



AGENDA

Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB)

Regular Meeting– Wednesday, May 20, 2020 at 10:15 a.m.

Meeting Location:

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

The meeting will also be available via ZOOM Webinar. The webinar will be recorded. Attendees will be required to register before they are connected to the meeting. To participate in the webinar, you can join via any computer or smart device at:

https://hernandoclerk.zoom.us/webinar/register/WN_J4IB0_Z5SbiKWI6-s1FNFw

A CALL TO ORDER

B APPROVAL/MODIFICATION OF AGENDA

(Limited to Board and Staff comment only)

C REVIEW/APPROVAL OF MINUTES – 2/19/2020

D CORRESPONDENCE/INFORMATIONAL ITEMS

- Commission for the Transportation Disadvantaged (CTD) Update

E ACTION ITEMS

1. Transportation Disadvantaged Service Plan/Grievance Procedures
2. CTC - Shirley Conroy Grant
3. Annual Community Transportation Coordinator (CTC) Evaluation
4. Planning Agency Survey

F MID FLORIDA COMMUNITY SERVICES – Miranda Maldonado

G VETERANS SERVICES – Tony Graham

H TDLCB MEMBER PRESENTATIONS – Kevin Bargerstock

I CITIZEN COMMENTS

J MPO STAFF COMMENTS/UPDATES

K ADJOURNMENT AND NEXT MEETING: The next regular meeting of the TDLCB has been scheduled for Wednesday, August 19, 2020, 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 OF MINUTES

The minutes from the Wednesday, February 19, 2020 TDLCB meeting are attached for review and approval.

Attachment: Meeting Minutes from Wednesday, February 19, 2020

**HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD REGULAR PUBLIC MEETING
Wednesday, February 19, 2020 – 10:00 A.M.**

MEETING LOCATION:

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

MINUTES

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a public meeting on February 19, 2020, at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida beginning at 10:00 a.m.

MEMBERS PRESENT

John Allocco, TDLCB Chairman
Verene Kurtz, Hernando County Resident, Disabled
Dave Newell, FDOT
Joe DeGeorge, Hernando County Transit
Kathleen Winters, Local Representative Medical Community
John Eberle, Regional Workforce Development Board
Tony Graham, Hernando County Veterans Services
Benita Dixon, Private For-Profit Transportation
Elizabeth Watson, Persons with Disabilities Agency
Gretchen Samter, Public Transit User
Denise Clark, Public Education Community
Robert Bradburn, Florida Department of Children & Family Services

MEMBERS ABSENT

Kevin Bargerstock, Florida Division of Vocational Rehabilitation
Ian Martin, Florida Agency for Health Care Administration

OTHERS PRESENT

Steve Diez, MPO Executive Director
Carlene Riecsc, Transportation Planner III
Cayce Dagenhart, Transportation Planner II
Alaina Kidd Administrative Assistant III
Miranda Maldonado, Trans Hernando
Tracy Noyes, FDOT
Emily Hughart, ACHA

CALL TO ORDER

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

Mr. Graham led the Pledge of Allegiance

Ms. Riecss read the notice of publication into the record.

ANNUAL ELECTION OF OFFICERS AND APPOINTMENTS

Election of Vice Chairman

Motion: Denise Clark motioned for Kathleen Winters to remain as Vice Chairman. Kathleen Winters seconded, and the motion carried unanimously.

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

Motion: Gretchen Samter moved to approve the agenda. Kathleen Winters seconded, and the motion carried unanimously.

REVIEW/APPROVAL OF MINUTES –November 12, 2019

Motion: Dave Newell made a motion to approve the minutes. Tony Graham seconded and the motion carried unanimously.

CORRESPONDENCE/INFORMATION ITEMS

1. TD Program Overview

Mr. Diez presented a power point presentation giving a brief overview of the Transportation Disadvantaged Program. The presentation addressed funding, service eligibility, (at risk children, elderly, low income, persons with disabilities), the responsibilities of the Board and the consequences for not attending meetings. The membership of the LCB established by statute was reviewed, as well as attendance, quorums, failure to attend, etc.

Mr. Allocco asked Mr. Diez to summarize the importance of the presentation.

Mr. Diez responded the MPO acts as the staff to the LCB, appointing and approving memberships, overseeing the direction of this committee. This is committee is considered advisory by the State of Florida. The role is to interact with the planning agency and transportation agencies.

Mr. Allocco advised the responsibility of the Board is to interact with one another and their county officials.

The Board had a brief discussion then Mr. Allocco asked the public for comment.

Mr. David Philipsen inquired about TheBus and Trans Hernando. He asked why the bus does not accept credit card payments for paratransit tickets. Mr. Philipsen also commented that on February 11, paratransit was running late, and he was never picked up. He also stated there is no information about the connector service on the fixed route.

Mr. DeGeorge indicated that currently TheBus has no way of taking credit card payments, but they are working on it. He also stated he would investigate Mr. Philipsen's concern from February 11, 2020. He indicated he was not aware of the situation described.

Mr. Philipsen said he would like to see brochures for Trans Hernando services in their vans, and libraries. He would also like to be able to leave a message instead of waiting to a person. Lastly, he would like their literature to be up to date with the latest pick up time.

In response Mr. Diez advised the literature is being updated. Ms. Maldonado addressed the last pick up explaining that it depends on where you live and where you are going, and it cans on a case to case basis.

Ms. Kurtz advised people regarding the Medicare Advantage Program, many of the plans offer free transportation.

Mr. Allocco wants the Board to discuss this issue at our last meeting of the year during the open enrollment period for Medicare. We can reach out to the different providers and encourage them to mention the transportation plans to clients as they are signing up. He also suggested that we could possibly invite the local advantage plans to the September meeting.

2. Commission for the Transportation Disadvantaged, (CTD) Business Meeting

Ms. Diez briefly reviewed the CTD meeting. The formula used to distribute funds from the Trip and Equipment Grant within the Transportation Disadvantaged Trust fund was a formula established in 1999-2000. The Commission implemented changes in FY 2017-18 and 2018-19 but the changes were not included in the appropriation which negatively impacted several counties. On November 25, 2019 the commission voted to restore funding to the counties that experienced a decrease, including Hernando and Citrus counties.

ACTION ITEM

1. Annual Bylaw Update

Mr. Diez indicated that the TDLCB Bylaws must be reviewed on an annual basis.

Motion: Kathleen Winters made a motion to approve the Bylaws. Denise Clark seconded, and the motion carried unanimously.

TRANS HERNANDO – Miranda Maldonado

Ms. Maldonado provided her quarterly report to the Commission. She asked if members had questions, there were none.

VETERANS AFFAIRS –Tony Graham (Verbal report)

Mr. Graham informed the Commission that Veteran Services is currently assessing obtaining a new van to take Veterans to James Hayley in Tampa. This is a result of issues they are having with the current rides provided by James Hayley that are causing cancellations and other issues. He advised they are currently working with the Assistant County Administrator.

The Commission members briefly discussed other ride options.

MEMBER/AGENCY UPDATES – Miranda Maldonado

Ms. Maldonado discussed the Veteran Fare program.

CITIZENS COMMENTS

There were no additional citizen comments at this time.

ADJOURNMENT AND NEXT MEETING

May presentations will be given by Kevin Bargerstock and Robert Bradburn.

There being no further business to discuss, Chairman Allocco adjourned the TDLCB meeting at 11:31 am.

The Annual public workshop and regular meeting of the TDLCB will be held on Wednesday, May 20, 2020, beginning at 10:00 a.m., at the Hernando County Building Training Facility, 1661 Blaise Dr, Brooksville, FL.

John Allocco, TDLCB Chairman

D CORRESPONDENCE/INFORMATION ITEMS

1. Commission for the Transportation Disadvantaged (CTD)

As a standard TDLCB agenda item, the MPO staff provides an update from the recent CTD Board meetings relating to the TD program. In response to containment efforts to reduce the spread of COVID-19, the Commission has temporarily suspended all public workshops. Additionally, the CTD has requested that Local Coordinating Boards make their meetings available via Webinar.

Absent the CTD Board meeting update, there are topics of interest on the CTD website for the TDLCB’s information:

- A. The Commission for the Transportation Disadvantaged is launching a website that will provide all information relevant to the Trip and Equipment Grant Allocation Formula Study. Information can be found at: <https://ctdallocationstudy.com/>. The website includes a summary of the study objectives and guiding principles to support the development of a new funding formula. It also provides information about the upcoming public workshops. In the coming weeks, the website will also provide data that is being analyzed within the study and potential funding models for consideration that will be discussed during future public workshops.
- B. The Florida Legislature directed the Commission for the Transportation Disadvantaged to administer the “Advantage Ride” pilot program to test new ways of improving the “transportation services experience” for individuals with intellectual or development disabilities (IDD) to live, learn work and play in their communities. Beginning in January 2019, the Commission entered into a contract with UZURV, an adaptive transportation network company (TNC), to provide on-demand, door-to-door, and scheduled transportation options for individuals with IDD in Hillsborough, Manatee and Pinellas Counties. The program has served approximately 483 individuals and provided over 20,000 trips in 2019. The Performance Evaluation for the program is provided for the Board’s information.

No Board action is required.

