

**HERNANDO COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**

**MAY 23, 2018 – 10:15 A.M.**

MEETING LOCATION: John Law Ayers County Commission Chambers,  
Hernando County Government Center, 20 North Main Street, Room 160, Brooksville, Florida

**AGENDA**

- A. CALL TO ORDER**
- B. APPROVAL/MODIFICATION OF AGENDA** (Limited to Board and Staff comment only.)
- C. REVIEW/APPROVAL OF MINUTES** – February 28, 2018
- D. CORRESPONDENCE/INFORMATION ITEMS** – Steve Diez, Transportation Planner
  - 1. CTD Meeting Agenda
  - 2. Committee Vacancies
  - 3. Committee Presentation/Update
  - 4. Uber Ridership and Para Transportation
- E. VETERANS AFFAIRS** – Tony Graham (Verbal Report)
- F. TRANS HERNANDO** – Michelle Hale (Report)
- G. ACTION ITEMS**
  - 1. 2018/19 Transportation Disadvantaged Service Plan (TDSP)
  - 2. Rate Model Calculation Worksheet
  - 3. 2018 CTC Evaluation
  - 4. 2018/19 Shirley Conroy Grant
  - 5. Local Coordinating Board Survey of the Official Planning Agency
- H. CITIZENS COMMENTS** (Yellow sheets are not required for speakers.)
- I. ADJOURNMENT and NEXT MEETING** - The next Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting is scheduled for Wednesday, September 12, 2018, at 10:00 a.m., in the John Law Ayers County Commission Chambers.

The meeting agenda and back-up materials are available online at [www.hernandocounty.us/mpo](http://www.hernandocounty.us/mpo).

**If a person decides to appeal any quasi-judicial decision made by the Hernando County Transportation Disadvantaged Local Coordinating Board with respect to any matter considered at such hearing or meeting, he or she will need a record of the proceeding, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceeding is made, which record includes the testimony and evidence upon which the appeal is to be based.**

**C. REVIEW/APPROVAL OF MINUTES – February 28, 2018**

The minutes from the Transportation Disadvantaged Local Coordinating Board’s meeting of February 28, 2018, are attached for review and approval.

Attachment: February 28, 2018 TDLCB Meeting Minutes

**HERNANDO COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
Minutes of the February 28, 2018 Regular Meeting**

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a public meeting on February 28, 2018, at the Hernando County Government Center, 20 North Main Street, John Law Ayers County Commission Chambers, Room 160, Brooksville, Florida. The meeting was advertised in the Tampa Bay Times and the agenda was available on the MPO's website at [www.hernandocitrusmpo.us](http://www.hernandocitrusmpo.us).

**MEMBERS PRESENT:**

Nick Nicholson, Transportation Disadvantaged Local Coordinating Board Chairman  
Kevin Bargerstock, Florida Division of Vocational Rehabilitation  
Denise Clark, Public Education Community  
Joe DeGeorge, Hernando County Transit  
Kathleen Winters, Local Representative Medical Community  
David Newell, Florida Department of Transportation  
Penelope Barnard, Florida Agency for Health Care Administration  
Dave Ebelere, Regional Workforce Development Board  
Robert Bradburn, Local Representative, Children at Risk  
Benita Dixon, Private for Profit Transportation  
Tony Graham, Hernando County Veterans Services

**MEMBERS ABSENT:**

Verene Kurtz, Hernando County Resident, Disabled

**OTHERS PRESENT:**

Steve Diez, Transportation Planner III  
Carlene Riecss, Transportation Planner III  
Michelle Hale, Trans Hernando Transportation Coordinator  
Colleen Conko, Administrative Assistant II

**CALL TO ORDER:**

Chairman Nicholson called the meeting to order at 10:07 a.m.

Mr. Bradburn lead the Pledge of Allegiance.

A quorum was declared.

Proof of publication of the Notice of Public Meeting was entered into the record by Ms. Riecss.

## **ANNUAL ELECTION OF OFFICERS AND APPOINTMENTS:**

### ***Election of 2018 Vice-Chairman***

Chairman Nicholson opened nominations for the TDLCB Vice Chairperson.

Ms. Dixon nominated Ms. Winters as the Vice Chairperson to the Hernando County TDLCB.

No further nominations were made.

**Motion:** *Ms. Dixon moved to approve Ms. Winters as Vice Chairperson to the Hernando County TDLCB for the 2018 calendar year. Mr. Eberle seconded, and the motion carried unanimously.*

### ***Committee Membership Appointments/Reappointments – Policy and Procedures Committee and Grievance Committee***

Mr. Diez provided a brief review of the Policy and Procedures Committee and the Grievance Committee memberships. The TDLCB members indicated their willingness to remain on the respective committees.

Mr. Diez reported that Ms. Riecss will be taking his place on both of the committees.

**Motion:** *Ms. Clark moved to approve the appointment and reappointments of the Policy and Procedures Committee and the Grievance Committee as presented. Ms. Winters seconded, and the motion carried unanimously.*

## **APPROVAL/MODIFICATION OF AGENDA:**

It was noted that the TDLCB concurred with the February 28, 2018, TDLCB Meeting Agenda.

## **REVIEW/APPROVAL OF MINUTES – NOVEMBER 15, 2017:**

**Motion:** *Ms. Clark moved to approve the November 15, 2017, Meeting Minutes as presented. Mr. Graham seconded, and the motion carried unanimously.*

## **CORRESPONDENCE/INFORMATION ITEMS:**

### ***CTD Meeting Agendas***

Mr. Diez provided a brief overview of the February 13, 2018, Florida Commission for the Transportation Disadvantaged (CTD) meeting agenda.

### ***CTD 2017 Annual Performance Report – Highlights***

Mr. Diez provided a brief overview of the highlights for the CTD 2017 Annual Performance Report.



## ***Committee Vacancies***

Mr. Diez reported the TDLCB vacancies:

- Florida Association for Community Action
- Hernando County, Public Transit User
- Florida Department of Elderly Affairs
- Citizen Advocate, Hernando County
- Hernando County Resident, 60+ Years

## **VETERANS AFFAIRS – Tony Graham:**

It was noted that at this time there was no agency update.

## **TRANS HERNANDO – Michelle Hale:**

It was noted that at this time there was no agency update.

Mr. Diez announced that the Trans Hernando Quarterly System Report for fiscal period July 1, 2017 through January 31, 2018, was included in the agenda packet.

## **AGENCY UPDATE – Kathleen Winters (Local Medical Community):**

Ms. Winters provided an overview of the services provided by the Alzheimer's Family Medical Community to Alzheimer's/Dementia patients. She distributed an Alzheimer's Family Organization Caregiver's Companion booklet to the TDLCB members.

## **PLANNING AGENCY:**

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

Mr. Diez noted that the current contract with Mid Florida Community Services, Incorporated, will expire on June 30, 2018. He noted a new 5-year contract with the Florida Commission for the Transportation Disadvantaged (CTD) is required. Mr. Diez stated that Mid Florida Community Services, Incorporated, DBA-Trans-Hernando, was the only agency that attended the mandatory pre-conference meeting that was scheduled on January 8, 2018. He noted the MPO staff will be making a formal recommendation to the Hernando/Citrus Metropolitan Planning Organization (MPO) Board for review on March 20, 2018.

***Motion:*** *Mr. Newell moved to approve and recommend to the Hernando/Citrus MPO Board that Mid-Florida Community Services, Incorporated, continue their contract with CTD as the Community Transportation Coordinator. Ms. Winters seconded, and the motion carried unanimously.*

### ***Transportation Disadvantaged Service Plan (TDSP) Update***

Ms. Riecss reported that at the May 23, 2018, TDLCB meeting, the Transportation Disadvantaged Service Plan (TDSP) will go before the TDLCB Board for review and approval.

**CITIZENS COMMENTS:**

It was noted that at this time there was no public comment.

**ADJOURNMENT and NEXT MEETING:**

There being no further business to discuss, Chairman Nicholson adjourned the TDLCB meeting at 10:27 a.m.

The next Transportation Disadvantaged Local Coordinating Board annual Public Hearing and Public Meeting are scheduled for Wednesday, May 23, 2018, beginning at 10:00 a.m., and 10:15 a.m., respectively, in the John Law Ayers County Commission Chambers.

The meeting agenda and back-up materials are available online at <http://www.hernandocitrusmpo.us/>.

**The February 28, 2018, TDLCB Meeting Minutes are anticipated to be approved on May 23, 2018.**

---

Katrina Butler, Vice Chairperson

cvc

**D. CORRESPONDENCE/INFORMATION ITEMS – Steve Diez, Transportation Planner**

**1. CTD Meeting Agenda**

Attached is the Commission for the Transportation Disadvantaged (CTD) business meeting agenda of April 11, 2018. The full agenda packet can be found on the CTD's website at: <http://www.fdot.gov/ctd/docs/MeetingPackages/2018Meetings/MeetingPackage04112018.pdf>

Agenda Item VII - Community Transportation Coordinator Designations

This agenda item was the Planning Agency's recommendation that Mid Florida Community Services, Inc., D/B/A Trans-Hernando, continue as the CTC for Hernando County.

Attachment: April 11, 2018 CTD Business Meeting Agenda

**2. Committee Vacancies**

Current vacancies on the TDLCB Board include:

- Florida Association for Community Action
- Hernando County, Public Transit User
- Local Representative Children at Risk
- Florida Department of Elderly Affairs
- Citizen Advocate, Hernando County
- Hernando County Resident, 60+ Years

Applications are available from the MPO website, the Planning Department, and/or the County Administrator's office.

Attachment: Hernando/Citrus Metropolitan Planning Organization Board/Committee Application

**3. Committee Presentation/Update**

A brief presentation will be made by Robert Bradburn, Florida Department of Children & Family Services.

**4. Uber Ridership and Para Transportation**

For informational purposes only.

Attachment: Uber Health Launches as Ridesharing Fills Patient Care Access Needs Article

# COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

## Business Meeting Agenda



**April 11, 2018**  
**1:00 PM CST until Completion**  
**Escambia County Governmental Complex**  
**221 Palafox Place**  
**Pensacola, Florida 32502**

*Marion Hart, Chairman*  
*Dr. Phillip Stevens, Vice-Chairman*  
*Mike Willingham, Commissioner*  
*Dr. Robin Tellez, Commissioner*  
*Becki Forsell, Commissioner*  
*Vacant, Commissioner*  
*Vacant, Commissioner*

**Dial-In Number: 888-670-3525**  
**Conference Code: 7993168355**

<b>Item #</b>	<b>Agenda Item</b>	<b>Speaker(s)</b>
I	Call to Order	Chairman Hart
II	Introduction of Commissioners and Advisors	Commissioners and Advisors
III	Commissioner and Advisor Reports	Commissioners and Advisors
IV	Public Comments (Comments limited to the current agenda items)	Public
V	<b>Welcome</b>	Commissioner Lumon May Escambia County Board of County Commissioners
	<b>Action Items</b>	
VI	Approval of Minutes <ul style="list-style-type: none"> <li>February 13, 2018</li> </ul>	Chairman Hart
VII	Community Transportation Coordinator Designations <ul style="list-style-type: none"> <li>Alachua County</li> <li>Bradford County</li> <li>Hernando County</li> <li>Holmes/Washington Counties</li> <li>Lafayette County</li> </ul>	Lynn Franson-Godfrey MTPO for the Gainesville Urbanized Area  Lynn Franson-Godfrey North Central Florida RPC  Steve Diez Hernando/Citrus MPO  Howard Vanslow West Florida RPC  Lynn Franson-Godfrey North Central Florida RPC

- Lee County  
Brian Raimondo  
Lee County MPO
- Orange/Osceola/Seminole Counties  
Virginia Whittington  
Metroplan Orlando
- St. Lucie County  
Marceia Lathou  
St. Lucie TPO
- Sarasota County  
David Hutchinson  
Sarasota-Manatee MPO
- Walton County  
Howard Vanslow  
Okaloosa-Walton TPO

VIII **Planning Agency Designations**

- DeSoto, Glades, Hardee, Hendry, Highlands, Okeechobee Counties  
Marcia Staszko  
Heartland Regional TPO

IX **Shirley Conroy Grant Award Recommendations**

Steve Holmes, Executive Director

X **Proposed Rule Amendments**

Tom Barnhart, General Counsel

- Rule 41-2.006
- Rule 41-2.012
- Rule 41-2.014

XI **Information Items**

Community Transportation Coordinator Presentations

- Escambia County  
Mike Crittenden  
Escambia County BOCC
- Santa Rosa County  
Joel Paul, Jr.  
Tri-County Community Council
- Holmes/Washington Counties  
Joel Paul, Jr.  
Tri-County Community Council
- Walton County  
Joel Paul, Jr.  
Tri- County Community Council
- Okaloosa County  
Janet Willis  
Okaloosa County BOCC
- Bay County  
Angela Bradley  
Bay County BOCC

XII	<b>Executive Director Report</b>	Steve Holmes, Executive Director
	A. Results from Legislative Session <ul style="list-style-type: none"> <li>- Appropriation</li> <li>- Proviso</li> <li>- Quality Assurance – Planning Agencies</li> <li>- Rate Model</li> <li>- AOR Application Development</li> </ul> B. FY 2018-19 Planning Grant Allocations C. Quality Assurance Review Updates <ul style="list-style-type: none"> <li>- CTC Updates</li> </ul>	
XIII	<b>Public Comments</b>	Public
XIV	<b>Commissioner and Advisor Comments</b>	Commissioners and Advisors
XV	<b>Adjournment</b>	Chairman Hart

Next Meetings: May 23, 2018, Conference Call  
 July 18, 2018, Perry, FL

When operating under Florida’s Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes. A comment card for each speaker is required, and this limits public comment to five (5) minutes per speaker.

In accordance with the Americans with Disabilities Act (ADA), and Chapter 286.26, Florida Statutes, persons in need of special accommodation to participate in the meeting (including an agenda) shall contact our office, at least 48 hours before the meeting by email at [julia.blanchard@dot.state.fl.us](mailto:julia.blanchard@dot.state.fl.us) or by the following listed below:

Commission for the Transportation Disadvantaged  
 605 Suwannee Street, MS-49  
 Tallahassee, FL 32399-0450  
 (850) 410-5703 or (800) 983-2435, (850) 410-5708 (TDD/TTY)  
This meeting is subject to change upon the chairman’s request

**HERNANDO/CITRUS  
METROPOLITAN PLANNING ORGANIZATION  
BOARD / COMMITTEE APPLICATION**

(Please type or print clearly.)

**Name** \_\_\_\_\_  
(Your name must be listed as it appears on your driver's license)

THE FOLLOWING INFORMATION IS REQUIRED FOR COUNTY RECORDS AND BECOMES PUBLIC RECORD UPON SUBMITTING THIS APPLICATION. IF YOU BELIEVE THAT YOU QUALIFY FOR AN EXEMPTION TO THE RELEASE OF THIS INFORMATION, PURSUANT TO F.S. 119.07, PLEASE STATE THE BASIS OF YOUR EXEMPTION.

**Are you a resident of Hernando County?** \_\_\_\_\_ **Citrus County?** \_\_\_\_\_ **For how long?** \_\_\_\_\_

**Do you reside within the city limits of Brooksville?** \_\_\_\_\_ **Crystal River?** \_\_\_\_\_ **Inverness?** \_\_\_\_\_

**Physical Address** \_\_\_\_\_ **City** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Mailing Address** (if different) \_\_\_\_\_ **City** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Telephone** (home) \_\_\_\_\_ (business/other) \_\_\_\_\_ **Email** \_\_\_\_\_

**Education** \_\_\_\_\_  
(Please include any certificates, awards, diplomas, degrees, professional license numbers, etc.)

**Present Employment** \_\_\_\_\_

These committees may require travel outside of your county of residence. Are you willing to travel to Hernando or Citrus Counties as necessary to remain active and keep current on committee issues and participate in meetings? \_\_\_\_\_

Have you ever been convicted, plead guilty or no contest, or entered into PTI for a felony or 1<sup>st</sup>/2<sup>nd</sup> degree misdemeanor?

\_\_\_\_\_  
(Answering yes does not automatically disqualify you for consideration)

If yes, what charges? \_\_\_\_\_

Are you currently involved as a defendant in a criminal case? \_\_\_\_\_

If yes, what charges? \_\_\_\_\_

Have you ever been named as a defendant in a civil action suit? \_\_\_\_\_

If yes, when and describe action \_\_\_\_\_

Please state your reasons for applying to this Board/Committee: \_\_\_\_\_

Please list three references, including addresses, phone numbers and email address.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

*I hereby request consideration as a board/committee appointee. It is my intention to familiarize myself with the duties and responsibilities of the office to which I may be appointed, and to fulfill the appointment to the best of my ability, exercising good judgment, fairness, impartiality, and faithful attendance. I also agree to file a Financial Disclosure form as required by State law, if applicable, and abide by the provisions of the State Sunshine Law.*

**APPLICANT'S SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

**POSITION APPLYING FOR:** \_\_\_\_\_ (ALL POSITIONS ARE STRICTLY VOLUNTARY)

\_\_\_\_\_ **BICYCLE/PEDESTRIAN ADVISORY COMMITTEE (BPAC)** – 2 year term, 11 members

\_\_\_\_\_ **CITIZENS ADVISORY COMMITTEE (CAC)** – 2 year term, 11 members

\_\_\_\_\_ **HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)** – 3 year term, 17 members (some positions require agency participation.)

Completed applications may be submitted to the Hernando/Citrus MPO, 1661 Blaise Drive, Brooksville, Florida 34601, email [mpo@hernandocounty.us](mailto:mpo@hernandocounty.us), or fax to 352-754-4420.





Topic



## PATIENT CARE ACCESS NEWS

---

# Uber Health Launches as Ridesharing Fills Patient Care Access Needs

Uber has launched a new healthcare-specific offshoot that will address patient care access needs and medical transportation gaps.



Source: Thinkstock



By Sara Heath (mailto:sheath@xtelligentmedia.com)

March 05, 2018 - Ridesharing company Uber has officially **launched** (<https://www.uber.com/newsroom/uber-health/>) Uber Health, a platform specifically designed for patients with medical transportation and care access needs.

Lack of transportation to a medical facility is an **important social determinant of health** (<https://patientengagementhit.com/news/using-social-determinants-of-health-in-patient-centered-care/>) that keeps nearly 3.6 million patients from attending their doctor's appointments each year. Older patients who no longer drive, patients who do not own a vehicle, patients with disabilities, patients living in rural or remote areas, and many other demographics often have trouble obtaining a ride to a clinic and must go without care.

As ridesharing apps such as Uber have grown in prominence, they and healthcare professionals have recognized the role these tools can play in fulfilling medical transportation needs. In recent years, an increasing number of healthcare organizations, non-emergency medical transportation companies, and other medical entities have partnered with ridesharing companies to support patient needs.

#### Dig Deeper

- **What is Non-Emergency Medical Transportation, Patient Access?**  
(<https://patientengagementhit.com/news/what-is-non-emergency-medical-transportation-patient-access/>)
- **How Useful is Ridesharing for Medical Transportation Barriers?**  
(<https://patientengagementhit.com/news/how-useful-is-ridesharing-for-medical-transportation-barriers/>)
- **Ridesharing Deal Eliminates Barriers to Patient Care Access**  
(<https://patientengagementhit.com/news/ridesharing-deal-eliminates-barriers-to-patient-care-access/>)

Uber Health takes these individual partnerships one step further, the company wrote in a press release announcing the healthcare offshoot. Uber Health will be its own dashboard on which healthcare providers can book a ride for a patient, caregiver, or other medical staff.

These rides can be booked at time of need or as much as one-month in advance. This advanced ride hailing will be especially helpful when providers are scheduling follow-up appointments for vulnerable patient populations who are high-risk no-shows.

Patients may also access the Uber Health dashboard on their own apps, or those without a smartphone can call rides using text message. Patients have the option of receiving ride confirmation details via phone call to their cell phones or landlines, the company said.

The Uber Health app aims to overcome barriers born from low **health technology literacy** (<https://patientengagementhit.com/news/the-difference-between-patient-education-and-health-literacy>), Uber said. The company is aware that many patients' first Uber rides will stem from the Uber Health dashboard, so the company says it is taking care to ensure there is the proper patient technology education embedded into the platform.

Healthcare organizations using the Uber Health dashboard can reportedly easily manage the billing side of the app. The Uber press release did not offer specific details about the billing dashboard.

Several leading healthcare organizations have been using the Uber Health platform as a part of a pilot project, including MedStar Health, NYU Perlmutter Cancer Center, and Yale New Haven Health.

At MedStar, the Uber Health dashboard has helped reduce appointment cancellations stemming from lack of medical transportation.

"Uber has helped us drastically reduce appointment cancellations," MedStar Health Director of Consumer Health Initiatives Pete Celano said in a press release. "It's great to be able to quickly request a ride with so that in-need patients can make an appointment they'd otherwise miss."

Some healthcare professionals have questioned the efficacy of ridesharing services in closing medical transportation gaps. A 2018 **article** (<https://patientengagementhit.com/news/how-useful-is-ridesharing-for-medical-transportation-barriers>) published in *JAMA Internal Medicine* found that ridesharing deals did not reduce patient no-show rates among Medicaid populations.

However, critics of that *JAMA* study say the methodology was flawed and did not accurately portray the populations that ridesharing deals are trying to reach. For one, the study only included patients who already had a relationship with a primary care provider, meaning that most of these patients likely were regularly attending their doctors' appointments.

Ridesharing deals seek to target patients who are not yet regularly attending their appointments because they face medical transportation barriers.

When those patients do access ridesharing options, as opposed to alternative and more expensive transportation options, healthcare costs go down, separate research suggests. A 2016 *JAMA* **article** (<https://patientengagementhit.com/news/ridesharing-services-may-drive-more-patient-healthcare-access>) found that a partnership between patient advocacy group CareMore and ridesharing company Lyft reduced healthcare costs by 30 percent. At the time of publication, per-ride costs ranged between \$31.54 and \$21.32.

The new Uber Health dashboard will likely have similar effects as previous ridesharing partnerships. However, this platform is now available to a wider audience, and it will be integral that both app developers and healthcare providers educate patients on how to use the rideshare service to yield optimal results.

Tagged

mHealth and Patient Engagement (<https://patientengagementhit.com/tag/mhealth-and-patient-engagement>)

Patient Access to Care (<https://patientengagementhit.com/tag/patient-access-to-care>)

Patient Engagement Strategies (<https://patientengagementhit.com/tag/patient-engagement-strategies>)

Patient Engagement Technologies (<https://patientengagementhit.com/tag/patient-engagement-technologies>)

## Related Articles

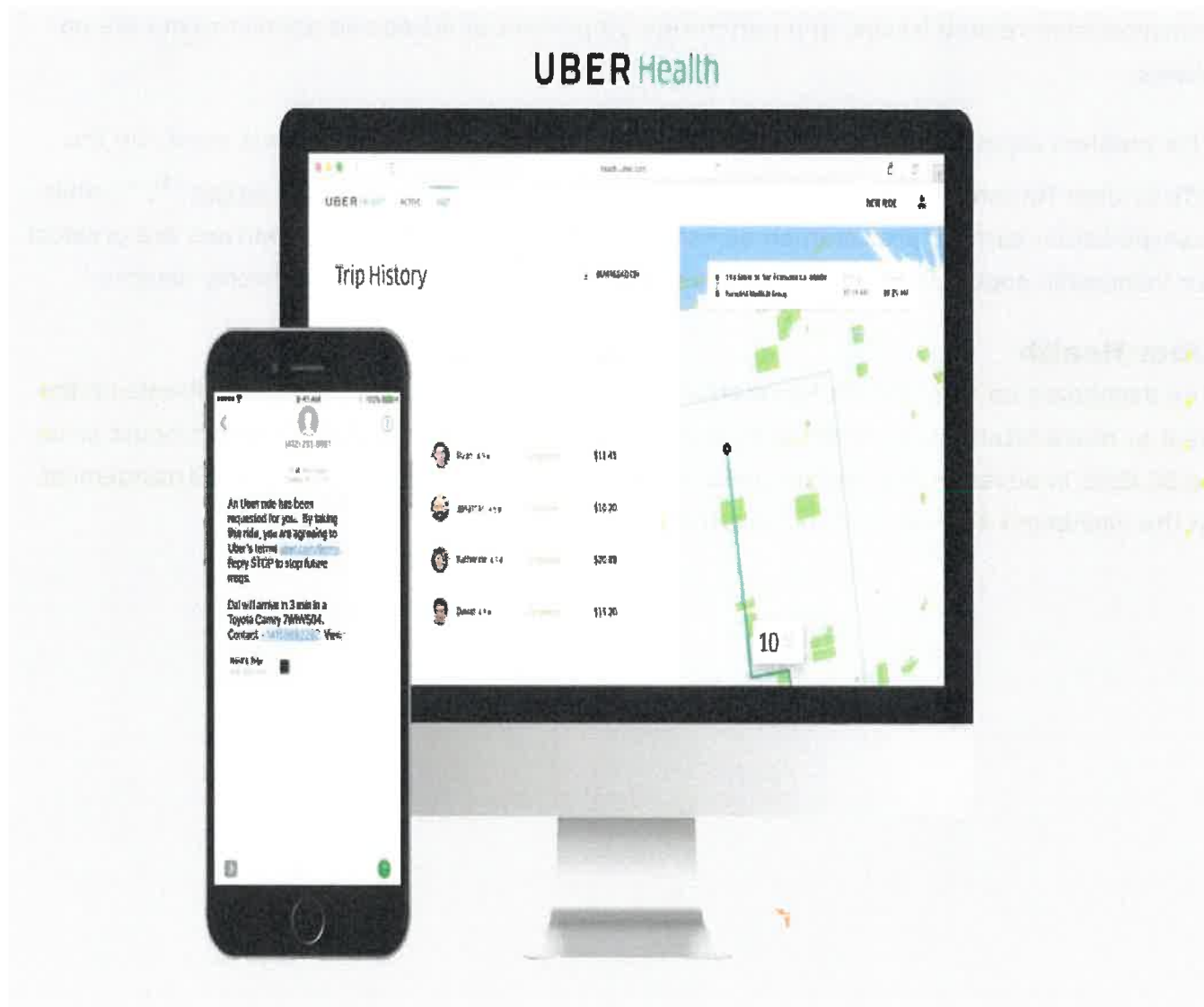
- **mHealth Apps Offer Patient-Centered, Convenient Recovery Care** (<https://patientengagementhit.com/news/mhealth-apps-offer-patient-centered-convenient-recovery-care>)



- **Small Business Trends** - <https://smallbiztrends.com> -

## Uber Health Offers Rides to Doctor Appointments Benefiting Patients and Small Practices

Posted By *Michael Guta* On March 4, 2018 @ 3:00 pm In Small Business Operations | [2 Comments](#)



Uber<sup>[1]</sup> has announced the availability of Uber Health after beta testing the platform with more than 100 healthcare organizations across the US.

The new service is going to provide transportation for the patients of healthcare providers even if they don't have a smartphone or the Uber app. A centralized dashboard will allow

organizations in the healthcare industry to provide reliable transportation with Health Insurance Portability and Accountability Act (HIPAA) compliance.

For small medical practices looking to serve patients without transportation, Uber Health is a viable solution. Elderly, disabled patients who have just had a procedure or those without a vehicle, can use the service to keep their appointments with their healthcare provider.

Patient no-shows are a big problem in the US. The Community Transportation Association <sup>[2]</sup> and SCI Solutions <sup>[3]</sup> claim 3.6 million Americans miss their doctor appointments because of transportation-related issues, and nationwide 30 percent of scheduled appointments are no-shows.

This problem especially affects a segment of the population with the greatest need. On the official Uber Newsroom blog, Chris Weber, General Manager of Uber Health writes <sup>[4]</sup>, "...while transportation barriers are common across the general population, these barriers are greatest for vulnerable populations, including patients with the highest burden of chronic disease."

## **Uber Health**

The dashboard on Uber Health lets staff in healthcare facilities order rides for patients on the spot or make future arrangements. Rides can be scheduled for the patient within hours or up to 30 days in advance. If a patient needs multiple rides, the staff can make the arrangement in the dashboard and manage the activities.

## Here's a quick look at how Uber Health works:

### 1. Healthcare associates can book rides for patients



A healthcare associate books a ride on demand or for a future appointment, using the Uber Health dashboard to seamlessly coordinate rides for those in need.



The passenger is contacted by text or call with their trip details at the time the ride is booked and once again when a driver is on the way to pick them up.



The passenger is picked up and dropped off on schedule. No additional action on behalf of the healthcare associate is required to get them to and from care.

As stated earlier, patients don't need to own a smartphone or have the Uber app to take advantage of the service. Text messaging can be used to coordinate rides, and the company said it is going to be introducing a feature to make trip details available on mobile or landline phones.

The system has a management solution to keep track of the billing with reporting on what is being spent on rides along with scheduling and appointment information. And because Uber is providing services in the healthcare segment, there are regulations which must be followed. HIPAA compliance was established in collaboration with Clearwater Compliance to ensure comprehensive risk and compliance assessments protocols were followed.

Uber Health is now available <sup>[5]</sup> with the dashboard along with its API for integration into existing healthcare products.

Images: Uber

---

Article printed from Small Business Trends: <https://smallbiztrends.com>

URL to article: <https://smallbiztrends.com/2018/03/uber-health.html>

URLs in this post:

[1] Uber: <https://smallbiztrends.com/2017/08/uber-for-business.html>

[2] Community Transportation Association:

<http://web1.ctaa.org/webmodules/webarticles/articlefiles/NEMTpaper.pdf>

[3] SCI Solutions: <https://www.scisolutions.com/uploads/news/Missed-Appts-Cost-HMT-Article-042617.pdf>

[4] writes: <https://www.uber.com/newsroom/uber-health/>

[5] now available: <http://www.uberhealth.com/>



# BUSINESS INSIDER

## DIGITAL HEALTH BRIEFING: Uber launches ride sharing platform for hospitals – Teladoc nearly doubles revenue – Google-sister Verily plans insurance market play

LAURIE BEAVER AND AYOUB AOUAD  
MAR. 2, 2018, 12:14 PM

Welcome to Digital Health Briefing, a new morning newsletter providing the latest news, data, and insight on how digital technology is disrupting the healthcare ecosystem, produced by Business Insider Intelligence.

[Sign up and receive Digital Health Briefing free to your inbox.](#)

Have feedback? We'd like to hear from you. Write me at: [lbeaver@businessinsider.com](mailto:lbeaver@businessinsider.com)

---

**UBER LAUNCHES HEALTH PLATFORM:** Riding-sharing company Uber unveiled Uber Health, a centralized healthcare platform that aims to make it easier for providers to assign nonemergency medical transport (NEMT) for their patients and clients. Hospital admins can schedule rides for patients to take place immediately, within a few hours, or up to 30 days in advance. Uber Health also released an API so that organizations can add the service to their existing patient management software. Patients will receive alerts via text message, which means they don't need to have the Uber app or a smartphone to use the feature. Uber said it's working on a voice service for landlines.

**Uber Health aims to improve the rate of patients turning up to appointments, saving hospital networks billions.**

- About 3.6 million patients miss medical appointments each year because of transportation barriers, according to the National Academy of Sciences. The lost revenue from missed appointments could be as much as \$150 billion each year, according to Health Management Technology.
- Missed appointments can lead to poor health outcomes and increased emergency department visits and hospitalizations, placing further strain on hospitals and emergency response staff. By allowing staff to book transport in advance, Uber Health could help alleviate this issue.

**Uber's not alone in the non-emergency medical transport (NEMT), but it's arguably the most recognizable, which could give it a leg-up over the competition.** Rival ride-sharing company Lyft has also made several forays, including a partnership with Hitch Health. Meanwhile, other companies, like Veyo, are dedicated NEMT services. A beta version of the Uber Health platform released in July 2017 is already being used by more than 100 healthcare organizations in the US.

**However, as ride-sharing companies take a larger role within NEMT, they're likely to face barriers that could stymie adoption.** For example, there is some concern over whether drivers will be liable for anything that happens to the patient to or from their appointment, according to BuzzFeed. Further, it's not clear whether ride-sharing has a positive impact on appointment no-shows, according to a study published in JAMA Internal Medicine.

Enjoy reading this briefing? [Sign up and receive Digital Health Briefing to your inbox.](#)

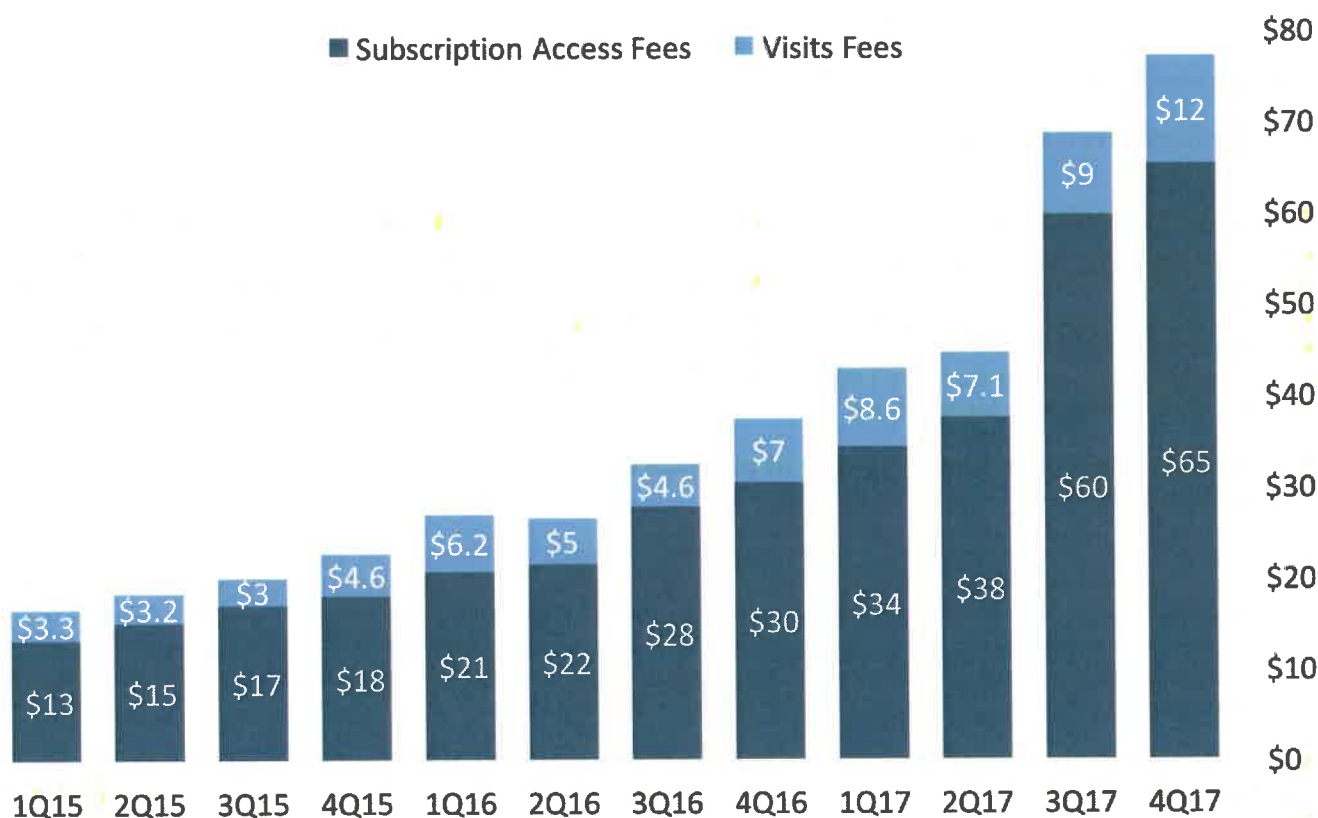
**TELADOC NEARLY DOUBLES ITS REVENUE IN 2017:** Telemedicine company Teladoc reported positive results in Q4 2017 with \$77 million in revenue, up 106% year-over-year (YoY), and an 89% increase in total revenue for the year to reach \$233 million. Teladoc also more than doubled its hospital and health system partners during the year — the firm now supports over 200 hospitals. The addition of these new partners, which includes Mount Sinai and Mercy Health Network, coupled with a severe flu season, catalyzed a 54% increase in telemedicine appointments, reaching 1.5 million during the year.

**Teladoc is poised for an even bigger year in 2018:**

- **In January, more than 50% of visits were new and on peak days the company averaged 8,000 visits.** This is a critical figure for the company because those that use telehealth for the first time are more likely to return in the same year, according to Teladoc CEO Jason Gorevic.
- **Telehealth is becoming a priority for executives, which could help Teladoc enter even more partnerships in 2018.** Fifty-six percent of healthcare executives stated they had implemented telemedicine services, and of the 44% that had not done so 86% said it was a medium to high priority, according to Sage Growth Partners.

**Teladoc Global Quarterly Revenue, By Segment**

Millions (\$)



Source: Company filings

Business Insider Intelligence

BI INTELLIGENCE

**VERILY TO MOVE INTO THE INSURANCE MARKET:** Verily, the life sciences unit owned by Google's parent company Alphabet, is moving into the insurance market, according to CNBC. The firm recently posted several job openings that asked for experience in working with health insurers and managing at-risk patient populations. Verily is already in talks with insurers about jointly bidding for contracts in which it would take on risk for hundreds of thousands of patients, sources told CNBC. Verily could potentially be seen as a valuable partner in population health management. For example, the company could use its ability to gather and analyze massive sets of data to identify at-risk patients and the types of care they would most benefit from,

# Uber starts offering rides to the doctor



Uber offering to take patients in every U.S. market where it operates to their next medical appointment. The ride-hailing service said Thursday, March 1, 2018, that its Uber Health business will handle rides set up by doctor's offices or other health care providers and then bill that business, not the patient, for the service. (Seth Wenig / AP)

By **Tom Murphy and Tom Krisher**  
Associated Press

MARCH 2, 2018, 8:30 AM

**U**ber is driving deeper into health care by offering to take patients in every U.S. market where it operates to their next medical appointment.

The ride-hailing service said Thursday its Uber Health business will handle rides set up by doctor's offices or other health care providers and then bill that business, not the patient, for the service. The company said rides can be set up within a few hours or days in advance. Patients won't need access to a smartphone to use the service.

Uber began testing the service last summer. More than 100 health care providers have signed up including hospitals, clinics and physical therapy centers.



Company leaders said they are expanding because there's a need. They cite federal government research that estimates that more than 3 million people do not obtain medical care due to transportation problems.

“There are a lot of people out there who are not going to the doctor simply because they can't physically make it there,” said Uber Health executive Jay Holley.

He added that the service also represents a business opportunity for Uber by connecting the company with a lot of first-time users.

Uber will bill care providers who sign up for the service monthly based on their usage. Holley said some may pass the cost on to their customers, but most of the providers it has worked with so far pay for the rides out of their operating budget.

Uber rival Lyft offers a similar service called Concierge, which allows health care providers to set up rides for patients to get to appointments. The providers pay for the rides. Lyft also has patient transport partnerships with larger health care providers.

Health insurers and others have long recognized the need to help some patients, especially those with low incomes, make their medical appointments.

Molina Healthcare Inc. has offered a transportation benefit to its customers for around 25 years and says that more than 3 million people are eligible. Molina specializes in administering the state- and federally funded Medicaid programs for poor people and the disabled.

Spokeswoman Laura Murray said the insurer found that covering transportation expenses helps patients keep regular appointments and preventive care visits, which can include things like flu shots or checkups. She said that can improve patient health and cut down on unnecessary emergency room visits.

Adams Clinical runs clinical trials for drug companies and started using Uber Health in the middle of last year. Since then, trial participation has grown and patients have started staying in the studies longer, CEO Nelson Rutrick said.

The Watertown, Massachusetts, company had used taxis before switching to Uber. Rutrick said taxis were more expensive and required advance planning to get a cab to drive an hour or two to pick someone up.

“Uber is already where the patient lives,” he said.

The Washington Post

## The Switch

# Uber and Lyft think they can solve one of medicine's biggest problems

By Carolyn Y. Johnson March 1

Ride-sharing companies have plunged into the health-care business, seeing a big opportunity in ferrying the 3.6 million people who miss medical appointments each year to their doctors' offices.

On Thursday, Uber announced the public launch of Uber Health, a dashboard that will allow health-care providers to schedule rides for patients. Lyft has crafted a number of partnerships over the past few years, working with health insurers, hospital systems and medical transport services to help patients get to and from medical care providers, in nonemergency situations.

No-show patients are a real problem in medicine, but it's far from clear whether ride-sharing services scheduled by providers are the solution. A study of nearly 800 Medicaid patients in West Philadelphia found that offering to schedule free Lyft rides to and from primary care appointments didn't decrease the number of missed appointments compared to a group of people not offered the service. That work, published in the journal JAMA Internal Medicine last month, calls into question whether simply expanding the availability of ride-sharing services would help solve the problem.

"We really thought ride shares would be super convenient. We were pretty surprised, actually, it did not work out," said Krisda H. Chaiyachati, a primary-care provider at the University of Pennsylvania and the Veterans Affairs Medical Center. "I think we [as providers] tend to apply our choices of how we live our lives, and we kind of impose it on our patients' lives. We probably all use ride-sharing services — I used one this morning. We think the same thing is going to apply to a sick person or a poor person, and that might not be true."

Individual companies have reported benefits. CareMore Health System found in a pilot study in 2016 that using Lyft was cheaper than other forms of transportation and patients spent less time waiting for a ride. American Medical Response, a leading medical transportation company, has reduced complaints by 50 percent since partnering with Lyft.

Chaiyachati said the study might provide clues about what kinds of patients could benefit from ride-sharing help. The study examined the use of ride shares in getting patients to primary-care appointments, but it's possible that it might be more useful in settings where adherence to appointments may be more critical, such as oncology.

"The study results really contradicted what we've seen with other partners, again and again," said Gyre Renwick, a vice president of Lyft Business.

Renwick said Lyft has been targeting groups of people, including elderly and poor patients in areas underserved by public transportation and people for whom missing an appointment — such as for dialysis or cancer treatment — could have major health repercussions and cause expensive hospitalizations.

Uber has been piloting its health service since last summer. One lesson learned from the experience is that many of the patients who use the service haven't used Uber before and may not even have a smartphone. The company has had to use text messages to alert people without the Uber app or a smartphone to their rides — and even printouts and phone calls for some people.

"We've moved to a paper-based communication strategy, where we have forms we can provide for our customers," said Jay Holley, head of partnerships at Uber Health. "Circle the make, model, license plate number [of the ride], and help people in the most analog possible way for a tech company."

Who pays for the service depends on the partnership. Patients on Medicaid have transportation benefits that can be billed for the service. Providers often pay for the rides out of their own money.

One of the benefits of the digital services is accountability, for an area of medical spending that has been ripe for fraud, waste and abuse. Instead of paper receipts and faxes, the companies' digital platforms can help ensure that rides are taking place as scheduled.

### **Read More:**

In our eyes, Google's software sees heart attack risk

## Uber's new health service lets providers schedule rides for patients

By Steven Ross Johnson | March 1, 2018

Ride-sharing service Uber has decided to jump into the medical transportation provider market with the introduction of its latest product, Uber Health.

The company on Thursday announced the launch of a new non-emergency ride service that healthcare providers can use to schedule rides for patients.

It's a venture that the company has been exploring since July 2017 on a limited scale in partnerships with more than 100 healthcare organizations who tested Uber's beta version of the program.

The service will now be available to all healthcare providers. They will not be charged a monthly subscription or similar fee, just the cost of the ride.

Chris Weber, general manager of Uber Health, said the company's ability to expand its scope to provide transportation in traditionally underserved areas was the premise behind its launch into healthcare.

Lack of transportation has often been cited as a major barrier to healthcare access. An estimated 25% of patients have missed an appointment due to transportation problems, according to a 2013 study published in the *Journal of Community Health*.

An estimated 3.6 million Americans miss their healthcare appointments every year because of unreliable transportation, according to the Kaiser Family Foundation. Evidence has shown the healthcare industry loses approximately \$150 billion per year due to missed appointments.

"While we certainly don't expect to take on that entire \$150 billion number in our first efforts, we're pretty confident we can start making an impact by reducing the number of missed appointments due to transportation," Weber said.

Healthcare providers will be able to schedule rides for patients through a digital dashboard that would be accessible online or integrated into a facility's existing system.

The service can transport to patients as far as 300 miles, and drivers could be any one of Uber's more than 750,000 drivers.

"This is your standard set of Uber drivers that are out there," said Jay Holley, head of partnerships at Uber Health.

Holley said drivers are not given any additional information that leads them to conclude an Uber health trip was any different from a standard Uber trip, out of respect for patient privacy.

Providers are able to call for multiple rides at once using the dashboard, which does not require riders to have the Uber app or a smartphone. Riders can either get a text message or phone call

with trip details.

The potential for ride-sharing in healthcare could be huge, with the non-emergency medical transportation market estimated at \$3 billion a year.

Studies have shown ride-hailing services like Uber and Lyft tend to be used more often by urban residents, who are younger and more affluent. A 2016 analysis by the Pew Research Center found 26% of Americans with an annual household income of \$75,000 or more had used a ride-hailing service compared to 10% of those living in households with an annual income of less than \$30,000.

But the bulk of Uber Health's patients would most likely be older, lower-income individuals.

"I think in general this is another example of more effort being placed on providing patient-centric care," said Sebastian Seiguer, CEO of Emocha, a mobile health company that uses video directly observed therapy to increase medication adherence. "This is a great example of a returned focus on helping the patient now that the length of stay in clinics has been reduced."

<http://www.modernhealthcare.com/article/20180301/TRANSFORMATION03/180309977>



**AGENDA ITEM F**

**F. TRANS HERNANDO – Michelle Hale (Report)**

Attachment: Quarterly System Report for Fiscal Period July 1, 2017 through March 31, 2018

# **COMMUNITY TRANSPORTATION FOR DISADVANTAGED REPORT**

**Hernando County, Florida**

**Quarterly System Report for  
Fiscal Period  
JULY 1, 2017 THROUGH JUNE 30, 2018**

**PREPARED FOR:**

**-Mid Florida Community Services, Inc., Board of Directors  
-Hernando County Transportation Disadvantaged Coordinating Board**

**PREPARED BY:**

**TRANS HERNANDO**

Mid Florida Community Services, Inc.  
Phone (352) 799-1510 Fax: (352) 754-9390

## INTRODUCTION

### **Introduction to Hernando County's Transportation Disadvantaged System:**

Trans Hernando, a department within Mid Florida Community Services, Inc., operates as the Community Transportation Coordinator (CTC) for the Transportation Disadvantaged program in Hernando County. As the coordinator, Trans-Hernando has the responsibilities to provide transportation to all Hernando County residents in a safe and cost effective manner. System priorities, established by members of a Local Coordinating Board, include the provision of transportation county-wide for medical, nutritional, educational, work, and recreational trips, respectively. Services are for senior citizens (over 60), physically or mentally challenged individuals, and economically or transportation disadvantaged general public.

The system utilizes a shared ride multi-load approach with guaranteed arrival times to rider destinations. Because many citizens are wheelchair bound, all service fleet vehicles are equipped and in compliance with ADA. (American with Disabilities Act) recognized wheelchair lifts and securement devices to provide physically challenged individuals equal service, appointment guarantees, and fare box fees.

### **Fare Box Fees:**

Non sponsored clients are required to pay a fare box fee. Individual fare box fee is \$5.00 per one way trip. State assistance for fare box fees are available and can be applied for by individuals to offset financial hardships.

### **Office Hours:**

Office hours are Monday through Friday from 6:00 a.m. to 4:30 p.m. except County recognized holidays.

### **Service Hours-Transportation Disadvantaged:**

Transportation Disadvantaged service hours are Monday thru Friday from 6:00 a.m. to 4:00 p.m. except for county recognized holidays.

### **Scheduling Hours:**

Scheduling is provided by telephone Monday thru Friday, excluding County recognized holidays. by calling (352) 799-1510 between the hours of 8:00 a.m. and 4:30 p.m.

## MODE OF TRAVEL AND FUNDING SOURCE ACRONYM CODES

MODE OF TRAVEL		Funding Source Code	FAREBOX
<b>AMBI</b>	AMBULATORY	<b>TD</b> TRANSPORTATION DISADVANTAGED	\$1.00, \$3.00, \$5.00
<b>WHLI</b>	WHEEL CHAIR	<b>TDR</b> RURALTRANSPORTATION DISADVANTAGED	\$1.00, \$3.00, \$5.00
<b>SCOI</b>	SCOOTER	<b>TD-S</b> - TRANSPORTATION DISADVANTAGED CONNECTOR	\$1.00
<b>AMBO</b>	VETERAN SHUTTLE	<b>TDR-S</b> - RURALTRANSPORTATION DISADVANTAGED CONNECTOR	\$1.00
		<b>TD-H</b> TRANSPORTATION DISADVANTAGED HARDSHIP	\$0.00
		<b>ME-E</b> - MOBILITY ENHANCEMENT EMPLOYMENT	\$1.00
		<b>MERE</b> - RURAL MOBILITY ENHANCEMENT EMPLOYMENT	\$1.00
		<b>ME</b> - MOBILITY ENHANCEMENT	\$1.00, \$3.00, \$5.00
		<b>MER</b> - RURAL MOBILITY ENHANCEMENT	\$1.00, \$3.00, \$5.00
		<b>ME-V</b> - MOBILITY ENHANCEMENT LOCAL VETERAN	\$1.00
		<b>MER-V</b> - RURAL MOBILITY ENHANCEMENT LOCAL VETERAN	\$1.00
		<b>DOEA</b> - CONGREGATES - (SENIOR SERVICES)	\$0.00
		<b>VETS</b> = VA SHUTTLE/ OUT OF COUNTY	\$0.00

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2017 through June 30, 2018**

<i>Month</i>		<i>Jul-17</i>	<i>Aug-17</i>	<i>Sep-17</i>	<i>Oct-17</i>	<i>Nov-17</i>	<i>Dec-17</i>	<i>Jan-18</i>	<i>Feb-18</i>	<i>Mar-18</i>	<i>Apr-18</i>	<i>May-18</i>	<i>Jun-18</i>	<i>TOTAL</i>
<b>Work Days</b>		20	23	21	21	19	20	20	19	23	19	22	22	249
<b>Overview of Total Trip Requests</b>	Total incoming calls received	5041	5459	4019	4922	4198	3812	4217	3854	4152				39,674
	Average number calls received per day	252	237	191	234	221	191	211	203	181				
	Total trip requests received	2365	2728	1809	2293	1946	1789	1960	1834	2143				18,867
	Total cancelled trips	311	389	401	336	306	234	297	331	344				2,949
	Total ASAP Trips	7	13	20	15	28	11	5	12	8				119
	Total NS trips	47	34	35	30	30	27	29	33	21				286
	Total trip requests provided	2014	2318	1471	2168	1793	1741	1660	1645	1949				16,759
% of Trip Requests Provided	85.2%	85.0%	81.3%	94.5%	92.1%	97.3%	84.7%	89.7%	90.9%					
% of Trip Requests Cancelled	13.2%	14.3%	22.2%	14.7%	15.7%	13.1%	15.2%	18.0%	16.1%					
% of No Show Trip Requests	2.0%	1.2%	1.9%	1.3%	1.5%	1.5%	1.5%	1.8%	1.0%					

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2017 through June 30, 2018**

Month	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	TOTAL
<b>Work Days</b>	<b>20</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>20</b>	<b>19</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>22</b>	<b>249</b>
<b>REASON FOR UNPROVIDED REQUESTS</b>													
% of Trip Requests unable to Provide	1.23%	0.77%	1.38%	0.52%	0.77%	0.95%	1.22%	1.47%	1.12%				
Same day Request	7	10	11	5	4	10	9	12	9				<b>77</b>
Out-of-county request	13	4	6	3	3	2	5	4	5				<b>45</b>
Stretcher	3	2	1	1	2	2	1	1	2				<b>15</b>
Holiday/Weekend	3	3	5	1	5	3	4	2	3				<b>29</b>
Before 8 a.m./after 3:00 p.m. appointments	3	2	2	2	1	0	5	8	5				<b>28</b>
Total Unprovided	29	21	25	12	15	17	24	27	24				<b>194</b>
<b>TRIP PURPOSE</b>													
Medical	1,432	1,683	1,030	1616	1,320	1,166	1,262	1152	1,372				<b>12,033</b>
Nutritional/Shop	357	438	287	356	330	359	350	340	408				<b>3,225</b>
Connector	44	45	35	8	2	4	0	2	3				<b>143</b>
Education	40	5	9	17	13	12	9	15	13				<b>133</b>
Employment	71	76	52	65	73	68	76	63	70				<b>614</b>
Other	70	71	58	106	56	51	44	73	83				<b>612</b>
<b>Total</b>	<b>2,014</b>	<b>2,318</b>	<b>1,471</b>	<b>2,168</b>	<b>1,794</b>	<b>1,660</b>	<b>1,741</b>	<b>1,645</b>	<b>1,949</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16,760</b>

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2017 through June 30, 2018**

		<i>Month</i>	<i>Jul-17</i>	<i>Aug-17</i>	<i>Sep-17</i>	<i>Oct-17</i>	<i>Nov-17</i>	<i>Dec-17</i>	<i>Jan-18</i>	<i>Feb-18</i>	<i>Mar-18</i>	<i>Apr-18</i>	<i>May-18</i>	<i>Jun-18</i>	<i>TOTAL</i>
<b>Work Days</b>			<b>20</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>20</b>	<b>19</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>22</b>	<b>249</b>
<b>TRIP TYPE</b>	Elderly (Over 60)	1,795	2,053	1,287	1,700	1,388	1,349	1,425	1,356	1,602					<b>13,955</b>
	Adult	219	265	184	468	406	311	316	289	347					<b>2,805</b>
	Child (Under 16)	0	0	0	0	0	0	0	0	0					<b>0</b>
	<b>Total</b>	<b>2,014</b>	<b>2,318</b>	<b>1,471</b>	<b>2,168</b>	<b>1,794</b>	<b>1,660</b>	<b>1,741</b>	<b>1,645</b>	<b>1,949</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16,760</b>
<b>TRIP MODE</b>	AMBI	931	1,060	651	1,148	1,005	905	974	734	954					<b>8,362</b>
	WHLI & SCOI	167	230	121	754	605	615	607	758	831					<b>4,688</b>
	AMBO	916	1,028	699	266	184	140	160	153	164					<b>3,710</b>
	<b>Total</b>	<b>2,014</b>	<b>2,318</b>	<b>1,471</b>	<b>2,168</b>	<b>1,794</b>	<b>1,660</b>	<b>1,741</b>	<b>1,645</b>	<b>1,949</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16,760</b>
<b>UNDUPLICATED COUNT</b>	Elderly (Over 60)	1,795	2,053	1,287	1,700	1,388	1,349	1,425	1,356	1,602					<b>13,955</b>
	Percent %	89.1%	88.6%	87.5%	78.4%	77.4%	81.3%	81.8%	81.8%	82.2%					<b>83.3%</b>
	Adult	219	265	184	468	406	311	316	289	347					<b>2,805</b>
	Percent %	10.9%	11.4%	12.5%	21.6%	22.6%	18.7%	18.2%	18.2%	17.8%					<b>16.7%</b>
	Child (Under 17)	0	0	0	0	0	0	0	0	0					<b>0</b>
	Percent %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%					<b>0%</b>
	<b>Total</b>	<b>2,014</b>	<b>2,318</b>	<b>1,471</b>	<b>2,168</b>	<b>1,794</b>	<b>1,660</b>	<b>1,741</b>	<b>1,645</b>	<b>1,949</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16,760</b>
<b>NO SHOW, BY PROGRAM</b>	CTD	11	18	19	28	22	25	25	23	21					<b>192</b>
	DOEA	6	6	4	2	8	2	4	0	0					<b>32</b>
	Veterans	0	0	12	0	0	0	0	10	0					<b>22</b>
	General Public	30	10	0	0	0	0	0	0	0					<b>40</b>
	<b>Total No Shows</b>	<b>47</b>	<b>34</b>	<b>35</b>	<b>30</b>	<b>30</b>	<b>27</b>	<b>29</b>	<b>33</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>286</b>

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2017 through June 30, 2018**

<i>Month</i>	<i>Jul-17</i>	<i>Aug-17</i>	<i>Sep-17</i>	<i>Oct-17</i>	<i>Nov-17</i>	<i>Dec-17</i>	<i>Jan-18</i>	<i>Feb-18</i>	<i>Mar-18</i>	<i>Apr-18</i>	<i>May-18</i>	<i>Jun-18</i>	<i>TOTAL</i>
<b>Work Days</b>	20	23	21	21	19	20	20	19	23	19	22	22	249
Suspended	0	0	0	0	0	0	0	0	0	0	0	0	0
System Miles	18694	19827	13657	20213	17184	16437	15690	13413	15884				150,999
Revenue Miles	17068	18102	12469	18454	15689	15007	14325	12246	14502				137862
Average System Miles per trip	8.5	7.8	8.5	8.5	8.8	8.6	8.6	7.4	7.4				8.2
System Hours	960	1104	1008	1008	912	960	960	912	1104				8,928
Revenue Hours	816	938	857	857	775	816	816	775	938				7,589
Cost Per Trip	\$25.68	\$25.62	\$25.68	\$25.68	\$25.70	\$25.69	\$25.69	\$25.60	\$25.60				
System Cost per Mile	\$3.02	\$3.27	\$3.02	\$3.00	\$2.92	\$2.97	\$2.96	\$3.43	\$3.44				



**COMPLIMENTS/COMPLAINTS**

		Month	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	TOTAL
		Work Days	20	23	21	21	19	20	20	19	23	19	22	22	TOTAL
<b>TRANS HERNANDO</b>	COMPLIMENT	Driver	5	4	5	6	5	2	3						30
		Vehicle	2	1	4	1	2	0	1						11
		Service	2	2	1	4	3	1	4						17
		Policy	2	3	1	1	0	2	1						10
		Other	0	0	0	0	0	0	0						0
	COMPLAINT	Driver	2	1	0	0	0	1	0						4
		Vehicle	0	0	0	0	0	0	0						0
		Service	0	0	0	0	0	0	0						0
		Policy	0	0	0	0	0	0	0						0
		Other	0	0	0	0	0	0	0						0

**BREAKDOWNS/ACCIDENTS**

		Month	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	TOTAL	
		Work Days	20	23	21	21	19	20	20	19	23	19	22	22	TOTAL	
<b>TRANS HERNANDO</b>	TOWS	0	0	0	0	0	0	0							0	
	ROAD CALLS	0	0	0	0	0	0	0							0	
	INCIDENT & ACCIDENTS	CHARGEABLE	0	0	0	0	0	0	0							0
		NON-CHARGEABLE	0	0	0	0	0	0	0							0

**G. ACTION ITEMS – Steve Diez, Transportation Planner**

**1. 2018/19 Transportation Disadvantaged Service Plan (TDSP)**

In accordance with Rule 41-2 F.A.C., the TDLCB must annually update and approve the following sections of the TDSP:

- Development Plan
- Cost/Revenue Allocation and Rate Structure Justification
- Service Plan, including the 2018/19 Rate Model Calculation Worksheet
- Quality Assurance

The annual update to the Transportation Disadvantaged Service Plan (TDSP) began with MPO and Trans-Hernando staff initiating a review and update to the TDSP that took place in early April of 2018. The updated sections of the TDSP have been provided for review to the TDLCB members. The deadline for receipt of the TDSP by the Commission for Transportation Disadvantaged (CTD) is July 1, 2018.

