

**HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**

Wednesday, November 13, 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** – September 11, 2019
- D. CORRESPONDENCE/INFORMATION ITEMS** – MPO Staff
 - 1. Annual CTD Training Workshop Highlights
 - 2. Vacancies
- E. PRESENTATION** - Tampa Bay Area Regional Transit Agency (TBARTA) – Brandon Nuby
- F. VETERANS AFFAIRS** – Tony Graham (Verbal Report)
- G. TRANS HERNANDO** – Miranda Maldonado (Quarterly Report)
- H. AGENCY UPDATES** – Miranda Maldonado
- I. CITIZEN COMMENTS**
- J. ADJOURNMENT AND NEXT MEETING** – The calendar for the FY 2020 meetings has not been finalized at this time. Upon approval, we will provide members with the schedule. All meetings will continue to be held 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.

AGENDA ITEM C

C. REVIEW/APPROVAL OF MINUTES

The minutes from the September 11, 2019, TDLCB Meeting are attached for review and approval.

Attachment: Regular Meeting Minutes September 11, 2019

**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

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a public meeting on September 11, 2019, at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida. The minutes were advertised in the Tampa Bay Times and the agenda packet was available on the MPO website at www.hernandocitrusmpo.us.

MEMBERS PRESENT

Member	Title	Present
Commissioner John Allocco	Chairman, Elected Official Appointed by MPO	<input checked="" type="checkbox"/>
Kevin Bargerstock	Florida Division of Vocational Rehabilitation	<input checked="" type="checkbox"/>
Penelope Barnard	Florida Agency for Health Care Administration	<input checked="" type="checkbox"/>
Robert Bradburn	Florida Department of Children & Family Services	<input checked="" type="checkbox"/>
Denise Clark	Public Education Community	<input checked="" type="checkbox"/>
Joe DeGeorge	Hernando County Transit	<input checked="" type="checkbox"/>
Dave Eberle	Regional Workforce Development Board	<input checked="" type="checkbox"/>
Tony Graham	Hernando County Veterans Services	<input type="checkbox"/>
Dave Newell	District 7, Florida Department of Transportation	<input type="checkbox"/>
Verene Kurtz	Hernando County Resident with a Disability	<input type="checkbox"/>
Elizabeth Watson	Local Representative Medical Community	<input checked="" type="checkbox"/>
Benita Dixon	Private for Profit Transportation	<input checked="" type="checkbox"/>
Kathleen Winters	Vice Chair, Local Representative Medical Community	<input checked="" type="checkbox"/>
Gretchen Samter	Hernando County, Public Transit User	<input checked="" type="checkbox"/>
VACANT	<i>Local Representative, Children at Risk</i>	
VACANT	<i>Florida Department of Elderly Affairs</i>	
VACANT	<i>Florida Association for Community Action</i>	
VACANT	<i>Hernando County Resident, 60+ Years</i>	

****JOHN EBERLE, NOT DAVE**

OTHERS PRESENT

Steve Diez, MPO Executive Director
Cayce Dagenhart, Transportation Planner II
Miranda Maldonado, Trans Hernando
Ian Martin, Florida Agency for Healthcare Administration

CALL TO ORDER

Chairman Allocco called the meeting to order at 10:00 a.m.

Mr. DeGeorge led the Pledge of allegiance.

Proof of publication of the Notice of Public Meeting was entered into the record by Mr. Diez.

A quorum was declared.

APPROVAL/MODIFICATION OF AGENDA

Approved as presented.

Motion *Mr. Kevin Bargerstock made a motion to approve the September 11, 2019 agenda as presented. Mr. Joe DeGeorge seconded. The motion passed unanimously.*

REVIEW/APPROVAL OF MINUTES

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

Motion: *Ms. Kathleen Winters moved to approve the minutes from the May 22, 2019 Annual Public Hearing, and the minutes from the May 22, 2019 regular meeting of the Local Coordinating Board (LCB). Ms. Benita Dixon seconded. The motion passed unanimously.*

CORRESPONDENCE/INFORMATION ITEMS

1. CTD Annual Conference

The TDLCB was provided information regarding the upcoming CTD conference in Orlando. Staff will provide highlights of the conference to the Board at the next TDLCB meeting in November.