Attachments: Advantage Ride Pilot Program Executive Summary – February 2020

Performance Evaluation

Advantage Ride Pilot Program

Presented by the Florida Commission for the Transportation Disadvantaged

February 1, 2020

Prepared by:
Center for Urban Transportation Research at the University of South Florida
4202 East Fowler Avenue
Tampa, Florida 33620

Executive Summary

Transportation plays a critical role in an individual's ability to participate in and contribute to their community. Yet it is one of the most significant barriers for individuals with intellectual or developmental disabilities (IDD) to live, learn, work and play in their community. Though programs exist to support community transportation for individuals with IDD, including the Agency for Persons with Disabilities Medicaid Waiver and Transportation Disadvantaged Program, these options may be limited to certain destinations or activities, such as day care programs or medical appointments.

The Florida Legislature directed the Commission for the Transportation Disadvantaged to administer the "Advantage Ride" pilot program to test new ways of improving the "transportation services experience" for this population. Beginning in January 2019, the Commission entered into a contract with UZURV, an adaptive transportation network company (TNC), to provide on-demand, door-to-door and scheduled transportation options for individuals with IDD in Hillsborough, Manatee and Pinellas Counties. The program has served approximately 483 individuals and provided over 20,000 trips in 2019.

This report provides an overview of the Advantage Ride pilot program and its performance between January 29, 2019 and October 31, 2019. The Commission contracted with the Center for Urban Transportation Research (CUTR) at the University of South Florida to assist with data analyses and evaluating the program's performance in meeting its objectives, including:

- **Customer Satisfaction** – Overall, the program received very positive feedback from participants regarding their transportation experience. The report provides a summary of customer satisfaction survey responses on key areas of performance, including safety, on-time performance, convenience, and experience with drivers.
- **Ridership** – The program experienced a significant increase in ridership over the course of the pilot, from 157 customers in March to 483 customers in October 2019. Despite the introduction of a rider co-pay and cap on total trips (beginning in July 2019), ridership and demand for service continued to grow.
- **Demand** – Growth in demand posed a significant challenge to the program's sustainability. The average trip count grew from 12.4 trips per day in February to 109 trips per day in June 2019. The report chronicles the efforts that were made to maintain funding (\$500,000) through Fiscal Year 2019-20, and their subsequent impact on demand. Despite these efforts, demand for services continued to exceed funding available to maintain the program through June 30, 2020. As of the publication of this report, funding is expected to expire on or before February 29, 2020.
- **On-Time Performance** – The program excelled on on-time performance, where 99 percent of all trips were made within the scheduled pick-up time. Further, the program experienced a low number of rider "no-shows" (596) and trip cancellations (2,399) between January 29 and October 31, 2019, and only 29 of those cancellations were because of an unavailable driver, driver cancellation or administration error.
- **Trip Lengths and Durations** – The average trip length for program participants was 10.7 miles and over 70 percent of all trips traveled less than 15 miles to their destination. The average trip

duration for program participants was 23 minutes and 49.4 percent of all trips took less than 20 minutes to reach their destination. The program allowed for participants to take trips across county lines; however, the majority of trips occurred within the county lines of Hillsborough and Pinellas (only 4 percent of trips were within Manatee County and less than 1 percent were outside of the three counties of service).

- **Program Costs** – The Advantage Ride pilot cost \$886,684, of which \$26,998 was funded by riders through the implementation of rider copayments, and the remaining \$859,686 was funded by the pilot program. A portion of the total costs included the cost of rider education and program setup administration. Given the investigative nature of pilot programs, the cost model over the life of the project have changed. The initial cost structure was based on best estimates of delivering service to the three-county area. Additionally, comparisons between service areas cannot be easily compared due to the wide array of circumstances that go into cost determinations for transportation services for vulnerable populations. Further, the unit costs are difficult to compare because the pricing model, which is based on a flat rate plus a per mile rate, results in shorter trips costing more per mile compared to longer trips.

The report concludes with an assessment and discusses factors to consider if the pilot is continued or applied to other regions or programs serving individuals who are transportation disadvantaged.

E ACTION ITEMS

1. Transportation Disadvantaged Service Plan Approval (includes Grievance Procedures)

In accordance with Rule 41-2 F.A.C., the TDLCB must annually review and approve the following sections of the Transportation Disadvantaged Service Plan (TDSP):

- Development Plan
- Cost/Revenue Allocation and Rate Structure Justification
- Service Plan, including the 2020/21 Rate Model Calculation Worksheet
- Quality Assurance

A review and update to the sections identified was performed. Although the annual update is considered a minor review, MPO staff did engage in a significant update to the structure of the overall document in an effort to streamline and enhance ADA compliance.

The Development Plan section was revised to reflect 2018 American Community Survey data to describe the demographics of our community more accurately. The rate model calculation worksheet used to determine an approved rate per passenger trip was approved by the CTD and is being included into the TDSP. The rate model is based on the budget and expenditures of the CTC in providing TD services.

No changes are being proposed to the grievance procedures.

Staff Recommendation: It is recommended that the TDLCB approve the updated TDSP which includes the rate model calculation worksheet and grievance procedures, authorize the Chairman’s signature on the certification documentation.

(ROLL CALL VOTE IS REQUIRED)

Attachment: Annual Update – FY 2018-2023 Hernando County TDSP

**HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP)**

Effective: July 1, 2018 – June 30, 2023

**Hernando County Transportation Disadvantaged
Local Coordinating Board:
Major Update Approved 9/12/18;
Annual Update 5/12/19;
Annual Update 5/20/20**

Hernando/Citrus MPO 1661 Blaise Drive, Brooksville, FL 34601

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TDLCB ROLL CALL VOTE VOTING SHEET

Table 1: Approval of 2020 Update to the Hernando County Transportation Disadvantaged Service Plan (TDSP), May 20, 2020.

Name	Representing	Aye	Nay	Absent
Verene Kurtz	Hernando County Resident, Disabled			
Kevin Bargerstock / Karla Lagos	FL Division of Vocational Rehabilitation			
Denise Clark / Kerri Hartley	Public Education Community			
Joe DeGeorge / Daniel Hopkins	Hernando County Transit			
Tracy Noyes / Dave Newell	FL Department of Transportation			
Kathleen Winters	Local Representative Medical Community			
Elizabeth Watson	Persons with Disabilities Agency			
John Eberle	Regional Workforce Development Board			
Robert Bradburn	FL Department of Children & Family Services			
Benita Dixon	Private for Profit Transportation			
Tony Graham	Hernando County Veterans Services			
Gretchen Samter	Hernando County, Public Transit User			
Emily Hughart / Ian Martin	FL Agency for Health Care Administration			
VACANT	FL Association for Community Action			
VACANT	Local Representative Children at Risk			
VACANT	Florida Department of Elderly Affairs			
VACANT	Hernando County Resident, 60+ Years			

John Allocco, TDLCB Chairman

SECTION 1. DEVELOPMENT PLAN

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program. F.S. Chapter 427 defines transportation disadvantaged as: "...those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida

INTRODUCTION TO THE SERVICE PLAN

The Florida Commission for the Transportation Disadvantaged (CTD) requires that each Community Transportation Coordinator (CTC) submit a comprehensive Transportation Disadvantaged Service Plan or an annually updated plan which includes the following:

- Development Plan
- Service Plan
- Quality Assurance
- Cost/Revenue Allocations and Fare Justification

Background

The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427, Florida Statute which defines transportation disadvantaged persons as:

"...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 healthcare, employment, education, shopping, social activities, or children who are handicapped or at-risk as defined in Section 411.202, F. S. Transportation Disadvantaged (TD) program was created to serve."

Hernando County Board of County Commissioners initially served as the Official Planning Agency (OPA) for the Transportation Disadvantaged Program in Hernando County. The Metropolitan Planning Organization (MPO) was established in 1992 and was selected by the Commission for the Transportation Disadvantaged (CTD) in 1993 to serve as the OPA for the program. In 1999, the MPO became officially known as the Hernando County MPO to recognize the expanded nature of the county and role of the MPO and is responsible for transportation planning for the entire county.

To recognize the newly urbanized areas in both Hernando and Citrus Counties, it became necessary to form a new MPO. 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 was still to be conducted by the two separate Community Transportation Coordinators (CTCs), per Ch. 427 F.S., but the planning efforts would now be coordinated with the MPO.

