

**HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**

Wednesday, September 11, 2019, 10:00 a.m.

MEETING LOCATION:

Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, FL

AGENDA

- A. CALL TO ORDER AND INTRODUCTIONS**
- B. APPROVAL/MODIFICATION OF AGENDA** (Limited to Board and Staff comment only)
- C. REVIEW/APPROVAL OF MINUTES** – May 22, 2019, Annual Public Hearing and, May 22, 2019, Regular Meeting
- D. CORRESPONDENCE/INFORMATION ITEMS** – MPO Staff
 - 1. CTD Business Meeting Agenda – June 3, 2019
 - 2. Committee Vacancies
 - 3. Annual CTD Training Workshop
- E. ACTION ITEMS** – MPO Staff
 - 1. Annual Operating Report (AOR)
 - 2. Actual Expenditure Report (AER)
- F. VETERANS AFFAIRS** – Tony Hale (Verbal Report)
- G. TRANS HERNANDO** – Miranda Maldonado (Report)
- H. AGENCY UPDATES** – Volunteers
 - 1. Benita Dixon, Private for Profit Transportation
 - 2. Joe DeGeorge, Mass Transit/Public Transit
 - 3. Volunteer for November 13, 2019 Meeting
- I. CITIZEN COMMENTS**
- J. ADJOURNMENT AND NEXT MEETING** – The next Transportation Disadvantaged Local Coordinating Board (LCB) Regular Meeting is scheduled for November 13, 2019, beginning at 10:00 a.m., at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, FL

The meeting agenda and back-up materials are available online at:

www.hernandocounty.us/hernandocitrusmpo

C. REVIEW/APPROVAL OF MINUTES

The minutes from the May 22, 2019, Annual Public Hearing, and the May 22, 2019, Regular Meeting of the TDLCB are attached for review and approval.

Attachment: Public Meeting Minutes May 22, 2019, and Regular Meeting Minutes May 22, 2019

**HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**

Wednesday, May 22, 2019 – 10:10 A.M.

MEETING LOCATION: Hernando County Building Division Training Facility, 1661 Blaise Drive,
Brooksville, Florida.

AGENDA

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a public meeting on May 22, 2019, at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida.

MEMBERS PRESENT

John Allocco, TDLCB Chairman
Verene Kurtz, Hernando County Resident, Disabled
Kevin Bargerstock, Florida Division of Vocational Rehabilitation
Joe DeGeorge, Hernando County Transit
Kathleen Winters, Local Representative Medical Community
Katina District 7, FDOT
Penelope Barnard, Florida Agency for Health Care Administration
John Eberle, Regional Workforce Development Board
Robert Bradburn, Florida Department of Children & Family Services
Tony Graham, Hernando County Veterans Services
Elizabeth Watson, Persons with Disabilities Agency

MEMBERS ABSENT

Denise Clark, Public Education Community
Dave Newell, Florida Department of Transportation

OTHERS PRESENT

Steve Diez, MPO Executive Director
Carlene Riecss, Transportation Planner III
Colleen Conko, Administrative Assistant II
Miranda Maldonado, Trans Hernando

CALL TO ORDER

Chairperson Allocco called the meeting to order at 10:10 a.m.

Note: The Pledge of Allegiance and the Proof of Publications for the Meeting were addressed during the Public Hearing preceding the meeting.

B. APPROVAL/MODIFICATION OF AGENDA (Limited to Board and Staff comment only)

MOTIONED: Kathleen Winters
SECONDED: Tony Graham

***Motion:** Ms. Kathleen Winters moved to approve the May 22, 2019 TDLCB meeting agenda as presented, Tony Graham seconded, and the motion carried unanimously.*

C. REVIEW/APPROVAL OF MINUTES – FEBRUARY 13, 2019

MOTIONED: Kathleen Winters
SECONDED: Tony Graham

***Motion:** Kathleen Winters moved to approve the February 13, 2019, TDLCB Meeting seconded by Tony Graham and the motion carried unanimously.*

D. CORRESPONDENCE/INFORMATION ITEMS – Carlene Riecss, Transportation Planner III

1. CTD Meeting Agenda

Ms. Riecss noted that the Board's agenda included a copy of the Commission for the Transportation Disadvantaged (CTD) Business meeting agenda held on March 19, 2019. She noted that the full agenda is available on the CTD's website for those members interested in reviewing.

2. Committee Vacancies

It was noted that the TDLCB has the following vacancies:

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

Ms. Riecss noted that MPO staff received many calls regarding committee vacancies due to a newspaper article published in the Citrus County Chronicle.

3. FY 2019/20 Transportation Disadvantaged Planning Grant

Ms. Riecss updated the TDLCB that the FY 19/20 allocation for administration associated with the Transportation Disadvantaged (TD) program is \$23,222. The grant application will be presented to the MPO on June 18, 2019, for approval.

4. Committee Presentation – Kathleen Winters

Ms. Winters is the Executive Director for the Alzheimer's Family Organization. She provided the Board with an overview of the services provided by her agency. Ms.

Winters distributed a publication from her organization which included information regarding their programs, and contact information for the services they provide

E. VETERANS AFFAIRS –Tony Graham (Verbal report)

There were no new updates provided from Mr. Graham.

