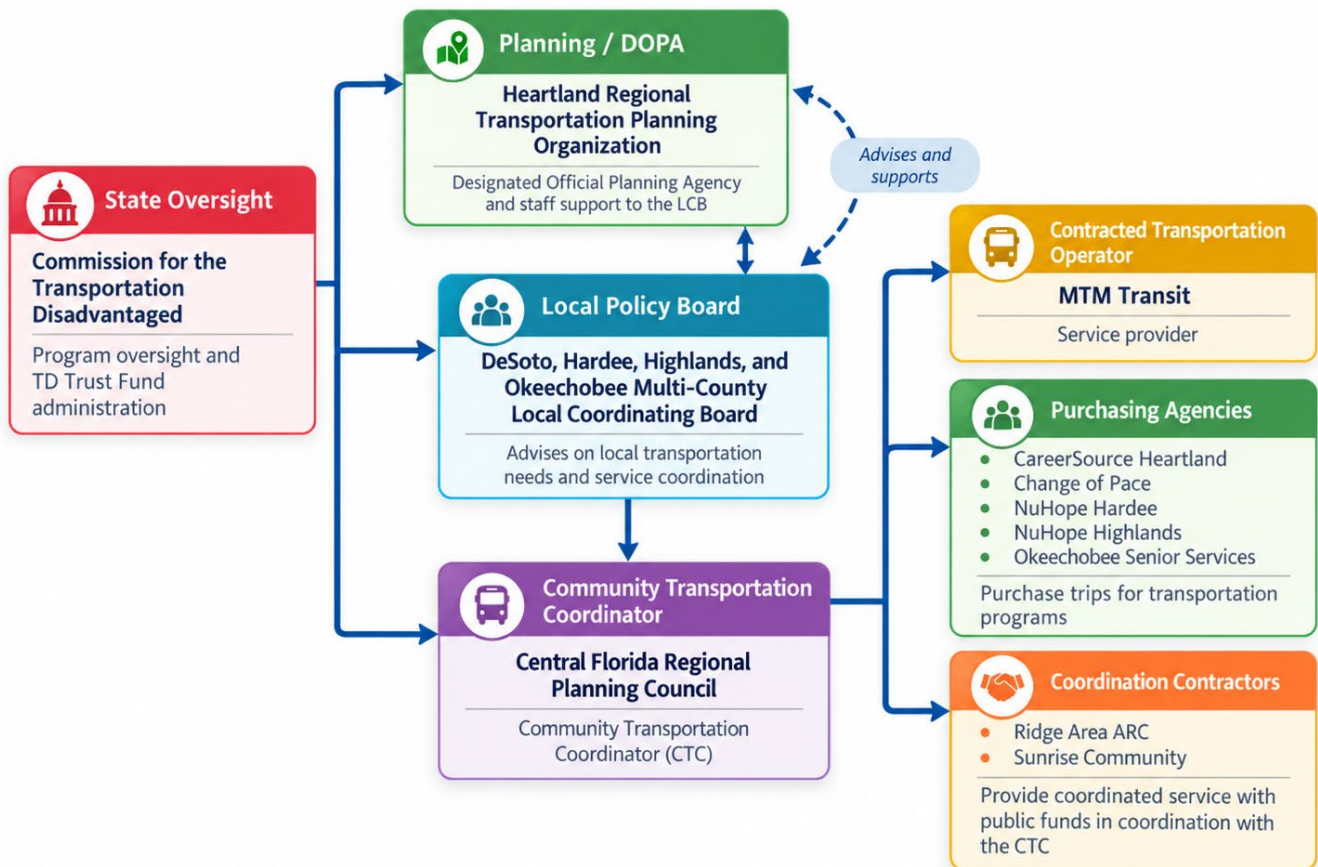
Public participation is solicited without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons requiring accommodation under the Americans with Disabilities Act (ADA) or language translation, free of charge, should contact Indihra Chambers, HRTPO Title VI Liaison, 888-332-1444 (voice), or via Florida Relay Service 711, or by emailing ichambers@cfrpc.org at least three days prior to the event. The HRTPO strives to ensure full and fair participation by all potentially affected individuals, groups, and communities in the transportation decision-making process.

I. DEVELOPMENT PLAN

The TDSP is jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator under the guidance and approval of the Local Coordinating Board. It documents the current coordinated system, identifies needs and priorities, and establishes the framework used to monitor performance and guide future improvements.

Transportation Service Structure – DeSoto, Hardee, Highlands, and Okeechobee Service Area

Community Transportation Coordination Framework



INTRODUCTION OF SERVICE AREA

1. PROGRAM BACKGROUND AND HISTORY

Florida established its coordinated Transportation Disadvantaged (TD) Program in 1979 to improve the organization and delivery of transportation for people who cannot provide or purchase their own transportation because of age, disability, income, or other qualifying circumstances. The program later evolved into the statewide structure administered under Chapter 427, Florida Statutes, with a Community Transportation Coordinator designated for each service area and a Local Coordinating Board providing local guidance and oversight.

The CFRPC has been part of that system almost from the beginning. It served as the coordinated transportation provider for DeSoto, Hardee, Highlands, and Okeechobee Counties from 1981 through 1992. In 1993, following a formal selection process, the region transitioned to a model in which the CTC function was assigned to nonprofit and later private transportation organizations. Over the following decades, the service area was coordinated through a succession of competitively selected CTCs while CFRPC continued to support transportation planning, federal transit grant administration, capital investment, and regional coordination.

Regional mobility planning developed alongside the TD program. In 2009, FDOT District One completed the Heartland Rural Mobility Plan, a six-county effort that examined existing transportation resources, transportation disadvantaged populations, workforce and senior mobility needs, regional travel patterns, funding, institutional arrangements, and potential new services. The plan used extensive public involvement and identified mobility-management, coordination, service-development, and funding strategies for the Heartland.

The creation of the Heartland Regional Transportation Planning Organization (HRTPO) in 2015 established a permanent regional transportation planning structure for the six-county Heartland, including the Sebring-Avon Park Urbanized Area. CFRPC was retained to provide the HRTPO's professional, technical, and administrative staff services. At the HRTPO's organizational meeting, the Board also adopted Resolution 02-2015 identifying CFRPC as the intended direct recipient of FTA Section 5307 funds for the Sebring-Avon Park Urbanized Area. Although FDOT remained the designated recipient at the federal level, that action established a long-standing regional direction toward greater local responsibility for urban transit funding and service development.

FDOT District One revisited the regional framework in the 2018 Heartland Rural Mobility Plan Update. That plan recommended a comprehensive mobility-management approach using the HRTPO and Community Transportation Coordinator structure as the core foundation for service planning and implementation and recognized CFRPC's position as HRTPO staff and a regional mobility-management partner as an opportunity to connect rural and urban transportation planning.

In 2018, DeSoto, Hardee, Highlands, and Okeechobee were organized as a single multi-county TD service area under a common Local Coordinating Board and planning structure. MTM Transit became the CTC in 2021 following a competitive procurement. On July 1, 2026, CFRPC returned to the role of Community Transportation Coordinator under a five-year Memorandum of Agreement extending through June 30, 2031, while MTM Transit was retained through competitive procurement as the primary contracted transportation operator.

The 2026 transition represents the next phase of a long-running regional mobility strategy, combining public accountability, transit planning, funding administration, capital resources, mobility management, and service oversight within a regional public agency while continuing to use qualified contracted operators for day-to-day transportation service.

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

Hold for Membership Certification

Hold for Membership Certification

2. CFRPC'S ROLE AS COMMUNITY TRANSPORTATION COORDINATOR

Under its Memorandum of Agreement with the Commission for the Transportation Disadvantaged, CFRPC is responsible for remaining knowledgeable about available transportation resources; planning and coordinating a cost-effective system; arranging service; coordinating with neighboring systems; implementing the LCB-approved TDSP; maintaining required financial and operating records; reporting system performance; and contracting with and monitoring transportation operators and coordination contractors.

CFRPC also administers federal and state transit resources that support the broader coordinated system, including FTA Sections 5310 and 5311 operating and capital assistance and regional mobility-management activities. These resources supplement limited TD Trust Fund dollars and support service for riders and trip purposes that may be eligible under other public transportation programs.

Period	Program / Coordination History
1979	Florida creates the Transportation Disadvantaged Program to coordinate transportation resources for people who cannot provide or purchase their own transportation.
1981-1992	CFRPC serves as the coordinated transportation provider for DeSoto, Hardee, Highlands, and Okeechobee Counties.
1993	A formal selection process results in Senior Friendship Center, Inc. being selected. DeSoto County assumes separate official planning-agency responsibilities beginning October 1, 1993.
1997-2016	The service area transitions through competitively selected nonprofit and private CTCs, including Transdev/Veolia and later MV Transportation.
2015	The HRTPO is formed. CFRPC is retained to provide HRTPO professional, technical, and administrative staff services, and the HRTPO adopts Resolution 02-2015 identifying CFRPC as the intended Section 5307 recipient for Sebring-Avon Park.
2018	DeSoto, Hardee, Highlands, and Okeechobee are consolidated into a multi-county TD service area with HRTPO as the Designated Official Planning Agency. FDOT's Heartland Rural Mobility Plan Update recommends a mobility-management approach built around the HRTPO and CTC structure.
2021	Following competitive procurement, MTM Transit becomes the Community Transportation Coordinator effective July 1, 2021.
2026	CFRPC is designated Community Transportation Coordinator effective July 1, 2026 through June 30, 2031. MTM Transit serves as the primary contracted transportation operator.

3. WHO PLANS, OVERSEES, AND PROVIDES SERVICES

The coordinated transportation system assigns planning, oversight, administration, funding, and service delivery to different entities. This structure provides public accountability while allowing qualified transportation operators to deliver day-to-day service.

- **Florida Legislature — State program authority.** Chapter 427, Florida Statutes, establishes Florida's coordinated Transportation Disadvantaged Program and the framework for statewide and local responsibilities.
- **Florida Commission for the Transportation Disadvantaged (CTD) — State program oversight.** CTD administers the Transportation Disadvantaged Program and Trust Fund, establishes statewide requirements, and approves the Community Transportation Coordinator for each service area.
- **Heartland Regional Transportation Planning Organization (HRTPO) — Designated Official Planning Agency.** The HRTPO carries out the planning-agency responsibilities for the DeSoto, Hardee, Highlands, and Okeechobee service area. It supports the Local Coordinating Board, coordinates the TDSP planning process, and connects transportation disadvantaged planning with the region's broader transportation planning activities.
- **Multi-County Local Coordinating Board (LCB) — Local oversight and guidance.** The LCB represents local governments, agencies, transportation users, advocates, and community partners. It identifies transportation needs, reviews system performance, provides policy guidance, approves locally developed service standards, and reviews and approves the TDSP and subsequent amendments.
- **Central Florida Regional Planning Council (CFRPC) — Community Transportation Coordinator.** CFRPC administers and coordinates the transportation system. Its responsibilities include arranging transportation services, administering funding, overseeing contracts and capital resources, monitoring operator performance, coordinating with purchasing and human-service agencies, managing mobility activities, and implementing the TDSP.
- **Florida Department of Transportation (FDOT) and Federal Transit Administration (FTA) — Transit funding and program partners.** Federal and state transit programs provide operating, capital, planning, and technical resources that support the coordinated system. CFRPC and the HRTPO administer or plan for these resources under their respective program responsibilities.
- **MTM Transit — Primary contracted transportation operator.** MTM Transit provides day-to-day Community Rides transportation under contract with CFRPC, including reservations, scheduling, dispatch, vehicle operations, driver management, customer service, and required operating data and reporting.
- **Other approved operators and coordination contractors — Supplemental service delivery.** Additional transportation providers may participate through subcontracts, coordination agreements, or other approved arrangements when they improve service availability, efficiency, or access.
- **Human-service agencies and funding partners — Transportation purchasers and coordination partners.** Workforce, aging, disability, healthcare, nonprofit, local-government, and other agencies may purchase transportation, contribute funding, refer riders, or coordinate services for the populations they serve.

4. CONSISTENCY REVIEW OF OTHER PLANS

The TDSP is part of a broader regional planning framework. It is coordinated with local comprehensive plans, regional plans, transit development plans, the HRTPO Long Range Transportation Plan and Transportation Improvement Program, and other relevant transportation and mobility plans, consistent with Commission guidance.

This coordination is especially important for the 2026–2031 TDSP because many of the needs, service concepts, funding strategies, and coordination approaches addressed here have already been studied through previous local, regional, and FDOT planning efforts. Rather than creating a separate direction, this TDSP brings that work together and applies it to the coordinated transportation system serving DeSoto, Hardee, Highlands, and Okeechobee Counties.

LOCAL GOVERNMENT COMPREHENSIVE PLANS — CONSISTENT, TO THE MAXIMUM EXTENT FEASIBLE.

Local comprehensive plans establish the adopted framework for land use, growth, infrastructure, community development, and transportation. The TDSP supports those plans by providing mobility to population centers, employment areas, healthcare, education, shopping, social services, and other community destinations. The relationship is particularly clear in Highlands County, where local comprehensive plans have addressed transit coordination, access to major trip generators, transportation for disadvantaged populations, and development patterns that can support transit. The Highlands Transit Plan found that local plans generally support transportation alternatives and the relationship between transit, land use, and community development. The TDSP recognizes that these relationships vary across the four-county service area and that rural land-use patterns, lower densities, and longer travel distances often require different service approaches than more concentrated urban areas.

STRATEGIC REGIONAL POLICY PLAN — CONSISTENT, TO THE MAXIMUM EXTENT FEASIBLE.

The Strategic Regional Policy Plan provides the broader regional framework for issues that cross jurisdictional boundaries, including economic development, infrastructure, access to services, and intergovernmental coordination. The TDSP supports that regional approach by coordinating transportation across county lines, connecting residents to regional destinations, combining multiple funding sources, and encouraging coordination among local governments, transportation providers, workforce organizations, healthcare providers, and human-service agencies. The four-county coordinated system is itself consistent with the principle that many mobility needs cannot be addressed effectively on a county-by-county basis alone.

2009 & 2018 HEARTLAND RURAL MOBILITY PLAN — FOUNDATIONAL REGIONAL MOBILITY PLAN.

The 2009 Heartland Rural Mobility Plan was developed through an FDOT District One-led regional effort to address mobility needs across the Heartland. It established a strategic approach to mobility, examined the business and financial foundation needed to support transportation services, identified service concepts through needs analysis and public outreach, and considered options for regional governance and coordination. The 2018 update describes the original plan as a comprehensive regional effort intended to link mobility, economic development, land use, funding, and implementation.

The update recommended a comprehensive mobility-management approach centered on the HRTPO and Community Transportation Coordinator structure. That framework is directly reflected in the current system, where CFRPC serves as the CTC, provides mobility management, administers federal and state transit resources, and also provides professional staff services to the HRTPO.

2022 HIGHLANDS COUNTY ON-DEMAND PUBLIC TRANSIT FEASIBILITY STUDY — SERVICE-DEVELOPMENT CONCEPTS CONSIDERED.

The On-Demand Mobility Study provides a more detailed technical analysis of how mobility-on-demand could be integrated with existing demand-response transportation. The study recommended that any future microtransit service be commingled with existing paratransit, using the same vehicles and technology platform where feasible, to improve productivity and avoid duplicative operating structures. It also identified the Sebring–Avon Park area as the minimum logical service zone and recognized that advance-scheduled transportation may remain more efficient in lower-density portions of the county because of longer trip distances. These findings are relevant to future service development but are not treated in this TDSP as automatic changes to current rider policies or service parameters.

2017 & 2024 HIGHLANDS COUNTY TRANSIT DEVELOPMENT PLANS — CONSISTENT AND COMPLEMENTARY.

The Highlands Transit Plan establishes the ten-year strategic direction for public transportation in Highlands County. Its work includes analysis of demographic and economic conditions, existing transportation options, public involvement, identification of service and capital needs, and development of a ten-year service, financial, and implementation program. The most recent plan evaluated fixed-route, urban mobility-on-demand, and countywide mobility-on-demand alternatives and ultimately identified countywide mobility-on-demand as the preferred future service concept. The TDSP carries that recommendation forward as a service-development direction rather than immediately changing existing TD service policies. Implementation will depend on funding, operating capacity, additional analysis, and subsequent Board direction.

HRTPO 2050 LONG RANGE TRANSPORTATION PLAN — CONSISTENT AND DIRECTLY SUPPORTIVE.

The 2050 LRTP provides the long-range multimodal transportation framework for the Heartland and connects transit and mobility planning to broader regional transportation investments. Public input during development of the LRTP emphasized practical rural mobility, transportation options for people who do not drive, and the challenges created by long distances and limited transportation alternatives. Those themes helped shape the LRTP's goals and strategies. The TDSP directly supports those priorities through coordinated transportation for older adults, people with disabilities, low-income residents, workers, and others who lack reliable transportation, as well as through mobility management and continued development of regional transportation options.

HRTPO TRANSPORTATION IMPROVEMENT PROGRAM (TIP) — CONSISTENT AND IMPLEMENTATION-ORIENTED.

The TIP is the region's five-year program of federally, state, and locally funded transportation projects. The TDSP supports the TIP process by documenting transportation needs, available resources, service-development priorities, capital requirements, and potential projects that may ultimately require federal or state funding. As transit projects identified through the TDSP become sufficiently defined and funded, they may advance through the applicable TIP and FDOT programming processes.

HRTPO PUBLIC PARTICIPATION PLAN — CONSISTENT AND USED AS THE PUBLIC-INVOLVEMENT FRAMEWORK.

The HRTPO's public participation program emphasizes an open, cooperative, and collaborative process that provides affected parties meaningful opportunities to influence transportation decisions. Recent HRTPO work has included public meetings and workshops, online engagement, formal public-comment periods, stakeholder outreach, coordination with local governments and community organizations, and dissemination of planning information through multiple communication channels. The TDSP builds on that framework through Local Coordinating Board meetings, annual public workshops, rider surveys, stakeholder consultation, public comment opportunities, and participation by transportation providers, human-service agencies, riders, advocates, and other community partners.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED PLANS, RULES, AND TDSP GUIDANCE — CONSISTENT AND CONTROLLING FOR THE COORDINATED TD PROGRAM.

Chapter 427, Florida Statutes; Rule 41-2, Florida Administrative Code; Commission guidance; and the executed CTC Memorandum of Agreement provide the governing framework for this TDSP. Commission guidance describes the TDSP as an integrated plan with Development, Service, and Quality Assurance components: the Development Plan establishes where the coordinated program is going, the Service Plan describes how the system operates today, and the Quality Assurance component establishes how performance will be evaluated. This TDSP has been organized around that framework and preserves the role of the Local Coordinating Board in guiding local coordination efforts and reviewing service standards and future changes.

5. PUBLIC PARTICIPATION AND FOUNDATIONAL PLANNING WORK

This TDSP builds on nearly two decades of regional transportation planning, public engagement, and program evaluation. Its foundation includes the 2009 Heartland Rural Mobility Plan, the 2018 Heartland Rural Mobility Plan Update, subsequent Transit Development Plans, the On-Demand Mobility Study, the Heartland 2050 Long Range Transportation Plan, prior TDSPs, Local Coordinating Board discussions, annual public workshops, and rider surveys.

The 2009 Heartland Rural Mobility Plan, initiated by FDOT District One, included extensive public and stakeholder outreach. The process included agency coordination meetings, a project steering committee, public workshops, discussion groups, public hearings, presentations to elected and policy boards, stakeholder interviews, surveys, comment cards, newsletters, email updates, and regional community forums. Ten public workshops were held across the larger Heartland study area. The resulting recommendations addressed transportation disadvantaged needs, healthcare and social-service trips, senior mobility, employment and commuter travel, education and training, regional trip planning, and coordinated mobility services.

FDOT District One revisited that work through the 2018 Heartland Rural Mobility Plan Update. The update assessed progress and changing conditions using updated demographic and service information and input from FDOT, CFRPC, HRTPO, and the HRTPO Mobility Advisory Committee. It reinforced a regional mobility-management approach centered on the HRTPO planning process and the Community Transportation Coordinator structure.

Later planning efforts continued to refine the region's transportation needs and potential service strategies. The Highlands Transit Development Plans, the On-Demand Mobility Study, and the 2050 Long Range Transportation Plan evaluated service alternatives, funding, performance, rural accessibility, and transportation options for people who do not drive. Each also included public or stakeholder participation as part of the planning process.

Annual TD program outreach provides a continuing rider perspective. In 2024, HRTPO staff mailed 473 rider surveys and received 83 responses, in addition to conducting public workshops across the service area. In 2026, 226 survey responses were reviewed. Riders provided input on service frequency, trip denials, pick-up and wait times, service hours, scheduling methods, communication preferences, and interest in same-day, on-demand, and fixed-route service.

The 2026–2031 TDSP uses this prior planning and public input together with current operating, funding, and performance data to establish a new baseline for the coordinated system. Existing service policies are carried forward unless a change has already been formally approved.

Public participation will continue throughout the life of the plan through advertised LCB meetings, the annual public hearing or workshop, rider surveys, partner outreach, HRTPO public-participation activities, and other accessible opportunities for transportation providers, human-service agencies, riders, advocates, local governments, and members of the public to participate in the coordinated planning process.

SERVICE AREA PROFILE AND DEMOGRAPHICS

Located in the south-central part of Florida, the four-county service area of DeSoto, Hardee, Highlands, and Okeechobee Counties has approximately 3,060 square miles of land area. The service area is largely rural except for the Sebring-Avon Park designated urbanized area.

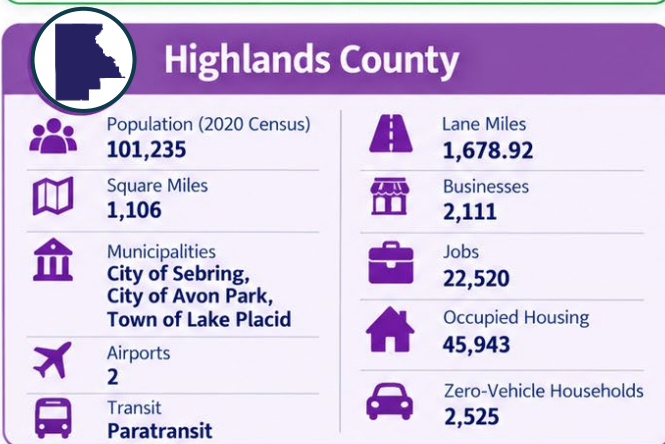
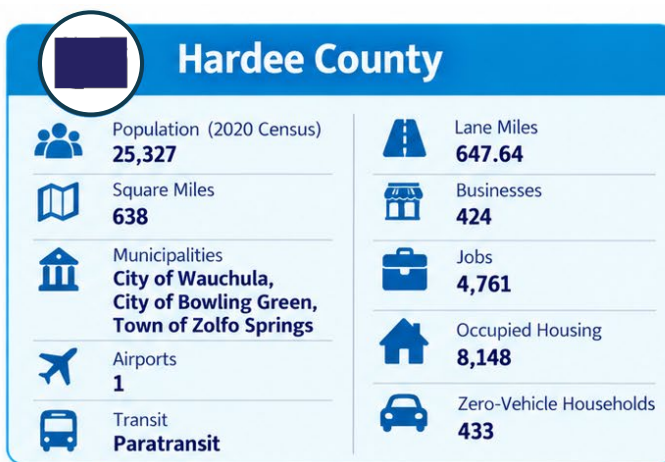
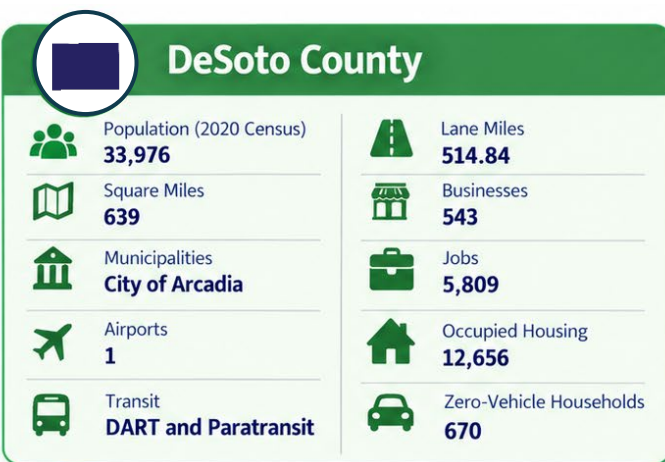
1. LAND USE

The counties of the Heartland share a rich cultural history and unique natural resources that provide dynamic opportunities and challenges in the coming decades. The six HRTPO counties are within the South-Central Rural Area of Opportunity (RAO), which is defined as a region composed of rural communities that have been adversely affected by extraordinary economic events or natural disasters and designated as such by the State of Florida.

Across the Heartland counties, residents consistently describe transportation as a key factor in quality of life, and they show a clear desire to strengthen mobility options in practical, community-centered ways. People value the region's connected small towns and rural character, but they also emphasize that daily life is highly car-dependent and that many households, especially older adults, people with disabilities, and residents without reliable vehicles, face real barriers reaching jobs, healthcare, groceries, and community activities.