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 TD

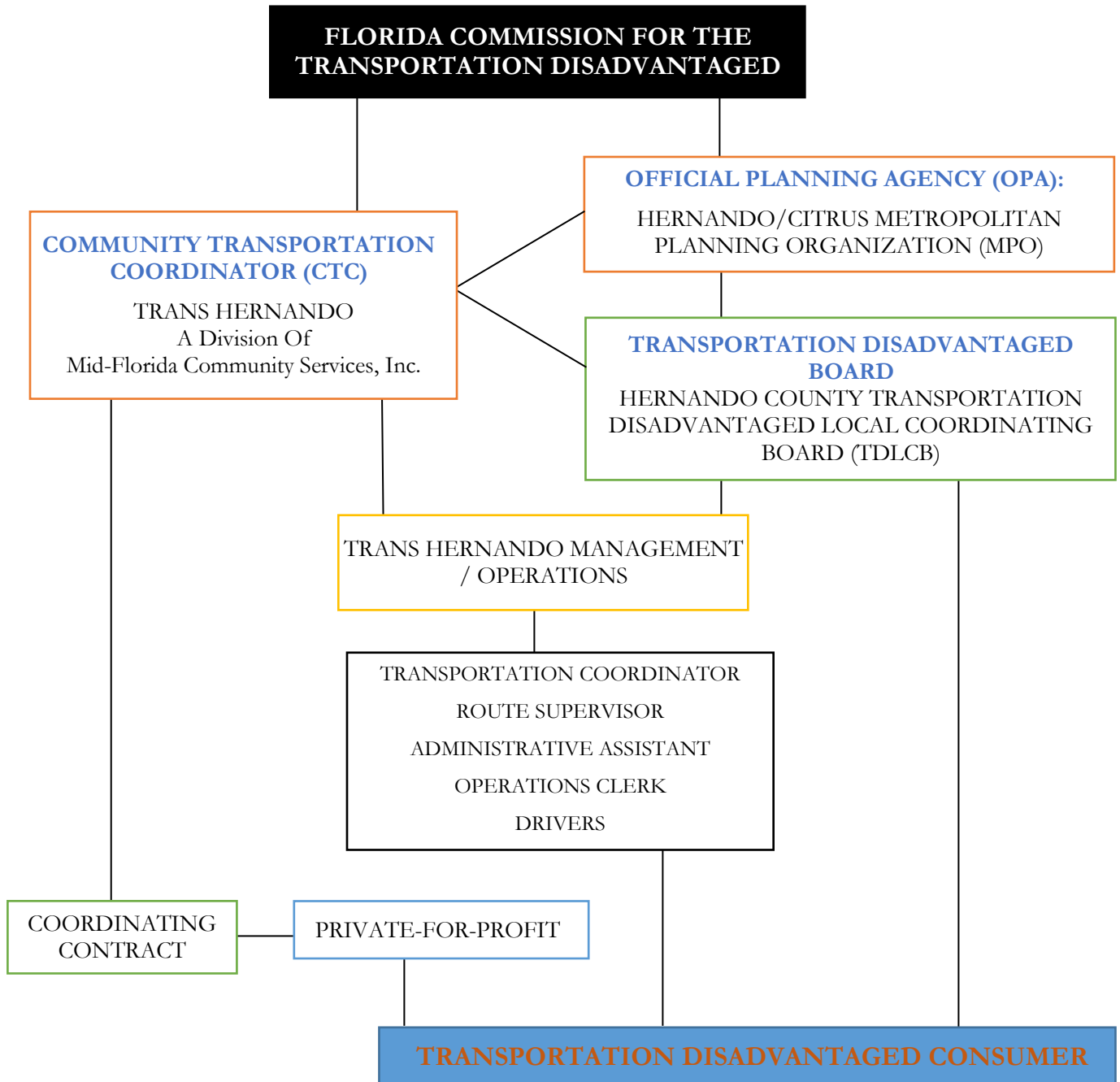
program within a designated service area. The OPA is responsible for preparing and submitting applications to the CTD for planning grants funded from the Transportation Disadvantaged Trust Fund. In addition, the OPA is required to certify on an annual basis, compliance with the intent of the CTD that the membership of the Local Coordinating Board represent, to the maximum degree possible, a cross section of the local community.

Community Transportation Coordinator Designation Date/History

In September 1990, Hernando County's Local Transportation Disadvantaged Local Coordinating Board voted to recommend 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 advertised through the formal bidding process in 2003, 2008, 2013 and most recently 2018. The current Memorandum of Agreement (MOA) with Mid Florida is in effect until June 30, 2023.

Hernando County Transportation Disadvantaged Program Organization Chart

Figure 1: Hernando County Transportation Disadvantaged Program Organization Chart



Consistency review of other Plans

Local Government Comprehensive Plans

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando County Comprehensive Plan as stated in Chapter 5, “The County shall coordinate local transit service with the Transportation Disadvantaged Service Plan (TDSP) and with the designated Community Transportation Coordinator.”

Regional Policy Plans

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.*”

Transit Development Plans

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando County Transit Development Plan (TDP) through identification of key populations in need. Guiding policies as part of outlined goals and activities, relevant to the broader TheBus system; adjusting fixed -route schedules to meet demands of TD population, expanding service in areas of Hernando County where no fixed-route service exists; augmenting current fixed-route service gaps; transferring eligible and qualified riders from paratransit service to fixed-route system to improve cost effectiveness and resource efficiency.

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. A Major ten (10) year update to the Hernando County Transit Development Plan was approved by the Hernando County Board of County Commissioners in 2019.

Commission for the Transportation Disadvantaged 5-Yr/20-Yr Plan

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.

MPO Long Range Transportation Plans

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando/Citrus MPO 2045 Long Range Transportation Plan (LRTP) as stated in *Goal 3*; providing mobility needs for the community, in particular for provision of mobility services to transportation disadvantaged where fixed route public transportation is not available.

Transportation Improvement Program (TIP)

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.

PUBLIC PARTICIPATION

Representatives of the public, private, and non-profit transportation, and human service providers, as well as members of the public are provided the opportunity to participate in the development and update of the TDSP through public comment and discussion at the quarterly LCB meetings. Information regarding these meetings and reports are disseminated through various means of communication which include: MPO website, social media, e-mail, newspaper articles and announcements.

Barriers to Coordination

- Some Hernando County clients have a need to travel outside of County boundaries.
- Communication can be a barrier (lack of internet access, language, etc.)
- Availability of Funding

<p>Coordinating Board Membership Certification Hernando/Citrus Metropolitan Planning Organization (MPO) 1661 Blaise Drive, Brooksville, FL 34601</p> <p>The MPO/Designated Official Planning Agency named above certifies the following:</p> <ol style="list-style-type: none"> 1. The membership of the Local Coordinate Board, established pursuant to Rule 41-012(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. <p>Signature: _____ Date: _____</p>
--

Table 2: Hernando County TDLCB Membership

Representation	Member	Alternate	Term
Private for-Profit Transportation	Benita Dixon		N/A
Elected Official Appointed by MPO	John Allocco CHAIRMAN		1 Year
FL Department of Transportation	Tracy Noyes	Dave Newell	N/A
Public Education Community	Denise Clark	Kerri Hartley	N/A
Persons with Disabilities Agency	Elizabeth Watson		N/A
FL Agency for Health Care Administration	Emily Hughart	Ian Martin	N/A
Citizen Advocate/User	Gretchen Samter		March 19, 2022
Mass Transit or Public Transit Board	Joe DeGeorge	Daniel Hopkins	N/A
Regional Workforce Development Board	John Eberle		N/A

Representation	Member	Alternate	Term
Local Representative Medical Community	Kathleen Winters VICE-CHAIRWOMAN		N/A
FL Division of Vocational Rehabilitation	Kevin Bargerstock	Karla Lagos	N/A
FL Department of Children & Family Services	Robert Bradburn		N/A
Veterans Services	Tony Graham		N/A
Resident, Disabled	Verene Kurtz		October 31, 2020
FL Association for Community Action	Vacant		N/A
FL Department of Elderly Affairs	Vacant		N/A
Resident, 60+ Years	Vacant		N/A
Local Representative Children at Risk	Vacant		N/A

SERVICE AREA PROFILE/DEMOGRAPHICS

Service Area Description

Hernando County is located on the Gulf Coast of west central Florida. Hernando County is bordered on the west by the coastline along the Gulf of Mexico, the east Sumter County; north Citrus County; and south Pasco County. The county is approximately 37 miles east to west, and 18 miles north to south.

The County includes the incorporated area of the City of Brooksville and City of Weeki Wachee. The City of Brooksville is centrally located and is the county seat for Hernando County Government. Brooksville serves as a major commercial and employment center. However, most of the population resides in the unincorporated areas of the County, with the largest share being in Spring Hill.

Land Use

Hernando County Comprises 472.5 miles with an estimated population of 190,000 people. As described in the Hernando County 2040 adopted Comprehensive Plan, approximately 80% of the population is located in the urbanized area of Spring Hill/Brooksville. Outside of the Spring Hill Urbanized Area, rural land (including the Withlacoochee State Forest) is by far the dominant land use type.

Demographics of Hernando County

Table 3: Hernando County Population by Age Range, 2018

Age Range	Population
Under 5 years	8,993
5 to 14 years	19,600
15 to 17 years	6,560
18 to 24 years	12,586
25 to 29 years	9,895
30 to 34 years	9,390
35 to 39 years	11,893
40 to 44 years	8,830
45 to 49 years	10,691
50 to 54 years	12,167
55 to 59 years	12,473
60 to 64 years	15,144
65+	52,643
Total Population	190,865

Figure 2: Population by Age Range, 2018



Source: 2018 American Community Survey

Table 4: Hernando County Educational Level for Population over 25 Years, by Highest Level Completed 2018

Highest Educational Level Completed	Population
Less than 9 th grade	5,711
9 th to 12 th grade, no Diploma	14,251
High School Graduate	48,446
Some College, no Degree	34,257
Associate Degree	14,985
Bachelor's Degree	17,061
Graduate or professional degree	8,415
Total Population 25 Years and Over	143,126

Source: US Census, Hernando County, 2018 American Community Survey

Figure 3: Education Level for the Population Over 25 Years by Highest Level Completed, 2018