F. TRANS HERNANDO – Miranda Maldonado (Verbal Report)

There were no new updates provided from Ms. Maldonado

G. ACTION ITEMS – Steve Diez

1. Local Coordinating Board Survey of the Official Planning Agency

Mr. Diez indicated that an annual survey of the official agency, MPO, was provided to TDLCB members as part of their packet. He requested the Board to fill out the survey and provide input.

Chairman Allocco requested a volunteer from the Board to make a presentation regarding their agency at the next TDLCB meeting in September. Ms. Benita Dixon and Mr. Joe DeGeorge both volunteered.

It was clarified that the next meeting was on Wednesday September 11, 2019 beginning at 10:00 a.m., not 8:00 a.m.

H. CITIZENS COMMENTS

There were no Citizen comments.

I. ADJOURNMENT AND NEXT MEETING

There being no further business to discuss, Chairman Allocco adjourned the TDLCB meeting.

The next Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting is scheduled for Wednesday, September 11, 2019 beginning at 10:00 a.m., at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida.

The Meeting Minutes from the May 22, 2019 LCB Meeting are anticipated to be approved on September 11, 2019.

John Allocco, TDLCB Chairman

D. CORRESPONDENCE/INFORMATION ITEMS – Carlene Rieess, Transportation Planner

1. CTD Business Meeting Agenda – June 3, 2019

Attached is the Florida Commission for the Transportation Disadvantaged (CTD) business meeting agenda for June 3, 2019.

Attachment: CTD Business Meeting Agenda

2. Committee Vacancies

Existing vacancies on the TDLCB include:

- Florida Department of Children and Family Services
- Florida Association for Community Action
- Florida Department of Elderly Affairs
- Hernando County Resident, 60+ years

Attachment: Current TDLCB Roster

3. Annual CTD Training Workshop

Attached for the Board's information is the Florida Commission for the Transportation Disadvantaged (CTD) 2019 Annual Conference Event Schedule which will be held in Orlando Florida, September 15-18. Information regarding the event is available online at: <http://www.fdot.gov/ctd/>.

Attachment: CTD Training Workshop Schedule

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting Agenda

June 3, 2019

2:00 PM until Completion

Embassy Suites near USF/Busch Gardens

3705 Spectrum Boulevard

Tampa, Florida 33612

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

Dial-In Number: 888-585-9008

Conference Code: 837653349

Item #	Agenda Item	Speaker(s)
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
	Action Items	
V.	Approval of Minutes March 19, 2019	Chairman Hart
VI.	Fiscal Year 2019-20 Shirley Conroy Grant Recommendations	Steve Holmes
VII.	Fiscal Year 2019-20 Innovation and Service Development Grant Recommendations	Steve Holmes
	Information Items	
VIII.	Executive Director Report	Steve Holmes
IX.	Public Comments	Public
X.	Commissioner and Advisor Comments	Commissioners and Advisors
XI.	Adjournment	Chairman Hart
	Next Meeting: September 16, 2019 –Orlando, 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 lisa.o.stone@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.

TENTATIVE SCHEDULE
2019 FPTA/CTD ANNUAL CONFERENCE
REVISED – August 2, 2019 | Times/Dates are Tentative and Subject to Change

SUNDAY, SEPTEMBER 15, 2019

***All meeting rooms are in the Osceola Conference Center unless otherwise specified**

10:00am - 5:00pm	Registration Desk Open OSCEOLA PROMENADE
11:30am - 3:00pm	FPTA Golf Tournament CHAMPIONSGATE GOLF CLUB @OMNI
2:00pm - 4:00pm	FPTA Mini Golf Tournament CRANE'S ADVENTURE GOLF @OMNI
5:30pm - 6:45pm	FPTA Opening Reception (Appetizers Only) w/Special Entertainment from Dungeon Dogs ADULT/FORMAL POOL @OMNI
7:00pm - 10:00pm	FPTA General Manager's Dinner - Invitation Only DAVID'S CLUB @OMNI, LOBBY FLOOR

MONDAY, SEPTEMBER 16, 2019

***All meeting rooms are in the Osceola Conference Center unless otherwise specified**

7:30am - 5:00pm	Registration Desk Open OSCEOLA PROMENADE			
8:00am - 10:00am	Welcome Breakfast/Marketing Awards/TLP Graduates/FPTA Hall of Fame OSCEOLA BALLROOM AB			
10:15am - 11:30am	Safety #1: Florida Transit Safety and Operations Network (FTSON) General Meeting CELEBRATION A	Planning #1: Connecting the Dots: Coordinating Performance and Safe Access to Transit / Actualizing Safe Access to Transit CELEBRATION B	Marketing #1: Worldwide Marketing Best Practices HARMONY	Microtransit: Evolving Trends in the Provision of Public On-demand Transit Services ST. CLOUD
11:45am - 1:45pm	General Session / Lunch / State and Federal Update Former Congressman Rooney (Buchanan Ingersoll and Rooney), Dr. Yvette Taylor (FTA), Sec. Thibault's Chief of Staff, Paul Skoutelas (APTA), and Scott Bogren (CTAA) OSCEOLA BALLROOM AB			
12:00pm - 5:00pm	Exhibitor Set-up OSCEOLA BALLROOM CDE			
2:00pm - 5:00pm	CTD Commission Meeting ROOM TBA			

TENTATIVE SCHEDULE
2019 FPTA/CTD ANNUAL CONFERENCE
REVISED – August 2, 2019 | Times/Dates are Tentative and Subject to Change