This item is informational only. No action is required.

2. Committee Vacancies

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

Commissioner Allocco suggested we consider reaching out to communities for 55 years and older. He asked if the positions were established by Statutes, Mr. Diez responded in the affirmative.

Commissioner Allocco requested staff send letters to the agencies that are statutorily required to provide representatives to send someone.
Annual CTD Training Workshop

ACTION ITEMS

1. Annual Operating Report (AOR)

Mr. Diez reported that 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.

Commissioner Allocco asked what a no show was. Ms. Maldonado explained that if a client requested transportation and failed to use it, it was considered a "no show". If a client had 3 no shows within a 60 day period, the individual would be placed on suspension. She stated that this has not happened in a long time.

Ms. Samter indicated that she was told that the driver's do not call the clients any longer. Ms. Maldonado responded that was not the case, their drivers call.

Mr. Bradburn asked why Medicaid transportation does not fall under the TD program. It was explained that these services are now furnished by private providers. The law has been changed. Those people with managed care are still provided the service if they are non-emergency.

There was no public comment.

Motion *Ms. Gretchen Samter made a motion to approve the AOR and authorize the Chairman's signature for submittal to*

the CTD. Ms. Denise Clark seconded. The motion passed unanimously.

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.

Motion *Ms. Kathleen Winters made a motion to approve the AER for submittal to the CTD. Ms. Denise Clark seconded. The motion passed unanimously.*

VETERANS AFFAIRS

Mr. Tony Graham did not provide a verbal report as he was absent from the meeting.

TRANS HERNANDO

Miranda Maldonado from Trans Hernando reported that the annual AOR has been prepared, and she will also be attending the CTD conference in Orlando.

Commissioner Allocco asked Ms. Maldonado what Trans Hernando does for the community. She indicated that they just applied to extend service for veterans. Veterans can use the \$1 fare program and low income individuals can qualify for a \$1, \$3 or \$5 fare. They advertise through Homeowner's Groups in the County.

Commissioner Allocco also asked whether they had considered reaching out to Veteran's Organizations. One of the goals of the program would be to let people who do not necessarily use TD services know they are out there. It was noted that spouses were also eligible for the \$1 fare Ms. Maldonado referenced.

John Eberle indicated that Career Source should be included in any notifications. Ms. Samter stated that she had a contact with the VFW if a contact was needed.

Mr. Eberly inquired whether Trans Hernando coordinates with Tony Graham at Veterans Services. Another suggestion for contact was HEAT factory. Ms. Samter also indicated she had a contact for HEAT.

No public comment.

AGENCY UPDATES

1. Benita Dixon, Private for Profit Transportation

Ms. Dixon represents Black Coast Transportation which is in its 5th year. They service the VA in South Georgia, and North Florida. They have also branched out into Citrus, Duval and Hernando Counties. They have at least 10 vehicles on the road daily. We have contracted drivers who are able to transport alternate needs passengers, they are also able to do long haul trips. They provide services for ambulatory medical appointments. Their goal is not to be a taxi service; however, they request 2 days' notice if they are transporting to larger airports. The company has 15-20 contractors working with them. They partner with VA services to get the Veterans where they need to be. insurance calls also.

2. Joe DeGeorge, Mass Transit/Public Transit

Mr. DeGeorge reported that the public transit currently has 4 fixed routes. Ms. Samter asked if her daughter can accompany her on the bus by paying regular fare if they wanted to go to a movie.

Commissioner Allocco asked how riding TheBus works if someone does not have a pass. Mr. DeGeorge explained the farebox. They are trying to make the system cashless by January, he estimated they could achieve maybe 80%. Passes can be purchased at any county library.

Currently, the buses do not travel east of Coney Island. He estimated that service may be extended to the Ridge Manor Area in about 10 years. He reported that they transport a lot of elderly residents, and every vehicle is cleaned inside and out on a daily basis. All of the buses have a two position bike rack; however, if there are more than 2 cyclists there is an issue. If the bus is not full, they will allow the bike on the bus.

The stops and transit lines are shown on both Google Transit and Google Maps. He further indicated one of their policies is that they will never leave a passenger stranded.