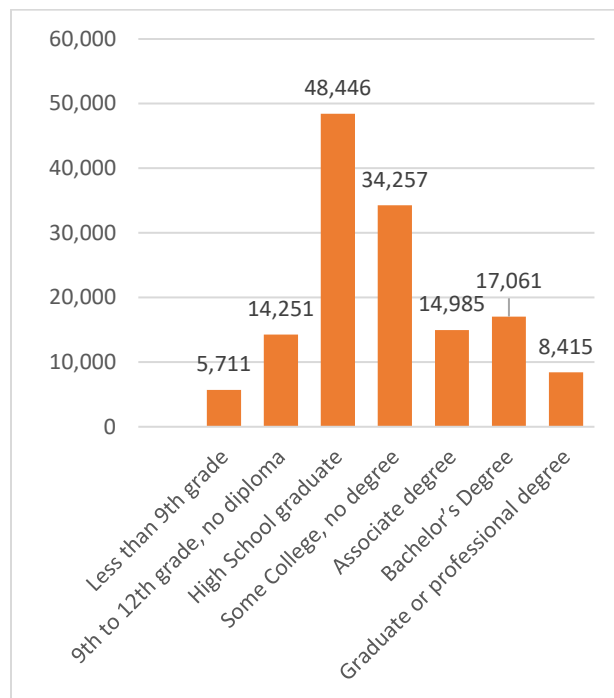


Table 5: Household Income as a Percentage of the Total Number of Households in Hernando County, 2018

Household Income	Number of Households	Percentage
Less than \$10,000	6,322	8.3%
\$10,000 to \$14,999	3,427	4.5%
\$15,000 to \$24,999	10,206	13.4%
\$25,000 to \$34,999	9,444	12.4%
\$35,000 to \$49,999	11,120	14.6%
\$50,000 to \$74,999	15,994	21.0%
\$75,000 to \$99,999	7,540	9.9%
\$100,000 to \$149,999	7,616	10.0%
\$150,000 to \$199,999	2,894	3.8%
\$200,000 or more	1,599	2.1%
Total Households	76,163	100%

Source: US Census, Hernando County, 2018 American Community Survey

Figure 4: Household Income as a Percentage of the Total Number of Households in Hernando County, 2018

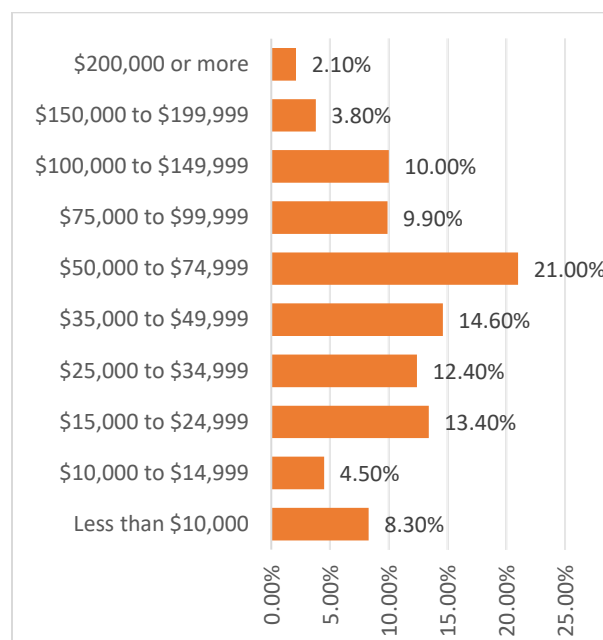


Table 6: Percentage of the Population of Hernando County, 16 Years and Older by Employment Status, 2018

Employment Status	Percentage	
Employed	66,227	92.5%
Unemployed	5,275	7.37%
Total Population 16 Years and Older in the Labor Force	74,701	100%

Source: US Census, Hernando County, 2018 American Community Survey

Figure 5: Percentage of the Population of Hernando County 16 Years and Older Within the Labor Force by Employment Status, 2018

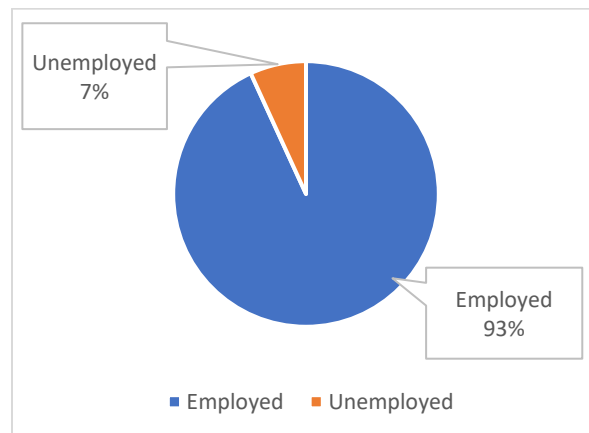


Table 7: Top 30 Employers in Hernando County and Employer Type, 2018

Employment Centers	Location	Type
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 Government	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

Employment Centers	Location	Type
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

Source US Census, Hernando County ACS Survey

Table 8: Commute to Work by Method of Commuting for the Hernando County Population 16 Years or Older in the Labor Force, 2018

Method Commuting	Population	Percentage of Labor Force
Car/Truck or Van, Drives Alone	54,958	79.95%
Car/Truck or Van, Carpools	5,299	7.71%
Uses Public Transportation	515	0.75%
Walks	513	0.75%
Uses Other Means	1,119	1.63%
Works from Home	6,336	9.22%
Total Employed Population 16 Years and Older in the Labor Force	68,740	

Source: US Census, Hernando County, 2018 American Community Survey

Table 9: Vehicle Availability per Household by Number of Vehicles Available, Hernando County 2018

Vehicle Availability Status	Percentage	Number of Households
No Vehicles Available	4.7%	3,580
1 Vehicle Available	39%	29,704
2 Vehicles Available	41.1%	31,303
3 Vehicles Available	15.2%	11,577

Source: US Census, Hernando County, 2018 American Community Survey

Figure 6: Commute to Method of Commuting for the Hernando County Population, 16 Years and Older, in the Labor Force of Hernando County, 2018

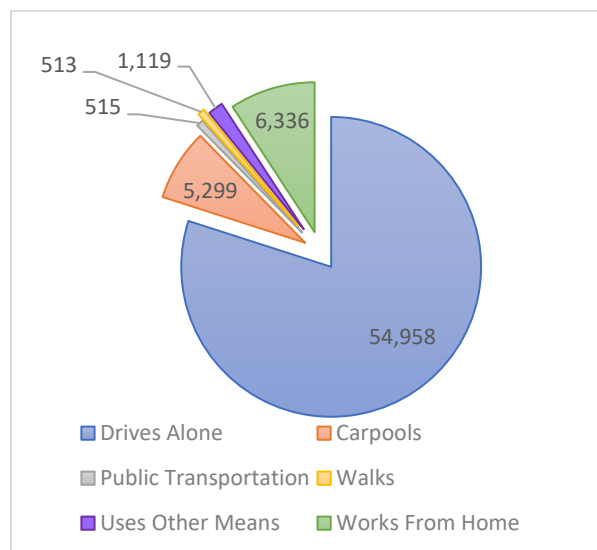
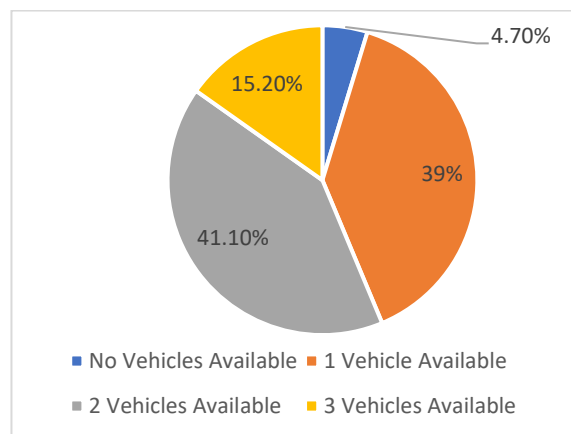


Figure 7: Vehicle Availability per Household by Number of Vehicles Available, Hernando County, 2018



SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

To project future TD population, the MPO staff utilizes Transportation Disadvantaged Population forecasts 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 forecast model includes inputs from the US Census Bureau’s 2018 American Community Survey (ACS) on age, income, and disability.

Table 10: Age, Poverty Status and Disability Status for Hernando County, 2018

Age Ranges	Population by Age	Population below poverty	Population with a disability	Population with a disability and below poverty
< 5 years of age	8,993			
5-17	26,160	5,478	1,104	296
18-34	31,961			
35-64	71,198	10,393	16,769	5,060
Total non-elderly	138,312	15,871	17,873	5,356
65-74	28,039			
75+	24,604	6,249	18,781	1,739
Total Elderly	52,643	6,249	18,781	1,739
Total	190,955	22,120	36,654	7,095