2:00pm - 3:15pm	ATSUN #1: Transit Automation Session CELEBRATION A	InVision Tampa Streetcar - From Tourist Trolley to Urban Circulator CELEBRATION B	Operations #1: Basic and Comprehensive Emergency Management HARMONY	Planning #2: The Value of Big Data in Transit Planning and Associated Cybersecurity Concerns ST. CLOUD
3:15pm - 3:45pm	Break OSCEOLA PROMENADE			
3:45pm - 5:00pm	Safety #2: Transit Safety and Operations Essential Training Needs CELEBRATION A	Marketing #2: Influencer Marketing / Can You Influence Consumer Behavior? - Strategies for Transit Marketers CELEBRATION B	Operations #2: Public Transit Agency Safety Programs, Ready, Set, Now Duel HARMONY	FTA 101 ST. CLOUD
6:00pm - 7:00pm	FPTA Awards Banquet Reception PREFUNCTION - OSCEOLA BALLROOM AB			
7:00pm - 9:00pm	FPTA Awards Banquet/Dinner OSCEOLA BALLROOM AB			

TUESDAY, SEPTEMBER 17, 2019

***All meeting rooms are in the Osceola Conference Center unless otherwise specified**

7:30am - 5:00pm	Registration Desk Open OSCEOLA PROMENADE			
8:00am - 10:00am	General Session & Breakfast OSCEOLA BALLROOM AB			
8:00am - 11:00am	Exhibitor Set-Up OSCEOLA BALLROOM CDE			
10:15am - 11:45am	Engaging Stakeholders Through Partnerships CELEBRATION A	ADA Compliance for Websites CELEBRATION B	Maintenance #1: Transit Maintenance Analysis and Resource Center (TMAARC) Quarterly Meeting HARMONY	ATSUN #2: Shared Use Session ST. CLOUD
11:00am - 11:30am	FPTA Business Member Meeting OSCEOLA BALLROOM CDE			
12:00pm - 2:00pm	Grand Opening of Exhibit Hall & Lunch OSCEOLA BALLROOM CDE			

TENTATIVE SCHEDULE
2019 FPTA/CTD ANNUAL CONFERENCE
REVISED – August 2, 2019 | Times/Dates are Tentative and Subject to Change

2:00pm - 3:15pm	Workshop on Reversing Trip Shedding CELEBRATION A	LYNX Forward - Things to Consider When Entering into New Modes/Partnerships CELEBRATION B	Rural NTD Reporting for 2019 HARMONY	Maintenance #2: EMP Cooling System, Alternator and Pump Maintenance ST. CLOUD
3:15pm - 3:45pm	Break in Exhibit Hall OSCEOLA BALLROOM CDE			
3:00pm - 5:00pm	FPTA Board Meeting ROOM TBA			
3:45pm - 5:00pm	RTAP #1: Small & Rural Transit Agencies Roundtable CELEBRATION A	TDP & TDSP Coordination- Integrated Mobility Planning CELEBRATION B	TD 101 HARMONY	Florida Find-a-Ride: Connecting Providers with Riders Using New Web-based Mapping ST. CLOUD
5:30pm - 7:30pm	FPTA/CTD Reception – Exhibit Area FPTA Team Tailgating Party OSCEOLA BALLROOM CDE			
7:30pm - 9:30pm	Tailgating After Party Hosted by FPTA (All Attendees Welcome) OSCEOLA BALLROOM AB - TENTATIVE			
7:30pm - 9:00pm	Optional Exhibit Tear Down OSCEOLA BALLROOM CDE			

WEDNESDAY, SEPTEMBER 18, 2019

***All meeting rooms are in the Osceola Conference Center unless otherwise specified**

7:30am - 1:00pm	Registration Desk Open OSCEOLA PROMENADE			
8:00am - 10:00am	Exhibit Tear Down OSCEOLA BALLROOM CDE			
8:00am - 10:00am	General Session & Breakfast OSCEOLA BALLROOM AB			
10:15am - 11:45am	Team TD General Session CELEBRATION AB		Assault Prevention - Train the Trainer HARMONY	
12:00pm - 2:00pm	General Session / Lunch OSCEOLA BALLROOM AB			
2:00pm - 5:00pm	FDOT District Meeting ST. CLOUD			

TENTATIVE SCHEDULE
2019 FPTA/CTD ANNUAL CONFERENCE
REVISED – August 2, 2019 | Times/Dates are Tentative and Subject to Change

2:15pm - 3:30pm	Partnerships Between TNC's and Public Transit CELEBRATION A	Effective Communication with Elected Officials CELEBRATION B	CTC Roundtable HARMONY
3:45pm - 5:00pm	RTAP/FTSON #2: Adapting Resources for Small and Rural Agencies CELEBRATION A	TD TBA CELEBRATION B	TD Planners Network Meeting HARMONY
6:30pm - 7:00pm	CTD Reception PREFUNCTION - OSCEOLA BALLROOM AB		
7:00pm - 9:00pm	CTD Awards Banquet OSCEOLA BALLROOM AB		

THURSDAY, SEPTEMBER 19, 2019

***All meeting rooms are in the Osceola Conference Center unless otherwise specified**

8:00am - 4:00pm	FTP Implementation Committee Meeting ROOM TBA
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E. ACTION ITEMS – MPO Staff

1. Annual Operating Report (AOR)

Each county is required to prepare and submit an Annual Operating Report to the Commission for the Transportation Disadvantaged (CTD) by September 15. This report includes information from the CTC, contractors and Coordinated Contractors regarding trips, mileage, vehicle, employees, revenue and expenses.