Ms. Samter thought it was important to try and make transportation available to students to access public transportation in order to participate in after school activities. Ms. Clark stated that the School board would have to include this in their budget.

3. Volunteer for November 13, 2019 Meeting

Miranda Maldonado volunteered to make a presentation regarding what her organization does, and why it is valuable to the community.

CITIZENS COMMENTS

None

ADJOURNMENT AND NEXT MEETING

Adjourned at 11:05

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.

John Allocco, TDLCB Chairman

AGENDA ITEM D

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

1. Commission for the Transportation Disadvantaged (CTD) Annual Conference – September 16-18, 2019, Highlights

MPO staff attended the annual CTD conference in September. Of significance to the TDLCB, the CTD is considering combining the Transportation Disadvantaged Service Plan and the Transit Development Plan into one plan. Since the County’s Community Transportation Coordinator and the Transit provider are not the same entity, this may not be practical for Hernando County. The presentation made by the CTD at the meeting is attached.

Staff Recommendation: *No action needed, this is an informational item*

Attachment: Proposal to combine TDSP and TDP

2. TDLCB Membership Vacancies

At the September 11, 2019, meeting, Commissioner Allocco requested staff send letters to those agencies required by Statute to have a member on the TDLCB and request a representative.

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



TDP/TDSP Integration

September 17, 2019



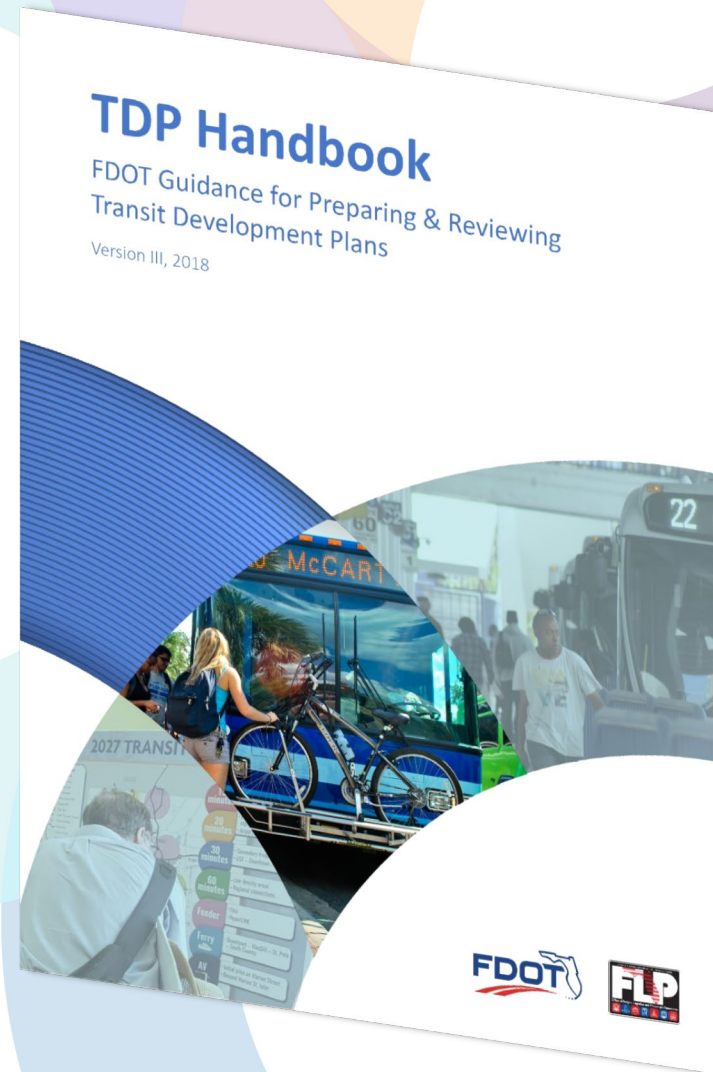
- Project Team
 - FDOT Public Transit Office
 - Gabe Matthews/Chris Wiglesworth
 - Florida Commission for the Transportation Disadvantaged (FCTD)
 - Karen Somerset/Sheri Powers
 - Tindale Oliver (Consultant)
 - Richard Dreyer/Elisabeth Schuck
- Self Introductions