***Recommendation:*** *It is recommended that the TDLCB Board review and recommend approval of the 2018/19 Transportation Disadvantaged Service Plan (TDSP) and then forward it to the Commission for Transportation Disadvantaged for approval.*

**(ROLL CALL VOTE REQUIRED)**

Attachment: 2018/19 Transportation Disadvantaged Service Plan

**2. Rate Model Calculation Worksheet**

Attached is the spreadsheet used by the CTC to arrive at an approved rate per passenger trip to be included in Chapter 9 of the TDSP. This rate model is based on the budget and expenditures of the CTC in providing TD service.

***Recommendation:*** *It is recommended that the TDLCB Board review and approve the 2017/18 Rate Model Calculation Worksheet and include the approved rate in the Transportation Disadvantaged Service Plan (TDSP) and submission to the Commission for Transportation Disadvantaged (CTD).*

Attachment: 2017/18 Rate Model Calculation Worksheet

**3. CTC Evaluation**

Attached is the Community Transportation Coordinator (CTC) Annual Evaluation that was conducted by the Planning Agency in April of 2018.

**Recommendation:** *It is recommended that the TDLCB Board review and approve the 2018 CTC Annual Evaluation.*

Attachment: Community Transportation Coordinator Annual Evaluation

**4. 2018/19 Shirley Conroy Grant**

This grant program provides financial assistance to eligible recipients in rural areas for the purchase of capital equipment. Trans Hernando is applying for \$50,609.00 for the purchase of a new scheduling software called CTS TripMaster.

Attachment: 2018/19 Shirley Conroy Grant

**5. Local Coordinating Board Survey of the Official Planning Agency**

In accordance with Rule 41-2 F.A.C., the Local Coordinating Board (LCB) is required to annually complete the attached one page survey of the Official Planning Agency. The TDLCB members are requested to turn in their completed survey to staff.

Attachment: Local Coordinating Board Survey of the Official Planning Agency

May 25, 2018

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

RE: TDSP Update/Amendment  
Effective: 7/1/18 - 6/30/19

Dear Mr. Holmes:

By this letter, the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) is submitting an update/amendment to the above referenced Transportation Disadvantaged Service Plan. We request that the Commission accept this update/amendment effective upon receipt.

This update/amendment includes updates to the following chapters: Chapters I – VI, as well as Chapters VIII and IX.

If this update is accepted, please signify by signing below, and return the executed version. Upon receipt, we will consider the update/amendment accepted. If not acceptable, or further information is needed before it can be accepted, please advise us in writing within ten days.

Thank you for your consideration in this request.

Sincerely,

Carlene Riecss  
Transportation Planner III  
Hernando/Citrus MPO

\*\*\*\*\*

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update/amendment to the above referenced TDSP,  
Effective \_\_\_\_\_

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

\_\_\_\_\_  
Date



HERNANDO/CITRUS  
METROPOLITAN PLANNING ORGANIZATION



T  
ransportation

D  
isadvantaged

S  
ervice

P  
lan



Prepared by:  
Hernando/Citrus MPO  
May 2018



2018-2019

**TDLCB ROLL CALL VOTE**  
**Approval of Hernando County's**  
**2018/19 Transportation Disadvantaged Service Plan**  
**May 23, 2018**

<b>Name</b>	<b>Representing</b>	<b>Aye</b>	<b>Nay</b>	<b>Absent</b>
<b>Nicholas Nicholson</b>	<b>Chairperson, Elected Official (Commissioner)</b>			
<b>Verene Kurtz</b>	<b>Hernando County Resident, Disabled</b>			
<b>Keven Bargerstock</b>	<b>Florida Division of Vocational Rehabilitation</b>			
<b>Denise Clark</b>	<b>Public Education Community</b>			
<b>Joe DeGeorge</b>	<b>Hernando County Transit</b>			
<b>Kathleen Winters</b>	<b>Local Representative Medical Community</b>			
<b>David Newell</b>	<b>Florida Department of Transportation</b>			
<b>Penelope Barnard</b>	<b>Florida Agency for Health Care Administration</b>			
<b>John Ebelere</b>	<b>Regional Workforce Development Board</b>			
<b>Robert Bradburn</b>	<b>Florida Department of Children &amp; Family Services</b>			
<b>Benita Dixon</b>	<b>Private for Profit Transportation</b>			
<b>Tony Graham</b>	<b>Hernando County Veterans Services</b>			
<b>VACANT</b>	<b>Florida Association for Community Action</b>			
<b>VACANT</b>	<b>Hernando County, Public Transit User</b>			
<b>VACANT</b>	<b>Local Representative Children at Risk</b>			
<b>VACANT</b>	<b>Florida Department of Elderly Affairs</b>			
<b>VACANT</b>	<b>Citizen Advocate, Hernando County</b>			
<b>VACANT</b>	<b>Hernando County Resident, 60+ Years</b>			

**TDSP 2018/19**

<h1 style="margin: 0;">TRANSPORTATION DISADVANTAGED SERVICE PLAN</h1> <h2 style="margin: 0;">Table of Contents</h2>
---------------------------------------------------------------------------------------------------------------------

### DEVELOPMENT PLAN

<b>I.</b>	<b>INTRODUCTION TO THE SERVICE AREA</b> .....	I-1
	<b>BACKGROUND</b> .....	I-1
	Mission and People Served.....	I-1
	Florida Commission for the Transportation Disadvantaged.....	I-1
	Official Planning Agency .....	I-2
	Local Coordinating Board.....	I-2
	Community Transportation Coordinator.....	I-4
	<b>DESIGNATION DATE/HISTORY</b> .....	I-4
	<b>CONSISTENCY REVIEW OF OTHER PLANS</b> .....	I-6
	Hernando County Comprehensive Plan.....	I-6
	Hernando/Citrus MPO Transit Development Plan .....	I-6
	CTD Five and Twenty-Year Plans.....	I-8
	Hernando/Citrus MPO Long Range Transportation Plan.....	I-8
	Hernando/Citrus MPO Transportation Improvement Program .....	I-8
	Strategic Regional Policy Plan.....	I-8
	<b>COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION</b> .....	I-9
	<b>TDLCB MEMBERSHIP ROSTER</b> .....	I-10
<b>II.</b>	<b>SERVICE AREA PROFILE AND DEMOGRAPHICS</b> .....	II-1
	<b>SERVICE AREA DESCRIPTION</b> .....	II-1
	<b>DEMOGRAPHICS</b> .....	II-1
	Land Use .....	II-1
	Population/Composition .....	II-4
	Income.....	II-14
	Housing.....	II-18
	Employment.....	II-21
	Major Trip Generators/Attractors .....	II-22
<b>III.</b>	<b>SERVICE ANALYSIS</b> .....	III-1
	<b>FORECASTS OF TD POPULATION</b> .....	III-1
	Demand for Program Trips .....	III-2
	Demand for General Trips .....	III-2
<b>IV.</b>	<b>GOALS AND OBJECTIVES</b> .....	IV-1
	<b>2018/19 COORDINATED TRANSPORTATION GOALS AND OBJECTIVES</b> .....	IV-1
	<b>IMPLEMENTATION PLAN</b> .....	IV-7
	Capital Improvement Program.....	IV-8

## SERVICE PLAN

<b>V.</b>	<b>SERVICE PLAN</b> .....	V-1
	OPERATIONS ELEMENT .....	V-1
	Types, Hours and Days of Service.....	V-1
	Accessing Services.....	V-1
	REGULATORY REQUIREMENTS.....	V-2
	Reporting Requirements .....	V-4
	Contractual Arrangements .....	V-4
	LOCAL OPERATIONAL POLICIES AND PROCEDURES .....	V-4
	No-Show Policy .....	V-4
	Vehicle Breakdowns .....	V-4
	Subscription Trips.....	V-5
	Coordination Contracts .....	V-5
	Public Transit Utilization.....	V-5
	ADA Paratransit Service.....	V-5
	School Bus Utilization .....	V-5
	Vehicle Inventory.....	V-6
	Intercounty Services.....	V-6
	Natural Disaster/Emergency Procedures .....	V-6
	Marketing and Public Awareness .....	V-6
	System Safety Program Plan.....	V-6
	Transportation Alternatives .....	V-6
	PERFORMANCE EVALUATION STRATEGIES .....	V-8
	2017/18 OPERATIONAL GOALS AND OBJECTIVES.....	V-8
	TD PASSENGER VEHICLE INVENTORY.....	

## QUALITY ASSURANCE

<b>VI.</b>	<b>SERVICE STANDARDS</b> .....	VI-1
	SYSTEM SAFETY.....	VI-1
	RIDER RESPONSIBILITIES .....	VI-2
	CTC SYSTEM STANDARDS .....	VI-3
	ACCESSIBILITY .....	VI-5
	EVALUATION PROCESS .....	VI-6
	SYSTEM SAFETY PROGRAM PLAN CERTIFICATION .....	VI-6
<b>VII.</b>	<b>GRIEVANCE PROCEDURES</b> .....	VII-1
	DEFINITIONS.....	VII-1
	GRIEVANCE COMMITTEE.....	VII-2
	PROCEDURES.....	VII-2
	Filing a Grievance with the Grievance Committee.....	VII-2



CONSIDERATION OF A GRIEVANCE BY THE GRIEVANCE COMMITTEE....	VII-3
Processing and Investigation.....	VII-3
Notice of Meeting.....	VII-3
Meeting Procedures .....	VII-3
Written Report to Coordinating Board .....	VII-3
Coordinating Board Review, Use and Dissemination of Grievance Committee Reports.....	VII-4
OTHER GRIEVANCE PROCESSES AND FORUMS.....	VII-4
Grievance Procedure Form .....	VII-5
<b>VIII. ANNUAL EVALUATION OF THE CTC.....</b>	<b>VIII-1</b>
INTRODUCTION .....	VIII-1
SECTION A.....	VIII-2
EVALUATION PROCESS .....	VIII-3
CTC Evaluation Process .....	VIII-3
CTC Monitoring Procedures of Operators and Coordination Contractors .....	VIII-4
Planning Agency Evaluation Process .....	VIII-4
Coordination Contract Evaluation Criteria .....	VIII-4
SECTION B.....	VIII-5
SURVEY RESULTS .....	VIII-6
SECTION C.....	VIII-7
OVERVIEW .....	VIII-8
CURRENT OPERATING STATISTICS.....	VIII-8
System Miles/Trips .....	VIII- 9
Trip Priorities .....	VIII-10
CONCLUSION.....	VIII-11
<b>IX. COST/REVENUE ALLOCATION AND FARE STRUCTURE ELEMENT .....</b>	<b>IX-1</b>
COST/REVENUE ALLOCATION PLAN .....	IX-1
FARE STRUCTURE .....	IX-1
Hernando County Senior Services - Title III .....	IX-1
CTD - Trip Related Grant/Non-Sponsored Trips, One-Way.....	IX-1
TD FUND UTILIZATION ELEMENT .....	IX-2
<b>X. GLOSSARY OF TERMS.....</b>	<b>X-1</b>
LIST OF ACRONYMS .....	X-11

## LIST OF FIGURES

### **I. INTRODUCTION TO THE SERVICE AREA**

Figure I-1	Hernando County TD Program Organizational Chart .....	I-6
------------	-------------------------------------------------------	-----

### **II. SERVICE AREA PROFILE AND DEMOGRAPHICS**

Figure II-1	Neighborhoods and Communities of Hernando County Map .....	II-2
Figure II-2	Existing Land Use Map .....	II-3
Figure II-3	Population per Square Mile Map .....	II-6

## LIST OF TABLES

### **II. SERVICE AREA PROFILE AND DEMOGRAPHICS**

Table II-1	Changes in Population, Households and Household Size .....	II-4
Table II-2	Population Distribution-Census Divisions/Cities .....	II-7
Table II-3	Population in Incorporated and Unincorporated Areas .....	II-8
Table II-4	Age and Gender Data for County .....	II-9
Table II-5	Age Projections Using Percentages .....	II-10
Table II-6	Selected Age Data for Census Divisions .....	II-11
Table II-7	Other Population Characteristics for County .....	II-12
Table II-8	Other Population Characteristics .....	II-13
Table II-9	Household Income .....	II-15
Table II-10	Poverty Status of Hernando County Population .....	II-16
Table II-11	Income and Poverty Status Data .....	II-17
Table II-12	2010 Household and Housing Characteristics .....	II-19
Table II-13	Distribution of Housing Units in 2010 .....	II-20
Table II-14	Employment Estimates and Projections.....	II-21
Table II-15	Hernando County Major Trip Generators.....	II-23

### **III. SERVICE ANALYSIS**

Table III-1	2011-2016 Forecasts of TD Populations in Hernando County.....	III-1
Table III-2	Hernando County Potential TD Population (Category I) .....	III-2
Table III-3	Hernando County TD Population (Category II) .....	III-2
Table III-4	2011-2016 Forecasts of Hernando County Program Trip Demand and Supply .....	III-3
Table III-5	2011-2016 Forecasts of Hernando County TD General Trip Demand and Supply .....	III-4

### **IV. GOALS AND OBJECTIVES**

Table IV-1	CTC Capital Improvements .....	IV-10
------------	--------------------------------	-------

# CHAPTER I

## INTRODUCTION TO THE SERVICE AREA

### BACKGROUND

#### Mission and People Served

The overall mission of Florida's transportation disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those:

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

Florida's transportation disadvantaged program is governed by Part I of Chapter 427, Florida Statutes (F.S.), and implementing rules in Rule Chapter 41-2, Florida Administrative Code (F.A.C.). Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and reenacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of Local Coordinating Boards (LCB) and Community Transportation Coordinators (CTC).

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

#### Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged is an independent agency that serves as the policy development and implementing agency for Florida's transportation disadvantaged program. Per Section 427.013, F.S. (Session Law 94-237), its purpose is to accomplish the coordination of transportation services provided to the transportation disadvantaged.

## **Official Planning Agency**

The purpose of the Official Planning Agency (OPA) is to perform long-range transportation disadvantaged planning and assist the CTD and the Local Coordinating Board in implementing the transportation disadvantaged program within a designated service area. Also, the OPA is responsible for preparing and submitting applications to the CTD for planning grants funded out of the Transportation Disadvantaged Trust Fund. In addition, it is required to certify on an annual basis, compliance with the intent of the CTD that the membership of the Local Coordinating Board represent, to the maximum degree possible, a cross section of the local community.<sup>1</sup>

The CTD selected the Hernando County MPO to serve as the Official Planning Agency for Hernando County's transportation disadvantaged program in August 1993. The MPO was established in September 1992 and became officially known as the Hernando County MPO in 1999 to recognize the expanded nature of the county and role of the MPO and is responsible for transportation planning for the entire county. It replaced the Hernando County Board of County Commissioners that previously had served as the OPA for the County.

Additionally, with the newly urbanized areas in both Hernando and Citrus counties, it became necessary to form a new MPO. As such, in June of 2014, the new Hernando/Citrus MPO was formed to oversee the transportation planning process for both Citrus and Hernando counties. The provision of TD services will still be conducted by the two separate CTCs, and to comply with Ch. 427 F.S., the planning efforts will also now be coordinated with the MPO.

## **Local Coordinating Board**

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

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

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;

<sup>1</sup>Florida Commission for the Transportation Disadvantaged, "Coordinating Board Operating Guidelines," (8/93), p. 5.

- (d) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (j) A local representative for children at risk;
- (k) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) An experienced representative of the local private for-profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (p) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services, etc.

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

The Local Coordinating Board is to meet at least quarterly and is required by the CTD to hold at

least one public hearing a year.<sup>2</sup> The purpose of the public hearing is to provide input to the Coordinating Board on unmet needs or any other areas relating to local transportation services.

The Hernando County Board of County Commissioners established the Hernando County Transportation Disadvantaged Local Coordinating Board in July 1990.

### **Community Transportation Coordinator**

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

In order to function as a CTC and qualify for Transportation Disadvantaged Trust Fund grants, a CTC must enter into a Memorandum of Agreement (MOA) each year with the CTD.<sup>3</sup> An MOA is defined in Rule 41-2.002(18), F.A.C., as the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. It recognizes the CTC as being responsible for the arrangement of the provision of transportation disadvantaged services for its designated service area. Also, it requires that the CTC perform a wide range of tasks and comply with specific provisions relating to insurance, safety, protection of civil rights and other matters.

Figure I-1 represents an organizational chart of the Hernando County Transportation Disadvantaged Program.

## **DESIGNATION DATE/HISTORY**

A bid process was used to select the CTC for Hernando County's transportation disadvantaged program. In September 1990, the County's Local Coordinating Board voted to recommend to the Metropolitan Planning Organization (MPO), acting as the County's Official Planning Agency (OPA), that Trans-Hernando, a division of Mid Florida Community Services, Inc., serve as the area's CTC. The MPO subsequently recommended Mid Florida to the CTD, which selected Mid Florida as the county's CTC. Subsequent Request for Proposals have been initiated since that time, in 2003, 2008 and most recently in 2013.

The current Memorandum of Agreement (MOA) with Mid Florida expires on June 30, 2018. In accordance with Ch. 427, F.S. and Rule 41-2, F.A.C. a Request for Proposals (RFP) was initiated

<sup>2</sup>Rule 41-2.012(5), F.A.C., Florida Commission for the Transportation Disadvantaged, November Information/Action Memo, (December 14, 1992).

<sup>3</sup>Section 427.0155(6), F.S. (Session Law 94-237), and Rules 41-2.008(1), 41-2.011(9) and 41-2.014(1) (a), F.A.C.

in December of 2017. Mid Florida was the only response received by the due date for proposals. Permission was given to negotiate with Mid Florida as a sole source and the TDLCB made its recommendation on February 28, 2018 to continue with Mid Florida as the CTC for Hernando County. This recommendation was also made by the MPO on March 20, 2018 and the Planning Agency made its formal recommendation at the CTD Business Meeting on April 11, 2018.

Upon selection of a new CTC, and as required under Chapter 427 F.S. and Rule 41-2, a new TDSP update is required within 120 days of the CTC designation by the CTD.

## **CONSISTENCY REVIEW OF OTHER PLANS**

### **Hernando County Comprehensive Plan**

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando County Comprehensive Plan as stated in *Goal 2.06a*, Chapter 4; Hernando County shall “*maintain support for the provision of transportation services to the transportation disadvantaged.*”

### **Hernando County Transit Development Plan**

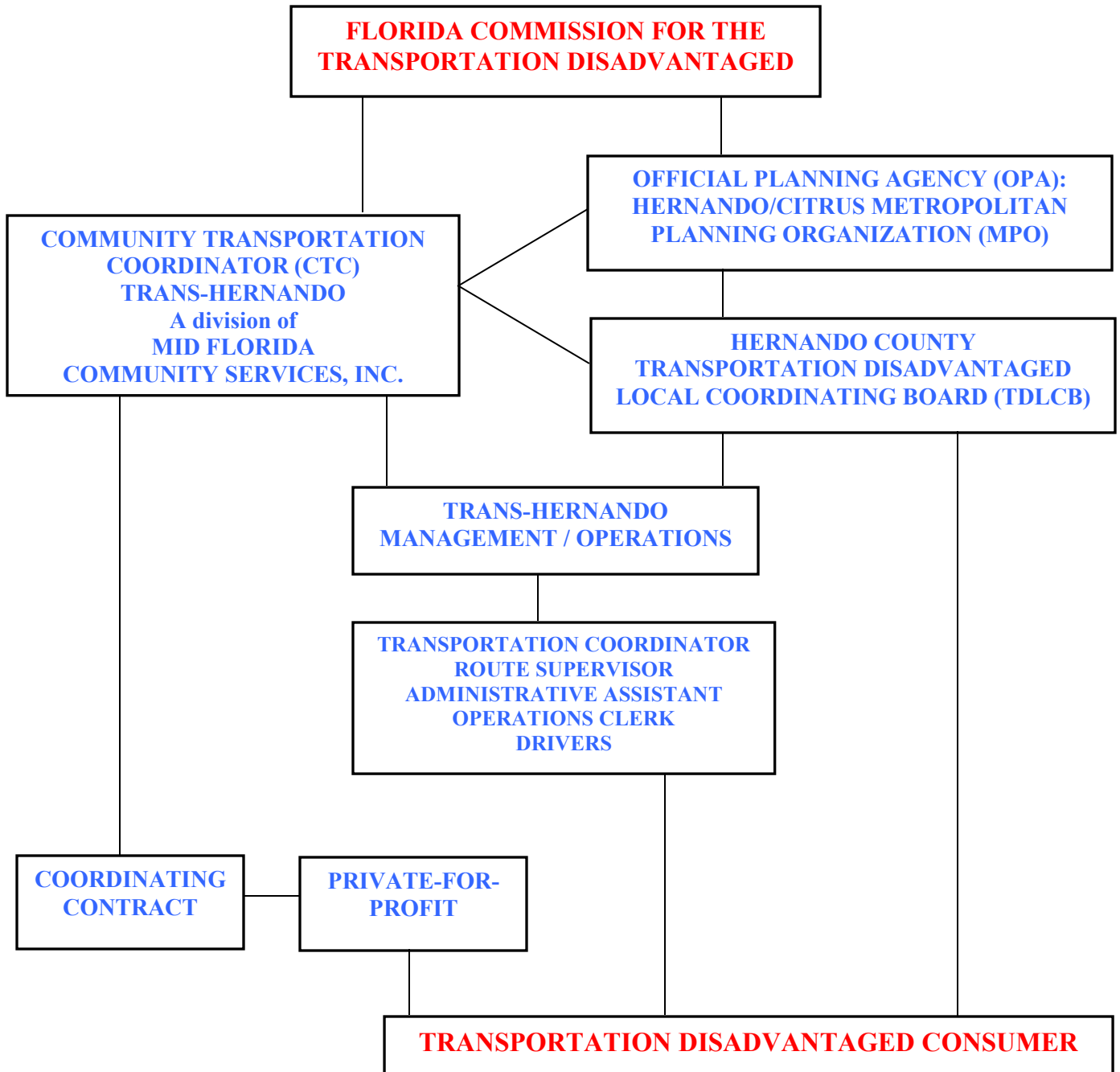
The Transportation Disadvantaged Service Plan maintains consistency with the Hernando County Transit Development Plan (TDP) as outlined in *Table V-1*, Chapter 5, *Goals and Objectives*. This states that, “*any transit operating system selected (by the County) should be closely coordinated with the County’s Transportation Disadvantaged Program.*” The Hernando County MPO adopted the TDP in early 1997. The Board of County Commissioners approved implementation of the plan in 1999 and began operation of a fixed-route system in October of 2002. Annual updates, as well as Major Updates every five years have been made since then, with the next Major Update occurring in 2019 for Hernando County and 2020 for Citrus County.



Figure I-1

**HERNANDO COUNTY TRANSPORTATION DISADVANTAGED PROGRAM**

**ORGANIZATIONAL CHART**



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

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

### **Hernando/Citrus MPO Long Range Transportation Plan**

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando/Citrus MPO Long Range Transportation Plan (LRTP) as stated in *Objective 1.2.7* in the *Goals and Objectives* section of the LRTP; “*The plan (LRTP) will provide for the needs of the transportation disadvantaged population and improve the condition of transportation disadvantaged services with other forms of transportation.*”

### **Hernando/Citrus MPO Transportation Improvement Program**

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando/Citrus MPO Transportation Improvement Program (TIP) as outlined in the TD Five Year Work Program in the *Transportation Disadvantaged Section* of the TIP.

### **Strategic Regional Policy Plan**

The Transportation Disadvantaged Service Plan maintains consistency with the TBARTA Regional Master Plan adopted in August of 2015. As stated in the *Transportation Goal 5.33*, “*Improve mobility options for transportation disadvantaged citizens through coordinated transportation systems.*”

**COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION**

**Name (MPO/OPA):** Hernando/Citrus Metropolitan Planning Organization (MPO)

**Address:** 20 North Main Street, Room 262, Brooksville, Florida, 34601

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

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

SIGNATURE: \_\_\_\_\_  
Dennis L. Dix, MPO Executive Director

DATE: May 25, 2018

**TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD (TDLCB)**

CATEGORY	VOTING MEMBER		ALTERNATE	APT. DATE / TERM EXP.
Chairman	NICHOLAS NICHOLSON, Commissioner	352-754-4002	Kathleen Winters Vice- Chair	AD: 02/22/17 TE: N/A
Hernando County Veteran Services	TONY GRAHAM	352-754-4033		AD: 02/22/17 TE: N/A
Private for Profit Transportation	BENITA DIXON	352-771-6917		AD: 02/22/17 TE: N/A
Florida Department of Transportation, District 7	DAVE NEWELL	813-975-6195	Katina Kavouklis	AD: 02/22/17 TE: N/A
Department of Children & Families	ROBERT BRADURN	352-279-1962		AD: 02/22/17 TE: N/A
Florida Department of Vocational Rehabilitation	KEVIN BARGERSTOCK	352-200-3037	Karla Lagos	AD: 06/01/93 TE: N/A
Public Education Community	DENISE CLARK	352-797-7003	Kerri Hartley	AD: 01/01/07 TE: N/A
Agency for Health Care Administration (Medicaid)	PENELOPE BARNARD	727-552-1921	Aaron Lounsberry	AD: 02/22/17 TE: N/A
Local Representative Medical Community	KATHLEEN WINTERS	727-848-8888		AD: 11/13/15 TE: N/A
Pasco Hernando Workforce Board	JOHN EBERLE	352-200-3060		AD: 02/28/18 TE: N/A
Hernando County Transit	JOE DEGEORGE	352-754-4444		AD:02/22/18 TE: N/A
Hernando County Resident, Disabled	VERENE KURTZ	352-799-8980		AD: 02/28/18 TE: 12/31/20
Florida Association for Community Action	VACANT			AD: TE:
Hernando County, Public Transit User	VACANT			AD: TE:
Local Representative Children at Risk	VACANT			AD: TE:
Florida Department of Elderly Affairs	VACANT			AD: TE
Citizen Advocate, Hernando County	VACANT			AD: TE:
Hernando County Resident, 60+ Years	VACANT			AD: TE:

*Current as of February 28, 2018*

## CHAPTER II

# SERVICE AREA PROFILE AND DEMOGRAPHICS

### SERVICE AREA DESCRIPTION

Hernando County lies on the Gulf Coast of west central Florida and contains 472.5 square miles (302,400 acres) of land area within its borders. The County's western boundary is its coastline along the Gulf of Mexico; the eastern boundary is Sumter County; the northern boundary is Citrus County; and the southern boundary is Pasco County. The distances between its borders are roughly 37 miles from east to west, and 18 miles from north to south.

There are only two incorporated areas within the County; the City of Brooksville, which is centrally located, and the City of Weeki Wachee, located on the west side. Brooksville is the center for the Hernando County Government, with over 250 persons employed at the Government Center in the city. Brooksville serves as a major commercial and employment center. However, most of the population (95.6%) resides in the unincorporated areas of the County, with the largest share being in Spring Hill. A detailed map of Hernando County, including unincorporated areas can be found in Figure II-1.

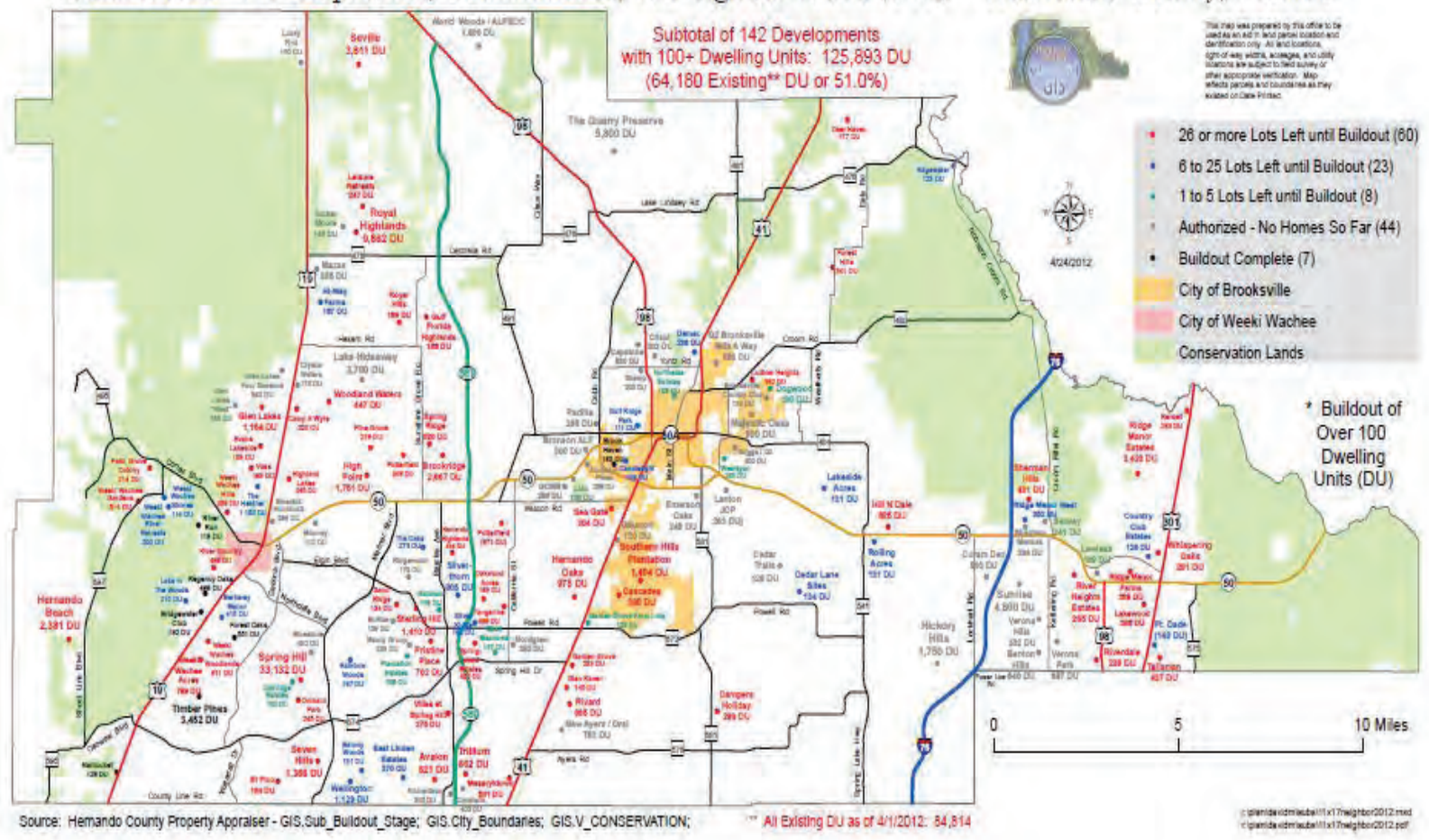
### DEMOGRAPHICS

#### Land Use

The overall existing-land-use pattern in Hernando County is described in the County's comprehensive plan as consisting of agriculture in the east, residential development in the southwest and significant public lands in both the eastern and western ends of the County. As noted in the *Hernando County Comprehensive Plan*, "recent rapid residential growth has placed stress on a County still visualizing itself as somewhat rural in nature." Indeed, outside of the Spring Hill Urbanized Area, (2010 Census population excluding Pasco County portion: 136,347) rural land (including the Withlacoochee State Forest) is by far the dominant land use type.

Figure II-2 illustrates existing land use within Hernando County. The future land use element of the *Hernando County Comprehensive Plan* indicates that the overall development pattern for Spring Hill will not change significantly over time. For the most part, residential infill will continue to dominate future dwelling unit growth, while commercial development will continue to proliferate in the form of additional strip-commercial along designated commercial corridors and as intensification of commercial nodes/activity centers.

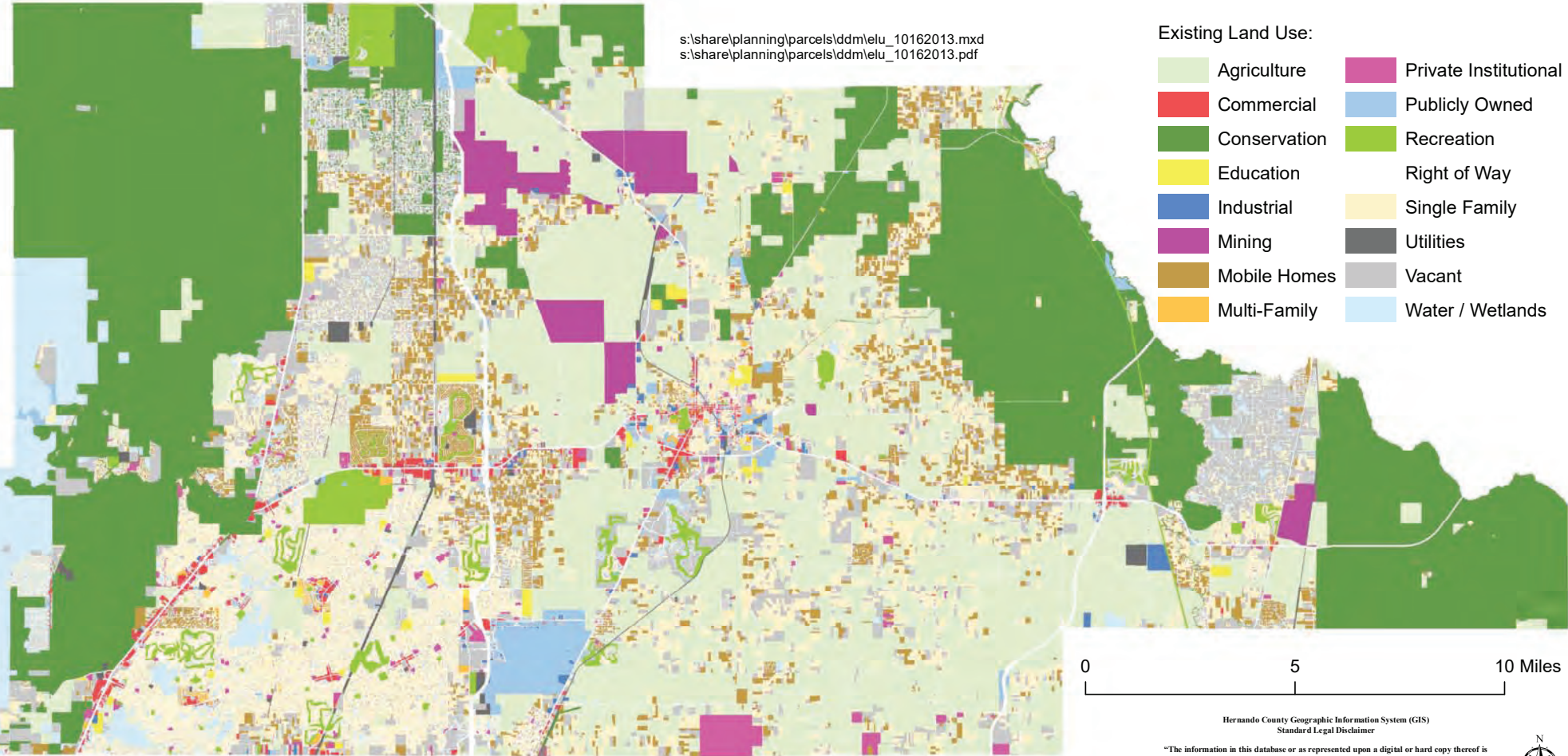
### Authorized\* Developments, Communities, & Neighborhoods (142) - Hernando County, Florida



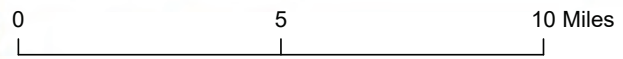


## Existing Land Use (ELU) - Hernando County, Florida

s:\share\planning\parcels\ddm\elu\_10162013.mxd  
 s:\share\planning\parcels\ddm\elu\_10162013.pdf



- Existing Land Use:
- Agriculture
  - Commercial
  - Conservation
  - Education
  - Industrial
  - Mining
  - Mobile Homes
  - Multi-Family
  - Private Institutional
  - Publicly Owned
  - Recreation
  - Right of Way
  - Single Family
  - Utilities
  - Vacant
  - Water / Wetlands



Hernando County Geographic Information System (GIS)  
 Standard Legal Disclaimer

10/21/2013  
 1:150,000

"The information in this database or as represented upon a digital or hard copy thereof is compiled and/or generated for internal County purposes, is not necessarily official, and may or may not reflect the most recent changes. Accordingly, use of this information is at the user's own risk, and Hernando County hereby disclaims any liability for claims, damages, injury, or loss of any kind based upon use of, or reliance upon, the information herein for any purpose whatsoever."



Source: Hernando County Property Appraiser - GIS.V\_PARCELS

**Population/Composition**

Hernando County has experienced dramatic human population growth in recent decades. According to the Florida Bureau of Economic & Business Research (BEBR) the population grew by 161.5% from 1970 to 1980, and then another 127.4% from 1980 to 1990. As indicated in Table II-1, the population growth then slowed to 29.4% and 32.1% in the last two decades, respectively. It is noteworthy that the average-persons-per-household in 1970 was 2.77, decreased to 2.32 in 2000, and rebounded to 2.38 in 2010, a 2.6% increase.

During the Great Recession of 2008-2012, growth had slowed to a near standstill. In December 2016, single-family building permits were back up to 58 from a low of 9 in December 2010. This compares to the peak of 495 in December 2005.

Migration, not births, has been the driving force behind Hernando County's growth over the decades. Deaths have exceeded births every year from 1980 to 2016. Since 2000, for example, deaths exceeded births by 14,365, while the net in-migration totaled 63,066.

**TABLE II-1  
CHANGES IN POPULATION, HOUSEHOLDS (HH) AND HOUSEHOLD SIZE**

	1970	1980	%	1990	%	2000	%	2010	%
Pop	17,004	44,469	161.5	101,115	127.4	130,802	29.4	172,778	32.1
# of HH	6,084	17,735	191.5	42,300	138.5	55,425	31.0	71,745	29.4
HH Size	2.77	2.48	(10.5)	2.37	(4.4)	2.32	(2.1)	2.38	2.6

Source: US Census Bureau

As of April 1, 2010 the US Census Bureau counted the population of Hernando County at 172,778. By contrast, the BEBR population estimate for April 1, 2010 was just 165,572. Over the years, the U.S. Census Bureau has tracked migration patterns via address changes in Medicare enrollment and IRS tax returns. By contrast, the BEBR has relied on the number of active electrical connections to count population and households. Both agencies rely on the number of new-home building permits for population estimates.

Each year in the spring, the BEBR produces a set of population projections in 5-year increments for up to 25 years into the future. The projection calculations are technical in nature usually involving the average of up to 9 separate figures for each horizon year. These figures are broken out further into ranges of probability yielding a low, medium, and high projection for each horizon year. For example, the BEBR medium projection for Hernando County in the year 2020 is 193,600 and 260,800 for the year 2045. These projections do not include visitors or the influx of seasonal residents the County receives during the winter months.

Predictably, the population density of Hernando County has also increased over the decades. Dividing the population by 472.5 square miles yielded just 36 persons per square mile in 1970. By 2016 this figure had jumped to 380 per square mile.

As indicated in Tables II-2 and II-3, the population is not evenly distributed or located



primarily within incorporated areas. Before 1970, it was concentrated in the central Brooksville area. In recent decades, it has been concentrated primarily in the County's southwest quadrant. Based on the residential location addresses from the Hernando County Property Appraiser, Figure II-3 illustrates the modern day population distribution.

**TABLE II-2  
POPULATION DISTRIBUTION - CENSUS COUNTY DIVISIONS (CCD), INCORPORATED CITIES,  
AND CENSUS DESIGNATED (UNINCORPORATED) PLACES (CDP)**

<b>LOCATION</b>	<b>2010 POPULATION</b>	<b>PERCENT OF COUNTY POPULATION</b>	<b>SQUARE MILES</b>	<b>2010 PERSONS / SQUARE MILE</b>
<b>Brooksville CCD</b>	<b>32,838</b>	<b>19.01%</b>	<b>221.31</b>	<b>148.4</b>
Brooksville City	7,719	4.47%	10.93	706.2
Garden Grove CDP	674	0.39%	0.99	680.8
Hill 'n Dale	1,934	1.12%	2.20	879.1
Istachatta CDP	116	0.07%	0.35	331.4
Lake Lindsey CDP	71	0.04%	0.09	788.9
Nobleton CDP	282	0.16%	0.20	1,410.0
North Brooksville CDP	3,544	2.05%	6.59	537.8
South Brooksville CDP	4,007	2.32%	18.48	216.8
Spring Lake CDP	458	0.27%	3.45	132.8
Wiscon CDP	706	0.41%	0.84	840.5
<b>Hernando Beach CCD</b>	<b>12,229</b>	<b>7.08%</b>	<b>106.10</b>	<b>115.3</b>
Aripeka CDP	72	0.04%	0.88	81.8
Bayport CDP	43	0.02%	0.64	67.2
Hernando Beach CDP	2,299	1.33%	4.06	566.3
Pine Island CDP	64	0.04%	0.08	800.0
Weeki Wachee Gardens CDP	1,146	0.66%	1.39	824.5
<b>Ridge Manor CCD</b>	<b>6,882</b>	<b>3.98%</b>	<b>60.88</b>	<b>113.0</b>
Ridge Manor CDP	4,513	2.61%	9.04	499.2
<b>Spring Hill CCD</b>	<b>120,829</b>	<b>69.93</b>	<b>116.12</b>	<b>1,040.6</b>
Brookridge CDP	4,420	2.56%	2.50	1,768.0
High Point CDP	3,686	2.13%	4.98	740.2
Masaryktown CDP	1,040	0.60%	1.05	990.5
North Weeki Wachee CDP	8,524	4.93%	15.37	554.6
Spring Hill CDP	98,621	57.08%	62.25	1,584.3
Timber Pines CDP	5,386	3.12%	2.30	2,341.7
Weeki Wachee City	12	0.01%	1.06	11.3
<b>Hernando County</b>	<b>172,778</b>	<b>100.00%</b>	<b>504.41</b>	<b>342.5</b>

Source: US Census Bureau

**TABLE II-3  
POPULATION IN INCORPORATED AND UNINCORPORATED AREAS**

<b>LOCATION</b>	<b>2000 POPULATION</b>	<b>2010 POPULATION</b>	<b>2016 POPULATION</b>	<b>PERCENT CHANGE 2000 TO 2016</b>
<b>INCORPORATED AREAS</b>	<b>7,276</b>	<b>7,731</b>	<b>8,011</b>	<b>10.1%</b>
Brooksville	7,264	7,719	8,006	10.2%
Weeki Wachee	12	12	5	-58.3%
<b>UNINCORPORATED AREA</b>	<b>123,526</b>	<b>165,047</b>	<b>171,492</b>	<b>38.8%</b>
<b>TOTAL POPULATION</b>	<b>130,802</b>	<b>172,778</b>	<b>179,503</b>	<b>37.2</b>

Source: US Census Bureau

Table II-4 presents age/gender data for Hernando County. Table II-5 presents age data in equal 5-year groups. The percentages for the 45-49, 50-54, 55-59, 60-64, and 65-69 age groups are the highest relative to other age groups. About 40% of the County population is age 55 and over. Also, the higher proportion of females to males may be due in part to the high elderly-female population.

Table II-6 provides 2010 data on median age, persons under age 18 and persons age 65-and-over for specific areas in the County. It shows the Hill 'n Dale CDP had the largest percent of persons under age 18 (30.7%) and the Timber Pines CDP had the lowest percent of persons under age 18. (1.2%) The Brookridge CDP and Timber Pines CDP had the highest percentages of those age 65+ at 52.4% and 85.8% respectively. The Timber Pines CDP also had the lowest proportion of males per 100 females at 80.0 while the Lake Lindsey CDP had the highest proportion at 102.9 males per 100 females.

Table II-7 shows other population characteristics of Hernando County residents. It is noteworthy that at the 2010 Census, 80.6% of the county population is defined to be urban, while only 19.4% live in a rural setting. This has implications for designating the Urban Service Area, that is, what parts of the county expect city-type services, and what parts do not. Table II-7 also reveals how mobile some of the residents are: 14.2% lived in a different home from one year earlier.

Table II-7 and II-8 also give data about disability characteristics. The Census Bureau website explains that the questions on disability asked if the individual had a physical, mental, or emotional condition lasting 6 months or more that made it difficult to perform certain activities. The six activity categories were: (a) hearing difficulty; (b) vision difficulty; (c) cognitive difficulty; (learning, remembering, or concentrating) (d) self-care difficulty; (dressing, bathing, or getting around inside the home) (e) independent living difficulty; (going outside the home alone to shop or visit a doctor's office) or (f) ambulatory difficulty; (serious difficulty walking or climbing stairs).

For the general population, 33,341 or 19.3% had some kind of a disability. The comparable US figure is 12.4%. For Hernando County, the data shows that 6.1% of the young people under age 18 have some kind of disability. The figure rises to 15.5% for the group age 16 to 64. And finally, 36.3% of those age 65 and over had at least one disability.

Hernando County's veteran population from 2011 to 2015 was 20,267. The 2010 Census figure included 11,025 veterans under age 65 and 12,787 veterans age 65 and over. By period of military service, 4,286 served in WWII, 4,239 served in the Korean War, 7,525 in the Vietnam era, and 3,572 since 1990 including the Persian Gulf Wars. Many veterans served multiple tours of duty including various combinations of those wars as well as those who served the nation during the periods between the wars. Table II-8 also shows the distribution of veterans among the Census County Divisions, cities and CDP's.

**TABLE II-4  
AGE AND GENDER DATA FOR HERNANDO COUNTY**

CHARACTERISTICS	1990 CENSUS	% OF POP	2000 CENSUS	% OF POP	2010 CENSUS	% OF POP
<b>TOTAL POPULATION</b>	101,115	100.00%	130,802	100.00%	172,778	100.00%
<b>AGE</b>						
Under 15 years	15,541	15.37%	20,369	15.57%	27,839	16.11%
15 to 24 years	9,211	9.11%	11,687	8.94%	17,780	10.29%
25 to 44 years	21,548	21.31%	26,636	20.36%	34,452	19.94%
45 to 64 years	23,865	23.60%	31,915	24.40%	48,184	27.89%
65 years and over	30,950	30.61%	40,195	30.73%	44,523	25.77%
<b>Total</b>	<b>101,115</b>	<b>100.00%</b>	<b>130,802</b>	<b>100.00%</b>	<b>172,778</b>	<b>100.00%</b>
Age 18 and over	82,409	81.50%	105,922	80.98%	138,620	80.23%
Age 55 and over	45,623	45.12%	56,833	43.45%	68,994	39.93%
Median Age	49.4	----	49.5	-----	47.7	-----
<b>GENDER</b>						
Male	48,481	47.95%	62,146	47.51%	82,534	47.77%
Female	52,634	52.05%	68,656	52.49%	90,244	52.23%

Source: US Census Bureau

**TABLE II - 5  
AGE COUNTS  
AND PERCENTAGES**

<b>AGE</b>	<b>4/1/90</b>	<b>%</b>	<b>4/1/2010</b>	<b>%</b>	<b>%</b>
0 TO 4	5,037	4.98%	<b>8,504</b>	4.92%	
5 TO 9	5,266	5.21%	<b>9,240</b>	5.35%	
10 TO 14	5,149	5.09%	<b>10,095</b>	5.84%	<b>16.11%</b>
15 TO 19	5,139	5.08%	<b>9,957</b>	5.76%	
20 TO 24	4,064	4.02%	<b>7,823</b>	4.53%	<b>10.29%</b>
25 TO 29	5,016	4.96%	<b>7,581</b>	4.39%	
30 TO 34	5,582	5.52%	<b>7,778</b>	4.50%	
35 TO 39	5,497	5.44%	<b>8,914</b>	5.16%	
40 TO 44	5,470	5.41%	<b>10,179</b>	5.89%	<b>19.94%</b>
45 TO 49	4,831	4.78%	<b>11,772</b>	6.81%	
50 TO 54	4,344	4.30%	<b>11,941</b>	6.91%	
55 TO 59	5,678	5.62%	<b>11,520</b>	6.67%	
60 TO 64	8,994	8.89%	<b>12,951</b>	7.50%	<b>27.89%</b>
65 TO 69	11,987	11.85%	<b>12,680</b>	7.34%	
70 TO 74	9,325	9.22%	<b>10,553</b>	6.11%	
75 TO 79	5,659	5.60%	<b>8,836</b>	5.11%	
80 TO 84	2,534	2.51%	<b>6,944</b>	4.02%	
85 & Over	1,543	1.53%	<b>5,510</b>	3.19%	<b>25.77%</b>
<b>TOTAL</b>	<b>101,115</b>	100.00%	<b>172,778</b>	100.00%	<b>100.00%</b>

Source: US Census Bureau;

**TABLE II-6  
SELECTED AGE/GENDER DATA FOR  
CENSUS DIVISIONS, CITIES AND CENSUS DESIGNATED PLACES (CDP)**

<b>LOCATION</b>	<b>2010 POP</b>	<b>MEDIAN AGE</b>	<b>MALES PER 100 FEMALES</b>	<b>% UNDER AGE 18</b>	<b>% OVER AGE 65</b>
<b>Brooksville CCD</b>	<b>32,838</b>			<b>20.6%</b>	
Brooksville City	7,719	47.8	81.2	20.3%	27.3%
Garden Grove CDP	674	53.2	99.4	17.4%	30.0%
Hill 'n Dale	1,934	34.2	93.0	30.7%	11.0%
Istachatta CDP	116	50.0	93.3	20.7%	20.7%
Lake Lindsey CDP	71	40.8	102.9	21.1%	18.3%
Nobleton CDP	282	45.9	88.0	20.9%	18.1%
North Brooksville CDP	3,544	45.0	91.1	21.0%	19.1%
South Brooksville CDP	4,007	51.9	94.1	16.5%	29.9%
Spring Lake CDP	458	49.5	97.4	18.1%	20.1%
Wiscon CDP	706	47.0	94.0	21.1%	23.1%
<b>Hernando Beach CCD</b>	<b>12,229</b>			<b>13.5%</b>	
Aripeka CDP	308	45.7	93.7	16.6%	17.9%
Bayport CDP	43	50.5	87.0	16.3%	18.6%
Hernando Beach CDP	2,299	54.5	98.5	13.2%	28.0%
Pine Island CDP	64	61.3	100.0	7.8%	39.1%
Weeki Wachee Gardens CDP	1,146	56.5	100.0	10.3%	32.1%
<b>Ridge Manor CCD</b>	<b>6,882</b>			<b>20.2%</b>	
Ridge Manor CDP	4,513	47.0	98.0	19.4%	21.4%
<b>Spring Hill CCD</b>	<b>120,829</b>			<b>20.2%</b>	
Brookridge CDP	4,420	66.3	80.6	10.0%	52.4%
High Point CDP	3,686	63.5	87.5	10.1%	46.7%
Masaryktown CDP	1,040	43.2	97.0	20.5%	16.3%
North Weeki Wachee CDP	8,524	54.8	96.7	15.7%	32.5%
Spring Hill CDP	98,621	44.3	90.4	21.6%	22.2%
Timber Pines CDP	5,386	75.7	80.0	1.2%	85.8%
Weeki Wachee City	12	56.0	140.0	0.0%	33.3%
<b>Hernando County</b>	<b>172,778</b>	<b>47.7</b>	<b>91.5</b>	<b>19.8%</b>	<b>25.8%</b>

Source: 2010 Census

**TABLE II-7  
OTHER POPULATION CHARACTERISTICS FOR COUNTY**

<b>CHARACTERISTICS</b>	<b>ACS 2011 to 2015*</b>	<b>PERCENT</b>
<b>TOTAL POPULATION IN HOUSEHOLDS</b>	172,744	100.0%
<b>URBAN AND RURAL RESIDENCE</b>		
Urban population – 2010 Census	139,302	80.6% of total population*
Rural population – 2010 Census	33,476	19.4% of total population*
<b>RESIDENCE 1 YEAR AGO</b>		
Lived in same house	148,815	85.9% of persons
Lived in different house in U.S. or abroad	23,930	13.8% of persons
<b>SCHOOL ENROLLMENT</b>		
Persons 3 years and over enrolled in school	35,791	20.5% of total population*
Preschool	1,999	5.6% of school enrollment
Kindergarten	1,856	5.2% of school enrollment
Grades 1 to 8	15,489	43.3% of school enrollment
Grades 9 to 12	7,849	21.9% of school enrollment
College / Graduate School	8,598	24.0% of school enrollment
<b>EDUCATIONAL ATTAINMENT</b>		
High school graduate or higher	112,772	87.1% of persons 25 +
Associate degree	13,641	10.5% of persons 25 +
Bachelor's degree or higher	20,259	15.6% of persons 25 +
<b>DISABILITIES*</b>		
Population with a disability	33,341	19.3% of persons
Population under age 18 with a disability	2,017	6.1% of persons under 18
Population age 18 to 64 with a disability	14,403	15.5% of persons 16 to 64
Population age 65+ with a disability	16,921	36.3% of persons 65+
** Physical, mental, self-care, sensory, homebound, or employment disabilities		
<b>VETERANS</b>		
Civilian veterans 18 years and over	20,267	14.3% of population 18 +

\* Source: US Census Bureau – 2011 to 2015 American Community Survey (ACS), Tables DP02 to DP05

**TABLE II-8  
OTHER POPULATION CHARACTERISTICS FOR CENSUS DIVISIONS, CITIES  
AND CENSUS DESIGNATED PLACES**

<b>LOCATION</b>	<b>PERSONS AGE 18 TO 64</b>	<b>PERSONS AGE 18 TO 64 WITH DISABILITY</b>	<b>PERSONS AGE 65 AND OVER</b>	<b>PERSONS AGE 65 AND OVER: WITH DISABILITY</b>	<b>NUMBER OF CIVILIAN VETERANS AGE 18 AND OVER</b>
<b>Brooksville CCD</b>	<b>18,946</b>	<b>2,613</b>	<b>7,127</b>	<b>2,508</b>	<b>3,941</b>
Brooksville City	4,045	558	2,109	742	779
Garden Grove CDP	355	49	202	71	165
Hill 'n Dale CDP	1,129	156	212	75	133
Istachatta CDP	68	9	24	8	37
Lake Lindsey CDP	43	6	13	5	0
Nobleton CDP	172	24	51	18	0
North Brooksville CDP	2,122	293	676	238	557
South Brooksville CDP	2,147	296	1,197	421	382
Spring Lake CDP	283	39	92	32	67
Wiscon CDP	394	54	163	57	112
<b>Hernando Beach CCD</b>	<b>6,182</b>	<b>852</b>	<b>4,401</b>	<b>1,549</b>	<b>2,020</b>
Aripeka CDP	202	28	55	19	0
Bayport CDP	28	4	8	3	13
Hernando Beach CDP	1,353	186	643	226	302
Pine Island CDP	34	5	25	9	16
Weeki Wachee Gardens	660	91	368	130	156
<b>Ridge Manor CCD</b>	<b>4,157</b>	<b>573</b>	<b>1,334</b>	<b>470</b>	<b>998</b>
Ridge Manor CDP	2,671	368	967	341	592
<b>Spring Hill CCD</b>	<b>64,812</b>	<b>8,938</b>	<b>31,661</b>	<b>11,143</b>	<b>16,853</b>
Brookridge CDP	1,665	230	2,315	815	1,326
High Point CDP	1,590	219	1,722	606	928
Masaryktown CDP	658	91	169	59	118
North Weeki Wachee	4,411	608	2,771	975	1,329
Spring Hill CDP	52,355	7,111	21,762	8,263	12,312
Timber Pines CDP	699	96	4,623	1,627	1,526
Weeki Wachee City	8	0	4	0	0
<b>Hernando County</b>	<b>94,097</b>	<b>12,976</b>	<b>44,523</b>	<b>15,670</b>	<b>23,812</b>

Source: US Census Bureau, 2010 Census



## Income

Tables II-9, II-10 and II-11 provide ACS data on the incomes and poverty status of Hernando County's population. Income levels for the County continue to lag behind income levels for Florida and the United States as a whole. More specifically, from 2011 to 2015, per capita income was \$26,829 for the state compared to \$21,586 for the County. (24.3% higher) Also, for that period, per capita income was \$28,930 for the United States. (34.0% higher)

From 2011 to 2015 median household income was \$47,507 for the state compared to \$40,945 for the County. (16.0% higher) At the national level, median household income was \$53,889 or 31.6% higher. Two possible explanations provided for these differences are the large retirement population in the County and the lack of a significant job base in the higher-paying manufacturing and professional sectors. The 2015 Florida Price Level Index indicates that the costs of hiring equally qualified personnel across school districts, for example, are 3.65 percent lower on average in Hernando County.