Once these reports are reviewed and approved, the Commission prepares an Annual Performance Report. This report is published to meet the statutory requirements outlined in Section 427-.13 (12), Florida Statutes to provide an overview of the program and a summary of trends statewide.

Staff Recommendation: *It is recommended the TDLCB review and approve the AOR and authorize the chairman's signature thereon.*

Attachment: AOR for review and signature by the Chair

2. Actual Expenditure Report (AER)

Each year Planning Agencies are required to report actual expenditures of transportation disadvantaged funds to the Commission. These funds should include local and direct federal funds. The AER must be submitted to the CTD by September 15, 2019.

Staff Recommendation: *It is recommended the TDLCB review and approve the AER for submittal to the CTD by the September 15, 2019, deadline.*

Attachment: AER for review and approval



**Transportation
Disadvantaged**

CTC Coordinated System

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida
Community Services,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Pending Submission

Transportation Operators: No

Number of Operators: 0

Transportation Operator Name

Coordination Contractors: Yes

Number of Contractors: 1

Number of Uploads: 1

Contractor Name	Upload Status	Last Upload Date
Arc of the Nature Coast Inc	Loaded	08/28/2019



**Transportation
Disadvantaged**

CTC Expense Sources

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida
Community Services,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Pending Submission

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 338,276	\$ 162,159	\$ 500,435	\$ 319,786	\$ 157,131	\$ 476,917
Fringe Benefits	\$ 124,054	\$ 51,891	\$ 175,945	\$ 105,203	\$ 53,780	\$ 158,983
Services	\$ 30,782	\$ 6,360	\$ 37,142	\$ 7,798	\$ 3,897	\$ 11,695
Materials & Supplies Consumed	\$ 146,167	\$ 139,166	\$ 285,333	\$ 124,107	\$ 143,236	\$ 267,343
Utilities	\$ 22,746	\$ 43,737	\$ 66,483	\$ 18,010	\$ 12,994	\$ 31,004
Casualty & Liability	\$ 57,551	\$ 52,242	\$ 109,793	\$ 60,862	\$ 40,470	\$ 101,332
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,008	\$ 4,008
Miscellaneous	\$ 22,976	\$ 0	\$ 22,976	\$ 115,885	\$ 0	\$ 115,885
Interest	\$ 0	\$ 1,653	\$ 1,653	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 767	\$ 767
Capital Purchases	\$ 216,384	\$ 108,491	\$ 324,875	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 61,198	\$ 113,929	\$ 175,127	\$ 57,941	\$ 117,417	\$ 175,358
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Total - Expense Sources	\$ 1,020,134	\$ 679,628	\$ 1,699,762	\$ 809,592	\$ 533,700	\$ 1,343,292



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida
Community Services,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 8/28/2019

Coordination Contractor: Arc of the Nature
Coast Inc

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 162,159	\$ 0
Fringe Benefits	\$ 51,891	\$ 0
Services	\$ 6,360	\$ 0
Materials & Supplies Consumed	\$ 139,166	\$ 0
Utilities	\$ 43,737	\$ 0
Casualty & Liability	\$ 52,242	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 1,653	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 108,491	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 113,929	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	\$ 0
School Board (School Bus)	N/A	\$ 0
Transportation Network Companies (TNC)	N/A	\$ 0
Taxi	N/A	\$ 0
Contracted Operator	N/A	\$ 0
Total - Expense Sources	\$ 679,628	\$ 0



CTC Organization

County: Hernando

Fiscal Year: 7/1/2018 - 6/30/2019

CTC Status: In Progress

CTD Status: Pending
Submission

Date Initiated: 8/12/2019

CTC Organization Name: Mid Florida Community Services, Inc.

Address: 1122 PONCE DELEON BLVD

City: BROOKSVILLE

State: FL

Zip Code: 34601

Organization Type: Private Non Profit

Network Type: Sole Source

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: Yes

Number of Coordination Contractors: 1

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: John Allocco

CTC Contact: Miranda Maldonado

CTC Contact Title: Transportation Director

CTC Contact Email: mimaldonado@mfcs.us.com

Phone: (352) 799-1510

CTC Certification

I, Miranda Maldonado, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, John Allocco, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida Community Services, Inc.

Fiscal Year: 7/1/2018 - 6/30/2019

Upload Date: 8/28/2019

Coordination Contractor Name: Arc of the Nature Coast Inc
Address: 5283 Neff Lake Rd.
City: Brooksville
State: FL
Zip Code: 34601
Organization Type: Private For Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Low income Seniors and Adults with Disabilities
Contact Person: Naomi Brooks
Contact Title: Chief Financial Officer
Contact Email: nbrooks@tancinc.org
Phone: (727) 376-2777

Coordination Contractor Certification

By submission of this form, I, Naomi Brooks, as the authorized representative of Arc of the Nature Coast Inc, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Revenue Sources

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida
Community Services,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Pending Submission