- Background
- TDP and TDSP Introduction
 - Purpose/guidance
 - Components
 - Plan highlights
 - Strengths/weaknesses
- TDP/TDSP Overlap
- Rural Area Needs
- Discussion

- State TD program changes over the years
- TDP evolution
- TDSP, little change
- Improved local/regional coordination
- Best practices

- Statutory requirement for funding
- 10-year strategic plan for transit
 - Evaluates existing conditions
 - Determines future needs
 - Outlines phased service and implementation plans
- Reflects community's vision for transit
- Identifies funded and unfunded needs
- Guides funding priorities
- Major update every 5 years with Annual Progress Reports (APRs) in between
- Submitted to and approved by FDOT

- TDP Handbook (2018)
 - Case studies
 - TDP tips
 - Look ups
 - Quick reference
 - Checklists
 - Graphics
 - Tools



TDP Components

Public Outreach

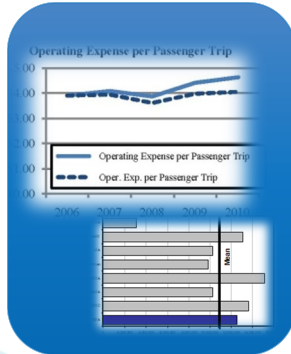
Baseline Conditions

Evaluation of Services

Situation Appraisal

Transit Demand & Mobility Needs

Goals, Objectives & Policies



Efficient & Accessible Regional Intermodal Transportation Network

- Goal 1:** Increase community awareness and support to improve and fund public transit meeting the multi-modal mobility needs of the community.
- Goal 2:** Enhance our efficient, safe, clean, attractive, and interconnected multi-modal transportation systems.
- Goal 3:** Develop and enhance sustainable transportation facilities at the Port and Airport to meet the demands of travelers, businesses and the community.

Final Plan: Phasing & Finances

2021 Operating Expenses, Revenue and Shortfall – Vision Plan

Service Type/Mode	Description	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Maintain Existing Fixed Route/Transit	Route #1	60	60	60	0.00	0.00	0.00
	Route #2	60	60	60			
	Route #3	60	60	60			
	Route #4	60	60	60			
	Route #5	60	60	60			
	Route #6	60	60	60			
	Route #7	60	60	60			
	Route #8	60	60	60			
	Route #9	60	60	60			
	Route #10	60	60	60			
	Route #11	60	60	60			
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- Continuing improvements
- Best practices
- Meet local needs
- Public Involvement Plan
- Primarily urban area
- Plan consistency