<https://www.floridapolytechnic.org/wp-content/uploads/2015fpli.pdf>

Table II-9 shows the income categories for households in Hernando County. Data from the Census Bureau's 2011-2015 American Community Survey also shows 36,597 households or 51.9% received social security income. 21,720 households or 30.8% received retirement income. The percentage of households receiving cash public assistance income was 2.2%.

Table II-10 indicates 15.9% of the persons in the County had incomes below the poverty level from 2011 to 2015. It also shows that 4.7 percent of related children under age 18 and 4.8% of unrelated persons were in poverty. 12.9% of persons living below the poverty level were age 65 and over. In addition, the table indicates 12.0 percent of all families in the County had incomes below the poverty level from 2011 to 2015. By comparison, 12.0% of all families in Florida had incomes below the poverty level from 2011 to 2015. The figure for all persons in Florida below the poverty level was 16.5%.

Table II-11 indicates there were significant variations in income levels and poverty among the County's cities and CDP's from 2011 to 2015. For example, The City of Brooksville had a per capita income of \$17,365 and a household income of \$30,392. This compares to the Hernando Beach CDP with a per capita income of \$27,959 and a household income of \$47,857. Hardest hit is the Hill 'n Dale CDP with 82.4% of young people under age 18 living in poverty. 63.8% of the Hill 'n Dale residents live below the poverty line.

**TABLE II-9  
HOUSEHOLD INCOME 2011 to 2015**

INCOME	Hernando County		State of Florida	
	2011 to 2015	2011 to 2015	2011 to 2015	2011 to 2015
Less than \$10,000	5,444	7.7%	566,780	7.8%
\$10,000 to \$14,999	4,282	6.1%	409,233	5.6%
\$15,000 to \$24,999	10,442	14.8%	885,891	12.1%
\$25,000 to \$34,999	9,758	13.9%	847,139	11.6%
\$35,000 to \$49,999	12,811	18.2%	1,093,259	15.0%
\$50,000 to \$74,999	13,773	19.5%	1,327,002	18.2%
\$75,000 to \$99,999	7,223	10.3%	806,959	11.1%
\$100,000 to \$149,999	4,674	6.6%	788,595	10.8%
\$150,000 to \$199,999	1,167	1.7%	278,520	3.8%
\$200,000 or more	878	1.2%	297,116	4.1%
<b>Households</b>	<b>70,452</b>	<b>100.0%</b>	<b>7,300,494</b>	<b>100.0%</b>

INCOME	City of Brooksville		Spring Hill CDP*	
	2011 to 2015	2011 to 2015	2011 to 2015	2011 to 2015
Less than \$10,000	390	12.7%	3,033	7.8%
\$10,000 to \$14,999	330	10.7%	2,305	5.9%
\$15,000 to \$24,999	487	15.8%	5,922	15.2%
\$25,000 to \$34,999	542	17.6%	5,165	13.2%
\$35,000 to \$49,999	581	18.9%	7,092	18.2%
\$50,000 to \$74,999	263	8.6%	7,942	20.3%
\$75,000 to \$99,999	236	7.7%	4,261	10.9%
\$100,000 to \$149,999	221	7.2%	2,276	5.8%
\$150,000 to \$199,999	8	0.3%	604	1.5%
\$200,000 or more	16	0.5%	438	1.1%
<b>Households</b>	<b>3,074</b>	<b>100.0%</b>	<b>39,038</b>	<b>100.0%</b>

Per Capita Income (per person)				
Hernando County – 2011 to 2015				\$21,586
Florida – 2011 to 2015				\$26,829
City of Brooksville – 2011 to 2015				\$17,365
Spring Hill CDP* - 2011 to 2015				\$20,530
United States - 2011 to 2015				\$28,930

Median Household Income				
Hernando County – 2011 to 2015				\$40,945
Florida – 2011 to 2015				\$47,507
City of Brooksville – 2011 to 2015				\$30,392
Spring Hill CDP* - 2011 to 2015				\$41,308
United States - 2011 to 2015				\$53,889

\*Census Designated "Unincorporated" Place

Source: 2011 to 2015 American Community Survey (ACS), Table DP03 - US Census Bureau

**TABLE II-10  
POVERTY STATUS OF HERNANDO COUNTY POPULATION**

CHARACTERISTICS	ACS* 2011 to 2015	PERCENT
<b>POVERTY STATUS IN 2011 to 2015 FOR INDIVIDUALS</b>		
Persons for whom poverty status was determined*	171,873	98.3% of total population
Persons below poverty level:	27,375	15.9% of 171,873 persons
Persons 18 to 64 below poverty level	15,559	9.1% of 171,873 persons 56.8% of 27,375 persons in poverty 16.7% of 93,206 persons 18 to 64
Persons 65 years and over below poverty level	3,536	2.1% of 171,873 persons 12.9% of 27,375 persons in poverty 7.6% of 46,609 persons 65 and over
Related children under 18 years below poverty level	8,154	4.7% of 171,873 persons 29.8% of 27,375 persons in poverty 25.5% of 31,922 related children under 18
Related children age 5 to 17 below poverty level	6,130	3.6% of 171,873 persons 22.4% of 27,375 persons in poverty 25.0% of 24,478 related children 5 to 17
Unrelated persons age 15 & over below poverty level	8,174	4.8% of 171,873 persons 29.9% of 27,375 persons in poverty 26.5% of 30,871 unrelated persons 15+
<b>POVERTY STATUS FROM 2011-2015 FOR FAMILIES</b>		
All families	47,640	67.6% of 70,452 permanent households
Families below poverty level	5,717	12.0% of 47,640 families
Families below poverty level with related children under 18 years	3,775	7.9% of 47,640 families 66.0% of 5,717 families in poverty 22.2% of 17,002 families with related children under 18
Families below poverty level with related children under 5 years	744	1.6% of 47,640 families 13.0% of 5,717 families in poverty 25.2% of 2,957 families with related children under 5

\* Source: US Census Bureau – Tables B17006, B17010, S1701, S1702: 2011 to 2015 American Community Survey (ACS)  
The ACS is an annual replacement for the decennial Census Bureau 'long-form'.

**TABLE II-11  
INCOME AND POVERTY STATUS DATA FOR CENSUS COUNTY DIVISIONS, CITIES  
AND CENSUS DESIGNATED PLACES**

<b>LOCATION</b>	<b>PER CAPITA INCOME 2011-2015</b>	<b>MEDIAN HOUSEHOLD INCOME 2011-2015</b>	<b>BELOW POVERTY: ALL AGES</b>	<b>BELOW POVERTY: UNDER AGE 18</b>	<b>BELOW POVERTY: AGE 65 +</b>	<b>BELOW POVERTY: FAMILIES</b>
<b>Brooksville CCD</b>	<b>\$20,682</b>	<b>\$37,843</b>	<b>23.2%</b>	<b>35.8%</b>	<b>8.7%</b>	<b>18.8%</b>
Brooksville City	\$17,365	\$30,392	31.0%	43.7%	14.8%	23.4%
Garden Grove CDP	\$23,317	\$29,911	8.0%	0.0%	7.4%	0.0%
Hill 'n Dale CDP	\$8,931	\$20,294	63.8%	82.4%	22.5%	60.5%
Istachatta CDP	\$15,603	n/a	n/a	n/a	n/a	n/a
Lake Lindsey CDP	\$24,897	\$36,146	n/a	n/a	n/a	n/a
Nobleton CDP	\$27,202	n/a	n/a	n/a	n/a	n/a
North Brooksville CDP	\$22,547	\$38,333	27.1%	38.9%	9.5%	22.8%
South Brooksville CDP	\$20,329	\$31,955	21.3%	26.6%	7.6%	20.9%
Spring Lake CDP	\$38,180	\$50,880	11.5%	0.0%	0.0%	9.7%
Wiscon CDP	\$18,594	\$27,396	11.1%	0.0%	12.5%	8.2%
<b>Hernando Beach CCD</b>	<b>\$30,498</b>	<b>\$46,367</b>	<b>12.3%</b>	<b>19.3%</b>	<b>6.4%</b>	<b>7.4%</b>
Aripeka CDP	\$17,339	\$21,146	22.9%	0.0%	0.0%	0.0%
Bayport CDP	\$24,828	n/a	0.0%	0.0%	0.0%	n/a
Hernando Beach CDP	\$27,959	\$47,857	21.5%	42.9%	2.5%	10.3%
Pine Island CDP	n/a	n/a	n/a	n/a	n/a	n/a
Weeki Wachee Gardens	\$30,942	\$54,554	4.3%	7.0%	0.0%	4.1%
<b>Ridge Manor CCD</b>	<b>\$21,889</b>	<b>\$38,578</b>	<b>15.9%</b>	<b>23.1%</b>	<b>9.8%</b>	<b>10.2%</b>
Ridge Manor CDP	\$21,659	\$36,019	19.6%	32.2%	10.1%	13.5%
<b>Spring Hill CCD</b>	<b>\$20,948</b>	<b>\$41,406</b>	<b>14.4%</b>	<b>23.7%</b>	<b>7.4%</b>	<b>10.9%</b>
Brookridge CDP	\$23,133	\$35,696	6.9%	5.0%	5.7%	6.5%
High Point CDP	\$20,209	\$29,890	16.2%	36.4%	7.4%	7.3%
Masaryktown CDP	\$21,853	\$43,385	21.1%	64.4%	11.2%	16.2%
North Weeki Wachee	\$27,659	\$46,927	10.4%	13.6%	5.6%	7.6%
Spring Hill CDP	\$20,530	\$41,308	15.6%	25.2%	8.5%	12.0%
Timber Pines CDP	\$32,549	\$46,444	4.8%	n/a	3.3%	2.7%
Weeki Wachee City	n/a	n/a	n/a	n/a	n/a	n/a
<b>Hernando County</b>	<b>\$21,586</b>	<b>\$40,945</b>	<b>15.9%</b>	<b>25.8%</b>	<b>7.6%</b>	<b>12.0%</b>

Source: US Census Bureau – American Community Survey (5-Year) Table DP03, S1701, S1702: 2011-2015

## Housing

Table II-12 provides 2010 Census count data on household and housing characteristics for Hernando County. During the 2000-2010 decade, the number of permanent households increased by 16,320, for a total of 71,745, or an increase of 29.4%. Approximately 1,828 or 1.1% of the permanent residents in Hernando County do not live in households. Instead they live in Group Quarters such as long-term healthcare facilities or jail.

The 2011-2015 ACS sample data indicates single-family housing is by far the predominant residential land use in Hernando County with 65,238 units or 77.1% of the total housing stock. Mobile homes number 14,264 or 16.9% of housing units, which may serve as “affordable housing” for some residents. The balance of the housing stock was multi-family units—5,128 units or 6.1% of the total. It is noteworthy that definitions of “single family attached” and multifamily units may vary with the data source.

The total of new housing units by decade includes the most recent building boom of 2004-2006. According to the 2011-2015 American Community Survey (ACS) 22,618 new dwelling units or 26.7% of the Hernando County total were built since the year 2000. In like fashion, 16,158 or 19.1% of housing units were built in the decade of the 1990's. Combining these figures with the homes built in the 1980's—26,901 or 31.8% of the dwelling units yields a subtotal of 65,677. This means **77.6% of all Hernando County dwellings have been built since 1980.**

According to the 2011-2015 American Community Survey (ACS) of 70,452 permanent-resident households in Hernando County, 3,544 or 5.0% have no vehicle available. Another 30,835 or 43.8% of the households have only one vehicle available. This means almost half of County households (48.8%) have only one vehicle or no vehicle available.

**TABLE II-12  
2010 CENSUS & 2011-2015 ACS\* - HOUSEHOLD\* AND HOUSING CHARACTERISTICS**

CHARACTERISTICS	2010 CENSUS	PERCENT
<b>HOUSEHOLDS</b>		
Total households	71,745	84.9% of total housing units-
Persons living in households	170,950	98.4% of total population
Persons living in group quarters**	1,828	1.1% of total population
<b>HOUSING – 2011-2015 ACS*</b>		
Single-family units	65,238	77.1% of total housing units
Multi-family units	5,128	6.1% of total housing units
Mobile homes, boats, and RV's	14,264	16.9% of total housing units
Total housing units	84,630	100.0% of total housing units
Vacant / Seasonal housing units	14,178	16.8% of total housing units
Housing unit built from year 2000 or later	22,618	26.7% of total housing units (ACS)
Housing unit with 5 or more rooms	65,634	77.6% of total housing units (ACS)
<b>VEHICLE AVAILABILITY</b>		
Occupied housing units with no vehicle	3,544	5.0% of 70,452 occupied housing units (ACS)

\* Source: US Census Bureau – 2010 Census; 2011-2015 American Community Survey (ACS)

\*\* Includes long-term healthcare facilities, jails, etc.

Table II-13 presents 2010 data on housing units for specific areas in the County. The number of permanently occupied units plus the “vacant” units equals the total housing units. Vacant units can include those for sale, for rent, held for estate, or for occasional/seasonal use. Of those units that are classified “vacant”, 48.8% are seasonal units in Hernando County-- that is they are for occasional, recreational, or seasonal use.

While the total number of housing units in Hernando County increased by 21,777 during the 2000-2010 decade to a total of 84,504 at the 2010 Census, the number of vacant units also increased by 5,457 to a total of 12,759. This means that 84.9% of the housing stock in the County was permanently occupied. (71,745 / 84,504)

**TABLE II-13  
DISTRIBUTION OF HOUSING UNITS IN 2010**

	<b>OCCUPIED HOUSING UNITS</b>	<b>VACANT* HOUSING UNITS</b>	<b>TOTAL HOUSING UNITS</b>	<b>% OF VACANT* UNITS</b>	<b>SHARE OF COUNTY TOTAL</b>
<b>Brooksville CCD</b>	<b>13,544</b>	<b>2,733</b>	<b>16,277</b>	<b>16.8%</b>	<b>19.3%</b>
Brooksville City	3,504	835	4,339	19.2%	5.1%
Garden Grove CDP	298	83	381	21.8%	0.5%
Hill 'n Dale	665	80	745	10.7%	0.9%
Istachatta CDP	52	34	86	39.5%	0.1%
Lake Lindsey CDP	34	12	46	26.1%	0.1%
Nobleton CDP	116	91	207	44.0%	0.2%
North Brooksville CDP	1,394	241	1,635	14.7%	1.9%
South Brooksville CDP	1,781	500	2,281	21.9%	2.7%
Spring Lake CDP	188	23	211	10.9%	0.2%
Wiscon CDP	320	84	404	20.8%	0.5%
<b>Hernando Beach CCD</b>	<b>5,753</b>	<b>1,777</b>	<b>7,530</b>	<b>23.6%</b>	<b>8.9%</b>
Aripeka CDP	35	17	52	32.7%	0.1%
Bayport CDP	21	18	39	46.2%	0.0%
Hernando Beach CDP	1,062	363	1,425	25.5%	1.7%
Pine Island CDP	33	24	57	42.1%	0.1%
Weeki Wachee Gardens CDP	583	455	1,038	43.8%	1.3%
<b>Ridge Manor CCD</b>	<b>2,803</b>	<b>589</b>	<b>3,392</b>	<b>17.4%</b>	<b>4.0%</b>
Ridge Manor CDP	1,869	445	2,314	19.2%	2.7%
<b>Spring Hill CCD</b>	<b>49,645</b>	<b>7,660</b>	<b>57,305</b>	<b>13.4%</b>	<b>67.8%</b>
Brookridge CDP	2,319	522	2,841	18.4%	3.4%
High Point CDP	1,870	443	2,313	19.2%	2.7%
Masaryktown CDP	425	85	510	16.7%	0.6%
North Weeki Wachee CDP	3,747	713	4,460	16.0%	5.3%
Spring Hill CDP	39,078	5,357	44,435	12.1%	52.6%
Timber Pines CDP	3,225	565	3,790	15.0%	4.5%
Weeki Wachee City	7	4	11	36.4%	0.0%
<b>Hernando County</b>	<b>71,745</b>	<b>12,759</b>	<b>84,504</b>	<b>15.1%</b>	<b>100.0%</b>

\* Includes units for sale, for rent, held for estate, or for occasional/seasonal use;  
Source: 2010 Census Redistricting Data (Public Law [PL] 94-171)

## Employment

Table II - 14 represents employment estimates for Hernando County.

**TABLE II-14  
EMPLOYMENT ESTIMATES**

<b>HERNANDO COUNTY</b>	<b>1985</b>	<b>1990</b>	<b>1995</b>	<b>2000</b>	<b>2005</b>	<b>2010</b>	<b>2015</b>
LABOR FORCE**	28,000	36,100	42,500	49,200	56,300	63,700	66,600
EMPLOYED	26,300	33,500	40,200	47,600	53,500	54,700	62,600
UNEMPLOYED	1,700	2,600	2,300	1,600	2,800	9,000	4,000
<b>ES-202*** JOBS:</b>							
CONSTRUCTION	1,600	1,500	1,400	3,000	5,300	2,300	2,800
MANUFACTURING	900	1,100	1,200	1,300	1,200	1,100	1,700
UTILITIES/TRANSPORTATION	500	900	900	900	2,500	1,700	2,000
WHOLESALE TRADE	400	500	600	900	900	600	500
RETAIL TRADE	3,500	5,100	6,800	9,100	6,700	6,800	7,300
REAL ESTATE/FINANCE	800	1,100	1,200	1,200	4,600	4,300	4,200
SERVICES – HEALTH, AUTO...	3,200	5,900	7,500	8,000	12,500	13,200	14,500
GOVERNMENT	2,700	4,000	4,900	5,700	6,600	6,500	5,900
<b>TOTAL: ES-202*** JOBS</b>	<b>13,600</b>	<b>20,100</b>	<b>24,600</b>	<b>30,100</b>	<b>40,300</b>	<b>36,500</b>	<b>38,900</b>
<b>AVERAGE 5-YEAR % CHANGE</b>							
		'85-'90	'90-'95	'95-'00	'00-'05	'05-'10	'10-'15
LABOR FORCE**		28.9%	17.7%	15.8%	14.4%	13.2%	4.6%
EMPLOYED		27.4%	20.0%	18.4%	12.4%	22.4%	14.4%
UNEMPLOYED		52.9%	-11.5%	-30.4%	75.0%	221.4%	-55.5%
<b>ES-202*** JOBS:</b>							
CONSTRUCTION		-6.3%	-6.7%	114.3%	76.7%	-56.6%	21.7%
MANUFACTURING		22.2%	9.1%	-8.3%	7.7%	8.3%	54.5%
UTILITIES/TRANSPORTATION		80.0%	0.0%	0.0%	n/a	-32.0%	17.6%
WHOLESALE TRADE		25.0%	20.0%	50.0%	0.0%	-33.3%	-16.7%
RETAIL TRADE		45.7%	33.3%	33.8%	-26.4%	1.5%	7.4%
REAL ESTATE/FINANCE		37.5%	9.1%	0.0%	n/a	-6.5%	-2.3%
SERVICES – HEALTH, AUTO...		84.4%	27.1%	6.7%	n/a	5.6%	9.8%
GOVERNMENT		48.1%	22.5%	16.3%	15.8%	-1.5%	-9.2%
<b>ES-202*** JOBS</b>		<b>47.8%</b>	<b>22.4%</b>	<b>22.4%</b>	<b>33.9%</b>	<b>-9.4%</b>	<b>6.6%</b>
Source: Florida Department of Economic Opportunity - <a href="http://www.floridajobs.org/laborr-market-information">http://www.floridajobs.org/laborr-market-information</a>							
* As of July 1 for year specified      ** Persons working or looking for work							
*** Jobs covered by unemployment compensation laws							

The County's economy is diverse, but several concentrations of job categories are present. The highest concentrations in the 4th Quarter of 2015 were in the Services/Health Care sector (37.3%), the Retail Trade sector (18.8%), and the Government sector (15.2 percent). After an agency recalibration in January 2015, for December 2016, Hernando County had 67,842 persons age 16-and-over in its labor force and a civilian labor force unemployment rate of 5.9 percent. (3,973)

<http://www.floridajobs.org/labor-market-information>



The high retiree populations of both Hernando County and Florida have a significant impact on the rate of participation in the labor force. The County's labor force included only 46.5% of persons age 16 and over for ACS 2011-2015. The comparable percentage for Florida for ACS 2011-2015 was 59.2%.

It is important to note that 22,423 out of Hernando County's 54,425 commuting workers in 2010 (41.2 percent) had jobs outside of Hernando County. From the 2006-2010 American Community Survey (ACS), the four counties with the largest number of workers from Hernando County included Pasco (8,298), Hillsborough (6,839), Pinellas (3,038), and Citrus (1,217).

Although Spring Hill is still predominantly a retirement community, there is a sizeable employment base in the area. Frequently, employment is sought for the purpose of supplementing retirement incomes. In more difficult economic times, there may also be a trend of workers living with extended family or multiple families and nonfamilies in the same household. Some also believe Spring Hill has seen greater diversification in the age of its population in recent years, especially due to the opening of the Suncoast Parkway in February 2001.

As is the case with the area's population, the actual number of employed persons in Hernando County has markedly risen over the past few decades. Full and part-time employment rose from 6,700 in 1970 to 63,869 by December 2016. This represents a 853% increase in overall employment in 45 years.

### **Major Trip Generators/Attractors**

Most of the major trip generators in Hernando County occur in the Spring Hill area along the U.S. 19, SR 50, Spring Hill Drive, and Mariner Boulevard corridors. There are also a significant number in the Brooksville area along the SR 50 truck bypass and U.S. 41 corridors. Table II - 15 lists some of the major trip generators in the County. The majority of community facilities are located either within or in close proximity to activity centers. Hence, lacking a large urban core, these centers frequently serve as the focal point for much of the community's non-commercial activity.

As depicted in Table II-15, there are several local and regional level medical facilities within Hernando County. Given the above-average age of Spring Hill's household population, (median age = 44.9) these facilities serve an important part in the daily life of the community.

**TABLE II-15**

**HERNANDO COUNTY MAJOR TRIP GENERATORS**

<i>PLACE</i>	<i>LOCATION</i>	<i>TYPE</i>
1. Wal-Mart Distribution / Wal-Mart Stores	4224 Kettering Rd	Distribution
2. Withlacoochee River Electric Coop (WREC)	10005 Cortez Blvd	Utility
3. SWFWMD	2379 Broad St	Government
4. Bayfront Health Brooksville	17240 Cortez Blvd	Service
5. Oak Hill Hospital / HCA Health Services	11375 Cortez Blvd	Service
6. Sparton Electronics	30167 Power Line Rd	Industrial
7. Commercial Carrier Corp	18820 Cortez Blvd	Distribution
8. Hernando County Courthouse	20 N Main St	Government
9. Hernando County Sheriff	18900 Cortez Blvd	Government
10. Bright House Networks	7250 Arizona St	Utility
11. Hernando County Schools	3339 California St	Education
12. Cemex / Vulcan	16301 Ponce de Leon Blvd	Industrial
13. AT&T Florida	4375 Commercial Way	Utility
14. Cemex Cement Plant	10311 Cement Plant Rd	Industrial
15. Weeki Wachee Springs State Park	6131 Commercial Way	Attraction
16. Cortez Commons Shopping Center	12950 Cortez Blvd	Retail Commercial
17. Springbrook / Pinebrook Medical	7007 Grove Rd	Service
18. Bayfront Health Spring Hill	10461 Quality Dr	Service
19. SR 50 Medical Park	12170 Cortez Blvd.	Service
20. Pasco-Hernando State College	5290 Hunters Lake Rd	Education
21. Coastal Landing Shopping Center	7061 Coastal Blvd	Retail Commercial
22. Coastal Way Shopping Center	13085 Cortez Blvd.	Retail Commercial
23. Nature Coast Commons	1399 Wendy Ct	Retail Commercial
24. Mariner Commons Shopping Center	4158 Mariner Blvd	Retail Commercial
25. Mariner Village Shopping Center	11092 Spring Hill Dr	Retail Commercial
26. Sunrise Plaza Shopping Center	31100 Cortez Blvd	Retail Commercial
27. Brooksville Square Shopping Center	19490 Cortez Blvd	Retail Commercial
28. Seven Hills Shopping Center	160 Mariner Blvd	Retail Commercial
29. Hernando West Plaza Shopping Center	1400 Pinehurst	Retail Commercial
30. Lakewood Plaza Shopping Center	4365 Commercial Way	Retail Commercial

## CHAPTER III

### SERVICE ANALYSIS

#### FORECASTS OF TD POPULATION

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

The first page is the Data Input Page which shows the total population by age, poverty level by age, and total population with a disability by age and again poverty by age. It also includes county population projections.

The next page is a more refined view of the general TD population in Hernando County.

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

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

On page III-1, and III-2, Table III-1 and Table III-2 provide forecasts of the general and critical needs transportation demand and supply for the TD population in Hernando County.

## INSTRUCTION PAGE

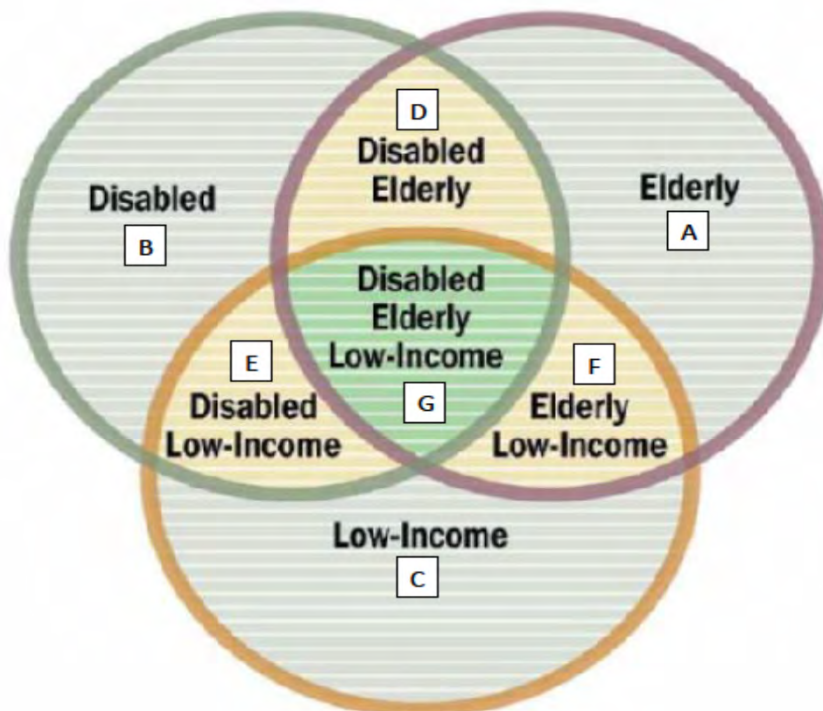
This workbook and five worksheets were developed in conjunction with the **2013 National Center for Transit Research "Forecasting Paratransit Service Demand - Review and Recommendations."** This report provides the background on the demand estimation methodology and provides specific instructions for the required data input.

Step-by-step instructions are provided for accessing the required inputs including: the U.S. Census Bureau's American Community Survey (ACS) age, income, disability, and county level population data.. Other data used in the model such as those from the National Household Travel Survey and the U.S. Census Bureau's Survey of Income and Program Participation (SIPP) have been pre-coded in the spreadsheet tool for ease of use.

The TD methodology described in this report can serve as a resource which is easily updated with current data, enables users to better analyze various sub-components of the TD market, and can be complemented with local knowledge and information for further customization.

This workbook consists of 5 worksheets denoted by the bottom tabs:

- 1. Instructions** - a brief overview of the workbook and details on the worksheets
- 2. Data Input** - this is the only sheet the user must provide input. After all the required data is provided, the rest of the worksheets will self-calculate
- 3. General TD population** - this worksheets calculates the "General TD" populations and accounts for the double counts in the overlapping circles
- 4. Critical Need TD Population** - this worksheet focuses on the severe disabilities and low income-non-disabled population persons - the "Critical Need TD" population
- 5. TD Population and Trip Forecasts** - the final worksheet projects the "General TD" and "Critical Need TD" populations, as well as the daily and annual "Critical Need TD" trips



**DATA INPUT PAGE**

**Yellow cells indicate required data input**

**Area Name:** **HERNANDO COUNTY**

**Last Year of Census Data Used:** **2010**

**Percent Transit Coverage:** **100%**

**Number of Annual Service Days:** **250**

County Population By Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	8,331		47	47
5-17	29,243	19,540	1,906	21,446
18-34	23,377			
35-64	67,062	18,783	17,695	36,478
Total Non Elderly	128,013	38,323	19,648	57,971
65-74	23,447			
75+	21,324	3,832	16,190	20,022
Total Elderly	44,771	3,832	16,190	20,022
Total	172,784	42,155	35,838	77,993

County Population Projections	
2015	182,400
2020	201,000
2025	21,850
2030	234,800
2035	249,600
2040	262,400

**5-year growth**      **Annual % Growth**  
 18,600                      2.04%

**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

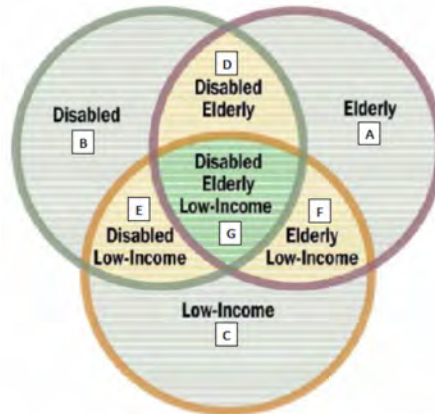
**HERNANDO COUNTY**

Census Data from **2010**

County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	8,331	4.8%		#VALUE!	47	0.1%	47	0.06%
5-17	29,243	16.9%	19,540	11.3%	1,906	1.1%	21,446	12.41%
18-34	23,377	13.5%		#VALUE!	0	0.0%	0	0.00%
35-64	67,062	38.8%	18,783	10.9%	17,695	10.2%	36,478	21.11%
<b>Total Non Elderly</b>	<b>128,013</b>	<b>74.1%</b>	<b>38,323</b>	<b>22.2%</b>	<b>19,648</b>	<b>11.4%</b>	<b>57,971</b>	<b>33.55%</b>
65-74	23,447	13.6%		#VALUE!	0	0.0%	0	0.00%
75+	21,324	12.3%	3,832	2.2%	16,190	9.4%	20,022	11.59%
<b>Total Elderly</b>	<b>44,771</b>	<b>25.9%</b>	<b>3,832</b>	<b>2.2%</b>	<b>16,190</b>	<b>9.4%</b>	<b>20,022</b>	<b>11.59%</b>
<b>Total</b>	<b>172,784</b>	<b>100%</b>	<b>42,155</b>	<b>24.4%</b>	<b>35,838</b>	<b>20.7%</b>	<b>77,993</b>	<b>45.14%</b>

<i>Double Counts Calculations</i>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	57,971
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	(38,323)
G - Estimate elderly/disabled/low income	From Base Data (I14)	20,022
D - Estimate elderly/ disabled/not low income	Subtract I14 from G14	(3,832)
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(16,190)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	44,771
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	(19,648)
<b>Total - Non-Duplicated</b>		<b>44,771</b>

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	<b>44,771</b>	25.9%



**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

**HERNANDO COUNTY**

Census Data from: **2010**

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	47	4.20%	2	0
5-17	1,906	4.20%	80	0.27%
18-34	0	6.30%	-	0.00%
35-64	17,695	13.84%	2,449	3.65%
<b>Total Non Elderly</b>	<b>19,648</b>		<b>2,531</b>	<b>1.98%</b>
65-74	0	27.12%	-	0.00%
75+	16,190	46.55%	7,536	35.34%
<b>Total Elderly</b>	<b>16,190</b>		<b>7,536</b>	<b>16.83%</b>
<b>Total</b>	<b>35,838</b>		<b>10,067</b>	<b>5.83%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>724</b>
<b>11.70%</b>	<b>882</b>
	<b>1,606</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	1,807	724	2,531
<i>Elderly</i>	6,655	882	7,536
<b>TOTAL</b>	<b>8,462</b>	<b>1,606</b>	<b>10,067</b>

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

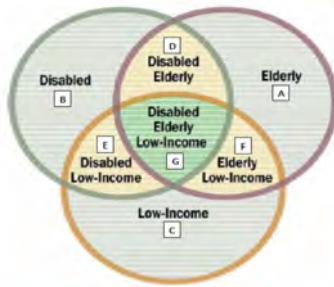
Low Income & Not Disabled = C + F			
<i>Assumes</i>			
27.2%	xx % without auto access	-35,838	
		-9,748	
0.0%	xx % without transit access	0	
<b>Calculation of Daily Trips</b>			
<b>Total Actual Critical TD Population</b>		<b>Daily Trip Rates</b>	
		<b>Per Person</b>	<b>Total</b>
<i>Severely Disabled</i>	<b>10,067</b>	<b>0.049</b>	<b>493</b>
<i>Low Income ND</i>	<b>-</b>	<b>1.899</b>	<b>0</b>
<b>Totals</b>	<b>10,067</b>		<b>493</b>

**CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION**

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

**HERNANDO COUNTY**

General TD Population Forecast	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	57,971	59,153	60,360	61,591	62,847	64,129	65,436	66,771	68,133	69,522	70,940
B - Estimate non-elderly/ disabled/not low income	-38,323	-39,105	-39,902	-40,716	-41,546	-42,394	-43,258	-44,140	-45,041	-45,959	-46,897
G - Estimate elderly/disabled/low income	20,022	20,430	20,847	21,272	21,706	22,149	22,600	23,061	23,532	24,012	24,501
D - Estimate elderly/ disabled/not low income	-3,832	-3,910	-3,990	-4,071	-4,154	-4,239	-4,325	-4,414	-4,504	-4,596	-4,689
F - Estimate elderly/non-disabled/low income	-16,190	-16,520	-16,857	-17,201	-17,552	-17,910	-18,275	-18,648	-19,028	-19,416	-19,812
A - Estimate elderly/non-disabled/not low income	44,771	45,684	46,616	47,567	48,537	49,527	50,537	51,567	52,619	53,692	54,787
C - Estimate low income/not elderly/not disabled	-19,648	-20,049	-20,458	-20,875	-21,301	-21,735	-22,178	-22,631	-23,092	-23,563	-24,044
<b>TOTAL GENERAL TD POPULATION</b>	<b>44,771</b>	<b>45,684</b>	<b>46,616</b>	<b>47,567</b>	<b>48,537</b>	<b>49,527</b>	<b>50,537</b>	<b>51,567</b>	<b>52,619</b>	<b>53,692</b>	<b>54,787</b>
<b>TOTAL POPULATION</b>	<b>172,784</b>	<b>176,308</b>	<b>179,904</b>	<b>183,573</b>	<b>187,317</b>	<b>191,137</b>	<b>195,035</b>	<b>199,013</b>	<b>203,072</b>	<b>207,213</b>	<b>211,439</b>



**HERNANDO COUNTY**

Critical Need TD Population Forecast	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>Total Critical TD Population</b>											
Disabled	10,067	10,273	10,482	10,696	10,914	11,137	11,364	11,596	11,832	12,074	12,320
Low Income Not Disabled No Auto/Transit	0	0	0	0	0	0	0	0	0	0	0
<b>Total Critical Need TD Population</b>	<b>10,067</b>	<b>10,273</b>	<b>10,482</b>	<b>10,696</b>	<b>10,914</b>	<b>11,137</b>	<b>11,364</b>	<b>11,596</b>	<b>11,832</b>	<b>12,074</b>	<b>12,320</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	493	503	514	524	535	546	557	568	580	592	604
Low Income - Not Disabled - No Access	0	0	0	0	0	0	0	0	0	0	0
<b>Total Daily Trips Critical Need TD Population</b>	<b>493</b>	<b>502</b>	<b>510</b>	<b>519</b>	<b>528</b>	<b>537</b>	<b>546</b>	<b>556</b>	<b>566</b>	<b>576</b>	<b>585</b>
<b>Annual Trips</b>	<b>123,326</b>	<b>125,411</b>	<b>127,530</b>	<b>129,685</b>	<b>131,877</b>	<b>134,211</b>	<b>136,587</b>	<b>139,004</b>	<b>141,465</b>	<b>143,969</b>	<b>146,229</b>

Assumes Annual Service Days = 250  
 Annual Population Growth (as a percent) 2.04%



**Demand for Program (Sponsored) Trips**

Category I are eligible to receive governmental and social service subsidies for program trips. A *program trip* is one made by a client of a government or social service agency for participating in a program of that agency.

Estimated demand for program trips are shown in Table III-1. Program Trip demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs.

**Table III-1  
Forecast of Hernando County  
Program (Sponsored) Trip Demand and Supply**

<b>Year</b>	<b>Potential TD Population (Category I)</b>	<b>Demand for Program Trips</b>	<b>Supply of Program Trips</b>
2011	73,021	106,904	106,904
2012	73,659	110,707	110,707
2013	77,225	114,475	114,475
2014	78,839	118,242	118,242
2015	80,941	122,010	122,010
2016	83,043	125,777	125,777

**Demand for General (Non-Sponsored) Trips**

General trips are trips made by Transportation Disadvantaged persons (Category II) **to destinations of their choice** (not to agency programs). Examples of general trips are trips to work, grocery stores and medical trips. Deriving the demand for general trips is

different than for program trips.

Total demand for general trips is simply the TD population multiplied by the trip rates. The TD population (rather than the Potential TD population) was used to forecast demand, because the TD population is the pool of persons eligible for general trips funded by the state.

A gap exists between demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to factors such as funding, price, convenience, comfort, eligibility, and the availability of other transportation modes.

**Table III-2  
Forecast for Hernando County  
TD General (Non-Sponsored) Trip Demand and Supply**

<b>Year</b>	<b>TD Population (Category II)</b>	<b>Demand for General Trips</b>	<b>Supply of General Trips</b>	<b>Unmet Demand for General Trips</b>
2011	16,471	253,627	27,075	226,552
2012	16,878	259,894	27,744	232,150
2013	15,820	266,159	28,578	237,581
2014	16,120	272,424	29,370	243,054
2015	16,471	278,690	30,163	248,527
2016	16,878	284,955	30,955	254,000`

It should be noted that the figures related to the demand and supply of TD general purpose trips in Hernando County include trips that will also fall under the category of ADA complementary paratransit services. The ADA provides for unconstrained delivery of paratransit trips for persons who cannot use the fixed-route bus system due to the nature and/or extent of their disability. Persons may be certified as eligible for ADA paratransit trips, as well as TD general purpose trips.

# CHAPTER IV

## GOALS AND OBJECTIVES

### 2018/19 COORDINATED TRANSPORTATION GOALS & OBJECTIVES

<b>GOAL 1</b>	<b>Provide paratransit connector service to the fixed-route service whenever possible on a space-available basis to assist with the transportation needs of the citizens of Hernando County.</b>
---------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

*Objective 1.1* Paratransit connector service to the fixed-route service will be provided when possible on a space-available basis for current and future users of TD service but cannot otherwise connect to the fixed-route.

*Recommended Actions*

1. The LCB, CTC and OPA staff will continue to review the potential for providing connector trips, and the subsequent effect of sponsored and non-sponsored trips more than 3/4 mile of the fixed-route service.

*Implementation*

1. Connector trips will be provided when possible on a space-available basis by the CTC.

*Objective 1.2* Provide services that meet the demand for transportation services among the general and the transportation disadvantaged population.

*Recommended Actions*

1. OPA staff shall monthly monitor the consumption of transportation disadvantaged dollars and compare this to the adopted non-sponsored trip priorities to ensure proper trip purpose distribution and program continuity through the grant period.
2. The CTC shall use appropriate vehicles for trip-making to lower trip costs.
3. Maintain paratransit back-up vehicles.

*Implementation*

1. OPA staff monitors the consumption of transportation disadvantaged dollars as compared to the adopted non-sponsored trip priorities monthly. This ensures proper trip purpose distribution and program continuity through the grant period.
2. The CTC uses appropriate vehicles for trip making to lower trip costs.

**Objective 1.3** The CTC will provide a quarterly report to the LCB that will track the invoicing of the CTD for non-sponsored trips by priority category, client type (age cohort, ambulatory status and program affiliation).

*Recommended Actions*

1. The OPA staff shall assist the CTC as needed to produce reports to the LCB. It is the intent of this action to reduce the reporting workload of the CTC.
2. CTC staff shall provide quarterly updates to include:
  - complaints, via the Grievance process
  - updates on vehicle status
  - unmet trip need synopsis
  - percent of trips by fund source

*Implementation*

1. The OPA staff assists the CTC as needed to produce reports to the LCB. This action is intended to reduce the reporting workload of the CTC.
2. CTC staff provides quarterly updates to include:
  - complaints, via the Grievance process
  - updates on vehicle status
  - unmet trip need synopsis
  - percent of trips by fund source

**Objective 1.4** Participate in local, regional and state transportation and comprehensive planning processes to ensure that transportation disadvantaged issues are considered and coordinated.

*Recommended Actions*

1. Provide quarterly, a report to the TDLCB detailing the activities of the LCB and the general health of the coordinated transportation system.
2. Coordinate transportation disadvantaged plans with current transit development planning.

*Implementation*

1. A report to the TDLCB is provided quarterly, detailing the activities of the LCB and the general health of the coordinated transportation system.
2. Transportation disadvantaged plans are coordinated with current transit development planning and processes.

**Objective 1.5** Monitor changes in the health care and other systems used by the transportation disadvantaged to identify potential impacts on the county's coordinated transportation system.

*Recommended Actions*

1. Encourage opportunities at LCB meetings for board members and others to discuss changes in both the health care system and the transportation systems available for users.
2. Develop and maintain contacts with the Hernando County Social Service agencies, as well as outside agencies, that are impacted by the paratransit systems for delivery of service.

*Implementation*

1. During Citizen Comments, opportunities exist at LCB meetings for board members and others to discuss changes in both the health care system and the transportation systems available for users.
2. Contact and coordination with the Hernando County Social Service agencies, and other outside agencies, is constantly maintained regarding issues impacted by the paratransit systems for delivery of service.

<b>GOAL 2</b>	<b>Ensure that all transportation services are provided in the most cost effective and efficient manner possible.</b>
---------------	-----------------------------------------------------------------------------------------------------------------------

**Objective 2.1** Coordinate transportation resources of the paratransit system in relation to the existing and planned service for the service area.

*Recommended Actions*

1. Continue to upgrade a management information system that aids in identifying opportunities for system improvement and cost savings.
2. Continue to explore all available funding sources via the CTD, FTA, FDOT and any other applicable agencies.
3. Improve communication with nursing home schedulers and staff.

*Implementation*

1. Upgrades to the MIS are maintained through the five-year capital improvement program.
2. The CTD, FDOT and FTA continue to alert Trans-Hernando regarding new funding proposals and/or programs as they become available, (i.e., Section 5316 and JARC).
3. Use of email confirmation and schedules instead of fax machines.

**Objective 2.2** Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders.

*Recommended Actions*

1. Coordinate with all pertinent agencies in the service area to eliminate barriers to increase utilization of vehicles available to the CTC.
2. Maximize the grouping of trips using measures such as demand management and advance notice requirements.
3. Continue to seek ways to increase system productivity through improvements in trip scheduling/dispatching and multi-loading procedures.
4. The CTC shall comply with established policies and procurement guidelines for acquisition of goods and services with TD, FTA and FDOT funds.
5. Identify unmet needs in areas with less than daily or multiple trip frequency service that would benefit from coordinated service.

*Implementation*

1. All pertinent agencies in the service are notified to eliminate barriers to increase utilization of vehicles available to the CTC.
2. To the maximum extent possible, trips are grouped using measures such as demand management and advance notice requirements.
3. System productivity is increased through trip scheduling/dispatching and multi-loading procedures.
4. The CTC is following all established policies and procurement guidelines for the acquisition of goods and services through TD, FTA and FDOT funds.
5. The CTC continues to identify and remedy areas with unmet need by coordinating service to the area and with appropriate vehicles.

<b>GOAL 3</b>	<b>Ensure that all federal, state and local performance standards and programs are adhered to and provided in a timely and effective manner.</b>
---------------	--------------------------------------------------------------------------------------------------------------------------------------------------

**Objective 3.1** Ensure transportation services are provided in a safe, reliable and courteous manner.

*Recommended Actions*

1. Follow the CTD's development of performance standards for the delivery of transportation disadvantaged services.
2. Ensure that all transportation operators under contract with the CTC comply with applicable safety, insurance and drug/alcohol testing requirements. Utilize RFP process for private-for-profit contract providers.
3. Complete System Safety Program Plan (SSPP) in timely manner for submittal to CTD.

4. Annually ensure that employees of the CTC and transportation operators under contract with the CTC receive training appropriate to their positions regarding the scheduling and provision of transportation services.
5. Utilize training resources available through the CTD, Rural Transit Assistance Program (RTAP), FDOT, FTA, and others as appropriate.

#### *Implementation*

1. Both the CTD's and FTA's performance standards are followed in the delivery of both the TD and fixed-route service.
2. All transportation operators under contract with the CTC fully comply with the applicable safety, insurance, and drug/alcohol testing requirements. The RFP process is always used for private-for-profit contract providers.
3. The System Safety Program Plan (SSPP) is always completed in a timely manner for submittal to the CTD.
4. Appropriate training is provided to all CTC employees and transportation operators under contract, relative to their positions regarding scheduling and provision of services.
5. The CTC utilizes all available training resources through the CTD, RTAP, FDOT, FTA and any others as appropriate.

**Objective 3.2** Monitor and evaluate the performance of the Community Transportation Coordinator.

#### *Recommended Actions*

1. Continue to monitor the development of performance standards by the CTD and establish interim standards in lieu of such for goal setting purposes.
2. Explore ways to streamline evaluations to limit the number of evaluations performed by various entities.

#### *Implementation*

1. Performance standards as set by the CTD are continuously monitored, as evidenced by this update, as are any interim standards for goal-setting purposes.
2. The evaluations performed by the entities requested are easy to use and have been recently streamlined.

**Objective 3.3** Include evaluation techniques in transportation all operator and coordination contracts to ensure system surveillance.

#### *Recommended Actions*

1. In cooperation with the LCB, provide an annually updated System Safety Program Plan (SSPP).
2. Annual reports will be provided to the LCB.

### *Implementation*

1. The 2017 System Safety Program Plan (SSPP) is included in this TDSP update.
2. Annual and quarterly reports are provided to the LCB.

<b>GOAL 4</b>	<b>Provide sufficient data to ensure program accountability and stability.</b>
---------------	--------------------------------------------------------------------------------

**Objective 4.1** The CTC and the OPA shall collect data sufficient to complete the various elements of the Transportation Disadvantaged Service Plan, and operating reports along with the following specific items.

- A. Trips by trip purpose
- B. Trips by age category (elderly, adult)
- C.
- D.
- E. Trips by traveler status. (Ambulatory, Wheelchair)
- F. System revenue miles per vehicle
- G. Trips by funding source

### *Recommended Actions*

1. Follow industry standards to identify other statistical indicators that can improve management information.
2. Assist transportation operators under contract with the CTC with data collection, record keeping and reporting functions.
3. Seek ways to improve data collection, record keeping and reporting functions and advise the LCB, OPA and CTD of any difficulties encountered.
4. Collect data needed to prepare annual updates to the TDSP.

### *Implementation*

1. Industry standards that are used to identify statistical indicators as ways to improve management information are always monitored.
2. The CTC is available to assist transportation operators under contract with data collection, record keeping and reporting functions.
3. The CTC always strives to improve its data collection, record keeping and reporting functions; and timely advises the LCB, OPA and CTD of any difficulties encountered.
4. Data is collected quarterly and annually as updates to the TDSP.



<b>GOAL 5</b>	<b>Implement marketing strategies to increase public awareness of and involvement in both the fixed-route and paratransit programs.</b>
---------------	-----------------------------------------------------------------------------------------------------------------------------------------

**Objective 5.1** The CTC shall include in its annual Service Plan, a marketing element, with identifiable milestones, that details the activities the CTC will undertake to achieve an increased level of community awareness of both systems.

*Recommended Actions*

1. Identify and contact all community groups, agencies, and institutions that would logically have an interest in the provision of coordinated transportation services.
2. Annually review the Grievance Committee and Policy Committee procedures.
3. Conduct an annual evaluation of the effectiveness of marketing goals and techniques.

*Implementation*

1. The CTC maintains a list of all interested community groups, agencies, and institutions that have expressed an interest in the provision of coordinated transportation services.
2. The Grievance Committee and Policy Committee procedures are annually reviewed.
3. Marketing goals and techniques are reviewed on a regular basis.

## **IMPLEMENTATION PLAN**

It is the objective of the CTC to continue to coordinate with FDOT and other public and private agencies (the Commission for the Transportation Disadvantaged, the Hernando/Citrus MPO, and appropriate Hernando County Programs), to provide efficient and effective delivery of transportation to handicapped, elderly and economically disadvantaged residents of Hernando County.

Implementation of this service will be provided and enhanced by the following activities:

- Provide safe, efficient and timely transportation to medical care entities, shopping areas, nutrition sites, and other destinations according to established routes and priorities as evidenced and analyzed on a quarterly basis.
- Monitor, evaluate, and provide other service agencies with information relative to legislative requirements concerning the overall transportation program.
- Work with local agencies where service needs are outside the paratransit system hours or its ability to provide service.

- When there is seat availability , provide paratransit connector service to the fixed-route service.
- Continue to act as the local information source for the Florida Department of Transportation, District VII, regarding the 5310 and 5311 programs. Assist eligible agencies in making application for available funds and developing vehicle specifications to acquire funds to purchase equipment to be used in transporting a part of those participating agencies programs.
- Continue to identify agencies and organizations within the service area that are currently providing transportation disadvantaged services and subcontract with these providers when it is in the best interest of the TD program and will avoid duplication and fragmentation of service.
- Conform to the requirements of the Americans with Disabilities Act (ADA) to eliminate physical barriers impacting the use of transportation services.
- Continue to comply with all state and federal guidelines concerning the submission of grant applications and the receipt and expenditure of grant funds as they become available. These funds will be budgeted to provide the maximum volume of service to the paratransit programs.
- Disseminate pertinent information on the Transportation Disadvantaged Program to residents, agencies, organizations, and business entities by distribution of printed matter, speaking programs at service and social clubs, and media exposure. This effort is coordinated with the marketing of fixed-route connector service which includes internet links via the existing fixed-route website.

**Capital Improvement Program**

The following chart presents planned capital improvements to be carried out by the CTC, Trans-Hernando, through FY 2018/19-2022/23.

**TABLE IV - 1  
CTC CAPITAL IMPROVEMENTS**

<b>Year</b>	<b>Improvement</b>	<b>Cost</b>
2018/19	Purchase Operational Support and equipment	\$34,240
2019/20	Purchase 0 Paratransit Vehicles Operational Support & Equipment	\$0
2020/21	Purchase 0 Paratransit Vehicles Operational Support and Equipment	\$0
2021/22	Purchase Two (2) Paratransit Vehicles Operational, Support & Equipment	\$150,000

2022/23	Purchase Two 2) Paratransit Vehicles Operational Support and Equipment	\$150,000
---------	---------------------------------------------------------------------------	-----------

\* Cost per vehicle, and subject to availability of grant and matching funds.

**COMMUNITY TRANSPORTATION**

**COORDINATOR**

**HERNANDO COUNTY**

**SERVICE PLAN**

**2018/19**

**Prepared for:**

- Mid Florida Community Services, Inc.  
Board of Directors
- Transportation Disadvantaged Local  
Coordinating Board of Hernando County
- State of Florida Commission for the  
Transportation Disadvantaged

# CHAPTER V

## SERVICE PLAN

### OPERATIONS ELEMENT

#### Types, Hours and Days of Service

Trans-Hernando operates a shared ride, door-to-door, non-emergency paratransit system for transportation-disadvantaged citizens in Hernando County. The system provides ambulatory and wheelchair services and requires twenty-four (24) hours advanced reservations. Clients are responsible for supplying their own wheelchairs. Services are designed for the elderly, the young, physically and/or mentally challenged individuals and transportation/economically disadvantaged and general public who do not own an automobile and/or cannot afford private transportation services and/or have no other means of transportation.

Hours of service operations are Monday through Friday, 6:00 a.m. until 3:30 p.m. with office hours and scheduling performed from 8:00 a.m. until 4:30 p.m. daily. Trans-Hernando is closed for twelve (12) State and/or County observed holidays per year (see below).

Holidays:

New Year's Day	Labor Day
Martin Luther King Day	Veteran's Day
President's Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day

#### Accessing Services

As a non-emergency system that requires advanced reservations, scheduling services are available during the hours of 8:00 a.m. – 4:30 p.m. by calling (352) 799-1510. Clients utilize four phone lines in a rollover system for easy access. The TDD toll-free number is: 1-800-648-6084.

Transportation for Disadvantaged is a specialized service to provide mobility for the elderly (over 60), the young (under 16), and physically or mentally challenged individuals. public individuals can also access the system on a space-available basis. Services are prioritized for medical and nutritional needs; however, some educational, work, and recreation trips are provided as seating and funding allow. Non-prioritized trips are provided to those residents living in the non-urbanized areas of Hernando County.

The provision of service requires twenty-four (24) hour (business hours) advanced notification. Financial assistance is available for low-income individuals through an application process. The

amount of co-pay or fare box fee a low-income rider pays is determined by their financial ability to pay.

The ability to pay is determined by the individuals' income in accordance with Federal Poverty Guidelines. Individuals who qualify for State funding pay a co-pay or fare box fee of \$1.00 or \$3.00 per trip. All other individuals are considered public riders, and an application is still required and are required to pay a fare box fee of \$5.00 per trip.

## **REGULATORY REQUIREMENTS**

As the designated Community Transportation Coordinator with responsibilities for administration and provision of Transportation Disadvantaged Services Trans-Hernando in conjunction with the Local Coordinating Board will operate and provide transportation disadvantaged services as described in FS 427 and pursuing document 41-2. The following requirements are in effect and Trans-Hernando is in compliance with these regulations in regard to the provision of this service.