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 513,363	\$ 513,363
Agency for Persons with Disabilities (APD)	\$ 0	\$ 624,918	\$ 624,918	\$ 0	\$ 4,598	\$ 4,598
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 26,882	\$ 26,882
Dept of Elder Affairs (DOEA)	\$ 26,634	\$ 0	\$ 26,634	\$ 26,456	\$ 0	\$ 26,456
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 433,763	N/A	\$ 433,763	\$ 434,354	\$ 0	\$ 434,354
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 115,885	\$ 0	\$ 115,885
TD Other	\$ 0	N/A	\$ 0	\$ 186,342	\$ 0	\$ 186,342
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 373,438	\$ 0	\$ 373,438	\$ 129,655	\$ 0	\$ 129,655
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 174,057	\$ 0	\$ 174,057	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
County Cash	\$ 0	\$ 17,610	\$ 17,610	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 33,437	\$ 0	\$ 33,437	\$ 34,794	\$ 40,417	\$ 75,211
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 37,100	\$ 37,100	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 1,041,329	\$ 679,628	\$ 1,720,957	\$ 927,486	\$ 585,260	\$ 1,512,746



Coordination Contractor Revenue Sources

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida Community Services, Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 8/28/2019

Coordination Contractor: Arc of the Nature Coast Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 624,918	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	\$ 0
Non-Sponsored Capital Equipment	N/A	\$ 0
Rural Capital Equipment	N/A	\$ 0
TD Other	N/A	\$ 0
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	\$ 0
County Cash	\$ 17,610	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 37,100	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 679,628	\$ 0



CTC Trips

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida Community Services, Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	0	0
Weekly Pass Trips	0	N/A	0	0	0	0
Monthly Pass Trips	0	N/A	0	0	0	0
Deviated Fixed Route Service	0	N/A	0	0	0	0
Complementary ADA Service	0	N/A	0	0	0	0
Paratransit						
Ambulatory	9,711	50,930	60,641	12,209	93,471	105,680
Non-Ambulatory	8,723	4,280	13,003	8,434	0	8,434
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	0	0
Taxi	0	N/A	0	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
Total - Service Type	18,434	55,210	73,644	20,643	93,471	114,114
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	55,210	N/A	55,210	0	0	0
Total - Contracted Transportation Operator Trips	55,210	0	55,210	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	47,228	0	47,228
Agency for Persons with Disabilities (APD)	0	50,765	50,765	423	0	423
Comm for the Transportation Disadvantaged (CTD)	16,126	N/A	16,126	17,857	0	17,857
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	2,474	0	2,474
Dept of Elder Affairs (DOEA)	2,308	0	2,308	2,506	0	2,506
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	0	1,431	1,431	0	0	0
Local Non-Government	0	3,014	3,014	43,626	0	43,626
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	18,434	55,210	73,644	114,114	0	114,114



CTC Trips (cont'd)

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida
Community Services,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	15,232	17,044	32,276	33,665	0	33,665
Children At Risk	98	0	98	0	0	0
Persons With Disabilities	1,109	28,597	29,706	48,368	0	48,368
Low Income	1,995	6,343	8,338	2,358	0	2,358
Other	0	3,226	3,226	29,723	0	29,723
Total - Passenger Type	18,434	55,210	73,644	114,114	0	114,114
Trip Purpose - One Way						
Medical	12,732	7,729	20,461	27,603	0	27,603
Employment	785	4,417	5,202	823	0	823
Education/Training/Daycare	205	26,501	26,706	75,541	0	75,541
Nutritional	3,561	4,417	7,978	3,279	0	3,279
Life-Sustaining/Other	1,151	12,146	13,297	6,868	0	6,868
Total - Trip Purpose	18,434	55,210	73,644	114,114	0	114,114
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	807	209	1,016	1,126	0	1,126
Total - UDPHC	807	209	1,016	1,126	0	1,126
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	0	0
No Shows	352	N/A	352	364	0	364
Customer Feedback						
Complaints	20	N/A	20	12	0	12
Commendations	46	N/A	46	132	6	138



Coordination Contractor Trips

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida Community Services, Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 8/28/2019

Coordination Contractor: Arc of the Nature Coast Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	0
Weekly Pass Trips	N/A	0
Monthly Pass Trips	N/A	0
Deviated Fixed Route Service	N/A	0
Complementary ADA Service	N/A	0
Paratransit		
Ambulatory	50,930	0
Non-Ambulatory	4,280	0
Stretcher	0	0
Transportation Network Companies	N/A	0
Taxi	N/A	0
School Board (School Bus)	N/A	0
Volunteers	N/A	0
Total - Service Type	55,210	0
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	0
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	50,765	0
Comm for the Transportation Disadvantaged (CTD)	N/A	0
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	1,431	0
Local Non-Government	3,014	0
Other Federal & State Programs	0	0
Total - Revenue Source	55,210	0



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida
Community Services,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 8/28/2019

Coordination Contractor: Arc of the Nature
Coast Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	17,044	0
Children At Risk	0	0
Persons With Disabilities	28,597	0
Low Income	6,343	0
Other	3,226	0
Total - Passenger Type	55,210	0
Trip Purpose - One Way		
Medical	7,729	0
Employment	4,417	0
Education/Training/Daycare	26,501	0
Nutritional	4,417	0
Life-Sustaining/Other	12,146	0
Total - Trip Purpose	55,210	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	209	0
Total - UDPHC	209	0
Unmet & No Shows		
Unmet Trip Requests	N/A	0
No Shows	N/A	0
Customer Feedback		
Complaints	N/A	0
Commendations	N/A	0