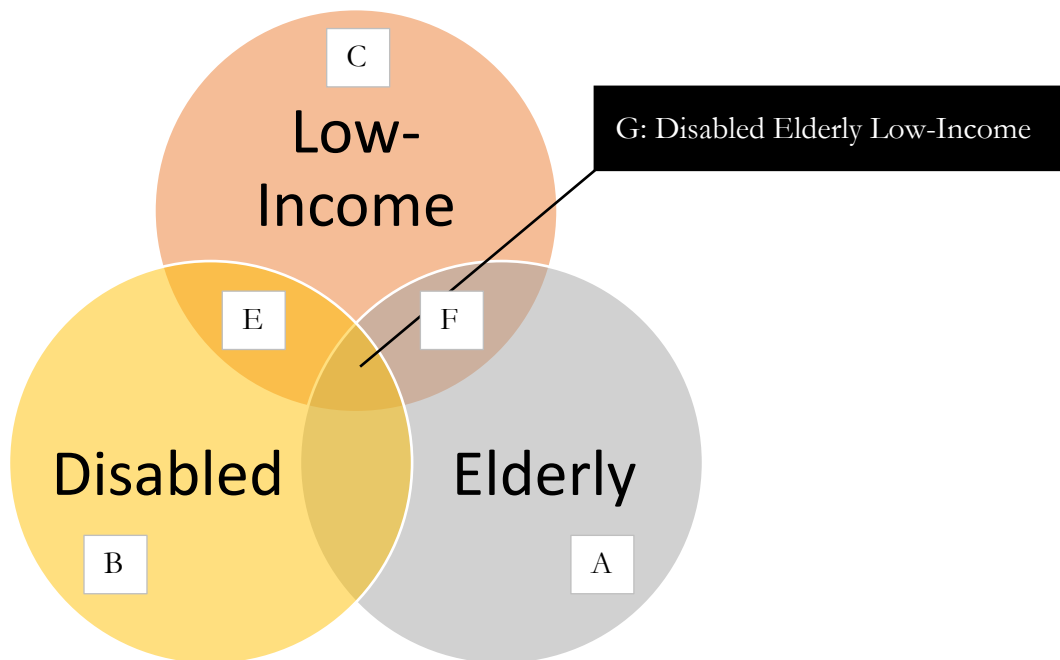
Based on the information from the table above, the TD model estimates that 81,031 people or 42.4% of the total Hernando County population could be considered transportation disadvantaged. This includes those who may be transportation disadvantaged due to age, poverty status and disability.

In addition to calculating the general TD population in the County, the model accounts for double counts of population in the overlapping categories outlined in the table below and illustrated in the circle diagram.

Table 11: Transportation Disadvantaged Population, Hernando County 2018

Double Count Calculations	
A - Estimate elderly/non-disabled/not low income	29,352
B - Estimate non-elderly/ disabled/not low income	12,517
C - Estimate low income/not elderly/not disabled	10,515
D- Estimate elderly/ disabled/not low income	17,042
E - Estimate non-elderly/disabled/ low income	5,356
F - Estimate elderly/non-disabled/low income	4,510
G - Estimate elderly/disabled/low income	1,739

Figure 8: Transit Disadvantaged Population for Hernando County, 2018



And finally, the model calculates the critical TD needs as well as the daily trips required to serve this population.

Table 12: Critical Need Transit Disadvantaged Population, Hernando County 2018

Disadvantaged Population	2020	2022	2024	2026	2028
Disabled	11,615	12,143	12,694	13,271	13,875
Low Income Not Disabled No Auto/Transit	0	0	0	0	0
Total Critical Need TD Population	11,615	12,143	12,694	13,271	13,875

Table 13: Total Daily Trips of Critical Need Transit Disadvantaged Population, Hernando County 2018

Critical Need TD Population					
Severely Disabled	569	595	622	650	680
Low Income - Not Disabled - No Access	0	0	0	0	0
Total Daily Trips Critical Need TD Population	563	582	603	624	645
Annual Trips	140,733	145,530	150,728	156,111	161,368

GOALS, OBJECTIVES, AND STRATEGIES

Goal 1: 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.

Objective 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.

Policies:

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.

Actions/Strategies:

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

Objective 2: Provide services that meet the demand for transportation services among the general and the transportation disadvantaged population.

Policies

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.

Actions/Strategies:

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 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).

Policies:

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

Actions/Strategies:

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

Policies:

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.

Actions/Strategies:

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 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.

Policies:

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.

Actions/Strategies:

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.

Goal 2: Ensure that all transportation services are provided in the most cost effective and efficient manner possible.

Objective 1: Coordinate transportation resources of the paratransit system in relation to the existing and planned service for the service area.

Policies:

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.

Actions:

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

Policies:

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.

Actions/Strategies:

1. All pertinent agencies in the service area 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.

Goal 3: Ensure that all federal state and local performance standards and programs are adhered to and provided in a timely and effective manner

Objective 1: Ensure transportation services are provided in a safe, reliable, and courteous manner.

Policies:

1. Follow the CTC'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 CTC.
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 CTC, Rural Transit Assistance Program (RTAP), FDOT, FTA, and others as appropriate.

Action/Strategies:

1. Both the CTC'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 CTC.
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 CTC, RTAP, FDOT, FTA and any others as appropriate.

Objective 2: Monitor and evaluate the performance of the Community Transportation Coordinator.

Policies:

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.

Actions/Strategies:

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: Include evaluation techniques in transportation all operator and coordination contracts to ensure system surveillance.

Policies:

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

Actions/Strategies:

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

Goal 4: Provide sufficient data to ensure program accountability and stability

Objective 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:

- Trips by trip purpose
- Trips by age category (elderly, adult)
- Trips by traveler status (ambulatory, wheelchair)
- System revenue miles per vehicle
- Trips by funding source

Policies:

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.

Actions/Strategies:

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.

Goal 5: Implement marketing strategies to increase public awareness of and involvement in both the fixed route and paratransit programs

Objective 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.

Policies:

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.

Actions/Strategies:

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 TD services 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.

SECTION 2. CTC SERVICE PLAN

OPERATIONS

The Community Transportation Coordinator (CTC) for Hernando County, 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.

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 41-2.006 F.A.C.

By September 15th 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.

Types, Hours and Days of Service

Hours of service operations are Monday through Friday, 6:00 a.m. until 3:00 p.m. with office hours and scheduling performed from 7:30 a.m. until 4:00 p.m. daily. Trans Hernando is closed for twelve (12) observed holidays per year (see below).

Holidays

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

Subscription Trips

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

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 TheBus 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.

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 TheBus Depot, located at 1525 E. Jefferson Ave., Brooksville, FL 34601. You may also have a brochure mailed to your local address by calling TheBus at (352) 754-4444.

Accessing Services

Contact Information

As a non-emergency system that requires advanced reservations, scheduling services are available during the hours of 7:30 a.m. – 4:00 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.

Advanced Notification

24-hour advanced reservation is required for trip scheduling.

Cancellations

Cancellation of a previously scheduled trip is allowed at no charge to the client; however, cancelled 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 by Trans Hernando.

No Show Procedures

After three no-shows in a sixty-day 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.

Program Eligibility

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.

Service Prioritization

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.

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 (10) wheelchair accessible vehicles. Seven (7) of these vehicles are in service daily three (3) vehicles in back-up. All vehicles can accommodate ten or eleven ambulatory passengers.

System Safety Program Plan Certification

The MOA between the CTC and the CTD requires that the CTC develop and implement a System Safety Program Plan (SSPP). An 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 SSPP Certification and Plan are included as Appendix A: System Safety Certificate and Appendix B: System Safety Program Plan and Attachments.

Intercounty Services

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

Emergency Preparedness and Response

Mid Florida Community Services, Inc. has an established Safety Policy and Procedures Manual as part of their System Safety Program Plan. This SSPP is included as Appendix B: System Safety Program Plan and attachments.

Insurance, Safety Requirements and Standards

Consistent with Chapter 427, F.S., Rule 41-2006 F.A.C.:

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. check
 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).
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Contractual Arrangements

A coordination contract exists with The ARC of the Nature Coast. Coordination contracts are typically five years and allow the coordinator access to vehicles in emergencies.

Transportation Operators and Coordination Contractors

Trans Hernando, a division of Mid Florida Community Services, Inc. is responsible for evaluating their operators and coordination contracts to ensure contractual compliance. This process is conducted on an annual basis to ensure that all contractual elements and delivery services are being met.

Alternate Transportation Opportunities

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:

Table 14: Non-Emergency Transportation available to Medicaid Beneficiaries, Hernando County 2020

Agency	Service Area	Service Hours	ADA Accessible	Rates
Seven Taxi 352-686-0607	Spring Hill Brooksville	24/7	No (wheelchair in trunk)	\$2.50 first 1/4 mile \$2.25 each additional mile \$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

Choice Counseling: 1-877-711-3662

Online: www.flmedicaidmanagedcare.com

For HMO info or to report complaint

Table 15: Medicaid HMP Non-HMO Information, Hernando County 2020

Managed Care	Transportation Provider	Telephone Number
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

Educational Efforts/Marketing

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.

Acceptable Alternatives

Any agency that purchases or provides transportation for persons who are transportation disadvantaged with TD funds is to do so through a contractual arrangement with the CTC. Exempt from this requirement are privately-owned vehicles of an agency volunteer or employee; state-owned vehicles; privately-owned vehicles of a family member or custodian; common carriers, such as commercial airlines or bus; emergency medical vehicles; and in instances where the CTC determines that it is unable to provide or arrange the required service.

CTC SERVICE STANDARDS

Operational service standards have been developed and are the results of joint participation between the TDLCB, the Planning Agency, and the CTC. The TDLCB 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 (TDLCB) 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 aid 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 7:30 a.m. and 4:00 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 an hour before the scheduled pickup time is considered to be a "no-show." After three no-shows in a 60-day 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 can 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 and 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 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 when transporting passengers.

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 an 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 curb 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 3:00 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.

PERFORMANCE EVALUATION STRATEGIES

Mid Florida Community Services/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 the first pickup and for returns. Currently the system is within the one-hour guidelines 90% of the time. Operational Goals and objectives are as follows:

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, seven (7) 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 TheBus.