Community Transportation Profiles

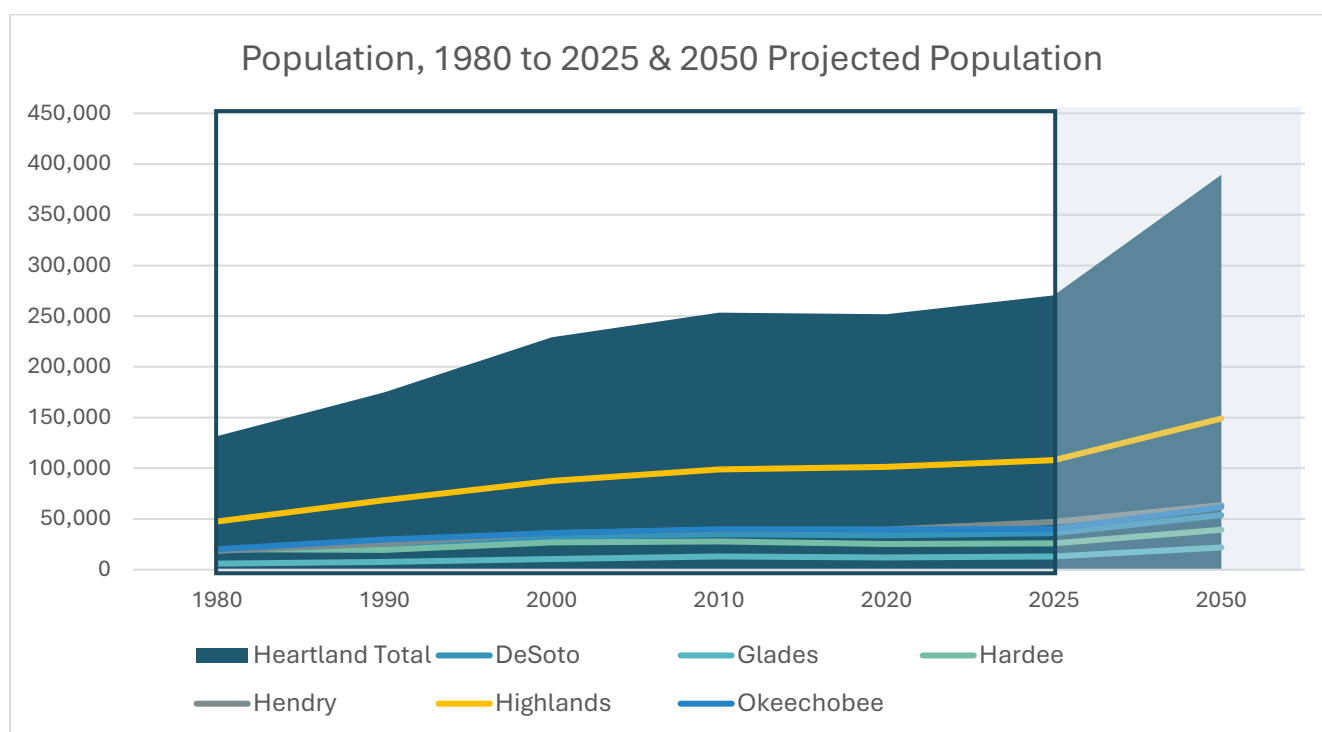


Population based on 2020 Census.

2. POPULATION AND COMMUNITY CHARACTERISTICS

The DeSoto, Hardee, Highlands, and Okeechobee service area is rural, geographically dispersed, and expected to continue growing over the life of this plan and beyond. Highlands County remains the largest population center and is projected to add nearly 48,000 residents by 2050, while DeSoto, Hardee, and Okeechobee are also expected to experience substantial growth.

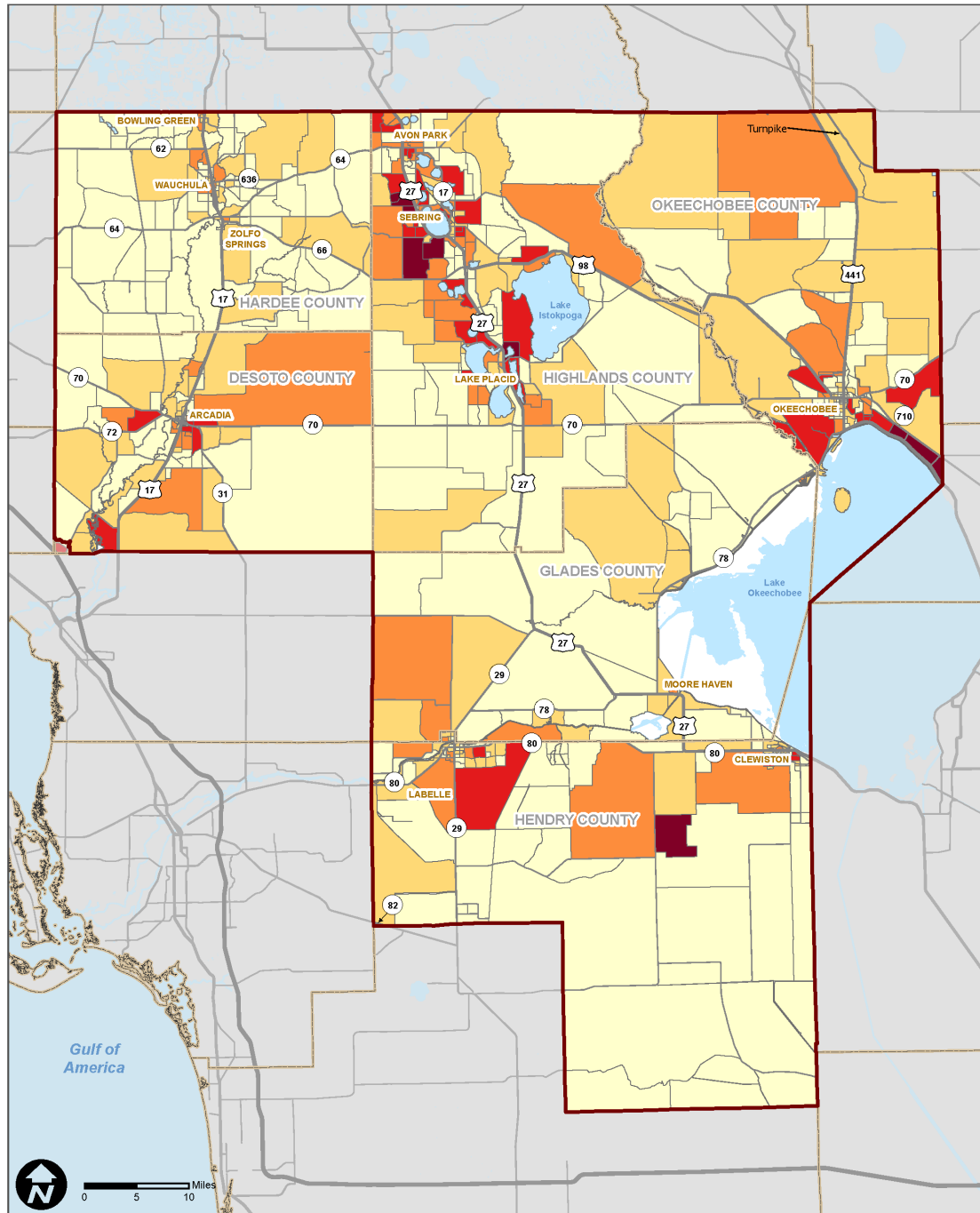
For the coordinated transportation program, population growth matters not simply because more people may need transportation, but because growth is occurring across a large service area where communities, medical facilities, employment centers, shopping, and other essential destinations are often separated by significant distances. Unlike more urbanized areas, additional population does not necessarily produce densities that can be served efficiently by traditional fixed-route transit. The coordinated system must therefore continue to balance broad geographic coverage with the cost and productivity of providing individual and shared trips.



Year	DeSoto	Glades	Hardee	Hendry	Highlands	Okeechobee	Heartland Total
1980	19,039	5,992	20,357	18,599	47,526	20,264	131,777
1990	23,865	7,591	19,499	25,773	68,432	29,627	174,787
2000	32,209	10,576	26,938	36,210	87,366	35,910	229,209
2010	34,862	12,884	27,731	39,140	98,786	39,996	253,399
2020	33,976	12,126	25,327	39,619	101,235	39,664	251,947
2025	35,947	13,055	26,042	47,085	107,956	40,314	270,399
2050	53,793	21,907	39,350	63,668	149,045	61,687	389,450

Heartland Regional TPO

Population Density (Base Year)



Legend

	HRTPO Boundary
	County Boundaries
	Interstate
	US Highways
	State Roads
	County Roads
	City Limits
	Population Density (Base Year) 0 - 214
	214 - 560
	560 - 1118
	1118 - 2128
	2128 - 3202

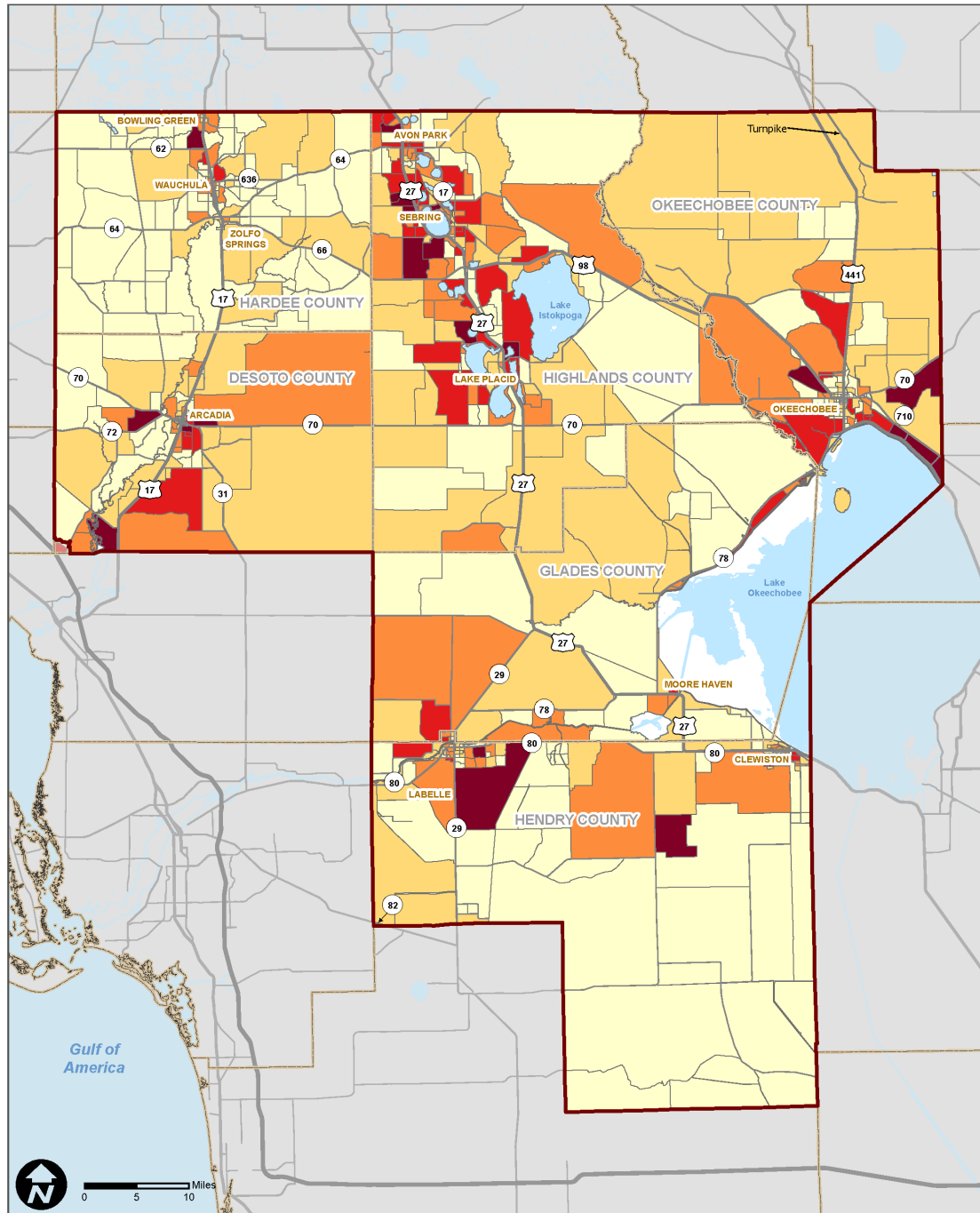


Heartland Regional TPO
555 E Church Street, Bartow, FL 33830
863-534-7130
heartlandregionaltpo.org

Document Path: C:\Projects\Heartland_TPO\HRTPO_Images\2050 Long Range Transportation Plan\2050 Long Range Transportation Plan.aprx

Heartland Regional TPO

Population Density 2050



Legend

- HRTPO Boundary
- County Boundaries
- Interstate
- US Highways
- State Roads
- County Roads
- City Limits

Population Density 2050

- 0 - 278
- 278 - 710
- 710 - 1310
- 1310 - 2313
- 2313 - 5284



Heartland Regional TPO
555 E Church Street, Bartow, FL 33830
863-534-7130
heartlandregionaltpo.org

Date: 1/13/2026 Created By: Matt Bodrey Document Path: C:\Projects\Heartland_TPO\HRTPO_Maps\2050 Long Range Transportation Plan\2050 Long Range Transportation Plan.aprx

AGE AND MOBILITY

Age is an important factor in transportation planning because the need for alternatives to driving often increases as people get older.

In 2025, adults age 65 and older account for about **36.8 percent of Highlands County's population, 24.9 percent of DeSoto County, 20.0 percent of Okeechobee County, and 18.1 percent of Hardee County**. Highlands County stands out in particular, with an older population share that is expected to remain well above state and national averages.

The service area also includes substantial numbers of children, younger adults, and working-age residents. Hardee and Okeechobee have comparatively larger shares of younger residents, while adults ages 25 to 64 remain the largest population group in each county. These differences affect both trip purpose and service needs.

The coordinated system must support access to:

- healthcare and other life-sustaining services;
- employment;
- education and training;
- shopping and personal business; and
- community and social services.

TRANSPORTATION AFFORDABILITY

Transportation costs are a significant concern in rural communities. Households in rural areas typically travel longer distances and have fewer alternatives to driving. In 2024, rural households spent about 18.9 percent of total household expenditures on transportation, compared with 16.5 percent for urban households. Rural households also averaged 2.5 vehicles per household, reflecting the importance of automobile access for daily travel.

For residents who cannot drive, cannot afford a vehicle, or do not have reliable access to one, this dependence can become a barrier to healthcare, employment, education, food, and other essential services. Affordable coordinated transportation helps reduce that barrier and supports independence, access to opportunity, and continued connection to the community.

No single service model is likely to meet all of these needs efficiently.

Door-to-door transportation will remain essential for riders who need additional assistance, while more flexible, shared, or general-public transportation options may be appropriate for riders who can use them.

3. EMPLOYMENT AND ACCESS TO OPPORTUNITY

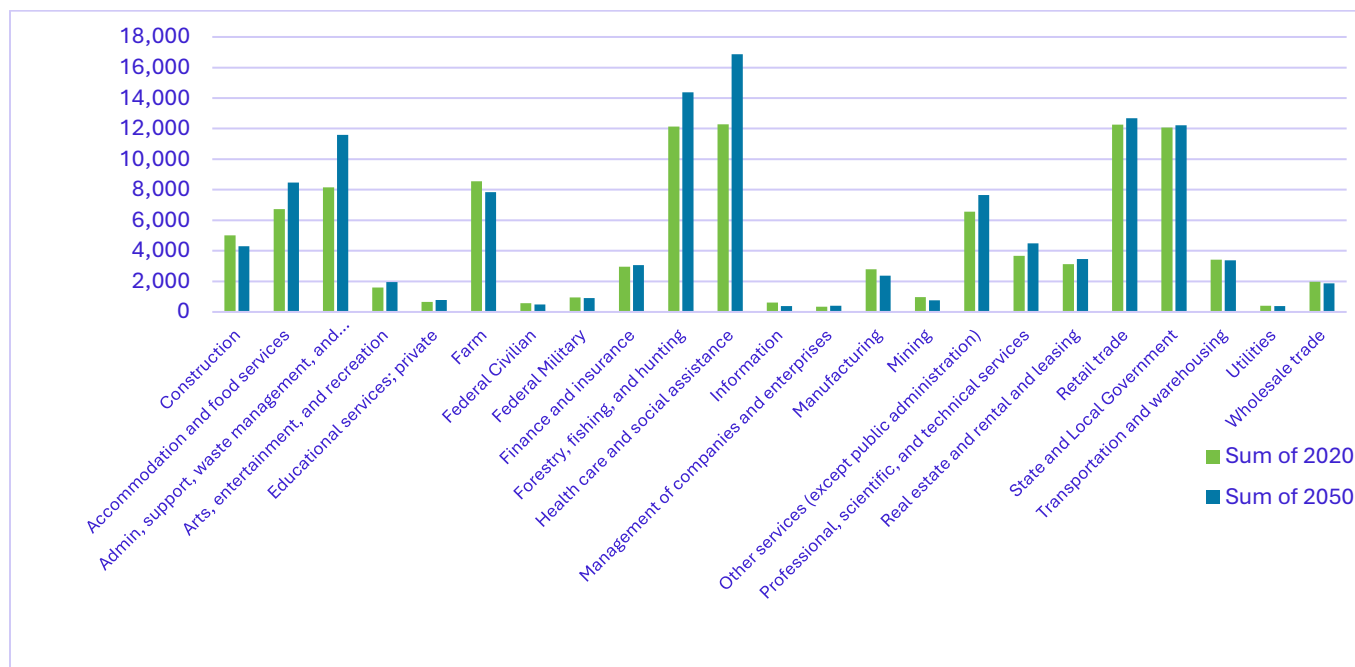
Employment is projected to grow more slowly than population across the four-county service area, making reliable connections between residential areas and employment centers increasingly important. Employment is projected to increase from about **83,600 jobs in 2025 to more than 96,000 by 2050**, with Highlands County remaining the largest employment center in the service area.

The type and location of future jobs also affect transportation needs. Health Care and Social Assistance is expected to remain one of the region's largest and fastest-growing employment sectors. This growth will increase both employee travel and demand for transportation to healthcare and supportive services.

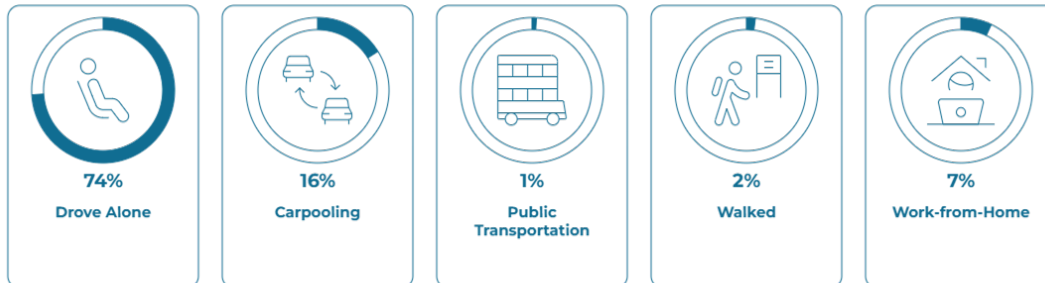
Employment transportation is therefore an important part of the coordinated system. In the Heartland, jobs may be located in another community or county, and work schedules may extend beyond traditional business hours. A lack of reliable transportation can prevent a person from accepting or keeping a job even when other employment barriers have been addressed.

Coordination with CareerSource, employers, educational institutions, and other partners can help address these needs while making the best use of limited transportation funding.

Heartland Forecast Employment by Industry, 2020 & 2050



For most residents, a personal vehicle is the primary way to reach jobs, healthcare, shopping, and other destinations. For residents who cannot drive, the lack of a vehicle can sharply limit access to those same opportunities. Walking, bicycling, and conventional fixed-route transit are not practical substitutes for many trips because of distance, roadway conditions, and limited service availability.

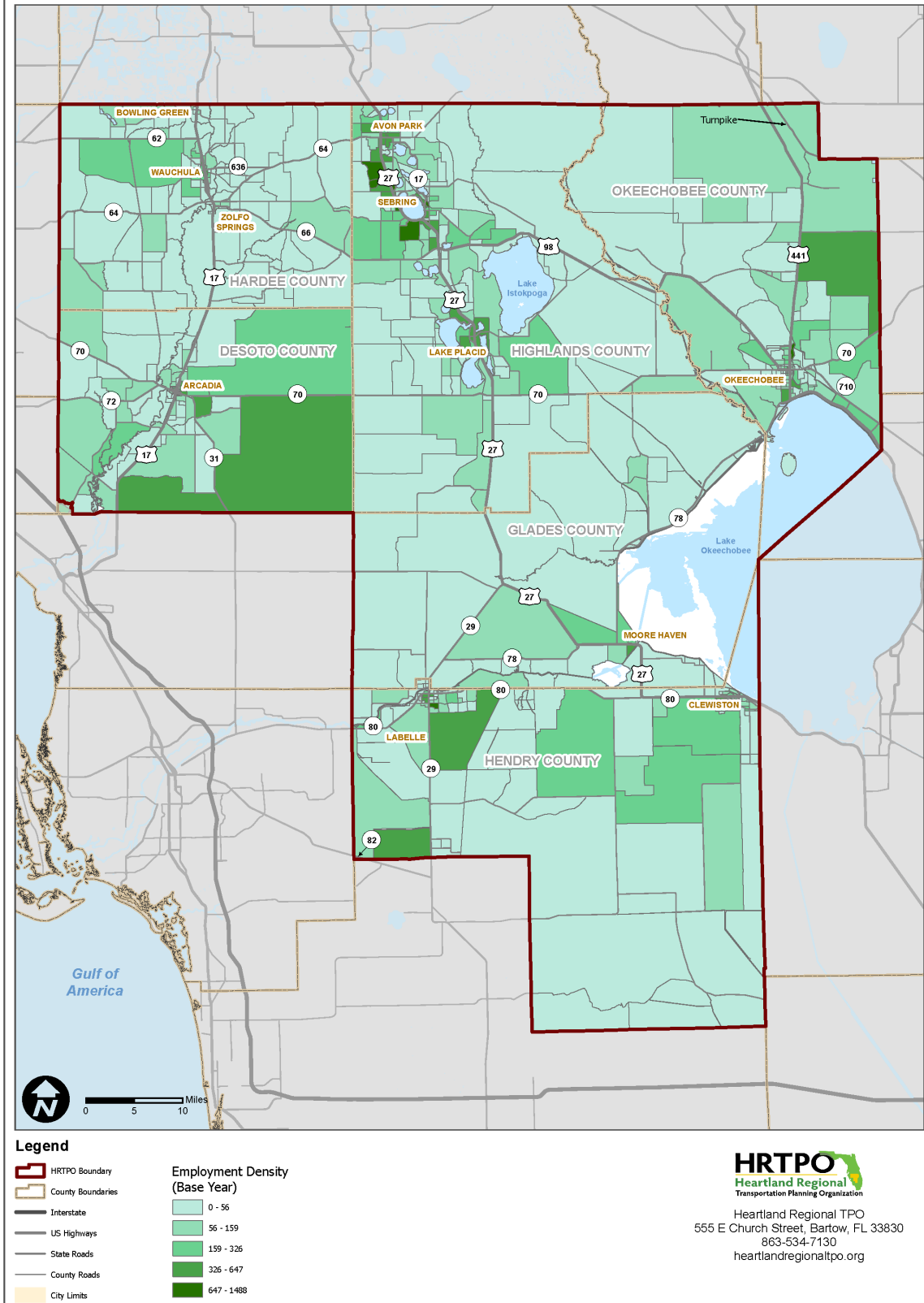


Coordinated transportation therefore serves an essential role by connecting riders to destinations that would otherwise be difficult or impossible to reach.

These conditions support a coordinated system that combines door-to-door transportation, agency-supported trips, mobility management, and more flexible service options where appropriate.

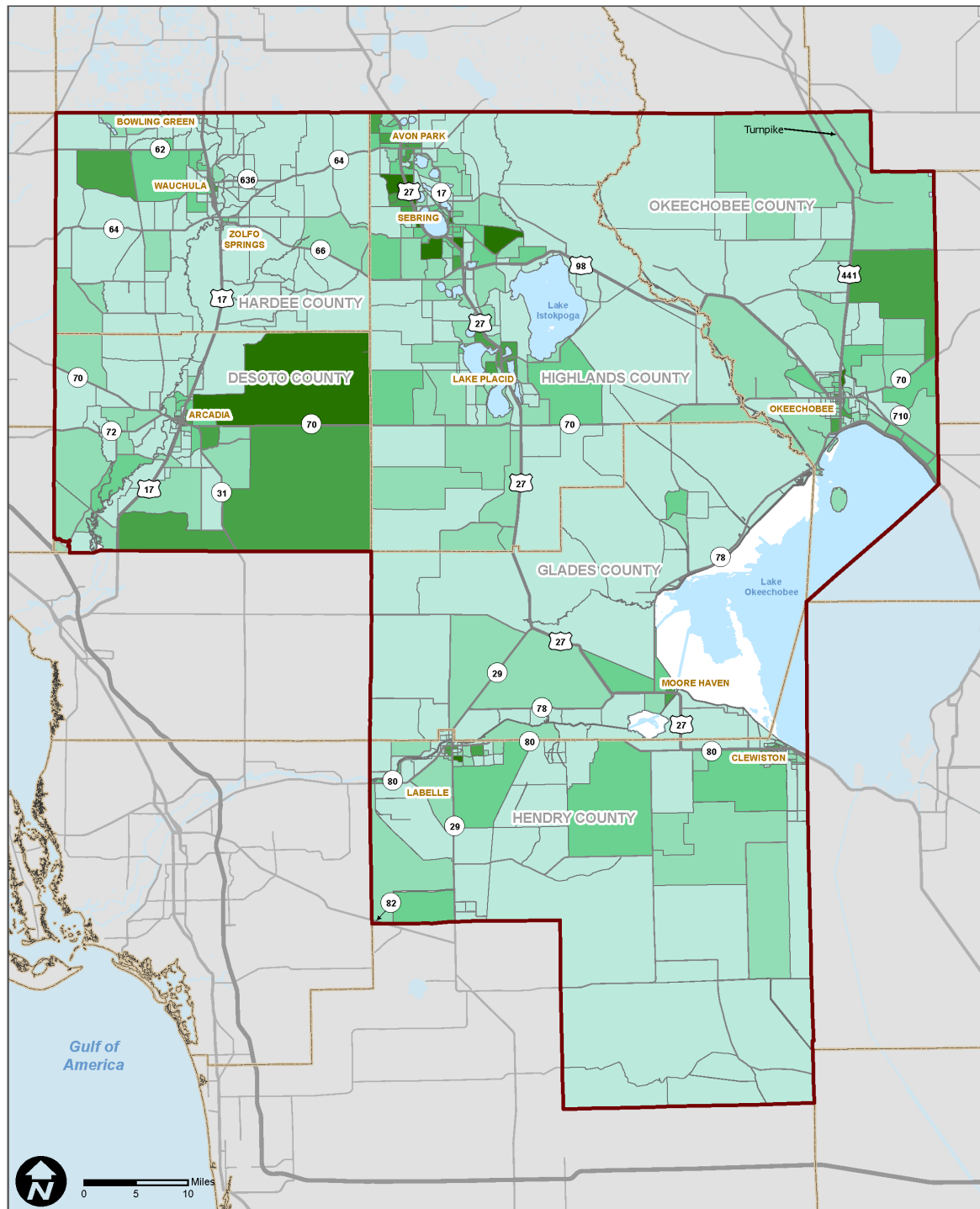
Heartland Regional TPO

Employment Density (2019)



Heartland Regional TPO
555 E Church Street, Bartow, FL 33830
863-534-7130
heartlandregionaltpo.org

Employment Density 2050



Legend

-  HRTPO Boundary
 County Boundaries
 Interstate
 US Highways
 State Roads
 County Roads
 City Limits

Population Density 2050

- 0 - 113
113 - 293
293 - 583
583 - 1118
1118 - 2190



Heartland Regional TPO
555 E Church Street, Bartow, FL 33830
863-534-7130
heartlandregionaltpo.org

Date: 1/21/2025 Created By: Matt Bushey | Document Path: D:\Projects\Headland_TPO\BTP_Mapping\2050 Long Range Transportation Plan\2050 Long Range Transportation Plan.aprx

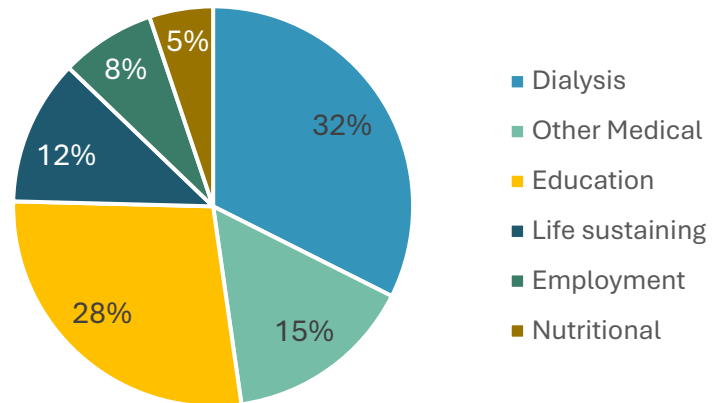
4. MAJOR TRIP GENERATORS

Historically, trips are provided by the CTC to serve medical and other life-sustaining needs. To meet the medical needs of the service area clients, trips may be made outside the service area, including Miami-Dade, Hillsborough, and Orange Counties.