**Transportation
Disadvantaged**

CTC Vehicles & Drivers

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida
Community Services,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	0	0
Complementary ADA Service Miles	0	N/A	0	0	0	0
Paratransit Miles	220,675	456,426	677,101	203,698	477,550	681,248
Transportation Network Companies (TNC) Miles	0	N/A	0	0	0	0
Taxi Miles	0	N/A	0	0	0	0
School Board (School Bus) Miles	0	N/A	0	0	0	0
Volunteers Miles	0	N/A	0	0	0	0
Total - Vehicle Miles	220,675	456,426	677,101	203,698	477,550	681,248
Roadcalls & Accidents						
Roadcalls	0	2	2	3	0	3
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	10	36	46	16	0	16
Number of Wheelchair Accessible Vehicles	10	5	15	16	0	16
Drivers						
Number of Full Time & Part Time Drivers	7	22	29	7	25	32
Number of Volunteer Drivers	0	5	5	0	0	0



**Transportation
Disadvantaged**

Coordination Contractor Vehicles & Drivers

County: Hernando

CTC Status: In Progress

CTC Organization: Mid Florida
Community Services,
Inc.

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 8/28/2019

Coordination Contractor: Arc of the Nature
Coast Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	0
Complementary ADA Service Miles	N/A	0
Paratransit Miles	456,426	0
Transportation Network Companies (TNC) Miles	N/A	0
Taxi Miles	N/A	0
School Board (School Bus) Miles	N/A	0
Volunteers Miles	N/A	0
Total - Vehicle Miles	456,426	0
Roadcalls & Accidents		
Roadcalls	2	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	36	0
Number of Wheelchair Accessible Vehicles	5	0
Drivers		
Number of Full Time & Part Time Drivers	22	0
Number of Volunteer Drivers	5	0



**Transportation
Disadvantaged**

Ron DeSantis
Governor

Marion Hart, Jr.
Chairperson

Dr. Phillip Stevens
Vice Chairperson

David Darm
Executive Director

MEMORANDUM

Date: August 19, 2019

To: Designated Official Planning Agencies

From: David Darm
Executive Director

Subject: Actual Expenditure Report for Planning Agencies

Each year Planning Agencies are required to report actual expenditures of transportation disadvantaged funds to the Commission. These funds should include local and direct federal funds. The Commission surveys state agencies directly for similar information, so please do not include moneys that pass through state agencies.

Please read the enclosed instructions and complete the attached form for each county and return it to your Project Manager by **September 15, 2019**. You may contact your Project Manager if you have questions. Thank you for your assistance in this matter.

Attachments

ACTUAL EXPENDITURES REPORT

Purpose and Form Instructions:

The purpose of this form is for the planning agencies to collect information about local and direct federal funds that have been expended on transportation disadvantaged trips. The Commission surveys state agencies directly for similar information, so please do not include monies that pass through state agencies. For example, state funds for the Florida Department of Transportation Section 5311 Program would not be reported (since these are reported to the Commission by the Florida Department of Transportation), but the local match monies and the number of trips would be reported.

Please complete the attached form for each county. This form and instructions may be forwarded to local entities; however, it must be sent in summary form to the Commission for the Transportation Disadvantaged. If the planning agency intends to distribute the reporting form to local entities for completion, the planning agency may consider changing the word “*County*” to “*Program*” on the reporting form for clarity purposes. Only one form per county shall be submitted to the Commission.

The deadline to submit the summarized form (one for each county) to the Commission for the Transportation Disadvantaged is September 15, 2019. The actual numbers are for the state fiscal year July 1, 2018 through June 30, 2019 and are local or direct federal dollars only.

Definitions:

Coordinated Transportation - transportation purchased from the coordinated system.

Direct Federal Funding - monies supplied directly from federal agencies for transportation disadvantaged services, including capital (examples might include Foster Grandparents Program or Head Start).

Local Funding - monies generated locally to purchase services for the transportation disadvantaged (examples include both government and non-government funding, match for the TD grant, farebox, and other local contributions or donations).

One-Way Trip - a unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip.

Capital – buildings, land, vehicles, or other equipment used for the transportation disadvantaged.

Other - items not included in coordinated transportation or transportation alternatives such as planning.

State Fiscal Year - July 1 through June 30.

Transportation Alternatives - those specific services approved by rule to be acceptable transportation alternatives and as defined in Rule 41-2.015, Florida Administrative Code. The Rule states:

(1) Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through a contractual arrangement with the community transportation coordinator or an approved coordination provider except as provided in (2) and (3) below.

(2) When it is better suited to the unique and diverse needs of a transportation disadvantaged person, the sponsoring agency may purchase or provide transportation by utilizing the following alternatives:

- (a) Privately owned vehicle of an agency volunteer or employee;
- (b) State owned vehicles;
- (c) Privately owned vehicle of a family member or custodian;
- (d) Common carriers, such as commercial airlines or bus; and
- (e) Emergency medical vehicles.

(3) The sponsoring agency may utilize other modes of transportation when the community transportation coordinator determines it is unable to provide or arrange the required service. Information pertaining to these denials for service shall be reported by the community transportation coordinator on a quarterly basis or more frequently as specified by the local coordinating board.