### **Chapter 427, F.S. Rule 41-2.006 F.A.C.**

Insurance, Safety Requirements and Standards:

- (1) Trans-Hernando will ensure minimum liability insurance requirements of \$200,000 per person and \$300,000 per incident for all transportation services purchased or provided for the transportation disadvantaged.
- (2) Trans-Hernando will ensure purchasers of service that operations and services are following the safety requirements as specified in Section 341.061(2)(a), Florida Statutes, and Chapter 14-90, F.A.C.
- (3) Trans-Hernando will ensure purchasers of continuing compliance with the applicable state or federal laws relating to drug testing (specifically, Section 112.0455, Florida Statutes; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41 U.S.C. 701; 49 C.F.R., Parts 29 and 382; and 46 C.F.R., Parts 4,5,14 and 16).
- (4) Trans-Hernando will adhere to the Commission Standards, which include:
  - (a) Drug and Alcohol testing for safety sensitive positions, pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration;
  - (b) Locally approved policy that no fare box fee will be charged to escort(s) of a transportation-disadvantaged rider;
  - (c) Child restraint devices are required and the parent or guardian has the responsibility for providing their own child restraint device;
  - (d) A passenger can carry three (3) bags that can be safely stored underneath the passengers' seat and in the passenger's lap. There is no additional charge for passenger bags. Passenger property does not include wheelchairs, child seats, secured oxygen, personal assistive devices, or intravenous devices;
  - (e) Trans-Hernando will ensure that vehicle transfer points provide for the shelter, security, and safety of passengers;

- (f) Trans-Hernando will ensure that a toll-free phone number for complaints or grievances shall be posted inside all vehicles. The local complaint process can be found in Chapter VII entitled, "Grievance Procedures";
- (g) There are currently no provisions for non-sponsored trips that are outside of the designated service area;
- (h) Trans-Hernando will ensure that all vehicles used in the provision of service will be clean, free from dirt and grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items place in the vehicle or provide discomfort for the passenger;
- (i) Trans-Hernando will maintain a passenger/trip database on each rider being transported by the system;
- (j) Trans-Hernando will ensure that adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the regular scheduled passenger seating allows in a vehicle at any time;
- (k) 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 passenger, 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 will have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle;
- (l) Trans-Hernando will ensure passenger assistance includes opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the driver;
- (m) Smoking, drinking and eating are prohibited in any vehicle by rider or driver;
- (n) Riders who do not show (or cancel a trip) when a driver arrives for a scheduled trip are considered a no-show. Riders must pay a \$2.00 fee each time of no-show. A rider who no-shows for three times in a given six-month period can be suspended for up to one month by the operator;
- (o) Trans-Hernando will ensure that all vehicles are equipped with two-way radio devices that are in good working condition at all times; Only these electronic devices are permitted to be in use while vehicle is in service. All other personal wireless devices must be turned off and secured in driver's handbags, lunchbox, etc. This includes hands free, ear buds, etc.
- (p) Trans-Hernando will ensure that all vehicles providing service are equipped with working air-conditioning and heaters. Vehicles that have broken air-conditioners or heaters will be repaired or replaced as soon as possible;
- (q) Trans-Hernando does not have the ability to provide resuscitation from cardiopulmonary devices and will use 911 professional services if assistance is needed.

## **Chapter 427, F.S. Rule 41-2.006 F.A.C.**

### **Reporting Requirements**

By September 15<sup>th</sup> of each year, the Community Transportation Coordinator will provide operating statistics to the Commission utilizing the Chart of Accounts as defined in the American Association of State Highway and Transportation Officials, Inc., Comprehensive Financial Management Guidelines for Rural and Small Urban Public Transportation Providers, dated September 1992.

## **Chapter 427, F.S. Rule 41-2.008 F.A.C.**

### **Contractual Arrangements**

- (1) Trans-Hernando, as the Community Transportation Coordinator, will operate within the Memorandum of Agreement with The Commission for Transportation Disadvantaged. The Memorandum of Agreement contains the Commission's minimum requirements and shall be utilized by Trans-Hernando and shall be approved through the Local Coordinating Board before submittal to the Commission.
- (2) Trans-Hernando, as the Community Transportation Coordinator, will enter into Coordination Contracts to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C. Trans-Hernando will monitor the terms of the contract. The contract will be approved by the Local Coordinating Board and shall be reviewed annually to determine whether the continuation of said contract arrangement is the most cost effective and efficient utilization possible.

## **LOCAL OPERATIONAL POLICIES AND PROCEDURES**

### **No-Show Policy**

24-hour advanced reservation is required for trip scheduling. Cancellation of a previously scheduled trip is allowed at no charge to the client; however, canceled trips where a vehicle was dispatched to the client's home and the client was not home or did not make the trip is considered a no-show and the client is charged a \$2.00 fee. The client can mail the fee to Trans-Hernando or pay the fee on the next scheduled trip. After three no-shows in a six-month period the riders' access to services can be suspended for a period up to one month; or at the discretion of the CTC. Trans-Hernando has established 1% as the no-show standard based on the percentage of funding source trips.

### **Vehicle Breakdowns**

Backup vehicles are utilized to assure consistency of service. Vehicle breakdowns that require towing are performed by a local wrecker service (low bid) that performs necessary transporting



of disabled vehicles. Staff will deliver the backup vehicle to the driver and make arrangements for wrecker service and repairs.

### **Subscription Trips**

Regularly scheduled medical trips are provided for clients with multiple (ongoing) appointments.

### **Coordination Contracts**

Coordination contracts exist with The ARC Nature Coast. Coordination contracts are typically five years and allow the coordinator access to vehicles in emergencies.

### **Public Transit Utilization**

Hernando County's fixed-route system, (THE BUS) is fully operational in the Spring Hill and Brooksville areas. This service is operated by McDonald Transit, Inc., and maintains coordination with Trans-Hernando's Transportation Disadvantaged service. There is a separate number [(352) 754-4444] to call for additional information.

### **ADA Paratransit Service**

In accordance with the Americans with Disabilities Act (ADA) of 1990, ADA paratransit service began in March of 2005. Individuals must qualify and receive an ADA identification card before scheduling trip service. Eligibility certification is being provided by McDonald Transit Inc. as the fixed-route operator, and the phone number to schedule an on-site ADA eligibility interview is (352) 754-4890.

ADA service is provided as a complementary service to the fixed-route system, depending on service area. This service is available, by appointment, during the fixed-route hours of service, 6:00 a.m. until 7:00 p.m., Monday thru Friday, except County-observed holidays, upon certification of a person's disability. Services are provided on a 24-hour advance reservation basis (by 5:00 p.m. the business day before the trip) and the fare box is \$2.50 per one-way trip. The ADA service is available to those who qualify and whose trip origin and destination are within 3/4 miles of the fixed-route service area. \$2.00 No-show fee policy does not apply to the ADA service.

Additional information on ADA service is available by brochure, located at County government buildings, the Chamber of Commerce, the Tax Collectors office, as well as THE Bus Depot, located at 1525 E. Jefferson Ave., Brooksville, FL 34601. You may also have a brochure mailed to your local address by calling THE Bus at (352) 754-4444.

### **School Bus Utilization**

The Hernando County School Board annually provides the State of Florida Department of Education form ESE 567, Semi-Annual Report of Vehicle Availability for Coordinated

Disadvantaged Transportation. Trans-Hernando is available to coordinate with the County's EOC and the School Board for vehicle use in the event of emergency evacuation procedures.

### **Vehicle Inventory**

Trans-Hernando currently maintains eleven (11) wheelchair accessible vehicles. Eight (8) of these vehicles are in service daily three (3) vehicles in back-up. All vehicles can accommodate ten or eleven ambulatory passengers. (CTC Vehicle Inventory attached at the end of the Service Plan).

### **Intercounty Services**

Trans-Hernando currently has no Intercounty contracts for services; but will continue to pursue opportunities for coordination of such services.

### **Natural Disaster/Emergency Procedures**

Hernando County utilizes School Board buses for county wide mass evacuation of special needs in time of threatening or pending storm. Trans-Hernando is available to provide backup when additional transportation of special needs is required.

### **Marketing and Public Awareness**

Marketing and public awareness of the transportation disadvantaged system is accomplished via the distribution of the Transportation Disadvantaged Service Brochures and flyers to locations throughout Hernando County and include County buildings, Chamber of Commerce, hospitals, doctor's offices, supermarkets, and Mid Florida Community Services, Inc., organizations as well as on all Trans-Hernando service vehicles.

### **System Safety Program Plan**

A System Safety Program Plan (SSPP) has been developed and is conducted every three years by the Florida Department of Transportation (FDOT). The plan includes statement of Safety Policy, Introduction and Purpose of SSPP, Goals and Objectives of the system, Regulatory Agencies, System Description, System Safety Management and System Safety tasks and Implementation. The next System Safety Program Plan will be conducted in March of 2019.

### **Transportation Alternatives**

The following table lists the transportation services currently available to the public in Hernando County as well as Non-Emergency Transportation provided to Medicaid beneficiaries:

**CURRENT PUBLIC TRANSPORTATION SERVICES IN HERNANDO COUNTY**

Agency	Service Area	Service Hours	ADA Accessible	Rates
Seven Seven Taxi 352-686-0607	Spring Hill Brooksville	24/7	No (wheelchair in trunk)	\$2.50 first 1/4 mile \$2.25 each addtl. \$1.00 surplus (Discretionary)
J and M Limousines 352-688-2999	Spring Hill Brooksville	8:30 a.m. 7:00 p.m.	No (wheelchair in trunk)	\$98.00 p/person Round-Trip Airport Shuttle
Hernando Car Service 352-797-6080 352-666-1234 352-686-1951	County-wide	24/7	No (wheelchair in trunk)	\$2.00 p/mile
Wheelchair/Stretcher Limo 352-799-0601	County-wide	6 am to 6 pm unless other arrangements are made 7 days	Yes	Wheelchair: \$35.00 each way & \$3.00 p/mile Stretcher: \$90.00 each way & \$3.00 p/mile
TransCare Plus 352-340-5096	County-wide	24/7	Yes	\$2.50 p/mile Wheelchair: \$20.00 – one way \$30.00 - roundtrip Stretcher: \$60.00 – one-way \$90.00 – round-trip

## Medicaid HMO-Non- HMO Information

**Choice Counseling: 1-877-711-3662**

**Online: [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)**

**For HMO info or to report complaint**

<b>MANAGED CARE</b>	<b>TRANSPORTATION PROVIDER</b>	<b>TELEPHONE NUMBER</b>
Prestige	Access 2 Care	1-855-381-3778
Staywell/Wellcare	MTM	1-866-591-4066
Sunshine	Access 2 Care	1-866-201-9968
United	Logisticare	1-866-372-9891
CMS	Access 2 Care	1-866-867-0729

## PERFORMANCE EVALUATION STRATEGIES

Trans-Hernando measures and evaluates quality of service by logging individual rider times of arrival and departure. Guidelines are based on two-hour wait times for first pickup and for returns. Currently the system is within the one-hour guideline 90% of the time.

## 2017/18 OPERATIONAL GOALS AND OBJECTIVES

Objective 1: Decrease the number of system no-shows.

This will be accomplished by developing a rider “Rights and Obligations” pamphlet. The pamphlet will identify rider rights and responsibilities to include; advanced scheduling, cancellation policy, and the no-show policy/effects and potential cost to the rider. A no-show standard of 1%, as based on the percentage of funding source trips has now been established.

Objective 2: Decrease the number of vehicle breakdowns.

The average age of the current fleet is six (6) years old. Out of eleven (11) vehicles, eight (8) are used daily.

Objective 3: Decrease the number of system complaints.

Rider education will be a key component in the efforts to decrease the number of informal and formal complaints. A telephone script has been developed to accompany the rider Rights and Obligations pamphlet to assist in educating riders about how the coordinated system works. Additionally, staff contacts those individuals who have mental disabilities that may hinder them from fully understanding how the system works.

Objective 4: Relieve the overburdened paratransit system by converting riders to the fixed-route system whenever possible. Programs are in place to direct current and ambulatory paratransit users who reside within 3/4-mile radius of fixed-route service to utilize THE Bus.

**MID FLORIDA COMMUNITY SERVICES, INC.**  
**2018**  
**CURRENT VEHICLE INVENTORY**

**Attachment B**

	VEH NO	FDOT #	VEHICLE TYPE	VIN NUMBER	YR	SPEC EQUIP	REPLACE GRANT YEAR	COND	FUEL	Current Mileage 4/1/18	FUNDED BY	SEATING CAPACITY	W/C POS
1	2		TURTLE TOP	1HA3GRCG5HN006165	2017	WC LIFT	22/23	EXC	GAS	3171	CTD	10	2
2	3	70774	Turtle Top	1HA3GRCG2HN006379	2017	WC LIFT	22-23	EXC	GAS	0	5310	10	2
3	4	70760	TURTLE TOP	1GB3GRCL9G1273272	2017	WC LIFT	22/23	EXC	DIESEL	9313	5310	10	2
4	5	N/A	TURTLE TOP	1FDWE3FLXFDA28075	2015	WC LIFT	21/22	EXC	GAS	50,250	CTD	10	2
5	6	99777	TURTLE TOP-3500	1GB3G2CL4F1240573	2016	WC LIFT	21/22	EXC	DIESEL	64,522	5310	10	2
6	8		TURTLE TOP	1GB3GRCL9G1274499	2017	WC LIFT	22/23	EXC	DIESEL	14,196	CTD	10	2
7	54		TURTLE TOP-3500	1GBJG316871232178	2008	WC LIFT	16/17	GOOD	DIESEL	223,735	MFCS	11	2
8	56		TURTLE TOP-3500	1GBJG316371233321	2008	WC LIFT	16/17	GOOD	DIESEL	240,702	MFCS	11	2
9	7		TURTLE TOP-3500	1GBJG316781129514	2008	WC LIFT	17/18	FAIR	DIESEL	174,692	MFCS	11	2
10	57		TURTLE TOP-3500	1GBJG316191134841	2010	WC LIFT	18/19	GOOD	DIESEL	212,425	MFCS	11	2

**SYSTEM SAFETY PROGRAM PLAN (SSPP)**

April 2018

**Hernando County**

*Transportation for  
Disadvantaged*

MID FLORIDA COMMUNITY SERVICES, INC.  
TRANS HERNANDO

Brooksville, FL 34601  
352-799-1510 FAX: 352-754-9390

UPDATED BY STAFF: April 2018

## Table of Contents

I.	Statement of Safety Policy . . . . .	5
II.	Introduction and Purpose . . . . .	6
III.	Goals and Objectives . . . . .	6
IV.	Regulatory Statues and Agencies . . . . .	6
V.	System Description . . . . .	7-8
	A. Organizational Chart	9
VI.	System Safety Management . . . . .	
	A. Operations	10
	B. Driver Selection/Qualifications	10-11
	C. Vehicle Procurement	12
	D. Vehicle Maintenance	12-13
	E. Vehicle Accident	14-15
	F. Event Investigation	14-15
	G. Record Retention	15-16
VII.	System Safety Tasks and Implementation . . . . .	16-17
VIII.	System Security Program (SSP) . . . . .	17
IX.	Attachments . . . . .	18



# SSPP Document Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned Person (Signature)	Remarks
6/6/16	Update to F. – Event Investigation		Updated SSPP will be distributed to MPO and FDOT

## System Safety Program Plan Revision History

Date	Revision	Description of Change	By
6/6/2016	1	F.-Event Investigation-added wording to include any/all events over \$1,000 will be investigated by MFCS. Less than \$1,000 will be investigated at MFCS discretion.	Jan Malik Transportation Coordinator
2/8/17		No changes/updates required	Jan Malik Transportation Coordinator
5/1/2018	1	Section VI – Part A. Update of system hours	Michelle Hale Transportation Coordinator
5/1/2018	1	Section VI – Part A. Update of Organizational Chart	Michelle Hale Transportation Coordinator

## **I. Management Safety Commitment and Policy Statement**

MID FLORIDA COMMUNITY SERVICES, INC. – MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO is committed to providing safe, secure, clean, reliable, and efficient transportation services to the patrons. This policy statement serves to express management's commitment to and involvement in providing and maintaining a safe and secure transit system.

Section 341.041, Florida Statutes (F.S.); Section 334.044(2), F.S.; and Section 341.061(2)(a), F.S., requires the establishment of minimum equipment and operational safety standards for all governmentally owned bus transit systems; privately owned or operated bus transit systems operating in this state which are financed wholly or partly by state funds; all bus transit systems created pursuant to Chapter 427, F.S.; and all privately owned or operated bus transit systems under contract with any of the aforementioned systems. Safety standards for bus transit systems are provided by Rule Chapter 14-90, Florida Administrative Code (F.A.C.), hereinafter referred to as Rule 14-90. Bus transit systems are required to develop, adopt, and comply with a System Safety Program Plan (SSPP), which meets or exceeds, the established safety standards set forth in Rule 14-90.

In the interest of safety and security, and in order to comply with the statutory requirements, MID FLORIDA COMMUNITY SERVICES, INC. - MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO has developed and adopted this System Safety Program Plan (SSPP) that complies with established safety standards set forth in Rule 14-90. The SSPP is intended to document all policies, functions, responsibilities, etc. of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations, maintenance, etc.

MID FLORIDA COMMUNITY SERVICES, INC. - MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO management is responsible for maintaining a coordinated safety system in order to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management has responsibility for maintaining and implementing the SSPP and complying with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators are charged with the responsibility of adhering to this SSPP. Any violation of safety and security practices is subject to appropriate administrative action. Management

is ultimately responsible for enforcing the SSPP and maintaining a safe and secure system.

## **II. Introduction and Purpose:**

The SSPP outlines the established functions, responsibilities, and obligations that shall be complied with in accordance with F.S.14-90 , as well as those that shall be implemented in an effort to establish increased levels of safety. The SSPP shall allow for improved communication, documentation, and coordination within the entire system to decrease injuries, property damage, and delays in service. The SSPP applies to all aspects of MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO services including design, procurement, administration, operations, and maintenance. The SSPP is reviewed and updated annually.

## **III. Goals and Objectives:**

The overall goal of MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO is to provide transportation services in a safe, reliable manner, and reduce costs associated with accidents. The objectives for attaining the safest operating conditions and environments are as follows:

In the effort to attain this goal MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO will identify unsafe conditions and develop methods to eliminate or control those hazards that could cause unsafe conditions. The most effective solutions to control hazards will be determined in an effort to eliminate any estimated losses as a result of the hazard. These objectives shall be applied to all aspects of the system in reducing accidents and all employees shall be trained accordingly.

## **IV. Regulatory Agencies**

State law requires MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO to develop a transit system safety program plan that complies with F.S. 14-90 State of Florida Minimum Equipment and Operational Safety Standards. It is the intent of MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO to comply with these standards and to certify that it is operating within its SSPP. Any MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO operation (s) that poses an immediate danger to public safety shall be suspended.

MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO shall comply with the procedures established within F.S 14-90 governing transportation. MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO will inspect all equipment operated in accordance with the established standards and will certify compliance to The Department of Transportation by February 15<sup>th</sup> for the prior calendar year period in accordance with F.S.14-90.010.

## **V. System Description**

MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO was created in 1980, as a department inside Mid Florida Community Services, Inc., in response to an identified need to have transportation for the elderly and transportation disadvantaged.

Initially, part-time services were offered in Hernando and Sumter County using one van. Some months later a second van and driver were added and services expanded to include other agencies. In time, Mid Florida Community Services was offered and accepted the role of designated provider in Hernando County. Resources were assigned to Hernando County exclusively and services were offered three days a week. As of January 1, 1988, MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO has arranged for or personally provided all transports for Transportation Disadvantaged citizens in Hernando County.

Today, MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO provides Transportation for Disadvantaged services, as the Community Transportation Coordinator (CTC).

The Transportation for Disadvantaged service is a door to door , non-emergency service for the elderly, the economically disadvantaged, the physically or mentally challenged and the General Public. Anyone with a need can access MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO's system.

Today priorities are given to medical and nutritional appointments as 92% of all requests are medical. Shopping, educational and other trips are performed on seat available basis.

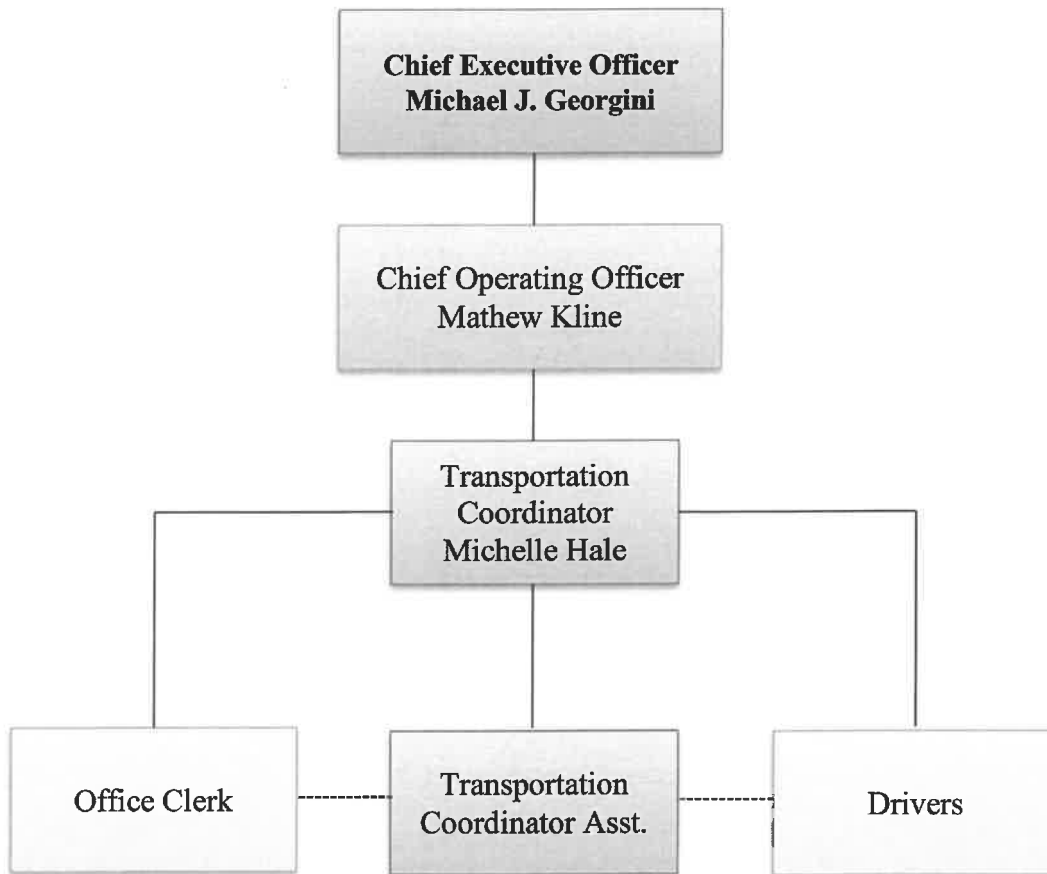
All riders must have a Transportation Disadvantaged application on file prior to their first ride. Fare-box fees are based on economic ability to pay. Riders applying for funding assistance must provide proof of income with the application. Riders who complete an application and are at 100% to 200% Federal Poverty Guidelines pay \$3.00 per one way trip. Riders who complete an application and are below 100% Federal Poverty Guidelines pay \$1.00 per one way trip. Riders who are above 200% Federal Poverty Guideline pay \$5.00 per one way trip.

Transportation for Disadvantaged services is provided through a geographical assignment of vehicles based on current trip demand history. Scheduling requires twenty four hour advanced notice and vehicles multi-load medical, nutritional, shopping, education and other riders in a time certain pickup and drop off system. All vehicles begin picking up riders county wide Monday through Friday 6:00am with guaranteed appointment arrival times. Cross county services require return trip by 2:00 p.m. The last or latest return available for local traffic, city to same city, is 3:30 p.m.

The Transportation for Disadvantaged service today is essential to the residents of Hernando County. Hernando County is largely populated with retirees who need transportation to meet the basic living requirements. MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO currently provides approximately 2,000 trips each month for residents of Hernando County. MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO offers a low cost means of transportation, with the availability for riders countywide to access services for medical, nutritional, shopping, educational and other services.

An Organizational Chart of MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO's is identified on the next page.

Mid Florida Community Services, Inc.  
Trans Hernando Organizational Chart



## **VI. System Safety Management**

The Transportation Coordinator is ultimately responsible for daily operations and the implementation, maintenance, safety and update of the SSPP. The Transportation Coordinator and Transportation Coordinator Assistant have the responsibility for system safety both on site and drivers to include vehicles. In the event of contractors service, the Transportation Coordinator shall review and monitor for compliance with all phases of the SSPP. (See System Organizational chart on page 6).

### **A. Operations**

The pre-employment qualifications for drivers include e-verify, FDLE, fingerprinting and local background checks, proof of clean valid Florida licenses with 0 points, sexual predator check, medical examinations in accordance with F.S. 14-90.0041 as well as pre-employment drug screening. All drivers will be trained by the Transportation Coordinator Assistant in operational rules and procedures to assure compliance with Florida State law and all new-employed drivers shall be instructed on such rules and procedures. Upon hire, bi-ennial physicals in accordance with F.X.14-90-0041 will be performed. as well annual driver license checks.

### **B. Driver Selection/Qualifications**

Qualification for drivers are valid Florida commercial drivers license, class B, or above with passenger endorsement and air brakes. Zero (0) points on license and (2) two years verifiable experience transporting passengers is required.

Drivers shall not drive more than 12 hours in any one 24-hour period, or shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days. Drivers shall have a minimum cumulative off-duty time of eight hours within any one 24-hour period. The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions.

Driver training shall follow those guidelines established within the “MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO Driver Training and Safety Manual”. The “MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO Driver Training and Safety Manual” is reviewed and updated, as needed, and is available in the main office area. The manual establishes well defined written instructions and safety procedures for all drivers. A file shall be maintained on each employee to ensure proper documentation of all training, driving records, incidents/accidents and any safety concerns.



All Trans Hernando drivers shall be responsible for the operational and driving requirements in accordance with F.S 14-90-006 to include the following: Documents of reports will be kept on site in the main office. A detailed Driver's Manual is issued upon hire:

- reporting any driving violations, notice of license suspension, cancellation, or revocation, by the end of the business day following the day notice is received.
- reporting any condition (s) resulting in impaired driving ability: medications, prescription and/or over the counter, weather, road, traffic conditions or medical emergencies and disasters.
- completion of daily inspections and documentation-completion of "Vehicle Safety and Maintenance Report (see appendix B) kept on file in the operations section.
- providing interior lighting for passengers boarding and exiting, if a bus is in operation during darkness.
- Assuring all passengers, in non-standing vehicles, are seated and secured by a restraining belt while vehicle is in motion. On vehicles equipped with stanchions and standee line passengers cannot occupy any area forward of the marked standee line.
- not refueling vans or buses in a closed building or while passengers are on board
- securing him/herself by the driver's restraining belt while operating the bus
- not leaving buses unattended for any extended period of time
- assuring that all emergency exit doors operable by key are unlocked during passenger operations
- proper lighting of wheelchair lifts when in use during darkness
- proper securing of wheelchair passengers in appropriate position while in motion

- 2-way radios are company issued to all drivers for communication purposes. This is the only wireless device that is permitted to be turned on while vehicle is in motion. This device is not permitted for personal use. Use of all other personal wireless communications devices are prohibited and must be turned off and out of site while vehicle is in motion.

### C. Vehicle Procurement

Transport vehicles are procured through the State of Florida Vehicle Procurement Program in accordance with F.S14-90.006 Vehicle Equipment Standards and Procurement Criteria.

### D. Vehicle Maintenance

#### Safety Inspections-In accordance with F.S14.90.006

Safety inspections shall include, at a minimum, the equipment and devices required by Florida Law. Safety inspections are conducted by contracted vehicle maintenance entity (see Appendix D). Safety Inspections shall be documented and maintained in a file that is readily available for periodic review by the D.O.T. Law enforcement officers or persons designated by the Department of Transportation shall be permitted to perform system reviews for compliance with Florida Law.

#### Daily Inspection-in accordance with F.S.14-90-006

A daily inspection shall be made by the driver prior to and following use and appropriate documentation maintained: Inspections are required for any vehicle public or private contracted for the use of transporting Transportation Disadvantaged service as well as services for the general public.

“Vehicle Safety and Maintenance Report-AM/PM” (see Appendix B).

The Inspection includes an examination of the following items:

- lights/signals/flashers
- horn
- wipers
- tires and wheels
- mirrors
- doors
- exhaust system
- steering
- brakes: parking, service

- emergency equipment: first aid kit, fire extinguisher
- gauges
- radio
- seat belt
- cleanliness; inside, outside
- wheelchair lift equipment
- fluids - fluids are checked at least weekly and filled if necessary

A “Vehicle Safety and Maintenance Report” shall be completed and turned in daily for each bus or van in service. Drivers shall complete a “Vehicle Defect Report” (see Appendix C) to report any mechanical problems. This report will be turned in to the Transportation Coordinator for review. If determined that safety is questionable, driver will be assigned to another van. The van in question will be taken immediately to the vehicle maintenance contractor for service. All vehicle maintenance files will be kept in the Transportation Coordinators office. The agency will retain vehicle maintenance files for five years.

Quarterly Inspections or Preventative Maintenance-in accordance with F.S14.90.006

Vehicles are scheduled with the contracted vehicle maintenance contractor, Register Chevrolet, for preventative maintenance in accordance with D.O.T. specifications in accordance with F.S.14-90 on a 6,000-miles schedule. Preventative maintenance is conducted in order to maintain vehicles in a manner to conform with safety regulations and to ensure that all vehicles are properly equipped with all required parts and accessories in good, safe working condition. These quarterly services include changing all fluids and filters, inspecting for tire wear, brake wear and oil leaks. (see Appendix D). In addition to quarterly inspections, an annual inspection will also be performed. Proper documentation of services performed, (see Appendix D) are recorded by the vehicle maintenance contractor mechanic, verified and maintained by the Transportation Coordinator. All preventative maintenance and repair actions shall be documented and include positive means of bus maintenance or inspection. Officers or persons designated by the Department of Transportation shall be permitted to perform system reviews for compliance with state law.

#### E. Vehicle Accidents

MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO shall maintain a comprehensive accident procedure, reporting, evaluation, and record maintenance system. All accidents are to be reported to the transportation office immediately (as outlined in MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO “Driver’s Training

Manual”) and an “Incident/Accident Report” must be completed (see Appendix E). Any accident involving a fatality shall be reported to the Department of Transportation district office immediately and a written report made on such accidents and submitted to the DOT district office along with police report within 30 days after the accident occurs. All accidents shall be reviewed by The Transportation Coordinator and Transportation Coordinator Assistant and to determine the nature, cause (s) and to determine what actions or procedures should be implemented to prevent any reoccurrence. It is the responsibility of the Transportation Coordinator and Transportation Coordinator Assistant to review all accidents to determine future preventative measures as well as to evaluate and determine contributing factors to determine/recommend preventative procedures.

#### F. Event Investigation

For the purpose of this SSPP, events are considered accidents or incidents that involve a transit vehicle or take place on MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO controlled property. An “accident” is an event that causes damage to a vehicle, individual, or property while the vehicle is in motion. It may involve a single vehicle or multiple vehicles. An “incident” is defined as an event that causes damage to a vehicle, individual, or property, which is not an accident.

Any event involving a bus or taking place on property controlled by a transit system and resulting in a fatality, injury, or property damage will be investigated by MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO. All events included but not limited to the following, will be investigated:

- A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
- Injuries requiring immediate medical attention away from the scene for two or more individuals.
- Property damage over \$1,000 in damages to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property will be investigated. Those incidents resulting in less than \$1,000 damages will be investigated at the discretion of MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO.
- Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

In case of all events, drivers are required to contact management immediately. The Transportation Coordinator will contact local law enforcement and emergency medical services. The Transportation Coordinator Assistant will be sent to the

scene. Each investigation will be documented in a final report that includes a description of the investigation activities, identified causal factors, and any identified corrective action plan. Each corrective action plan will identify the action to be taken by the bus transit system and the schedule for its implementation. The Transportation Coordinator will monitor and track the implementation of each corrective action plan. Investigation reports, corrective action plans, and related supporting documentation will be maintained by the Transportation Coordinator for a minimum of four years from the date of completion of the investigation.

## G. Record Management

MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO is responsible for implementing a record management program that include maintenance, retention, distribution, and safe disposal of all safety and security records of the agency in compliance with state and federal regulations will maintain and retain the following records for tenure of employee and/or vehicle.

All safety and security documents of the agency, (SSPP/SPP) will be reviewed annually, periodically revised as needed, to ensure that they are up to date. Revisions and updates will be communicated with employees, contractors, and regulatory agencies as they occur or as deemed necessary by the management, depending on the nature of the revision or update. +The SPP is considered a confidential document and will be retained in a secure location by management.

MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO will maintain and retain the following records for the tenure of the employee and/or the life of the vehicle.

- Records of driver background checks and qualifications
- Detailed description of training administered and completed by each driver
- A record of each driver's duty status which will include total days worked,
- On-duty hours, driving hours, and time of reporting on and off duty each day
- Event investigation reports, corrective action plans, and related supporting documentation

- Records of preventative maintenance, regular maintenance, inspections, lubrication, and repairs performed for each vehicle
- Records of annual safety inspections and documentation of any required
- corrective actions
- Completed and signed medical examination reports for each driver

In addition, MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO will retain records of daily vehicle inspections and any corrective action for a minimum of one (1) year.

An organized paper and electronic filing system will be maintained by the agency, adequately backed up to prevent potential loss of information. All sensitive personnel records will be protected from public access. When ready for disposal, both paper and electronic data will be disposed of in a secure manner ensuring that critical information is protected.

## **VII. System Safety Tasks and Implementation**

### Tasks

The primary task for ensuring the safest operations for MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO is to properly identify and assess possible hazards or conditions that could result in accidents. The method of identifying, analyzing, assessing and resolving causes of accidents is done by all sections or areas of the system and all available information and resources. Strong efforts shall be made toward remedies for the more severe hazards that result in accidents. Assessment of hazards shall result in resolution by either minimizing the hazard, or making the hazard acceptable by the use of safety devices and/or new or improved procedures. Safe operations and a reduction in hazards is accomplished by proper and adequate training for new employees and refresher training courses for existing employees. Random inspections of operational functions shall be made by management to identify hazards not normally identified in day to day activities.

### F.S.14.90.004 Transit System Operational Standards – Wireless communication devices

The agency will issue each driver a cell phone with 2-way communication to enable communication with the Management, other drivers and office staff. The use of any other non issued personal wireless communication devices is prohibited

while the transit vehicle is in motion. All personal wireless communication devices are to be turned off with any earpieces removed from the operator's ear while occupying the driver's seat. Use of wireless communication device mean the use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication: to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the internet; to play, view or listen to a video; to play or listen to music or to execute a computational function. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid is not included in this definition. Wireless communication device means an electrical device capable of remote communication. Examples include cell phones, personal digital assistants, (PDAs) and portable computers (commonly called laptop computers). Computer Based Training on Distracted Driving will be given to each new hire.

Implementation-in accordance with F.S.14.90.012

The requirements of this SSPP shall be implemented upon completion. It is the responsibility of the Transportation Coordinator and Transportation Coordinator Assistant to maintain, annually update, and make the necessary revisions to the SSPP on a required basis. The plan shall also be submitted to DOT for review and to determine compliance with Florida law.

### **VIII. System Security Plan (SSP)**

MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO has developed and adopted a System Security Plan (SSP) that establishes minimum security requirements for operations to include its contractors, if any, for transportation service. The SSP can be viewed at MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO by any government or funding agencies authorized or associated with transit system security.

**IX. Attached documents for System Safety Program Plan.**

1. FS 14-90
2. FDOT Vehicle inspection form 725-030-08
3. MID FLORIDA COMMUNITY SERVICES, INC. - TRANS  
HERNANDO Driver Training Manual
4. MID FLORIDA COMMUNITY SERVICES, INC. - TRANS  
HERNANDO Safety Manual



SUBJECT: 14-90.004 TRANSIT SYSTEM OPERATIONAL STANDARDS  
UPDATE

THIS POLICY CHANGE IS EFFECTIVE IMMEDIATELY FOR ALL BUS/VAN DRIVERS.

ANY DRIVER NOT ADHERING TO THIS MANDATE WILL BE SUBJECT TO DISCIPLINARY ACTION UP TO AND TO INCLUDE DISCHARGE.

PERSONAL WIRELESS COMMUNICATION DEVICE MEANS AN ELECTRONIC OR ELECTRICAL DEVICE THAT WAS NOT PROVIDED BY THE TRANSIT SYSTEM FOR BUSINESS PURPOSES.

THE USE OF PERSONAL WIRELESS COMMUNICATIONS DEVICES IS PROHIBITED WHILE THE TRANSIT VEHICLE IS IN MOTION.

ALL PERSONAL WIRELESS COMMUNICATIONS DEVICES ARE TO BE TURNED OFF WITH ANY EARPIECES REMOVED FROM THE OPERATOR'S EAR WHILE OCCUPYING THE DRIVER'S SEAT.

DRIVER'S MAY CARRY THEIR PERSONAL COMMUNICATION DEVICES TURNED OFF. MESSAGES MAY BE RETRIEVED AND EMERGENCY RELATED MESSAGES MAY BE RETURNED AT A LATER TIME WHEN TRANSIT VEHICLE IS NOT IN MOTION.

USE OF A WIRELESS COMMUNICATION DEVICE MEANS THE USE OF A MOBILE TELEPHONE OR OTHER ELECTRONIC OR ELECTRICAL DEVICE, HANDS-ON OR HANDS-FREE, TO CONDUCT AN ORAL COMMUNICATION: TO PLACE OR RECEIVE A TELEPHONE CALL; TO SEND OR READ ELECTRONIC MAIL OR A TEXT MESSAGE; TO PLAY A GAME; TO NAVIGATE THE INTERNET; TO PLAY, VIEW OR LISTEN TO A VIDEO; TO PLAY OR LISTEN TO MUSIC OR TO EXECUTE A COMPUTATIONAL FUNCTION. USE OF AN ELECTRONIC OR ELECTRICAL DEVICE THAT ENHANCES THE INDIVIDUAL'S PHYSICAL ABILITY TO PERFORM, SUCH AS A HEARING AID IS NOT INCLUDED IN THIS DEFINITION.

WIRELESS COMMUNICATION DEVICES MEANS AN ELECTRICAL DEVICE CAPABLE OF REMOTE COMMUNICATION. EXAMPLE INCLUDES CELL PHONES, PERSONAL DIGITAL ASSISTANTS, (PDAs) AND PORTABLE COMPUTERS (COMMONLY CALLED LAPTOP COMPUTERS.

# Trans Hernando

# Annual Safety Inspection

Date of Inspection	Odometer Reading	VIN Number	FDOT Number	Year/Make/Model

Inspection Agency	Inspector's Name (Print)	Inspector's Signature

Item Inspected	OK	Repairs Required	Comments
Horn			
Windshield Wipers			
Mirrors			
Batteries and Wiring			
Service and Parking Brakes			
Warning Devices			
Directional Signals			
Hazard Warning Signals			
Lighting System and Signaling Devices			
Handrails and Stanchions			
Standee and Warning			
Doors and Interlock Devices			
Stepwell and Flooring			
Emergency Exits			
Tires and Wheels			
Suspension System			
Steering System			
Exhaust System			
Seat Belts			
Safety Equipment			
Equipment for Transporting Wheelchairs			
Speedometer			

Note: Attach any repair order/invoice generated as a result of this inspection. Chapter 14-90.009 Bus Safety Inspections

**PREVENTIVE MAINTENANCE  
INSPECTION REPORT  
TRANS HERNANDO  
MID FLORIDA COMMUNITY SERVICES, INC.**

**Agency: Register Chevrolet  
Address: 14181 Cortez Blvd  
City: Brooksville State: Florida Zip: 34613  
Phone # 352-597-3333**

Vehicle #	Date:	Odometer:
Inspector's Signature:	Printed Name:	Work Order #
Inspection Type: <input type="checkbox"/> A Inspection <input type="checkbox"/> B Inspection <input type="checkbox"/> A2 Inspection <input type="checkbox"/> C Inspection		

Condition Indicators:  = Okay    X = Item was repaired or adjusted    O = Follow up required    N/A = Not Applicable

#	Interior	A	B	C	#	Exterior (cont.)	A	B	C	#	Chassis/Drive Line (cont.)	A	B	C	
1	Passenger Door & Door Interlock Operation				36	Check Operation of All Lights				71	Air Tank Mounting/Lines & Valves				
2	Standee Line & Warning				37	Condensor Fan Operation				72	Check Exhaust System for Mounting/Leaks/Restrictions				
3	Flooring/ Steps/All Interior Panels				38	All Access Doors/Fuel Cap/Engine Cover & Latch Operation				73	Underbody/Mounts & Frame				
4	Wheelchair Belts/Floor Anchors				39	Tire Damage & Wear				74	Fuel Tank Mounting & Fuel Leaks				
5	Passenger Seat Condition/ Foldaway Seats Operation,Condition				40	Check Wheels/Lug Nuts/Valve Stems				<b>Wheel Chair Lift</b>					
6	Passenger Seat Belts				41	Fuel Cap and Door				75	Check Wiring for Routing/ Chafing & Loose Conn.				
7	Stanchions & Hand Rails				42	Leveling				76	Check Lift Interlock System				
8	Roof Hatches/Operation				<b>Engine Compartment</b>					77	Check Lift for Damage/ Inspect Lift Anchor Bolts				
9	Emergency Window Operation				43	Clean Batteries/Check Electrolyte Level				78	Cycle Lift -Check all Safety Systems Including Barriers				
10	Fire Extinguisher/First Aid Kit Emergency Triangles				44	Check Battery/Hold Downs/Cables/Ground Straps				79	<b>Record Lift Cycle Count</b>				
11	Fire Suppression System				45	<b>Record Voltage Output</b>			<b>V</b>	80	Check for Hydraulic Leaks/ Level				
12	Interior Lights				46	Check Belts/Tensioners & Hoses Air Compressor Mounting				81	Clean and Lubricate Lift As Needed				
13	Vehicle Registration/Plates/Manual				47	Check All Fluids				<b>Brake Inspection - Fill In % Worn</b>					
<b>Drivers Compartment</b>					48	Inspect for Leaks				82	BrakeFoundation/ Lines/Rotors/Drums				
14	Brake & Accelerator Pedals				49	Test Anti-Freeze Protection				83	L/Front      % Worn:				
15	Drivers Seat & Belt				50	Check Radiator Core/Mounts				84	R/Front      % Worn:				
16	Horn Operation				51	Check Wiring for Routing/Chafing & Loose Connections				85	L/Rear      % Worn:				
17	Service Brake Operation				52	Check Engine Mounts				86	R/Rear      % Worn:				
18	Ignition System (Start Engine)				53	Replace Engine Oil & Filter				<b>Tire Tread Depth/Inflation - Fill In PSI &amp; /32</b>					
19	Check All Gauges/Switches				54	Check/Replace Air Filter				87	L/Front      /32				
20	Check Fast Idle				55	Check/Replace Fuel Filter				88	R/Front      /32				
21	Check Air Compressor Cut In/Out Pressures/Perform Leak Down Test				56	Check/Clean A/C Filters & Cores/Lines for Routing/Chafing				89	R/R Inside      /32				
22	Shift Lever Operation				57	A/C Compressor Mounting/Clutch				90	R/R Outside      /32				
23	Parking Brake Operation				58	A/C Pressure Check				91	L/R Inside      /32				
24	Back-Up Alarm				<b>Chassis/Drive Line</b>					92	L/R Outside      /32				
25	Driver's & Panel Lamps				59	Shocks/Springs/MOR/ryde				93	L/Front      PSI				
26	Interior Mirrors				60	Torque Rods				94	R/Front      PSI				
27	Windshield Wipers & Washers				61	Check Ball Joints				95	R/R Inside      PSI				
28	Climate Control System/Fans				62	Steering Gear/Linkage & Arms				96	R/R Outside      PSI				
29	Fare Collection System	N/A	N/A	N/A	63	Steering Shaft & Freeplay				97	L/R Inside      PSI				
30	Cleanliness				64	Lube Chassis				98	L/R Outside      PSI				
					65	Check Drive Shaft & U-Joints				<b>Test Drive</b>					
31	Check Exterior Damage Corrosion/Bumpers Mounts/Decals				66	Check Differential Oil Level/Clean Breather/Check Axle Seals				99	Check Engine Performance				
32	Condition of All Glass				67	Drain & Refill Differential				100	Check Shift Points				
33	Wiper Blades & Arms				68	Replace Transmission Fluid/Filter				101	Steering				
34	Exterior Mirrors				69	Check Front Wheel Bearings				102	Suspension				
35	Light Lenses & Reflectors				70	Check Brakes (Pull Wheels)				103	Brakes				
NOTES: USE BACK IF NEEDED											104	Speedometer			

MILEAGE AND TYPE PM NEXT DUE  
MILEAGE \_\_\_\_\_  
NEXT DUE \_\_\_\_\_

TEST DRIVE IN - SHOP SUPERVISOR'S SIGNATURE - TEST DRIVE OUT

# **TRANS-HERNANDO**

**MID FLORIDA COMMUNITY SERVICES, INC.**

**A DOOR TO DOOR SERVICE FOR SENIORS, DISABLED AND  
TRANSPORTATION DISADVANTAGED GENERAL PUBLIC**

## **DRIVER'S OPERATION MANUAL**

**HERNANDO COUNTY  
UPDATED 6/24/15**

## TABLE OF CONTENTS

I.	WELCOME .....	3
II.	MANUAL .....	3
III.	TRAINING .....	3
IV.	RULES AND REGULATIONS .....	3
	A. Alcohol & Drugs .....	3
	B. Medical Examinations .....	4
	C. Dress & Appearance .....	4
	D. Sick & Tardiness .....	4
	E. Insubordination .....	4
	F. Reckless Driving .....	4
	G. Trip Schedules .....	4-5
	H. Vehicle Negligence .....	5
	I. Accident Negligence .....	5-6
	J. Failure to Report an Injury or Accident. ....	6
	K. Other Related Neglect of Duty. ....	6
	L. Rudeness .....	6-7
	M. Political, Religious, or other unauthorized solicitations .....	7
	N. Failure to follow Instructions or Directions .....	7
	O. Unauthorized Passengers .....	7
V.	2-WAY RADIO COMMUNICATION DEVICE (COMPANY ISSUED) PROCEDURE .....	7
VI.	DONATIONS – PROJECT INCOME .....	8
VII.	SAFETY .....	8
	A. Pre-Trip Safety Inspections .....	8
	B. Attending to Passengers .....	8
	C. Railroad Crossing .....	8
	D. Seat Belts .....	8
	E. Driver’s License .....	8-9
	F. Traffic Violations .....	9
VIII.	INCIDENT REPORTING .....	9
IX.	ACCIDENT REPORTING PROCEDURE .....	9-10
X.	PRE-TRIP SAFETY CHECK .....	10
	A. Brake Lights .....	10
	B. General Lights .....	10
	C. Brakes .....	10
	D. Steering .....	10
	E. Horn .....	10
	F. Back Up Beeper .....	10
	G. Tires .....	10
	H. Lubrication .....	10
	I. Cleaning .....	10
	J. Exhaust System .....	10-11
XI.	GENERAL DRIVING SKILLS .....	11
	A. Turning .....	11
	B. Maintaining Speed .....	11
	C. Stopping .....	11
	A. Backing the Vehicles .....	11

	B. Surveillance .....	11
	C. Car Following .....	11
	D. Passing .....	11
	E. Entering Traffic .....	12
	F. Leaving Traffic .....	12
	G. Lane Changing .....	12
	H. Parking .....	12
	I. Leaving a Parking Space .....	12
	J. Emergency Areas .....	12-13
	K. Being Passed .....	13
	L. Being Followed .....	13
	M. Oncoming Cars .....	13
XII.	SPECIAL VEHICLE RELATED SKILLS .....	13
	A. Special Vehicles .....	13
	B. Approaching Intersections .....	13-14
	C. Curves .....	14
	D. Lane Usage .....	14
	E. Road Surface Types .....	14
	F. Wet Roads .....	14
	G. Road Shoulders .....	14
	H. U-Turns .....	14
	I. Two & Three point turns .....	14-15
XIII.	ENVIRONMENTALLY RELATED SKILLS .....	15
	A. Off-Street Driving .....	15
	B. Railroad Crossing .....	15
	C. Bridges .....	15
	D. Inclement Weather .....	15
	E. Night Driving .....	15
	F. Vehicle Operation & Performance .....	15-16
	G. Freeway Driving .....	16
	H. Sand .....	16
	I. Climate .....	16
	J. Hills .....	16
	K. Wind .....	16
XIV.	CLIENT ASSISTANCE .....	17
XV.	NURSING HOMES .....	17
XVI.	SHOPPERS.....	17

## I. WELCOME

Welcome to Mid Florida Community Services, Inc., Transportation Division-Trans-Hernando

Bus/Van transportation aids in maintaining the quality of life for many Hernando County residents who have been determined to be transportation disadvantaged. Your position as Bus/Van Driver is an integral part of the program, as you will have direct responsibility of providing transportation and assistance to the passengers, many of whom depend on our program as their sole source of transportation.

## II. MANUAL

This manual is provided as a basic guide to assist you in the performance of your duties. Rules and regulations contained in this manual will not conflict or contradict other rules or laws; however, modifications and additions to policies, rules and regulations will be made when determined necessary. Changes, deletions, and/or additions will be made timely and numbered for insertion into your copy of the manual.

## III TRAINING

You have received orientation which will have made you aware of your benefits, and obligation as a Mid Florida Community Services (MFCS) employee. You will already have been given a road test prior to hire. During your employment as a driver, supervisory staff persons will be riding with you and will offer suggestions to help you in the performance of your duties, and will be monitoring your driving skills and performance as a driver in general. Driver monitoring will be an ongoing activity for evaluation of customer service and driving skills. You will be required to attend occasional meetings during which training will be provided. You will also need to successfully complete instructed courses in, Defensive Driving, Vehicle Inspection, Back Injury, Wheelchair Procedure, Lap Belt Strap In Procedure, Incident/Accident Reporting, Vehicle Accident Reporting, Rider Sensitivity, Wireless Communication, Manifest Training, Bloodborne Pathogens, Drug and Alcohol Awareness and Zero Tolerance Drug and Alcohol policy, and Bio Hazard, as well as online training in Basic First Aid, Curbing Transit Operations Distracted Driving, Disability Etiquette for Transit Operators, Clean Sober and Safe Drug & Alcohol informational video and Fire Extinguisher training.

## IV. RULES AND REGULATIONS

The objective of these rules is primarily to govern the MFCS Transportation program. These rules are important and will have an effect upon your annual evaluation. Failure to comply, deviate from or violate these rules and regulation will be subject to disciplinary action, up to and including termination.

### **A. ALCOHOL AND DRUGS**

Mid Florida Community Services, Inc.'s transportation department subscribes to a zero (0) tolerance drug and alcohol policy in accordance with 49 CFR-Part 655, which cover all safety sensitive employees. The consumption or possession of alcohol in any form is strictly prohibited while on duty or before coming on duty and is subject to immediate termination. The smell of alcohol on your breath or suspicion of drug use or impairment of any nature will result in a "Reasonable Suspicion" testing. If "Reasonable Suspicion" testing is positive, immediate termination will follow.

Any driver found with illegal drugs or alcohol in his/her possession while on duty will be terminated immediately.

Each new hire will be required to have a pre-employment drug screen. Once employed, all safety sensitive employees will be subject to random drug and alcohol testing quarterly. Any safety sensitive employee who tests positive for drug or alcohol will be terminated immediately.

#### B. MEDICAL EXAMINATIONS

Each new driver will be required to have a pre-employment medical examination in accordance with FDOT form number 725-030-11-Medical Examination Report for Bus Transit System Driver, Rev. 07/05. In addition, all drivers will be required to have a biennial medical examination. Medical examination certificate will be maintained in each employee's driver file.

#### C. DRESS AND APPEARANCE

Drivers are expected to maintain high personal, moral, and ethical standards. One of the most noticeable expressions of these personal standards is dress and appearance. Remember, you will not only be driving a vehicle but will provide passenger assistance. Keep in mind that you are the Agency image recognized by the general public and your appearance will reflect upon the entire MFCS Transportation Department. Be sure that your uniform shirts are clean, pressed and presentable. Slacks/jeans/walking shorts are permitted. No ripped, torn or badly worn slacks/jeans/walking shorts allowed. Only dress shoe/sneakers are permitted, no open toe or open heel (slides) permitted. Driver ID badge is to be worn and Your Driver Today ID badge posted in your vehicle at all times.

#### D. ABSENT AND TARDINESS

Drivers should keep in mind that trip reservations are made 24 hour in advance and therefore it is important that you personally contact and speak to the Transportation Coordinator at the latest by 8:00AM. Prior to 8:00 AM, a message can be left on 352-799-1510 to advise, however, direct contact must still be made by 8:00AM.

#### E. INSUBORDINATION

No industry in the private or public sector can operate efficiently without management and supervision of policy, rules, and regulations. Failure of any employee to comply, adhere, or respond to orders, instruction, or reprimand, constitutes insubordination.

Acts of insubordination will be subject to disciplinary action up to and including termination.

#### F. RECKLESS DRIVING

Drivers are expected to obey all Florida traffic laws. Any driver who operates an assigned vehicle in any manner other than a safe, normal manner shall be considered reckless and subject to disciplinary action up to and including termination.

Examples of such unsafe operations are listed below:

1. Exceeding the posted speed limit.
2. Turning corners too fast, rapid takeoffs, unnecessary heavy braking, and opening doors to discharge passengers while van/bus is in motion.
3. Deliberately cutting in, out, or away from a traffic lane discourteously.
4. Driving too fast for existing road conditions or weather.
5. Driving too fast on private property.
6. Driving too fast with a known defect affecting the safe operation of a vehicle.
7. Failure to follow "Move Over" law.
8. Distracted driving



## G. TRIP SCHEDULES

Drivers must be aware that passengers do have scheduled times to arrive at their destination. Not adhering to time schedules reflects upon you as a driver and the entire Transportation system. Listed below are a few instances that create late destination arrivals and may result in disciplinary action:

1. Unnecessarily late leaving the parking area.
2. Unnecessary or unauthorized lay-over at passengers, homes, and drop-off points.
3. Failure to arrange your route properly before leaving the parking area.
4. Not advising Transportation Coordinator Assistant when experiencing a delay which might cause late delivery times.
5. Failure to check bulletins for detours and other information which may affect your route.
6. Failure to report vehicle defects before leaving the parking area which could result in a vehicle breakdown or equipment breakdown while on your route.
7. Failure to wash/fuel vehicles at end of shift-If late return to depot driver must see Transportation Coordinator for instruction.

## H. VEHICLE NEGLIGENCE

Due to the extreme importance of having a vehicle perform at its maximum in efficiency, cleanliness, and safety, MFCS Transportation Program places great responsibility for the proper care of vehicles on the operator. All operators have been instructed in proper operation and function of all vehicles. Consequently, any negligence will be cause for disciplinary action up to and including discharge. Operations should avoid the following situations which are some examples of negligence:

1. Continuing to drive a vehicle with a known defect without supervisory approval.
2. Continuing to drive a vehicle with wheel or engine noises, soft tire or dragging brakes.
3. Allowing trash to accumulate in the vehicle, particularly in the drivers' area.
4. Continuing to drive with a warning light or buzzer going.
5. Driving the van under carports, inaccessible overhangs at Nursing Centers, etc. or low hanging limbs.
6. Failure to report any vandalism or damage.
7. Failure to report a vehicle malfunction and/or missing equipment.
8. Allowing the vehicle to idle excessively.
9. Riding the brake pedal.
10. Making any engine adjustment without authorization.
11. Leaving a vehicle unattended while idling or with the hand brake off.
12. Driving the vehicle off the pavement without authorization.
13. Allowing anyone else to handle the controls.
14. Switching with other operators without authorization and failure to record the proper vehicle number on your trip sheet.
15. Unauthorized handling or driving of a vehicle.
16. Improper use of fuel handle while pumping fuel (Inserting any device to lock down handle in position)

## I. ACCIDENT NEGLIGENCE

Safe driving is no accident. All incidents/accidents are caused by some degree of negligence on the part of one or both drivers. Incidents/Accidents can be prevented by practicing defensive driving in which you, the professional driver, have been trained and repeatedly instructed. Avoiding the following situations will

lessen the possibility of contributing to the cause of an accident. All incidents/accidents must be reported to the Transportation Coordinator immediately to receive instructions on how to proceed. All incidents/accidents will be reviewed by the Transportation Coordinator and Transportation Coordinator Assistant to determine if incident/accident was preventable.