Community Transportation provided 52,042 recorded one-way trips during calendar year 2025, connecting riders with medical care, education and day programs, employment, nutrition, and other essential services. The snapshot includes all funding codes in the four quarterly files, including grant-funded service and trips purchased by partner agencies.

The 2025 trip data show that Community Transportation supported regular access to adult day programs, disability services, dialysis, and other medical care. Change of Pace in Sebring was the largest identified trip generator, accounting for 8,841 one-way trips, followed by Fresenius Kidney Care Sebring and Ridge Area ARC in Avon Park.

2025 Trips by Purpose



County	Major trip generator	Community	Service type	Trips in 2025
DeSoto	DaVita Arcadia Dialysis Center	Arcadia	Dialysis	1,969
	Hospital - TGH DeSoto	Arcadia	Hospital services	540
	Walmart	Arcadia	Shopping, pharmacy	43
	Publix	Arcadia	Grocery and pharmacy	30
Hardee	Fresenius Kidney Care Wauchula	Wauchula	Dialysis	2,804
	NU-HOPE	Wauchula	Senior meals and activities	1,203
Highlands	Change of Pace	Sebring	Adult day program	8,841
	Fresenius Kidney Care Sebring	Sebring	Dialysis	4,771
	Ridge Area ARC	Avon Park	Disability services and day programs	4,669
	Highlands Dialysis Center	Sebring	Dialysis	3,311
	Fresenius Kidney Care Avon Park	Sebring	Dialysis	2,227
	NU-HOPE	Lake Placid	Senior meals and activities	973
	Florida Cancer Specialists	Sebring	Cancer care	709
	Publix	Sebring	Grocery, pharmacy, and employment	604
	Walmart	Sebring	Shopping, pharmacy	433
Okeechobee	Okeechobee Senior Services	Okeechobee	Senior services	1,821
	DaVita Big Lake Dialysis	Okeechobee	Dialysis	1,567
	Walmart	Okeechobee	Shopping, pharmacy, and employment	81

5. INVENTORY OF AVAILABLE TRANSPORTATION SERVICES

Transportation in the four-county service area is provided through a combination of coordinated public transportation, specialized transportation programs, commuter services, intercity transportation, private transportation, and mobility-information resources. Heartland Rides serves as the region's transportation information and referral resource and provides information on available options in DeSoto, Hardee, Highlands, and Okeechobee Counties. The service can be accessed online or by calling **1-888-332-1444**.

The inventory below describes transportation resources currently identified through Heartland Rides. Availability, eligibility, cost, service hours, and geographic coverage vary by provider. Inclusion in this inventory does not mean that a service is part of the coordinated TD system or that it is available for every trip.

COORDINATED PUBLIC TRANSPORTATION

Community Transportation. MTM Transit provides door-to-door Community Transportation in DeSoto, Hardee, Highlands, and Okeechobee Counties. Registration is required, and some funding programs have additional eligibility requirements. Heartland Rides identifies the service as supported through the Transportation Disadvantaged Trust Fund, rural public transportation grants, and local funds. Riders may contact the program at 1-800-260-0139.

DART — DeSoto County. DART provides general-public transit service in DeSoto County. The service operates Monday through Saturday beginning at 7:00 a.m. and uses a flag-stop system. In addition to designated stops, riders may flag the vehicle at many locations along the route. DART is supported through rural public transportation funding.

These services form the primary publicly supported transportation network within the DHHO service area. Community Transportation provides the regional door-to-door component, while DART provides an additional general-public option in DeSoto County.

COMMUTER AND EMPLOYMENT TRANSPORTATION

Commute Connector. Commute Connector serves all six Heartland counties, including DeSoto, Hardee, Highlands, and Okeechobee. The FDOT-supported program assists employers and employees with carpooling, vanpooling, and other alternatives to driving alone.

Lyft Jobs Access Program. Heartland Rides lists the Lyft Jobs Access Program as a potential resource for discounted rides to and from employment. Eligibility requirements may apply. The resource is listed for each of the four DHHO counties.

These resources may supplement the coordinated system for riders who can use carpool, vanpool, or app-based transportation. They are particularly relevant when employment trips cannot be efficiently served through traditional demand-response transportation.

MEDICAID NON-EMERGENCY TRANSPORTATION

Florida Medicaid provides non-emergency transportation for eligible Medicaid recipients who have no other means of transportation to a Medicaid-covered service. Transportation arrangements depend on the individual's Medicaid plan

and assigned transportation provider. Heartland Rides identifies Medicaid transportation as an available program resource throughout the four-county service area.

Medicaid transportation is separate from the TD-funded coordinated transportation program. Identifying an available Medicaid funding source before using limited TD resources supports the broader goal of assigning trips to the most appropriate available program.

INTERCITY TRANSPORTATION

Intercity transportation provides connections beyond the immediate service area and can complement local transportation when a rider can independently use those services.

Amtrak. Heartland Rides identifies Amtrak Silver Service connections through Sebring and Okeechobee, providing access to destinations such as West Palm Beach, Lakeland, and locations beyond the region.

Greyhound. Heartland Rides identifies Greyhound service in DeSoto and Highlands Counties, with connections to the national intercity bus network.

These services do not replace local transportation. Access to an intercity station may itself require coordination with another transportation option, particularly for riders who do not drive.

PRIVATE AND ON-DEMAND TRANSPORTATION

Heartland Rides identifies several private transportation options that may be available within the service area:

Uber and Lyft provide app-based rides through independent drivers. Availability can vary by location, time of day, and driver supply.

Bird scooter service is listed as an option in the Downtown Sebring area for short local trips.

Private services expand the range of transportation options but are not substitutes for accessible public transportation. Cost, wheelchair accessibility, technology requirements, service availability, and the rider's ability to travel independently can limit their usefulness for transportation disadvantaged riders.

SPECIALIZED AND HUMAN-SERVICE TRANSPORTATION RESOURCES

Heartland Rides also identifies programs that may assist specific populations or trip purposes.

Veterans transportation. Disabled American Veterans provides transportation assistance to VA medical facilities for eligible veterans.

American Cancer Society. Transportation-related resources may be available to help cancer patients reach treatment and support services.

NU-HOPE Elder Care Services. Heartland Rides identifies NU-HOPE as a resource for older adults in Hardee and Highlands Counties. Its broader services include nutrition, in-home assistance, and supportive programs for adults age 60 and older.

Lyft Grocery Access Program. Heartland Rides lists discounted transportation to participating grocery stores and farmers markets as a potential resource.

Kidney Foundation. The National Kidney Foundation is identified as an information and support resource for individuals receiving kidney treatment or pursuing transplantation.

These programs illustrate the importance of transportation coordination beyond the CTC-operated service. Some transportation needs may be addressed through another program, agency, or funding source when the rider and trip meet that program's requirements.

TRANSPORTATION INFORMATION AND REFERRAL

Several resources help residents identify transportation or related services rather than directly operating transportation:

Heartland Rides provides regional transportation information and referral by website and telephone.

Find A Ride Florida helps older adults identify transportation options.

Safe Mobility for Life provides information and resources to help older Floridians remain mobile and independent.

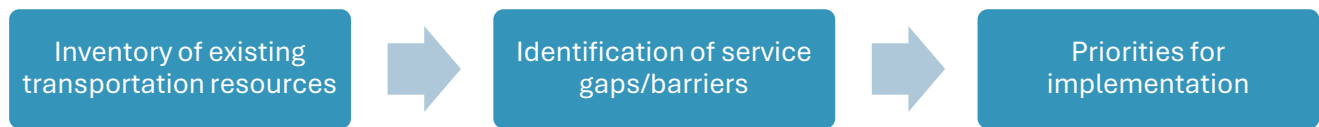
United Way 2-1-1 provides 24-hour referral to community resources, including transportation-related assistance and other basic needs.

II. SERVICE ANALYSIS

NEEDS ASSESSMENT

The coordinated transportation system helps residents of DeSoto, Hardee, Highlands and Okeechobee counties reach healthcare, nutrition, employment, education and other essential services. This service analysis brings together population forecasts, reported transportation activity, documented unmet requests and coordination challenges to establish priorities for the 2026–2031 Transportation Disadvantaged Service Plan (TDSP). The assessment considers both the transportation needs of residents and the funding, vehicles, staffing and partnerships available to meet those needs.

Successful coordination of transportation services depends on an effective planning process that establishes priorities and goals. The multi-county TDSP has three parts to its planning process:



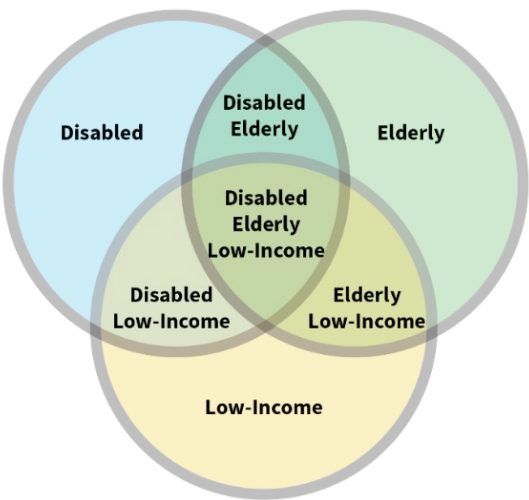
FORECAST OF TRANSPORTATION DISADVANTAGED POPULATION

The transportation disadvantaged (TD) population was estimated using the demand forecasting methodology developed by the University of South Florida’s Center for Urban Transportation Research (CUTR) for the Florida Commission for the Transportation Disadvantaged. The model considers population characteristics associated with transportation disadvantage, including age, disability, income and access to transportation. The analysis incorporates updated population projections from the University of Florida’s Bureau of Economic and Business Research (BEBR), while retaining certain historical demographic and trip-generation assumptions pending further validation.

The preliminary model estimates that approximately **113,400 residents, or 54% of the four-county population**, fall within the general TD population, including approximately **19,100 residents with critical transportation needs**. Highlands County accounts for the largest number of transportation disadvantaged residents, reflecting its larger population and concentration of older adults. Projected population growth, particularly in Highlands County, indicates that accessible and affordable transportation will remain an important regional need throughout the planning period.

These estimates describe potential transportation disadvantage rather than the number of residents eligible for or expected to use TD-funded services. Actual demand depends on individual circumstances, transportation alternatives, funding and service capacity. The forecast provides a planning baseline for evaluating service priorities and future investments.

Detailed methodology, county-level forecasts, assumptions and limitations are provided in Appendix B.



EXISTING SERVICE AND TRAVEL PATTERNS

During FY 2025–2026, MTM Transit, LLC served as the designated Community Transportation Coordinator (CTC), overseeing services provided directly and through contracted and coordinated transportation providers. Effective July 1, 2026, the Central Florida Regional Planning Council (CFRPC) assumed responsibility as the CTC, with MTM Transit serving as the contracted transportation operator.

Reported non-sponsored paratransit activity for FY 2025–2026 totaled **49,301 one-way passenger trips** and **809,782 vehicle miles**. Highlands County accounted for approximately two-thirds of regional trips. Differences in trip volumes reflect the distribution of population and reported service use and should not be interpreted as a complete measure of transportation need in each county.

Non-Sponsored Paratransit Trips by County, FY 2025-26

Measure	DeSoto	Hardee	Highlands	Okeechobee	Service Area Total
One-way trips	4,106	6,805	33,195	5,195	49,301
Share of regional trips	8.3%	13.8%	67.3%	10.5%	100%
Ambulatory and non-ambulatory trips	4,106	6,805	33,195	5,195	49,301
Vehicle miles	103,205	141,315	423,947	141,315	809,782
Reported vehicles	4	2	18	2	26
Reported drivers	11	2	21	2	36

One-Way Non-Sponsored Passenger Trips by Purpose, FY 2025-26

Trip Purpose	DeSoto	Hardee	Highlands	Okeechobee	Service Area Total
Medical	3,410	3,911	14,143	2,581	24,045
Employment	582	192	2,041	471	3,286
Education / Training / Daycare	0	1,402	11,246	22	12,670
Nutritional	73	15	719	66	873
Life-Sustaining / Other	41	1,285	5,046	2,055	8,427
Total Trips	4,106	6,805	33,195	5,195	49,301

County trip shares may not sum to 100% because of rounding. Vehicle and driver figures are reported counts.

Medical transportation represented the largest share of non-sponsored trips, accounting for approximately **49%** of reported activity. Education, training and daycare represented approximately **26%**, followed by life-sustaining and other trips at **17%**. Employment and nutritional trips accounted for approximately **7%** and **2%**, respectively. These patterns demonstrate the system's role in supporting essential services, while also showing differences in the purposes served within each county.

FY 2025–2026 Denial and Referral Log Activity

A significant improvement during FY 2025–2026 was the more systematic documentation of transportation requests that could not initially be accommodated. Historically, trip denials were not tracked consistently or in sufficient detail to provide a reliable measure of unmet transportation demand. As a result, earlier annual denial totals should not be interpreted as comprehensive records of transportation needs that could not be served. The updated denial and referral log provides a clearer picture of when requests could not be scheduled and the reasons for those decisions. **Of the 692 documented entries, 528 were classified as funding-related, representing approximately 76% of logged requests.**

Reporting Period	Logged Requests
July–September 2025	15
October–December 2025	32
January–March 2026	448
April–June 2026	197
Fiscal Year Total	692

COORDINATION STRENGTHS AND SERVICE BARRIERS

The four-county system benefits from a regional coordination structure that allows resources and service arrangements to be considered across county boundaries. Local government support for grant matching requirements and federal transit capital funding for vehicle purchases provide an important foundation for maintaining service.

Several conditions nevertheless limit the system’s ability to meet transportation needs:

- **Rural geography and long travel distances.** Dispersed development and destinations outside the service area increase travel time, vehicle use and the cost of providing shared transportation.
- **Limited transportation alternatives.** DART provides circulator service in Arcadia, while much of the service area relies on advance-reservation transportation. Private transportation options may be unavailable or unaffordable.
- **Scheduling and service-hour constraints.** Advance booking requirements and limited evening and weekend availability can make it difficult to accommodate urgent needs, changing work schedules and some education or training trips.
- **Population characteristics.** Older adults, people with disabilities and residents with limited incomes may need accessible vehicles, additional assistance and affordable fares.
- **Funding and operating costs.** Available operating funds limit service capacity and expansion. Fuel, personnel, insurance, vehicle maintenance and program administration place continuing demands on limited resources.
- **Purchasing and agency coordination.** Human service agencies have different funding requirements and budgeting practices. When transportation costs are not included in agency budgets or purchasing agreements, requests may fall to limited non-sponsored TD funding.
- **Administrative and information barriers.** Registration, renewal, booking procedures and unclear service information can affect residents’ ability to obtain transportation.
- **Data consistency.** Reliable decisions require a common record of service activity, funding allocation, unmet requests, complaints and performance.

Together, these conditions point to the need for dependable essential transportation, simpler rider procedures, stronger purchasing partnerships and service approaches suited to different parts of the region.

PRIORITY NEEDS AND PLANNED RESPONSES

The TDSP prioritizes maintaining essential service while improving access, coordination and accountability. Expansion will depend on demonstrated demand, available funding and the ability to maintain reliable, accessible service.

Priority Need	Planned Response	Implementation Timing
Reliable essential transportation	Maintain accessible medical, nutrition and other essential trips throughout all four counties. Review pickup reliability, appointment arrivals and operator missed trips, and document corrective actions.	Ongoing; establish verified baselines by June 2027
Simpler access to service	Review registration, renewal, booking, notices and appeals. Publish clear rider procedures and improve information about DART, deviations and connections.	Initial review and approved procedures by March 2027
Employment, education and training access	Develop referral and purchasing arrangements with CareerSource, vocational rehabilitation, education providers and other partners. Evaluate a defined employment transportation pilot and promote appropriate commuter and vanpool options.	Partnership development ongoing; pilot scope and evaluation conditions by June 2027
Transportation for older adults and people with disabilities	Continue pursuing appropriate operating and capital assistance and purchasing agreements with agencies serving these populations. Maintain rider assistance and accessible vehicle capacity.	Annual grant cycles and ongoing coordination
Service options suited to local needs	Evaluate flexible service in Highlands County and opportunities for shared rides, recurring schedules and improved connections. Consider evening and weekend needs where demand and funding support service.	Initial options assessment by June 2027; implementation subject to funding and approval
Sustainable funding and fleet capacity	Pursue eligible funding, local support and agency purchasing agreements. Maintain reconciled budget and fleet schedules, accessible vehicle replacement priorities and adequate backup capacity.	Initial schedules and funding-allocation procedures by March 2027; ongoing updates
Consistent reporting and coordination	Establish a CTC-controlled record of operations, funding allocation, complaints and performance. Verify the provider directory and document referral outcomes and purchaser workflows.	Initial workflows and reporting baselines by June 2027

GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION

The goals and objectives contained in this document adapt legislative and administrative requirements as they relate to the transportation disadvantaged (TD) population and provision of service in the service area.

The Florida Coordinated Transportation System is a concerted effort to coordinate, not consolidate, all government-funded transportation, to better serve agencies and customers with safe, reliable, and cost-effective transportation services. The mission statement of the Commission for the Transportation Disadvantaged (CTD) is: “To insure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons.”

To that end, the Multi-County Local Coordinating Board developed its mission statement as: To identify transportation disadvantaged persons, their needs, and available resources, and provide a cost-effective, accessible, coordinated transportation service in DeSoto, Hardee, Highlands, and Okeechobee Counties.

One of the initial tasks in the development of a five-year plan is to identify the intent of the plan and what is to be accomplished from the local perspective. With an approved mission statement in place, broad goals and corresponding objectives can be defined.

These goals and objectives are based on requirements of Chapter 427, F.S., the CTD, and those established by the Multi-County local coordinating board. Goals and objectives are developed in conjunction with demographic data, demand forecasting and demonstration of current needs, evaluation results, public hearing input, and other service area data, to develop strategies for goal attainment.



Goal 1: Identify and Analyze Demand for Service in the Service Area

Objective	Strategy	Measure	Responsibly Party
Review trips denied and/or not provided at requested time	Track trips denied/changed and report to LCB	Number and percent of trips denied/changed	CTC
Survey unmet needs of social service agencies	Survey social service agencies	Number of persons eligible	CTC, Planning Agency
Review demand of trip types	Track types of trips requested	Number and percent of trips requested	CTC
Implementation: A report will be provided yearly to the LCB at their 3 rd quarter meeting for analysis and to develop next steps.			

Goal 2: Enhance Coordination to Provide Cost-Efficient and Effective Service

Objective	Strategy	Measure	Responsibly Party
Educate front line staff on other existing transportation services in the service area	Develop a quick guide for referrals to other services	Number of customer referrals to other services	CTC
Educate community partners and other existing transportation services of TD services available	Awareness meetings, participation in community coordination groups	Number of awareness meetings	CTC, Planning Agency
Implementation: This should be an ongoing effort. A report will be provided to the LCB at their 4 th quarter meeting for analysis and to develop next steps.			

Goal 3: Reduce Barriers to Access TD Services

Objective	Strategy	Measure	Responsibly Party
Enhance the public's knowledge of the service	Form diverse committees to evaluate and recommend action items to help meet goals	Survey of new users	CTC, Planning Agency
Ensure user-friendly application and registration process			
Coordinate with the Heartland Mobility Program	Identify action items from Heartland Rural Mobility Plan		Planning Agency
Implementation: This should be an ongoing effort. A report will be provided to the LCB at their 2 nd quarter meeting for analysis and to develop next steps.			

Goal 4: Prepare for Emergency Events

Objective	Strategy	Measure	Responsibly Party
Coordinate efforts with local emergency management officials	Attend regularly scheduled EOC meetings	Agreements/Letter of Understanding with each County	CTC, Planning Agency
Educate users/user agencies on emergency procedures.	Provide information to users and agencies as needed		CTC, Planning Agency
Implementation: This should be an ongoing effort. A report will be provided to the LCB at their 1 st quarter meeting for analysis and to develop next steps.			

Goal 5: Ensure Quality Service and Program Accountability

Objective	Strategy	Measure	Responsibly Party
Comprehensive CTC report to LCB	Utilize spreadsheet provided by planning agency	Accurate and timely reports to planning agency	CTC
Meet or exceed all federal, state, and local performance measures	Annual review and follow up on review findings	Percent of standards met	CTC, Planning agency
Maintain quality customer relations	Survey users	Survey responses	CTC
Minimize customer discomfort	Maintain and provide safe and appropriate vehicles	Review of maintenance records and complaints	CTC, Planning agency
Minimize customer travel/wait time	Maintain appropriate vehicle inventory/proper scheduling.	Customer wait time	CTC
Require real-time communications	Require radio or tablets phone equipment	Percent of vehicles equipped with devices	CTC
Minimize customer complaints/grievances	LCB review of complaints/comments/grievances by types	Include on each quarterly report	CTC
Implementation: This should be an ongoing effort. A report will be provided to the LCB at each meeting for analysis and to develop next steps.			

III. SERVICE PLAN OPERATIONS ELEMENT

1. Types, Hours, and Days of Service

All service is door to door. Ambulatory and wheelchair service is offered countywide. Drivers are required to assist customers from the door of the trip origin to the door of the trip destination; however, drivers are not permitted to assist persons in wheelchairs or stretchers up or down more than one step. The driver should not be expected to assist customers to specific offices, departments, or floors within large medical facilities and cannot provide personal attendant care. An attendant or escort should accompany customers unable to care for themselves.

Requests for transportation may be made by calling Community Rides. There are seven phone lines available to accept reservations and a facsimile line. No fax or telephone request will be accepted after 5:00 p.m.

The CTC Office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. except on approved holidays. Service hours are Monday through Friday from 6:00 a.m. until 7:00 p.m. Limited services are available on Saturday from 6:00 a.m. until 7:00 p.m.

Note: Service for dialysis clients may require more flexibility in scheduling. Dialysis services may begin as early as 4:00 a.m. and may run after 7:00 p.m. to serve the needs of the clients.