Submittal:

Return to: Commission for the Transportation Disadvantaged
Attn. Project Manager
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

Deadline: September 15, 2019



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ACTUAL EXPENDITURE REPORT FORM**
(One form for each county)
Do not report funds from state agency sources)

COUNTY: Hernando
DUE: September 15, 2019

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
\$0.00	0	\$0.00	0

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
N/A	N/A	N/A	N/A

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
N/A	N/A	N/A	N/A

G. TRANS HERNANDO – Miranda Maldonado

1. Quarterly Report - April 1, 2019 – June 30, 2019

Attachment: Quarterly Report

COMMUNITY TRANSPORTATION FOR DISADVANTAGED REPORT

Hernando County, Florida

**Quarterly System Report for Fiscal Period
JULY 1, 2018 THROUGH JUNE 30, 2019**

PREPARED FOR:

Hernando County Transportation Disadvantaged Coordinating Board

PREPARED BY:

TRANS HERNANDO

Mid Florida Community Services, Inc.

Phone (352) 799-1510 Email: Transit1@mfc.us.com

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 individuals .

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 American with Disabilities Act (ADA) recognized wheelchair lifts and securement devices. Trans Hernando provides 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. Reduced 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 7:30 a.m. to 4:00 p.m. except County recognized holidays.

Service Hours-Transportation Disadvantaged:

Transportation Disadvantaged service hours are Monday thru Friday from 6:00 a.m. to 3:00 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 7:30 a.m. and 3:00 p.m.

**TRANS HERNANDO
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2018 through June 30, 2019**

<i>Month</i>		<i>Jul-18</i>	<i>Aug-18</i>	<i>Sep-18</i>	<i>Oct-18</i>	<i>Nov-18</i>	<i>Dec-18</i>	<i>Jan-19</i>	<i>Feb-19</i>	<i>Mar-19</i>	<i>Apr-19</i>	<i>May-19</i>	<i>Jun-19</i>	<i>TOTAL</i>
Work Days		21	23	19	22	19	19	21	19	21	21	22	20	247
Overview of Total Trip Requests	Total incoming calls received	3353	4151	3134	4248	3740	3364	4044	3810	3880	3768	4012	3548	45,052
	Average number calls received per day	160	180	120	193	197	177	193	201	185	179	182	177	
	Total trip requests received	1752	2090	1761	2124	1870	1682	2022	1905	1940	1884	2006	1774	22,810
	Total cancelled trips	324	331	290	373	380	325	420	320	374	336	368	287	4,128
	Total ASAP Trips	33	32	27	15	28	30	37	25	19	35	52	38	371
	Total NS trips	22	29	25	34	26	31	30	28	27	32	39	29	352
	Total trip requests provided	1,537	1,730	1,419	1,717	1,464	1,326	1,572	1,557	1,539	1,516	1,599	1,458	18,434
% of Trip Requests Provided		87.7%	82.8%	80.6%	80.8%	78.3%	78.8%	77.7%	81.7%	79.3%	80.5%	79.7%	82.2%	
% of Trip Requests Cancelled		18.5%	15.8%	16.5%	17.6%	20.3%	19.3%	20.8%	16.8%	19.3%	17.8%	18.3%	16.2%	
% of No Show Trip Requests		1.3%	1.4%	1.4%	1.6%	1.4%	1.8%	1.5%	1.5%	1.4%	1.7%	1.9%	1.6%	

**TRANS HERNANDO
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2018 through June 30, 2019**

<i>Month</i>	<i>Jul-18</i>	<i>Aug-18</i>	<i>Sep-18</i>	<i>Oct-18</i>	<i>Nov-18</i>	<i>Dec-18</i>	<i>Jan-19</i>	<i>Feb-19</i>	<i>Mar-19</i>	<i>Apr-19</i>	<i>May-19</i>	<i>Jun-19</i>	<i>TOTAL</i>	
Work Days	21	23	19	22	19	19	21	19	21	21	22	20	247	
REASON FOR UNPROVIDED REQUESTS														
% of Trip Requests unable to Provide	1.14%	2.01%	0.40%	0.71%	2.09%	1.31%	0.94%	1.21%	1.13%	2.18%	1.10%	1.13%		
Same day Request	12	32	0	5	5	6	6	7	6	12	8	10	109	
Out-of-county request	3	2	0	4	7	3	8	6	2	1	4	2	42	
Stretcher	2	1	0	1	3	0	0	0	0	0	1	0	8	
Holiday/Weekend	0	5	4	0	22	11	2	8	3	13	1	1	70	
Before 8 a.m./after 3:00 p.m. appointments	3	2	3	5	2	2	3	2	11	15	8	7	63	
Total Unprovided	20	42	7	15	39	22	19	23	22	41	22	20	292	
TRIP PURPOSE	Medical	1,048	1,217	1,007	1163	1,019	892	1,071	1056	1,088	1,060	1,091	1,020	12,732
	Nutritional/Shop	344	357	279	340	289	265	296	251	267	297	302	274	3,561
	Connector	0	0	0	0	0	0	0	0	0	0	0	1	1
	Education	0	8	15	19	11	27	20	27	21	31	26	0	205
	Employment	75	82	67	70	43	39	55	67	68	77	78	64	785
	Other	70	66	51	125	102	103	130	156	95	51	102	99	1,150
	Total	1,537	1,730	1,419	1,717	1,464	1,326	1,572	1,557	1,539	1,516	1,599	1,458	18,434