1. Speeding.
2. Following too close.
3. Failure to be alert when approaching unknown or hazardous intersection.
4. Changing lanes without using the approved safety precautions and procedures.
5. Pulling away from a parked position and failing to realize the danger of rear overhang.
6. Entering traffic without using both mirrors and visual check to determine if the way is clear.
7. Failure to report any kind of accident or incident.
8. Improper right turns (allowing too much space between you and the curb on right hand turns or pulling to the left lane in preparation for a right turn without yielding to oncoming traffic, both from the rear and ahead).
9. Braking unnecessarily because of following too close or not adjusting your speed to maneuver safely when other vehicles traveling in the same direction cut in on you.
10. Failure to keep a "big picture" of traffic in and around you.
11. Allowing yourself to be distracted by road marking, tail lights, tags of other vehicles or other diversions.
12. Failure to park and set the brake properly.
13. Failure to utilize all defensive driving techniques which basically encompass acts of courtesy.
14. Driving without proper rest or nourishment.
15. Driving while under the influence of medication (must notify management of prescription drug use).
16. Smoking, eating, or drinking while driving.
17. Unnecessary conversation with passengers or onboard distraction while driving.
18. Moving the vehicle with the doors open.
19. Failure to stop at safe prescribed distances from the curb for boarding and alighting passengers.
20. Drivers should try to obtain competent assistance before backing up, if the situation so warrants.
21. Distracted driving -Use of personal wireless communication devices are prohibited while vehicle is in motion. All personal wireless communication devices are to be turned off and stored out of sight. Only company issued 2-way radio is permitted to be turned on while driving.

#### J. FAILURE TO REPORT AN INJURY OR ACCIDENT

Due to the high degree of risk associated with public conveyance vehicles, it is imperative that operations protect themselves and MFCS by conscientiously and immediately reporting any incident, accident, or injury occurring in or around your vehicle to the Transportation Coordinator. It is also equally important to obtain some corroboration of the occurrence from all available passengers or persons near your vehicle. Operators should not take it upon themselves to judge the nature or seriousness of any of the aforementioned situations. Failure to report any such situations will result in disciplinary action up to and including discharge. Operators sometimes fear reprisals, for reporting accidents, incidents, or injuries; however, honesty and admission are virtues that are definitely considered in determining any disciplinary action. Notice of unreported accidents, incidents or injuries or litigation resulting from an unreported accident, incident, or injury will be subject to immediate dismissal.

#### K. OTHER RELATED NEGLECT OF DUTY

While the intent of this manual is to be of an informative nature, by no means can it be expected to cover every conceivable situation that may affect real property, vehicles, or related areas of our service. It does, however, provide that any unreported situation may be considered reason for disciplinary action.

#### L. RUDENESS

Passengers interpret moods and negative attitudes as acts of rudeness or discourtesy. Try to avoid any acts that may be regarded as rude or discourteous. If you have a client that is argumentative, politely advise them to call the office for solutions to their problems. You are a representative of MFCS and must not do or say anything which might cause embarrassment to the Agency.

A few examples that drivers should avoid are listed below:

1. Indifference: This is an attitude exercised by some operators that obviously reflects an unconcerned manner.
2. Argumentative: Remember, it takes two people to create an argument. You can be courteously factual in your replies or explanations without being argumentative.
3. Ignoring questions because you do not know the answer or do not want to be bothered.
4. Rudeness to passengers, pedestrians and other vehicles.
5. Failure to consider safe maneuvers at stops such as guy wires, holes, weeds, low hanging limbs, mail boxes, or trash receptacles, etc.
6. Your word is honored when responding to initial complaints of rude conduct. There is reason for doubt when there are continuous similar complaints.

#### M. POLITICAL, RELIGIOUS, OR OTHER UNAUTHORIZED SOLICITATIONS

1. It is fundamental and necessary to respect the opinions and beliefs of other people.
2. The discussion, by operators, of politics or religion of any nature is prohibited on the vehicles. You owe your passengers your service and a safe, comfortable trip, not your political or religious views.
3. Solicitations of any nature by drivers or other persons is prohibited on the bus/van. This includes distributing pamphlets or any other material that is not related to transportation service. Drivers will enforce this regulation as well as those concerning political or religious matters.

#### N. FAILURE TO FOLLOW INSTRUCTIONS OR DIRECTIONS

The successful operation of any business is the result of planned strategy, promotion, communication, and implementation. There is no excuse for not observing rules, regulations, and policies germane to the Transportation Program specifically and the Agency in general. Failure to comply with instructions or directions issued by Transportation Coordinator or Transportation Coordinator Assistant be subject to disciplinary action up to and including discharge.

#### O. UNAUTHORIZED PASSENGERS

A driver has the responsibility of ensuring that each person aboard his/her vehicle is eligible to be transported. You are not to provide transportation to anyone not on the daily manifest and without collecting the full fare for which they are liable. Waiver for non payment of trip must be authorized by Transportation Coordinator Assistant prior to loading passenger.

### V. 2-WAY RADIO USE (COMPANY ISSUED) PROCEDURE

2-way Radio Use: Turn radio on and radio check with Transportation Coordinator Assistant at the beginning of your shift. Drivers must also clear with Transportation Coordinator Assistant when manifest is complete and prior to returning to depot.

2-way conversation must be limited to business only. Please no chit chat with co-workers. Management must be able to contact you at all times.

Use of personal wireless communication devices are prohibited while vehicle is in motion. All personal devices must be turned off and stored. Failure to comply with this procedure will be subject to disciplinary measures up to and including discharge.

## **VI. DONATIONS – PROJECT INCOME**

All funds donated by the clients are used solely for defraying the cost of the program. All employees must be aware of the MFCS policy concerning donations from clients. No employee may accept anything of value from a client for the employee's personal use. Failure to comply will be subject to disciplinary measures up to and including discharge.

## **VII. SAFETY**

### **A. PRE-TRIP SAFETY INSPECTIONS**

It is mandatory that drivers properly inspect and fully complete a Pre-trip Safety Inspection form daily. See Exhibit A.

### **B. ATTENDING TO PASSENGERS**

Para Transit drivers are to get out of the driver's seat, step off the van and greet all riders at the door. Driver is not permitted to enter the home or Nursing Home room for any reason. If a client needs assistance to the van, the driver can only assist from the door to the van by lending an arm for support. Wheelchair lift is to be used for any passengers requesting assistance boarding/deboarding. A driver shall not be away from their vehicle with passengers aboard for a period of time in excess of ten minutes. A vehicle shall never be left unattended at any time in an unsafe condition with passengers aboard.

All wheelchair/scooter clients will be secured facing forward utilizing 4 point tie down to include harness and/or lap belt.

Nursing home clients will be transported only from/to the Nurse's station. Drivers are not permitted to go to the client's room at any time.

### **C. RAILROAD CROSSING**

The driver should be familiar with the round road sign that designates a railroad crossing.

Vans are not required to stop at signaled crossing but must stop at non signalized crossing. When crossing the tracks, the drivers should not stop on the tracks for any reason. This may require waiting for traffic to clear so that the MFCS vehicle does not become trapped on the tracks. If a train is approaching and the vehicle stalls on the tracks, the drivers should briefly attempt to start the vehicle. If unsuccessful, the drivers should instruct the passengers to exit immediately and leave the area. Since MFCS transports some individuals who cannot easily exit the vehicle because of age or disability, extra caution should be exercised at railroad crossings, especially those that are unprotected by automatic signals.

#### D. SEAT BELTS

At no time will a driver operate a vehicle without properly fastening their seat belt and making sure that all passengers have fastened their seat belts and are secured. Vehicles are not permitted to operate unless driver and all passengers are safely secured. Contact the Transportation Coordinator immediately if you have anyone refusing to buckle up.

#### E. DRIVER'S LICENSE

Any driver who receives a notice that their driver's license has been suspended, cancelled, or revoked is required to notify the Transportation Coordinator of the conditions of the notice before the end of the business day following the day of receipt. Under no circumstances is a driver to operate a vehicle without having a valid Florida CDL license in their possession. A three-year driving record of each driver will be obtained from the Motor Vehicle Department annually and the report will be filed in the Driver's Information file.

#### F. TRAFFIC VIOLATIONS

All drivers are required to report any personal traffic citations to the Transportation Coordinator by the start of the working day. If citation is during working hours in company vehicle, the driver must notify Transportation Coordinator immediately. Transportation Coordinator will give instruction.

### VIII. INCIDENT REPORTING

Immediately contact the Transportation Coordinator Assistant of any unusual occurrence, client injury, or unusual behavior.

In addition to immediately notifying Transportation Coordinator Assistant, an Incident Report must be completed by the end of the shift and turned in to Transportation Coordinator Assistant. An incident report is required for even a minor incident. For example, a client slips or trips and no physical injury results. If a client reports anything which might be construed as an incident, even though it was not witnessed, it is to be reported.

A Vehicle Defect Report is to be filled out when a driver finds a malfunction and/or any equipment missing from the vehicle (fire extinguisher, first aid kit, etc.) or any incident involving an unexplained disappearance of equipment. In the Comment Section, the driver should indicate if, in their opinion, they feel any financial and/or legal liability may be created because of the incident. Transportation Coordinator will make the decision to operate the vehicle or to take it out of service until further checks can be made.

These reports will be used to prevent accidents and to provide information should there be a complaint filed by the client at a later date. Transportation Coordinator will determine the use of the incident report in the event other entities need to be advised.

Always report an incident, no matter how minor or trivial the incident may be, to your Transportation Coordinator. Failure to do so will lead to disciplinary act up to and including termination.

### IX. ACCIDENT REPORTING PROCEDURE

**STOP VEHICLE.** Immediately contact the Transportation Coordinator Assistant. If circumstances permit, the vehicle should remain in position until police investigate and direct removal. Maintain traffic control if possible, utilizing signal devices (flashers, reflectors, etc.).

Transportation Coordinator Assistant will request the following information:

1. Give brief description of the accident including injuries and damages; identify MFCS vehicle involved.
2. State location of accident – street, city, landmark, and telephone number from which you are calling.
3. Advise if vehicle is unsafe due to damaged equipment, safety devices and if further mechanical damage would result from operation, thus making removal necessary.
4. Identify any witness Name; Address and Telephone Number if available.

Caution: Volunteer NO Information nor sign any papers for anyone other than a MFCS Representative, Police Officer or a representative of the MFCS insurance carrier.

Required After Accident:

Driver must submit the following documents to the Transportation Coordinator.

1. MFCS Vehicle Accident Report.
2. Copy of Police or Highway Patrol Report, with the proper copies going to the appropriate agency and the MFCS insurance carrier.
3. If a fatality occurs at the time of an accident or subsequent to such occurrence, the Florida Department of Transportation will be notified as stipulated in Rule Chapter 14-90.005.

## **X. PRE-TRIP SAFETY CHECK**

The driver must be able to perform a routine daily safety check and know when the vehicle needs repair. The Pre-trip safety inspection report must be completed daily by each driver. See Exhibit A.

### **A. BRAKE LIGHTS**

Drivers will verify that the brake lights come on when the pedal is depressed and turn off when the pedal is released.

### **B. GENERAL LIGHTS**

Drivers will clean the headlights and taillights and check both high and low beam and parking lights. They will check the directional signal indicators and emergency flashers that should be used when loading and unloading passengers.

### **C. BRAKES**

Drivers will check for free play in the brake pedal, brake fluid level, unusual brake noise, or increased distance required to stop.

### **D. STEERING**

Drivers will check for excessive play in the steering wheel and for wheel alignment problems such as pulling to one side.

### **E. HORN**

Drivers will be sure that the horn will sound.

### **F. BACK UP BEEPER**

Driver Operation Manual

6/24/2015

Drivers will be sure that the back up beeper sounds

#### G. TIRES

Drivers will check for proper tire inflation, cuts, excessive tread wear, irregular wear patterns, and out of balance conditions.

#### H. LUBRICATION

Drivers must know how to check the engine oil level, transmission fluid level, power steering fluid level, and the oil level of the hydraulic system of wheelchair lifts.

#### I. CLEANING

Drivers will clean the interior of the vehicle paying particular attention to the windows.

#### J. EXHAUST SYSTEM

After starting the vehicle, look and listen for exhaust leaks. If abnormal exhaust fumes are evident, advise operations so that arrangements can be made for a replacement vehicle.

### **XI. GENERAL DRIVING SKILLS**

In addition to the Pre-trip Safety Check, the driver should be proficient in general driving skills and headlights are to be on at all times.

#### A. TURNING

This is especially important where a van or bus type vehicle (driver forward of front wheel) or a long wheel base vehicle is used. Drivers must not swing too wide or cut corners, hitting the curb with the tires.

#### B. MAINTAINING SPEED

Drivers should be able to maintain a constant speed up and down hill and on level, extreme, frequent variations in speed should be avoided.

#### C. STOPPING

The ability to stop smoothly without disturbing passengers and the ability to stop smoothly at a selected point are essential. Drivers should be able to stop without blocking sidewalks. Drivers will not enter intersections far enough to be subject to collision with cross traffic but should be in a position to see oncoming and cross traffic clearly in both directions. Drivers must come to a complete stop prior to making a right/left on red.

#### D. BACKING THE VEHICLES

Drivers must realize that vans have a blind spot immediately to the rear of the vehicle. Therefore, drivers must check the blind spot before backing and must be able to back the vehicles using outside mirrors only. As a standard practice, backing is to be avoided at all times.

#### E. SURVEILLANCE

Drivers should know how to properly survey the road for signs of impending danger. This includes:

1. Visual scanning of highway alternating between forward and rearview mirrors.
2. Avoiding visual fixation on vehicles immediately ahead.

3. Seeing and responding to traffic controls, such as stop lights, as soon as they become visible, not proceeding through a traffic light until green even though the vehicle adjacent starts to move forward, and not letting disturbances in the vehicle divert attention from the road.

#### F. CAR FOLLOWING

Drivers must be aware of the reaction time and the time required to stop vehicles so that they do not follow too closely the vehicles in front of them. Distance required to stop will vary with the speeds at which both vehicles are traveling. Drivers are to follow the two second plus rule and make allowance for oily, wet surfaces as well as sand and gravel roads.

#### G. PASSING

The driver should know how to pass another vehicle safely. This includes knowledge of "passing" and "no passing" markings on the highway surface and right of way signing. The driver should be able to decide when to pass, execute the pass, and return to the proper lane without abrupt changes of speed. All lane changes should be signaled by the use of the turn indicator lights.

#### H. ENTERING TRAFFIC

Before entering traffic, the driver should know how to use mirrors and glance over the shoulder to check for vehicles front and rear as well as cross traffic. The driver should be able to identify safe intervals in the mainstream of traffic, to signal, and to accelerate smoothly into the lane chosen for travel. In addition, the entrance should be made with enough space to allow other vehicles traveling in that lane to maintain speed.

#### I. LEAVING TRAFFIC

In leaving traffic, the driver must select a safe area off the traveled surface ahead to accommodate the vehicle. The space should be visible at least 200 feet in either direction. The driver should slow down, exit the highway at a safe speed and brake to a stop. Care should be exercised crossing the road shoulder. The driver should make sure the vehicle is clear of the roadway before stopping.

#### J. LANE CHANGING

When changing into another lane of travel, the driver should use the mirrors for a safety check to the rear and be aware of blind spots that should be monitored usually by turning the head. When the lane is clear, the driver should signal his intention to change lanes. Then the driver should steer smoothly to the center of the new lane without delay. If an adjustment in speed is necessary, it should be made while executing the lane change. After completion of the lane change, the driver should verify cancellation of the directional signal.

#### K. PARKING

In parking a MFCS service vehicle, the driver should seek spaces allowing safe re-entry to traffic. Due to the length and width of buses, and vans, parallel parking should be avoided if at all possible. Angle parking is preferable. The driver should ensure that the fenders and doors clear the other parked vehicles and that there is adequate room for the passenger to exit the vehicle, especially where ramps and lifts are used. If parking on a hill is necessary, the wheels should be turned away from the curb, if on an upgrade, and sharply toward the curb if parking on a downgrade. After parking, the driver should routinely check to make sure the transmission is in "park," that the parking brake is set, that all electrical units are turned off, and that the windows and doors are locked when exiting the vehicle.

#### L. LEAVING A PARKING SPACE



When leaving a parking space; the driver should check traffic to the rear and maneuver the vehicle out of the parking space, watching for traffic until the vehicle has cleared other parked vehicles. The driver should know how to leave a parking space using exterior mirrors, also being aware of blind spots that are inherent in van and bus configuration.

#### M. EMERGENCY AREAS

The driver should know how to react to an emergency situation such as an accident or a fire. The driver will slow down and look for an official directing traffic through the area, following directions given by the officials while driving through the emergency area at a reduced rate of speed. Drivers should be prepared to avoid any unexpected movement of vehicles and pedestrians. The driver should not cross fire hoses unless directed to do so by the officer directing traffic. The driver should also know how to respond and yield to emergency vehicles. Move over law specifically requires a vehicle to vacate the closest lane to the emergency and reduce speed.

If the vehicle is passing through or near an area where there has been an accident involving spillage of hazardous materials, windows should be closed and the heater/air conditioner turned off to prevent any fumes from entering the vehicle. Once the area has been cleared and fumes no longer present a hazard, windows may be opened and the heater/air conditioner turned on to clear the vehicle interior.

#### N. BEING PASSED

The driver should be constantly be aware of following traffic by use of the mirror system of the vehicle. When a following vehicle attempts to pass, the driver should look ahead to make sure reentry space is available for the passing vehicle. The driver should maintain a center position or pull slightly to the right to allow additional space for the passing vehicle. Under no circumstances should the driver speed up, but it is sometimes necessary for the driver to slow down to avoid a collision if the passing vehicle needs a larger space to re-enter the lane. When another vehicle, attempting to pass without sufficient room becomes trapped in the wrong lane, the driver of the vehicle being passed should increase or decrease speed to allow the passing vehicle sufficient room to re-enter the correct lane.

#### O. BEING FOLLOWED

The driver should know the importance of signaling all intended maneuvers to a following vehicle driver. Constant scanning of the rearview mirrors is necessary to be aware of the speed of traffic following and thus let the driver know when to slow down, if necessary, and allow the following vehicle to pass. When stopping, the driver should check to make sure that a following vehicle is also stopping. The driver should know how to adjust the interior mirror to the night position and if prudent, slow down and let the following vehicle pass.

#### P. ONCOMING CARS

The driver should be trained to maintain a right of center line position when approaching an oncoming vehicle, and to watch for vehicles attempting to pass approaching slow moving vehicles. Should an oncoming car veer across the centerline, the driver should sound the horn, brake, and steer to the right as the situation warrants. If a collision appears unavoidable, the driver should make an effort to collide at an angle that will minimize impact force.

### **XII. SPECIAL VEHICLE RELATED SKILLS**

## A. SPECIAL VEHICLES

Drivers should know laws affecting special vehicles such as school buses and emergency vehicles.

If an emergency vehicle approaches, the driver will pull to the right and stop to let the emergency vehicle pass. The driver must stop, when approaching from either direction, for a school bus loading and unloading children.

## B. APPROACHING INTERSECTIONS

When approaching an intersection, the driver will slow down and enter the correct direction lane at least 100 feet ahead of the intersection. If a turn is to be executed, the driver should be trained to enter the proper lane 100 feet before the turn or else drive straight through the intersection. The driver must beware of automated traffic controls and must slow down and prepare to stop if the light changes from green to yellow. The driver should also be aware of other traffic and should be prepared to stop or yield to other vehicles if they insist on traveling against signals.

When stopping at an intersection, the driver should stop before reaching the crosswalk.

## C. CURVES

The drivers should be aware of curves by observing the road signs. The driver should understand that vans and buses may be top heavy and consequently drive through curves at speeds conducive to safe travel. When driving in the curve, the driver shall look ahead to anticipate necessary steering corrections, maintain a position right of centerline, and, when visibility is restricted, reduce speed and brake as necessary.

## D. LANE USAGE

The driver should be trained to drive in the far right lane and use the left(s) for passing. The driver should be able to maintain lane position and not veer across lane designation lines except to pass. The driver should know that he should exit a highway only from the lane adjacent to the exit ramp. On a six-lane road (three lanes each way), the driver will pass in the left lane, use the center lane for through traffic movements, and use the right lane for slower movement and exiting.

## E. ROAD SURFACE TYPES

The driver should be trained to observe the road surface and adjust speed and driving habits to prevailing conditions. The driver should know that weather causes roadway deterioration such as potholes and broken shoulders. Special care must be used when driving on defective road surfaces because surface defects are not only causative factors in some accidents but also have a negative impact on vehicle life.

## F. WET ROADS

The driver should anticipate a slippery road surface during the first few minutes of a rainfall because of the oil accumulation which has not been washed from the road. When driving on wet surfaces, the driver must allow for increased stopping distances as well as larger intervals between vehicles. Driving at reduced speeds will prevent hydroplaning, if deep water covers the roadway, the driver should if possible, drive around it or slowly proceed through the water. Since wet brakes do not function well, to eliminate this condition, the driver should be instructed to dry the brakes by putting slight pressure on the brake pedal, letting the heat generated by dragging the brakes dry the mechanism.

## G. ROAD SHOULDERS

The driver should periodically check the shoulders of the roads frequently traveled for conditions such as width, surface condition, alignment with pavement, and presence of obstructions. If a shoulder is hazardous or no shoulder exists, a slower speed should be used.

#### H. U-TURNS

When attempting to make a U-turn, the driver should be trained to carefully check traffic, particularly to the rear. Mid-block U-turns (allowed in some areas) should be made far enough from the intersection to avoid other traffic. U-turns at urban intersections or on divided highways should be made from the lane nearest the center of the roadway. In a residential area or at a narrow street intersection, the drivers should pull to the extreme right before making the U-turn, provided such maneuver is not prohibited.

#### I. TWO and THREE-POINT TURNS

It is not desirable but sometimes necessary to make two- and three-point turns, particularly in rural and residential areas where the highways do not provide for a convenient change of direction. These maneuvers should not be executed contrary to posted restrictions. To make a three-point turn, the driver should turn left, back up, and move forward in the direction from which the vehicle came. To make a two-point turn, the drivers should drive past the driveway, back into it, check right and left traffic, and then turn right or left onto the highway.

### XIII. ENVIRONMENTALLY RELATED SKILLS

#### A. OFF-STREET DRIVING

In driving in off-street areas, especially near schools in residential areas, the driver should look for children playing and other vehicles crossing the path of their vehicle. This is especially true for vehicles with hoods since children are small and may not be seen easily. Driving in an alley, check for other traffic entering the area, for pedestrians crossing sidewalks, exiting buildings, or entering from back yards. Many yard or building entrances to alleys are often hidden and people take less care entering alleys because they do not expect traffic. In a parking lot, the driver must watch for vehicles backing up. When leaving an off street area, the driver should signal and exit only when a safe traffic intervals exists.

#### B. RAILROAD CROSSING

The driver should be familiar with the round road sign that designates a railroad crossing.

Vans are not required to stop at signaled crossing but must stop at non signalized crossing. When crossing the tracks, the drivers should not stop on the tracks for any reason. This may require waiting for traffic to clear so that the MFCS vehicle does not become trapped on the tracks. If a train is approaching and the vehicle stalls on the tracks, the drivers should briefly attempt to start the vehicle. If unsuccessful, the drivers should instruct the passengers to exit immediately and leave the area. Since MFCS transports some individuals who cannot easily exit the vehicle because of age or disability, extra caution should be exercised at railroad crossings, especially those that are unprotected by automatic signals.

#### C. BRIDGES

When approaching a narrow bridge, lights should be used to make the vehicle visible. The driver should slow down, and remain as far right as possible and not stop unless the traffic flow requires it.

#### D. INCLEMENT WEATHER

In fog or intense precipitation, the driver should use low beam lights and pull off the road and stop if safe travel is not judged to be possible. The driver should keep the windshield and windows clean by use of wipers, defroster, air conditioner, or wiping manually.

#### E. NIGHT DRIVING

At night, the driver should not “overdrive” the headlights i.e., driving at a speed which produces stopping distances exceeding the area of road illuminated by the headlights. In night urban driving, the drivers should use low beam, watch for pedestrians and closely observe posted speeds. In night rural driving, the driver should use the dimmer switch to signal when oncoming vehicle lights are too bright.

If the driver must park on the shoulder, position the vehicle well to the right and turn on the four-way emergency flashers.

#### F. VEHICLE OPERATION and PERFORMANCE

The driver must know how to identify vehicle maintenance needs, and should know how to monitor the following items. The windshield, windows, and mirrors should be inspected daily for tightness and possible replacement of damaged mirrors, wiper blades should be checked weekly. The fan belts and radiator hose should be checked daily for cracks and leaks. The suspension system should be checked for unusual noises and excessive play. The cooling system should be checked frequently for proper coolant level. The interior of the vehicle should be checked frequently for worn or broken parts such as worn and inoperable seat belts, ripped upholstery, torn carpet or rubber flooring that could trip passengers and broken wheelchair tie downs.

#### G. FREEWAY DRIVING

The driver should know how to merge with freeway traffic by watching the freeway traffic in the rearview mirror, increasing speed while on the merge lane and smoothly entering the traffic flow. The driver should give merging traffic the right of way and should not attempt to maintain lane position where traffic is merging into the driving lane. Should an emergency occur, the driver should stop only in the break-down lane or on the median, not on the traveled surface or driving lane. Passengers lacking mature judgment or who have mobility problems require that procedures be developed for controlling the passengers so that they are not endangered by straying into the path of vehicles on the freeway and are not injured if another vehicle hits the rear of the vehicle in which they are riding.

#### H. SAND

When encountering loose sand, the driver should attempt to drive around rather than through it. If necessary to drive through it, the driver should shift to a lower gear. Driving on sand covered surfaces requires an increased stopping distance and more interval distance between vehicles. Quick turns and sharp braking should be eliminated while driving on sand. If the vehicle becomes stuck in the sand, the drivers should try to free the vehicle by alternately shifting between low gear and reverse, thus producing a rocking motion.

#### I. CLIMATE

In extremely hot weather, the driver should monitor temperature gauges and improve circulation in the cooling system by shifting to a lower gear in slow moving traffic, shifting to neutral when traffic is at a standstill. Turning off the air conditioner will also reduce the load on the cooling system. In cold, rainy weather, the driver should be instructed to depress the brake pedal periodically to make sure that the brakes are not wet. If the temperature drops quickly after a rainfall, the driver should be trained to watch for icy spots on the road especially on overpasses and bridges.

## J. HILLS

When approaching a hill, the driver should watch for heavy trucks which often approach upgrades at excessive speed making it necessary to adjust the MFCS vehicle's speed. When negotiating an upgrade, the driver should be aware that some vehicles slow down; thus the driver should be prepared to blend with the traffic. On two-way roads, as the crest of the hill is approached, the driver should slow down to compensate for the limited sight distance ahead and be prepared to meet oncoming vehicles. In negotiating downgrades, the driver should check the rearview mirror to make sure following vehicles have not accelerated excessively. When sharp curves and hills are combined, the driver should be prepared to encounter vehicles which cross the centerline when negotiating a curve.

## K. WIND

When driving in a crosswind, especially in areas where the highway has many cuts and fills, the driver should anticipate sudden wind changes when emerging from a cut where the vehicle is protected to a fill where the vehicle is subjected to the full force of the crosswind. The large side areas of vans and buses make these vehicles susceptible to buffeting and the accompanying driving hazards.

## XIV. CLIENT ASSISTANCE

Bus/Van drivers are required to stand at the vehicle door upon entrance and exiting of every client. Upon arrival at a client's residence, it is the driver's responsibility to verify if the client is at home. If after blowing the horn, knocking on the door or ringing the door bell and there is no answer; notify the office prior to leaving a "No Show." Drivers are not permitted to enter the home for any reason and may only offer an arm for assistance.

## XV. NURSING HOMES

Bus/Van drivers are to report to the Nurse's station desk and announce who they are there to pick up. Driver should have completed a No Show ticket in advance. Driver's are not permitted to go to the patient's room for any reason. If patient is not ready within the three (3) minute wait time, contact the Transportation Coordinator for instruction.

## XVI. SHOPPERS

All scheduled shoppers are to be picked up in assigned time range and dropped off as a group at assigned shopping location. Driver will advise all shoppers the time he/she will return to the same area as drop off for pick up. All shoppers must be at the assigned area at the specified time and have only baggage they can secure safely under their seat. If shoppers are not at the specified location and/or have numerous packages, contact the Transportation Coordinator for instruction.

***MANAGEMENT WELCOMES, AT ANY TIME, QUESTIONS,  
SUGGESTIONS, AND COMMENTS FROM DRIVERS OR OTHER STAFF,***

***THAT WILL MAKE THE TRANSPORTATION PROGRAM MORE  
PRODUCTIVE AND RESPONSIVE TO THE PUBLIC.***

## Supervisor Checklist

### For Driver Training

Please check box after the Employee has completed each Training Procedure

- Operations Manual
- Zero Tolerance Drug and Alcohol
- First Aid – Every three years
- Road Test and/or Evaluation for Van
- Defensive Driving
- Vehicle Inspection (Daily Pre Trip) & Vehicle Defect Report
- Back Injury Prevention
- Wheelchair Procedure
- Motorized Wheelchair/Scooter/Power Chair Tie Down Strap Procedure
- Lab Belt Strap in Procedure
- Incident/Accident Reporting
- Vehicle Accident & Reporting Procedure
- Rider Sensitivity
- Manifest Training
- Wireless Communications
- Bloodborne Pathogens
- ID Badge Requirements
- Driver's License – Online Certification

#### Online Training

- Curbing Transit Operator Distracted Driving
- Disability Etiquette for Transit Operators
- Clean, Sober, and Safe
- Fire Extinguisher

**MID FLORIDA  
COMMUNITY SERVICES, INC.**



# SAFETY POLICY & PROCEDURES MANUAL

Board Meeting Approval April 2017



## TABLE OF CONTENTS

<b>Section I</b>	<b>Management Commitment and Involvement</b> Policy Statement Employee Safety and Health Policy Health and Safety Responsibility Safety Policy Violations & Safety Citations
<b>Section II</b>	<b>Safety Committee</b> Safety Committee Organization Responsibilities Meetings Meeting Minutes
<b>Section III</b>	<b>Safety and Health Training</b> Safety and Health Orientation Job Specific Training Periodic Retraining of Employees
<b>Section IV</b>	<b>First Aid Procedures</b> Minor First Aid Treatment Non-Emergency Medical Treatment Emergency Medical Treatment First Aid Training First Aid Instructions
<b>Section V</b>	<b>Accident Investigation</b> Accident Investigation Procedures Investigation Report Form
<b>Section VI</b>	<b>Record Keeping Procedures</b> Record Keeping Procedures
<b>Section VII</b>	<b>Safety Rules, Policies and Procedures</b> Safety Rules, Policies and Procedures

**SECTION 1**  
**MANAGEMENT COMMITMENT AND INVOLVEMENT**  
**POLICY STATEMENT**

The management of Mid Florida Community Services, Inc. is committed to providing employees with a safe and healthful workplace. It is the policy of Mid Florida Community Services, Inc. that employees report unsafe conditions and do not perform work tasks if the work is considered unsafe. Employees must report all accidents, injuries and unsafe conditions to their supervisors. No such report will result in retaliation, penalty or other disincentive.

Employee recommendations to improve safety and health conditions will be given thorough consideration by our management team. Management will give top priority to and provide the financial resources for the correction of unsafe conditions. Similarly, management will take disciplinary action against any employee who willfully or repeatedly violates workplace safety rules. This action may include verbal or written reprimands and may ultimately result in termination of employment.

The primary responsibility for the coordination, implementation and maintenance of our workplace safety program has been assigned to:


Name: Sherry Mcikrantz, Human Resources Director

Phone: (352) 796-1485 extension 214

Senior management will be actively involved with employees in establishing and maintaining an effective safety program. Our safety program coordinator, myself or other members of our management team will participate with you or your department's employee representative in ongoing safety and health program activities, which include:

- Promoting safety committee participation;
- Providing safety and health education and training; and
- Reviewing and updating workplace safety rules

This policy statement serves to express management's commitment to and involvement in providing our employees a safe and healthful workplace. This workplace safety program will be incorporated as the standard practice for Mid Florida Community Services, Inc. Compliance with the safety rules will be required of all employees as a condition of employment.

  
\_\_\_\_\_  
Michael J. Georgini, CEO

  
\_\_\_\_\_  
Date

**MID FLORIDA COMMUNITY SERVICES, INC.**  
**EMPLOYEE SAFETY AND HEALTH POLICY**

It is the policy of Mid Florida Community Services, Inc. that no person shall be required or allowed to work in unsafe conditions. All employees, supervisors and management must support this policy at all times as a condition of employment.

Department Directors are responsible and accountable for assuring safety at their work sites and for the safe work practices of their employees.

Employee performance evaluations, at all levels, will include related safety and health performance.

Each department will submit an annual safety and health action plan to the CEO. This plan will include an analysis of the past year's performance and the specific steps to be taken to improve performance in the coming year. The plan will include measurable performance goals, which shall be developed by the department in conjunction with the Safety and Health program.

Basic safety and health training will be required for all supervisors, and for new supervisors at the outset of their duties.

A Safety Management Committee is herein created to establish appropriate company standards for health and safety data collection and analysis, including the baselines or standards against which performance is judged, and the types of data analysis required by departments. The Human Resources Director will chair the committee. The committee will be composed of the Director of each program (Head Start Director, Senior Services Director, Facilities Director(s), I.T. Director, Transportation, Community Services, Children's Advocacy and Weatherization).

## HEALTH AND SAFETY RESPONSIBILITY

### SCOPE:

This instruction describes both our individual health and safety responsibilities and the accountability of directors, managers and supervisors.

### BACKGROUND:

The success of Mid Florida Community Services, Inc.'s Employee Safety Program is dependent upon the extent to which each employee accepts job safety as part of his or her total responsibility. Safety is an integral part of every job. Department members are responsible for the safety of an operation to the same extent that they are responsible for the operation itself. The work of safety is done at all levels and in every department, division, section and team.

### POLICY:

Each employee is responsible for his or her own safety and for that of others they affect. Those with organizational responsibility for others have a special accountability for incorporating safety and health as part of their management or supervisory duties.

### RESPONSIBILITIES:

Individual Employee: A person doing the job is usually in the best position to assure the safety of that job. Each employee, therefore, is responsible for and measured on how well they understand and follow good safety practices. Employees must make themselves aware of safety and health hazards associated with their job and the consequences to themselves and others (i.e.: clients) of unsafe behavior.

Employees must become skilled in probing for and recognizing unsafe conditions so they can be reported and corrected. Employees must avoid unsafe acts remembering that in accepting a job, they accept the responsibility for working safely and not jeopardizing others.

Chief Executive Officer (CEO): Requires employee safety and health protection to be a high priority in all activities. The CEO expects safe working conditions to be incorporated initially when planning each project and job, and then considered in all tasks performed. Failure to support appropriate safety in the work plan constitutes inadequate job performance, regardless of position in company employment.

Department Director: Department Directors set the safety tone within the management system by personal involvement and actions. Department Directors impact safety effectiveness by conveying a spirit of awareness and concern when participating in department decision-making bodies. Safety responsibilities of the Department Director include the following:

- Weighing health and safety factors in all management planning and decision-making.
- Including safety and health achievement as a measure of each division's performance.
- Ensuring compliance with federal, state and local regulations and consensus standards.
- Active involvement in safety programs and assignment of resources within the department to do the work safely.
- Developing safety performance criteria, measuring accomplishments and ensuring that they are applied in the performance evaluations of all department personnel.
- Systematically reviewing incidents such as disabling injuries, personal injuries, property damage accidents and near misses.
- Developing plans and strategies for continued safety improvement.

- Ensuring that supervisors are trained in safety.
- Assuring compliance with company standards and policies, as well as, imposed regulations.

Supervisors: These individuals apply and enforce safety policies and procedures in specific work situations. Through personal example, communication, and training, they can encourage individuals within their work groups to develop the high level of safety awareness necessary to make safety an integral part of working. Safety responsibilities of supervisors include the following:

- Ensuring effective safety training for individuals in their work group.
- Adopting departmental and company safety standards and establishing additional local safe work procedures as necessary.
- Enforcing safety standards and practices. Taking disciplinary action when appropriate.
- Ensuring timely investigation and reporting of all accidents, and taking corrective action to prevent recurrence.
- Analyzing the causes of injuries and losses and developing plans to anticipate and prevent them.

## **SAFETY POLICY VIOLATIONS & SAFETY CITATIONS**

### **SCOPE:**

This instruction outlines the disciplinary process for failure to follow established safety policy.

### **BACKGROUND:**

Violations of established safety policy will result in discipline issued by supervisory management or safety representative.

### **POLICY:**

Among the available disciplinary measures that may be taken against an improper act, conduct, violation of safety policies/procedures of an employee, are as follows:

- Verbal Warning
- Written Reprimand
- Suspension
- Demotion
- Termination

Mid Florida Community Services, Inc. will determine appropriate action on a case-by-case basis, taking into account the totality of the situation.

### **RESPONSIBILITY:**

The immediate supervisor is responsible for enforcement of established safety policy. If the immediate supervisor fails to enforce safety policy and a member of his/her team receives a safety disciplinary action, then the supervisor also will face disciplinary action.

## **SECTION II SAFETY COMMITTEE**

### **Safety Committee Organization**

A safety committee has been established as a management tool to recommend improvements to our workplace safety program and to identify corrective measures needed to eliminate or control recognized safety and health hazards. The safety committee employer representatives will not exceed the amount of employee representatives.

### **Responsibilities**

The safety committee will be responsible for assisting management in communicating procedures for evaluating the effectiveness of control measures used to protect employees from safety and health hazards in the workplace.

The safety committee will be responsible for assisting management in reviewing and updating workplace safety rules based on accident investigation findings, any inspection findings and employee reports of unsafe conditions and work practices; and accepting and addressing anonymous complaints and suggestions from employees.

The safety committee will be responsible for assisting management in updating the workplace safety program by evaluating employee injury and accident records, identifying trends and patterns and formulating corrective measures to prevent recurrence.

The safety committee will be responsible for assisting management in evaluating employee accident and illness prevention programs and promoting safety and health awareness and co-worker participation through continuous improvements to the workplace safety program.

Safety committee members will participate in safety training and be responsible for assisting management in monitoring workplace safety education and training to ensure that it is in place, that it is effective and that it is documented.

Management will provide written response to safety committee written recommendation.

### **Meetings**

Safety committee meetings are held quarterly during the quarterly Directors meeting. Management will post the minutes of each meeting in our Paycom system and the minutes will be available to all employees.

All safety committee records will be maintained for not less than three (3) calendar years.

## SECTION III SAFETY AND HEALTH TRAINING

### **Safety and Health Orientation**

Workplace safety and health orientation begins on the first day of initial employment or job transfer. Each employee has access to a copy of this safety manual through his/her supervisor for review and future reference and be given a personal copy of the safety rules, policy and procedures pertaining to his or her job. Supervisors will ask questions of employees and answer employees' questions to ensure knowledge and understanding of safety rules, policies and job-specific procedures described in our workplace safety program manual. Their supervisor will instruct all employees that compliance with the safety rules described in the workplace safety manual is required.

### **Job-Specific Training**

- Supervisors will initially train employees on how to perform assigned job tasks safely.
- Supervisors will carefully review with each employee the specific safety rules, policies and procedures that are applicable and that are described in the workplace safety manual.
- Supervisors will give employees verbal instructions and specific directions on how to do the work safely.
- Supervisors will observe employees performing the work. If necessary, the supervisor will provide a demonstration using safe work practices or remedial instruction to correct training deficiencies before employee is permitted to do the work without supervision.
- All employees will receive safe operating instructions on seldom used or new equipment before using the equipment.
- Supervisors will review safe work practices with employees before permitting the performance of new, non-routine or specialized procedures.

### **Periodic Retraining of Employees**

All employees will be retrained periodically on safety rules, policies and procedures and when changes are made to the workplace safety manual.

Individual employees will be retrained after the occurrence of a work-related injury caused by an unsafe act or work practice and when a supervisor observes employees displaying unsafe acts, practices or behaviors.



**SECTION VI**  
**FIRST AID PROCEDURES**  
**EMERGENCY PHONE NUMBERS**

Safety Coordinator: \_\_\_\_\_ Poison Control: \_\_\_\_\_

Fire Department: \_\_\_\_\_ Police: \_\_\_\_\_

Ambulance: \_\_\_\_\_ First Aid: \_\_\_\_\_

Medical Clinic: \_\_\_\_\_ Clinic Address: \_\_\_\_\_

**Minor First Aid Treatment**

First aid kits are stored \_\_\_\_\_. If you sustain an injury or are involved in an accident requiring minor first aid treatment:

- Inform your supervisor.
- Administer first aid treatment to the injury or wound.
- If a first aid kit is used, indicate usage on the accident investigation report.
- Access to a first aid kit is not intended to be a substitute for medical attention.
- Provide details for the completion of the accident investigation report.

**Non-Emergency Medical Treatment**

For non-emergency work related injuries requiring professional medical assistance, management must first authorize treatment. If you sustain an injury requiring treatment other than first aid:

- Inform your supervisor.
- Proceed to the posted medical facility. Your supervisor will assist with transportation if necessary.
- Provide details for the completion of the accident investigation report.

**Emergency Medical Treatment**

If you sustain a severe injury requiring emergency treatment:

- Call for help and seek assistance from a co-worker.
- In the case of an emergency, call 911.
- Provide details for the completion of the accident investigation report.

**First Aid Training**

Specific employees will receive training and instructions from a certified instructor on first aid procedures.

## FIRST AID INSTRUCTIONS

**In all cases requiring emergency medical treatment, immediately call 911, or have a co-worker call, to request emergency medical assistance.**

### WOUNDS:

Minor: Cuts, lacerations, abrasions or punctures

- Wash the wound using soap and water. Rinse it well.
- Cover the wound using clean dressing.

Major: Large deep and bleeding

- Stop the bleeding by pressing directly on the wound using a bandage or cloth.
- Keep pressure on the wound until medical help arrives.

### BROKEN BONES:

- Do not move the victim unless it is absolutely necessary.
- If the victim must be moved, "splint" the injured area. Use a board, cardboard or rolled newspaper as a splint.

### BURNS:

Thermal (Heat)

- Rinse the burned area, without scrubbing it, and immerse it in cold water; do not use ice water.
- Blot dry the area and cover it using sterile gauze or a clean cloth.

Chemical

- Flush the exposed area with cool water immediately for 15 to 20 minutes

### EYE INJURY:

Small particles

- Do not rub your eyes.
- Use the corner of a soft clean cloth to draw the particles out or hold the eyelids open and flush the eyes continuously with water.

Large or stuck particles

- If a particle is stuck in the eye, do not attempt to remove it.
- Cover both eyes with bandage.

Chemical

- Immediately irrigate the eyes and under the eyelids with water for 30 minutes.

### NECK AND SPINE INJURY:

- If the victim appears to have injured his or her neck or spine, or is unable to move his or her arm or leg, do not attempt to move the victim unless it is absolutely necessary.

### HEAT EXHAUSTION:

- Loosen the victim's tight clothing.
- Give them "sips" of cool water.
- Make the victim lie down in a cooler place with the feet raised.

## SECTION V ACCIDENT INVESTIGATION

### **Accident Investigation Procedures**

The supervisor at the location where the accident occurred will perform an accident investigation. The safety coordinator is responsible for seeing that the accident investigation reports are being filled out completely, and that the recommendations are being addressed. Supervisors will investigate all accidents, injuries and occupational diseases using the following investigation procedures:

- Implement temporary control measures to prevent any further injuries to employees.
- Review the equipment, operations and processes to gain an understanding of the accident situation.
- Identify and interview each witness and any other person who might provide clues to the accident's cause.
- Investigate causal conditions and unsafe acts; make conclusions based on existing facts.
- Complete the accident investigation report.
- Provide recommendations for corrective actions.
- Indicate the need for additional or remedial safety training.

Accident investigation reports must be submitted to the safety coordinator within twenty-four (24) hours of the accident.



Mid Florida Community Services, Inc.  
 820 Kennedy Blvd.  
 Brooksville, FL 34601  
 Phone: 352.796.1425 Fax: 352.796.9952

**Supervisor's Investigation Report of Accident/Incident/Injury**  
 (completed by supervisor of employee involved in accident/injury/illness)

Employee Name: \_\_\_\_\_ Age of Employee: \_\_\_\_\_

Department: \_\_\_\_\_ Position/Title: \_\_\_\_\_

Facility: \_\_\_\_\_

Supervisor Name at time of Accident: \_\_\_\_\_

Date of Accident/Incident: \_\_\_\_\_ Time of Accident/Incident: \_\_\_\_\_

Location of Accident/Incident: \_\_\_\_\_

Date Reported to Supervisor: \_\_\_\_\_ Time Reported: \_\_\_\_\_

Years of Company Service: \_\_\_\_\_ Years in Current Position: \_\_\_\_\_

Task being performed when accident occurred: \_\_\_\_\_

Nature of Injury/Illness: \_\_\_\_\_

Part of Body for Injury/Illness: \_\_\_\_\_

Accident/Incident resulted in:  Injury  No Injury  Property Damage

Medical Treatment:  Yes  No

Type of Treatment:  First Aid  Doctor Visit  Emergency Room

Employee refused treatment

\_\_\_\_\_  
 Employee Name PRINT

\_\_\_\_\_  
 Employee Signature

Doctor or Hospital Name: \_\_\_\_\_ Phone: \_\_\_\_\_

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

Date First Treated: \_\_\_\_\_

Did the injury cause a loss of work time:  Yes  No

First Lost Day: \_\_\_\_\_ Date Returned: \_\_\_\_\_

Was this treatment authorized by the company:  Yes  No

If not, why: \_\_\_\_\_

Name(s) of Witness(es): \_\_\_\_\_

What corrective actions have been taken: \_\_\_\_\_

**Department Director Review (to be completed by Department Director)**

Review and evaluation of accident: \_\_\_\_\_

Modifications needed for equipment, facilities or procedures: \_\_\_\_\_

Dates to be accomplished \_\_\_\_\_

Date of last safety inspection/audit of area/facility: \_\_\_\_\_

\_\_\_\_\_  
Name (print) Title/Position

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

**Employee Signature (completed by injured/ill/accident involved employee)**

Employee Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_

Phone #: \_\_\_\_\_ Supervisor: \_\_\_\_\_ Department: \_\_\_\_\_

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

## **INSTRUCTIONS FOR COMPLETING THE ACCIDENT INVESTIGATION REPORT**

An accident investigation is not designed to find fault or place blame, but is an analysis of the accident to determine causes that can be controlled or eliminated.

**Section 1 – Identification:** This section is self-explanatory

**Section 2 – Nature of Injury:** Describe the injury: e.g.: strains, sprain, cut, burn, fracture, etc.

### **Injury Type:**

**First Aid** – injury resulted in minor injury; treated on premises

**Medical** – injury treated off premises by a physician

**Lost Time** – injured person missed more than on day of work

**No Injury** – no injury, near miss type of incident

**Part of the Body:** part of the body directly affected, e.g.: foot, arm, hand, head, etc.

Describe the accident and cause of the accident: Describe the accident, including exactly what happened, where it happened and how it happened. Describe the equipment or materials involved. Describe all conditions or acts that contributed to the accident, i.e.: unsafe conditions – spills, poor housekeeping or other physical conditions; unsafe acts – unsafe work practices.

**Corrective Actions** – measures taken by supervisor to prevent recurrence of incident.

**Section 3 – Department Director Review:** This section is self-explanatory

**Section 4 – Employee Signature:** This section is self-explanatory

**SECTION VI**  
**RECORDKEEPING PROCEDURES**

The Human Resource Director will control and maintain all employee accident and injury records. Records are maintained for a minimum of five (5) years and include:

- Accident Investigation Reports (see Section V for sample form)
- Workers' Compensation Notice of Injury Reports (state equivalent form)
- Log & Summary of Occupational Injuries and Illnesses (current OSHA or State equivalent form). The current OSHA recordkeeping information and forms can be found on their website: <http://www.osha.gov/recordkeeping/index/html>.
- Documentation of safety and health training for each employee
- Records of hazard assessment inspections

**SECTION VII**  
**SAFETY RULES, POLICIES AND PROCEDURES**

The safety rules contained on these pages have been prepared for your guidance and protection in your daily work. Employees are to study these rules carefully, review them often and observe these precautions and good common sense in carrying out their duties.

**ALL EMPLOYEES**

- General Safety Rules
- Housekeeping
- Violence in the Workplace
- Lifting Procedures
- Ladders and Step Ladders
- Electrical

**OFFICE EMPLOYEES**

- Ergonomics/Video Display Terminals
- General Repetitive Motion Tasks
- Office Safety

**HOUSEKEEPING PERSONNEL**

- General Rules
- Cleaning Bathrooms
- Vacuum Cleaners
- Cleaning Chemicals
- Pushing Carts

**MAINTENANCE PERSONNEL**

- General Rules
- Machine Guarding
- Electrical Power Tools
- Grinders
- Hand Tools
- Saws
- Files
- Hammers
- Screwdrivers
- Wrenches
- Pliers
- Vises
- Clamps
- Batteries
- Handling Chemicals
- Gasoline Powered Lawn Maintenance Tools
- Mowing
- Line Trimming and Back Pack Blowers
- Animals and Insects



## **ALL EMPLOYEES**

### **General Safety Rules**

1. Do not block or obstruct exits, stairwells or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
2. Use a ladder or step stool to retrieve or store items that are located above your head.
3. Use the handle when closing doors, drawers and files.
4. Obey all posted safety and danger signs.
5. Use caution signs/cones to barricade slippery areas such as freshly mopped floors.
6. Do not run on stairs or take more than one step at a time.
7. Do not block your view by carrying large or bulky items; use a dolly or hand truck or get assistance from a fellow employee.
8. Do not tilt the chair you are sitting in on its back two legs.
9. Use handrails when ascending or descending stairs or ramps.
10. Do not stand in front of closed doors.
11. Walk around wet, icy, slick or oily areas if possible.
12. If required to cross a slippery surface, walk slow and flat-footed. Hold onto a handrail or solid object, if present, to maintain balance.
13. Use provided aisles, walkways or sidewalks. Do not take shortcuts.
14. Clean shoes of ice, water, mud, grease or other substances that could cause a slip or fall.
15. Pull merchandise carts through areas of restricted visibility.
16. Use a flashlight, turn on lights or take time for eyes to adjust when entering a dark room or dim surroundings.
17. Do not move faster than conditions allow on slippery or in congested areas.
18. Open one file cabinet drawer at a time.
19. Use a cord cover or tape the cord down when running electrical or other cords across aisles, between desks or across entrances/exits.

### **Housekeeping**

1. Straighten or remove rugs and mats that do not lie flat on the floor.
2. Do not place material such as boxes or trash in walkways and passageways.
3. Do not store or leave items on stairways.
4. Do not block or obstruct exits, stairwells or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
5. Sweep up from around equipment by using a broom and a dustpan.
6. Mop up water around drinking fountains; drink dispensing machines and ice machines.
7. Use caution signs/cones to barricade slippery areas such as freshly mopped floors.

### **Violence in the Workplace**

1. Make sure you are familiar with the onsite Workplace Violence Policy.
2. Do not resist during a robbery.
3. Do not work alone, especially at night or early morning hours.

## Physical Threat Control Procedures

1. Refer to the Emergency Action Plan and/or Active Shooter Emergency Action Plan.

## Lifting Procedures General

1. Plan the move before lifting; remove obstructions from your chosen pathway.
2. Test the weight of the load before lifting by pushing the load along its resting surface.
3. If the load is too heavy or bulky, use lifting and carrying aids such as hand trucks, dollies, pallet jacks and carts or get assistance from a co-worker.
4. If assistance is required for you to perform a lift, coordinate and communicate your movements with those of our co-worker.
5. Position your feet six (6) to twelve (12) inches apart with one foot slightly in front of the other.
6. Face the load.
7. Bend at the knees, not at the back.
8. Keep your back straight.
9. Get a firm grip on the object with your hands and fingers. Use handles when present.
10. Never lift anything if your hands are greasy or wet.
11. Wear protective gloves when lifting objects with sharp corners or jagged edges.
12. Hold objects as close to your body as possible.
13. Perform lifting movements smoothly and gradually; do not jerk the load.
14. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
15. Set down objects in the same manner as you picked them up, except in reverse.
16. Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.

## Ladders and Step Ladders

1. Read and follow the manufacturer's instruction label affixed to the ladder if you are unsure how to use the ladder.
2. Do not place the ladder in a passageway or doorway without posting warning signs or cones that detour pedestrian traffic away from the ladder. Lock the doorway that you are blocking with the ladder and post signs that will detour traffic away from your work.
3. Allow only one person on the ladder at a time.
4. Do not use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads or other visible damage.
5. Keep ladder rungs clean and free of grease. Remove buildup of material such as dirt or mud.
6. Do not stand on a ladder that wobbles, or that leans to the left or right of center.
7. Do not stand on the top two rungs of any ladder.
8. When performing work from a ladder, face the ladder and do not lean backward or sideways from the ladder.
9. Do not try to "walk" a ladder by rocking it. Climb down the ladder and then move it.

### Climbing a Ladder

1. Face the ladder when climbing up or down.
2. Do not carry items in your hands while climbing up or down a ladder.
3. Maintain a three-point contact by keeping your hands and one foot or both feet and one hand on the ladder at all times when climbs up or down the ladder.

### Electrical

1. Do not use frayed, cut or cracked electrical cords.
2. Do not plug multiple electrical cords into a single outlet.
3. Make sure all electrical tools and equipment are grounded.
4. Before using any electrical appliances (microwaves, vacuum cleaners, polishers, etc.) make sure they are grounded.
5. Flexible cords and cables need to be free of splices or taps.
6. Do not use extension cords or power cords that have the third prong removed or broken off.
7. Use a cord cover or tape the cord down when running electrical cords across aisles or across entrances or exits.
8. Turn the power switch to "off" and unplug machines before adjusting, lubricating or cleaning them.
9. Make sure all switches and circuit breakers are labeled correctly.

## OFFICE EMPLOYEES

### Ergonomics/Video Display Terminals

#### When using Video Display Terminals or Computers

1. Locate and place documents, video screen and monitors in front of you. Allow 18 to 20 inches between you and the document, monitor or video screen. Position the center of the screen so that the viewing angle is 15 to 25 degrees below eye level.
2. Place the keyboard so that your forearms are held at a 90-degree angle from the upper arms. Elbows should be kept close to the body with the shoulders relaxed to reduce strain on the upper body.
3. Take periodic breaks from the video display terminal by standing up and stretching for a few minutes.
4. For additional lower back support, place a pillow or bundled clothing in the chair at the small of your back.

#### General Repetitive Motion Tasks

1. When viewing your task, make sure your neck and shoulders are not stooped.
2. Do not raise your arms for a prolonged time when performing a task.
3. Do not twist or over bend the lower back when doing repeated work tasks.
4. Position tools, instruments and machinery so that tasks can be performed comfortably.
5. Adjust all furniture to minimize the strain on all parts of your body.
6. Adjust lighting so that the work performed does not put strain or glare on your eyes.
7. Take sufficient rest breaks to relieve stress from repetitive motion tasks.

#### Office Safety

1. Close drawers and doors immediately after use.
2. Open one file cabinet drawer at a time.
3. Put heavy files in the bottom drawers of file cabinets.
4. Use the handle when closing doors, drawers and files.
5. Do not stand on furniture to reach high places.
6. Use a ladder or step stool to retrieve or store items that are located above your head.
7. Do not kick objects out of your pathway; pick them up or push them out of your way.
8. Do not block your view by carrying large or bulky items, use a dolly or hand truck or get assistance from a fellow employee.
9. Store sharp objects, such as pens, pencils, letter openers or scissors in drawers or with the points down in a container.
10. Carry pencils, scissors and other sharp objects with the points down.
11. Do not tilt the chair you are sitting in on its back legs.
12. Position hands and fingers on the handle of the paper cutter before pressing down on the blade.
13. Keep the paper cutter handle in the closed/locked position when it is not in use.
14. Do not use paper-cutting devices if the finger guard is missing.
15. Keep floors clear of items such as paper clips, pencils, tacks or staples.