2. Accessing Services

The Community Transportation Coordinator (CTC) maintains an advanced telephone system with toll-free access for all service users. The numbers for the CTC reservations system and administration are:

DART	1-800-694-6566
Toll Free	1-800-260-0139

Customers can be assured timely service if:

- **Return trips are scheduled in advance.** If the customer does not know the return time or is not ready at the scheduled return time, a vehicle will be dispatched upon notification; however, waiting for the dispatched vehicle can be up to two hours. When scheduling medical appointments, riders are asked to use their best estimate for the time for the return trip.
- **As a courtesy to others, customers should be ready at least one hour before the scheduled appointment time.** Longer trips will require earlier pickup times. Drivers will wait no more than five minutes for a customer.
- **Customers must cancel a requested trip no later than one hour before the scheduled pickup time.** Trips are canceled by calling the CTC.
- **Failure to cancel a trip will be assessed as a no-show.** The customer may then receive a written notice explaining that they have been assessed a no-show.
- **When scheduling trips, customers should be specific about the type of service required (i.e., wheelchair, ambulatory, escort) and the destination (i.e., correct destination name, street address, suite number, and telephone number).**

3. Eligibility

Program	Eligibility																				
Transportation Disadvantaged Program	- Individual does not have an available operational vehicle in the household; or the ability to operate a vehicle; or the ability to find transportation from other sources. - Must live in DeSoto, Hardee, Highlands, or Okeechobee County - No other means of transport and qualify based on one of the following: ✓ Is under the age of 18 or over the age of 60 ✓ Has an income at or less than 150% of the Federal Poverty Guidelines ✓ Has a documented disability - Registration (Appendix C) must be updated every two (2) years, and the applicant must have one of the following documents on file. ✓ Photo Identification ✓ Proof of Income ✓ Disability Letter - Trips provided with this funding source are for medical, nutritional, employment, educational, and life-sustaining trips and are prioritized by the Local Coordinating Board. Non-sponsored trips are funded by a Trip/Equipment Grant from the Transportation Disadvantaged Commission. A local match of 10% will be required (generated through the fare box and local sources). With concurrence from the local coordinating board, these funds will continue to be allocated on a daily basis with an equal allocation for each day (Monday through Friday). No TD trips can be scheduled once the daily cap is reached. This service is offered only to those who are transportation disadvantaged as defined by Chapter 427, Florida Statutes, and those who met the eligibility criteria outlined in this service plan. Transportation Disadvantaged Trust Fund trips are only available if no other funding source can be identified. <table border="1"> <caption>2026 Federal Poverty Guidelines</caption> <thead> <tr> <th>Family Size</th><th>150%</th></tr> </thead> <tbody> <tr><td>1</td><td>\$23,940</td></tr> <tr><td>2</td><td>\$32,460</td></tr> <tr><td>3</td><td>\$40,980</td></tr> <tr><td>4</td><td>\$49,500</td></tr> <tr><td>5</td><td>\$58,020</td></tr> <tr><td>6</td><td>\$66,540</td></tr> <tr><td>7</td><td>\$75,060</td></tr> <tr><td>8</td><td>\$83,580</td></tr> <tr><td colspan="2">Add \$8,520 for each person over 8</td></tr> </tbody> </table>	Family Size	150%	1	\$23,940	2	\$32,460	3	\$40,980	4	\$49,500	5	\$58,020	6	\$66,540	7	\$75,060	8	\$83,580	Add \$8,520 for each person over 8	
Family Size	150%																				
1	\$23,940																				
2	\$32,460																				
3	\$40,980																				
4	\$49,500																				
5	\$58,020																				
6	\$66,540																				
7	\$75,060																				
8	\$83,580																				
Add \$8,520 for each person over 8																					
Door-to-Door Public Transportation funding (FTA 5311)	- There are no restrictions on the types of trips provided with these funds. However, there is a monthly budgeted amount that can be spent, and when the funds run out, service is unavailable. - Passengers will be required to complete a registration to access services; however, their ability to access services is not contingent on any information provided in their registration.																				
Door-to-Door Public Transportation funding (FTA 5310)	- Section 5310 operating funds are used to enhance seniors and persons with disabilities with transportation needs. Therefore, trips are provided to seniors and persons with disabilities only. There is a monthly budgeted amount that can be spent, and when the funds run out, service is capped. - Passengers will be required to complete a registration to access services; however, their ability to access services is only contingent on age and disability status.																				
DART Bus	Anyone may ride the DeSoto-Arcadia Regional Transit Bus from 7:00 a.m. to 7:00 p.m. Monday – Saturday. Visit www.DeSotoBus.com for the bus route.																				

Medicaid Non-Emergency Medical Transportation	Medicaid will pay for non-emergency transportation services for a Medicaid eligible recipient who has no other means of transportation to a Medicaid covered service including doctor appointments, dental appointments, mental health appointments, to receive dialysis services, or to receive services at a Prescribed Pediatric Extended Care (PPEC) Center. Reservations must be made through the rider's health plan by calling the Medicaid Helpline at 1-877-254-1055 for more information on how to schedule Medicaid Non-Emergency Medical Transportation
Full-Cost Trip	If an individual or trip is not eligible for any of the above programs, a trip may be scheduled and the individual may pay the full cost of the services provided.

4. Prioritization for TD Trust Fund Trips

The Community Transportation Coordinator is encouraged to make scheduling decisions based on system efficiency and providing the maximum delivery of services to the community, while ensuring that the most essential trips are provided. When it has been determined that the funding available for Non-Sponsored Trips is not sufficient to fulfill all eligible trips requested, the Local Coordinating Board has established the following priority order:

1. Medical
2. Nutritional (Grocery Shopping, Meal sites, and SNAP Benefits)
3. Employment
4. Education/Day Care
5. Life-Sustaining/Others- Personal business, banking, Social Service Offices, visiting nursing homes, shopping excluding grocery shopping, after school, social and recreational reasons

5. Reservation Service

There is a forty-eight (48) business hours (excluding weekends and holidays) advance notice requirement for all trips scheduled within the coordinated system, except under special circumstances, including hospital discharge.

Clients may schedule up to two (2) weeks in advance for in-service area trips and thirty (30) days in advance for out-of-service area trips.

6. Subscription Service

Subscription service is defined as 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.

7. Demand Response Service

The name(s) and address(es) of the customer(s) to be transported are placed with the CTC forty-eight (48) business hours before the day of travel.

8. Customer Fare Policy

The Local Coordinating Board updated the customer fare policy in 2021. The adopted fare applies to non-sponsored customers residing in DeSoto, Hardee, Highlands, and Okeechobee counties.

County	In or Out of Service Area
DeSoto, Hardee, Highlands, Okeechobee	\$2.00

Fares remain suspended. The CTC may suspend fare collection during emergencies or natural disasters. Agency-sponsored customers are not required to pay a fare.

When fare collection is in effect, customers must pay the applicable fare for each one-way trip. A customer who refuses to pay for the outbound trip will not be transported. Return transportation will be provided even if the customer refuses to pay; however, any unpaid fare must be paid before future transportation is provided.

9. General Public Transportation

The Community Transportation System is open to the general public through the receipt of Federal Transit Administration (FTA) Section 5311 and Section 5310 Operating grant funds. The FTA requires that trips paid for with these funds be scheduled on a first-come, first-served basis. The general public may access the system by calling the CTC's local access number or toll-free number. Once the funds for the month have been depleted, the general public may only access the system by personally paying the fully allocated cost per trip if there is vehicle seating/capacity for the trip request. Those who meet eligibility for trip requests under the Transportation Disadvantaged trip eligibility/trip prioritization policy will be processed through that funding source.

10. Public Awareness of Non-Sponsored Funds

Brochures describing the coordinated transportation system, briefly discussing eligibility criteria and the scope of the services provided are distributed to social service agencies, public forums, health departments, hospital social service departments, etc., within the designated service area. In addition, the CTC meets with social service agency staff and advocacy groups frequently to ensure that those individuals eligible for service have accessibility.

11. Driver Training

MTM Transit is responsible for ensuring that its drivers and any subcontracted drivers complete required training before operating a vehicle in the coordinated system. CFRPC, as the CTC, monitors compliance through operator oversight and review of training records.

Initial training includes review of the Driver's Training Manual, the roles of the CTC and transportation operator, relevant provisions of Chapter 427, Florida Statutes, use of driver manifests, operating rules, and customer assistance procedures. Drivers must successfully complete required online tests before entering service. Additional customer assistance and defensive driving training is provided during the first 30 days of employment.

Required training includes:

1. RTAP Defensive Driving.

2. Customer Assistance and Sensitivity, including appropriate assistance for individuals with disabilities.
3. Substance Abuse Awareness and applicable testing requirements.
4. Pre-trip and Post-trip Vehicle Inspections.
5. System Safety Program Plan (SSPP).
6. Wireless Communication Policy.

MTM Transit and any subcontracted operators must maintain qualified trainers and records documenting each driver's training, test results, and required refresher courses. Drivers must maintain a satisfactory driving record, with no more than five points within a two-year period.

12. Emergency, Accident, and Delay Procedures

Through contractual agreements with contract carriers and in the System Safety Program Plan (SSPP), the CTC establishes policies for the handling of emergencies, accidents, and delays.

Contract carriers are required to notify the CTC and appropriate emergency personnel immediately if an emergency, accident, or delay occurs. Appropriate emergency personnel can include police, fire, and/or ambulance. The carrier must solicit appropriate medical or emergency assistance if an accident or other emergency occurs. The CTC must also be notified of schedule delays. The carrier must also submit a written accident or incident report and management analysis within 24 hours. In the event of an accident, FDOT must be notified within 24 hours.

Drug and alcohol testing is required in the event of bodily injury or property damage in compliance with U.S. DOT and Federal Transit Administration (FTA) guidelines.

To handle delays, each carrier is required to have one backup vehicle for every six vehicles in service. If delays occur, the CTC may reassign trips to other service providers. If an extended delay results, the customer will be notified, and a satisfactory resolution will be reached.

The Memorandum of Agreement (MOA) between the Central Florida Regional Planning Council (CFRPC), as the Community Transportation Coordinator (CTC), and the Florida Commission for the Transportation Disadvantaged (CTD) requires the CTC to develop and implement a System Safety Program Plan (SSPP). The plan establishes safety policies and procedures consistent with Chapter 14-90, Florida Administrative Code, which governs equipment and operational safety standards for public-sector bus transit systems. A Certificate of Compliance is submitted annually. The SSPP addresses the following:

1. Carrier and MTM Transit
2. Vehicles and Equipment
3. Operational functions
4. Driving requirements
5. Maintenance
6. Equipment for transporting wheelchairs
7. Training
8. Federal, State, and local regulations, ordinances, or laws
9. Private contracted service provider

The System Safety Program Plan (SSPP) outlines driver training requirements and vehicle inspection requirements. Required safety equipment for all vehicles is:

- Seatbelts
- Wheelchair securement systems and restraining devices (lap belt and shoulder harness)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits
- Two-way radios or equivalent real-time communications devices

The SSPP limits the number of consecutive hours a driver can work and requires defensive driving and customer assistance/sensitivity training for all drivers. It further requires all subcontracted service providers to be certified before providing service in the coordinated transportation system and requires vehicles to undergo annual safety inspections. The SSPP also includes driver and accident policies.

Extensive record-keeping by the CTC and the individual subcontractor contract carriers is also required. Records kept include personnel data, operational reports, dispatching logs, driver trip sheets, and reports of accidents, incidents, and service delays.

13. Insurance Requirements

Contract carriers under contract to MTM Transit are required to carry a minimum of \$500,000 in single limit auto liability insurance for dedicated vehicles. Contract carriers must also maintain \$1,000,000 in general liability coverage and workmen's compensation insurance at the statutory limits.

14. Transportation Operators and Coordination Contracts

The Central Florida Regional Planning Council (CFRPC), as the Community Transportation Coordinator (CTC), contracts with MTM Transit to operate Community Transportation and DART Arcadia services. CFRPC is responsible for contract administration and oversight, including monitoring service delivery, performance, and compliance. Operator compensation, service requirements, and provisions for contract renewal or amendment are established in the operating agreement.

Vehicle Identification and Passenger Information

Each vehicle must display clear, readable identification and passenger information as follows:

Location	Required Information	Display Requirements
Exterior—rear and/or both sides	COMMUNITY TRANSPORTATION PHONE 1-800-694-6566	Highly visible, two-inch block letters. The phone number must appear directly below the program name.
Exterior—rear quarter of both sides	Operated by [Carrier Name]	Highly visible block letters no more than two inches high.
Exterior—rear	Vehicle #: [Unique Number]	A unique vehicle number painted in highly visible, two-inch block letters.

Interior—above the windshield	Complaints or Comments? Call 1-800-260-0139	Highly visible, one-inch block letters.
Interior—visible to passengers	Driver's Name	Clearly displayed and readable from the passenger seating area.
	CTD Ombudsman: 1-800-983-2435	Clearly displayed and readable from the passenger seating area.

Magnetic signs may be used for the program name, telephone number, and operator identification. These signs must be displayed whenever the vehicle is traveling to or from a customer's location or transporting a customer.

15. List of Contracts/Contract Carriers

Operators			
MTM Transit Contact: Annette Orlandi	DeSoto, Hardee, Highlands, and Okeechobee	4650 U.S. Highway 27, S Sebring, FL 33870 Office 863/382-6004 Fax 863/382-8469	Monday – Saturday 6 AM – 7 PM (limited service on Saturday) Note: Service for dialysis clients may require more flexibility in scheduling.
JJ Medical Transport Contact: Sandy Mansfield	DeSoto County	1866 Hillsborough Avenue, Arcadia, FL 34266 Office: 863/993-0471	

Coordination Contractors		
Ridge Area ARC Contact: Kathleen Border	Highlands County	Client Paratransit Service: Ambulatory and Wheelchair
Sunrise Community, Inc. Contact: Zach Way	Hardee County	

16. Public Transit Utilization

Mass transit is not available in Hardee, Highlands, or Okeechobee Counties. DeSoto County has a public transportation circulator service in the City of Arcadia area called the DeSoto Area Regional Transit (DART) transit system. The service operates Monday through Saturday from 7:00 a.m. to 7:00 p.m.

17. School Bus Utilization

School buses are not currently utilized in the coordinated system.

18. Current Vehicle Inventory

A current vehicle inventory may be found in Appendix E. A Vehicle Implementation Plan may be found in Appendix E.

19. System Safety Program Plan Certificate of Compliance

A copy of the latest System Safety Program Plan Certification may be found in Appendix F.

20. Intercounty Services

Transportation is provided to sponsoring agency-approved destinations outside of the service area. All out-of-service area trips are to be for morning scheduled appointments only. Customers will be transported to the closest medical facility or medical specialist, that is a listed provider under customers' insurance, to their homes.

Customers will be grouped with other customers who have appointments at the same or nearby facility, regardless of appointment times.

Out-of-service area trips may be scheduled for specific days of the week. Customers must contact the CTC for specific schedules.

21. Emergency Preparedness and Response

Through contractual agreements with contract carriers and in the System Safety Program Plan (SSPP), the CTC establishes policies for the handling of emergencies, accidents, and delays. Contract carriers are required to notify the CTC and appropriate emergency personnel immediately if an emergency, accident, or delay occurs. Appropriate emergency personnel can include police, fire, or ambulance. Contract carriers must solicit appropriate medical or emergency assistance if an accident or other emergency occurs. The CTC must also be notified of schedule delays. The carrier must also submit a written accident or incident report and management analysis within 24 hours. If bodily injury and/or property damage exceeds levels outlined in the U.S. DOT guidelines, the driver is required to undergo drug and alcohol testing as per Federal guidelines. If delays occur, the CTC may reassign trips.

The CTC has established guidelines in the event of other natural disasters. The CTC will enter into agreements with local governments, Emergency Operations Divisions, and Health Departments regarding the transport of citizens and special needs customers during and after events such as hurricanes when people are transported to shelters in each county.

The CTC shall participate in meetings of the Emergency Operations Divisions for each of the Counties in the service area.

22. Education Efforts/Marketing

CFRPC promotes Heartland Rides through brochures, the program website, and outreach to social service agencies, community organizations, and advocacy groups throughout the service area. These efforts explain available transportation services, eligibility requirements, registration, and trip scheduling. Mobility management staff also assist individuals with identifying transportation options and accessing services.

CFRPC coordinates outreach with MTM Transit and community partners and provides updates on education and marketing activities through quarterly reports to the Local Coordinating Board.

23. Acceptable Alternatives

Two (2) coordination contracts have been executed with agencies who have provided fully-allocated cost comparisons between providing their own service and purchasing transportation through the coordinated system. Other agencies are currently using state and federal funds to provide or purchase transportation for their customer without having proven fully-allocated costs and without a coordination contract in place; thereby falling into non-compliance with Rule 41-2.015.

Coordination contracts have been executed with Ridge Area ARC (Highlands County), and Sunrise Community Services (Hardee County).

The Multi-County Local Coordinating Board developed a system standard for consideration in reviewing requests for coordination contracts and/or requests by sponsoring agencies to provide transportation services to their customer outside of the coordinated system. This process is outlined in the Quality Assurance section of the TDSP (Standard #41).

24. Service Standards

The Multi-County LCB utilizes the CTD evaluation workbook to evaluate the CTC. In addition, the following service standards have been developed based on service effectiveness, cost efficiency, vehicle utilization, service availability, reliability, safety, and training.

a) Drug and Alcohol Policy

Testing for safety-sensitive job positions within the coordinated system regarding pre-employment, random testing, post-accident, and reasonable suspicion is required by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA). Therefore, all safety-sensitive job positions will comply with these requirements.

b) Driver Identification

Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific customer, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the customer. Name patches, inscriptions, or badges that affix to driver clothing are acceptable. For transit services, the driver's photo identification shall be in a conspicuous location in the vehicle.

c) Adequate Seating

Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more customers than the registered customer seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more customers than the registered customer seating or standing capacity shall be scheduled or transported in a vehicle at any time. Precautions shall be taken to protect the health, safety, and welfare of the drivers and passengers.

d) Customer Boarding/Loading Assistance/Transfer

The paratransit driver shall provide the customer with boarding assistance, if necessary or requested, to the seating portion of the vehicle. Boarding assistance shall include holding hands or allowing the customer to hold an arm, opening the vehicle door, fastening the seat belt or utilizing wheelchair securement devices, storage of assistive mobility devices, and closing the vehicle door. In door-through-door paratransit service categories, the driver shall also be required to open and close doors to buildings, except in situations where assistance in opening/closing building doors would not be safe for customers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist customers in wheelchairs up or down more than one step unless it can be performed safely as determined by the customer, guardian, and driver. Customers may

transfer from their mobility device to regular vehicle seating but only with assistance as outlined above. Under no circumstances shall the driver lift the customer from their mobility device to regular seating (or vice versa). All customers must be secured with seat belts or wheelchair tie-downs as appropriate. Three- and four-wheeled scooters may be transported, but if the mobility device cannot be secured the customer may be requested to transfer to a regular seat.

e) Smoking, Eating and Drinking Policy

Smoking including vaping, eating, and drinking are prohibited in all vehicles.

f) Rider Property

Personal property includes personal items, packages, bags, or boxes. Passengers may bring personal property to meet their personal or nutritional needs at no additional charge.

The amount of personal property allowable is dependent upon storage capacity and availability onboard the vehicle. Items must be safely secured in the passenger's lap, personal space, or stowed under the passenger's seat. Personal property cannot be stowed in the wheelchair securement areas or any exit areas.

When scheduling trips for shopping or nutritional purposes, the reservationist shall notify the passenger that additional storage space may be available for personal property during off-peak travel hours. Travel during peak times will result in limited storage space onboard the vehicle. Drivers shall inform passengers of storage space available for personal property when dropping the passenger off at shopping destinations.

Drivers may assist passengers with loading and unloading personal property when requested. Drivers may assist passengers with personal property to the door of their residence. For safety and security reasons, drivers are not permitted to enter the homes of the passengers.

g) Child Restraints

All customers 5 years old and under are required to use a child restraint device. The customer must provide this device.

h) Toll-free Phone Number

A local toll-free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board.

i) Escorts and Children

An escort must accompany children 15 or younger. An attendant must attend to customers unable to care for themselves. Escorts and attendants must be at least 18 years of age and provided by the customer. The escort must be able to provide the necessary assistance to the customer. The system does not pay for escort travel.

j) Vehicle Transfer Points

Vehicle transfer points shall provide shelter, security, and safety for customers.

k) Customer/Trip Data

Customer/trip database must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system. For each customer transported within the coordinated system, the CTC collects the customer's name, address, telephone number, funding source(s) eligibility, and other special requirements in a database. The customer must provide the complete destination address, phone number, and times for the appointment and return trip.

l) Pick-up Windows (In-Service Area Trips / Out-of-Service Area Trips)

Pick-up and arrival windows identify when customers should be ready for transportation and when they can expect to reach their destination.

In-Service Area Trips: Pick-up may occur from 15 minutes before to 15 minutes after the scheduled pick-up time. Arrival may occur from 15 minutes before to 15 minutes after the scheduled arrival time. The arrival window must end no later than the time the customer needs to be at the destination.

Out-of-Service Area Trips: Trips operate on designated days and generally serve morning medical appointments. Afternoon appointments may be accommodated under special circumstances. Customers may share rides with others whose appointment times differ. Pick-up and arrival expectations are communicated when the trip is scheduled.

m) On-time Performance

On-time performance measures how consistently the system meets the established pick-up and arrival windows across completed trips. The CTC's performance standards are:

Measure	Calculation	Standard
On-time pick-up	Completed trips picked up within the applicable pick-up window ÷ total completed trips	At least 85%
On-time arrival	Completed trips arriving within the applicable arrival window ÷ total completed trips	At least 85%

Pick-up and arrival performance will be calculated and reported separately. The 85% standard is a system performance target; it does not change the service window established for an individual trip.

n) Advance Reservation Requirements

Customers are generally required to place reservations two (2) business days (excluding weekends and holidays) in advance. Exceptions may be made for urgent trips and hospital discharge based on availability.

o) No-Show Policy

Community Transportation customers should notify the Coordinator as soon as possible when they need to cancel a trip. If the customer does not cancel at least 1 hour before a scheduled trip, the customer is classified as a no-show. Cancellations at the door will also be considered a no-show. No-shows occur when the rider is not ready, refuses their ride, or is not at home when the driver arrives. If three no-shows accumulate in a 60-day period, a 30-day suspension will result. If

another occurrence happens, the suspension will be extended to 45 days. After the third infraction of three no-shows, the suspension is for 60 days.

p) No-Show Standard

The LCB has established a No-Show Standard of 4% per 1,000 trips.

q) Public Transit Ridership

DART Arcadia provides public transit service within the Arcadia area as part of Heartland Rides. Riders are encouraged to use DART for local trips when the route and schedule meet their needs. CFRPC will promote awareness of DART through the Heartland Rides website, rider information materials, and community outreach. The CTC will report monthly DART ridership and changes from comparable prior periods at quarterly LCB meetings and through the annual CTC evaluation.

r) Out of Service Area Trips

Out-of-service area trips are available when the needed service is not available within DeSoto, Hardee, Highlands, or Okeechobee counties. When the service is available locally, customers must use the nearest facility that can meet their needs, regardless of funding source.

Appointments must be scheduled within the program's Monday–Friday service hours. Out-of-service area trips operate on designated days and generally require morning appointments. Customers should contact Heartland Rides before scheduling an appointment to confirm available travel days and times. Customers may share rides with others traveling to the same or different facilities. Shared trips may require additional travel and waiting time because appointment times may differ.

s) Vehicle Cleanliness

The interior of all vehicles will be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, or other objects or materials which could soil items placed in the vehicle or provide discomfort for the customer. Vehicle exteriors shall be washed at least once per week in all seasons. Vehicle interiors shall be swept and cleaned each day and thoroughly cleaned (scrubbed) at least once per week. The CTC shall follow guidelines established by the Centers for Disease Control and Prevention (CDC) when enhanced cleaning measures are needed to protect the health, safety, and welfare of the drivers and passengers.

t) Billing/Invoicing Requirements

CFRPC, as the Community Transportation Coordinator, processes payments to contracted transportation operators in accordance with the applicable operating agreements and funding requirements. Operators must submit invoices and supporting documentation sufficient to verify the services provided and amounts billed.

Payment schedules, invoice review procedures, and documentation requirements are established in the operating agreements. CFRPC will comply with applicable prompt-payment requirements, including Section 287.0585, Florida Statutes, where applicable.

u) Two-way Communications

All vehicles must have two-way radios or cell phones in good working order and be audible to the driver at all times when operating the vehicle.

v) Wireless Communication Policy

MTM Transit and any subcontracted transportation operators must enforce a zero-tolerance policy prohibiting drivers from using cell phones or other personal electronic devices while operating a vehicle, including Bluetooth and other hands-free devices.

Drivers must stop and safely park before making or answering calls, sending or reading messages, entering trip information, adjusting GPS equipment, or performing scheduling, dispatch, customer service, or administrative tasks. Wireless communication practices must comply with applicable laws and the operator's approved safety policies.

w) First Aid

Drivers are required to be trained in First Aid.

x) Cardiopulmonary Resuscitation (CPR)

Drivers are required to be trained in Cardiopulmonary Resuscitation techniques.

y) Driver Criminal Background Screening

All drivers in the coordinated system shall have a favorable Florida Department of Law Enforcement (FDLE) Level II background check before employment.

z) Accidents

The standard for accidents will be 1.2, or less, accidents per 100,000 miles for the evaluation period (twelve months).

aa) Road Calls

The standard for road calls will be an average of 10,000 miles, or more, between each road call. (e.g., the system-wide total, not each individual vehicle.)

bb) Call Hold Time

The customer should not be put on hold for more than 3 minutes on average. As a standard, 95% of all incoming calls will be completed within 3 minutes. A daily report will be prepared one random day per week to evaluate this standard.

cc) Non-sponsored Customer Fare

All non-sponsored customers (TD Trust Fund, 5311 and 5310 funded trips) will be charged a fare per one-way trip. Social service funded (sponsored trips) customers are not charged a fare. Customers residing in the counties of DeSoto, Highlands, Hardee, and Okeechobee have a fare of \$2.00 for all one-way trips. Customers will be notified of the cost of the fare at the time of scheduling the trip.

dd) Prioritization of Non-Sponsored Trips

List of trip priorities adopted by the DeSoto, Hardee, Highlands, and Okeechobee Local Coordinating Board, July 15, 2020.

1. Medical
2. Nutritional (Grocery Shopping, Meal sites, and SNAP Benefits)
3. Employment
4. Education/Day Care

5. Life-Sustaining/Others- Personal business, banking, Social Service Offices, visiting nursing homes, shopping excluding grocery shopping) After school, social and recreational reasons.

By giving medical trips number one priority, it is also intended that return trips from medical appointments will be given priority scheduling to ensure that customers are experiencing the minimum waiting periods feasible. For example, scheduling shopping trips during the time a customer needs to be picked-up from a doctor's appointment will be given less priority than the return trip from the medical appointment. An effort will be made to accommodate all eligible trip requests using the priority order. The priority order is not intended to eliminate any eligible trip purpose. The goal of the system is to provide transportation to all eligible participants within funding availability. This prioritization policy is based on cost-effectiveness, efficiency, trip purpose, and unmet needs.

ee) Insurance

Commission Standard - The Community Transportation Coordinator shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident, which are comparable to 768.38(5), Florida Statutes, limits, for all transportation services purchased or provided for the transportation disadvantaged. Any liability insurance coverage in excess of \$1 million per incident must be approved by the Commission before it is included in a Memorandum of Agreement.

Local Policy - All contract carriers must have \$500,000 per accident combined single limit for bodily injury liability and property damage liability including liability to customers. In addition, all contract carriers must have \$1 million comprehensive general liability insurance.

ff) Emergency Preparedness

The CTC shall establish a protocol with local Emergency Management officials and establish a local emergency policy and procedure manual to ensure effective coordination and execution of emergency operations before, during, and after an emergency.

gg) Eligibility (Transportation Disadvantaged, Federal Transit Administration, and other funding)

- **Transportation Disadvantaged** - It is the intent of the Commission to set forth eligibility requirements for customers of the Transportation Disadvantaged Program. At a minimum, each CTC shall use the following criteria to determine eligibility for Transportation Disadvantaged Trust fund (non-sponsored) monies:
 - No other funding is available. A customer would not be considered eligible for TDTF when another purchasing agency is responsible for such transportation.
 - No other means of transportation is available, as specified by the CTC and the LCB.
 - Fixed Route Public Transit. If the fixed-route public transit is available, the customer must demonstrate why it cannot be used.
 - Physical or mental disability. A disability as outlined in the Americans with Disabilities Act of 1990.
 - Age. For this program elderly is anyone 60 or older, as specified by the CTC and the LCB.