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED - LOCAL COMPLAINT AND GRIEVANCE PROCESS

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
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
Hernando County Transportation Disadvantaged Program
c/o Hernando/Citrus MPO
1661 Blaise Drive
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:

1. Trans Hernando vans and offices
2. Hernando/Citrus MPO

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)
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, and 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
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: _____

STATUTE, RULES, ETC. (If Applicable): _____

Grievances may be mailed to: Coordinating Board Grievance Committee
 Transportation Disadvantaged Program
 C/O Hernando/Citrus MPO
 1661 Blaise Drive
 Brooksville, Florida 34601

Grievant Signature: _____

Provide the Coordinator's process for resolving complaints. This would include any steps that would be taken directly by the Coordinator. Provide the process that the Local Coordinating Board uses to hear complaints and grievances regarding service. The grievance process should include the identification of the manner in which a user is made aware of the grievance process.

SECTION 3. QUALITY ASSURANCE

MONITORING AND EVALUATION

The Transportation Disadvantaged Local Coordinating Board utilizes the CTD evaluation workbook to evaluate the Community Transportation Coordinator. The following system standards have been developed based on service effectiveness, cost efficiency and effectiveness, vehicle utilization, service availability, reliability and safety and training.

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.

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).

A Triennial Review was conducted in 2018 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.

Community Transportation Coordinator 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.

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.

Planning Agency Evaluation

TDLCB members and the CTC will be asked their opinion of the support provided by their Planning Agency to perform their duties. The opinions are obtained through the circulation of an annual questionnaire.

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

Cost/Revenue Allocation

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 upcoming year of the Memorandum of Agreement (in this instance, FY 2020/21). The 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: \$ 2.41 per person/trip
- Operating Costs: \$40.63 per person/trip - \$36.27
- Cost per Unit of Service: \$48.088 per person/trip - \$38.30

Fare Structure

Transportation Disadvantaged Trip Rates are derived for the most current available Transportation Disadvantage Rate Model.

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

CTD - Trip Related Grant/Non-Sponsored Trips, One Way (Trip and Equipment)

The Commission for the Transportation Disadvantaged (CTD) reimburses the CTC for 90% of the Fully Allocated System Costs (FASC) after the service is provided.

- Ambulatory: \$29.98
- Wheelchair FASC: \$50.80
- Scooter FASC: \$50.80

TD Fund Utilization

This section provides detail regarding 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

GLOSSARY AND ACRONYM / INITIALIZATION LIST

Accidents

When used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

AER Actual Expenditure Report

An annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service

Shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

Agency

An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

ADA Americans with Disabilities Act

A federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

AOR Annual Operating Report

An annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

APR Annual Performance Report

An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

ASE Automotive Service Excellence

A series of tests that certify the skills of automotive technicians in a variety of maintenance areas. 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.

Bus Stop

A waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

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.

CUTR Center for Urban Transportation Research.

A research group located at the University of South Florida's College of Engineering.

CMBECertified Minority Business Enterprise

Any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

Chapter 427, Florida Statutes

The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation

Any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

CDL Commercial Driver’s License

A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission

The Commission for the Transportation Disadvantaged as authorized in Section 427 .013, Florida Statutes.

CTD Commission for the Transportation Disadvantaged

An independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

CTC Community Transportation Coordinator

Formerly referred to as “coordinated community transportation provider,” a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

Competitive Procurement

Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

Complaint

Any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Complete (or Full) Brokerage

Type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

Coordinated Transportation System

Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips

Passenger trips provided by or arranged through a CTC.

Coordinating Board

An entity in each designated service area composed of representatives who aid the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination

The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract

A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Deadhead

The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response

A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

Designated Service Area

A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Disabled Passenger

Anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).

Dispatcher

The person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the workload on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

Driver Hour

The period of one hour that a person works whose main responsibility is to drive vehicles.

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 is 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

Any occurrence, or threat thereof, whether accidental, natural, or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

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

Also known as “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.

FTE Full Time Equivalent

A measure used to determine number of employees based upon a 40-hour workweek. One FTE equals 40 work hours per week.

FASC 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

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.

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.

LCB Local Coordinating Board

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.

MOA Memorandum of Agreement

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.

MPO Metropolitan Planning Organization

The organization responsible for carrying out transportation planning and programming in accordance with the provision of 23 U.S.C. §. 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.

OPA Official Planning Agency

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.

Parties

The complainant and all persons and entities other than the complainant named or referred to in a grievance.

Passenger Miles

The 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.

QAPE Quality Assurance and Program Evaluation.

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 ensure 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 for example.

SSPP System Safety Program Plan

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.

TD 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.

TDSP Transportation Disadvantaged Service Plan

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.

TDP Transit Development Plan.

TDTF **Transportation Disadvantaged Trust Fund.**

TOP **Transit Operations Plan.**

TIP **Transportation Improvement Plan**

A staged multi-year program of transportation improvements, including an annual element, which will be developed by the planning agency.

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 Disadvantaged Population

Formally referred to as TD category II, the transportation disadvantaged population are 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 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.

Will Call

Return trip requests on a demand-response basis.

APPENDIX A: SYSTEM SAFETY CERTIFICATE



MID FLORIDA COMMUNITY SERVICES, INC.
Central Office 820 Kennedy Blvd., Brooksville, FL 34601
Mailing Address P.O. Box 896, Brooksville, FL 34605-0896
Telephone (352) 796-1425 Fax (352) 796-9952
www.mfcs.us.com

Hernando County
Senior Services
Community Assistance
820 Kennedy Blvd.
Brooksville, FL 34601
(352) 796-1425

11245 Spring Hill Drive
Spring Hill, FL 34609
(352) 610-4401

Head Start
835 School Street
Brooksville, FL 34601
(352) 754-2464

11245 Spring Hill Drive
Spring Hill, FL 34609
(352) 556-4801

Transportation
1122 Ponce DeLeon Blvd.
Brooksville, FL 34601
Trans Hernando
(352) 799-1510

Children's Advocacy Center
880 Kennedy Blvd.
Brooksville, FL 34601
(352) 754-8809

Family Visitation Center
275 Oak Street
Brooksville, FL 34601
(352) 796-7024

Weatherization Assistance
820 Kennedy Boulevard
Brooksville, FL 34601
(352) 796-1427

Lake County
Senior Services
1211 Penn Street
Leesburg, FL 34748
(352) 326-3540

Pasco County
Community Assistance
14446 7th Street
Dade City, FL 33523
(352) 567-0533

Sumter County
100 E. Dade Avenue
Bushnell, FL 33513
Senior Services
(352) 793-6111
Community Assistance
(352) 793-3114

Head Start
Bushnell
403 S. Lincoln Street
Bushnell, FL 33513
(352) 568-0821

Volusia County
Head Start
803 S. Woodland Blvd.
Deland, FL 32720
(386) 736-1325

Citrus County
Community Assistance
1649 Gulf to Lake Hwy.
Lecanto, FL 34461
(352) 527-3809

Family Visitation Center
204 S. Seminole Avenue
Inverness, FL 34452
(352) 637-3154

SYSTEM SAFETY CERTIFICATION

DATE: February 8, 2017
NAME: Mid Florida Community Services, Inc.
ADDRESS: 1122 Ponce DeLeon Blvd
Brooksville, FL 34601

THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

1. The adoption of a System Safety Program Plan (SSPP) in accordance, at a minimum, with established FLORIDA DEPARTMENT OF TRANSPORTATION safety standards set forth in Chapter 14-90, Florida Administrative Code (FAC).
2. Compliance with the adopted standards of the SSPP.
3. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009 (FAC).
4. SPP Adoption of Security Program Plan

Jan Malik
Transportation Coordinator

NAMES AND ADDRESSES OF ENTITIES WHICH HAS PERFORMED SAFETY INSPECTIONS:

NAME: Register Chevrolet –Oldsmobile, Inc.- Joe Cracchiolo, Service Manager
ADDRESS: 14181 Cortez Blvd., Brooksville, FL 34613

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APPENDIX B: SYSTEM SAFETY PROGRAM PLAN AND ATTACHMENTS

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

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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 15th 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.