16. Keep fingers away from the ejector slot when loading or testing stapling devices.
17. Point the ejector slot away from yourself and bystanders when refilling staplers.
18. Use a staple remover, not your fingers, for removing staples.
19. Do not use extension or power cords that have the prong removed or broken off.
20. Use a cord cover or tape the cord down when running electrical or other cords across aisles, between desks or across entrances/exits.
21. Do not connect multiple electrical devices into a single outlet.
22. Turn off and unplug office machines before adjusting, lubricating or cleaning them.
23. Do not use fans that have excessive vibration, frayed cords or missing guards.
24. Do not use frayed, cut or cracked electrical cords.
25. Do not place floor type fans in walkways, aisles or doorways.
26. Do not place your fingers in or near the feed of a paper shredder.
27. Do not throw matches, cigarettes or other smoking materials into trash baskets.
28. Keep doors in hallways fully open or fully closed.
29. Use handrails when ascending or descending stairs or ramps.
30. Obey all posted safety and danger signs.
31. Do not run on stairs or take more than one step at a time.
32. Clean up spills or leaks immediately by using a paper towel, rag or a mop and bucket.

## **HOUSEKEEPING PERSONEL**

### **General Rules**

1. Upon discovery of wet or soapy floors, take short steps while walking on them.
2. Mop up water around sinks and washing machines.
3. Straighten or remove rugs and mats that do not lie flat on the floor.
4. Use caution signs/cones to barricade slippery areas such as freshly mopped floors.
5. When cleaning floors, wet only a small area of the floor at one time and dry mop it before cleaning another section.
6. Clean up any broken glass using a dustpan and broom. Do not pick up broken glass with your bare hands.

### **Cleaning Bathrooms**

1. Upon discovery of wet floors, take short steps when walking on them.
2. When cleaning floors, wet only a small area of the floor at one time and dry mop it before cleaning another section.
3. Do not stand on sinks, toilets or cabinets.
4. Do not open shower curtains suddenly; the curtain may fall.
5. Do not pick up broken glass, needles or razor blades with your bare hands. Use a dustpan and broom.
6. Use caution signs/cones to barricade slippery hallways.

### Vacuum Cleaners

1. Keep power cords away from the path of vacuum cleaners and floor polishers.
2. Disconnect the vacuum cleaner from the outlet by pulling on the plug, not the cord.
3. Do not operate vacuum cleaners on wet floors.
4. Do not operate vacuum cleaners or floor polishers that have frayed, worn, cut, improperly splices or damaged power cord.
5. Do not operate vacuum cleaners or floor polishers if the ground pin from the three-pronged power plug is missing or has been removed.

### Cleaning Chemicals

1. Follow the instructions on the label and in the corresponding Safety Data Sheet (SDS) for each chemical product used in your workplace.
2. When spraying the tile and window cleaner, hold the spray bottle at arms length away and direct the spray away from your body.

### Pushing Carts

1. Push carts, rather than pull, to avoid being run over.
2. If your view is obstructed, use a spotter to assist in guiding the cart around corners and through corridors.

## **MAINTENANCE PERSONNEL – Building Maintenance, Groundskeepers**

### General Rules

1. Replace the guards before starting machines, after making adjustments or repairs.
2. Do not remove, alter or bypass any safety guards or devices when operating any piece of equipment or machinery.
3. Do not wear loose clothing or jewelry in the machine shop.
4. Long hair must be contained under a hat or hair net, regardless of gender.
5. Read and obey safety warnings posted on or near any machinery.

### Electrical Powered Tools

1. Do not use power equipment or tools on which you have not been trained.
2. Do not use cords that have splices, exposed wires or cracked or frayed ends.
3. Do not carry plugged in equipment or tools with your finger on the switch.
4. Do not carry equipment or tools by the cord.
5. Do not operate power hand tools or portable appliances while holding a part of the metal casing or holding the extension cord in your hand. Hold all portable power tools by the plastic handgrip or other nonconductive areas designed for gripping purposes.
6. Disconnect the tool from the outlet by pulling on the plug, not the cord.
7. Turn off the tool before plugging or unplugging it.
8. Do not leave tools that are “on” unattended.
9. Do not handle or operate electrical tools when your hands are wet or when you are standing on wet floors.
10. Turn off electrical tools and disconnect the power source from the outlet before attempting repairs or service work. Tag the tool “Out of Service”.
11. Do not remove the ground prong from electrical cords.

12. Do not use an adapter such as a cheater plug that eliminates the ground.
13. Do not connect multiple electrical tools into a single outlet.
14. Do not run extension cords through doorways, through holes in ceilings, walls or floors.
15. Do not drive over, drag, stop on or place objects on a cord.

#### Grinders

1. Wear safety glasses, goggles or face shield when operating a grinder.
2. Do not continue to work if your safety glasses or goggles become fogged. Stop work and clean the glasses until the lenses are clear and defogged.
3. Do not use grinding wheels that have chips, cracks or grooves.
4. Adjust the tongue guard so that it is no more than ¼ inch from the grinding wheel.
5. Do not stop the wheel with your hand, even if you are wearing gloves.

#### Hand Tools

1. Do not continue work if your safety glasses or goggles become fogged. Stop work and clean the glasses until the lenses are clear and defogged.
2. Keep the blade of all cutting tools sharp.
3. Carry all sharp tools in a sheath or holster.
4. Tag worn, damaged or defective tools "Out of Service" and do not use them.
5. Do not use a tool if its handle has splinters, burrs, cracks or splits, or if the head of the tool is loose.
6. Do not use impact tools such as hammers or punches that have mushroomed heads.
7. When handing a tool to another person, direct the sharp points and cutting edges away from yourself and the other person.
8. When using knives, shears or other cutting tools, cut in a direction away from your body.
9. Do not carry sharp or pointed tools such as screwdrivers, scribes or files in your pocket unless the tool or pocket is sheathed.
10. Do not perform "make-shift" repairs to tools.
11. Do not throw tools from one location to another, from one employee to another or from a ladder.

#### Saws

1. Do not use an adjustable blade saw such as a hacksaw or a coping saw if the blade is not taut.
2. Keep your hands and fingers away from the saw blade while using the saw.
3. Do not carry a saw by the blade.

#### Files

1. Do not use a file as a pry bar, hammer, screwdriver or chisel.
2. When using a file, grasp the handle in one hand and the toe of the file in the other.
3. Clean the grooves of a file with a wire brush.
4. Do not hammer on a file.

## Hammers

1. Use a claw hammer for pulling nails.
2. Do not strike nails or other objects with the cheek of the hammer.
3. Do not strike a hardened steel surface, such as a cold chisel, with a claw hammer.
4. Do not strike one hammer against another hammer.
5. Do not use a hammer if your hands are oily, greasy or wet.
6. Do not use a hammer as a wedge, a pry bar or for pulling large spikes.
7. Use only a sledge type hammer on a striking face wrench.

## Screwdrivers

1. Always match the size and type of screwdriver blade to fit the head of the screw.
2. Do not hold the work piece against your body while using a screwdriver.
3. Do not put your fingers near the blade of the screwdriver when tightening a screw.
4. Use an awl, a drill or a nail to make a starting hole for screws.
5. Do not force a screwdriver by using a hammer.
6. Do not use a screwdriver as a punch, chisel, pry bar or nail puller.
7. Use a screwdriver that has an insulated handle for electrical work.
8. Do not carry a screwdriver in your pocket.
9. Do not use a screwdriver if your hands are wet, oily or greasy.
10. When using a spiral ratchet screwdriver, push down firmly and slowly.

## Wrenches

1. Do not use wrenches that are bent, cracked or badly chipped or that have loose or broken handles.
2. Do not slip a pipe over a single head wrench handle for increased leverage.
3. Do not use a shim to make a wrench fit.
4. Size the adjustable wrench to fit the nut before turning.
5. Use a split box wrench on flare nuts.
6. Do not use a wrench with broken or battered points.
7. Discard any wrench with spread, nicked or battered jaws or if the handle is bent.
8. Use box or socket wrenches on hexagon nuts and bolts as first choice, and open-end wrenches as second choice.

## Pliers

1. Do not use pliers as a wrench or hammer.
2. Do not slip a pipe over the handles of pliers to increase leverage.
3. Use pliers with an insulated handle for electrical work.
4. Do not use pliers that are cracked, broken or sprung.
5. When using diagonal cutting pliers, shield the loose pieces of cut material from flying into the air by using a cloth or your gloved hand.



### Vises

1. When clamping a long work piece in a vise, support the far end of the work piece by using an adjustable pipe stand, saw horse or box.
2. Position the work piece in the vise so that the entire face of the jaw supports the work piece.
3. Do not use a vise that has worn or broken jaw inserts, or has cracks or fractures in the body of the vise.

### Clamps

1. Do not use a C-clamp for hoisting materials.
2. Do not use a C-clamp as a permanent fastening device.

### Batteries

1. Do not use a screwdriver to test the charge of a battery.
2. Do not lay tools or metal parts on top of a battery.
3. Turn battery chargers off prior to connecting the cables to the battery posts.
4. Do not smoke in the battery charging areas.
5. Manually flip the fan motor to the "on" position before opening the battery charger.

### Handling Chemicals

1. Follow the instructions on the label and in the corresponding Safety Data Sheet (SDS) for each chemical product used in your workplace.
2. Use personal protective clothing or equipment such as neoprene gloves, rubber boots, shoe covers, rubber aprons and protective eyewear when using chemicals labeled "Flammable", "Corrosive" and "Caustic" or "Poisonous".
3. Do not use protective clothing that has split seams, pinholes, cuts, tears or other visible signs of damage.
4. Each time you use your gloves, wash your gloves before removing them using cold tap water and normal hand washing motion. Always wash your hands after removing the gloves.
5. Only use red color-coded plastic or metal containers for storing flammables.
6. Do not use chemicals from unlabeled containers or unmarked cylinders.
7. Do not drag containers labeled "Flammable".

### Gasoline Powered Lawn Maintenance Tools

1. Do not operate powered equipment on which you have not been trained.
2. Do not use tools with parts that are loose, worn, cracked or otherwise visible damaged.
3. Read and follow the manufacturer's routine and preventive maintenance schedule.
4. Tag damaged tools "Out of Service" to prevent accidental start-up or use.
5. Do not alter or bypass any safety device provided by the manufacturer.
6. Only use grip locations as specified by the manufacturer as handholds when operating the unit.
7. Do not pour fuel into the tank of a running engine.
8. Do not smoke while servicing, using or refueling a gasoline-powered tool.
9. Keep body parts and clothing away from the running engine and the cutting blade.

10. Do not run a gasoline engine inside the storage shed.
11. Turn of the engine when you are not cutting or trimming.
12. Allow the engine to cool before performing maintenance or refueling.
13. Stop the engine and disconnect the spark plug wire before cleaning, inspecting, adjusting or repairing cutting blades or other rotating parts.
14. Allow the engine to cool before covering or storing it in the storage shed.

#### Mowing

1. Visually inspect the area to be mowed. Remove or mow around hazards such as tree stumps, roots, rocks, branches, sprinklers, hoses, electrical cords, light fixtures and pipes.
2. Never bypass the kill switches on the mower handle.
3. Only the operator is permitted to ride on a riding mower.
4. Put the mower into neutral before starting or shutting off a riding power mower.
5. Do not place hands or feet under the mower deck.
6. Do not direct the grass discharge towards bystanders.
7. Turn off the mower before dumping the grass catcher or removing clogged grass from the chute.
8. When using a riding mower, mow up and down the slope. Do not mow across a slope.
9. To mow across a slope, use an upright mower.
10. Keep the mower in gear when going down slopes.

#### Line Trimming and Backpack Blowers

1. Before refueling, remover trimmer from your harness, place the trimmer on the ground and allow the engine to cool.
2. When edging or trimming along roads or the parking lot, stay as close to the curb as possible.
3. Do not stand under trees when trimming being performed.
4. Do not use the blower to clean yourself.
5. Do not direct the blower toward bystanders.

#### Animals and Insects

1. When applying insecticide to a wasp nest, hornet net or beehive, use the long distancc insecticide that has an application range of at least 15 feet. To ensure that the insects have been destroyed, probe the nest with a stick or pole before resuming work in the area.
2. Do not handle insects with your bare hands.



## EMERGENCY ACTION PLAN

### **Fire and Life Safety Plan**

Fortunately, emergencies do not occur very often, but should an emergency occur, this plan will help us assist each other through such an emergency. The purpose of the plan is to establish a safe, orderly method of evacuating people away from the fire area and out of the building. There will be a coordinated effort between Mid Florida Community Services, Inc. employees, building tenants and the Fire Department, Police Department and/or other emergency response agencies.

The plan also gives practical instructions for other emergencies as well. Success of any emergency procedure is dependent on advance planning and training. With your cooperation, we should be able to minimize any panic and confusion and provide an organized response to an emergency.

Mid Florida Community Services, Inc. will hold periodic, unannounced fire drills four (4) times per year.

### **Building Safety Features**

Lighted EXIT signs; Fire Extinguishers

### **Evacuation Assembly Area**

There are diagrams of the building posted in the main hallway that show where you currently are in the building and the nearest exit. Kennedy Blvd. runs along the front of our building. The assembly areas are the first parking lot on the North end of the building or the parking lot on the South end of the building. DO NOT remain in the front of the building or on Kennedy Blvd.

Check in with your Evacuation Warden to be counted. Do not re-enter the building until the Emergency Team has declared that it is safe to do so.

The Evacuation Warden(s) for this location are: **Michael Georgini**, CEO; **Kris Bates**, CFO; and **Steve Homan**, Senior Services Assistant Director.

## Evacuation Wardens • Pre-Emergency •

An Evacuation Warden must be willing to perform the duties and responsibilities necessary, and their position is essential to the safety and care of Mid Florida Community Services, Inc. employees and visitors.

- ρ Know the location of all fire and emergency related equipment in the area of responsibility.
- ρ Know the use of all fire and emergency related equipment in the area of responsibility.
- ρ Be completely familiar with the floor arrangement, the number of occupants and the location of exits.
- ρ Be fully aware of the existing procedures of the building as they relate to your Evacuation Warden's area.
- ρ Be completely familiar with the entire building and all exits in case an alternate exit needs to be used in case your assigned area exit is damaged or on fire.
- ρ Maintain an up-to-date list of all disabled persons in your area of responsibility.

## Evacuation Wardens • Fire Emergency •

- ρ Remain calm and maintain control of employees/visitors.
- ρ Direct employees/visitors to exits, if alerted.
- ρ Determine safe availability of exits; if unsafe, use alternatives.
- ρ In relocation or evacuation mode, control employees/visitors if directed not to move.
- ρ Ensure that employees/visitors are not blocking emergency vehicles or emergency vehicles' access to the building.
- ρ Be prepared to communicate vital information to the CEO, his/her designee, paramedics, Police or Fire Department.
- ρ If relocated, communicate to the CEO or his/her designee your arrival at the designated area.
- ρ Verify all occupants are out of the building.
- ρ Determine by taking role, any missing employees/visitors and relay to CEO and/or other emergency authorities.

## **Fire Emergency – Evacuation**

An evacuation is the very deliberate, unhurried progression of a group of people from an area of danger to a designated safe assembly area. In the event that evacuation or relocation is necessary, the designated Evacuation Warden will assist and direct exiting. When evacuating the building, proceed immediately to the Evacuation Assembly Area.

Any non-ambulatory and/or physically disabled people will need assistance.

- » Everyone must be prepared to report the first signs of an emergency to the nearest Director. In case of fire, call 911. Do not assume someone else has or will report the fire.
- » Maintain a calm, quiet, steady attitude.
- » Use the portable fire extinguishers if possible, but do not take any risk. If the fire cannot be easily controlled – evacuate immediately.
- » Before opening any interior door during a fire emergency, **touch the door to see if it is hot (using the back of your hand)**. A fire on the other side can blast through (back draft) if the door is opened.
- » Calmly leave immediately, single file, through the nearest and safest exit.
- » No running, rushing or excessive talking.
- » Do not prop open any doors. All doors with automatic closers should be allowed to close. They also function to keep the fire from spreading.
- » If possible, do not use an exit where the Fire Department is entering.
- » Return to building **ONLY** upon instruction of the CEO.

In any critical situation when exiting is unsafe or blocked, especially during a fire, you may find refuge in a restroom. Close all doors and seal off doorway threshold cracks and vents with wet paper towels and tissues.

In heavy smoke situation, clear air may be found by crawling on your hands and knees. Keep your face 12" from the floor.

## **First Aid and Other Medical Emergencies**

1. Medical situations which are life-threatening or requiring immediate attention: **CALL 911**

If there is no threat of further injury or exposure, leave seriously injured personnel where they are. Only if there is threat of further injury or further exposure to chemical, fire or electrical hazards, should you remove the injured person(s) to a safer location.

Provide assistance to the emergency response teams where the incident occurred, inform them of the hazards associated with the area and provide any other information that will help avoid injuries.

2. Medical situations which are not life-threatening, not requiring immediate attention:

Every injury that occurs on the job, even a slight cut or strain, must be reported to a supervisor and the Director of Human Resources immediately. Under no circumstances, except emergency trips to the hospital, should an employee leave the work site without reporting an injury.

If further medical treatment is needed, the employee should go to the authorized medical clinic/hospital. Further information, directions and Medical Treatment Authorization forms are available from the Human Resources Director.

3. Emergencies requiring Fire Department response and/or evacuation:

A. In the event of a fire or other building emergency, CALL 911. Report the emergency immediately to the CEO, (352)796-1425 ext. 227. Provide the following information:

- » Your name and phone number;
- » Specific location of the incident;
- » Nature of the emergency;
- » The hazards and/or areas involved or the number of victims involved; and,
- » Remain on the line until all needed information has been requested from you.

Attempt to control the incident only if you can do so safely and have been trained in first aid or the emergency response necessary to control the incident.

Provide assistance to the emergency response teams where the incident occurred. Inform them of hazards associated with the area. Provide any other information that will help avoid injuries and property damage.

Employees not involved in the emergency must stay away from the scene and follow the instructions issued over the public address system or directly from the person in charge. The sounding of a fire bell means immediate building evacuation by the nearest exit.

Employees must not re-enter an area that they have evacuated until notified that it is safe to return.

B. In the event of an emergency requiring evacuation, indicated by the sounding of the fire alarm or announcement to evacuate, quickly proceed to the closest and safest exit.

C. Employees will be instructed what to do in the event of other emergencies, such as earthquakes, power outages, chemical spills, if action is necessary.

## **Severe Weather**

If adverse weather strikes without sufficient warning, the following precautions should be taken immediately. This is especially true in the case of a tornado or severe windstorm.

1. Move away from the outside walls and windows. Move to the center of the building.
2. If any damaged has occurred, contact the CEO and give the following information:
  - a. Location and type of damage; and
  - b. Identify whether or not there are any injured persons.

## **Bomb Threat**

### **Telephone Bomb Threat**

1. Don't panic. The caller hopes to create panic.
2. Make a note of the exact time of the call (start and end). This is very important since most bombs are activated by some type of watch or clock.

3. Ask the caller the following questions. Keep in mind, however, you probably will not get any straight answers. Document everything they say, any information obtained is helpful to the police.
  - a. When is the bomb set to explode?
  - b. What type of bomb is it?
  - c. What does it look like?
  - d. What is the bomb made of?
  - e. Where is the bomb?
  - f. Why was it placed there?
  - g. What is your name?
  - h. Why are you doing this?
4. Try to determine the following and write down while talking to the caller or immediately after the call has ended. Write down the caller's exact words. Do not rely on your memory.
  - a. Caller's identity: male, female, adult, child (age).
  - b. Voice: loud, soft, high-pitched, deep, accent, raspy, pleasant, intoxicated; is the voice familiar?
  - c. Speech: fast, slow, distinct, distorted, stutter, nasal, slurred, lisp.
  - d. Language: good, fair, poor, foul.
  - e. Manner: calm, angry, rational, emotional, laughing.
  - f. Any background noise? What kind?
5. Immediately advise the CEO. He will contact the police and other appropriate members of staff.

**Evacuation Wardens**  
• General Bomb Threat •

Do not use these procedures if you have been advised to evacuate immediately.

1. Keep occupants calm.
2. Be prepared to use standard evacuation procedures.
3. Account informally for all assigned personnel. Attempt to locate personnel missing from the immediate area. Report un-located personnel immediately to police.
4. If requested by police, help coordinate the search of the area with management or police department.
5. Search area for strange packages, boxes, devices, etc. **ONLY** if requested by the police.

Searching should be conducted as follows:

- a. Divide up available staff and establish search territories.
  - b. Go around the walls, and then work to the center of the room.
  - c. Areas of specific concern:
    - » Public corridors
    - » Closets
    - » File cabinets
    - » Space above air ducts
    - » False ceilings
    - » Areas behind doors, shelves
    - » Unlocked desks
  - d. Look for boxes, packages, items that do not belong in surroundings.
  - e. **DO NOT TOUCH ANYTHING.** Report findings to police immediately.
6. Receive information from search personnel and pass along to police.
  7. Move personnel away from immediate vicinity.
  8. The Police will determine building evacuation.





**Bomb Threat**  
• Call Documentation •

Don't panic. Panic is one of the objectives of the caller. Document everything they say. Any information obtained is helpful to the police.

Listen to the caller. Do not interrupt except to ask the following questions (understand you will probably not get any straight answers). Write down the caller's exact words.

1. When is the bomb set to explode: \_\_\_\_\_
2. What type of bomb is it? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What is the bomb made of? \_\_\_\_\_
5. Where is the bomb? \_\_\_\_\_
6. Why was it placed there? \_\_\_\_\_
7. What is your name? \_\_\_\_\_
8. Why are you doing this? \_\_\_\_\_

Call received by: \_\_\_\_\_ Time of call (start & end): \_\_\_\_\_ Date: \_\_\_\_\_

Description of caller:  Male  Female  Adult  Juvenile Approximate age of caller: \_\_\_\_\_

Voice Characteristics	Speech	Language
<input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> High-Pitched <input type="checkbox"/> Deep	<input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/> Distorted <input type="checkbox"/> Stutter <input type="checkbox"/> Nasal <input type="checkbox"/> Slurred <input type="checkbox"/> Precise <input type="checkbox"/> Other	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Foul <input type="checkbox"/> Other <input type="checkbox"/> Use of certain words/phrases
Accent	Manner	Background Noises
<input type="checkbox"/> Local <input type="checkbox"/> Not local <input type="checkbox"/> Foreign <input type="checkbox"/> Regional <input type="checkbox"/> Race <input type="checkbox"/> Pleasant Explain _____ _____	<input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Deliberate <input type="checkbox"/> Emotional <input type="checkbox"/> Righteous <input type="checkbox"/> Laughing	<input type="checkbox"/> Office Machines <input type="checkbox"/> Street traffic <input type="checkbox"/> Factory <input type="checkbox"/> Airplanes <input type="checkbox"/> Bedlam <input type="checkbox"/> Trains <input type="checkbox"/> Animals <input type="checkbox"/> Voices <input type="checkbox"/> Quiet <input type="checkbox"/> Music <input type="checkbox"/> Party atmosphere

## **Extortion/Terrorist Threats**

Extortion is the act of demanding money by threats. The demands may involve threats against persons or property.

A terrorist threat is an act, which is intended to force or intimidate someone to do something based on a threat of violence. The threat may be against an individual or group. Terrorist threats often involve bomb threats, threats to burn down buildings or threats to take action against a person or group of people.

If either of these occurs, do the following:

1. Write down on a piece of paper what the extortionist/terrorist said. Use the exact words of the caller.
2. If an explosion is threatened, ask when the explosion is expected to occur (see Bomb Threat).
3. If some type of ransom or demand for money is stated, determine the dollar amount.
4. Immediately advise the Director of your department and/or the CEO. They will contact the police and other appropriate members of staff. An Incident Commander for the event will be assigned.
5. Follow the directions of the police and Incident Commander.

## **Earthquake Procedures**

1. If you are indoors, stay there. Get under a desk or table or stand in a doorway or corner. Remember; stay clear of windows, bookcases, file cabinets, partitions and heavy items on a desk or table that are not bolted down. Stay there until the shaking stops.
2. If you are outside, get into the open away from buildings, trees, walls and power lines. If it is not possible to find an open space, stand in a doorway.

## **Post Earthquake Actions - Strong Earthquake with Extensive Damage**

Do not run outside. An immediate decision will be made as to whether or not an evacuation is necessary. Remain in the building until you receive notification of this decision.

If instructed to evacuate, do so to an area outside of the building away from any structures or power lines.

1. Check yourself and others for injuries. Treat only life-threatening injuries immediately. Leave minor injuries until you have checked for secondary hazards (fire, spills, gas leaks, etc.).
2. Check your immediate work area for fires and extinguish them, if possible. If the fire appears to be uncontrollable, follow the Fire and Safety procedures.
3. Report serious casualties or hazards to your Evacuation Warden.
4. Seek first aid for anyone who is injured. Keep in mind that in the event of a major disaster affecting the entire community, no outside assistance may be available for up to 72 hours. Move serious casualties only if they are in danger from secondary hazards or after shocks.

5. In the event of a strong earthquake, expect to find doorways and exit routes blocked. Do not use elevators, even if they appear operable. There may be serious damage, which is not immediately evident.
6. Follow your Evacuation Warden's instructions for evacuating your building. If evacuation is executed, remain in your designated assembly area until you receive further instructions from your Evacuation Warden or Emergency Coordinator.
7. If you can safely do so, gather your keys, flashlight, portable radio, etc. before leaving. Once you have left the building, you will not be allowed to reenter until authorities check it.
8. Telephones should be restricted for emergency use only. It is natural to want to check on your family, but it is possible that the phone system will be damaged and/or overloaded. If you absolutely must call, try the number once, then try your out-of-area contact. Briefly report your situation and set a time several hours later when you will call back for/with more information.

**Evacuation Wardens**  
• Earthquake Emergency •

After an earthquake, the Evacuation Wardens will perform the following duties with the employee's help and cooperation:

- ρ Take roll call to determine if all individuals in your area of responsibility are accounted for and if any person is in need of assistance. Communicate this information to the Emergency Coordinator.
- ρ Control employees. Attempt to restore calm. Gather your group to the core of the building in which you are located.
- ρ Conduct first aid as necessary.
- ρ Survey for damage. Be prepared to shut off any gas, water or electricity.

## ACTIVE SHOOTER EMERGENCY ACTION PLAN

- I. Develop a code for alerting employees of a security threat
- II. Stay Calm and think clearly
- III. Evacuate the building
  - a. Evacuate only if you know it is safe to do so.
  - b. Evacuate regardless if others agree to follow.
  - c. Leave your belongings behind.
  - d. Help others escape if possible (if you can do so without putting yourself in danger).
  - e. Make sure your hands are away from your body and visible to law enforcement entering or outside the building.
- IV. Hide
  - a. If evacuation is not possible, hide.
  - b. If possible, find an office with a door. Lock and/or barricade the door.
  - c. Once inside, do not open the door again until law enforcement tells you it is safe to do so.
  - d. Once inside a safe place:
    - SILENCE YOUR CELL PHONE(S)
    - Turn off any source of noise
    - Hide behind large items
    - Remain quiet
    - Call 911 when it is safe to do so. If you cannot speak, leave the line open and allow the dispatcher to listen.

**NOTE:** When evacuating or seeking shelter, try to stay out of the shooters view.

- e. Once notification has been sent to 911, **DO NOT** continue to call for emergency services.
- f. Do call advising of injuries and current information relating to the shooter or threat.

**Helpful information for Police:**

- Location of shooter(s)
- Number of shooter(s)
- Physical description of the shooter(s)
- Number and type of weapons(s)
- Number of potential victim(s) at the location

## V. Defend Yourself

- a. As a last resort, defend yourself.
- b. Look for something that will obstruct the shooters ability to see, breathe or control their weapon.

## VI. When law enforcement arrives

- Remain calm.
- Put down any items in your hands.
- Immediately raise your hands and spread your fingers.
- Keep hands visible at all times.
- Avoid making quick movements (especially towards officers).
- Avoid pointing and screaming.
- Do not stop to ask officers for directions or help. Proceed in the direction in which officers entered.
- Once you arrive at a safe assembly point, do not leave. Law enforcement will want to identify all witnesses and speak with you.

## **IMPORTANT INFORMATION**

“An active shooter is someone that engages in killing or trying to kill people in a confined, populated area”.

The “why” does not matter with an active shooter. What matters is survival.

Active shooters pick their victims at random. They will go after the easiest targets.

**STAY CALM & THINK CLEARLY.**

**USE COVER & STAY OUT OF THE SHOOTERS VIEW.**

**TAKE ACTION:**

- \* **GET OUT OR GET TO A LOCATION YOU CAN SECURE.**
- \* **DEFEND YOURSELF (only as a last resort).**

**REMEMBER:**

**First responder law enforcement’s ONLY responsibility is to stop the shooter.**

**Obey their commands – KEEP IN MIND THEY DO NOT KNOW THAT YOU ARE NOT THE SHOOTER.**

**First aid and medical responders will enter the building once the shooter is confirmed contained or in another location.**

## CHAPTER VI

### SERVICE STANDARDS

Operational service standards have been developed and are the results of joint participation between the LCB, the Planning Agency, and the CTC. The LCB has approved and supports these standards. Service standards include effectiveness, cost efficiency and effectiveness, vehicle utilization, service availability, system reliability, safety, and training. Service standards are accomplished by system practices and policies and are designed to include ease and availability of client scheduling, the marketing and performance of established pickup with guaranteed delivery days and times for service, 100% vehicle accessibility accommodations for wheelchair users, and driver training is regularly provided on client sensitivity issues as well as vehicle safety requirements.

The following policies are adopted by the Hernando County Transportation Disadvantaged Local Coordinating Board (TD LCB) in order to guarantee the delivery of effective, efficient, safe, and continuing paratransit, fixed-route transit and non-emergency medical transportation services for the transportation disadvantaged as defined in Chapter 427, F.S.

As the demand for paratransit transportation services far exceeds the currently available resources to satisfy that demand, it is necessary to constrain the service to certain trip priorities, geographic areas, and time of service availability to assure the continuation of the service for those that depend upon it for life-sustaining activities. As more resources become available, services will be evaluated for the potential for expansion.

### SYSTEM SAFETY

1. Motorized scooters/power chairs will be transported aboard the vehicles. There are limited means to safely contain or stabilize scooters/power chairs on vehicles. Passengers will be required to sign a waiver of liability if they bring a scooter/power chair on transit vehicles. Currently, maximum weight limits (passenger and scooter) cannot exceed 600 lbs. Additionally, the current width and length limits are 30"x 48" Geri chairs and transfer chairs cannot be accommodated due to inability to safely secure.
2. Riders exhibiting evidence of being under the influence or intoxication will not be allowed to board a vehicle.
3. No weapons, (firearms, knives, etc), flammable or toxic products or pyrotechnics are allowed on vehicles.
4. Only service animals (guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability) are permitted on the vehicles.

5. Unsafe wheelchairs and walkers are potentially harmful to the client and others and will not be allowed on the transportation system. Unsafe conditions include but are not limited to bad or unstable wheels, broken or bent walkers, and wheelchairs with bad or no brakes. Unsafe conditions are at the drivers' discretion. All wheelchairs must have footrests attached with working brakes. If on oxygen, oxygen must be hand-held portable or attached to wheelchair with holder.
6. A medically necessary escort is permitted to travel with a TD client at no charge to the escort. All other escorts are charged at the same rate as the rider. Parents of dependent children are considered escorts and, as such, will be permitted to travel at no additional charge; unless the parent is traveling as the TD client. If there are additional children, who are not the client, that wish to travel with the parent, they may do so on a space available basis at the rate of \$1.00 per child, per trip.
7. Child restraint devices are required for all trips involving children as required by Florida Statute. Additionally, operators providing these trips are required to inform child escorts of their responsibility to provide an approved child restraint device. Child restraint devices are not provided; it is up to parent/guardian to bring on board and secure.
8. Only self monitored or self-regulated, easily controlled, hand-held portable oxygen tanks or tanks secured to wheelchair/power chair (with holder) are permitted. Transportation cannot be provided to those requiring monitored oxygen.
9. Riders with open sores/wounds, infectious disease, bleeding, etc., cannot be transported unless adequate precautions are made by the rider (and/or care giver) prior to transport. The driver and/or the system make this determination at time of pick-up.

## **RIDER RESPONSIBILITIES**

1. Paratransit services require that 24-hour advanced reservations be made through the Trans -Hernando office. Reservations can be made by calling 799-1510; Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m. Next day travel reservations must be made before 12:00 noon the business day before travel is needed. Reservations for Monday must be made by 12:00 noon Friday.
2. Drivers are sensitivity trained to ensure the riders comfort. Insurance regulations will not allow, and the system cannot afford to be liable, for injuries sustained by drivers lifting, pushing, pulling or physically assisting passengers. For those that need assistance, personal care attendants are the responsibility of the rider.
3. Riders may change reservation times; however, this must be done in advance and cannot be done the day of transport.
4. Drivers do not carry change. Riders are required to provide exact fare. When scheduling a trip, the reservationist will state the amount of the rider's fare so that they will be prepared to bring the exact fare when traveling.

5. Vehicles arrive at the pickup point as punctually as possible. Passengers are required to be at the scheduled pick up location at the scheduled time frame. Out of consideration for other passengers, the vans must leave the pick-up location in a minimal amount of time. The van is not able to wait longer than three (3) minutes for any passenger. Longer waits simply are not possible if other riders are to be delivered to their respective destinations on time. Additionally, the driver cannot honor requests to return at a later time due to scheduling restrictions.
6. Will-call, or pick-up when ready, is only available for medical trips. Pick-ups other than the previously scheduled time are subject to a time and space available priority.
7. A rider who schedules a trip but does not show, cancels at the door, or does not cancel the trip at least thirty-minutes (30) before the scheduled pickup time is considered to be a “no-show.” “No-show” riders are charged and must pay an established fee of \$2.00. After three no-shows in a six-month period, the rider’s access to the system services can be suspended for a period of one month. Trans-Hernando’s no-show standard has been established at 1% of the funding source trip.
8. Verbal or physical abuse of the driver, operation clerks or other passengers will not be tolerated.
9. Due to space limitations, individual passengers are limited to the number of items a passenger can safely carry and store as determined by the driver. Portable, foldable shopping carts cannot be accommodated.
10. No eating, drinking, non-prescription drugs, smoking, e-cigarettes or profanity is allowed on the vehicles. All riders must use seat belts and remained belted in at all time while vehicle is in motion.
11. All clients who receive services are required to complete an application providing name, physical address, income information and mode of travel.

## **CTC SYSTEM STANDARDS**

1. A drug and alcohol policy has been developed in accordance with the Federal Transit Administration (FTA), 49CFR Part 655, the U.S. Department of Transportation (DOT) 49CFR Part 40 and Drug-Free Workplace Act of 1988 (DFWP) 49 CFR Part 32. Trans-Hernando’s Zero Tolerance Substance Abuse Policy is available upon request.
2. A decal, and an FDOT vehicle ID number, is conspicuously displayed on every Section 5310 vehicle listing the phone number for Trans-Hernando, which is 799-1510. This number can be used for any issue regarding delivery of service. The CTD Ombudsman number, 1-800-983-2435, and the TDD toll-free number, 1-800-648-6084, is also included.



3. System or service complaints are addressed by the CTC and can be received by telephone or mail at the CTC office. A process for assisting individuals or agencies that do not agree with the complaint resolution can utilize the established Grievance process as outlined in the Grievance Procedures chapter.
4. There are currently no provisions for non-sponsored trips that are outside of the designated service area.
5. Vehicle interiors shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, and/or other objects/materials which could soil items placed in the vehicle or provide discomfort to the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.
6. Vehicle seating shall not exceed the manufacturer's recommended capacity.
7. All vehicles in the Coordinated System are ADA compliant and furnished with operating air and heating systems, as well as two-way communication systems.
8. As part of basic training, all drivers are trained in basic first aid. CPR training is not required and system policy is to use 911 in situations that require more than basic first aid.
9. All Coordinated System drivers are required to wear an identification badge on their person at all times when transporting passengers. A picture ID of the driver with his or her name will also be posted in the vehicle.
10. All Coordinated System staff are required to complete a FDLE criminal background check, Sexual Predator and local background check, and E-verification before hire.
11. All Coordinated System staff are required to complete a three-year DMV driver background check. Only those with 0 points on license will be considered for employment. DMV checks are run annually after hire date.
12. All Coordinated System safety-sensitive staff are required to complete a FTA drug and alcohol exam as required in 49 CFR Part 655, 49 CFR Part 40 and 49 CFR Part 32, prior to hire and will be included in the quarterly random testing program.
13. All Coordinated System staff are required to complete an FDOT physical evaluation as required by Rule 14-90.0041 Florida Administrative Code and referenced in FDOT 725-030-11 prior to hire and additionally, all Coordinated System drivers will be required to have a physical every two years.
14. The CTC has jointly established with the LCB, an on-time performance standard of having all trips to the scheduled arrival time 90% of the time.
15. The CTC has established a Road Call Performance Standard of no more than twenty (20)

road calls per year; and an Accident Performance Standard of no more than five (5) accidents per 100,000 vehicle miles.

16. nursing home discharges are available during service hours and require advance reservation.

## **ACCESSIBILITY**

1. Vehicles must have safe and easy access to clients' home for door-to-door pickup and return. Vehicles cannot provide door-to-door service where low hanging tree branches, steep driveways, or other obstacles block or damage vehicles. It is the rider's responsibility to provide safe and easy access for service, otherwise curbside service only will be provided.
2. Although the geographic coverage for the service is essentially all of Hernando County, certain areas cannot be served because of inaccessibility. Pick-up points on the margins of these inaccessible areas have been identified so that potential patrons can access the service.
3. The service provided by Trans-Hernando is only available to in-county origins and destinations.
4. The actual service is provided at a minimum during the hours of 6:00 a.m. and 3:30 p.m., Monday through Friday.
5. The CTC has set a standard for a maximum call-hold time of two (2) minutes per ride scheduling call.
6. Operators must ensure that clients who transfer from one vehicle to another are assisted to ensure safe transfers.
7. Since all passengers are served in a multi-load environment, with guaranteed arrival times, no passenger will be picked up more than two hours before the appointment time to their destination.
8. The Operator will continue to direct existing TD system users to the fixed-route system, to the maximum extent possible. This is in conjunction with the LCB's goal of converting 100% of all eligible trips to the fixed-route system.
9. The transportation disadvantaged paratransit system will transport clients that reside less than 3/4 miles from the fixed-route transit system, only:
  - a) when determined that the client/rider is able to travel independently but, due to a permanent or temporary debilitating physical or mental condition, cannot use the fixed-route transit system; or
  - b) when determined that the client/rider is traveling to or from a location that is inaccessible by the fixed-route transit system (accessibility is not within 3/4 miles of scheduled stop); or

c) to provide access to a fixed-route transit route if the origin or destination is more than 3/4 miles from the fixed-route.

These clients will then be directed to contact the fixed-route ADA program. If clients are determined ineligible for the ADA program, they will be referred to the TD program.

## **EVALUATION PROCESS**

The CTC receives an annual evaluation performed by the Department of Elder Affairs, the Department of Transportation, and the Official Planning Agency.

Additionally, A Triennial Review was conducted in 2013 by the Federal Transit Authority (FTA) for the fixed-route system. While not directly impacting the TD system, there is coordination between the two systems, especially with the continued efforts to refer as many TD trips as possible to the fixed-route system.

Evaluations involve operational procedures to include Call Intake and Reservations, Certification processes for client funding qualifications, billing and trip reconciliation, scheduling and routing of vehicles and the procedures and practices for contract and monitoring of private providers as well as specific quality issues regarding client services. Evaluations from the agencies are public record and are available for review upon request.

## **SYSTEM SAFETY PROGRAM PLAN CERTIFICATION**

The Florida Department of Transportation (FDOT) performs biennial, on-site inspections of the transportation system in a System Safety Program Plan (SSPP). Specifics of the inspection will include the scheduled maintenance program, process for driver training, monitoring and evaluating, substance abuse policies and practices, and overall system safety practices for compliance with Rule Chapter 14-90, Equipment and Operational Safety Standards Governing Public Sector Bus Transit Systems. The last safety inspection was conducted in February 2017.

**HERNANDO COUNTY**

**TRANSPORTATION DISADVANTAGED**

**LOCAL COORDINATING BOARD**

**GRIEVANCE PROCEDURES**

**Enacted 1995**

**Current as of 2017**

**Prepared by:**  
**Hernando/Citrus MPO**  
**20 N. Main Street, Room 262**  
**Brooksville, FL 34601**

## **CHAPTER VII**

### **GRIEVANCE PROCEDURES**

#### **GRIEVANCE PROCEDURES**

The Hernando County Transportation Disadvantaged Local Coordinating Board (LCB), pursuant to Rule 41-2.012(5)(c) F.A.C, adopts the following procedures. The rule provides for the LCB to appoint a grievance committee to serve as a mediator to process and investigate complaints from agencies, users or potential users of the coordinated transportation system and the Community Transportation Coordinator (CTC) in the designated service area. The result of the process is recommendations from the Local Coordinating Board to the CTC to improve service delivery.

The Grievance Procedures differentiate between “hearing a grievance” and “hearing and determining a grievance.” There is no bar to a person or entity hearing a grievance. An entity may investigate a grievance if it does not impose requirements on third parties that are not supported by statute or contractual agreement. The LCB is not granted determinative or adjudicative powers through the legislature; however, the LCB does retain certain powers of influence through its contractual relationship with the CTC, and thereby can be an effective arbiter in the resolution of complaints. System riders and providers are strongly encouraged to utilize the CTC’s Grievance Process first as the CTC should be able to resolve most grievances.

#### **DEFINITIONS**

“Agency” as defined in Rule 41-2.002(1) F.A.C., 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. For the purposes of these procedures, the definition of “agency” also includes a private-for-profit provider of transportation services.

“Complaint” means an issue brought to the attention of the CTC either verbally or in writing by a system user/advocate, agency and/or community service provider/subcontractor which addresses an issue or several issues concerning transportation services of the CTC or operators used by the CTC. Service complaints are routine incidents that occur daily and are reported to the driver, dispatcher or others involved in the daily operation of the system. A complaint may include but is not limited to: late trips (pick-up and/or drop-off); no-show by transit operator, no-show by client; client or driver behavior; passenger discomfort; denial of service.

“Grievance” means a circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance. Grievances may include but are not limited to: recurring or unresolved complaints; violations of specific laws governing the provision of TD services, i.e., Chapter 427 F.S., Rule 41-2 F.A.C., Sunshine Law and ADA; contract disputes

(agencies/operators); conflicts of interest; billing and/or accounting procedures.

“Parties” means the complainant and all persons and entities other than the complainant named or referred to in a grievance.

## **GRIEVANCE COMMITTEE**

The Grievance Committee shall be composed of three regular voting members, and at least one alternate voting member, all being current members of the Coordinating Board. The Coordinating Board shall appoint the Grievance Committee during its annual organizational meeting and shall elect a Grievance Committee Chairperson and Vice-Chairperson. Members appointed shall serve until the next organizational meeting. If a Grievance Committee member has a personal interest in a grievance, he or she shall not participate in the Grievance Committee’s consideration of that grievance. No member of the Coordinating Board may appear before the Grievance Committee in a representative capacity.

## **PROCEDURES**

### **Filing a Grievance with the Grievance Committee**

A grievance must be presented in writing and include the following:

- 1) The complainant’s name, address and telephone number;
- 2) The name of a contact person if the complainant is an agency;
- 3) A concise but complete statement of the grievance (and relief sought) which is signed, dated, and supplemented by supporting documentation as appropriate;
- 4) A copy of all documents considered and produced in connection with the complainant’s utilization of the CTC’s grievance process if applicable;
- 5) Phone calls will not be an acceptable means of conveying a grievance; calls may be directed to the CTC to register complaints (not grievances) during normal business hours; and
- 6) The grievance should identify any statutes, rules or contractual obligations alleged to have been violated, if applicable. Grievances should be mailed to:

Coordinating Board Grievance Committee  
Transportation Disadvantaged Program  
c/o Hernando/Citrus MPO  
20 North Main Street, Room 262  
Brooksville, FL 34601

Copies of the state statutes and rules governing transportation disadvantaged programs can be obtained from the Hernando/Citrus MPO. Forms will be available at the following locations:

- Trans-Hernando vans and offices
- Hernando/Citrus MPO Internet site

## **CONSIDERATION OF A GRIEVANCE BY THE GRIEVANCE COMMITTEE**

### **Processing and Investigation**

Upon receipt of a grievance by the MPO, staff shall distribute a copy of the grievance to the CTC within two (2) working days of receipt. Staff will immediately proceed to investigate and shall prepare a written report on their findings of fact to the Grievance Committee and the CTC. Upon the Committee's receipt of the report, the Committee shall give appropriate notice and schedule a public meeting to hear the grievance.

### **Notice of Meeting**

The MPO staff shall mail a notice of the meeting to all interested parties at least ten (10) days prior to the meeting date. Notices shall also be mailed to the other persons who have expressed an interest in attending the meeting. The notice shall:

- 1) State the date, time and location of the meeting;
- 2) Include a brief description of the grievance(s); and
- 3) Describe the procedures that will be followed during the meeting.

### **Meeting Procedures**

The meeting shall commence with a presentation of the grievance by the Hernando/Citrus MPO staff. Following this presentation, the parties shall have an opportunity to give testimony, present documents and other relevant materials, call and question witnesses. Members of the Grievance Committee may ask questions at any time during the proceedings. Also, they may call for a period of discussion following the presentation of all testimony and materials. The meeting will be informal in the sense that rules of evidence will not be applied and parties may represent themselves.

Any party may request a follow-up meeting of the Grievance Committee if one is needed to ensure a fair and complete hearing of a grievance. If a follow-up meeting is requested, it shall be scheduled before the meeting is adjourned. Any party not present at the meeting shall be notified in writing of the date, time and location of the follow-up meeting by the Hernando County Planning Department staff. No more than two follow-up meetings will be convened to process a grievance.

### **Written Report to Coordinating Board**

Following the final meeting on a grievance, the Grievance Committee shall prepare a written report, which shall include, at a minimum:

- 1) A copy of the grievance submitted by the complainant;

- 2) A copy of all meeting notices;
- 3) A list of the names and affiliations of those giving testimony during the processing and investigation phase;
- 4) A list of all documents and other materials reviewed as a part of the Grievance Committee's consideration of the grievance;
- 5) A summary of the issues addressed; and
- 6) Findings and a recommendation or recommendations for improvement of service, if appropriate.

The Grievance Committee shall complete its report no later than 30 days after the date the final meeting on a grievance is held. A copy of the report shall be mailed to the parties, the CTC if it is not a party and any other persons who have requested a copy.

### **Coordinating Board Review, Use and Dissemination of Grievance Committee Reports**

At each regular Local Coordinating Board meeting, the Coordinating Board shall review any reports completed by the Grievance Committee since its last meeting. The Coordinating Board shall utilize the findings and recommendations included in the reports as appropriate when executing its various duties. Also, the Coordinating Board shall provide the Florida Commission for the Transportation Disadvantaged with copies of any reports that address contractual or systemic issues of potential interest to the Commission.

## **OTHER GRIEVANCE PROCESSES AND FORUMS**

Utilization of the Coordinating Board's grievance procedures does not preclude complainants from utilizing other processes and forums to pursue their grievances as appropriate. This will include the use of an impartial mediator with knowledge of the TD system, as a Certified Community Transportation Manager. Written grievances may also be submitted to the State of Florida, Commission for the Transportation Disadvantaged Ombudsman Program at 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450, sponsored by the Commission for the Transportation Disadvantaged.

At any time, an aggrieved party with proper standing may elect to seek recourse apart from the grievance process through Chapter 120, F.S., the administrative hearing process or the judicial court system.



**HERNANDO COUNTY  
TRANSPORTATION DISADVANTAGED  
GRIEVANCE PROCEDURE**

---

---

(Please print in ink only)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

AGENCY CONTACT (if applicable): \_\_\_\_\_

STATEMENT OF GRIEVANCE: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

RELIEF SOUGHT: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

STATUTES, RULES, ETC. (if applicable): \_\_\_\_\_

---

Grievances may be mailed to: Coordinating Board Grievance Committee  
Transportation Disadvantaged Program  
c/o Hernando/Citrus MPO  
20 N. Main Street, Room 262  
Brooksville, FL 34601

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

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

**ANNUAL EVALUATION**

**OF THE**

**COMMUNITY TRANSPORTATION**  
**COORDINATOR**

**TRANS HERNANDO**  
**A division of**  
**MID FLORIDA COMMUNITY SERVICES,**  
**INC.**

**FY 2017/18**

**Prepared by:**  
**The Hernando/Citrus MPO**  
**20 N. Main Street, Room 262**  
**Brooksville, FL 34601**

# CHAPTER VIII

## ANNUAL EVALUATION OF THE CTC

### INTRODUCTION

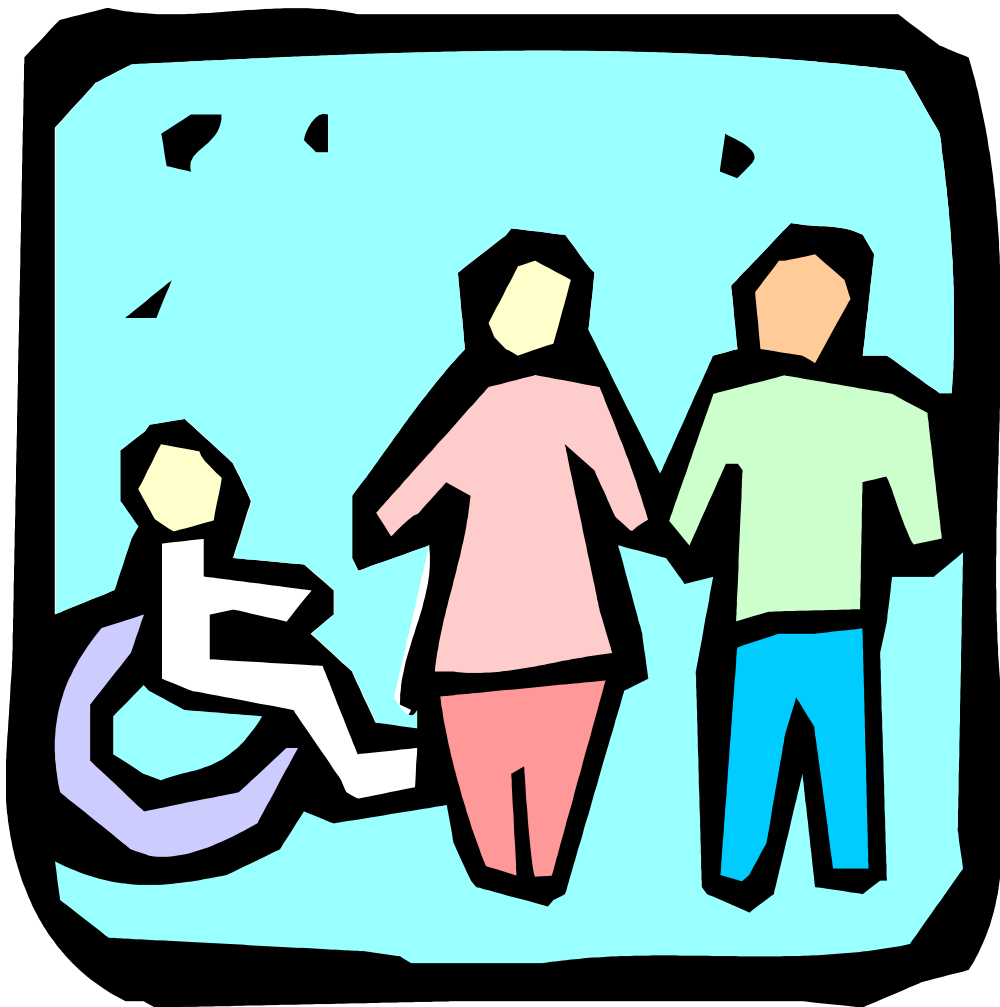
Pursuant to **Chapter 427.0157 (1), Fla. Stat** and **Rule 41-2.002(16) and 41-2.009 (4) Fla. Admin. Code**, the Official Planning Agency (OPA) shall:

**427.0157 (1)** Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the commission.

**41-2.002 (16)** "Transportation Disadvantaged Service Plan" means an annually updated plan jointly developed by the designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan, and quality assurance components. The plan shall be approved and used by the Local Coordinating Board to evaluate the Community Transportation Coordinator.

**41-2.009 (4)** In consultation with the Community Transportation Coordinator and Coordinating Board, each Metropolitan Planning Organization or Designated Official Planning Agency shall develop and annually update a Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan shall be developed in a manner which assures that local planning agencies, responsible for preparing comprehensive plans, have the opportunity to review and comment on it, and shall not be inconsistent with applicable local government comprehensive plans, MPO long range comprehensive plans, transit development plans, and other local, regional, and state transportation plans. The Transportation Disadvantaged Service Plan shall be reviewed for final disposition by the Coordinating Board and the Commission.

# SECTION A



## EVALUATION PROCESS

**Rule 41-2.012(5)(b) F.A.C.** , provides that the Metropolitan Planning Organization or Designated Official Planning Agency must conduct an annual evaluation of the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in Rule 41-2.006 and the completion of the current Transportation Disadvantaged Service Plan elements.

As part of the Coordinator's performance, the Local Coordinating Board shall also set an annual percentage goal (this has been established at 100%) for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the Local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit.

The Commission shall provide evaluation criteria for the Local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. The renewal of the Community Transportation Coordinator's Memorandum of Agreement and Transportation Disadvantaged Service Plan shall be submitted to the Commission.

### **CTC Evaluation Process**

The evaluation of the CTC's performance shall be both general, and specific with regard to the criteria contained in the CTC service plan. The results of the annual evaluation and recommendations relative to performance are forwarded to the Commission for final disposition.

Records and areas of review include:

- A) General Information - about the agency, its operations and last review;
- B) Compliance with Chapter 427, F.S. - ensures that the CTC complies with the performance standards and requirements of the statute;
- C) Compliance with Rule 41-2, F.A.C. - ensures that the CTC complies with the insurance requirements, safety plan, and drug and alcohol policies;
- D) Compliance with ADA - ensures that persons with disabilities are not discriminated against, and that all ADA requirements are being met;
- E) Bus/Van ride – the PA staff rides a paratransit vehicle, details of the ride;
- F) Surveys (Contractor-Purchasing Agency-Rider) – conducted by the PA an on-board survey of the riders for a particular day;
- G) Follow-up from previous review (if applicable);
- H) Additional Observations – describes the CTC's innovations and or opportunities to change;
- I) Current year Trip and Equipment Grant (if applicable);

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

Trans Hernando, a division of Mid Florida Community Services, Inc., is responsible for evaluating their operators and coordination contractors to ensure contractual compliance. This process is conducted on an annual basis to ensure that all contractual elements and delivery of service are being met.

### **Planning Agency Evaluation Process**

Evaluations are submitted to both the Local Coordinating Board (LCB) and the CTC regarding the performance of the Planning Agency. These evaluations are used to determine whether the Official Planning Agency is sufficiently meeting its duties and obligations to both the LCB and the CTC. The results of these evaluations are included in the Planning Agency Review Workbook that is forwarded to the Commission each year.

### **Coordination Contract Evaluation Criteria**

The Hernando County Transportation Disadvantaged Local Coordinating Board receives input from the CTC regarding coordination contracts to advise whether the continuation of said contract management is the most cost-effective and efficient utilization of all available resources.

# SECTION B



## **SURVEY RESULTS**

Purchasing Agency surveys were mailed to Mid Florida Community Services, Inc. and the ARC Nature Coast.

Both Mid Florida and ARC Nature Coast responded that they had no issues with the CTC and/or any of the services provided by the CTC.

Rider surveys were also distributed to users on the TD system. Comments were generally favorable; with most riders rating Trans Hernando as “very satisfactory” and that the service was a life-saver. The most common refrain was that the TD system allows them the independence to conduct their affairs and not be reliant on friends or neighbors. Many of the riders commented on the friendliness and helpfulness of the drivers, and they typically have “their favorites” along with the staff.



# SECTION C



## **OVERVIEW**

According to the FY 2017-2018 Community Transportation Coordinator's report, total system trips averaged 1,758 trips per month. The average trip was approximately 10 miles. The average cost per trip mile was approximately \$3.02. The monthly unduplicated headcount fluctuated from 316 in January to 281 in March.

## **CURRENT OPERATING STATISTICS**

The information used in this evaluation is derived from the *FY 17/18 Hernando County Community Transportation Coordinators Report* prepared by Trans Hernando. The system continues to operate with vehicle assignment using the shared-ride multi-load approach. This strategy enhances vehicle and driver time by routing vehicles along main routes and providing transportation to clients regardless of trip purpose. This arrangement increases the opportunities for multi-loading, meaning that the vehicles can carry more than one rider to a particular destination.

## System Miles/Trips

The tables below provide operating data for the CTC for the subject FY 2017/18.