- Individual and Household income status is a specified percent of the poverty level, as specified by the CTC and the LCB.
 - No self-declarations are allowed except for people who are homeless or living in shelters. The CTC will use an enrollment process that substantiates the individual's ability to meet the criteria listed and any other CTC-determined criteria.
 - Ability to pay. The CTC and the LCB may establish an ability to pay policy for “non-sponsored” customers using a sliding scale based on the customer's income and/or assets status.
- **Federal Transit Administration (FTA)** – To further support the system FTA 5311 and 5310 program funding is used to support the system. Rider eligibility for these funds is as follows:
 - **Door-to-Door Public Transportation funding (FTA 5311)** - There are no restrictions on the types of trips provided with these funds. However, there is a monthly budgeted amount that can be spent, and when the funds run out, service is capped. Passengers will be required to complete a registration to access services; however, their ability to access services is not contingent on any information provided in their registration.
 - **Fixed Route Public Transportation funding (FTA 5311)** – Anyone may ride the DeSoto-Arcadia Regional Transit (DART) Bus from 7:00 a.m. to 7:00 p.m. Monday – Saturday. Visit www.DeSotoBus.com for the bus route.
 - **Door-to-Door Public Transportation funding (FTA 5310)** - These operating funds are used to enhance seniors and persons with disabilities with transportation needs. Therefore, trips are provided to seniors and persons with disabilities only. There is a monthly budgeted amount that can be spent, and when the funds run out, service is capped. Passengers will be required to complete a registration to access services; however, their ability to access services is only contingent on age and disability status.

View the CTC registration in Appendix C, which is the CTC policy for determining eligibility.

hh) Private Pay Access

Trip requests from persons who do not meet the definition of transportation disadvantaged but wish to access the system will be scheduled only when vehicle route and seating availability will accommodate the request, at the expense of the requesting party or based on the availability of other funds. The fare structure shall be the same as provided in the Memorandum of Agreement/Service Plan and approved by the Commission for the Transportation Disadvantaged.

ii) Vehicle Air Conditioning and Heating System

All vehicles operating within the coordinated system must have working air conditioning and heating systems. If a vehicle's air conditioning or heating system fails, the vehicle shall be removed from service immediately and not returned to service until corrective repairs have been made.

jj) Service Effectiveness

The CTC and LCB should jointly establish service effectiveness standards. These standards should give the LCB information on how effectively the CTC operates and include trips/vehicle mile, trips/vehicle hour, and trips/capita. The data for establishing these standards can be found in the CTC's Annual Operating Report.

The LCB monitors the CTC and contract carriers' effectiveness by analyzing monthly reports which are modeled after Section II of the Annual Operating Report.

kk) Service Animals

A service animal is any animal individually trained to work or perform tasks for an individual with a disability. In order to ride:

- The animal must be on a leash or in a container, remain under the control of the owner and behave appropriately
- The animal must remain at the passenger's feet or on their lap. The animal may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals
- The passenger is responsible for any damage caused by the animal (49 CFR 37.167(d))

ll) Accommodating Mobility Aids and Life Support Systems

Customers are permitted to travel with respirators and portable oxygen. Travel with this equipment will only be denied if it violates rules concerning the transportation of hazardous materials (49 CFR Parts 100-199).

In general, the transport of common types of portable life support equipment is not prohibited. Cylinders of oxygen used by customers for health reasons, for example, are not subject to the Hazardous Materials Regulation.

All life support equipment brought onto a Community Transportation vehicle must be operated and maintained by the customer or by the customer's escort and must be secured in the vehicle. The Community Transportation driver will not have any contact or provide assistance with the life support equipment.

mm) Complaints

The standard for complaints will be 2.0 (or less) complaints per 1,000 one-way customer trips on an annual basis.

nn) Process for Identifying Cost-Effectiveness of Vehicles Purchased and Operated with Section 5310 and/or Section 5339 Federal Transit Administration funds.

The award and inclusion of Federal Transit Administration Section 5310 and/or Section 5339 vehicles procured for the Community Transportation Coordinated System have contributed significantly to keeping costs contained. The vehicles have contributed to maintaining a level of service which might not have been provided if they were not awarded.

When vehicles have reached their useful life as determined by regulations administered by the Department of Transportation, the Central Florida Regional Planning Council will request the titles to such vehicles, ask that a worth be determined for the vehicle(s) and proceed to follow the Council's Vehicle Disposal Policy. Any funds received from the disposal of vehicles will be used to

offset the cost for future vehicles or, with the consent of the Local Coordinating Boards, repair of the current vehicle(s).

oo) Distribution of Grant Vehicles to Contract Carriers

The following criteria shall be applied when grant vehicles are distributed to contract carriers in the system.

- Contract carriers shall submit a complete vehicle inventory in October of each year. The vehicle inventory shall identify the replacement date for each vehicle.
- To the best of their ability, the Community Transportation Coordinator shall distribute system trips equally to each primary carrier.
- In calculating the number of vehicles requested each year through available grant programs, the Coordinator will take into consideration the average trip lengths and vehicle capacity of each contract carrier.
- In calculating how vehicles will be distributed to contract carriers, the Coordinator will take into consideration the number of wheelchair positions available per carrier's vehicle inventory.
- In calculating how vehicles will be distributed to contract carriers, the Coordinator will review each carrier in terms of how they have maintained previously awarded vehicles and how they have followed the terms of the vehicle lease agreements.
- The Coordinator will bring the final recommendation regarding the distribution of vehicles to the Local Coordinating Board (LCB) for review and approval.
- Any changes which would necessitate a different distribution than originally approved by the Local Coordinating Board shall be brought back before the LCB for approval.

pp) Process for Considering Coordination Contracts and/or Requests to Provide Transportation Services to Customers Outside of the Coordinated System

The LCB shall follow Rule 41-2.015, and Procedure for Member Department/Purchasing Agency Utilization of Alternative Providers, dated 2/2003 and use the procedure developed by the CTD and integrate it with the process outlined below:

Agencies requesting consideration of a coordination contract and/or request to provide service to TD-funded customers outside of the Coordinated Community Transportation system shall provide the following information to the Community Transportation Coordinator. The LCB shall review all requests and make the final recommendation to the Coordinator.

1. Identify how customers are currently transported.
2. If awarded a coordination contract, identify the current cost per trip (one-way) and projected cost per trip (one-way).
3. Identify the type of trip(s) needed for customers, current and planned. (i.e., medical, educational, recreational, etc.). Provide the percentage of each type of trip.
4. Identify current and planned funding that supports the transportation component of the customer's support. (Federal, State, Local, Private contributions.)
5. Identify the current number of trips provided. (Daily, weekly, annually.)
6. Identify the number of hours the requested vehicle will operate per day/week.
7. If a coordination contract is entered into with the Coordinator, the requesting agency must adopt the system safety program plan and follow the mandates for driver training and drug and

alcohol testing and training. Please explain your agency's substance abuse policy and/or procedure and driver training procedure and how, if at all, it will change under a coordination contract.

8. Identify an approximate number of customers who will be served (unduplicated count).
9. Provide a list of other vehicles specifically assigned for the transport of customers. (include make, model, year, seating capacity, whether it is wheelchair accessible.)
10. Explain why it isn't feasible to purchase/coordinate transportation services for your customer through the Coordinated Community Transportation System.

25. Grievance Procedures

The Local Coordinating Board has adopted a Grievance Procedure for resolving complaints. A copy of the Grievance Procedure and sample forms may be found in Appendix G.

26. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

The CTC is currently contracting with two (2) transportation contract carriers to provide service in the system. Contract carriers are monitored by the CTC, and planning staff and LCB members on occasion, on an annual basis. The CTC monitors operator performance in the areas of:

- Emergency, Accident, and Delay procedures
- Rule Chapter 14-90 Florida Administrative Code
- Carrier and CTC Management
- Vehicles and equipment
- Operational functions
- Driving requirements
- Maintenance
- Equipment for transporting wheelchairs
- Training: defensive driving, customer assistance/sensitivity, first aid, CPR, federal, state, and local regulations, ordinances, or laws
- Required Safety Equipment: seat belts, wheelchair locks and restraining devices (lap type body belts), dry chemical fire extinguisher (tagged and inspected annually), first aid kits.
- Substance Abuse (Drug and Alcohol Testing)

The Florida Department of Transportation performs a Safety Compliance Review of the CTC annually. Copies of the review are presented to the LCB for review.

27. Coordination Contract Evaluation Criteria

The CTC will annually monitor the Coordination Contract providers on the data included in Service Standard 41.

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The Florida Commission for the Transportation Disadvantaged (CTD) has established a standard Rate Calculation Model for developing rates for transportation services arranged or provided by the Community Transportation Coordinator (CTC). The LCB-adopted model for Fiscal Year 2026–27 establishes the service rates summarized below. The complete Rate Calculation Worksheets are included in Appendix H.

SERVICE RATES SUMMARY

Community Transportation Coordinator: Central Florida Regional Planning Council

Effective Date: July 1, 2026

Type of Service to be Provided	Unit (Passenger Mile or Trip)	Cost Per Unit
Ambulatory	One-way passenger trip	\$49.73
Wheelchair	One-way passenger trip	\$85.25

QUALITY ASSURANCE

The Multi-County LCB utilizes the CTD evaluation workbook to evaluate the CTC. In addition, the following system standards have been developed based on service effectiveness, cost efficiency, and effectiveness, vehicle utilization, service availability, reliability, and safety and training.

CTC EVALUATION PROCESS

The DeSoto, Hardee, Highlands, and Okeechobee Multi-County Local Coordinating Board evaluates the Community Transportation Coordinator in and of itself, as well as the entire system. Using the Commission for the Transportation Disadvantaged guidelines, the LCB evaluates in the areas of

- 1) Cost;
- 2) Availability;
- 3) Competition; and,
- 4) Standards

PLANNING AGENCY EVALUATION PROCESS

The Planning Agency is formally reviewed by the Commission for the Transportation Disadvantaged.

As part of the Planning Agency Performance Review, LCB members and the CTC will be asked their opinion of their planning agency’s support in fulfilling their duties. Additionally, records will be reviewed on-site as they relate to the responsibilities of the planning agency staff.

Appendix A - Glossary of Terms and Abbreviations

This glossary explains terms used in the coordinated transportation program. Definitions carried forward from the prior TDSP provide continuity. Current grant instructions, adopted policies and applicable reporting requirements govern technical calculations and reporting thresholds.

Current Program Names and Roles

Term	Meaning
CFRPC	Central Florida Regional Planning Council; the Community Transportation Coordinator for DeSoto, Hardee, Highlands and Okeechobee Counties, effective July 1, 2026.
DHHO	DeSoto, Hardee, Highlands and Okeechobee Counties, the four-county coordinated service area.
Heartland Rides	Public information brand for Community Transportation and DART Arcadia.
Community Transportation	Scheduled door-to-door transportation provided through the coordinated program.
DART Arcadia	DeSoto-Arcadia Regional Transit, the local public transit service in Arcadia.
HRTPO	Heartland Regional Transportation Planning Organization; the designated official planning agency for the DHHO program.
MTM Transit	The contracted transportation operator; CFRPC holds the CTC role.
MOD / microtransit	Flexible transportation using dynamic scheduling within an approved service design.
Revenue hours / miles	Service hours or miles counted under the applicable reporting program; distinguish these from total hours and miles.
Operator missed trip	A trip the operator was expected to provide but did not deliver; distinguish it from a rider no-show.
Unlinked passenger trip	One passenger boarding; a transfer creates another unlinked trip.
Unduplicated riders	Individual people served during a stated reporting period, counted once regardless of their number of trips.

Coordinated Transportation Terminology

Accidents: Events involving a vehicle collision or other reportable occurrence. Apply the current reporting definition and threshold required by the relevant oversight agency; the historical AOR threshold in the prior glossary is not carried forward as a current rule.

(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 or each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

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.

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 customers 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, but used by other traffic under certain circumstances.

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

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 customers (including the driver), or a vehicle weighing more than 26,000 pounds.

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

Coordination Contract: a written contract between the community transportation coordinator and any 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.

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 Customer: 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. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

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

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Customer 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 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.

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 customer's request (e.g. conventional city bus, fixed guide way).

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

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. (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.

(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.

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

(OPA) Official Planning Agency: the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Transportation 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 Customer Trip: operating costs divided by the total number of customer 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 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 customer trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.

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

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.

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

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

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

Customer Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of customer 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.

Program Trip: a customer trip supplied or sponsored by a human service agency for the purpose of transporting customer 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.

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

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

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.

Sponsored Trip: a customer 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 for 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 customers 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.

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.

(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.

(TPO) Transportation 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.

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.

Trip Priorities: various methods for restricting or rationing trips.

(UPHC) Unduplicated Customer 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.

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.

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 customer will call to request his/her trip.

APPENDIX B | TRANSPORTATION DISADVANTAGED DEMAND MODEL AND UPDATED PLANNING BASELINE

DeSoto, Hardee, Highlands, and Okeechobee Counties | October 2026

Purpose and interpretation

This appendix documents the use of the existing county-level Transportation Disadvantaged (TD) demand models as one input to the 2026–2031 Transportation Disadvantaged Service Plan (TDSP). It describes the underlying methodology, incorporates the latest available official county population projections, and identifies the remaining limitations of the demographic and trip-generation assumptions. Model outputs are indicators of potential need and are not counts of eligible riders, verified service requests, annual ridership, or unmet trips.

Model framework

The original workbooks use an overlapping-population framework to estimate general TD populations by age, disability, and income characteristics while attempting to avoid double-counting individuals who fall in more than one category. They then estimate a more narrowly defined critical-need population and apply trip-generation rates to generate potential demand. Each county workbook contains data inputs, general TD population calculations, critical-need calculations, and population/trip-rate forecasts. The original demographic reference year displayed in the source workbooks is 2019.

For this update, the existing category shares and trip-generation parameters have been retained as a transparent scenario, while county population control totals are rebased to the February 2026 University of Florida Bureau of Economic and Business Research (BEBR) projections. The population adjustment is applied proportionately; it is not a new demographic microsimulation or an independently validated forecast of transit use.

Table X-1. Updated county population baseline and forecast

County	2025 estimate	2035 projection	2050 projection
DeSoto	35,947	37,627	38,660
Hardee	26,042	26,210	26,368
Highlands	107,976	114,782	120,565
Okeechobee	40,314	41,253	42,063
Four-county total	210,279	219,872	227,656

Source: BEBR, *Florida Population Studies, Volume 59, Bulletin 203 (February 2026)*, medium projection series; county values reproduced in the accompanying October 2026 DHHO overview workbook. BEBR projections reflect resident population, not seasonal visitors.

Technical foundation: FDOT/CTD 2013 paratransit demand research

The methodology underlying the county workbooks is consistent with the framework presented in *Forecasting Paratransit Services Demand – Review and Recommendations* (CUTR,

June 2013), prepared for FDOT and the Florida Commission for the Transportation Disadvantaged. The study reviewed deficiencies in the 1993 county-level model and developed a dynamic spreadsheet approach using American Community Survey (ACS) age, income, and disability inputs, population projections, and travel-behavior assumptions. The inherited county workbooks contain the model stages described in Chapter 3: Data Input, General TD Population, Critical Need TD Population, and TD Population & Trip Rates. (CUTR 2013, pp. vii–viii, 14–38.)

Model interpretation and calculation sequence

First, the general TD population is estimated using age, income, and disability characteristics, with adjustments to avoid counting individuals who belong to multiple groups more than once. Second, the critical-need population is estimated using severe-disability assumptions and low-income, non-disabled residents whose transportation options are constrained by automobile and transit availability. Third, mode-specific daily trip assumptions are applied to estimate potential trips; daily estimates are converted to annual demand using the assumed number of service days. These calculations are analytical screening tools and are not a direct forecast of TD Trust Fund-funded trips. (CUTR 2013, pp. 29–38.)

Historical assumptions requiring special caution

The CUTR model originally used travel behavior from the 2009 National Household Travel Survey (NHTS), including an illustrative 0.049 daily special-services trip rate for people with severe disabilities and assumptions for low-income, non-disabled residents without vehicle or transit access. Its sample calculations also used a 15% assumption for the share of zero-vehicle, low-income non-disabled persons lacking transit access; this is an example input, not a demonstrated DHHO value. The report's broader daily trip assumptions reflect travel by multiple modes and must not be equated to paratransit boardings or funded CTC trips. The 2026 population rebase retains the inherited trip and demographic relationships for comparison only; it does not independently validate these parameters for the four counties. (CUTR 2013, pp. 35–38.)

Implications for future updates

The preferred full recalibration would update county ACS age, disability, income, and vehicle-availability inputs; document overlap and severe-disability assumptions; review NHTS and other travel-behavior evidence for applicability in rural DHHO; and independently document the share lacking practical access to fixed-route or other available transportation. DART service in Arcadia and available community transportation options should be considered where relevant, rather than assuming equivalent access throughout each county. County-level estimates should then be evaluated against actual one-way trips, unduplicated riders, trip requests, denials/referrals recorded under the newer tracking process, service capacity, and available funding. Because the historical denial log was not comprehensive, observed denials are not a reliable measure of total unmet demand.

Illustrative model outputs

Table X-2 demonstrates application of the county models under the population-rebased scenario. The general TD and critical-need estimates retain 2019 demographic relationships;

therefore, the results should be interpreted as screening-level measures of potential population need, not current verified eligibility or actual program demand.

County	2025 general TD scenario	2025 critical-need scenario	2050 critical-need scenario
DeSoto	17,980	2,917	3,137
Hardee	12,900	1,988	2,013
Highlands	56,575	9,390	10,485
Okeechobee	25,975	5,965	6,223
Total	113,430	20,260	21,858

Note: estimates rounded independently to whole persons. Numbers are model-derived scenarios from the “2025 Rebased Forecast” tabs of the four updated workbooks. Annual trip-generation outputs are deliberately not presented as operational forecasts because the inherited trip rates and assumed service-day conversions have not yet been validated against local travel behavior, actual service capacity, or funding eligibility.

How this analysis informs the TDSP

The modeled populations provide an order-of-magnitude indication of the need for accessible, affordable transportation throughout the four-county service area. They can support geographic comparisons, long-range planning, grant narratives, and monitoring of demographic pressures. However, the size of the estimated TD population should not be equated with the number of residents likely to enroll in coordinated transportation services, nor should theoretical trips be treated as a target for funded service delivery.

CFRPC will interpret modeled need alongside actual unduplicated riders, one-way passenger trips, service hours and miles, trip purposes, program eligibility, geographic coverage, vehicle accessibility, scheduling constraints, passenger feedback, and verified requests that cannot be accommodated. Particular attention will be given to older adults, persons with disabilities, low-income residents, and individuals whose transportation barriers limit access to healthcare, employment, education, and community services.

Data limitations and quality safeguards

Demographic age of inputs. The inherited workbooks retain 2019 characteristics and estimated overlap relationships. More recent ACS five-year county data on age, disability, poverty, and household vehicle availability should be substituted and reconciled before claiming a fully refreshed demographic model.

Disability and income overlap. People may belong to multiple qualifying categories. Applying marginal percentages independently can overstate the number of unique individuals; updated cross-tabulations, documented assumptions, and reconciliation checks are needed.

Trip-generation rates. Original rates are planning assumptions rather than measured 2026 county-specific utilization. Some annual trip estimates are substantially above observed funded activity and should not be interpreted as forecast system ridership.

Historical denials. Before implementation of the more detailed DHHO denial and referral log, trip denials were not tracked consistently or substantively. Earlier totals likely understate requests that could not be served. Changes in logged denials may reflect improved reporting rather than changes in demand.

Observed activity versus underlying need. Actual trips depend on service availability, eligibility, budgets, customer awareness, trip purpose, and operator capacity. Low ridership does not, by itself, establish low community need; conversely, population eligibility does not guarantee trip requests.

Recommended model maintenance

For future TDSP monitoring, CFRPC should: (1) replace the 2019 demographic shares with the most recent suitable ACS five-year estimates, recording tables, vintages, margins of error, and category definitions; (2) use updated BEBR projections, including available age cohorts, for future-year baselines; (3) verify overlapping-population logic, critical-need definitions, and annualization assumptions; (4) compare model scenarios with standardized CTC rider, trip, denial/referral, and service-availability reports by county; and (5) refresh the model at each major TDSP update or when material demographic/service changes occur. Trend comparisons should begin only after consistent unmet-demand tracking has been established.

Goodwill, Jay A., and Ann Joslin. Forecasting Paratransit Services Demand – Review and Recommendations. National Center for Transit Research / Center for Urban Transportation Research, University of South Florida; prepared for FDOT and CTD, June 2013, Project BDK85 977-34. https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/ctd/archive/doingbusiness/20130513_paratransitdemandfinalreport.pdf?sfvrsn=e2497c90_2

Data sources and technical record

- Original county TD demand workbooks: DeSoto Demand Model Final.xlsx; Hardee Demand Model Final.xlsx; Highland Demand Model Final.xlsx; Okeechobee Demand Model Final.xlsx (2019 demographic reference year).
- Updated supporting workbooks: DeSoto, Hardee, Highlands and Okeechobee Demand Model Updated 2026.xlsx; DHHO Demand Models 2026 Overview.xlsx (October 15, 2026).
- University of Florida Bureau of Economic and Business Research. Projections of Florida Population by County, 2030–2050, with Estimates for 2025. Florida Population Studies, Volume 59, Bulletin 203, February 2026. https://bebr.ufl.edu/wp-content/uploads/2026/02/projections_2026.pdf
- Florida Legislature, Office of Economic & Demographic Research. Population and Demographic Data—Florida Products. <https://edr.state.fl.us/Content/population-demographics/data/index-floridaproducts.cfm>
- U.S. Census Bureau, American Community Survey: age, disability, poverty, and household vehicle availability; recommended for the next demographic recalibration (not represented here as fully incorporated).

Planning conclusion. The updated population baselines strengthen the currency of the TDSP demand analysis while preserving a transparent record of the original model. Until the demographic composition and trip-rate assumptions are recalibrated, the resulting TD

population and trip estimates should be treated as illustrative planning scenarios and interpreted together with verified local service data.

Workbook exhibit | Model outputs and source worksheets

Static PDF rendering of the accompanying DHHO CUTR Demand Model Rebuilt 2026.xlsx. Worksheet formulas are not interactive in a PDF; the displayed values reflect the workbook's stored results, including any errors. County model inputs are provisional.

Important data quality warning

The demographic inputs in the rebuilt workbook were inherited from earlier county models (identified as 2019), not fully replaced with 2024 ACS cross-tabulations. The Okeechobee sheet shows poverty counts greater than the age-group population in multiple rows (for example, under age five: 2,405 in poverty versus 2,073 residents), which requires validation. Several county sheets also contain cached #VALUE! cells in the 2025-rebased intermediate calculations. Summary values should not be interpreted as audited estimates, actual trips, funding forecasts, or verified unmet demand.

The 2025-2050 BEBR figures are updated population controls, while fixed demographic shares and historical CUTR parameters remain scenario assumptions. Before adoption as a current demand forecast, correct anomalies, refresh county demographic intersections, reconcile intermediate formulas and independently verify outputs.

Sheet 1 — READ ME

Workbook field	Description
Purpose	Rebuilds original CUTR calculation sequence for four DHHO counties, with official 2025-2050 population projections and auditable formulas.
CURRENT DATA LIMITATION	Demographic age/disability/poverty/overlap counts remain the inherited 2019 inputs. Updated 2024 ACS cross-tabulated counts could not be independently retrieved/verified; these results are PROVISIONAL.
Interpretation	Annual trips are potential theoretical person trips across modeled critical-need groups, NOT CTC trips, TD-funded trips, ridership or reliable forecasts of funding.
Data model	2013 CUTR framework: nonduplicated general TD groups -> severe disability -> low income non-disabled with constrained access -> trip rates -> annualization.
Population source	University of Florida BEBR medium population projections released February 2026; see original model update.
Demographic source	Original four county demand workbooks, input year 2019, supplied by CFRPC.
Transfer assumption	2025 through 2050 model scenario holds 2019 demographic shares constant; DOES NOT model changing age mix or changes in poverty/disability.
Model caveat	Original cutr worksheet uses severe-disability age proxies; 27.2% low-income non-disabled zero-auto; 87% no transit accessibility among that population. Review locally.
Denial record	Historical pre-systematic denials were not collected consistently. They should not be used to validate unmet need.
Inputs	Edit blue demographic input cells in each county sheet after acquiring verified current ACS data; yellow BEBR population, green assumptions.
2013 research	https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/ctd/archive/doingbusiness/20130513_paratransitdemandfinalreport.pdf?sfvrsn=e2497c90_2
BEBR forecast	https://edr.state.fl.us/Content/population-demographics/data/MediumProjections_2025.pdf
ACS 2024	https://api.census.gov/data/2024/acs/acs5 (tables B01001, B17001, B18101, B18130, B08201; confirm comparable universe).
Update protocol	Do not replace overlap counts with arbitrary independent margins: disability AND poverty must reflect joint or defensible estimated counts by age group.

Sheet 2 — DHHO Summary

2025 population controls; modeled people and theoretical annual trips. All results are provisional.

County	2025 pop.	General TD	Critical need	Potential annual trips	Data quality
DeSoto	35,947	17,980	2,917	626,784	2019 demographic shares retained
Hardee	26,042	12,900	1,880	432,393	2019 demographic shares retained
Highlands	107,976	56,575	8,959	1,744,780	2019 demographic shares retained
Okeechobee	40,314	25,975	5,371	2,299,888	2019 demographic shares retained
DHHO TOTAL	210,279	113,430	19,126	5,103,846	

Potential annual trips, scenario years

County	2025	2030	2035	2040	2050
DeSoto	626,784	643,889	656,077	664,150	674,089
Hardee	432,393	433,954	435,183	436,179	437,806
Highlands	1,744,780	1,807,154	1,854,758	1,891,681	1,948,205
Okeechobee	2,299,888	2,334,004	2,353,458	2,371,656	2,399,668

Sheet 3 — CUTR Assumptions

Editable model coefficients retained from the source workbook. Their empirical applicability to 2026 DHHO conditions has not been independently established.