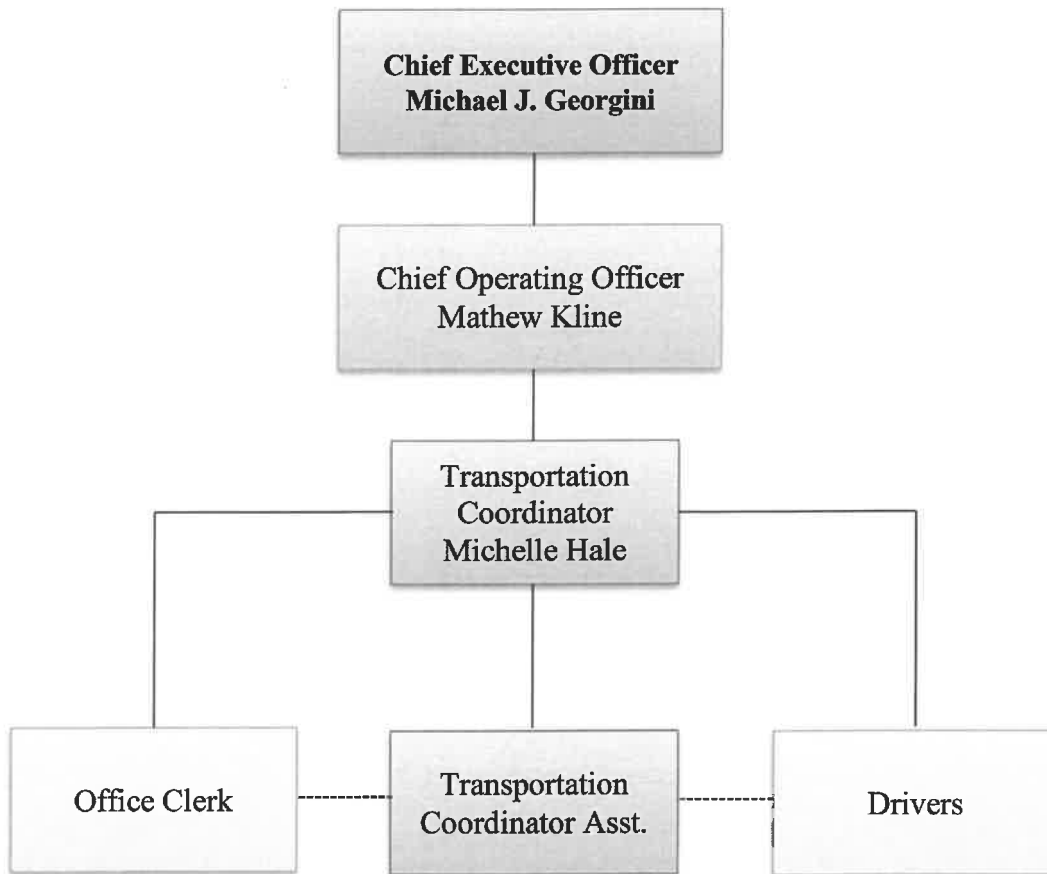
All riders must have a Transportation Disadvantaged application on file prior to their first ride. Fare-box fees are based on economic ability to pay. Riders applying for funding assistance must provide proof of income with the application. Riders who complete an application and are at 100% to 200% Federal 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			
Stande 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				Wheel Chair Lift					
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				Engine Compartment					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	Record Lift Cycle Count				
11	Fire Suppression System				45	Record Voltage Output			V	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				Brake Inspection - Fill In % Worn					
	Drivers Compartment				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				Tire Tread Depth/Inflation - Fill In PSI & /32					
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				Chassis/Drive Line					92	L/R Outside /32				
25	Driver's & Panel Lamps				59	Shocks/Springs/MOR/hyde				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				
	Exterior				65	Check Drive Shaft & U-Joints				Test Drive					
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

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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

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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**

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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 one 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 $\frac{1}{4}$ 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 off 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, remove 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 nest or beehive, use the long distance 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.

APPENDIX C: VEHICLE INVENTORY

MID FLORIDA COMMUNITY SERVICES, INC.
Trans Hernando
2018
CURRENT VEHICLE INVENTORY

VEH NO	VEHICLE TYPE	VIN NUMBER	YR	SPEC EQUIP	COND	FUEL	Current Mileage 3/26/2019	SEATING CAPACITY	W/C POS
2	TURTLE TOP	1HA3GRCG5HN006165	2017	WC LIFT	EXC	GAS	37,670	10	2
3	TURTLE TOP	1HA3GRCG2HN006379	2017	WC LIFT	EXC	GAS	30,777	10	2
4	TURTLE TOP	1GB3GRCL9G1273272	2017	WC LIFT	EXC	DIESEL	35,647	10	2
5	TURTLE TOP	1FDWE3FLXFDA28075	2015	WC LIFT	EXC	GAS	74,657	10	2
6	TURTLE TOP-3500	1GB3G2CL4F1240573	2016	WC LIFT	EXC	DIESEL	89,964	10	2
7	FORD TRANSIT 350	1FDVU4XM7JKA33119	2018	WC LIFT	EXC	GAS	17,146	10	2
8	TURTLE TOP	1GB3GRCL9G1274499	2016	WC LIFT	EXC	DIESEL	32,383	10	2
9	FORD TRANSIT 350	1FDVU4XM3JKA33120	2018	WC LIFT	EXC	GAS	4,975	10	2
54	TURTLE TOP-3500	1GBJG316871232178	2008	WC LIFT	GOOD	DIESEL	231,334	11	2
56	TURTLE TOP-3500	1GBJG316371233321	2008	WC LIFT	GOOD	DIESEL	247,385	11	2

APPENDIX D: 2020/2021 RATE MODEL WORKSHEET

Worksheet for Multiple Service Rates

CTC: Mid Florida Cor
 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 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
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<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 Comm 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**
 Loading Rate 0.00 to 1.00
 And what is the projected total number of Group Vehicle Revenue Miles?

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: 2020 - 2021			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	130,000	78,000	52,000	Leave Blank	0
Rate per Passenger Mile =		\$2.96	\$5.08	\$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	7,800	5,200	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$29.64	\$50.80	\$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) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.96	\$5.08	\$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 =		\$4.76	\$8.16	\$0.00	\$0.00
		per passenger per group			
Rate per Passenger Trip =		\$47.58	\$81.57	\$0.00	\$0.00
		per passenger per group			

Program These Rates Into Your Medicaid Encounter Data

Preliminary Information Worksheet

Version 1.4

CTC Name: Mid Florida Community Services, Inc.

County (Service Area): Hernando

Contact Person: Miranda Maldonado

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 Oct 1st of 2018 to Sept 30th of 2019	Current Year's APPROVED Budget, as amended from Oct 1st of 2019 to Sept 30th of 2020	Upcoming Year's PROPOSED Budget from Oct 1st of 2020 to Sept 30th of 2021	% 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	\$ 59,784	\$ 60,000	\$ 60,000	0.4%	0.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

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						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 540,957	\$ 447,691	\$ 478,407	-17.2%	6.9%	Npn sponsored trip reduction because of Covid 19 pandemic. Other TD is MPO contract services ended.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)	\$ 11,560	\$ -	\$ -	-100.0%		
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						5310 program ended as pf 9-30-19. 5311 program trips began in September of 2019 and continuing in the year ended 2020 .
49 USC 5310	\$ 165,647	\$ -	\$ -	-100.0%		
49 USC 5311 (Operating)	\$ 16,209	\$ 251,487	\$ 240,000	1451.6%	-4.6%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

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

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Mid Florida Community Services, Inc.
County: Hernando

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

	Prior Year's ACTUALS from Oct 1st of 2018 to Sept 30th of 2019	Current Year's APPROVED Budget, as amended from Oct 1st of 2019 to Sept 30th of 2020	Upcoming Year's PROPOSED Budget from Oct 1st of 2020 to Sept 30th of 2021	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

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

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

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

Balancing Revenue is Short By =		None				
Total Revenues =	\$794,157	\$759,178	\$778,407	-4.4%	2.5%	

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

Operating Expenditures

Labor	\$ 338,999	\$ 320,880	\$ 337,920	-5.3%	5.3%	Services reduction was because MPO contracted services ended in fiscal year 2019. Material and Supplies increase over 2019 due to fuel increases and the subsequent anticipated fuel charges for the 2021 year. Allocated indirect costs reduction was because of a rate decrease from year ended September 2019. The increase of 13% for 2021 is due to an indirect cost rate increase and cost of living increase expected of 2%.
Fringe Benefits	\$ 125,304	\$ 122,880	\$ 132,685	-1.9%	8.0%	
Services	\$ 24,377	\$ 13,000	\$ 14,000	-46.7%	7.7%	
Materials and Supplies	\$ 112,546	\$ 131,900	\$ 114,500	17.2%	-13.2%	
Utilities	\$ 22,916	\$ 23,000	\$ 23,000	0.4%	0.0%	
Casualty and Liability	\$ 52,438	\$ 55,000	\$ 57,000	4.9%	3.6%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 38,182	\$ 36,500	\$ 36,000	-4.4%	-1.4%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 62,459	\$ 56,018	\$ 63,302	-10.3%	13.0%	

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR GAIN	\$16,937				
Total Expenditures =	\$777,220	\$759,178	\$778,407	-2.3%	2.5%

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 BUDGETED Revenues from Oct 1st of 2020 to Sept 30th of 2021	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	60,000
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	-
Bus Pass Program Revenue	\$	-

	\$	60,000	
	\$	-	
	\$	-	
	\$	-	
	\$	-	
	\$	-	

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

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	\$	-
Bus Pass Program Revenue	\$	-

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

BLUE cells
Should be funds generated by rates in this spreadsheet

CTD

Non-Spons. Trip Program	\$	478,407
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

	\$	478,407		\$	-
	\$	-		\$	-
	\$	-		\$	-
	\$	-		\$	-
	\$	-		\$	-
	\$	-		\$	-

local match req.

\$ 53,156
\$ -
\$ -

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.

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	240,000
49 USC 5311(Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

	\$	-		\$	-
	\$	-		\$	-
	\$	240,000		\$	-
	\$	-		\$	-
	\$	-		\$	-
	\$	-		\$	-
	\$	-		\$	-
	\$	-		\$	-
	\$	-		\$	-

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.