### **Trans Hernando Operating Data**

Month	Yr	Trips	System Miles	Average miles per trip	Cost per mile
July	2017	2014	18694	8.5	\$3.02
August	2017	2318	19827	7.8	\$3.27
September	2017	1471	13657	8.5	\$3.02
October	2017	2168	20213	8.5	\$3.00
November	2017	1793	17184	8.8	\$2.92
December	2017	1741	16437	8.6	\$2.97
January	2018	1660	15690	8.6	\$2.96
February	2018	1633	13413	7.5	\$3.41
March	2018	1949	15884	7.4	\$3.44
April *	2018	1750	18000	8.0	\$3.25
May *	2018	1650	15500	7.8	\$3.15
June *	2018	1600	16000	7.9	\$3.25
<b>Total</b>		<b>21747</b>	<b>200499</b>	<b>8.2</b>	<b>\$3.14</b>

This data translates into a statistic of trips approximately averaging 8.2 miles with an average cost of \$3.14 mile.

\* Information provided for these months are estimates which allow for an annual projection.

## Trip Priorities

Trip purpose statistics are presented for FY2017-2018.

	<i>LCB Trip Priority</i>	<i>Number of Trips</i>	<i>Percent of Trips</i>
<i>Medical</i>	1	13955	64%
<i>Nutrition</i>	2	3225	15%
<i>Shopping</i>	3	2900	13%
<i>Other</i>	4	612	3%
<i>Education</i>	5	185	1%
<i>Employment</i>	6	720	3%
<i>Fixed-Route Connectors</i>	7	150	1%
<i>Total</i>		21747	100%

The above figures are consistent with the trip purpose priorities established by the Local Coordinating Board.

## **CONCLUSION**

As one of the primary deliverables to the Florida Commission for the Transportation Disadvantaged (CTD), it is the Planning Agency that must develop the Transportation Disadvantaged Service Plan (TDSP) jointly, with the Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB).

The TDSP forms the guiding principles for the CTC, the contractors, clients as well as the riders that all must adhere to in order to provide the most cost-effective and efficient service to the citizens of Hernando County. It should also encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans; and ensure that the activities of the Local Coordinating Board and Community Transportation Coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan.

It is through this process that “transportation disadvantaged” issues remain an integral part of the local and regional comprehensive and long-range plans. This effort is consistent with the overall goal of the Commission for Transportation Disadvantaged (CTD) that the coordinated system remains a model for the nation as the most cost-effective and efficient method available for the delivery of transportation disadvantaged services.

# CHAPTER IX

## COST/REVENUE ALLOCATION AND FARE STRUCTURE ELEMENT

### **COST/REVENUE ALLOCATION PLAN**

The Cost/Revenue Allocation and Fare Structure Element is intended to provide information about the overall costs of the CTCs operations, as identified in the NEXT MOA YEAR column of the Financial Element, will be allocated to the different Transportation Disadvantaged Service segments arranged or provided by the CTC.

#### BUDGETED COST PER UNIT OF SERVICE

Administrative Costs  
\$ 2.03 p/trip

Operating Costs  
\$35.45 p/trip \$36.27

Cost per Unit of Service  
\$37.48 p/trip - \$38.30

### **FARE STRUCTURE**

The following fare information is relative to present contracts for service reimbursement at the current MOA rate at the time of contract execution is offered as follows:

#### **Hernando County Senior Services - Title III**

Rates for transporting clients to various meal sites in congregate dining programs are a contracted cost of \$10.63

#### **Trans-Hernando**

Ambulatory - \$30.97  
Wheelchair - \$53.10  
Scooter - \$53.10

#### **CTD - Trip Related Grant/Non-Sponsored Trips, One Way**

Ambulatory - \$30.97  
Wheelchair - FASC \$53.10

Scooter - FASC        \$53.10

CTD reimburses the CTC for 90% of the Fully Allocated System Costs (FASC) after the service is provided.

## **TD FUND UTILIZATION ELEMENT**

This element is to provide details as to how CTD funds allocated for the transport of non-sponsored persons/trips will be utilized.

### **Fund Distribution Rate Mechanism (Fare-box)**

As approved by the Local Coordinating Board (LCB), CTD funds are for individual transportation services identified as non-sponsored individuals who because of physical or mental disability, income status, or age are unable to transport themselves or are unable to purchase transportation for themselves. They are instead dependent upon others to obtain transportation in order to access health care, employment, education, shopping, social activities or other life-sustaining activities.

Prioritized services are medical, nutritional, grocery shopping, educational, employment, and social activities, respectively. Individual fares for these services are based on the individuals' economic ability to pay as determined through an application for funding process. This application process is based on Federal Poverty Guidelines (FPG) and is broken down as follows:

Fare:    \$1.00 - for clients whose household income is below 100% of FPG  
          \$3.00 - for clients whose household income is above 100% of FPG  
          \$5.00 - for clients whose household income is above 200% of FPG

# CHAPTER X

## GLOSSARY OF TERMS

**The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.**

**Accidents:** When used in reference to the AOR, the total number of reportable accidents resulting in property damage of \$50.00 or more and/or personal injury that requires evacuation to a medical facility.

**Actual Expenditure Report (AER):** An annual report completed by each state agency, whether or not it is a member of the Commission for the Transportation Disadvantaged, to inform the Commission in writing, before September first of each year, of the specific amount of any money the agency is allotted for transportation disadvantaged services.

**Advance Reservation Service:** This service requires a minimum prior day notice. It differs from subscription service in that ridership, times and pickup/drop-off points may vary. It differs from demand response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed-schedule/fixed-route in that route and time schedules may vary and is available upon the user's request.

**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 nonprofit entity providing or arranging for transportation services as all or part of its charter.

**Americans with Disabilities Act of 1990 (ADA):** an act of Congress whose purpose was:

- 1) to provide a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities;
- 2) to provide clear, strong, consistent, enforceable standards addressing discrimination against individuals with disabilities;
- 3) to ensure that the Federal Government plays a central role in enforcing the standards established in this chapter on behalf of individuals with disabilities; and
- 4) to invoke the sweep of congressional authority, including the power to enforce the fourteenth amendment and to regulate commerce, to address the major areas of discrimination faced day-to-day by people with disabilities.



**Annual Operating Report (AOR):** An annual report including a Finance and Fare Structure Element, prepared by the CTC detailing its designated area operating statistics for the most recent operating year.

**Annual Performance Report (APR):** An annual report issued by the Commission for the Transportation Disadvantaged that compiles all the data submitted in the Annual Operating Report and 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 passengers and used for the transportation of persons for compensation.

**Bus Lane:** A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances, e.g., making a right turn.

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

**Chapter 427, Florida Statutes:** The F.S. establishing the Commission for the Transportation Disadvantaged and prescribing its duties.

**Commission:** The Commission for the Transportation Disadvantaged as authorized in Section 427.013, F.S.

**Commission for the Transportation Disadvantaged (CTD):** An independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged population. It replaced the Coordinating Council on the Transportation Disadvantaged.

**Community Transportation Coordinator (CTC):** (Formally referred to as “Coordinated Community Transportation provider”) A transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), F.S., and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

**Complete (or Full) Brokerage:** Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.

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

**Coordinated Board:** An entity in each designated service area composed of representatives appointed by the planning agency, to provide assistance to the CTC relative to the coordination of transportation services.

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

**Coordination Contract:** A written contract between the CTC and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, under certain conditions. 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 transportation service characterized by same day flexible routing and scheduling of relatively small vehicles to provide door-to-door or point-to-point transportation at the user's request and that operates either on the street and highway system or on a guideway.

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

**Disabled Passenger:** Anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for oneself, 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.

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

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

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

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

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

**Fixed Route:** (a.k.a. Fixed Route/Fixed Schedule) that service in which the vehicle(s) repeatedly follow a consistent time schedule over the same route (i.e., conventional city bus, fixed guideway).

**Florida Coordinated Transportation System:** A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, F.S.

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

**Fully Allocated Costs:** The total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operations or provide through coordination contracts.

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

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

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

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

**In-Take Clerk/Reservationist:** An individual whose primary responsibility is to accept requests for trip, enter date on the requests, determine eligibility, and provide customer services.

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

**Limited Access:** The inability of a vehicle, facility or equipment to permit entry or exit to all persons; or the lack of associability of vehicle, facility or other equipment.

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

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

**Local Coordinating Board (LCB):** An entity in each designated service area composed of representatives appointed by the planning agency. Its purpose is to aid the CTC concerning the coordination of transportation disadvantaged services.

**Local Government Comprehensive Plan:** A plan that meets the requirements of Sections 163.3177 and 163.3178, F.S.

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

**Metropolitan Planning Organization (MPO):** The organization responsible for carrying out transportation planning and programming in accordance with the provision of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also, serves as the planning agency referred to in Chapter 427, F.S.

**Network Type:** Describes how a CTC provides service, whether as a complete brokerage, partial brokerage, or sole provider.

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

**Non-Sponsored Trip:** Means a trip that is not subsidized in part or in whole by any local, state, or federal government funding source.

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

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

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

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

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

**Operating Environment:** Describes whether the CTC provides service in an urban or rural service area.

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

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

**Organization Type:** Describes the structure of a CTC, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

**Paratransit:** Elements of public transit that provide services 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 taxis, limousines, dial-a-ride buses, and other demand responsive operations that are characterized by their non-scheduled, non-fixed route nature and may include deviated fixed routes.

**Partial Brokerage:** A type of CTC network in which the CTC provides part of the transportation service and contracts with other providers to operate the remaining service including coordination contractors.

**Passenger Miles:** A number of miles each individual fare paying, sponsored, or non-sponsored passenger rides on the vehicle. This is a duplicated mileage count. For example, if 10 people ride together for 10 miles, there would be 100 passenger miles.

**Passenger Trip:** A unit of service, which is measured from the time a passenger, enters the vehicle to the time when the passenger exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

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

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

**Peer Group Analysis:** A common technique used to evaluate the general performance of a single operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.

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

**Planning Agency:** The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization (MPO). The MPO shall serve as the planning agency in areas covered by such organizations.

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

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

**Public Transit:** 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.

**Quality Assurance and Program Evaluation (QAPE):** Commission staff that evaluates the performance, policies and procedures of both the CTC and the planning agency, on an annual basis.

**RFB:** Request for Bids, a competitive bid process.

**RFP:** Request for Proposals, a competitive bid process.

**RFQ:** Request for Qualifications, a competitive bid process.

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

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

**Revenue Miles:** The number of miles driven while passengers are on the vehicle. This figure is an unduplicated mileage count and is also referred to as loaded miles. For example, if 1 passenger rode 10 miles together, there would be 10 revenue miles.

**Road-Call:** Any in-service interruptions caused by failure of some mechanical element of the vehicle, regardless of whether the interruption interferes with the schedule or on-time performance measure. Road-calls exclude accidents.

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

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

**Service Plan:** A one-year implementation plan that contains the goals the CTC plans to achieve and how they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the CTC.

**Sole Provider:** Network type in which the CTC provides all the transportation disadvantaged services.

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

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

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

**Transportation Disadvantaged:** Those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, F.S.

**Transportation Disadvantaged Funds:** Any local government, state, or available federal fund that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

**Transportation Improvement Plan (TIP):** A staged multi-year program of transportation improvements, including an annual element, which will be developed by the planning agency.

**Transportation Disadvantaged Population:** (Formally referred to as TD category II) Persons who, because of disability, income, status, or age are unable to transport themselves, and children who are high-risk or at-risk.

**Transportation Disadvantaged Service Plan (TDSP):** A one-year implementation plan developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and how they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

**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 that are not sponsored by an agency.



**Transportation Operator:** One or more public, private-for-profit, or private non-profit entities engaged by the CTC to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

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

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

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

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

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

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

**Vehicle Hour:** The operation of a transportation vehicle for a period of one hour.

**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 number of miles driven by a vehicle within a specified period, with or without passengers aboard. This includes deadhead, maintenance, and non-revenue miles.

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

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

**Will Call:** Return trip requests on a demand-response basis.

## **LIST OF ACRONYMS**

<b>AER</b>	<b>Actual Expenditure Report</b>
<b>ADA</b>	<b>Americans with Disabilities Act</b>
<b>AOR</b>	<b>Annual Operating Report</b>
<b>APR</b>	<b>Annual Performance Report</b>
<b>CTD</b>	<b>Commission for the Transportation Disadvantaged</b>
<b>CTC</b>	<b>Community Transportation Coordinator</b>
<b>LCB</b>	<b>Local Coordinating Board</b>
<b>MPO</b>	<b>Metropolitan Planning Organization</b>
<b>OPA</b>	<b>Official Planning Agency</b>
<b>QAPE</b>	<b>Quality Assurance and Program Evaluation</b>
<b>RFB</b>	<b>Request for Bids</b>
<b>RFP</b>	<b>Request for Proposals</b>
<b>RFQ</b>	<b>Request for Qualifications</b>
<b>SSPP</b>	<b>System Safety Program Plan</b>
<b>TD</b>	<b>Transportation Disadvantaged</b>
<b>TIP</b>	<b>Transportation Improvement Plan</b>
<b>TDSP</b>	<b>Transportation Disadvantaged Service Plan</b>
<b>TDTF</b>	<b>Transportation Disadvantaged Trust Fund</b>
<b>TDP</b>	<b>Transit Development Plan</b>
<b>TOP</b>	<b>Transit Operations Plan</b>

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
2018 - 2019**

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
2018 - 2019**

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
2018 - 2019**

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
2018 - 2019**

# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Mid Florida Community Services, Inc.  
**County (Service Area):** Hernando  
**Contact Person:** Michelle Hale  
**Phone #** 352-799-1510

## 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: **Mid Florida Community Services, Inc.**  
 County: **Hernando**

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

	Prior Year's ACTUALS from July 1st of <b>2016</b> to June 30th of <b>2017</b>	Current Year's APPROVED Budget, as amended from July 1st of <b>2017</b> to June 30th of <b>2018</b>	Upcoming Year's PROPOSED Budget from July 1st of <b>2018</b> to June 30th of <b>2019</b>	% 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	\$ 45,780	\$ 46,000	\$ 48,000	0.5%	4.3%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						

**Local Government**

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Spons. Trip Program	\$ 403,628	\$ 444,813	\$ 445,000	10.2%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 79,775	\$ -	\$ 132,000	-100.0%		
Other TD (specify in explanation)	\$ 133,459	\$ 180,000	\$ 180,000	34.9%	0.0%	
<b>Bus Pass Program Revenue</b>						

**USDOT & FDOT**

49 USC 5307						
49 USC 5310	\$ 121,375	\$ 56,250	\$ 78,750	-53.7%	40.0%	Increase is due to 7 months of 5310 operating funding in the 2018 - 2019 program year compared to only 5 months in 2017 -2018.
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AHCA**

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCF**

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

**DOH**

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

**DOE (state)**

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

**AWI**

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

**DOEA**

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 27,622	\$ 33,670	\$ 34,000	21.9%	1.0%	
<b>Bus Pass Program Revenue</b>						

**DCA**

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: Mid Florida Community Services, Inc.  
County: Hernando

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

	Prior Year's ACTUALS from July 1st of 2016 to June 30th of 2017	Current Year's APPROVED Budget, as amended from July 1st of 2017 to June 30th of 2018	Upcoming Year's PROPOSED Budget from July 1st of 2018 to June 30th of 2019	% 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)						
<b>Bus Pass Program Revenue</b>						

### DJJ

(specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### Other Fed or State

xxx						
xxx						
xxx						
<b>Bus Pass Program Revenue</b>						

### Other Revenues

Interest Earnings						
xxxx						
xxxx						
<b>Bus Pass Program Revenue</b>						

### Balancing Revenue to Prevent Deficit

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

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$811,639	\$760,733	\$917,750	-6.3%	20.6%

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

#### Operating Expenditures

Labor	\$ 291,086	\$ 319,259	\$ 327,559	9.7%	2.6%	Additional Equipment purchases in 2018 -2019 year to include 10% match.
Fringe Benefits	\$ 100,512	\$ 129,120	\$ 132,477	28.5%	2.6%	
Services	\$ 1,124	\$ 2,300	\$ 2,300	104.6%	0.0%	
Materials and Supplies	\$ 137,346	\$ 137,579	\$ 140,000	0.2%	1.8%	
Utilities	\$ 13,140	\$ 14,000	\$ 14,350	6.5%	2.5%	
Casualty and Liability	\$ 59,355	\$ 60,000	\$ 60,000	1.1%	0.0%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 51,013	\$ 60,275	\$ 61,775	18.2%	2.5%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						

#### Capital Expenditures

Equip. Purchases with Grant Funds	\$ 88,639	\$ -	\$ 118,200	-100.0%	
Equip. Purchases with Local Revenue		\$ 38,200	\$ 61,089		59.9%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
<b>ACTUAL YEAR GAIN</b>	\$69,424				
<b>Total Expenditures =</b>	<b>\$742,216</b>	<b>\$760,733</b>	<b>\$917,750</b>	<b>2.5%</b>	<b>20.6%</b>

See NOTES Below.

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

**ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be Identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.**

**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Mid Florida Community Services, Inc.

County: Hernando

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 <b>BUDGETED</b> Revenues	What amount of the <b>Budgeted Revenue</b> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	<b>Budgeted Rate Subsidy Revenue EXcluded from the Rate Base</b>	What amount of the <b>Subsidy Revenue</b> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	from July 1st of <b>2018</b> to June 30th of <b>2019</b>			
	<b>1</b>	<b>3</b>	<b>4</b>	<b>5</b>

REVENUES (CTC/Operators ONLY)				
<b>Local Non-Govt</b>				
Farebox	\$ 48,000	\$ 34,000	\$ 14,000	
Medicaid Co-Pay Received	\$ -	\$ -	\$ -	
Donations/ Contributions	\$ -	\$ -	\$ -	
In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
<b>Local Government</b>				
District School Board	\$ -	\$ -	\$ -	
Compl. ADA Services	\$ -	\$ -	\$ -	
County Cash	\$ -	\$ -	\$ -	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -	
City Cash	\$ -	\$ -	\$ -	
City In-kind, Contributed Services	\$ -	\$ -	\$ -	
Other Cash	\$ -	\$ -	\$ -	
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
<b>CTD</b>				
Non-Spons. Trip Program	\$ 445,000	\$ 445,000	\$ -	\$ -
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -	\$ -
Rural Capital Equipment	\$ 132,000	\$ -	\$ 132,000	\$ 132,000
Other TD	\$ 180,000	\$ -	\$ 180,000	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -
<b>USDOT &amp; FDOT</b>				
49 USC S307	\$ -	\$ -	\$ -	\$ -
49 USC S310	\$ 78,750	\$ -	\$ 78,750	\$ 78,750
49 USC S311 (Operating)	\$ -	\$ -	\$ -	\$ -
49 USC S311(Capital)	\$ -	\$ -	\$ -	\$ -
Block Grant	\$ -	\$ -	\$ -	\$ -
Service Development	\$ -	\$ -	\$ -	\$ -
Commuter Assistance	\$ -	\$ -	\$ -	\$ -
Other DOT	\$ -	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -
<b>AHCA</b>				
Medicaid	\$ -	\$ -	\$ -	\$ -
Other AHCA	\$ -	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -
<b>DCF</b>				
Alcohol, Drug & Mental Health	\$ -	\$ -	\$ -	\$ -
Family Safety & Preservation	\$ -	\$ -	\$ -	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -	\$ -	\$ -	\$ -
Other DCF	\$ -	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -
<b>DOH</b>				
Children Medical Services	\$ -	\$ -	\$ -	\$ -
County Public Health	\$ -	\$ -	\$ -	\$ -
Other DOH	\$ -	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -
<b>DOE (state)</b>				
Carl Perkins	\$ -	\$ -	\$ -	\$ -
Div of Blind Services	\$ -	\$ -	\$ -	\$ -
Vocational Rehabilitation	\$ -	\$ -	\$ -	\$ -
Day Care Programs	\$ -	\$ -	\$ -	\$ -
Other DOE	\$ -	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -
<b>AWI</b>				
WAGES/Workforce Board	\$ -	\$ -	\$ -	\$ -
AWI	\$ -	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -
<b>DOEA</b>				
Older Americans Act	\$ -	\$ -	\$ -	\$ -
Community Care for Elderly	\$ -	\$ -	\$ -	\$ -
Other DOEA	\$ 34,000	\$ 34,000	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -
<b>DCA</b>				
Community Services	\$ -	\$ -	\$ -	\$ -
Other DCA	\$ -	\$ -	\$ -	\$ -
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	\$ -

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

BLUE cells  
Should be funds generated by rates in this spreadsheet

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.

local match req.  
\$ 49,444  
\$ -  
\$ 14,667  
\$ 8,750  
\$ -

**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Mid Florida Community Services, Inc.

County: Hernando

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 <b>BUDGETED</b> Revenues			What amount of the <b>Budgeted Revenue</b> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	<b>Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base</b>	What amount of the <b>Subsidy Revenue</b> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
		from July 1st of <b>2018</b> to June 30th of <b>2019</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>APD</b>							
Office of Disability Determination	\$	-			\$	-	
Developmental Services	\$	-			\$	-	
Other APD	\$	-			\$	-	
<b>Bus Pass Program Revenue</b>	\$	-			\$	-	
<b>DJJ</b>							
DJJ	\$	-			\$	-	
<b>Bus Pass Program Revenue</b>	\$	-			\$	-	
<b>Other Fed or State</b>							
xxx	\$	-			\$	-	
xxx	\$	-			\$	-	
xxx	\$	-			\$	-	
<b>Bus Pass Program Revenue</b>	\$	-			\$	-	
<b>Other Revenues</b>							
Interest Earnings	\$	-			\$	-	
xxxx	\$	-			\$	-	
xxxx	\$	-			\$	-	
<b>Bus Pass Program Revenue</b>	\$	-			\$	-	
<b>Balancing Revenue to Prevent Deficit</b>							
Actual or Planned Use of Cash Reserve	\$	-			\$	-	
<b>Total Revenues =</b>	<b>\$</b>	<b>917,750</b>			<b>\$</b>	<b>513,000</b>	<b>\$</b> <b>404,750</b>
							<b>\$</b> <b>210,750</b>

<b>EXPENDITURES (CTC/Operators ONLY)</b>		
<b>Operating Expenditures</b>		
Labor	\$	327,559
Fringe Benefits	\$	132,477
Services	\$	2,300
Materials and Supplies	\$	140,000
Utilities	\$	14,350
Casualty and Liability	\$	60,000
Taxes	\$	-
<b>Purchased Transportation:</b>		
Purchased Bus Pass Expenses	\$	-
School Bus Utilization Expenses	\$	-
Contracted Transportation Services	\$	-
Other	\$	-
Miscellaneous	\$	61,775
Operating Debt Service - Principal & Interest	\$	-
Leases and Rentals	\$	-
Contrib. to Capital Equip. Replacement Fund	\$	-
In-Kind, Contributed Services	\$	-
Allocated Indirect	\$	-
<b>Capital Expenditures</b>		
Equip. Purchases with Grant Funds	\$	118,200
Equip. Purchases with Local Revenue	\$	61,089
Equip. Purchases with Rate Generated Rev.	\$	-
Capital Debt Service - Principal & Interest	\$	-
	\$	-
<b>Total Expenditures =</b>	<b>\$</b>	<b>917,750</b>
minus EXCLUDED Subsidy Revenue =	<b>\$</b>	<b>404,750</b>
<b>Budgeted Total Expenditures INCLUDED in</b>		
Rate Base =	<b>\$</b>	<b>513,000</b>
Rate Base Adjustment <sup>1</sup> =	<b>\$</b>	<b>69,424</b>
<b>Adjusted Expenditures Included in Rate</b>		
Base =	<b>\$</b>	<b>582,424</b>

\$ 194,000

Amount of  
Budgeted  
Operating Rate  
Subsidy Revenue

\$

**<sup>1</sup> 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.

<sup>1</sup> The Difference between Expenses and Revenues for Fiscal Year: 2016 - 2017

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



# Worksheet for Program-wide Rates

CTC: Mid Florida Comm Version 1.4  
 County: Hernando

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

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

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	270,000
<b>Rate Per Passenger Mile = \$</b>	<b>2.16</b>
Total <u>Projected</u> Passenger Trips =	13,000
<b>Rate Per Passenger Trip = \$</b>	<b>44.80</b>

Fiscal Year

2018 - 2019

<b>Avg. Passenger Trip Length =</b>	<b>20.8 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>3.66</b>
<b>Rate Per Passenger Trip = \$</b>	<b>75.94</b>

**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: **Mid Florida Com** Version 1.4  
 County: **Hernando**

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

**SECTION I: Services Provided**

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

**SECTION II: Contracted Services**

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> 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: **Mid Florida Com** Version 1.4  
 County: **Hernando**

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

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....  
 Yes  
 No  
**Skip #2 - 4 and Section IV and Go to Section V**
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 per passenger mile?.....  
 Pass. Trip **Leave Blank**  
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....   
**Do NOT Complete Section IV**
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate** 0.00 to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

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

		RATES FOR FY: 2018 - 2019			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	270,000	= 115,000	+ 155,000	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =		\$1.53	\$2.62	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	13,000	= 4,000	+ 9,000	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =		\$29.98	\$51.39	\$0.00	\$0.00
				per passenger	per group

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$1.53	\$2.62	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.59	\$4.45	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$50.81	\$87.10	\$0.00	\$0.00
				per passenger	per group

**Worksheet for Multiple Service Rates**

CTC: **Mid Florida Com** Version 1.4  
County: **Hernando**

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

**Program These Rates Into Your Medicaid Encounter Data**

***CTC***  
***EVALUATION WORKBOOK***

Florida Commission for the



**Transportation  
Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_

**FORMATTED 2011 – 2012**

# ***LCB EVALUATION WORKBOOK***

<b>ITEM</b>	<b>PAGE</b>
<b>REVIEW CHECKLIST _____</b>	<b>3</b>
<b>EVALUATION INFORMATION _____</b>	<b>5</b>
<b>ENTRANCE INTERVIEW QUESTIONS _____</b>	<b>6</b>
<b>GENERAL QUESTIONS _____</b>	<b>9</b>
<b>CHAPTER 427, F.S. _____</b>	<b>13</b>
<b>RULE 41-2, F.A.C. _____</b>	<b>22</b>
<b>COMMISSION STANDARDS _____</b>	<b>32</b>
<b>LOCAL STANDARDS _____</b>	<b>33</b>
<b>AMERICANS WITH DISABILITIES ACT _____</b>	<b>36</b>
<b>FY GRANT QUESTIONS _____</b>	<b>42</b>
<b>STATUS REPORT _____</b>	<b>43</b>
<b>ON-SITE OBSERVATION _____</b>	<b>45</b>
<b>SURVEYS _____</b>	<b>47</b>
<b>LEVEL OF COST WORKSHEET # 1 _____</b>	<b>52</b>
<b>LEVEL OF COMPETITION WORKSHEET #2 _____</b>	<b>53</b>
<b>LEVEL OF AVAILABILITY WORKSHEET #3 _____</b>	<b>55</b>

# REVIEW CHECKLIST & SCHEDULE

## COLLECT FOR REVIEW:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: \_\_\_\_\_)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

## ITEMS TO REVIEW ON-SITE:

- SSPP
- Policy/Procedure Manual
- Complaint Procedure
- Drug & Alcohol Policy (see certification)
- Grievance Procedure
- Driver Training Records (see certification)
- Contracts
- Other Agency Review Reports
- Budget
- Performance Standards
- Medicaid Documents

## **ITEMS TO REQUEST:**

- REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

## **INFORMATION OR MATERIAL TO TAKE WITH YOU:**

- Measuring Tape
- Stop Watch



## EVALUATION INFORMATION

**An LCB review will consist of, but is not limited to the following pages:**

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

**Notes to remember:**

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - Following up on the Status Report from last year and calls received from the Ombudsman program.
  - Monitoring of contractors.
  - Surveying riders/beneficiaries, purchasers of service, and contractors
- 
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
  - Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
  - Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILE THIS INFORMATION:

#### 1. OPERATING ENVIRONMENT:

- RURAL       URBAN

#### 2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

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

<b>Coordination Contract Agencies</b>				
<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

## GENERAL QUESTIONS

**Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.**

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM?       Yes       No  
(Make a copy and include in folder)

Is the process being used?       Yes       No

3. DOES THE CTC HAVE A COMPLAINT FORM?       Yes       No  
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

Yes       No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

Yes       No

**Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

Yes       No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?

Yes       No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

Yes  No                      If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes  No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes  No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

*Please Verify These Passengers Have an Eligibility Application on File:*

<b>TD Eligibility Verification</b>			
<b>Name of Client</b>	<b>Address of client</b>	<b>Date of Ride</b>	<b>Application on File?</b>

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

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
  
  
  
  
  
  
  
  
  
  
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
  
  
  
  
  
  
  
  
  
  
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
  
  
  
  
  
  
  
  
  
  
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
  
  
  
  
  
  
  
  
  
  
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

## GENERAL QUESTIONS

Findings:

Recommendations:



**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC contracts for compliance with 427.0155(1), F.S.**  
***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE YOUR CONTRACTS UNIFORM?  Yes  No

IS THE CTD’S STANDARD CONTRACT UTILIZED?  Yes  No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?  
 Yes  No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)  
 Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

<b>Operator Name</b>	<b>Exp. Date</b>	<b>SSPP</b>	<b>AOR Reporting</b>	<b>Insurance</b>

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC last AOR submittal for compliance with 427. 0155(2)  
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report  Yes  No

Any issues that need clarification?  Yes  No

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

List:

b. Memorandum of Agreement  Yes  No

c. Transportation Disadvantaged Service Plan  Yes  No

d. Grant Applications to TD Trust Fund  Yes  No

e. All other grant application (\_\_\_\_%)  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**  
***“Review all transportation operator contracts annually.”***

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator?        Yes        No

If **NO**, how are the contractors notified of the results of the monitoring?

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

Is a written report issued?        Yes        No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**  
***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes       No

If YES, what is the goal?

Is the CTC accomplishing the goal?     Yes     No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?     Yes     No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**

***“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”***

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

Yes     No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)?     Yes     No

If no, is the planning agency currently reviewing applications for TD funds?  
 Yes     No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?     Yes     No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).  
“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”**

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

***“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”***

Review the Operational section of the TDSP

1. Hours of Service:
  
2. Hours of Intake:
  
3. Provisions for After Hours Reservations/Cancellations?
  
4. What is the minimum required notice for reservations?
  
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**

***“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”***

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:



## CHAPTER 427

Findings:

Recommendations:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.006(1), Minimum Insurance Compliance**  
*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes    No

If yes, was this approved by the Commission?    Yes    No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?    Yes    No

Comments:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.006(2), Safety Standards.**

*“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”*

Date of last SSPP Compliance Review \_\_\_\_\_, Obtain a copy of this review.

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers’ records. If the CTC has not monitored the operators, check drivers’ files at the operator’s site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes  No

**DRIVER REQUIREMENT CHART**

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

**Sample Size:** 1-20 Drivers – 50-100%    21-100 Drivers – 20-50%    100+ Drivers – 5-10%

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

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.006(3), Drug and Alcohol Testing**

*“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Sect. 5307, 5309, or 5311 funding)
- FHWA (Drivers required to hold a CDL)
- Neither

**REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.**

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: \_\_\_\_\_

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.**

*“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

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

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES?  Yes  No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

Findings:

Recommendations:



## COMPLIANCE WITH 41-2, F.A.C.

**Compliance with Commission Standards**  
*"...shall adhere to Commission approved standards..."*

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

## COMMISSION STANDARDS

Findings:

Recommendations:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with Local Standards**

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Local standards.

<b>Local Standards</b>	<b>Comments</b>
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<b><i>Measurable Standards/Goals</i></b>	<b><i>Standard/Goal</i></b>	<b><i>Latest Figures</i></b>	<b><i>Is the CTC/Operator meeting the Standard?</i></b>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## LOCAL STANDARDS

Findings:

Recommendations:

**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT**

**REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.**

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?  Yes  No

ARE ACCESSIBLE FORMATS ON THE SHELF?  Yes  No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?  
 Yes  No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?  Yes  No

Florida Relay System:  
Voice- 1-800-955-8770  
TTY- 1-800-955-8771



EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT  
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS  
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O <sub>2</sub> Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

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

IS A RAMP PROVIDED?                       Yes     No

ARE THE BATHROOMS ACCESSIBLE?     Yes     No

# Bus and Van Specification Checklist

**Name of Provider:**

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

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

**Person Conducting Review:**

**Date:**

**Review the owner's manual, check the stickers, or ask the driver the following:**

- The lift must have a weight limit of at least 600 pounds.
- The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

**Have the driver lower the lift to the ground:**

- Controls to operate the lift must require constant pressure.
- Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

**Once the lift is on the ground, review the following:**

- Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- Side barriers must be at least 1 ½ inches high.
- The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- The platform must be slip-resistant.
- Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- Lifts may be marked to identify the preferred standing position (suggested, not required)

**Have the driver bring the lift up to the fully raised position (but not stowed):**

- When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- The lift must be designed to allow boarding in either direction.

**While inside the vehicle:**

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

**Vehicles under 22 feet must have:**

- One securement system that can be either forward or rear-facing.
- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

**Vehicles over 22 feet must have:**

- Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- Aisles, steps, and floor areas must be slip resistant.
- Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

# COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

Yes     No

## ADA COMPLIANCE

Findings:

Recommendations:

**FY \_\_\_\_ / \_\_\_\_ GRANT QUESTIONS**

**The following questions relate to items specifically addressed in the FY \_  
/ \_\_\_\_ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY \_\_\_\_\_)

Yes  No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

Yes  No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

Yes  No

**STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)**

DATE OF LAST REVIEW: \_\_\_\_\_

STATUS REPORT DATED: \_\_\_\_\_

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:



## ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance?  Yes  No

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

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

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  
 Yes  No

Does the vehicle have working heat and air conditioning?  Yes  No

Does the vehicle have two-way communications in good working order?  Yes  No

If used, was the lift in good working order?  Yes  No

Was there safe and appropriate seating for all passengers?  Yes  No

Did the driver properly use the lift and secure the passenger?  Yes  No

If No, please explain:

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

<b>Funding Source</b>	<b>No. of Trips</b>	<b>No. of Riders/Beneficiaries</b>	<b>No. of Calls to Make</b>	<b>No. of Calls Made</b>
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
<b>Totals</b>				

<b>Number of Round Trips</b>	<b>Number of Riders/Beneficiaries to Survey</b>
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

# RIDER/BENEFICIARY SURVEY

Staff making call: \_\_\_\_\_

County: \_\_\_\_\_

Date of Call: / /

Funding Source: \_\_\_\_\_

1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No

2) Where you charged an amount in addition to the co-payment?  Yes or  No

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None  3-5 Times

1-2 Times  6-10 Times

If none, skip to question # 4.

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

Ineligible  Space not available

Lack of funds  Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical  Education/Training/Day Care

Employment  Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # ~~6~~

What type of problem did you have with your trip?

Advance notice  Cost

Pick up times not convenient  Late pick up-specify time of wait

Assistance  Accessibility

Service Area Limits  Late return pick up - length of wait

# Trip Manifest #10 for 04/06/2018

Driver's Name: **DON**

Starting Mileage: 9818 Ending: 9992  
 Starting Time: 730 Ending: 1530

Vehicle #: **4**  
 Manifest #: **10**  
 Service Date: **04/06/2018**

B/C	Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
	2.1	WHLI ME-V	1.00	1	NORRIS, LLOYD 352-556-9174 APT 915	6523 OREGON CHICKADEE RD, SPRING HILL 34613 14555 CORTEZ BLVD (NYSTROM-556-4823), BKS 34613	SPH BKS	7:15 9:15	<u>822</u> <u>832</u>
					Beg Mileage <u>9837</u>	End Mileage <u>9842</u>			
	16.1	AMBI ME-V	1.00		NUCCIO, JOSEPH 347-675-3590 APT 10	4514 BRIDGEWATER CLUB LP, SPRING HILL 34607 14555 CORTEZ (DR. MOYNIHAN 556-4823), BKS 34613	SPH BKS	8:00 10:00	<u>805</u> <u>832</u>
					Beg Mileage <u>9833</u>	End Mileage <u>9842</u>			
	24.1	WHLI TD-3	3.00		SCHWEIZER, ELLEN 352-686-9442 APT 10/ USES WALKER/LIFT	7030 EASTBROOK DRIVE, SPRING HILL 34606 120 MEDICAL BLVD(STE 106-WOUNDCARE) 684-1340, SPH 34609	SPH SPH	8:00 10:00	<u>Judy</u>
					Beg Mileage <u>—</u>	End Mileage <u>—</u>			
	57.1	AMBI TD-1	1.00		CARABALLO, CARMEN 352-613-0039 WALKER	7412 HIGHLINE DR, SPRING HILL 34613 7007 NIGHTWALKER ROAD (QUEST 597-1062), BKS 34613	SPH SPH	8:00 10:00	<u>840</u> <u>857</u>
					Beg Mileage <u>9844</u>	End Mileage <u>9848</u>			
	1.1	WHLI TD-5	5.00		WILSON, ALMA 352-688-6117 APT 10/	7240 SKY COURT, SPRING HILL 34606 5290 APPLGATE DRIVE(PIERRE,MD 686-3101), SPH 34606	SPH SPH	8:00 10:00	<u>927</u> <u>935</u>
					Beg Mileage <u>9857</u>	End Mileage <u>9860</u>			
	42.1	WHLI ME-V	1.00		BARCO, PEGGY 352-597-5774 apt 10"15/ LIFT ONLY	7471 DEERBORN AVE, HIGHPOINT, BROOKSVILLE 34613 2985 LANDOVER BLVD(HKC) 683-3630, SPH	HIP SPH	8:15 10:15	<u>857</u> <u>908</u>
					Beg Mileage <u>9846</u>	End Mileage <u>9852</u>			
	30.1	AMBI TDR3	3.00		PALMA, GLORIA 352-701-1711 APT 10:45/ CANE LIFT ONLY/ DO NOT PULL INTO DRIVEWAY/HONK HORN	10363 MARSH OWL AVE, WEEKI WACHEE 34614 7154 MEDICAL CENTER DRIVE (FCS-596-1926), SPH 34608	WKW SPH	8:45 10:45	<u>936</u> <u>106</u>
					Beg Mileage <u>9872</u>	End Mileage <u>9881</u>			
	45.1	WHLI TD-5	5.00		HAMPTON, CLAUDETTE 352-484-0304 APT 11:00 /	8239 CESSNA DR BUILDING 3 SPRING HILL FL 34606 2985 LANDOVER BLVD(HKC) 683-3630, SPH	SPH SPH	9:00 11:00	<u>Given</u>
					Beg Mileage <u>—</u>	End Mileage <u>—</u>			
	30.2	AMBI TDR3	3.00		PALMA, GLORIA 352-701-1711 APT 1100 CANE LIFT ONLY/ DO NOT PULL INTO DRIVEWAY/HONK HORN/ NO APPOINTMENTS PAST 12	7154 MEDICAL CENTER DRIVE (FCS-596-1926), SPH 34608 10363 MARSH OWL AVE, WEEKI WACHEE 34614	SPH WKW	23:59 23:59	<u>1135</u> <u>1149</u>
					**MEDICAL ONLY; VERIFY ALL APPOINTMENTS**				
					Beg Mileage <u>9908</u>	End Mileage <u>9917</u>			
	55.2	AMBI TD-5	5.00		MCINTYRE, SARAH 352-515-0222 APT 11:15/ USES CANE /	11321 CORTEZ (DINAVAH STE 115) 597-2009, SPH 34613 13317 MOON RD, BROOKSVILLE 34613	SPH SPH	23:59 23:59	<u>1400</u> <u>1412</u>
					Beg Mileage <u>9946</u>	End Mileage <u>9945</u>			

Company Name  
WillisWare Development

Manifest #: **10**  
Page #: **1**

B/C	Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
	57.2	AMBI TD-1	1.00		CARABALLO, CARMEN 352-613-0039 WALKER	7007 NIGHTWALKER ROAD ( QUEST 597-1062), BKS 34613 7412 HIGHLINE DR, SPRING HILL 34613	SPH SPH	23:59 23:59	1010 1035
					Beg Mileage <u>9879</u>	End Mileage <u>9884</u>			
	59.2	AMBI TD-5	5.00		RINALDI, JUDY 352-688-9168 APT 8:00	120 MEDICAL BLVD. (THE EYE CENTER 683-4500), SPH 34609 3376 WINDJAMMER DRIVE, SPRING HILL 34607	SPH SPH	23:59 23:59	<u>Kevin</u>
					Beg Mileage <u>—</u>	End Mileage <u>—</u>			
	33.2	WHLI TD-1	1.00		ROWLEY, MARLES 308-289-2407	2985 LANDOVER BLVD(HKC) 683-3630, SPH 7297 LINDHURST ST, SPRING HILL 34606	SPH SPH	23:59 23:59	<u>Michelle</u>
					LIFT ONLY-USES WALKER- APPT 10*45				
					Beg Mileage <u>—</u>	End Mileage <u>—</u>			
	38.2	AMBI ME-V	1.00		MORELAND, JOHN 321-217-7428 BLIND	2985 LANDOVER BLVD(HKC) 683-3630, SPH 3221 HARGROVE ST, SPRING HILL 34606	SPH SPH	23:59 23:59	
					Beg Mileage <u>—</u>	End Mileage <u>—</u>			
	42.2	WHLI ME-V	1.00		BARCO, PEGGY 352-597-5774 apt 10*15/ LIFT ONLY	2985 LANDOVER BLVD(HKC) 683-3630, SPH 7471 DEERBORN AVE, HIGHPOINT, BROOKSVILLE 34613	SPH HIP	23:59 23:59	1310 1323
					Beg Mileage <u>9932</u>	End Mileage <u>9938</u>			
	44.2	WHLI ME-V	1.00		HODGES, BETTY 352-597-2729	2985 LANDOVER BLVD(HKC) 683-3630, SPH 7254 TROPICAL DR, SPRING HILL 34607	SPH SPH	23:59 23:59	1441 1456
					Beg Mileage <u>9954</u>	End Mileage <u>9963</u>			
	45.2	WHLI TD-5	5.00		HAMPTON, CLAUDETTE 352-484-0304 APT 11:00 /	2985 LANDOVER BLVD(HKC) 683-3630, SPH 8239 CESSNA DR BUILDING 3 SPRING HILL FL 34606	SPH SPH	23:59 23:59	1532 1540
					Beg Mileage <u>9972</u>	End Mileage <u>9976</u>			
	1.2	WHLI TD-5	5.00		WILSON, ALMA 352-688-6117 APT 10/	5290 APPLGATE DRIVE(PIERRE,MD 686-3101), SPH 34606 7240 SKY COURT, SPRING HILL 34606	SPH SPH	23:59 23:59	1108 1115
					Beg Mileage <u>9897</u>	End Mileage <u>9899</u>			
	2.2	WHLI ME-V	1.00		NORRIS, LLOYD 352-556-9174 APT 915	14555 CORTEZ BLVD (NYSTROM-556-4823), BKS 34613 6523 OREGON CHICKADEE RD, SPRING HILL 34613	BKS SPH	23:59 23:59	1026 1042
					Beg Mileage <u>9883</u>	End Mileage <u>9889</u>			
	16.2	AMBI ME-V	1.00		NUCCIO, JOSEPH 347-675-3590 APT 10	14555 CORTEZ (DR. MOYNIHAN 556-4823), BKS 34613 4514 BRIDGEWATER CLUB LP, SPRING HILL 34607	BKS SPH	23:59 23:59	1026 1053
					Beg Mileage <u>9883</u>	End Mileage <u>9893</u>			
	21.2	AMBI ME-V	1.00		HOBSCHIED, LAUREN 352-688-9355 LEGALLY BLIND / CELL 544-1586	11373 CORTEZ (MILLER-305) 596-8348, SPH 34613 2263 FOUNDER RD, SPRING HILL 34606	SPH SPH	23:59 23:59	<u>CX</u>
					Beg Mileage <u>—</u>	End Mileage <u>—</u>			
	24.2	WHLI TD-3	3.00		SCHWEIZER, ELLEN 352-686-9442 APT 10/ USES WALKER/LIFT	120 MEDICAL BLVD(STE 106-WOUNDCARE) 684-1340, SPH 34609 7030 EASTBROOK DRIVE, SPRING HILL 34606	SPH SPH	23:59 23:59	<u>Kevin</u>
					Beg Mileage <u>—</u>	End Mileage <u>—</u>			

Company Name  
WillisWare Development

Manifest #: 10  
Page #: 2

B/C									
Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time	

Total Trips: **22** Total Amount to Collect: **54.00** *24.00*

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

Driver's Signature: *Don Steinway* Fare Amount Collected \$ *24.00*

<i>Cash</i>	<i>12.00</i>
<i>Checks</i>	<i>10.00</i>
<i>Tokens</i>	<u><i>2.00</i></u>
	<i>24.00</i>



# Trip Manifest #11 for 04/06/2018

Driver's Name: JUDY

Starting Mileage: 14833 Ending: 14998

Starting Time: 6:00 Ending: 2:00

Vehicle #: 8  
 Manifest #: 11  
 Service Date: 04/06/2018

B/C	Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
	36.1	WHLI	<u>TK 1.00</u>		HENRY, GENE	1380 FENWAY DR, BROOKSVILLE 34602	SPL	6:00	<u>6:30</u>
		TDR1	<u>TK 1.00</u>		352-397-7509	7318 BROAD ST (DAVITA 540-6185), BKS	BKS	7:00	<u>6:50</u>
					apt 7am / USES CANE / WIFE # 293-6095/				
					Beg Mileage	<u>14846</u>	End Mileage	<u>14858</u>	
	59.1	AMBI	<u>5.00</u>		RINALDI, JUDY	3376 WINDJAMMER DRIVE, SPRING HILL 34607	SPH	6:00	<u>7:22</u>
		TD-5			352-688-9168	120 MEDICAL BLVD. (THE EYE CENTER 683-4500), SPH 34609	SPH	8:00	<u>7:44</u>
					APT 8:00				
					Beg Mileage	<u>14876</u>	End Mileage	<u>14886</u>	
	54.1	WHLI	<u>1.00</u>		KNISLEY, BONNIE	6442 SPRING HILL DR, SPRING HILL 34606	SPH	8:00	<u>8:09</u>
		TD-1			352-666-5128	170 MARINER BLVD., UNIT 7A(LAB CORP 684-3425), SPH 34609	SPH	10:00	<u>8:40</u>
					WALK-IN/ WALKER/ LIFT ONLY				
					Beg Mileage	<u>14893</u>	End Mileage	<u>14900</u>	
	58.1	AMBI	<u>CK 3.00</u>		DUVALL, CANDACE	298 PLUMTREE AVE , SPRING HILL 34606	SPH	8:00	<u>8:24</u>
		TD-3			352-540-1394	RT 50 (SUPER WALMART)597-3807, SPH 34613	SPH	10:00	<u>10:10</u>
					CELL#352-540-1394				
					Beg Mileage	<u>14895</u>	End Mileage	<u>14941</u>	
	44.1	WHLI	<u>TK 1.00</u>		HODGES, BETTY	7254 TROPICAL DR, SPRING HILL 34607	SPH	8:30	<u>9:22</u>
		ME-V	<u>TK 1.00</u>		352-597-2729	2985 LANDOVER BLVD(HKC) 683-3630, SPH	SPH	10:30	<u>10:01</u>
					Beg Mileage	<u>14919</u>	End Mileage	<u>14937</u>	
	33.1	WHLI	<u>TK 1.00</u>		ROWLEY, MARLES	7297 LINDHURST ST, SPRING HILL 34606	SPH	8:45	<u>9:47</u>
		TD-1	<u>TK 1.00</u>		308-289-2407	2985 LANDOVER BLVD(HKC) 683-3630, SPH	SPH	10:45	<u>10:01</u>
					LIFT ONLY-USES WALKER- APPT 10*45				
					Beg Mileage	<u>14931</u>	End Mileage	<u>14937</u>	
	38.1	AMBI	<u>1.00</u>		MORELAND, JOHN	3221 HARGROVE ST, SPRING HILL 34606	SPH	8:45	
		ME-V			321-217-7428	2985 LANDOVER BLVD(HKC) 683-3630, SPH	SPH	10:45	<u>Kevin</u>
					BLIND				
					Beg Mileage	<u>    </u>	End Mileage	<u>    </u>	
	21.1	AMBI	<u>1.00</u>		HOBSCHEID, LAUREN	2263 FOUNDER RD, SPRING HILL 34606	SPH	8:45	
		ME-V			352-688-9355	11373 CORTEZ (MILLER-305) 596-8348, SPH 34613	SPH	10:45	<u>CK</u>
					LEGALLY BLIND / CELL 544-1586				
					Beg Mileage	<u>    </u>	End Mileage	<u>    </u>	
	55.1	AMBI	<u>TK 5.00</u>		MCINTYRE, SARAH	13317 MOON RD, BROOKSVILLE 34613	SPH	9:15	<u>10:24</u>
		TD-5	<u>TK 5.00</u>		352-515-0222	11321 CORTEZ (DINAVAH STE 115) 597-2009, SPH 34613	SPH	11:15	<u>11:02</u>
					APT 11:15/ USES CANE /				
					Beg Mileage	<u>14945</u>	End Mileage	<u>14956</u>	
	58.2	AMBI	<u>CK 3.00</u>		DUVALL, CANDACE	RT 50 (SUPER WALMART)597-3807, SPH 34613	SPH	23:59	<u>12:22</u>
		TD-3			352-540-1394	298 PLUMTREE AVE , SPRING HILL 34606	SPH	23:59	<u>1:05</u>
					CELL#352-540-1394				
					Beg Mileage	<u>14960</u>	End Mileage	<u>14973</u>	

CompanyName  
WillisWare Development

Manifest #: 11  
Page #: 1

B/C	Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
	54.2	WHLI	1.00		KNISLEY, BONNIE 352-666-5128	170 MARINER BLVD., UNIT 7A(LAB CORP 684-3425), SPH 34609 6442 SPRING HILL DR, SPRING HILL 34606	SPH	23:59	
		TD-1			WALK-IN/ WALKER/ LIFT ONLY		SPH	23:59	Kevin
					Beg Mileage _____	End Mileage _____			
	14.2	AMBI	1.00		KUJAWA, KATHLEEN	8462 NORTHCLIFFE BLVD (SUNCOAST IMAGE) 688-7377, SPH 34606	SPH	23:59	8:58
		TD-1	1.00		352-942-4698 APT 830	1211 ALBURY AVE, SPRING HILL 34606	SPH	23:59	9:36
					Beg Mileage 14910	End Mileage 14928			

Total Trips: 12      Total Amount to Collect: 24.00

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

Driver's Signature: Judy Snyder      Fare Amount Collected \$ 24.00

Tokens - 16.00  
Checks - 6.00  
Cash - 2.00



# Trans Hernando Rover Sheet

Driver Name: JUDY Snyder

Vehicle # 2 3 4 5 6 7 8 9 51 54 56 57  
 Route # 10 11 12 13 14 15 20 21

Today's Date: 4 1 6 / 2018

Trip #	AW	Fund	Escort	Payment Method & Amount			Client Name	BEGINNING MILEAGE	PU Time	ENDING MILEAGE	DO Time	
				Cash	Check	Token						
1	<u>24</u> <sup>1</sup>	<u>A</u> <u>W</u>	<u>1</u> <u>3</u> <u>5</u>	<u>H</u> <u>C</u> <u>Y</u> <u>N</u>		<u>6.00</u>		<u>Schweizer ELLEN</u>	<u>14895</u>	<u>8:18</u>	<u>14900</u>	<u>8:36</u>
P/U ADDRESS <u>7030 Eastbrook Drive</u>						D/O ADDRESS <u>120 Medical Blvd</u>						
2	<u>8</u> <sup>1</sup>	<u>A</u> <u>W</u>	<u>1</u> <u>3</u> <u>5</u>	<u>H</u> <u>C</u> <u>Y</u> <u>N</u>				<u>JAY ROSE</u>	<u>14951</u>	<u>10:40</u>	<u>14956</u>	<u>10:56</u>
P/U ADDRESS <u>8481 Central Avenue</u>						D/O ADDRESS <u>11373 Cortez Blvd</u>						
3	<u>6</u> <sup>2</sup>	<u>A</u> <u>W</u>	<u>1</u> <u>3</u> <u>5</u>	<u>H</u> <u>C</u> <u>Y</u> <u>N</u>				<u>Mish Peter</u>	<u>14956</u>	<u>11:12</u>	<u>14957</u>	<u>11:17</u>
P/U ADDRESS <u>11373 Cortez Blvd</u>						D/O ADDRESS <u>7045 Evergreen Woods trail</u>						
4		<u>A</u> <u>W</u>	<u>1</u> <u>3</u> <u>5</u>	<u>H</u> <u>C</u> <u>Y</u> <u>N</u>				<u>Wolf SUSAN</u>	<u>14961</u>	<u>12:34</u>	<u>14964</u>	<u>12:44</u>
P/U ADDRESS <u>13009 Cortez Blvd</u>						D/O ADDRESS <u>11289 Sheffield</u>						
5	<u>43</u> <sup>2</sup>	<u>A</u> <u>W</u>	<u>1</u> <u>3</u> <u>5</u>	<u>H</u> <u>C</u> <u>Y</u> <u>N</u>				<u>Propp PAULA Pol</u>	<u>14980</u>	<u>2:20</u>	<u>14985</u>	<u>2:36</u>
P/U ADDRESS <u>2985 LANDOVER Blvd</u>						D/O ADDRESS <u>14147 Prospect Street</u>						
Column Totals					<u>6.00</u>							

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

DRIVER SIGNATURE: Judy Snyder

Total Coins:	_____
Total Bills:	_____
Total Checks:	<u>6.00</u>
Grand Total:	<u>6.00</u>

Token Total	
TD-1:	_____
TD-3:	_____
TD-5:	_____

# Trip Manifest #13 for 04/06/2018

Driver's Name: **KIM**

Starting Mileage: 50775 Ending: 50944  
 Starting Time: 6:00 Ending: 2:00

Vehicle #: **5**  
 Manifest #: **13**  
 Service Date: **04/06/2018**

B/C								
Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
48.1	WHLI ME-V	<del>1.00</del>		ZANIOS, JIM 727-937-3070 APT 7:00 USES OXYGEN/ 352-584-0067/ Beg Mileage <u>50782</u> End Mileage <u>50784</u>	575 LAMAR AVE, NORTHBROOK, BROOKSVILLE 34601 7318 BROAD ST (DAVITA 540-6185), BKS	BKS BKS	6:00 7:00	<u>6:36</u> <u>6:44</u>
49.1	AMBI ME-V	<del>1.00</del>		HORWATH, MATTHEW 352-345-8122 USES CANE/cell 942-0599 Beg Mileage <u>50778</u> End Mileage <u>50784</u>	21249 CAMPBELL DR, BROOKSVILLE 34601 7318 BROAD ST (DAVITA 540-6185), BKS	BKS BKS	6:00 7:00	<u>6:17</u> <u>6:44</u>
14.1	AMBI TD-1	<del>1.00</del>		KUJAWA, KATHLEEN 352-942-4698 APT 830 Beg Mileage <u>50801</u> End Mileage <u>50806</u>	1211 ALBURY AVE, SPRING HILL 34606 8462 NORTHCLIFFE BLVD (SUNCOAST IMAGE) 688-7377, SPH 34606	SPH SPH	6:30 8:30	<u>7:19</u> <u>7:31</u>
26.1	AMBI ME-V	<u>1.00</u>		NIPPER, DIANE 352-515-1036 CANE Beg Mileage <u>50822</u> End Mileage <u>50848</u>	1365 GOLD ROAD, SPRING HILL 34609 RT 50 (SUPER WALMART)597-3807, SPH 34613	SPH SPH	8:00 10:00	<u>8:20</u> <u>9:59</u>
28.1	AMBI MERL	<u>2.00</u>		PRIEBE, DUANE 248-245-5897 CANE/BLIND/HOUSE ON CORNER OF WESTMORELAND & LATROBE Beg Mileage <u>50816</u> End Mileage <u>50848</u>	13063 COUNTY LINE RD, LOT 111, SPRING HILL 34609 RT 50 (SUPER WALMART)597-3807, SPH 34613	SPH SPH	8:00 10:00	<u>8:03</u> <u>9:59</u>
56.1	WHLI TD-5	<del>1.00</del> <u>1.00</u>		SPITZER, MARIE 352-686-3375 APT 10 USES LIFT Beg Mileage <u>50827</u> End Mileage <u>50837</u>	12474 BARROW ST, SPRING HILL 34609 1397 KASS CIRCLE(PIAZZ BEAUTY SALON 683-0371), SPH 34606	SPH SPH	8:00 10:00	<u>8:56</u> <u>9:31</u>
60.1	WHLI ME-V	<u>1.00</u>		ZUCKERMAN, ELSIE 352-666-2220 LIFT ONLY - Beg Mileage <u>50825</u> End Mileage <u>50848</u>	13213 ARKENDALE STREET, SPRING HILL 34609 13190 CORTEZ BLVD(BEALL'S 597-0744), SPH 34613	SPH SPH	8:00 10:00	<u>8:47</u> <u>9:57</u>
4.1	WHLI ME-V	<del>1.00</del> <u>1.00</u>	1	PAVLICK, SAM 352-683-8523 APT 1000 CAN NOT USE SCOOTER Beg Mileage <u>50832</u> End Mileage <u>50846</u>	11345 LONG HILL COURT, RAINBOW WOODS, SPRING HILL 34609 12226 CORTEZ (ALAGNA) 592-1394, SPH 34613	SPH SPH	8:00 10:00	<u>9:16</u> <u>9:49</u>
43.1	WHLI TD-1	<u>1.00</u>		PROPP, PAULA 727-967-3267 apt 10:30 Beg Mileage <u>50824</u> End Mileage <u>50830</u>	14147 PROSPECT ST, SPRING HILL 34609 2985 LANDOVER BLVD(HKC) 683-3630, SPH	SPH SPH	8:30 10:30	<u>8:37</u> <u>9:05</u>
3.1	WHLI TD-1	<u>1.00</u>	1	OYOLA, JAIME 570-878-4988 apt 11:00 Beg Mileage <u>50852</u> End Mileage <u>50862</u>	11435 LONG HILL COURT, SPRING HILL 34609 11063 COUNTY LINE RD (FL CANCER SPEC-203) 688-7744, SPH 34609	SPH SPH	9:00 11:00	<u>10:12</u> <u>10:48</u>