Parameter	Stored coefficient
Low income ND: no automobile	0.272
No transit access among no-auto	0.87
Severely disabled trip rate per day	0.049
Low income ND: all-mode trip rate	2.40
Low income ND: transit rate	0.389
Low income ND: school bus rate	0.063
Low income ND: special transit rate	0.049
Service days per year	302
Severe disability factor <5	0.042
Severe disability factor 5-17	0.042
Severe disability factor 18-34	0.063
Severe disability factor 35-64	0.1384
Severe disability factor 65-74	0.2712
Severe disability factor 75+	0.4655
Source	Inherited CUTR county workbooks, modeled assumptions not contemporary observed DHHO rates
Poverty ND trip rate formula	All mode - transit - school bus - special transit = 1.899
Caution	Only one mode-specific trip rate (0.049) for severe disability; do not treat all-mode ND trips as contracted CTC trips
Transit accessibility assumption	Original 87% translates to 13% transit coverage; must be verified by county
Population extrapolation	Ratio of BEBR future population to original county demographic baseline
Scope	Planning scenario, not a locally validated statistical forecast
Scenario rule	Keep historical demographic composition constant until current ACS microdata / compatible cross-tabs are available

Sheet 4 — DeSoto | Baseline inputs

Original demographic input reference year: 2019. Read the demographic counts alongside the data-quality limitations; row-level anomalies have not been corrected.

Age	Population	Poverty	Disability	Disability + poverty
< 5 Years of Age	2,067	585	0	0
5-17	5,016	993	413	151
18-34	6,266	1,119	772	123
35-64	12,466	2,268	2,228	747
65-74	5,514	617	1,362	306
75+	5,601	505	2,535	225
TOTAL	36,930	6,087	7,310	1,552

Mutually exclusive TD components and 2025 rebase

Group	Calculation description	2019 base	Share	2025 rebased	Classification
E	Nonelderly disabled below poverty	1,021	0.0276	#VALUE!	General TD constituent
B	Nonelderly disabled not below poverty	2,392	0.0648	#VALUE!	General TD constituent
G	Elderly disabled below poverty	531	0.0144	#VALUE!	General TD constituent
D	Elderly disabled not below poverty	3,366	0.0911	#VALUE!	General TD constituent
F	Elderly nondisabled below poverty	591	0.016	#VALUE!	General TD constituent
A	Elderly nondisabled not below poverty	6,627	0.1794	#VALUE!	General TD constituent
C	Nonelderly nondisabled below poverty	3,944	0.1068	#VALUE!	General TD constituent
Nonduplicate d general TD	Sum of seven mutually exclusive groups	18,472	0.5002		

DeSoto | Demand calculation and projection

Worksheet rows 24–35 | Columns A–E

Row	A	B	C	D	E
25	Age category	Disability count 2019	Severe disability factor	Estimated severe disability	
26	< 5 Years of Age	0	0.042	0	
27	5-17	413	0.042	17.35	
28	18-34	772	0.063	48.64	
29	35-64	2,228	0.1384	308.36	
30	65-74	1,362	0.2712	369.37	
31	75+	2,535	0.4655	1,180	
32	Severely disabled subtotal			1,924	
34	Critical need calculation	Method	2019 count		
35	Severely disabled	2013 CUTR severity factors	1,924		

Worksheet rows 36–49 | Columns A–E

Row	A	B	C	D	E
36	Low-income ND	General TD groups C + F	4,535		
37	ND without a vehicle	Zero-auto share	1,234		
38	ND without auto or transit	Original transit exclusion	1,073		
39	Total critical need population	Sum of two groups	2,997		
40	Severe disability daily trips	Special transit rate	94.26		
41	ND daily trips	All-mode less transit, school bus, special transit	2,038		
42	Forecast year	Annual days / BEBR scaled	Population baseline		
43	Year	BEBR population	Scale vs 2019	General TD	Severely disabled
44	2,025	35,947	0.9734	17,980	1,873
45	2,030	36,928	0.9999	18,471	1,924
46	2,035	37,627	1.02	18,821	1,960
47	2,040	38,090	1.03	19,052	1,984
48	2,045	38,419	1.04	19,217	2,001
49	2,050	38,660	1.05	19,337	2,014

Worksheet rows 36–49 | Columns F–J

Row	F	G	H	I	J
43	Low-income ND no access	Critical need	Daily potential trips	Annual potential trips	Status
44	1,045	2,917	2,075	626,784	PROVISIONAL - 2019 prevalence
45	1,073	2,997	2,132	643,889	PROVISIONAL - 2019 prevalence
46	1,093	3,053	2,172	656,077	PROVISIONAL - 2019 prevalence
47	1,107	3,091	2,199	664,150	PROVISIONAL - 2019 prevalence
48	1,116	3,118	2,218	669,887	PROVISIONAL - 2019 prevalence
49	1,123	3,137	2,232	674,089	PROVISIONAL - 2019 prevalence

DeSoto | Formula audit reference

Cell references and stored spreadsheet formulas are presented to preserve a traceable calculation record. Formulas are not executable in PDF.

Cell	Formula	Stored calculated value
B13	SUM(B7:B12)	36,930
C13	SUM(C7:C12)	6,087
D13	SUM(D7:D12)	7,310
E13	SUM(E7:E12)	1,552
C16	SUM(E7:E10)	1,021
D16	C16/\$D\$3	0.0276
E16	D16*B43	#VALUE!
C17	SUM(D7:D10)-SUM(E7:E10)	2,392
D17	C17/\$D\$3	0.0648
E17	D17*B43	#VALUE!
C18	SUM(E11:E12)	531
D18	C18/\$D\$3	0.0144
E18	D18*B43	#VALUE!
C19	SUM(D11:D12)-SUM(E11:E12)	3,366
D19	C19/\$D\$3	0.0911
E19	D19*B43	#VALUE!
C20	SUM(C11:C12)-SUM(E11:E12)	591
D20	C20/\$D\$3	0.016
E20	D20*B43	#VALUE!
C21	SUM(B11:B12)-SUM(D11:D12)-SUM(C11:C12)+SUM(E11:E12)	6,627
D21	C21/\$D\$3	0.1794
E21	D21*B43	#VALUE!
C22	SUM(C7:C10)-SUM(E7:E10)	3,944
D22	C22/\$D\$3	0.1068
E22	D22*B43	#VALUE!
C23	SUM(C16:C22)	18,472
D23	C23/\$D\$3	0.5002
A26	A7	< 5 Years of Age

Cell	Formula	Stored calculated value
B26	D7	0
C26	'CUTR Assumptions'!B11	0.042
D26	B26*C26	0
A27	A8	5-17
B27	D8	413
C27	'CUTR Assumptions'!B12	0.042
D27	B27*C27	17.35
A28	A9	18-34
B28	D9	772
C28	'CUTR Assumptions'!B13	0.063

Cell	Formula	Stored calculated value
D28	B28*C28	48.64
A29	A10	35-64
B29	D10	2,228
C29	'CUTR Assumptions'!B14	0.1384
D29	B29*C29	308.36
A30	A11	65-74
B30	D11	1,362
C30	'CUTR Assumptions'!B15	0.2712
D30	B30*C30	369.37
A31	A12	75+
B31	D12	2,535
C31	'CUTR Assumptions'!B16	0.4655
D31	B31*C31	1,180
D32	SUM(D26:D31)	1,924
C35	D32	1,924
C36	C20+C22	4,535
C44	B44/\$D\$3	0.9734
D44	\$C\$23*C44	17,980
E44	\$C\$35*C44	1,873
F44	\$C\$38*C44	1,045

Cell	Formula	Stored calculated value
G44	E44+F44	2,917
H44	E44*CUTR Assumptions!\$B\$5+F44*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	2,075
I44	H44*CUTR Assumptions!\$B\$10	626,784
C45	B45/\$D\$3	0.9999
D45	\$C\$23*C45	18,471
E45	\$C\$35*C45	1,924
F45	\$C\$38*C45	1,073
G45	E45+F45	2,997
H45	E45*CUTR Assumptions!\$B\$5+F45*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	2,132
I45	H45*CUTR Assumptions!\$B\$10	643,889
C46	B46/\$D\$3	1.02
D46	\$C\$23*C46	18,821
E46	\$C\$35*C46	1,960
F46	\$C\$38*C46	1,093
G46	E46+F46	3,053
H46	E46*CUTR Assumptions!\$B\$5+F46*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	2,172
I46	H46*CUTR Assumptions!\$B\$10	656,077
C47	B47/\$D\$3	1.03

Cell	Formula	Stored calculated value
D47	\$C\$23*C47	19,052
E47	\$C\$35*C47	1,984
F47	\$C\$38*C47	1,107
G47	E47+F47	3,091
H47	E47*CUTR Assumptions!\$B\$5+F47*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	2,199
I47	H47*CUTR Assumptions!\$B\$10	664,150
C48	B48/\$D\$3	1.04
D48	\$C\$23*C48	19,217
E48	\$C\$35*C48	2,001
F48	\$C\$38*C48	1,116
G48	E48+F48	3,118
H48	E48*CUTR Assumptions!\$B\$5+F48*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	2,218

Cell	Formula	Stored calculated value
I48	H48*CUTR Assumptions!\$B\$10	669,887
C49	B49/\$D\$3	1.05
D49	\$C\$23*C49	19,337
E49	\$C\$35*C49	2,014
F49	\$C\$38*C49	1,123
G49	E49+F49	3,137
H49	E49*CUTR Assumptions!\$B\$5+F49*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	2,232
I49	H49*CUTR Assumptions!\$B\$10	674,089

Sheet 5 — Hardee | Baseline inputs

Original demographic input reference year: 2019. Read the demographic counts alongside the data-quality limitations; row-level anomalies have not been corrected.

Age	Population	Poverty	Disability	Disability + poverty
< 5 Years of Age	1,519	430	0	0
5-17	3,688	730	304	111
18-34	4,578	676	568	91
35-64	9,165	1,668	1,638	549
65-74	4,054	453	225	225
75+	4,118	371	1,863	165
TOTAL	27,122	4,328	4,598	1,141

Mutually exclusive TD components and 2025 rebase

Group	Calculation description	2019 base	Share	2025 rebased	Classification
E	Nonelderly disabled below poverty	751	0.0277	#VALUE!	General TD constituent
B	Nonelderly disabled not below poverty	1,759	0.0649	#VALUE!	General TD constituent
G	Elderly disabled below poverty	390	0.0144	#VALUE!	General TD constituent
D	Elderly disabled not below poverty	1,698	0.0626	#VALUE!	General TD constituent
F	Elderly nondisabled below poverty	434	0.016	#VALUE!	General TD constituent
A	Elderly nondisabled not below poverty	5,650	0.2083	#VALUE!	General TD constituent
C	Nonelderly nondisabled below poverty	2,753	0.1015	#VALUE!	General TD constituent
Nonduplicate d general TD	Sum of seven mutually exclusive groups	13,435	0.4954		

Hardee | Demand calculation and projection

Worksheet rows 24–35 | Columns A–E

Row	A	B	C	D	E
25	Age category	Disability count 2019	Severe disability factor	Estimated severe disability	
26	< 5 Years of Age	0	0.042	0	
27	5-17	304	0.042	12.77	
28	18-34	568	0.063	35.78	
29	35-64	1,638	0.1384	226.70	
30	65-74	225	0.2712	61.02	
31	75+	1,863	0.4655	867.23	
32	Severely disabled subtotal			1,203	
34	Critical need calculation	Method	2019 count		
35	Severely disabled	2013 CUTR severity factors	1,203		

Worksheet rows 36–49 | Columns A–E

Row	A	B	C	D	E
36	Low-income ND	General TD groups C + F	3,187		
37	ND without a vehicle	Zero-auto share	866.86		
38	ND without auto or transit	Original transit exclusion	754.17		
39	Total critical need population	Sum of two groups	1,958		
40	Severe disability daily trips	Special transit rate	58.97		
41	ND daily trips	All-mode less transit, school bus, special transit	1,432		
42	Forecast year	Annual days / BEBR scaled	Population baseline		
43	Year	BEBR population	Scale vs 2019	General TD	Severely disabled
44	2,025	26,042	0.9602	12,900	1,156
45	2,030	26,136	0.9636	12,947	1,160
46	2,035	26,210	0.9664	12,983	1,163
47	2,040	26,270	0.9686	13,013	1,166
48	2,045	26,326	0.9707	13,041	1,168
49	2,050	26,368	0.9722	13,062	1,170

Worksheet rows 36–49 | Columns F–J

Row	F	G	H	I	J
43	Low-income ND no access	Critical need	Daily potential trips	Annual potential trips	Status
44	724.14	1,880	1,432	432,393	PROVISIONAL - 2019 prevalence
45	726.75	1,886	1,437	433,954	PROVISIONAL - 2019 prevalence
46	728.81	1,892	1,441	435,183	PROVISIONAL - 2019 prevalence
47	730.48	1,896	1,444	436,179	PROVISIONAL - 2019 prevalence
48	732.04	1,900	1,447	437,109	PROVISIONAL - 2019 prevalence
49	733.21	1,903	1,450	437,806	PROVISIONAL - 2019 prevalence

Hardee | Formula audit reference

Cell references and stored spreadsheet formulas are presented to preserve a traceable calculation record. Formulas are not executable in PDF.

Cell	Formula	Stored calculated value
B13	SUM(B7:B12)	27,122
C13	SUM(C7:C12)	4,328
D13	SUM(D7:D12)	4,598
E13	SUM(E7:E12)	1,141
C16	SUM(E7:E10)	751
D16	C16/\$D\$3	0.0277
E16	D16*B43	#VALUE!
C17	SUM(D7:D10)-SUM(E7:E10)	1,759
D17	C17/\$D\$3	0.0649
E17	D17*B43	#VALUE!
C18	SUM(E11:E12)	390
D18	C18/\$D\$3	0.0144
E18	D18*B43	#VALUE!
C19	SUM(D11:D12)-SUM(E11:E12)	1,698
D19	C19/\$D\$3	0.0626
E19	D19*B43	#VALUE!
C20	SUM(C11:C12)-SUM(E11:E12)	434
D20	C20/\$D\$3	0.016
E20	D20*B43	#VALUE!
C21	SUM(B11:B12)-SUM(D11:D12)-SUM(C11:C12)+SUM(E11:E12)	5,650
D21	C21/\$D\$3	0.2083
E21	D21*B43	#VALUE!
C22	SUM(C7:C10)-SUM(E7:E10)	2,753
D22	C22/\$D\$3	0.1015
E22	D22*B43	#VALUE!
C23	SUM(C16:C22)	13,435
D23	C23/\$D\$3	0.4954
A26	A7	< 5 Years of Age

Cell	Formula	Stored calculated value
B26	D7	0
C26	'CUTR Assumptions'!B11	0.042
D26	B26*C26	0
A27	A8	5-17
B27	D8	304
C27	'CUTR Assumptions'!B12	0.042
D27	B27*C27	12.77
A28	A9	18-34
B28	D9	568
C28	'CUTR Assumptions'!B13	0.063

Cell	Formula	Stored calculated value
D28	B28*C28	35.78
A29	A10	35-64
B29	D10	1,638
C29	'CUTR Assumptions'!B14	0.1384
D29	B29*C29	226.70
A30	A11	65-74
B30	D11	225
C30	'CUTR Assumptions'!B15	0.2712
D30	B30*C30	61.02
A31	A12	75+
B31	D12	1,863
C31	'CUTR Assumptions'!B16	0.4655
D31	B31*C31	867.23
D32	SUM(D26:D31)	1,203
C35	D32	1,203
C36	C20+C22	3,187
C44	B44/\$D\$3	0.9602
D44	\$C\$23*C44	12,900
E44	\$C\$35*C44	1,156
F44	\$C\$38*C44	724.14

Cell	Formula	Stored calculated value
G44	E44+F44	1,880
H44	E44*CUTR Assumptions!\$B\$5+F44*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	1,432
I44	H44*CUTR Assumptions!\$B\$10	432,393
C45	B45/\$D\$3	0.9636
D45	\$C\$23*C45	12,947
E45	\$C\$35*C45	1,160
F45	\$C\$38*C45	726.75
G45	E45+F45	1,886
H45	E45*CUTR Assumptions!\$B\$5+F45*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	1,437
I45	H45*CUTR Assumptions!\$B\$10	433,954
C46	B46/\$D\$3	0.9664
D46	\$C\$23*C46	12,983
E46	\$C\$35*C46	1,163
F46	\$C\$38*C46	728.81
G46	E46+F46	1,892
H46	E46*CUTR Assumptions!\$B\$5+F46*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	1,441
I46	H46*CUTR Assumptions!\$B\$10	435,183
C47	B47/\$D\$3	0.9686

Cell	Formula	Stored calculated value
D47	\$C\$23*C47	13,013
E47	\$C\$35*C47	1,166
F47	\$C\$38*C47	730.48
G47	E47+F47	1,896
H47	E47*CUTR Assumptions!\$B\$5+F47*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	1,444
I47	H47*CUTR Assumptions!\$B\$10	436,179
C48	B48/\$D\$3	0.9707
D48	\$C\$23*C48	13,041
E48	\$C\$35*C48	1,168
F48	\$C\$38*C48	732.04
G48	E48+F48	1,900
H48	E48*CUTR Assumptions!\$B\$5+F48*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	1,447

Cell	Formula	Stored calculated value
I48	H48*CUTR Assumptions!\$B\$10	437,109
C49	B49/\$D\$3	0.9722
D49	\$C\$23*C49	13,062
E49	\$C\$35*C49	1,170
F49	\$C\$38*C49	733.21
G49	E49+F49	1,903
H49	E49*CUTR Assumptions!\$B\$5+F49*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	1,450
I49	H49*CUTR Assumptions!\$B\$10	437,806

Sheet 6 — Highlands | Baseline inputs

Original demographic input reference year: 2019. Read the demographic counts alongside the data-quality limitations; row-level anomalies have not been corrected.

Age	Population	Poverty	Disability	Disability + poverty
< 5 Years of Age	4,620	1,433	0	0
5-17	13,607	2,620	1,346	541
18-34	14,128	2,043	1,410	36
35-64	35,659	5,729	5,400	1,306
65-74	17,685	1,579	4,474	675
75+	19,158	1,638	8,145	642
TOTAL	104,857	15,042	20,775	3,200

Mutually exclusive TD components and 2025 rebase

Group	Calculation description	2019 base	Share	2025 rebased	Classification
E	Nonelderly disabled below poverty	1,883	0.018	#VALUE!	General TD constituent
B	Nonelderly disabled not below poverty	6,273	0.0598	#VALUE!	General TD constituent
G	Elderly disabled below poverty	1,317	0.0126	#VALUE!	General TD constituent
D	Elderly disabled not below poverty	11,302	0.1078	#VALUE!	General TD constituent
F	Elderly nondisabled below poverty	1,900	0.0181	#VALUE!	General TD constituent
A	Elderly nondisabled not below poverty	22,324	0.2129	#VALUE!	General TD constituent
C	Nonelderly nondisabled below poverty	9,942	0.0948	#VALUE!	General TD constituent
Nonduplicate d general TD	Sum of seven mutually exclusive groups	54,941	0.524		

Highlands | Demand calculation and projection

Worksheet rows 24–35 | Columns A–E

Row	A	B	C	D	E
25	Age category	Disability count 2019	Severe disability factor	Estimated severe disability	
26	< 5 Years of Age	0	0.042	0	
27	5-17	1,346	0.042	56.53	
28	18-34	1,410	0.063	88.83	
29	35-64	5,400	0.1384	747.36	
30	65-74	4,474	0.2712	1,213	
31	75+	8,145	0.4655	3,791	
32	Severely disabled subtotal			5,898	
34	Critical need calculation	Method	2019 count		
35	Severely disabled	2013 CUTR severity factors	5,898		

Worksheet rows 36–49 | Columns A–E

Row	A	B	C	D	E
36	Low-income ND	General TD groups C + F	11,842		
37	ND without a vehicle	Zero-auto share	3,221		
38	ND without auto or transit	Original transit exclusion	2,802		
39	Total critical need population	Sum of two groups	8,700		
40	Severe disability daily trips	Special transit rate	288.98		
41	ND daily trips	All-mode less transit, school bus, special transit	5,322		
42	Forecast year	Annual days / BEBR scaled	Population baseline		
43	Year	BEBR population	Scale vs 2019	General TD	Severely disabled
44	2,025	107,976	1.03	56,575	6,073
45	2,030	111,836	1.07	58,598	6,290
46	2,035	114,782	1.09	60,141	6,456
47	2,040	117,067	1.12	61,339	6,584
48	2,045	118,871	1.13	62,284	6,686
49	2,050	120,565	1.15	63,171	6,781

Worksheet rows 36–49 | Columns F–J

Row	F	G	H	I	J
43	Low-income ND no access	Critical need	Daily potential trips	Annual potential trips	Status
44	2,886	8,959	5,777	1,744,780	PROVISIONAL - 2019 prevalence
45	2,989	9,279	5,984	1,807,154	PROVISIONAL - 2019 prevalence
46	3,068	9,523	6,142	1,854,758	PROVISIONAL - 2019 prevalence
47	3,129	9,713	6,264	1,891,681	PROVISIONAL - 2019 prevalence
48	3,177	9,863	6,360	1,920,832	PROVISIONAL - 2019 prevalence
49	3,222	10,003	6,451	1,948,205	PROVISIONAL - 2019 prevalence

Highlands | Formula audit reference

Cell references and stored spreadsheet formulas are presented to preserve a traceable calculation record. Formulas are not executable in PDF.

Cell	Formula	Stored calculated value
B13	SUM(B7:B12)	104,857
C13	SUM(C7:C12)	15,042
D13	SUM(D7:D12)	20,775
E13	SUM(E7:E12)	3,200
C16	SUM(E7:E10)	1,883
D16	C16/\$D\$3	0.018
E16	D16*B43	#VALUE!
C17	SUM(D7:D10)-SUM(E7:E10)	6,273
D17	C17/\$D\$3	0.0598
E17	D17*B43	#VALUE!
C18	SUM(E11:E12)	1,317
D18	C18/\$D\$3	0.0126
E18	D18*B43	#VALUE!
C19	SUM(D11:D12)-SUM(E11:E12)	11,302
D19	C19/\$D\$3	0.1078
E19	D19*B43	#VALUE!
C20	SUM(C11:C12)-SUM(E11:E12)	1,900
D20	C20/\$D\$3	0.0181
E20	D20*B43	#VALUE!
C21	SUM(B11:B12)-SUM(D11:D12)-SUM(C11:C12)+SUM(E11:E12)	22,324
D21	C21/\$D\$3	0.2129
E21	D21*B43	#VALUE!
C22	SUM(C7:C10)-SUM(E7:E10)	9,942
D22	C22/\$D\$3	0.0948
E22	D22*B43	#VALUE!
C23	SUM(C16:C22)	54,941
D23	C23/\$D\$3	0.524
A26	A7	< 5 Years of Age

Cell	Formula	Stored calculated value
B26	D7	0
C26	'CUTR Assumptions'!B11	0.042
D26	B26*C26	0
A27	A8	5-17
B27	D8	1,346
C27	'CUTR Assumptions'!B12	0.042
D27	B27*C27	56.53
A28	A9	18-34
B28	D9	1,410
C28	'CUTR Assumptions'!B13	0.063

Cell	Formula	Stored calculated value
D28	B28*C28	88.83
A29	A10	35-64
B29	D10	5,400
C29	'CUTR Assumptions'!B14	0.1384
D29	B29*C29	747.36
A30	A11	65-74
B30	D11	4,474
C30	'CUTR Assumptions'!B15	0.2712
D30	B30*C30	1,213
A31	A12	75+
B31	D12	8,145
C31	'CUTR Assumptions'!B16	0.4655
D31	B31*C31	3,791
D32	SUM(D26:D31)	5,898
C35	D32	5,898
C36	C20+C22	11,842
C44	B44/\$D\$3	1.03
D44	\$C\$23*C44	56,575
E44	\$C\$35*C44	6,073
F44	\$C\$38*C44	2,886

Cell	Formula	Stored calculated value
G44	E44+F44	8,959
H44	E44*CUTR Assumptions!\$B\$5+F44*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	5,777
I44	H44*CUTR Assumptions!\$B\$10	1,744,780
C45	B45/\$D\$3	1.07
D45	\$C\$23*C45	58,598
E45	\$C\$35*C45	6,290
F45	\$C\$38*C45	2,989
G45	E45+F45	9,279
H45	E45*CUTR Assumptions!\$B\$5+F45*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	5,984
I45	H45*CUTR Assumptions!\$B\$10	1,807,154
C46	B46/\$D\$3	1.09
D46	\$C\$23*C46	60,141
E46	\$C\$35*C46	6,456
F46	\$C\$38*C46	3,068
G46	E46+F46	9,523
H46	E46*CUTR Assumptions!\$B\$5+F46*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	6,142
I46	H46*CUTR Assumptions!\$B\$10	1,854,758
C47	B47/\$D\$3	1.12

Cell	Formula	Stored calculated value
D47	\$C\$23*C47	61,339
E47	\$C\$35*C47	6,584
F47	\$C\$38*C47	3,129
G47	E47+F47	9,713
H47	E47*CUTR Assumptions!\$B\$5+F47*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	6,264
I47	H47*CUTR Assumptions!\$B\$10	1,891,681
C48	B48/\$D\$3	1.13
D48	\$C\$23*C48	62,284
E48	\$C\$35*C48	6,686
F48	\$C\$38*C48	3,177
G48	E48+F48	9,863
H48	E48*CUTR Assumptions!\$B\$5+F48*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	6,360

Cell	Formula	Stored calculated value
I48	H48*CUTR Assumptions!\$B\$10	1,920,832
C49	B49/\$D\$3	1.15
D49	\$C\$23*C49	63,171
E49	\$C\$35*C49	6,781
F49	\$C\$38*C49	3,222
G49	E49+F49	10,003
H49	E49*CUTR Assumptions!\$B\$5+F49*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	6,451
I49	H49*CUTR Assumptions!\$B\$10	1,948,205

Sheet 7 — Okeechobee | Baseline inputs

Original demographic input reference year: 2019. Read the demographic counts alongside the data-quality limitations; row-level anomalies have not been corrected.