**TRANS HERNANDO
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2018 through June 30, 2019**

		Month	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTAL
Work Days			21	23	19	22	19	19	21	19	21	21	22	20	247
TRIP TYPE	Elderly (Over 60)		1,269	1,448	1,129	1,376	1,219	1,067	1,313	1,289	1,247	1,217	1,254	1,186	15,014
	Adult		268	282	290	341	245	244	247	255	283	283	320	264	3,322
	Child (Under 16)		0	0	0	0	0	15	12	13	9	16	25	8	98
	Total		1,537	1,730	1,419	1,717	1,464	1,326	1,572	1,557	1,539	1,516	1,599	1,458	18,434
TRIP MODE	AMBI		791	610	537	905	756	693	862	913	935	888	942	879	9,711
	WHLI & SCOI		746	1,120	882	812	708	633	710	644	604	628	657	579	8,723
	AMBO		0	0	0	0	0	0	0	0	0	0	0	0	0
	Total		1,537	1,730	1,419	1,717	1,464	1,326	1,572	1,557	1,539	1,516	1,599	1,458	18,434
UNDUPLICATED COUNT	Elderly (Over 60)		197	203	198	199	192	179	189	208	206	205	213	186	2,375
	Percent %		85.7%	86.0%	85.3%	84.0%	86.9%	82.9%	84.4%	85.6%	84.1%	82.3%	83.9%	86.1%	84.7%
	Adult		33	33	34	38	29	35	34	34	38	42	39	29	418
	Percent %		14.3%	14.0%	14.7%	16.0%	13.1%	16.2%	15.2%	14.0%	15.5%	16.9%	15.4%	13.4%	14.9%
	Child (Under 17)		0	0	0	0	0	2	1	1	1	2	2	1	10
	Percent %		0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.4%	0.4%	0.4%	0.8%	0.8%	0.5%	0.4%
	Total		230	236	232	237	221	216	224	243	245	249	254	216	2,803
NO SHOW, BY PROGRAM	CTD - T&E		15	21	21	24	15	21	22	20	23	24	30	20	256
	CTD - MEG		3	6	3	6	2	3	0	5	3	6	2	4	43
	DOEA		4	2	1	4	9	7	8	3	1	2	7	5	53
	Total No Shows		22	29	25	34	26	31	30	28	27	32	39	29	352

**TRANS HERNANDO
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2018 through June 30, 2019**

		<i>Month</i>	<i>Jul-18</i>	<i>Aug-18</i>	<i>Sep-18</i>	<i>Oct-18</i>	<i>Nov-18</i>	<i>Dec-18</i>	<i>Jan-19</i>	<i>Feb-19</i>	<i>Mar-19</i>	<i>Apr-19</i>	<i>May-19</i>	<i>Jun-19</i>	<i>TOTAL</i>
Work Days			21	23	19	22	19	19	21	19	21	21	22	20	247
OPERATING DATA	Suspended		0	0	0	3	4	3	0	0	0	0	0	0	10
	System Miles		18,078	20,228	16,819	20,260	17,101	15,308	18,848	18,194	17,872	18,783	18,949	20,235	220,675
	Revenue Miles		15,272	17,030	13,929	16,961	14,161	12,675	15,566	15,412	15,121	15,644	16,054	17,267	185,092
	Average System Miles per trip		11.8	11.7	11.9	9.9	9.7	9.6	9.9	9.9	9.8	10.3	10.0	11.8	12.0
	Average Revenue Miles per trip		9.9	9.8	9.8	9.9	9.7	9.6	9.9	9.9	9.8	10.3	10.0	11.8	10.0
	Average Rides per Day		73.2	75.2	74.7	78.1	77.1	69.8	74.9	81.9	73.3	72.1	72.7	79.2	
	System Hours		1,022	1,153	934	1,137	935	860	1,099	1,023	998	1,052	1,055	1,058	12,327
	Revenue Hours		864	975	796	974	812	739	930	866	867	909	906	914	10,551

COMPLIMENTS/COMPLAINTS

		Month	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTAL
		Work Days	21	23	19	22	19	19	21	19	21	21	22	20	TOTAL
TRANS HERNANDO	COMPLIMENT	Driver	3	1	1	0	2	4	3	1	3	4	2	5	29
		Vehicle	1	0	1	0	2	1	0	0	0	0	0	0	5
		Service	3	0	1	0	0	1	0	1	2	2	1	1	12
		Policy	0	0	0	0	0	0	0	0	0	0	0	0	0
		Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	COMPLAINT	Driver	0	0	3	0	1	0	0	1	2	1	0	0	8
		Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
		Service	0	0	0	0	1	0	0	1	1	0	0	0	3
		Policy	0	0	1	0	0	1	2	0	0	2	1	1	8
		Other	0	0	0	0	0	0	0	1	0	0	0	0	1

BREAKDOWNS/ACCIDENTS

		Month	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTAL	
		Work Days	21	23	19	22	19	19	21	19	21	21	22	20	TOTAL	
TRANS HERNANDO	TOWS	0	2	1	1	0	0	1	0	0	0	1	0	0		
	ROAD CALLS	0	0	0	0	0	0	0	0	0	0	0	0	0		
	INCIDENT & ACCIDENTS	CHARGEABLE	0	0	0	0	0	0	0	0	0	0	0	0	0	
		NON-CHARGEABLE	0	0	0	0	0	1	0	0	0	0	0	0	0	