CompanyName  
WillisWare Development

Manifest #: **13**  
Page #: **1**



B/C								
Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
27.1	WHLI TD-5	5.00		HABEL, DOROTHEA 352-556-3106 APT 11/ Beg Mileage 50855 End Mileage 50860	1323 DON LOOP, SPRING HILL 34609 1180 MARINER (ST.LUKES EYE CTR) 684-6722, SPH 34609	SPH SPH	9:00 11:00	10:28 10:38
12.1	AMBI MEHV			SAULNIER, LOUIS 352-600-8597 apt 1:00/ Beg Mileage 50873 End Mileage 50877	13140 ONEIDA STREET, SPRING HILL 34609 14540 CORTEZ (PINEBROOK V.A.CLINIC) 597-8287, BKS 34613	SPH BKS	11:00 13:00	11:35 11:48
20.1	AMBI TD-H			COGEN, BERNICE 352-686-1448 APT 1:00/ LIFT ONLY / USES CANE Beg Mileage 50865 End Mileage 50880	1212 FINLAND DR, SPRING HILL 34609 7145 MARINER BLVD (DR KOLLI 666-2250), SPH 34609 SPRING HILL DR	SPH SPH	11:00 13:00	11:12 12:00 12:20
61.1	AMBI TDR5	5.00		MATTIS, LOLA 352-835-7885 APT 1:00/VISUALLY IMPAIRED / GATE CODE 703/ Beg Mileage 50870 End Mileage 50880	13266 LINZIA LANE, SPRING HILL 34609 11373 CORTEZ (WARD) STE 400,BLDG C, 597-2604, SPH 34613	SPH SPH	11:00 13:00	11:25 12:00
61.2	AMBI TDR5	5.00		MATTIS, LOLA 352-835-7885 APT 1:00/VISUALLY IMPAIRED / GATE CODE 703/ Beg Mileage 50902 End Mileage 50909	11373 CORTEZ (WARD) STE 400,BLDG C, 597-2604, SPH 34613 13266 LINZIA LANE, SPRING HILL 34609	SPH SPH	23:59 23:59	1:18 1:45
20.2	AMBI TD-H			COGEN, BERNICE 352-686-1448 APT 1:00/ LIFT ONLY / USES CANE Beg Mileage 50929 End Mileage 50931	7145 MARINER BLVD(DR KOLLI 666-2250), SPH 34609 1212 FINLAND DR, SPRING HILL 34609	SPH SPH	23:59 23:59	2:48 3:03
26.2	AMBI ME-V	1.00		NIPPER, DIANE 352-515-1036 CANE Beg Mileage 50900 End Mileage 50912	RT 50 (SUPER WALMART)597-3807, SPH 34613 1365 GOLD ROAD, SPRING HILL 34609	SPH SPH	23:59 23:59	1:10 1:54
12.2	AMBI MEHV			SAULNIER, LOUIS 352-600-8597 apt 1:00/ Beg Mileage CX End Mileage	14540 CORTEZ (PINEBROOK V.A.CLINIC) 597-8287, BKS 34613 13140 ONEIDA STREET, SPRING HILL 34609	BKS SPH	23:59 23:59	CX
27.2	WHLI TD-5	5.00		HABEL, DOROTHEA 352-556-3106 APT 11/ Beg Mileage 50924 End Mileage	1180 MARINER (ST.LUKES EYE CTR) 684-6722, SPH 34609 13234 DON LOOP, SPRING HILL 34609	SPH SPH	23:59 23:59	Michelle
28.2	AMBI MERL	2.00		PRIEBE, DUANE 248-245-5897 CANE/BLIND/HOUSE ON CORNER OF WESTMORELAND & LATROBE Beg Mileage 50900 End Mileage 50918	RT 50 (SUPER WALMART)597-3807, SPH 34613 13063 COUNTY LINE RD, LOT 111, SPRING HILL 34609	SPH SPH	23:59 23:59	1:10 2:13
56.2	WHLI TD-5	5.00 1.00		SPITZER, MARIE 352-686-3375 APT 10 USES LIFT Beg Mileage 50924 End Mileage 50932	1397 KASS CIRCLE(PIZAZZ BEAUTY SALON 683-0371), SPH 34606 12474 BARROW ST, SPRING HILL 34609	SPH SPH	23:59 23:59	2:40 3:10
60.2	WHLI ME-V	1.00		ZUCKERMAN, ELSIE 352-666-2220 LIFT ONLY - Beg Mileage 50904 End Mileage 50914	13190 CORTEZ BLVD(BEALL'S 597-0744), SPH 34613 13213 ARKENDALE STREET, SPRING HILL 34609	SPH SPH	23:59 23:59	1:29 2:01

Company Name  
WillisWare Development

Manifest #: 13  
Page #: 2

B/C	Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
	3.2	WHLI	1.00	1	OYOLA, JAIME 570-878-4988 apt 11:00	11063 COUNTY LINE RD (FL CANCER SPEC-203) 688-7744, SPH 34609 11435 LONG HILL COURT, SPRING HILL 34609	SPH SPH	23:59 23:59	1236 1248
		TD-1			Beg Mileage 50891	End Mileage 50895			
	4.2	WHLI	1.00	1	PAVLICK, SAM 352-683-8523 APT 1000 CAN NOT USE SCOOTER	12226 CORTEZ (ALAGNA) 592-1394, SPH 34613 11345 LONG HILL COURT, RAINBOW WOODS, SPRING HILL 34609	SPH SPH	23:59 23:59	Kevin
		ME-V			Beg Mileage _____	End Mileage _____			
	43.2	WHLI	1.00		PROPP, PAULA 727-967-3267 apt 10:30	2985 LANDOVER BLVD(HKC) 683-3630, SPH 14147 PROSPECT ST, SPRING HILL 34609	SPH SPH	23:59 23:59	
		TD-1			Beg Mileage _____	End Mileage _____			

Total Trips: 25      Total Amount to Collect: ~~47.00~~ 29.00

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

Driver's Signature: Dem Haye      Fare Amount Collected \$ 29.00

2 TD 1 = 2.00  
 2 TD 1 = 2.00  
 CASH 25.00



# Trans Hernando Rover Sheet

Driver Name: Jim Hays

Today's Date: 4-16 2018

Vehicle # 2 3 4 5 6 7 8 9 51 54 56 57  
 Route # 10 11 12 13 14 15 20 21

Trip #	AW	Fund											Payment Method & Amount			Client Name	BEGINNING MILEAGE	PU Time	ENDING MILEAGE	DO Time	
		1	3	5	H	C	Y	N	Cash	Check	Token										
1	A W	1	3	5	H	C	Y	N	100			Lutz Blanche			50862	11:00	50875	11:41			
P/U ADDRESS											320 Ivy Glen			D/O ADDRESS						Walmart	
2	A W	1	3	5	H	C	Y	N	100			Lutz Blanche			50900	11:0	50920	2:24			
P/U ADDRESS											Walmart Rt 50			D/O ADDRESS						320 Ivy Glen	
3	A W	1	3	5	H	C	Y	N													
P/U ADDRESS														D/O ADDRESS							
4	A W	1	3	5	H	C	Y	N													
P/U ADDRESS														D/O ADDRESS							
5	A W	1	3	5	H	C	Y	N													
P/U ADDRESS														D/O ADDRESS							
Column Totals																					

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

DRIVER SIGNATURE: Jim Hays

Total Coins: _____
Total Bills: <u>200</u>
Total Checks: _____
Grand Total: <u>200</u>

Token Total
TD-1: _____
TD-3: _____
TD-5: _____

# Trip Manifest #15 for 04/06/2018

Driver's Name: DEVIN

Starting Mileage: 3879 Ending: 4050

Starting Time: 7:30 Ending: 4:30

Vehicle #: 2  
 Manifest #: 15  
 Service Date: 04/06/2018

B/C								
Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
5.1	WHLI	5.00		SOBBA, LULA	575 LAMAR AVE, NORTHBROOK, BROOKSVILLE 34601	BKS	7:30	<u>8:13</u>
	TD-5			352-799-2226	10221 YALE AVE (CNTR FOR BONE & JOINT 596-0900), SPH 34613	SPH	9:30	<u>8:32</u>
				APT 9:30/				
				Beg Mileage <u>3888</u>	End Mileage <u>3899</u>			
32.1	AMBI	5.00		JACK-MCKINLEY, KRISTIN	23177 ALDERSGATE DRIVE, BROOKSVILLE 34601	BKS	7:30	<u>7:59</u>
	TD-5			352-848-0721	10045 CORTEZ BLVD SUITE 154 (LINDO 596-6114), SPH 34613	SPH	9:30	<u>8:40</u>
				APT 9:30/ POOR VISION/				
				Beg Mileage <u>3885</u>	End Mileage <u>3900</u>			
7.1	AMBI	5.00		RIERA-BIGAY, ZOE	307 HOWELL AVE, TANGERINE COVE, BROOKSVILLE 34601	BKS	8:45	<u>9:05</u>
	TD-5			352-	11373 CORTEZ (MAHMALJY STE 302) 597-8994, SPH 34613	SPH	10:45	<u>9:20</u>
				APT 1045 WALKER/ OXYGEN				
				Beg Mileage <u>3911</u>	End Mileage <u>3921</u>			
45.1	WHLI	5.00		HAMPTON, CLAUDETTE	8239 CESSNA DR BUILDING 3 SPRING HILL FL 34606	SPH	9:00	<u>9:37</u>
	TD-5			352-484-0304	2985 LANDOVER BLVD(HKC) 683-3630, SPH	SPH	11:00	<u>10:00</u>
				APT 11:00 /				
				Beg Mileage <u>3927</u>	End Mileage <u>3932</u>			
51.1	AMBI	1.00		KUPPE, SUSAN	WOMENS CORRECTIONAL 16415 SPRING HILL DR	SPH	14:00	<u>2:03</u>
	TD-E			352-667-3723	7417 WESTERN CIRCLE DR, BROOKSVILLE 34613	HIP	14:00	<u>2:24</u>
				Beg Mileage <u>4015</u>	End Mileage <u>4024</u>			
5.2	WHLI	5.00		SOBBA, LULA	10221 YALE AVE (CNTR FOR BONE & JOINT 596-0900), SPH 34613	SPH	23:59	<u>Joel</u>
	TD-5			352-799-2226	575 LAMAR AVE, NORTHBROOK, BROOKSVILLE 34601	BKS	23:59	
				APT 9:30/				
				Beg Mileage <u>      </u>	End Mileage <u>      </u>			
7.2	AMBI	5.00		RIERA-BIGAY, ZOE	11373 CORTEZ (MAHMALJY STE 302) 597-8994, SPH 34613	SPH	23:59	<u>Joel</u>
	TD-5			352-	307 HOWELL AVE, TANGERINE COVE, BROOKSVILLE 34601	BKS	23:59	
				APT 1045 WALKER/ OXYGEN				
				Beg Mileage <u>      </u>	End Mileage <u>      </u>			
19.2	WHLI	5.00		ALLARD, PATRICIA	11373 CORTEZ BLVD- BREEDING- SUITE 202 (597-3444), SPH 34613	SPH	23:59	<u>Joel</u>
	TD-5			352-796-6701	1114 CHATMAN BLVD, BROOKSVILLE HC, BROOKSVILLE 34601	BKS	23:59	
				APT 10/				
				Beg Mileage <u>      </u>	End Mileage <u>      </u>			
23.2	WHLI	3.00		MEYER, GREGORY	11373 CORTEZ (NATURE COAST #208 597-0224), SPH 34613	SPH	23:59	<u>12:08</u>
	TDR3			352-608-4003	4979 LAKEWOOD DR, DADE CITY 33523	RDM	23:59	<u>12:50</u>
				apt 10:30/IN CHAIR/ DO NOT PULL INTO DRIVEWAY				
				Beg Mileage <u>3969</u>	End Mileage <u>3992</u>			
32.2	AMBI	5.00		JACK-MCKINLEY, KRISTIN	10045 CORTEZ BLVD SUITE 154 (LINDO 596-6114), SPH 34613	SPH	23:59	<u>Joel</u>
	TD-5			352-848-0721	23177 ALDERSGATE DRIVE, BROOKSVILLE 34601	BKS	23:59	
				APT 9:30/ POOR VISION/				
				Beg Mileage <u>      </u>	End Mileage <u>      </u>			

Total Trips: 10 Total Amount to Collect: 44.00 16

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

Company Name  
WillisWare Development

Manifest #: 15  
Page #: 1

B/C								
Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
Driver's Signature: 					Fare Amount Collected \$		18.-	

2 TIPS 10  
 5 CASH 8-



# Trans Hernando Rover Sheet

Driver Name: Kevin Passafium  
 Vehicle # 2 3 4 5 6 7 8 9 51 54 56 57  
 Route # 10 11 12 13 14 15 20 21

Today's Date: 4/6 2018

Trip #	A/W	Fund					Escort	Payment Method & Amount			Client Name	BEGINNING MILEAGE	PU Time	ENDING MILEAGE	DO Time	
		1	3	5	H	C		Y	N	Cash						Check
1	A W	1	3	5	H	C	Y	N	-	-	2	Moreland John	3928	9:41	3932	9:55
P/U ADDRESS: <u>3221 Hargrove St.</u>											D/O ADDRESS: <u>2985 Landover Blvd</u>					
2	A W	1	3	5	H	C	Y	N	-	-	-	Schwartz Ellen	3938	10:17	3943	10:41
P/U ADDRESS: <u>170 Medical Dr.</u>											D/O ADDRESS: <u>7030 East Brook Ave</u>					
3	A W	1	3	5	H	C	Y	N	10	-	-	Rinaldi Judy	3936	10:17	3948	10:57
P/U ADDRESS: <u>120 Medical Dr.</u>											D/O ADDRESS: <u>3376 Windjammer Pl.</u>					
4	A W	1	3	5	H	C	Y	N	-	-	2	Kinsely Bonnie	3939	10:29	3945	10:49
P/U ADDRESS: <u>170 <del>Mariner</del> <sup>Mariner</sup> Blvd</u>											D/O ADDRESS: <u>6442 Spring Hill Dr.</u>					
5	A W	1	3	5	H	C	Y	N	2	-	-	Paulick Sam	3955	11:14	3961	11:20
P/U ADDRESS: <u>12226 Cortez Blvd</u>											D/O ADDRESS: <u>11345 Long Hill Ct</u>					
Column Totals								12	-	4						

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

DRIVER SIGNATURE:

Total Coins:	-
Total Bills:	12
Total Checks:	-
Grand Total:	12

Token Total	
TD-1:	4
TD-3:	-
TD-5:	-



# Trans Hernando Rover Sheet

Driver Name: Kevin Passasium

Vehicle # 2 3 4 5 6 7 8 9 51 54 56 57

Today's Date: 4/6 2018

Route # 10 11 12 13 14 15 20 21

Trip #	AW	Fund					Payment Method & Amount			Client Name	BEGINNING MILEAGE	PU Time	ENDING MILEAGE	DO Time		
		1	3	5	H	C	Y	N	Cash						Check	Token
1	A W	1	3	5	H	C	Y	N	-	-	-	moreland John	4030	3:33	4034	3:45
P/U ADDRESS: <u>2985 Landover Blvd</u>										D/O ADDRESS: <u>3200 Hargrove St.</u>						
2	A W	1	3	5	H	C	Y	N								
P/U ADDRESS:										D/O ADDRESS:						
3	A W	1	3	5	H	C	Y	N								
P/U ADDRESS:										D/O ADDRESS:						
4	A W	1	3	5	H	C	Y	N								
P/U ADDRESS:										D/O ADDRESS:						
5	A W	1	3	5	H	C	Y	N								
P/U ADDRESS:										D/O ADDRESS:						
Column Totals										-	-	-				

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

DRIVER SIGNATURE: \_\_\_\_\_

Total Coins:	_____
Total Bills:	_____
Total Checks:	_____
Grand Total:	_____

Token Total	
TD-1:	_____
TD-3:	_____
TD-5:	_____

# Trip Manifest #20 for 04/06/2018

Driver's Name: LOUIS

Starting Mileage: 64550 Ending: 64714  
 Starting Time: 0730 Ending: 1530

Vehicle #: 6  
 Manifest #: 20  
 Service Date: 04/06/2018

B/C								
Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
39.1	AMBI ME-E	<u>1.00</u>		KUPPE, SUSAN 352-667-3723	7417 WESTERN CIRCLE DR, BROOKSVILLE 34613 WOMENS CORRECTIONAL 16415 SPRING HILL DR	HIP BKS	7:00 9:00	<u>0800</u> <u>0820</u>
				APT 9:30/ ONLY PULL INTO PARKING LOT, NO FURTHER.				
				Beg Mileage	<u>64559</u>	End Mileage	<u>64568</u>	
50.1	AMBI CONG			RICE, BONNYJEAN 352-346-8021	7078 LA DORA DRIVE, BROOKSVILLE 34602 99 JEROME BROWN PL (MEALSITE-BKS 544-5900), BKS	BKS BKS	8:00 10:00	<u>CX</u>
				Beg Mileage	<u>        </u>	End Mileage	<u>        </u>	
52.1	AMBI ME-V	<u>1.00</u>		BENNINGER, BARBARA 352-345-4414	23153 GOOD SHEPARDS WAY, BROOKSVILLE 34601 ONE EAST JEFFERSON ST (SUNTRUST 754-5535), BKS 34601	BKS BKS	8:00 10:00	<u>0901</u> <u>0910</u>
				APT 10/				
				Beg Mileage	<u>64589</u>	End Mileage	<u>64592</u>	
34.1	AMBI CONG			MOBLEY, GERTRUDE 352-397-4866	46 CONSTITUTION DR, #1100, BROOKSVILLE, FL 34601 99 JEROME BROWN PL (MEALSITE-BKS 544-5900), BKS	BKS BKS	8:00 10:00	<u>CX</u>
				Beg Mileage	<u>        </u>	End Mileage	<u>        </u>	
35.1	AMBI CONG			HALE, DARROLL 352-754-0362	631 GARDEN ST, BROOKSVILLE FL 34601 99 JEROME BROWN PL (MEALSITE-BKS 544-5900), BKS	BKS BKS	8:00 10:00	<u>0833</u> <u>0917</u>
				USES CRUTCHES/				
				Beg Mileage	<u>64575</u>	End Mileage	<u>64593</u>	
37.1	WHLI CONG			WILCOX, NANCY 816-604-9376	25461 SHAN ST, BROOKSVILLE 34601 99 JEROME BROWN PL (MEALSITE-BKS 544-5900), BKS	BKS BKS	8:00 10:00	<u>0848</u> <u>0917</u>
				Beg Mileage	<u>64587</u>	End Mileage	<u>64593</u>	
18.1	WHLI TD-3	<u>3.00</u>		VANHOORN, LYNDIA 352-442-2853	204 DOGWOOD DR, BROOKSVILLE 34601 14555 CORTEZ BLVD (NYSTROM-556-4823), BKS 34613	BKS BKS	9:00 11:00	<u>0930</u> <u>0948</u>
				APT 11 USES CANE/ LIFT ONLY				
				Beg Mileage	<u>64595</u>	End Mileage	<u>64603</u>	
40.1	WHLI TD-H			CRUSOE, EDWARD 352-942-4228	6939 DAFFODIL DRIVE, BROOKSVILLE 34601 7318 BROAD ST (DAVITA 540-6185), BKS	BKS BKS	10:00 11:15	<u>1004</u> <u>1013</u>
				apt 11:15				
				Beg Mileage	<u>64609</u>	End Mileage	<u>64610</u>	
15.1	WHLI TD-5	<u>5.00</u>		NEWBERRY, ROBERT 248-444-3764	2092 CULBREATH RD, BROOKSVILLE 34602 7074 GROVE RD (HORIZONS) 397-4481, BKS 34609	BKS BKS	11:00 13:00	<u>1123</u> <u>1150</u>
				APT 100				
				Beg Mileage	<u>64625</u>	End Mileage	<u>64640</u>	
34.2	AMBI CONG			MOBLEY, GERTRUDE 352-397-4866	99 JEROME BROWN PL (MEALSITE-BKS 544-5900), BKS 46 CONSTITUTION DR, #1100, BROOKSVILLE, FL 34601	BKS BKS	12:45 12:45	<u>CX</u>
				Beg Mileage	<u>        </u>	End Mileage	<u>        </u>	
35.2	AMBI CONG			HALE, DARROLL 352-754-0362	99 JEROME BROWN PL (MEALSITE-BKS 544-5900), BKS 631 GARDEN ST, BROOKSVILLE FL 34601	BKS BKS	12:45 12:45	<u>1219</u> <u>1331</u>
				USES CRUTCHES/				
				Beg Mileage	<u>64647</u>	End Mileage	<u>64681</u>	

Company Name: WillisWare Development      Manifest #: 20  
 Page #: 1



B/C	Trip #	Fund	Fare \$	E	Client Name/Phone	Pickup/Destination Address	Zone	Appt Time	Actual Time
	37.2	WHLI CONG			WILCOX, NANCY 816-604-9376	99 JEROME BROWN PL (MEALSITE-BKS 544-5900), BKS 25461 SHAN ST, BROOKSVILLE 34601	BKS BKS	12:45 12:45	<u>1217</u> <u>1256</u>
					Beg Mileage <u>64647</u>	End Mileage <u>64660</u>			
	50.2	AMBI CONG			RICE, BONNYJEAN 352-346-8021	99 JEROME BROWN PL (MEALSITE-BKS 544-5900), BKS 7078 LA DORA DRIVE, BROOKSVILLE 34602	BKS BKS	12:45 12:45	<u>CX</u>
					Beg Mileage <u>—</u>	End Mileage <u>—</u>			
	36.2	WHLI TDR1	1.00		HENRY, GENE 352-397-7509 apt 7am / USES CANE / WIFE # 293-6095/	7318 BROAD ST (DAVITA 540-6185), BKS 1380 FENWAY DR, BROOKSVILLE 34602	BKS SPL	23:59 23:59	<u>1209</u> <u>1312</u>
					Beg Mileage <u>64645</u>	End Mileage <u>64669</u>			
	40.2	WHLI TD-H			CRUSOE, EDWARD 352-942-4228 apt 11:15	7318 BROAD ST (DAVITA 540-6185), BKS 6939 DAFFODIL DRIVE, BROOKSVILLE 34601	BKS BKS	23:59 23:59	<u>1523</u> <u>1531</u>
					Beg Mileage <u>64710</u>	End Mileage <u>64711</u>			
	48.2	WHLI ME-V	1.00		ZANIOS, JIM 727-937-3070 APT 7:00 USES OXYGEN/ 352-584-0067/	7318 BROAD ST (DAVITA 540-6185), BKS 575 LAMAR AVE, NORTHBROOK, BROOKSVILLE 34601	BKS BKS	23:59 23:59	<u>1208</u> <u>1228</u>
					Beg Mileage <u>64645</u>	End Mileage <u>64648</u>			
	49.2	AMBI ME-V	1.00		HORWATH, MATTHEW 352-345-8122 USES CANE/cell 942-0599	7318 BROAD ST (DAVITA 540-6185), BKS 21249 CAMPBELL DR, BROOKSVILLE 34601	BKS BKS	23:59 23:59	<u>1208</u> <u>1243</u>
					Beg Mileage <u>64645</u>	End Mileage <u>64653</u>			
	15.2	WHLI TD-5	5.00		NEWBERRY, ROBERT 248-444-3764 APT 100	7074 GROVE RD (HORIZONS) 397-4481, BKS 34609 2092 CULBREATH RD, BROOKSVILLE 34602	BKS BKS	23:59 23:59	<u>1413</u> <u>1435</u>
					Beg Mileage <u>64688</u>	End Mileage <u>64701</u>			
	18.2	WHLI TD-3	3.00		VANHOORN, LYNDA 352-442-2853 APT 11 USES CANE/ LIFT ONLY	14555 CORTEZ BLVD (NYSTROM-556-4823), BKS 34613 204 DOGWOOD DR, BROOKSVILLE 34601	BKS BKS	23:59 23:59	<u>1152</u> <u>1236</u>
					Beg Mileage <u>64640</u>	End Mileage <u>64651</u>			
	52.2	AMBI ME-V	1.00		BENNINGER, BARBARA 352-345-4414 APT 10/	ONE EAST JEFFERSON ST (SUNTRUST 754-5535), BKS 34601 23153 GOOD SHEPARD'S WAY, BROOKSVILLE 34601	BKS BKS	23:59 23:59	<u>1055</u> <u>1105</u>
					Beg Mileage <u>64612</u>	End Mileage <u>64616</u>			

Total Trips: 20 Total Amount to Collect: 22.00  
19.00

I do hereby certify that the above manifest is true and correct to the best of my knowledge.

Driver's Signature: Didore R Jean Fare Amount Collected \$ 19.00 CASH

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

\_\_\_\_\_

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

**Additional Comments:**

---

---

---

---

# Contractor Survey

\_\_\_\_\_ County

---

**Contractor name** (optional)

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

- Yes     No

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

- Yes     No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

- Yes     No

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

- Yes     No

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

- Yes     No

5. Does the CTC give your facility adequate time to report statistics?

- Yes     No

6. Have you experienced any problems with the CTC?

- Yes     No

If yes, what type of problems?

**Comments:**

# PURCHASING AGENCY SURVEY

Staff making call: \_\_\_\_\_

Purchasing Agency name: \_\_\_\_\_

Representative of Purchasing Agency: \_\_\_\_\_

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

- Yes
- No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- Yes
- No If no, why? \_\_\_\_\_

County: Hernando  
 CTC: Mid Florida Community Services, Inc.  
 Contact: Michelle Hale  
 1122 Ponce DeLeon Blvd.  
 Brooksville, FL 34601  
 352-799-1510  
 Email: [mhale@mfcs.us.com](mailto:mhale@mfcs.us.com)

Demographics	Number
Total County Population	182,835
Potential TD Population	137,408
UDPHC	895



Trips By Type of Service	2015	2016	2017
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	102,120	101,504	104,939
Non-Ambulatory	8,027	7,909	9,129
Stretcher	72	0	0
School Board	0	0	0
<b>TOTAL TRIPS</b>	<b>110,219</b>	<b>109,413</b>	<b>114,068</b>

Vehicle Data	2015	2016	2017
Vehicle Miles	576,670	499,748	614,868
Revenue Miles	523,553	448,352	568,336
Roadcalls	2	1	4
Accidents	3	0	1
Vehicles	59	36	44
Driver Hours	83,560	57,200	37,952

Passenger Trips By Trip Purpose	2015	2016	2017
Medical	16,419	18,582	29,029
Employment	0	142	781
Ed/Train/DayCare	88,781	87,030	74,286
Nutritional	3,463	3,223	4,154
Life-Sustaining/Other	1,556	436	5,818
<b>TOTAL TRIPS</b>	<b>110,219</b>	<b>109,413</b>	<b>114,068</b>

Financial and General Data	2015	2016	2017
Expenses	\$1,143,457	\$1,080,328	\$1,067,725
Revenues	\$1,427,529	\$1,156,930	\$1,300,039
Commendations	82	93	97
Complaints	20	6	14
Passenger No-Shows	119	308	299
Unmet Trip Requests	210	217	0

Passenger Trips By Funding Source	2015	2016	2017
CTD	12,796	13,748	17,205
AHCA	38,734	42,534	43,933
APD	599	710	510
DOEA	2,960	1,669	2,392
DOE	3,883	3,336	4,154
Other	51,247	47,416	45,874
<b>TOTAL TRIPS</b>	<b>110,219</b>	<b>109,413</b>	<b>114,068</b>

Performance Measures	2015	2016	2017
Accidents per 100,000 Miles	0.52	0.00	0.16
Miles between Roadcalls	288,335	499,748	153,717
Avg. Trips per Driver Hour	1.32	1.91	3.01
Avg. Trips per Para Pass.	46.90	39.66	127.45
Cost per Trip	10.37	9.87	9.36
Cost per Paratransit Trip	10.37	9.87	9.36
Cost per Driver Hour	13.68	18.89	28.13
Cost per Total Mile	1.98	2.16	1.74



## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
<b>Total</b>				

2. How many of the operators are coordination contractors? \_\_\_\_\_

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_

Does the CTC have the ability to expand? \_\_\_\_\_

4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_

5. Does the CTC have a competitive procurement process? \_\_\_\_\_

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? \_\_\_\_\_

**Level of Availability (Coordination)**  
**Worksheet 3**

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

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

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

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

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

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

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

**Scheduling** – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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



**SHIRLEY CONROY RURAL AREA CAPITAL  
ASSISTANCE GRANT APPLICATION  
APPLICATION FORM**

1. DATE SUBMITTED: February 28, 2018
2. LEGAL NAME OF APPLICANT: Mid Florida Community Services, Inc.
3. FEDERAL IDENTIFICATION NUMBER: 59-1235202
4. REGISTERED ADDRESS: P.O. Box 896  
CITY AND STATE: Brooksville, Florida ZIP CODE: 34605-0896
5. CONTACT PERSON FOR THIS GRANT: Michelle Hale
6. PHONE NUMBER: 352-799-1510
7. E-MAIL ADDRESS: mhale@mfcs.us.com
8. PROJECT LOCATION [County(ies)]: Hernando
9. PROPOSED START DATE: July 1, 2018 ENDING DATE: June 30, 2019

10. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

Michael J. Georgini, CEO

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE

SIGNATURE OF AUTHORIZED REPRESENTATIVE

2-26-18

DATE

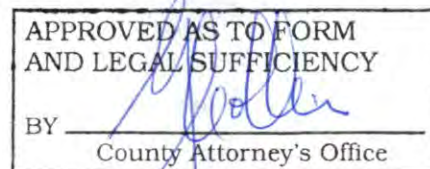
**11. Local Coordinating Board Approval**

I hereby certify that this grant has been reviewed in its entirety by the

Hernando County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

DATE





**SHIRLEY CONROY RURAL AREA CAPITAL  
ASSISTANCE GRANT APPLICATION  
AUTHORIZING RESOLUTION**

A RESOLUTION of the BOARD OF DIRECTORS of Mid Florida Community Services, Inc., hereinafter BOARD, hereby authorizes the filing and execution of a Transportation Disadvantaged Shirley Conroy Rural Area Capital Assistance Grant Application and Agreement with the Florida Commission for the Transportation Disadvantaged.

WHEREAS, this BOARD is eligible to receive a Transportation Disadvantaged Shirley Conroy Rural Area Capital Assistance Grant and to undertake a transportation disadvantaged service project as authorized by Section 427.0159, Florida Statutes, and Rule 41-2, Florida Administrative Code.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD THAT:

1. The BOARD has the authority to enter into this grant agreement.
2. The BOARD authorizes Michael J. Georgini, CEO to execute the grant agreement, amendments, warranties, certifications and any other documents which may be required in connection with the agreement with the Florida Commission for the Transportation Disadvantaged on behalf of Mid Florida Community Services, Inc.
3. The BOARD'S Registered Agent in Florida is Michael J. Georgini, CEO.  
The Registered Agents address is: P.O.Box 896, Brooksville, FL 34605

DULY PASSED AND ADOPTED THIS 16<sup>th</sup> DAY OF February, 2018.

BOARD OF Mid Florida Community Services, Inc.

Tommy Blackmon  
(Signature of Chairperson)

Tommy Blackmon  
(Typed name of Chairperson)

ATTEST:

Signature 



## SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT SCOPE

### **Describe the Capital Equipment Requested:**

Mid Florida Community Services, Inc. (MFCS) is requesting funding to acquire a new scheduling software called CTS TripMaster. This software's features include:

- Automated Scheduling
- Automated Vehicle Location
- Interactive Voice Response
- Mapping
- Reporting and Billing
- Reservation Management
- Rider Ticketing
- Vehicle Maintenance Module

This software will help reduce the number of No Show's because of the Interactive Voice Response system, which generates nightly and daily phone calls to remind clients of upcoming appointments. The software also features a mapping system which will allow us to operate in the most time and cost effective way. We will also be able to maintain our existing level of transportation to our rural riders because it will account for unforeseen travel interferences such as construction, accidents, traffic patterns, etc.

### **Explain Why the Equipment is Needed:**

Since December of 2001, MFCS has been using the scheduling software WinTrip. While this program was effective for several years, it is no longer able to keep up with the ever changing technological world. We currently process the AOR and monthly billing manually; WinTrip does not have an interactive voice response system, mapping, rider ticketing, vehicle maintenance module, or an automated vehicle locator. WinTrip requires several hours of manual data entry per month due to the lack of updated technology. When the new CTD billing came out, we asked the programmer of WinTrip to create a custom report that could match the information needed. After several weeks we finally received a report feature that was windows and excel comma based, however; the report still required several hours of correction before it could be integrated into the new billing process.

CTS TripMaster will give MFCS all the features that are needed to run the most efficient system for the residents of Hernando County. The AOR and the monthly billing will be done by the push of a button. Drivers' information is reported immediately to the scheduling office in real time. This will reduce errors caused by manual data entry.

In November of 2017, MFCS had a quality assurance review performed by Thomas Howell Ferguson P.A. at the request of Florida Commission for the Transportation Disadvantaged. From that review (See Attachment - Independent Accountants' Report on Compliance Consulting Services) it was suggested that "the CTC work directly with their software provider or other software providers to better develop and allow the CTC to utilize



technology to its fullest capability". Considering we asked the developer of WinTrip to adapt the program to our needs and those needs were not met sufficiently, we feel it is necessary to look elsewhere for a program that meets our needs. We feel CTS TripMaster is that program. See attachment for software and monthly pricing.

**Identify Local Match Required and Source for Match:**

Local match will be secured through the local fare box fee which is based on the Federal Poverty Guidelines. This fare box fee is collected per ride.

**Describe the Procurement Process and Timeline:**

CTS Software TripMaster would require 30 days to set the software up to meet MFCS needs. As soon as MFCS receives approval that the Shirley Conroy Grant would assist in the procurement process, MFCS would contact CTS to set a date. It is our goal to be up and running with the new software by July 2018.

Note: This section has changed from previous grant years' applications. Please refer to the Program Manual for guidance on what information to include here.



**SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT FUNDING**

Project Description and Estimated Cost:

- Capital equipment - **Prioritize based on need.**
- If vehicle, specify type of vehicle.
- Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

1.	CTS Scheduling Software	\$34,109
2.	1 Year of Software Monthly Maintenance and Support	\$16,500
3.		\$
4.		\$
5.		\$
6.		\$
<b>Total Project Cost</b>		<b>\$50,609.00</b>

Funding Participation

Transportation Disadvantaged Trust Funds	(90%)	45,548.10
Local Match	(10%) *	5,060.90
<b>Total Project Cost</b>		<b><u>50,609.00</u></b>

\* If REDI, include 100% of the total project cost on the Transportation Disadvantaged Trust Funds line and "REDI" on the Local Match line.



**SHIRLEY CONROY RURAL AREA CAPITAL  
ASSISTANCE GRANT APPLICATION  
STANDARD ASSURANCES**

The recipient hereby assures and certifies that:

1. The recipient has the requisite fiscal, managerial, and legal capacity to carry out the Transportation Disadvantaged Program and to receive and disburse State funds.
2. The recipient intends to accomplish all tasks as identified in this grant application.
3. The recipient is aware that the Shirley Conroy Rural Area Capital Assistance Program Grant is a reimbursement grant. Reimbursement of funds will be approved for payment upon receipt of a properly completed invoice with supporting documentation such as the vendor's invoice preferably reflecting a zero balance due or a copy of the cancelled check along with the vendor's invoice. If this project consists of a vehicle purchase, the application for title reflecting the Commission as the first lienholder is also required.
4. The recipient is aware that the approved project must be complete by June 30, 2019, which means the equipment must be received by the recipient by that date or reimbursement will not be approved.
5. Transportation Disadvantaged Trust Funds will not be used to supplant or replace existing federal, state, or local government funds.
6. Capital equipment purchased through this grant shall comply with the recipient's competitive procurement requirements or Chapter 287 and Chapter 427, Florida Statutes.

This certification is valid for the agreement period for which the grant application is filed.

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

A handwritten signature in blue ink, appearing to read 'Michael J. Georgini', written over a horizontal line.

Date: 2-26-18

Name: Michael J. Georgini

Title: CEO

Agency: Mid Florida Community Services, Inc.

Service Area: Hernando





**SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION CURRENT VEHICLE INVENTORY**

**NAME OF CTC:** Mid Florida Community Services, Inc.

Model Year	Chassis Make and Model	Vehicle Identification Number (17 Digits)	Maximum Ambulatory/ Wheelchair Passenger Seating	Average Vehicle Miles Per Year	Current Mileage as of (Date)	Anticipated Retirement Year	Source of Funding
2017 - 2	FORD TURTLETOP	1HA3GRCG5 HN006165	10/2	25,000	1,407	22/23	5310
2015 - 5	FORD TURTLETOP	1FDWE3FLXF DA28075	10 /2	25,000	46,695	21/22	CTD
2016 - 6	CHEVYTUR LE TOP3500	1GB3G2CL4F 1240573	10/2	25,000	61,692	21/22	5310
2017 - 8	TURTLE TOP	1GB3GRCL9 G1274499	10/2	25,000	11,199	22/23	CTD
2017 - 4	CHEVYTUR LE TOP	1GB3GRCL9 G1273272	10/2	25,000	5,943	22/23	CTD
2008 - 54	CHEVYTUR LE TOP3500	1GBJG31667 1231918	11/2	BACKUP	221,641	16/17	
2008 - 56	CHEVYTUR LE TOP3500	1GBJG31637 1233321	11/2	25,000	237,688	16/17	
2008 - 7	CHEVYTUR LE TOP3500	1GBJG31678 1129514	11/2	Backup	174,675	17/18	
2008 - 9	CHEVYTUR LE TOP3500	1GBJG31688 1197868	11/2	Backup	217,898	17/18	
2010 - 57	CHEVYTUR LETOP3500	1GBJG31619 1134841	11/2	25,000	210,809	18/19	

NOTE: Identify the Vehicle(s) that would be replaced with this or other grants by placing \* next to the model year.

**Independent Accountants' Report on  
Compliance Consulting Services**

**Mid Florida Community Services, Inc.  
Trans Hernando  
Hernando County Community Transportation Coordinator**

**2016-17 Compliance Monitoring Report**



**Compliance Consulting Services  
Mid Florida Community Services, Inc.  
Trans Hernando  
Hernando County Community Transportation Coordinator  
2016-17 Compliance Monitoring Report**

**Contents**

<b>Independent Accountants' Report .....</b>	<b>1</b>
<b>Executive Summary .....</b>	<b>2</b>
<b>Schedule of Findings .....</b>	<b>3</b>
<b>Suggestions Letter .....</b>	<b>5</b>



November 8, 2017

Florida Commission for the Transportation Disadvantaged  
Tallahassee, Florida

Mid Florida Community Services, Inc.  
Trans Hernando  
Hernando County Community Transportation Coordinator  
Brooksville, Florida

We have performed specific compliance consulting services as enumerated in FCTD's 2016-17 monitoring tool. These services were contracted by the Florida Commission for the Transportation Disadvantaged (FCTD) to comply with its programmatic oversight and monitoring responsibilities related to:

- *Florida Statutes Chapter 427*
- *Florida Administrative Code Rule 41.2*
- *Florida Administrative Code Rule 14.90*
- *The Transportation Disadvantaged Service Plan (TDSP)*
- *The System Safety Program Plan (SSPP)*
- *The FCTD Memorandum of Agreement (MOA)*

These consulting services were conducted in accordance with the Statements on Standards for Consulting Services established by the American Institute of Certified Public Accountants. The sufficiency of the consulting services is solely the responsibility of FCTD. Consequently, we make no representations regarding the sufficiency of the consulting services performed, either for the purpose for which this report has been requested or for any other purpose.

On November 6, 2017, we visited Mid Florida Community Services, Inc. – Trans Hernando, Hernando County Community Transportation Coordinator (CTC) and performed compliance consulting services as summarized in FCTD's 2016-17 compliance monitoring tool for the period of July 1, 2016 through June 30, 2017. The procedures performed and our related findings begin on page 2 of this report.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the CTC's compliance with the statutes, plans, and agreements identified above. Accordingly, we do not express such an opinion.

This report is intended solely for the information and use of FCTD, Mid Florida Community Services, Inc. – Trans Hernando, Hernando County CTC governing board and management, and is not intended to be and should not be used by anyone other than these specified parties.



Thomas Howell Ferguson P.A.  
Tallahassee, Florida

**Mid Florida Community Services, Inc.  
Trans Hernando  
Hernando County Community Transportation Coordinator  
2016-17 Compliance Monitoring Report**

**Executive Summary**

Organization Environment: Rural  
 Organization Type: Private nonprofit  
 Network Type: Sole Provider

**Findings**

We performed specific compliance consulting services based on the detailed testing tasks identified in the FCTD's 2016-17 monitoring tool. Our procedures were performed using firm and professional standards. A summary of the testing categories used during this engagement and the related monitoring results are provided as follows:

Monitoring Results/Issues	Prior Year Findings - Resolved	Prior Year Findings - Unresolved	Current Year Findings
General Information	-	-	-
Florida Statutes Chapter 427	-	-	1
Florida Administrative Code Rule 41-2	-	-	-
Florida Administrative Code Rule 14-90	-	-	-
Internal Control Survey	-	-	-
Financial Activity Analysis	-	-	-
TD Rate Calculation	-	-	-
<b>TOTAL</b>	-	-	1

Detailed information about these findings is provided in the attached Schedule of Findings. If the CTC has current year findings, it must submit a Corrective Action Plan response to FCTD within 30 days of receipt of this report. If you have questions about the Corrective Action Plan process, please contact your FCTD Regional Area Program Manager.

**Suggestions**

Other matters or circumstances may have been noted by us as we completed the indicated monitoring tasks. Detailed information about these observations and our related suggestions is provided in the attached Suggestions Letter. The suggestions resulting from our site visit are summarized as follows:

- **Suggestion #1 – Supporting Documents for the Rate Calculation Model and AOR**
- **Suggestion #2 – Inquiry about upgrading trip computer software**

This report is intended solely for the information and use of the FCTD, CTC management, and the CTC's governing board and is not intended to be and should not be used by anyone other than these specified parties.

**Mid Florida Community Services, Inc.  
Trans Hernando  
Hernando County Community Transportation Coordinator  
2016-17 Compliance Monitoring Report**

**Schedule of Findings**

**Findings**

We performed specific compliance consulting services based on the detailed testing tasks list in FCTD's 2016-17 monitoring tool. The monitoring procedures performed included sufficient tests of details of transactions, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support the current year findings and recommendations. Detailed information for these items is disclosed in the following section of this report.

**Prior Year Findings**

No findings were noted in the prior monitoring period.

**Current Year Findings – Monitoring Period = July 1, 2016 through June 30, 2017**

**Finding # Hernando County CTC 2016-17-001**

Florida Statutes Chapter 427

**Finding:** Per Florida Statute, the CTC in cooperation with the coordinating board and pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged (FCTD), shall establish eligibility guidelines with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies. The CTC represents that they are performing the required assessments, but was unable to provide evidence in the form of completed assessment forms for five of the 30 tested riders selected from the 2016-2017 manifests. The CTC does have an eligibility section within its Transportation Disadvantaged Service Plan (TDSP), which describes the specific criteria utilized in determining eligibility. However, absent completed assessment forms corroborating the assessment procedures, monitor was unable to review the accuracy of the assessments for the sampled riders.

**Criteria:** Florida Statutes Chapter 427.0155 (7), the CTC's Transportation Disadvantaged Service Plan (TDSP), and FCTD Contract TD1676 Section II. A. Eligibility and B. Gate Keeping.

**Cause:** Per discussion with Michelle Hale, applications for riders coming from a nursing home were not previously obtained.

**Effect:** Noncompliance with Florida Statutes Chapter 427.0155 (7), and TDSP.

**Recommendation(s):** We recommend that the CTC utilize and retain completed assessment forms and any appropriate supporting documentation received from participants utilizing TD funds. We also recommend that the CTC perform internal inspections of non-sponsored transportation disadvantaged eligibility files, on a test basis, to monitor compliance with documentation requirements associated with eligibility determination and should maintain all eligibility files onsite. Policies and procedures should also be developed for the performance of eligibility reassessments as deemed necessary by the CTC to evaluate eligibility in periods subsequent to initial in-take.

**Mid Florida Community Services, Inc.  
Trans Hernando  
Hernando County Community Transportation Coordinator  
2016-17 Compliance Monitoring Report**

**Schedule of Findings (continued)**

**Other Testing Categories:**

General Information - No findings were noted during the current monitoring period.

Florida Administrative Code Rule 41.2 - No findings were noted during the current monitoring period.

Florida Administrative Code Rule 14.90 - No findings were noted during the current monitoring period.

Internal Control Survey - No findings were noted during the current monitoring period.

Financial Activity Analysis - No findings were noted during the current monitoring period.

TD Rate Calculation - No findings were noted during the current monitoring period.



## Suggestions Letter

November 8, 2017

Florida Commission for the Transportation Disadvantaged  
Tallahassee, Florida

Mid Florida Community Services, Inc.  
Trans Hernando  
Hernando County Community Transportation Coordinator  
Brooksville, Florida

In planning and performing the specific compliance consulting services for Mid Florida Community Services, Inc. – Trans Hernando, Hernando County Community Transportation Coordinator (CTC) for the period July 1, 2016 through June 30, 2017, we considered the CTC's program activities, its operating model, and disclosed internal controls in order to complete the tasks identified in FCTD's monitoring tool and not to provide assurance on the entity's internal control.

However, during this monitoring engagement, we became aware of certain matters that are opportunities for strengthening internal control and/or operating efficiency. In our report dated November 8, 2017, we reported on the CTC's instances of noncompliance with the types of compliance requirements that could have a significant effect on the state programs monitored by FCTD. This letter does not affect that report.

We recommend FCTD review the status of these comments during the next monitoring cycle. We have discussed these comments and suggestions with the CTC Transportation Coordinator, Michelle Hale. We would be pleased to discuss these comments, which are described below, in further detail at your convenience, to perform any additional study of these matters, or to assist you with implementation of the recommendations.

### **Suggestions from 2016-17 Onsite Monitoring Visit**

#### **Suggestion #1 – Supporting Documents for the Rate Calculation Model and AOR**

During the onsite monitoring procedures, the CTC was asked to provide supporting documents and written procedures for the current Rate Model and the AOR. It was noted that there was a lack of written procedures regarding the information needed, assumptions made, and procedures followed during the preparation of the AOR and a lack of documentation supporting the Rate Calculation Model. We suggest that such documentation be maintained and policies and procedures be developed and adopted within the CTC's operating policies and procedures manual.

Approved policies and procedures should include the source documents used to prepare both the AOR and the Rate Model, how such documentation will be maintained to support both documents, who will prepare the documents, who will review them for accuracy prior to submission to the FCTD, and how the preparer and reviewer will evidence their roles in the process (e.g. initial and date each document).

**Suggestions from 2016-17 Onsite Monitoring Visit(continued)**

**Suggestion #2 – Inquiry about upgrading trip computer software**

During our discussions with Michelle Hale, it was noted that the Hernando County CTC may be using outdated software to capture trip data. Michelle was not aware that she could request new software nor was she aware of how extensive the capabilities on the updated software could be.

We suggest that the CTC work directly with their software provider or other software providers to better develop and allow the CTC to utilize technology to its fullest capability. For example, with obtaining a new software, the capability of using tablets to capture trip data could be a possibility. Furthermore, there could be across the board increased efficiencies when it comes to generating monthly reports related to trip data as well as the annual AOR report that is compiled using trip data.

*Thomas Howell Ferguson P.A.*

Thomas Howell Ferguson  
Tallahassee, Florida





Date: February 20, 2018 Quote# 022018 This quote is valid for 60 days and is completely confidential

For: Mid Florida Community Services		11 Vehicles		5 License	
Software	Unit Price	Unit	Quantity	Amount	
Trip Master Enterprise Edition Software	\$6,995.00	Lot	1	\$6,995.00	
Automated Scheduling Software Module	\$3,995.00	Lot	1	\$3,995.00	
ParaScope - Tablet Software Application	\$649.00	Each	11	\$7,139.00	
Interactive Voice Response System Module	\$2,995.00	Lot	1	\$2,995.00	
Vehicle Maintenance Module	\$2,995.00	Lot	1	\$2,995.00	
ParaPortal Module	\$4,995.00	Lot	1	\$4,995.00	
ParaPass Module	\$4,995.00	Lot	1	\$4,995.00	
<b>Software Total</b>				<b>\$34,109.00</b>	
Services	Unit Price	Unit	Quantity	Amount	
Additional Licensing (5 license included)	\$1,000.00	Each	0	\$0.00	
Data Acquisition, Conversion and Install	\$1,000.00	Lot	1	Included	
CTS Software - Online Training	\$100.00	Session	5	Included	
CTS Software - Onsite Training	\$333.00	Day	0	\$0.00	
CTS Software - Travel Expenses	\$2,500.00	Trips	0	\$0.00	
<b>Services Total</b>				<b>\$0.00</b>	
Monthly Maintenance and Support	Unit Price	Unit	Quantity	Amount	
Trip Master Software Maintenance and Support Base Fee	\$500.00	Lot	1	\$500.00	
Vehicle Base Fee	\$10.00	Vehicle	11	\$110.00	
Automated Scheduling Vehicle Fee	\$5.00	Vehicle	11	\$55.00	
ParaScope - Tablet Software Vehicle Fee	\$5.00	Vehicle	11	\$55.00	
Interactive Voice Response Fee (6,000 Calls)	\$200.00	Lot	1	\$200.00	
Vehicle Maintenance Vehicle Fee	\$5.00	Vehicle	11	\$55.00	
ParaPortal Module Fee	\$200.00	Lot	1	\$200.00	
ParaPass Module Fee	\$200.00	Lot	1	\$200.00	
<b>Monthly Maintenance and Support Total</b>				<b>\$1,375.00</b>	

**Software and Said Services Upfront Total \$34,109.00**

Hardware and Cellular Estimates	Unit Price	Unit	Quantity	Amount
Samsung Galaxy Tablet Series	\$150.00	Each	0	\$0.00
Vehicle Mount	\$95.00	Each	0	\$0.00
Vehicle Charger	\$15.00	Each	0	\$0.00
Tablet Protective Case	\$50.00	Each	0	\$0.00
Cellular Fees (\$15.00 Per Device Per Month)	\$15.00	Tablet	0	\$0.00



### General Notes and Assumptions

1. All pricing and information provided herein is based on information provide,
  - a. All prices are in US dollars.
  - b. Quote is valid for 60 days from the issued date and is completely confidential.
  - c. All applicable sales/use taxes are additional and payment of such is the sole responsibility of the prime contractor.
  - d. The Products provided pursuant to any Purchase Order will be delivered to the Licensee.
  - e. Responsibility to all risk of loss to the Products, damage and need for replacement hardware will be with the Licensee.
  
2. The pricing provided assumes that CTS Software will provide:
  - a. All related software
  - b. Hosting services
  - c. Training
  - d. Ongoing Maintenance and Support
  
3. The pricing provided in this proposal assumes that the Licensee will provide:
  - a. Space, power, a network connection and any necessary IT installation and configuration for all required computer hardware.
  - b. A high-speed internet connection
  - c. Computer hardware
  - d. Tablet Hardware for *ParaScope* (Tablet, Power Supply, Protective Case and Mount)



LOCAL COORDINATING BOARD SURVEY OF THE  
OFFICIAL PLANNING AGENCY

Planning Agency: \_\_\_\_\_ Date: \_\_\_\_\_  
 County (ies) Served: \_\_\_\_\_ LCB Member Name: \_\_\_\_\_  
 Date Survey Completed: \_\_\_\_\_

1. Please rate the Official Planning Agency's performance on the following Coordinating Board Responsibilities:

<u>SUFFICIENT</u>	<u>INSUFFICIENT</u>	
_____	_____	Assistance in the scheduling of meetings
_____	_____	Training board members
_____	_____	Evaluating cost effectiveness
_____	_____	Reviewing the local TDSP
_____	_____	Preparing, duplicating and distributing meeting packets
_____	_____	Other administrative duties & costs, as appropriate

Do you feel the Official Planning Agency provides the LCB with sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities as set forth in Chapter 427, F.S.?    \_\_\_\_\_ yes    \_\_\_\_\_ no

2. Does the Planning Agency staff give two weeks' notice of the date, time, location, and proposed agenda for *local Coordinating Board meetings* to local Coordinating Board members?    \_\_\_\_\_ always    \_\_\_\_\_ usually    \_\_\_\_\_ sometimes    \_\_\_\_\_ never
3. Does the Planning Agency staff have the agenda materials available and delivered to the LCB members no less than one week in advance of the meeting?    \_\_\_\_\_ always    \_\_\_\_\_ usually    \_\_\_\_\_ sometimes    \_\_\_\_\_ never
4. Does the Planning Agency staff give LCB members and others one week notice, if possible, of the date, time, location, and proposed agenda for local Coordinating Board *committee meetings* and *emergency meetings*?    \_\_\_\_\_ always    \_\_\_\_\_ usually    \_\_\_\_\_ sometimes    \_\_\_\_\_ never
5. Do you attend LCB meetings?    \_\_\_\_\_ always    \_\_\_\_\_ usually    \_\_\_\_\_ sometimes    \_\_\_\_\_ never
6. Are there any areas in which the Planning Agency could improve?    \_\_\_\_\_ yes    \_\_\_\_\_ no  
If yes, please specify by using the back of this survey, or attach a separate page.
7. Are you satisfied with the job performance of the Planning Agency?    \_\_\_\_\_ yes    \_\_\_\_\_ no
8. Does the group you represent benefit from your participation as a member of the LCB?  
\_\_\_\_\_ yes    \_\_\_\_\_ no    Comments:
9. Are there any areas where the Commission can assist in improving the work of the planning agencies and the LCB?    \_\_\_\_\_ yes    \_\_\_\_\_ no    If yes, please specify by using the back of this survey, or attach a separate page.

COMMUNITY TRANSPORTATION COORDINATOR'S SURVEY OF THE  
PLANNING AGENCY

Planning Agency \_\_\_\_\_ Date \_\_\_\_\_

County (ies) Served \_\_\_\_\_

1. Has the planning agency provided technical assistance, as needed, within budget/staff/schedule availability? \_\_\_\_\_ yes \_\_\_\_\_ no If no, please explain.
  
2. Did the PA provide an adequate amount of technical assistance to meet your needs? \_\_\_\_\_ yes \_\_\_\_\_ no If no, please explain.
  
3. Does the planning agency ensure CTC activities are consistent with local comprehensive planning activities? \_\_\_\_\_ yes \_\_\_\_\_ no If no, please explain.
  
4. Were you involved, with the LCB and planning agency, in the development of the new Transportation Disadvantaged Service Plan (TDSP)? \_\_\_\_\_ yes \_\_\_\_\_ no
  
5. Have you experienced any problems with the planning agency? \_\_\_\_\_ yes \_\_\_\_\_ no  
If yes, please explain.
  
6. Overall, are you satisfied with the job performance of the planning agency? \_\_\_\_\_ yes \_\_\_\_\_ no
  
7. Are there any areas in which the planning agency could improve? \_\_\_\_\_ yes \_\_\_\_\_ no  
If yes, please explain.