Age	Population	Poverty	Disability	Disability + poverty
< 5 Years of Age	2,073	2,405	0	0
5-17	7,139	3,837	611	168
18-34	7,770	4,147	297	54
35-64	16,011	5,565	2,153	425
65-74	4,177	800	902	44
75+	3,947	1,407	1,799	341
TOTAL	41,117	18,161	5,762	1,032

Mutually exclusive TD components and 2025 rebase

Group	Calculation description	2019 base	Share	2025 rebased	Classification
E	Nonelderly disabled below poverty	647	0.0157	#VALUE!	General TD constituent
B	Nonelderly disabled not below poverty	2,414	0.0587	#VALUE!	General TD constituent
G	Elderly disabled below poverty	385	0.0094	#VALUE!	General TD constituent
D	Elderly disabled not below poverty	2,316	0.0563	#VALUE!	General TD constituent
F	Elderly nondisabled below poverty	1,822	0.0443	#VALUE!	General TD constituent
A	Elderly nondisabled not below poverty	3,601	0.0876	#VALUE!	General TD constituent
C	Nonelderly nondisabled below poverty	15,307	0.3723	#VALUE!	General TD constituent
Nonduplicate d general TD	Sum of seven mutually exclusive groups	26,492	0.6443		

Okeechobee | Demand calculation and projection

Worksheet rows 24–35 | Columns A–E

Row	A	B	C	D	E
25	Age category	Disability count 2019	Severe disability factor	Estimated severe disability	
26	< 5 Years of Age	0	0.042	0	
27	5-17	611	0.042	25.66	
28	18-34	297	0.063	18.71	
29	35-64	2,153	0.1384	297.98	
30	65-74	902	0.2712	244.62	
31	75+	1,799	0.4655	837.43	
32	Severely disabled subtotal			1,424	
34	Critical need calculation	Method	2019 count		
35	Severely disabled	2013 CUTR severity factors	1,424		

Worksheet rows 36–49 | Columns A–E

Row	A	B	C	D	E
36	Low-income ND	General TD groups C + F	17,129		
37	ND without a vehicle	Zero-auto share	4,659		
38	ND without auto or transit	Original transit exclusion	4,053		
39	Total critical need population	Sum of two groups	5,478		
40	Severe disability daily trips	Special transit rate	69.80		
41	ND daily trips	All-mode less transit, school bus, special transit	7,697		
42	Forecast year	Annual days / BEBR scaled	Population baseline		
43	Year	BEBR population	Scale vs 2019	General TD	Severely disabled
44	2,025	40,314	0.9805	25,975	1,397
45	2,030	40,912	0.995	26,360	1,417
46	2,035	41,253	1.00	26,580	1,429
47	2,040	41,572	1.01	26,785	1,440
48	2,045	41,838	1.02	26,957	1,449
49	2,050	42,063	1.02	27,102	1,457

Worksheet rows 36–49 | Columns F–J

Row	F	G	H	I	J
43	Low-income ND no access	Critical need	Daily potential trips	Annual potential trips	Status
44	3,974	5,371	7,616	2,299,888	PROVISIONAL - 2019 prevalence
45	4,033	5,451	7,728	2,334,004	PROVISIONAL - 2019 prevalence
46	4,067	5,496	7,793	2,353,458	PROVISIONAL - 2019 prevalence
47	4,098	5,538	7,853	2,371,656	PROVISIONAL - 2019 prevalence
48	4,124	5,574	7,903	2,386,831	PROVISIONAL - 2019 prevalence
49	4,147	5,604	7,946	2,399,668	PROVISIONAL - 2019 prevalence

Okeechobee | Formula audit reference

Cell references and stored spreadsheet formulas are presented to preserve a traceable calculation record. Formulas are not executable in PDF.

Cell	Formula	Stored calculated value
B13	SUM(B7:B12)	41,117
C13	SUM(C7:C12)	18,161
D13	SUM(D7:D12)	5,762
E13	SUM(E7:E12)	1,032
C16	SUM(E7:E10)	647
D16	C16/\$D\$3	0.0157
E16	D16*B43	#VALUE!
C17	SUM(D7:D10)-SUM(E7:E10)	2,414
D17	C17/\$D\$3	0.0587
E17	D17*B43	#VALUE!
C18	SUM(E11:E12)	385
D18	C18/\$D\$3	0.0094
E18	D18*B43	#VALUE!
C19	SUM(D11:D12)-SUM(E11:E12)	2,316
D19	C19/\$D\$3	0.0563
E19	D19*B43	#VALUE!
C20	SUM(C11:C12)-SUM(E11:E12)	1,822
D20	C20/\$D\$3	0.0443
E20	D20*B43	#VALUE!
C21	SUM(B11:B12)-SUM(D11:D12)-SUM(C11:C12)+SUM(E11:E12)	3,601
D21	C21/\$D\$3	0.0876
E21	D21*B43	#VALUE!
C22	SUM(C7:C10)-SUM(E7:E10)	15,307
D22	C22/\$D\$3	0.3723
E22	D22*B43	#VALUE!
C23	SUM(C16:C22)	26,492
D23	C23/\$D\$3	0.6443
A26	A7	< 5 Years of Age

Cell	Formula	Stored calculated value
B26	D7	0
C26	'CUTR Assumptions'!B11	0.042
D26	B26*C26	0
A27	A8	5-17
B27	D8	611
C27	'CUTR Assumptions'!B12	0.042
D27	B27*C27	25.66
A28	A9	18-34
B28	D9	297
C28	'CUTR Assumptions'!B13	0.063

Cell	Formula	Stored calculated value
D28	B28*C28	18.71
A29	A10	35-64
B29	D10	2,153
C29	'CUTR Assumptions'!B14	0.1384
D29	B29*C29	297.98
A30	A11	65-74
B30	D11	902
C30	'CUTR Assumptions'!B15	0.2712
D30	B30*C30	244.62
A31	A12	75+
B31	D12	1,799
C31	'CUTR Assumptions'!B16	0.4655
D31	B31*C31	837.43
D32	SUM(D26:D31)	1,424
C35	D32	1,424
C36	C20+C22	17,129
C44	B44/\$D\$3	0.9805
D44	\$C\$23*C44	25,975
E44	\$C\$35*C44	1,397
F44	\$C\$38*C44	3,974

Cell	Formula	Stored calculated value
G44	E44+F44	5,371
H44	E44*CUTR Assumptions!\$B\$5+F44*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	7,616
I44	H44*CUTR Assumptions!\$B\$10	2,299,888
C45	B45/\$D\$3	0.995
D45	\$C\$23*C45	26,360
E45	\$C\$35*C45	1,417
F45	\$C\$38*C45	4,033
G45	E45+F45	5,451
H45	E45*CUTR Assumptions!\$B\$5+F45*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	7,728
I45	H45*CUTR Assumptions!\$B\$10	2,334,004
C46	B46/\$D\$3	1.00
D46	\$C\$23*C46	26,580
E46	\$C\$35*C46	1,429
F46	\$C\$38*C46	4,067
G46	E46+F46	5,496
H46	E46*CUTR Assumptions!\$B\$5+F46*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	7,793
I46	H46*CUTR Assumptions!\$B\$10	2,353,458
C47	B47/\$D\$3	1.01

Cell	Formula	Stored calculated value
D47	\$C\$23*C47	26,785
E47	\$C\$35*C47	1,440
F47	\$C\$38*C47	4,098
G47	E47+F47	5,538
H47	E47*CUTR Assumptions!\$B\$5+F47*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	7,853
I47	H47*CUTR Assumptions!\$B\$10	2,371,656
C48	B48/\$D\$3	1.02
D48	\$C\$23*C48	26,957
E48	\$C\$35*C48	1,449
F48	\$C\$38*C48	4,124
G48	E48+F48	5,574
H48	E48*CUTR Assumptions!\$B\$5+F48*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	7,903

Cell	Formula	Stored calculated value
I48	H48*CUTR Assumptions!\$B\$10	2,386,831
C49	B49/\$D\$3	1.02
D49	\$C\$23*C49	27,102
E49	\$C\$35*C49	1,457
F49	\$C\$38*C49	4,147
G49	E49+F49	5,604
H49	E49*CUTR Assumptions!\$B\$5+F49*(CUTR Assumptions!\$B\$6-CUTR Assumptions!\$B\$7-CUTR Assumptions!\$B\$8-CUTR Assumptions!\$B\$9)	7,946
I49	H49*CUTR Assumptions!\$B\$10	2,399,668

Appendix C - Transportation Disadvantaged Eligibility Registration

Latest registration draft, included as confirmed by CFRPC. MTM Transit receives and processes applications as the contracted operator.

COMMUNITY RIDES

Transportation Disadvantaged Program Application

Dear Transportation Disadvantaged Program Applicant:

Florida's Transportation Disadvantaged (TD) Program assists individuals who are unable to transport themselves or purchase transportation services due to a physical or mental disability, income, and/or age. The Central Florida Regional Planning Council (CFRPC) is the designated Community Transportation Coordinator (CTC) for DeSoto, Hardee, Highlands, and Okeechobee Counties. MTM Transit is our transportation operator and receives and processes applications. Information is collected to determine eligibility for the TD Program and other available services. All services are demand response, which means we must also have rider information for you.

Effective July 1, 2021, you must provide proof of at least one of the following criteria to qualify for the TD Program and other available funding programs:

- 1. You are unable to transport yourself.** This means you are unable to drive a vehicle due to a physical or mental disability. You must provide medical verification of your disability from your physician.
- 2. You are unable to purchase transportation.** This means your income must meet a maximum of 150% of the current Federal Poverty Guidelines. You must provide proof of income.
- 3. You are unable to obtain transportation.** This means you do not have an operational vehicle in your household, the ability to operate a vehicle safely, or the ability to find transportation from other sources. You also may not be sponsored by any other agency for transportation.
- 4. You are older than 60 years old.** You must provide proof of your age, such as a driver's license, birth certificate, or photo ID that shows your date of birth.

To apply for the TD Program, please complete the enclosed application. Return your completed application to MTM Transit via mail, fax, or email:

Mail
MTM Transit
Attention: Scheduling Team
4650 US Hwy 27 South
Sebring, FL 33870

Fax
1-863-382-8469

Email
HeartlandAccess@mtm-inc.net

If you have any questions or need help completing this form, please call us. Please allow up to five business days for MTM Transit to receive and process your request. After five business days, please contact MTM Transit to confirm that your application has been processed and to schedule your ride:

Avon Park: 863-452-0139
Okeechobee: 863-357-9900

Sebring: 863-382-0139
DeSoto: 800-694-6566
Toll-Free: 800-260-0139

Lake Placid: 863-699-0995
Hardee: 863-773-0015

Thank you for your interest in the TD Program. We look forward to helping you access your community!

COMMUNITY RIDES

Transportation Disadvantaged Program Application

The information contained in this application will be used by CFRPC and its operator, MTM Transit, to determine your eligibility for transit services. CFRPC coordinates transportation services for individuals who are transportation disadvantaged, with MTM Transit providing service as the operator. You are considered transportation disadvantaged if, because of age, income, or a disability, you cannot drive and do not have access to other transportation options. Eligibility is determined based on age, income, or any disability, as well as by the system's budget constraints in each county. Your application must be renewed every two years.

Date: _____

Last Name: _____ **First Name:** _____ **MI:** _____

Address: _____ **Apt. #:** _____

City: _____ **Zip Code:** _____

County: _____ **Phone #:** _____

DOB: _____ **Age:** _____ **Gender:** ☐ Female ☐ Male

Emergency Contact: _____ **Phone #:** _____

Please provide directions to your home: _____

1. Do you receive food stamps? ☐ Yes ☐ No
2. Do you have Medicaid? ☐ Yes ☐ No
 - a. If yes, provide your Medicaid ID number: _____
3. How many family members live in your home? _____
4. What is **your** annual income? \$_____
5. Do you live in an assisted living facility, nursing home, retirement home, or boarding home? ☐ Yes ☐ No
6. Do you have relatives or friends who live nearby and would transport you if you asked? ☐ Yes ☐ No
7. Is your condition or disability temporary? ☐ Yes ☐ No
 - a. If yes, what is the duration of your condition? _____ weeks/months (circle one)

You must provide medical verification of your disability from your physician.

8. Do you use any mobility aids? Check all that apply.

☐ Power Wheelchair ☐ Manual Wheelchair ☐ Walker ☐ Cane

☐ Power Scooter ☐ Service Animal ☐ Crutches

COMMUNITY RIDES

Transportation Disadvantaged Program Application

9. Can you travel without assistance the following distances?

200 feet ☐ Yes ☐ No ¼ mile ☐ Yes ☐ No ½ mile ☐ Yes ☐ No

10. Can you climb a 12-inch step with assistance? ☐ Yes ☐ No

11. Can you climb a 12-inch step without assistance? ☐ Yes ☐ No

12. Are you able to stand outside without support for at least 20 minutes? ☐ Yes ☐ No

13. Can you give an address and telephone number upon request? ☐ Yes ☐ No

14. Can you recognize a destination or landmark? ☐ Yes ☐ No

15. Can you understand and follow directions? ☐ Yes ☐ No

16. Can you handle unexpected situations or changes in your routine? ☐ Yes ☐ No

17. Can you safely and effectively travel through a crowded or complex facility? ☐ Yes ☐ No

18. Are you legally blind or do you have a vision impairment? ☐ Yes ☐ No

19. Are you deaf or significantly hearing impaired? ☐ Yes ☐ No

20. Do you have a personal care assistant who assists you when you travel? ☐ Yes ☐ No

I understand and affirm that the information provided in this application for Non-Emergency Transportation Disadvantaged services is true and correct to the best of my knowledge and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs and eligibility for transportation to and from eligible services as well as appointments. I understand that providing false or misleading information or making fraudulent claims or making false claims on behalf of others could constitute a felony under the laws of the State of Florida.

Applicant Signature: _____

Date Signed: _____

Preparer's Name: _____

Phone Number: _____

Preparer's Signature: _____

Date Prepared: _____

Return your completed application to MTM Transit via mail, fax, or email:

Mail

MTM Transit
Attention: Scheduling Team
4650 US Hwy 27 South
Sebring, FL 33870

Fax

1-863-382-8469

Email

HeartlandAccess@mtm-inc.net

Please allow up to five business days for MTM Transit to receive and process your application.

COMMUNITY RIDES

Transportation Disadvantaged Program Application

MTM USE ONLY

Date Received:	New Registration: ☐	Renewal: ☐
Reviewed by:	Approved: ☐	Denied: ☐
Reason for Denial:		
Approved Funding Sources	TD – Age ☐ TD – Income ☐ TD – Disability ☐ Documentation Provided: _____	Section 5310 ☐ Section 5311 ☐

Signature: _____ Date: _____

Agency ID	Operator ID / source entry	Year	Make	Model	VIN	FDOT control	Ramp / lift	Seats / WC	Mileage	Status
2021-12	S8080	2019	Champion	Cut-a-way	1HA6GUBG5KN013769	10072	LIFT	10+4	162,916	Inactive
2022-1	J147	2022	Braun	Voyager	2C4RC1CG1NR118312	10157	Ramp	5+2	143,041	Active
2022-2	S517	2022	Braun	Voyager	2C4RC1CG1NR118438	10152	Ramp	5+2	137,432	Active
2022-3	S518	2022	Braun	Voyager	2C4RC1CG1NR122425	10153	Ramp	5+2	138,335	Active
2022-4	S519	2022	Braun	Voyager	2C4RC1CG1NR122442	10154	Ramp	5+2	163,463	Active
2022-5	S520	2022	Braun	Voyager	2C4RC1CG2NR118318	10155	Ramp	5+2	138,702	Active
2022-7	J148	2022	Braun	Voyager	2C4RC1CG2NR118352	10158	Ramp	5+2	112,627	Active
2023-1	E231	2022	Braun	Voyager	2C4RC1CG2NR118402	10159	Ramp	5+2	103,279	Active
2024-1	E522	2023	Chrysler	Voyager	2C4RC1CG3PR587954	10163	Ramp	5+2	87,471	Active
N/A	E521	2023	Braun Chrysler	VOYAGER	2C4RC1CG3PR583273	S. Conroy	Ramp	5+2	80,623	Active
2024-3	M523	2023	Braun-Chrysler ADA	Voyager	2C4RC1CGXPR587773	10167	Ramp	5+2	69,232	Active
2024-2	M524	2023	Braun-Chrysler ADA	Voyager	2C4RC1CGXPR587630	10168	Ramp	5+2	74,055	Active
2025-2	M526	2024	Ford	Transit	1FDAX2C80RKB47798	10191	LIFT	8+2	39,922	Active
2025-1	M525	2024	Ford	Transit	1FDAX2C83RKB47651	10192	LIFT	8+2	40,188	Active
2025-3	M527	2025	Chrysler	Voyager	2C4RC1CG1SR562513	10194	Ramp	5+2	35,858	Active
2026-1	M528	2025	Ford	Transit	1FDAX2C80SKB06982	S.Conroy	LIFT	8+2	2,279	Active
2026-2	M529	2025	Ford	Transit	1FDAX2C86SKB07151	S.Conroy	LIFT	8+2	1,857	Active

Asset, Funding and Replacement Details

Agency ID	Funding source	Title holder	Acquired	Cost	Federal share	Condition code	Expected retirement
2020-3	5310	CFRPC	08/01/2014	\$0 -Transfer	80%	1	2022
2018-5	5339	CFRPC	06/30/2018	\$46,062.00	100%	1	2024
2019-1	5339	CFRPC	05/14/2019	\$44,297.00	100%	1	2025
2019-3	5339	CFRPC	05/14/2019	\$44,297.00	100%	1	2025
2021-1	5339	FDOT	02/15/2021	\$44,670.00	100%	3	2027
2021-3	5339	FDOT	02/15/2021	\$44,670.00	100%	3	2027
2021-4	5339	FDOT	02/15/2021	\$44,670.00	100%	3	2027
2021-5	5339	FDOT	02/15/2021	\$44,670.00	100%	2	2027
2021-6	5339	CFRPC	07/14/2021	\$44,670.00	100%	1	2027
2021-7	5339	FDOT	07/14/2021	\$44,670.00	100%	2	2027
2021-8	5339	FDOT	07/14/2021	\$44,670.00	100%	1	2027
2021-13	5339	FDOT	10/15/2021	\$44,670.00	100%	3	2028
2021-9	5339	FDOT	07/14/2021	\$44,670.00	100%	3	2027
2021-11	CARES 5311	FDOT	07/30/2021	\$79,341.00	100%	3	2027
2021-10	5339	FDOT	07/30/2021	\$79,341.00	100%	3	2027
2021-12	5310	FDOT	07/06/2021	\$0 - Transfer	100%	1	2027
2022-1	CARES 5311	FDOT	08/12/2022	\$62,635.00	100%	4	2028
2022-2	5339	FDOT	08/12/2022	\$62,635.00	100%	4	2028
2022-3	5339	FDOT	08/12/2022	\$62,635.00	100%	4	2028
2022-4	5339	FDOT	08/12/2022	\$62,635.00	100%	4	2028
2022-5	CARES 5311	FDOT	08/12/2022	\$62,635.00	100%	4	2028

Agency ID	Funding source	Title holder	Acquired	Cost	Federal share	Condition code	Expected retirement
2022-7	CARES 5311	FDOT	11/17/2022	\$62,635.00	100%	4	2028
2023-1	5339	FDOT	04/06/2023	\$62,635.00	100%	4	2029
2024-1	5339	FDOT	05/14/2024	\$67,707.00	100%	4	2030
N/A	Shirley Conroy	CTD	05/21/2024	\$71,943.00	N/A	4	2030
2024-3	5339	FDOT	11/26/2024	\$71,943.00	100%	5	2030
2024-2	5339	FDOT	11/26/2024	\$71,943.00	100%	5	2030
2025-2	5339	FDOT	07/11/2025	\$95,228.50	100%	5	2030
2025-1	5339	FDOT	07/11/2025	\$95,228.50	100%	5	2030
2025-3	CARES 5311	FDOT	09/26/2025	\$70,711.00	80+%	5	2030
2026-1	Shirley Conroy	CTD	06/19/2026	\$89,544.48	100%	5	2031
2026-2	Shirley Conroy	CTD	06/19/2026	\$89,544.48	100%	5	2031

Operating and Disposition Details

Agency ID	Vehicle type / code	Other equipment	Use	Average miles / year	Location	Disposition date	Sale price	Reimbursed to FTA
2020-3	E	Tablet	Elderly / Disabled	25,339	1866 SE Hillsborough Ave. Arcadia, FL 34266	02/13/2026	\$500.00	\$0.00
2018-5	E	Back up camera	Public Transit	41,015	4650 US Hwy 27 South, Sebring, FL 33870	03/10/2026	\$530.00	\$0.00
2019-1	E	Back up camera	Public Transit	50,002	4650 US Hwy 27 South, Sebring, FL 33870	06/22/2026	\$1,050.00	\$0.00
2019-3	E	Back up camera	Public Transit	50,000	4650 US Hwy 27 South, Sebring, FL 33870	03/10/2026	\$610.00	\$0.00
2021-1	E	Back up camera	Public Transit	43,052	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2021-3	E	Back up camera	Public Transit	35,676	1866 SE Hillsborough Ave. Arcadia, FL 34266	N/A	N/A	
2021-4	E	Back up camera	Public Transit	45,126	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2021-5	E	Back up camera	Public Transit	46,910	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2021-6	E	Back up camera	Public Transit	73,222	4650 US Hwy 27 South, Sebring, FL 33870	05/06/2026	\$2,505.00	
2021-7	E	Back up camera	Public Transit	50,093	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2021-8	E	Back up camera	Public Transit	54,855	1866 SE Hillsborough Ave. Arcadia, FL 34266	N/A	N/A	
2021-13	E	Back up camera	Public Transit	48,889	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2021-9	E	Back up camera	Public Transit	48,048	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2021-11	D	Back up camera	Public Transit	34,018	1865 SE Hillsborough Ave. Arcadia, FL 34266	N/A	N/A	
2021-10	D	Back up camera	Public Transit	43,838	1866 SE Hillsborough Ave. Arcadia, FL 34266	N/A	N/A	

Agency ID	Vehicle type / code	Other equipment	Use	Average miles / year	Location	Disposition date	Sale price	Reimbursed to FTA
2021-12	D	Back up camera	Elderly / Disabled	54,305	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2022-1	Minivan	Back up camera	Public Transit	47,680	1866 SE Hillsborough Ave. Arcadia, FL 34266	N/A	N/A	
2022-2	Minivan	Back up camera	Public Transit	45,811	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2022-3	Minivan	Back up camera	Public Transit	46,112	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2022-4	Minivan	Back up camera	Public Transit	54,488	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2022-5	Minivan	Back up camera	Public Transit	46,234	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2022-7	Minivan	Back up camera	Public Transit	37,542	1866 SE Hillsborough Ave. Arcadia, FL 34266	N/A	N/A	
2023-1	Minivan	Back up camera	Public Transit	34,426	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2024-1	Minivan	Back up camera	Public Transit	34,988	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
N/A	E	Back up camera	CTD	32,249	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2024-3	Minivan	Back up camera	Public Transit	46,155	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2024-2	Minivan	Back up camera	Public Transit	49,370	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2025-2	Minibus	360 camera	Public Transit	39,922	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2025-1	Minibus	360 camera	Public Transit	40,188	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2025-3	Minivan	Back up camera	Public Transit	35,858	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	

Agency ID	Vehicle type / code	Other equipment	Use	Average miles / year	Location	Disposition date	Sale price	Reimbursed to FTA
2026-1	Minibus	Back up camera	CTD	40,000	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	
2026-2	Minibus	Back up camera	CTD	40,000	4650 US Hwy 27 South, Sebring, FL 33870	N/A	N/A	

Appendix E - Vehicle Implementation Plan

This implementation schedule records the current vehicle replacement and equipment funding information provided by CFRPC on October 16, 2026. The three projects total \$1,390,263 and include five replacement buses and a separate equipment project. Specific vehicles, procurement milestones and delivery dates will be established through grant and procurement administration.

FPID / program	Project	Award	Federal	State TRC
457346-2-94-26 5339 Capital	1 bus replacement	\$447,489	\$357,990	\$89,499
458576-1-94-25 FFY25 5311 off-cycle	Equipment grant	\$400,000	\$400,000	\$0
458577-1-94-25 FFY25 5311 off-cycle	4 bus replacements	\$542,774	\$542,774	\$0
Total	5 replacement buses plus equipment	\$1,390,263	\$1,300,764	\$89,499

Project Status and Implementation

Project	Status / next milestone
5339 - 1 replacement bus	Award information supplied by CFRPC. Federal share stated as 80% and State TRC share as 20%; dollar amounts are reproduced as supplied. Confirm agreement and procurement schedule.
5311 - equipment	Sent for agency concurrence October 14, 2026. Confirm concurrence and executed agreement, eligible equipment scope and procurement schedule.
5311 - 4 replacement buses	Sent for agency concurrence October 14, 2026. Confirm concurrence and executed agreement, vehicle specifications and procurement schedule.

Replacement Coordination

CFRPC will link replacement decisions to Appendix D using agency vehicle IDs, condition, mileage, service needs and applicable useful-life requirements. Delivery and acceptance, accessible equipment, vehicle assignment and disposition of replaced vehicles should be documented as projects proceed. These awards do not establish a vehicle-to-project assignment or a delivery date.

Source: Capital award and project-status information provided by CFRPC, October 16, 2026.

Appendix F - System Safety Program Plan Certificate of Compliance

PLACEHOLDER - SIGNED CERTIFICATE TO BE INSERTED

Insert the applicable System Safety Program Plan Certificate of Compliance for the current DHHO transportation operation.

The signed certificate should identify the responsible entity, applicable service and certification period. This placeholder does not certify compliance.

Appendix G - Adopted Grievance Procedure

Signed adopted DHHO Local Coordinating Board grievance procedure. The signed source pages are reproduced without changing their text.