TDP Strengths/Weaknesses

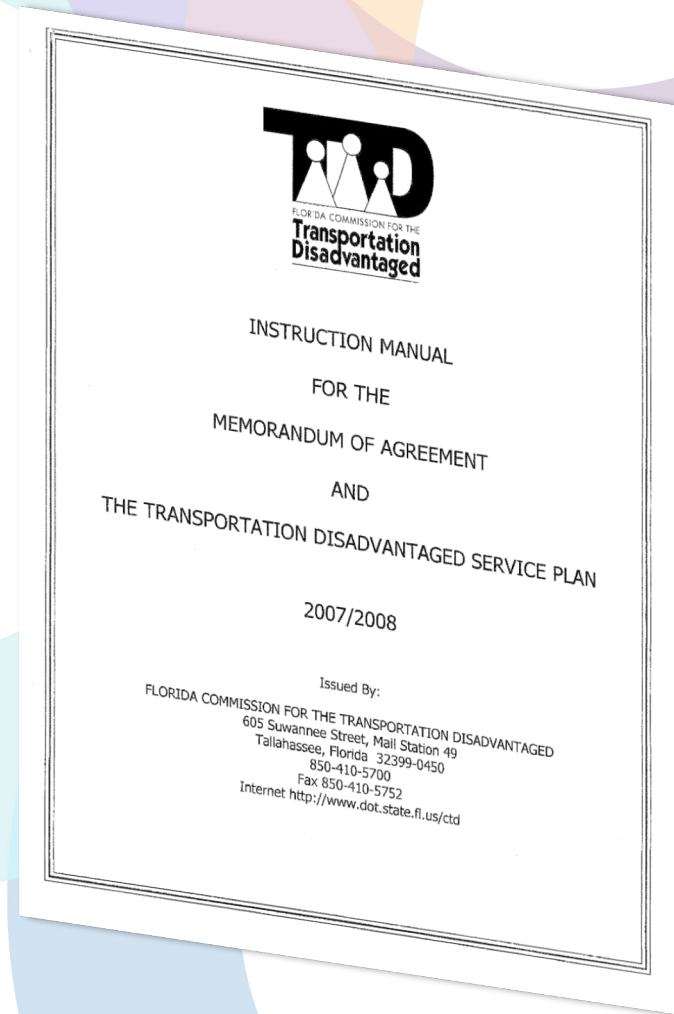


- Adaptable to local needs
- Robust public involvement
- Good needs assessment
- Helps other plans/processes
- Transit and ADA paratransit
- Planning budget/estimates
- Politically sensitive

- Tactical and Policy Plan
 - Development Plan
 - Service Plan
 - Quality assurance
 - Cost/revenue allocations and fare justifications
- New TDSP every 5 years with CTC New Contract, minor updates annually
- Developed by the Community Transportation Coordinator (CTC) and the Planning Agency
- Reviewed and approved by the Local Coordinating Board (LCB)
- Submitted to the FCTD for approval

- Chapter 41-2 F.A.C.
- CTD Guidance

*Instruction Manual for the
Memorandum of
Agreement and the
Transportation
Disadvantaged Service
Plan (2007)*



Part 1: Development Plan

Introduction to the Service Area

- Background of TD Program
- Organization Chart
- CTC Designation Date/History
- Consistency Review of Other Plans
- Public Participation

Service Area Profile/Demographics

- Service Area Description
- Demographics

Service Analysis

- Forecasts of Transportation Disadvantaged Population
- Needs Assessment
- Barriers to Coordination

Goals, Objectives, and Strategies

- Important policy statements carefully considered by the CTC and the Planning Agency with the direction and support of the LCB

Part 2: Service Plan

Operations

- Describes the CTC Program Operational Requirements and Coordination Contractors Purpose
- Local Complaint and Grievance Procedures/Process
- Vehicle Inventory
- System Safety Plan Signature Page

Quality Assurance

- Describes the CTC Evaluation Process

Cost/Revenue Allocation and Rate Structure Justification

- Rate Model Calculation
- Reviewed and updated annually

- Process-oriented plan
- Sum of the parts
- Requires an annual public workshop
- TD related only
- Little additional effort needed to meet FTA's Coordinated Human Services Plan requirements

- Process oriented-somewhat easy to complete
- Limited public involvement
- Lower political sensitivity
- Little analytical aspects
- Needs assessment process

- Service area/demographic analysis
- Existing access to transportation
- Public involvement
- Needs assessment
- Goals and objectives
- Implementation strategies

Rural Area Needs



- Limited partners
- No TDP
- Big geographic areas
- Need update too

- Can there be one document that meets the needs of both?
- F.A.C. versus guidance, best practice?
- Needs Assessment, assessing TD effectively?
- Reconciling public versus specialized needs, services, plans?
- Multiple masters, thoughts on joint plans?



- What elements have been accomplished jointly previously?
- Can transit agencies and CTCs jointly complete plans when not one entity?
- What elements/components are most easily completed jointly?
- Any elements that cannot be completed jointly?