**Rules and Procedures for Formal Complaints/Grievances
for the Transportation Disadvantaged
Multi-County Local Coordinating Board**

serving DeSoto, Hardee, Highlands, and Okeechobee Counties

Section 1. Creation

1.1 There is hereby created a formal complaint/grievance procedure for DeSoto, Hardee, Highlands, and Okeechobee transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged pursuant to Chapter 427, Florida Statute and Rule 41-2.012, Florida Administrative Code, hereinafter referred to as the Grievance Process. The following rules and procedures shall constitute the grievance process to be utilized in the Transportation Disadvantaged Multi-County Coordinated system for DeSoto, Hardee, Highlands, and Okeechobee Counties.

Section 2. Definitions

2.1 As used in these rules and procedures the following words and terms shall have the meanings assigned therein. Additional program definitions can be found in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.

(a) Community Transportation Coordinator (CTC): means a transportation entity recommended by a Metropolitan Planning Organization, or by the appropriate designated official planning agency as provided for in Section 427.015(1), Florida Statutes, in an area outside the purview of a Metropolitan Planning Organization and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. The current CTC for DeSoto, Hardee, Highlands, and Okeechobee Counties is the Central Florida Regional Planning Council.

(b) Designated Official Planning Agency (DOPA): means the official body or agency designated by the Commission for the Transportation Disadvantaged to fulfill the functions of transportation disadvantaged planning also uniformly referred to as the Planning Agency. The Heartland Regional Transportation Planning Organization (HRTPO) is the Planning Agency for DeSoto, Hardee, Highlands, and Okeechobee Counties.

(c) Disadvantaged (TD) (User): means "Those persons who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent on 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.

(d) Agency: means 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 nonprofit entity providing transportation services as all or part of its charter.

(e) Transportation Operator: means one or more public, private for profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a Transportation Disadvantaged Service Plan (TDSP).

(f) Service Complaint: means incidents that may occur on a daily basis and are reported to the driver or dispatcher or to other individuals involved with the daily operations and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC or transportation operators to meet local service standards established by the CTC and LCB. All service complaints should be recorded and reported by the CTC to the LCB. If the CTC is also an operator, their statistics on service complaints should be included.

(g) Formal Grievance: A written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the transportation operator, CTC, DOPA, or LCB.

(h) Administrative Hearing Process: Chapter 120, Florida Statute.

(i) Ombudsman Program: A toll-free telephone number established and administered by the Commission for the Transportation Disadvantaged to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the Community Transportation Coordinator. The current TD Helpline phone number is (800) 983-2435.

Section 3: Objectives

3.1 The objective of the grievance process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities and the complainant. It is not the objective of the grievance process to have "adjudicate" or "determinative" powers.

3.2 The Community Transportation Coordinator and its service operators and other subcontractors, must post the contact person's name and telephone number in each vehicle regarding the reporting of complaints.

3.3 All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

3.4 A written copy of the grievance procedure shall be available to anyone upon request.

3.5 A part from this grievance process, aggrieved parties with proper standing may also have recourse through the Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

Section 4. Membership

4.1 The Grievance Committee shall be composed of a minimum of five (5) members of the Local Coordinating Board in the service area. Members shall be appointed by the Chair. The Grievance Committee membership shall include one (1) representative of users/clients. The Chair of the Local Coordinating Board reserves the right to make reappointments should any conflict of interest arise.

4.2 The Staff Services Director of the Official Planning Agency, or his/her designee, shall be an advisory member of the Grievance Committee.

Section 5. Terms of Members

5.1 The members of the Grievance Committee shall be appointed for a two (2) year term.

5.2 A member of the Grievance Committee may be removed for cause by the Local Coordinating Board Chair who appointed him/her. Vacancies in the membership of the Grievance Committee shall be filled in the same manner as the original appointments. An appointment to fill a vacancy shall only be for the remainder of the unexpired term being filled.

5.3 The Grievance Committee shall elect a Chair and a Vice Chair at the first scheduled meeting of each year. The Chair and Vice Chair shall serve for a one (1) year term but may serve consecutive terms.

5.4 A quorum of three (3) voting members shall be present for official action by the Grievance committee. Meetings shall be held at such times as the grievance committee may determine and/or as necessitated by formally filed grievances.

Section 6: Grievance Process

6.1 Grievance procedures will be those as specified by the Local Coordinating Board, developed from guidelines of the Commission for the Transportation Disadvantaged, and approved by the Local Coordinating Board as set forth below. The grievance procedures are for the purpose of fact-finding and not exercising adjudicative powers. Therefore, it should be understood that these procedures are for the purpose of "hearing", "advising", and "making recommendations" on issues affecting the service delivery and administration of the transportation disadvantaged program in the service area.

6.2 Apart from the grievance procedures outlined below, aggrieved parties with proper standing, may also have recourse through the Chapter 120, Florida Statutes Administrative Hearing Process, the judicial court system, or the Commission for the Transportation Disadvantaged.

6.3 Service Complaints. All service complaints should be recorded and reported by the Community Transportation Coordinator to the Local Coordinating Board. If the CTC is also an operator, their statistics on service complaints shall be included. Service complaints may include but are not limited to:

- Late trips (late pick-up and/or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to a client without an explanation as to why)
- Other, as deemed appropriate by the Local Coordinating Boards in the service area.

6.4 Formal Grievance. The complainant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. The formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private for-profit operators, private non-profit operators, the CTC, the Designated Official Planning Agency, elected officials, drivers. Formal grievances may include but are not limited to:

- Recurring or unresolved service complaints.
- Violations of specific laws governing the provision of TD services (i.e., Chapter 427, F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA).
- Denial of Service
- Suspension of service
- Unresolved safety issues
- Contract disputes
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures
- Other, as deemed appropriate by the Local Coordinating Boards of the service area.

6.5 All formal grievances filed must be written and contain the following:

- Name, address and phone number of the complainant.
- A statement of the grounds for the grievance, made in a clear and concise manner, supplemented by supporting documentation. This shall include a complete description of efforts taken by the complainant to resolve the complaint.
- An explanation of the complaint and the relief desired.

If the complainant does not supply the above information to substantiate the grievance, no further action will be taken.

The following nine steps constitute the process for formal grievance process:

6.6 Step One: The complainant shall first contact the CTC and the entity with which they have the complaint. The complainant may also contact the Commission for the Transportation Disadvantaged Ombudsman representative at 1-800-983-2435. (See Section 7 for the Commission Grievance Process). The CTC will attempt to mediate and resolve the grievance. The CTC contact information is:

Central Florida Regional Planning Council
555 East Church Street
Bartow, FL 33830
Contact: Jennifer Codo-Salisbury, Executive Director
Phone: 1-863-534-7130

Upon notice that a complainant wants to file a grievance, the CTC shall send the complainant a copy of the Grievance Procedures and Grievance Form. The Grievance Form is attached as Exhibit A.

Upon receipt of the completed Grievance Form, the CTC shall establish a file for the grievance and include a Grievance Log Tracking Form, attached as Exhibit B.

The CTC will review the Grievance Form, supporting documentation and then schedule a meeting with the complainant within (7) business days excluding holidays in an attempt to resolve the grievance. The meeting may be in person or via teleconference.

After the meeting, the CTC will prepare a written report, outlining the issues and their response. The written report shall be attached to the grievance and mailed to the complainant (Certified and Return Receipt Requested) within (7) business days after the meeting, excluding holidays. A copy of the report shall also be provided to the Staff Services Director of the Designated Official Planning Agency.

6.7 Step Two: If mediation with the CTC is not successful, the CTC or complainant may file an official complaint with the Staff Services Director of the Designated Official Planning Agency (Heartland Regional Transportation Planning Organization) as outlined in Section 6.5 and 6.8. The Designated Official Planning Agency Contact is:

Heartland Regional Transportation Planning Organization
555 E. Church Street, or P.O. Box 2089
Bartow, FL 33830
Contact: Marybeth Soderstrom, Staff Services Director
Phone: 1-800-297-8041 or 1-863-534-7130

6.8 Step Three: The Designated Official Planning Agency will make every effort to resolve the grievance by arranging a meeting between the involved parties in an attempt to assist them in reaching an amicable resolution. The meeting shall take place within seven (7) business days of receipt of all evidence regarding the grievance. The Designated Official Planning Agency shall prepare a report regarding the meeting outcome. The report shall be sent to the complainant, the CTC and the Chair of the Grievance Committee within seven (7) business days of the date of the meeting.

6.9 Step Four: If the Designated Official Planning Agency is unsuccessful at resolving the grievance through the process outlined in Step Three above, the complainant may request, in writing, that their grievance be heard by the Grievance Committee. This request shall be made within seven (7) business days of receipt of the report prepared as a result of the mediation meeting arranged under Step Three above and sent to the Staff Services Director of the Designated Official Planning Agency.

6.10 Step Five: Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Staff Services Director of the Official Planning Agency shall have fifteen (15) business days to contact Grievance Committee members and set a grievance hearing date and location.

6.11 The complainant and all parties involved shall be notified of the hearing date and location at least seven (7) business days prior to the hearing date by certified mail, return receipt requested.

6.12 Step Six: Upon conclusion of the hearing, the Grievance Committee must submit a written report of the hearing proceedings to the chair of the local coordinating board, to the person filing the grievance and the CTC within ten (10) business days. The report must outline the grievance and the Grievance Committee's findings/recommendations.

6.13 If the grievance is resolved through the hearing process, steps four through six, the grievance process will end. The final report will be forwarded to the members of the Local Coordinating Board and the complainant.

6.14 Step Seven: If the grievance has not been resolved as outlined in steps four through six above, the complainant may request, in writing, that their grievance be heard by the Local Coordinating Board. This request must be made in writing and sent to the Staff Services Director of the Designated Official Planning Agency (Heartland Regional Transportation Planning Organization), within five (5) business days of receipt of the Grievance Committee Hearing report. The complainant may make their request for a hearing before the Local Coordinating Board

immediately following the Grievance Committee hearing, however, until the final report is prepared from that meeting, the time frames established for notification of meetings herein apply.

6.15 Step Eight: The Staff Services Director shall have fifteen (15) business days to set a meeting date. Local Coordinating Board members shall have at least ten (10) business days' notice of such meeting. The meeting shall be advertised appropriately in the news media and other mandated publications.

6.16 The Grievance Committee's report must be received by the Staff Services Director of the Designated Official Planning Agency within seven (7) business days of the date of the hearing. The report, along with all other support documentation, shall be forwarded to the Local Coordinating Board members at least five (5) business days prior to the Local Coordinating Board meeting.

6.17 Step Nine: The result/recommendations of the Local Coordinating Board hearing shall be outlined in a final report to be completed within seven (7) business days of the hearing. The report shall then be forwarded to the complainant, members of the Grievance Committee, members of the Local Coordinating Board, the CTC and all other persons/agencies directly involved in the grievance process.

6.18 If the grievance has not been resolved as outlined in these grievance procedures, the complainant may exercise their adjudicative rights, use the Administrative Hearing Process outlined in Chapter 120, Florida Statutes, or request that their grievance be heard by the Commission for the Transportation Disadvantaged through the Ombudsman program established herein and the Commission's Grievance Process outlined in Section 7.

Section 7: Commission for the Transportation Disadvantaged Grievance Process

7.1 If the Local Coordinating Board does not resolve the grievance, the complainant will be informed of his/her right to file a formal grievance with the Commission for the Transportation Disadvantaged. The complainant may begin this process by contacting the Commission through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at CTDOmbudsman@dot.state.fl.us. Upon request of the complainant, the Commission will provide the complainant with an accessible copy of the Commission's Grievance Procedures.

7.2 If the Commission is unable to resolve the grievance, the complainant will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

All of the steps outlined in Section 6 and Section 7(1)(2) must be attempted in the listed order before a grievance will move to the next step. The complainant should be sure to try and have as many details as possible, when filing a complaint, such as date, times, names, vehicle numbers, etc.

There is an Ombudsman Program, provided by the Commission for the Transportation Disadvantaged, which is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll-free Helpline at 1-800-983-2435 or by email at CTDOmbudsman@dot.state.fl.us. By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the complainant, file the complaint with the local CTC on the complainant's behalf, to begin the local complaint process. If the complainant has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the complainant with the next step in the complaint or grievance process.

The complainant has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

List of Names and Addresses of Persons/Entities Referenced in Grievance Procedures

Community Transportation Coordinator (CTC)

Central Florida Regional Planning Council
555 East Church Street
Bartow, FL 33830
Contact: Jennifer Codo-Salisbury, Executive Director
Phone: 863-534-7130

Designated Official Planning Agency

Heartland Regional Transportation Planning Organization
555 E. Church Street, or P.O. Box 2089
Bartow, FL 33830
Contact: Marybeth Soderstrom, Staff Services Director
Phone: 1-800-297-8041 or 1-863-534-7130

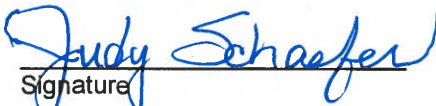
Grievance Committee Chair

Heartland Regional Transportation Planning Organization
555 E. Church Street or P.O. Box 2089
Bartow, FL 33830
Phone: 1-800-297-8041 or 1-863-534-7130

Multi-County Local Coordinating Board Chair

Heartland Regional Transportation Planning Organization
555 E. Church Street or P.O. Box 2089
Bartow, FL 33830
Phone: 1-800-297-8041 or 1-863-534-7130

Adopted by the Local Coordinating Board on the 15th day of July 2026.


Signature

Judy Schaefer, Chair
Print Name

Transportation Disadvantaged Multi-County Local Coordinating Board

Grievance Process Form for Transportation Disadvantaged Multi-County Local Coordinating Board serving DeSoto, Hardee, Highlands, and Okeechobee Counties

Telephone: _____ **E-Mail:** _____

[illegible]

3. Please explain the outcome that would resolve this issue. (Please attach additional pages if needed)

I hereby attest that these statements are true and correct.

Printed Name: _____

Signature: _____ Date: _____

Exhibit B

Grievance Tracking Form Transportation Disadvantaged Multi-County Local Coordinating Board serving DeSoto, Hardee, Highlands, and Okeechobee Counties

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received by the CTC: _____

Received by: _____ Date File Established: _____

Date Mediation held: _____ Was the Issue Resolved? Yes or No

Date Mediation Reports Mailed to client and HRTPO: _____

Step 2 & 3 of the Grievance Process

Date Grievance Received: _____ Received by: _____

Date DOPA met with Parties: _____ Was the Issue Resolved? Yes or No

Date Report Mailed to Complainant, CTC and Grievance Committee Chair: _____

Step 4, 5, & 6 of the Grievance Process

Date Grievance Report Received by the Grievance Committee: _____

Received by: _____ Date: _____

Date of Grievance Committee Meeting: _____ Was the Issue Resolved? Yes or No

Date Report Mailed to Complainant, CTC and LCB: _____

Step 7, 8, & 9 of the Grievance Process

Date Grievance Report Received by the LCB: _____

Received by: _____ Date of LCB Hearing: _____

Was the Issue Resolved? Yes or No

Date Report Mailed to Complainant and CTC: _____

Appendix H - Trip Rate Calculator

Approved FY2026-2027 CFRPC DHHO trip rate calculation workbook. The following pages reproduce the workbook worksheets and explanatory comments. These are program reimbursement calculations, separate from rider fares and operator contract prices.

Preliminary Information Worksheet Version 1.4

CTC Name:	Central Florida Regional Planning Council
County (Service Area):	Okeechobee
Contact Person:	Heidi Villa
Phone #	863-534-7130



Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Central Florida Regional Planning Council
County: DeSoto, Hardee, Highlands, Okeechobee

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

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

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

Local Non-Govt

Farebox						Other: Trips purchased by Change of Pace; Donations: Voluntary Dollar
Medicaid Co-Pay Received						
Donations/ Contributions			\$ 309			
In-Kind, Contributed Services						
Other			\$ 90,000			
Bus Pass Program Revenue						

Local Government

District School Board						County In-Kind: We will be piloting in-kind support from local agencies to provide office locations through the service area.; Other: Additional County Cash;
Compl. ADA Services						
County Cash			\$ 80,588			
County In-Kind, Contributed Services			\$ 8,000			
City Cash						
City In-kind, Contributed Services						
Other Cash			\$ 54,000			
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program			\$ 725,014			
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						Other: 5310 Operating
49 USC 5310						
49 USC 5311 (Operating)			\$ 750,000			
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)			\$ 600,000			
Bus Pass Program Revenue						

AHCA

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

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act			\$ 98,500			NuHope Hardee: \$20,000 NuHope Highlands: \$63,500; Okeechobee Senior Services: \$15,000
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Central Florida Regional Planning Council
County: DeSoto, Hardee, Highlands, Okeechobee

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

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

APD

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

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None
Total Revenues =	\$0	\$0	\$2,406,411

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

Operating Expenditures

Labor			\$ 27,511			Federally Approved Indirect Rate: 31.52%
Fringe Benefits						
Services						
Materials and Supplies						
Utilities						
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services			\$ 2,358,178			
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ 8,000			
Allocated Indirect			\$ 12,722			
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
			c			
Total Expenditures =	\$0	\$0	\$2,406,411			

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Rate Base Adjustment Worksheet

Version 1.4

CTC: Central Florida Regional Planning Council
County: DeSoto, Hardee, Highlands, Okeechobee

DO NOT COMPLETE THIS WORKSHEET UNTIL THE 3rd YEAR OF USING THE RATE CALCULATION MODEL TO COMPUTE RATES FOR SERVICE!

Section I - Identification of Actual Subsidy Revenue

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column 5.

1	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	3	4	5																																																																																																									
<table border="1"> <thead> <tr> <th>What amount, if any, of the Actual Rev. in col. 2 was generated at the per unit rate of the prior year's rate spreadsheet, OR used as local match?</th> <th>Actual Rate Subsidy Revenue EXCLUDED from the Rate Base</th> <th>What amount, if any, of the Actual Revenue in col. 4 came from Grant Funds to purchase equipment, OR was used as match for the purchase of</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>					What amount, if any, of the Actual Rev. in col. 2 was generated at the per unit rate of the prior year's rate spreadsheet, OR used as local match?	Actual Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount, if any, of the Actual Revenue in col. 4 came from Grant Funds to purchase equipment, OR was used as match for the purchase of																																																																																																						
What amount, if any, of the Actual Rev. in col. 2 was generated at the per unit rate of the prior year's rate spreadsheet, OR used as local match?	Actual Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount, if any, of the Actual Revenue in col. 4 came from Grant Funds to purchase equipment, OR was used as match for the purchase of																																																																																																											
<table border="1"> <thead> <tr> <th>APD</th> <th></th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Office of Disability Determination</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Developmental Services</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Other APD (specify in explanation)</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Bus Pass Program Revenue</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>DJJ</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>DJJ</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Bus Pass Program Revenue</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Other Fed or State</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>xxx</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>xxx</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>xxx</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Bus Pass Program Revenue</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Other Revenues</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Interest Earnings</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>xxxx</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>xxxx</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Bus Pass Program Revenue</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Balancing Revenue to Prevent Deficit</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Actual or Planned Use of Cash Reserve</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> <tr> <td>Total Revenues =</td> <td>\$ -</td> <td>\$ -</td> <td></td> <td></td> </tr> </tbody> </table>					APD					Office of Disability Determination	\$ -	\$ -			Developmental Services	\$ -	\$ -			Other APD (specify in explanation)	\$ -	\$ -			Bus Pass Program Revenue	\$ -	\$ -			DJJ					DJJ	\$ -	\$ -			Bus Pass Program Revenue	\$ -	\$ -			Other Fed or State					xxx	\$ -	\$ -			xxx	\$ -	\$ -			xxx	\$ -	\$ -			Bus Pass Program Revenue	\$ -	\$ -			Other Revenues					Interest Earnings	\$ -	\$ -			xxxx	\$ -	\$ -			xxxx	\$ -	\$ -			Bus Pass Program Revenue	\$ -	\$ -			Balancing Revenue to Prevent Deficit					Actual or Planned Use of Cash Reserve	\$ -	\$ -			Total Revenues =	\$ -	\$ -		
APD																																																																																																													
Office of Disability Determination	\$ -	\$ -																																																																																																											
Developmental Services	\$ -	\$ -																																																																																																											
Other APD (specify in explanation)	\$ -	\$ -																																																																																																											
Bus Pass Program Revenue	\$ -	\$ -																																																																																																											
DJJ																																																																																																													
DJJ	\$ -	\$ -																																																																																																											
Bus Pass Program Revenue	\$ -	\$ -																																																																																																											
Other Fed or State																																																																																																													
xxx	\$ -	\$ -																																																																																																											
xxx	\$ -	\$ -																																																																																																											
xxx	\$ -	\$ -																																																																																																											
Bus Pass Program Revenue	\$ -	\$ -																																																																																																											
Other Revenues																																																																																																													
Interest Earnings	\$ -	\$ -																																																																																																											
xxxx	\$ -	\$ -																																																																																																											
xxxx	\$ -	\$ -																																																																																																											
Bus Pass Program Revenue	\$ -	\$ -																																																																																																											
Balancing Revenue to Prevent Deficit																																																																																																													
Actual or Planned Use of Cash Reserve	\$ -	\$ -																																																																																																											
Total Revenues =	\$ -	\$ -																																																																																																											
\$ - Amount of Actual Operating Rate Subsidy Revenue																																																																																																													

Section II - Actual v. Budgeted Operating Rate Subsidy Revenue

1. In the **GREEN** cell below, input the Total Budgeted Operating Rate Subsidy Revenue from Fiscal Year that appears below:

2024 - 2025

Actual Operating Rate Subsidy Revenue =	\$ -	
Same Fiscal Year's Total <u>Budgeted</u> Operating Rate Subsidy Revenue =	na	
Actual Operating Rate Subsidy Revenue Over / (Under) <u>Budgeted</u> Operating Rate Subsidy Revenue =	\$ -	Rate Base Adjustment

Once Completed, Proceed to the Worksheet entitled "Budgeted Rate Base"

The 1st year for which the budgeted rate subsidy revenue will be available for use on this worksheet will be 2 years after starting to use this rate calculation model, meaning the 3rd year of use.

For the 1st and 2nd year of use, enter NA in the GREEN cell to the left. The worksheet will then show \$0 rate base adjustment.

In the 3rd year of use, enter the budgeted operating rate subsidy revenue from 2 years before. It can be found on the Budgeted Rate Base worksheet for that year. If you have already adjusted Actual Prior year differences in subsequent years and do not wish to make this correction, enter NA and the worksheet will show \$0 rate base adjustment. Typically a rate base adjustment is NOT needed.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Central Florida Regional Planning Council

County: DeSoto, Hardee, Highlands, Okeechobee

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues from July 1st of 2026 to June 30th of 2027
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ -
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ 309
In-Kind, Contributed Services	\$ -
Other	\$ 90,000
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 80,588
County In-Kind, Contributed Services	\$ 8,000
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ 54,000
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 725,014
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 750,000
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ 600,000
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

Alcoh, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Older Americans Act	\$ 98,500
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

	\$ -	
	\$ -	
\$ 309	\$ -	
\$ -	\$ -	
	\$ 90,000	
\$ -	\$ -	

	\$ -	\$ -
	\$ -	\$ -
\$ 80,588	\$ -	\$ -
\$ -	\$ 8,000	\$ -
	\$ -	\$ -
	\$ -	\$ -
\$ 54,000	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

	\$ 725,014	\$ -	\$ -
	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -

	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -
\$ 750,000	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -
\$ 600,000	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -

	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ 98,500	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

local match req.
\$ 80,557
\$ -
\$ -

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Central Florida Regional Planning Council

County: DeSoto, Hardee, Highlands, Okeechobee

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

Upcoming Year's BUDGETED Revenues from July 1st of 2026 to June 30th of 2027		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5
APD				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DJJ				
DJJ	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Fed or State				
xxx	\$ -	\$ -	\$ -	
xxx	\$ -	\$ -	\$ -	
xxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Revenues				
Interest Earnings	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	
Total Revenues =	\$ 2,406,411	\$ 2,308,411	\$ 98,000	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 27,511
Fringe Benefits	\$ -
Services	\$ -
Materials and Supplies	\$ -
Utilities	\$ -
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 2,358,178
Other	\$ -
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fu	\$ -
In-Kind, Contributed Services	\$ 8,000
Allocated Indirect	\$ 12,722
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Re	\$ -
Capital Debt Service - Principal & Interest	\$ -
	c
Total Expenditures =	\$ 2,406,411
minus EXCLUDED Subsidy Revenue =	\$ 98,000
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 2,308,411
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate Base =	\$ 2,308,411

\$ 98,000

Amount of Budgeted Operating Rate Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year:

2024 - 2025

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Central Florida R Version 1.4
County: DeSoto, Hardee, Highlands, Okeechobee

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 395,183

Rate Per Passenger Mile = \$ 5.84

Total Projected Passenger Trips = 43,909

Rate Per Passenger Trip = \$ 52.57

Fiscal Year

2026 - 2027

Avg. Passenger Trip Length 9.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 6.09

Rate Per Passenger Trip = \$ 54.80

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **Central Florida** Version 1.4
County: **DeSoto, Hardee, Highlands, Okeechobee**

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
☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for **Contracted Services**:
per **Passenger Mile** =
per **Passenger Trip** =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be **less** than per trip rate in #3 above =
Rate per Passenger Mile for Balance =

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

Worksheet for Multiple Service Rates

CTC: Central Florida Version 1.4

County: DeSoto, Hardee, Highlands, Okeechobee

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☒ Yes
☐ No

Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

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

SECTION IV: Group Service Loading

1. If the message: **You must complete this section** appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
..... And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2026 - 2027				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		338,724	56,459	Leave Blank	Leave Blank	0
Rate per Passenger Mile =		\$5.30	\$9.09	\$0.00	\$0.00	\$0.00
		per passenger per group				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		37,636	6,273	Leave Blank	Leave Blank	
Rate per Passenger Trip =		\$47.70	\$81.78	\$0.00	\$0.00	\$0.00
		per passenger per group				
2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate				
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$5.30	\$9.09	\$0.00	\$0.00	\$0.00
		per passenger per group				

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group	
\$5.53	\$9.47	\$0.00	\$0.00	\$0.00
per passenger per group				
Ambul	Wheel Chair	Stretcher	Group	
\$49.73	\$85.25	\$0.00	\$0.00	\$0.00
per passenger per group				

Program These Rates into Your Medicaid Encounter Data