Contact Information



Contacts

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AGENDA ITEM G

G. TRANS HERNANDO – Miranda Maldonado

1. Quarterly Report – July 1, 2019-September 30, 2019

Attachment: Quarterly Report

COMMUNITY TRANSPORTATION FOR DISADVANTAGED REPORT

Hernando County, Florida

**Quarterly System Report for Fiscal Period
JULY 1, 2019 THROUGH JUNE 30, 2020**

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-19</i>	<i>Aug-19</i>	<i>Sep-19</i>	<i>Oct-19</i>	<i>Nov-19</i>	<i>Dec-19</i>	<i>Jan-20</i>	<i>Feb-20</i>	<i>Mar-20</i>	<i>Apr-20</i>	<i>May-20</i>	<i>Jun-20</i>	<i>TOTAL</i>
Overview of Total Trip Requests	Total incoming calls received	2463	2391	1972	0	0	0	0	0	0	0	0	0	6,826
	Average number calls received per day	112	109	99	0	0	0	0	0	0	0	0	0	
	Total trip requests received	2072	2021	1647	0	0	0	0	0	0	0	0	0	5,740
	Total cancelled trips	348	332	294										974
	Total ASAP Trips	42	32	13										87
	Total NS trips	43	38	31										112
	Total trip requests provided	1681	1651	1322										4,654
% of Trip Requests Provided	81.1%	81.7%	80.3%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
% of Trip Requests Cancelled	16.8%	16.4%	17.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
% of No Show Trip Requests	2.1%	1.9%	1.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			

**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-19</i>	<i>Aug-19</i>	<i>Sep-19</i>	<i>Oct-19</i>	<i>Nov-19</i>	<i>Dec-19</i>	<i>Jan-20</i>	<i>Feb-20</i>	<i>Mar-20</i>	<i>Apr-20</i>	<i>May-20</i>	<i>Jun-20</i>	<i>TOTAL</i>	
Work Days	22	22	20	23	18	20	21	19	22	21	20	22	250	
REASON FOR UNPROVIDED REQUESTS														
% of Trip Requests unable to Provide	0.63%	0.74%	1.21%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!				
Same day Request	5	5	8										18	
Out-of-county request	1	2	3										6	
Stretcher	0	1	2										3	
Holiday/Weekend	2	1	1										4	
Before 8 a.m./after 3:00 p.m. appointments	5	6	6										17	
Total Unprovided	13	15	20	0	0	0	0	0	0	0	0	0	48	
TRIP PURPOSE	Medical	1,150	1,061	872									3,083	
	Nutritional/Shop	337	346	266									949	
	Connector	0	0	0									0	
	Education	0	26	43									69	
	Employment	81	69	46									196	
	Other	113	149	95										357
	Total	1,681	1,651	1,322	0	0	0	0	0	0	0	0	0	4,654

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

		Month	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL
TRIP TYPE	Elderly (Over 60)														3,875
	Adult														756
	Child (Under 17)														23
TRIP MODE	AMBI		994												2,784
	WHLI & SCOI		657												1,870
	AMBO		0				0				0	0	0		0
UNDUPLICATED COUNT	Elderly (Over 60)														585
	Percent %	85.4%	83.7%	85.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			84.8%
	Adult														103
	Percent %	14.6%	15.9%	14.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			14.9%
	Child (Under 17)														2
	Percent %	0.0%	0.4%	0.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			0%
NO SHOW, BY PROGRAM	CTD - T&E														111
	CTD - ISDG														0
	DOEA														1

**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-19</i>	<i>Aug-19</i>	<i>Sep-19</i>	<i>Oct-19</i>	<i>Nov-19</i>	<i>Dec-19</i>	<i>Jan-20</i>	<i>Feb-20</i>	<i>Mar-20</i>	<i>Apr-20</i>	<i>May-20</i>	<i>Jun-20</i>	<i>TOTAL</i>
OPERATING DATA	Suspended														0
	System Miles														55,984
	Revenue Miles														47147
	Average System Miles per trip				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#VALUE!	12.0
	Average Revenue Miles per trip				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#VALUE!	10.1
	Average Rides per Day														
	System Hours														2,946
	Revenue Hours														2,517

COMPLIMENTS/COMPLAINTS

		<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>
	COMPLIMENT	Driver	3	3	4										7
		Vehicle	0	0	0										0
		Service	0	1	1										2
		Policy	0	0	0										0
		Other	0	0	0										0
	COMPLAINT	Driver	0	1	1										2
		Vehicle	0	0	0										0
		Service	0	0	0										0
		Policy	0	0	0										0
		Other	0	0	0										0

BREAKDOWNS/ACCIDENTS

		<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	TOTAL
	TOWS		1	0	1										0
	ROAD CALLS		0	0	0										0
	INCIDENT & ACCIDENTS	CHARGEABLE		0	0	0									0
		NON-CHARGEABLE		0	0	0									0