AHCA

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

	\$	-	
	\$	-	
	\$	-	

DCF

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

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

DOH

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

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

DOE (state)

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

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

AWI

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

	\$	-	
	\$	-	
	\$	-	

DOEA

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

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

DCA

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

	\$	-	
	\$	-	
	\$	-	

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 BUDGETED Revenues
	from
	Oct 1st of
	2020
	to
	Sept 30th of
	2021
1	2

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

APD	
Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -
DJJ	
DJJ	\$ -
Bus Pass Program Revenue	\$ -
Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 778,407

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 478,407	\$ 300,000	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 337,920
Fringe Benefits	\$ 132,685
Services	\$ 14,000
Materials and Supplies	\$ 114,500
Utilities	\$ 23,000
Casualty and Liability	\$ 57,000
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 36,000
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 63,302
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 778,407
minus EXCLUDED Subsidy Revenue =	\$ 300,000
Budgeted Total Expenditures INCLUDED in	Rate Base =
	\$ 478,407
Rate Base Adjustment ¹ =	16,937
Adjusted Expenditures Included in Rate	Base =
	\$ 495,344

\$ 300,000

Amount of Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

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

¹ The Difference between Expenses and Revenues for Fiscal Year: 2018 - 2019

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 =	130,000
Rate Per Passenger Mile = \$ 3.81	
Total <u>Projected</u> Passenger Trips =	13,000
Rate Per Passenger Trip = \$ 38.10	

Fiscal Year
2020 - 2021
Avg. Passenger Trip Length = 10.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 6.12	
Rate Per Passenger Trip = \$ 61.18	

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.

E. ACTION ITEMS CONTINUED

2. CTC – Shirley Conroy Grant

The CTD issued notification of the Shirley Conroy Rural Area Capital Assistance Grant on April 8, 2020. The grant funds allocated from this grant are for the purpose of reimbursing the CTC for a portion of the cost to purchase equipment to be utilized by a CTC. These grant funds are to be expended and utilized in accordance with Chapter 427, Florida Statutes; Rule 41-2, Florida Administrative Code; Commission policies; the grant agreement; and this grant manual. This is a reimbursement grant. Grantees must purchase, receive, and pay for the equipment before seeking reimbursement from the Commission.

Support documentation for reimbursement must identify the specific capital equipment designated as eligible for this grant. Mid Florida Community Services is applying for a Shirley Conroy Grant for the purpose of purchasing 2 new transit vehicles (22' diesel engine vans with rear loading wheelchair lift which has 2 wheelchair positions). The total cost of the vehicles including the vehicle wrapping/signage is \$146,078.21. With the 10% local match (\$14,607.81), the grant request is **\$131,470.30**.

Staff Recommendation: It is recommended that the TDLCB approve the Shirley Conroy Grant application and authorize the Chairman's signature thereon.

Attachments: Shirley Conroy Grant Application (FY 20/21) and associated back up information



MEMORANDUM

Ron DeSantis
Governor

Marion Hart, Jr.
Chairman

Philip Stevens, Ph.D.
Vice Chairman

David Darm
Executive Director

DATE: April 6, 2020

TO: Community Transportation Coordinators

FROM: David Darm, Executive Director

COPIES: Planning Agencies

SUBJECT: Application and Program Manual for the Shirley Conroy Rural Area
Capital Assistance Program Grant

Enclosed is the Application and Program Manual for the Shirley Conroy Rural Area Capital Assistance Program (RACAP) Grant. Please note the RACAP manual and agreement are different than the Non-Sponsored Trip & Equipment program manual and agreement.

Please keep the following in mind as you complete your grant application:

1. **Submission.** One complete grant application must be received by the Commission no later than May 8, 2020. Application package must be emailed to FLCTDGrantApps@dot.state.fl.us.
2. **Execution.** Costs incurred prior to the execution of the grant agreement cannot be charged to the project, nor can the CTD retroactively execute the agreement.
3. **Resolution.** A sample resolution is provided for your convenience. It is not required that you use the sample resolution, as long as the same basic information is provided. The resolution must include original signatures
4. **Allocations.** Proposed project costs will be submitted by the applicant; however, final allocation awards will be determined by the Commission. The Commission has a total of \$1.4 million available for statewide distribution.
5. **Project Completion.** Projects must be complete by June 30, 2021. All Capital Equipment purchased with these grant funds must be received by this date.
6. **Reimbursement.** This is a reimbursement grant program. Reimbursement of funds will be approved for payment upon receipt of a properly completed invoice with supporting documentation that the capital has been paid in full.

Please email FLCTDGrantApps@dot.state.fl.us if you have any questions or need additional information.

Attachments: Program Manual and Application Instructions and the Application Forms for the RACAP Grant



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION APPLICATION FORM

- 1. DATE SUBMITTED: _____
- 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
- 5. CONTACT PERSON FOR THIS GRANT: Miranda Maldonado
- 6. PHONE NUMBER: 352-799-1510
- 7. E-MAIL ADDRESS: mimaldonado@mfcs.us.com
- 8. PROJECT LOCATION [County(ies)]: Hernando
- 9. PROPOSED START DATE: July 1, 2020 ENDING DATE: June 30, 2021
- 10. AMOUNT OF FUNDING REQUESTED (90%): \$131,470.30

11. 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

05/ /2020
DATE

12. **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 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.	(2) Ford Model FT148EWBHRDRW 10,360 GVWR 22' 3.5L, Diesel Engine	\$142,742
2.	(2)Vehicle Wrapping/Signage	\$3,336.12
3.		\$
4.		\$
5.		\$
6.		\$

Total Project Cost \$146,078.12

Funding Participation

Total Project Cost	(100%)	146,078.12
Less Local Match	(10%) *	14,607.81
Transportation Disadvantaged Trust Funds	(90%)	<u>131,470.30</u>

* 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 PROPOSED PROJECT SCOPE

Describe the Capital Equipment Requested:

Mid Florida Community Services, Inc. (MFCS) is requesting funding to acquire two (2) transit vehicles. We are requesting two (2) Ford Transit Model FT148EWBHRDRW 10,360 GVWR 22' 3.5L, Diesel Engine vans with rear loading wheelchair lift, which has two wheelchair positions.

Explain Why the Equipment is Needed.

Mid Florida Community Services, Inc., is the designated CTC for Hernando County and provides door to door transportation services to all transportation disadvantaged residents. 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 distance between Hernando County borders approximately 37 miles from east to west and 18 miles 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 serves as a major commercial and employment center. However, most of the population (95.5%) resides in the unincorporated areas of the county, with the largest share being in Spring Hill.

The entire area is covered with seven (7) wheelchair equipped ADA compliant vehicles and (3) three spares. We are requesting two vehicles to replace the 2008 models, both of their current mileage is over 230,000 miles. At this time, our fleet is made up of seven (7) Turtle Top diesel cutaways, (1) Turtle Top gasoline vehicle, and two (2) Ford Transit gasoline vehicles.

There are twelve (12) established service routes and scheduling assignments are made to each identified route. Each driver is assigned to two or more routes daily depending on scheduled load. With the 2019 award of the Innovation and Service Development grant, expanded service hours and days have stayed consistent for all transportation disadvantage citizens in Hernando County. All areas now have five (5) day a week service, the earliest guaranteed appointment time is 8:00 a.m.; the latest appointment time is 2:00 p.m. and the latest return time is 3:00 p.m. The average rural area trip length is 18/20 miles. In order to continue the service as it is in rural areas, we are requesting the two (2) replacement vehicles.

Identify Source of Local Match Required:

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:

July 1, 2020 - Agreement effective
July 15, 2020 - Vehicles ordered
January 31, 2021 - Delivery

February 15, 2021 - Vehicles wrapped with signage
April 1, 2021- final invoice CTD



**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. Examples of supporting documentation could be: vendor's invoice reflecting a zero-balance due or marked "Paid" and a copy of the cancelled check, or a copy of the bank statement reflecting the payment having cleared the bank account. 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, 2021, 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: _____

Date: 05/ /2020

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: Hernando

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	TURTLE TOP	1HA3GRCG5 HN006165	10	31,471	70,175	2027	5310
2017	TURTLE TOP	1HA3GRCG2 HN006379	10	34,977	65,089	2027	5310
2017	TURTLE TOP	1GB3GRCL9 G1273272	10	29,252	65,025	2027	5310
2015	TURTLE TOP	1FDWE3FLXF DA28075	10	25,144	100,284	2025	
2016	TURTLE TOP-3500	1GB3G2CL4F 1240573	10	12,664	103,999	2026	5310
2018	FORD TRANSIT 350	1FDVU4XM7J KA33119	10	23,809	41,547	2028	
2016	TURTLE TOP	1GB3GRCL9 G1274499	10	24,084	68,610	2026	

2018	FORD TRANSIT 350	1FDVU4XM3J KA33120	10	26,395	44,728	2028	
2008*	TURTLE TOP-3500	1GBJG31687 1232178	11	3,380	256,135	2020	
2008*	TURTLE TOP-3500	1GBJG31637 1233321	11	26,878	234,547	2020	

NOTE: Identify the Vehicle(s) that would be replaced with this or other grants by placing * next to the model year.

ILLUSIONS INC.

VERSATILE • UNIQUE • INNOVATIVE

16547 US HWY 19, Suite 101B ~ Hudson, FL 34667 ~ 727.861.1197 Office

Proposal

Ashley Hofecker	03.12.2020
Mid Florida Community Services, Inc.	ahofecker@MFCs.US.com
820 Kennedy Boulevard, Brooksville, FL 34601	352-796-1425, Ext. 203
	0
Illusions Representative:	Jerry Nechamkin
	352.442.1779
How did they find us?	Hernando

This is for the designing, production and installation of the requested vinyl wrap, which includes digital layout, production, and installation.

Make	Ford	Model	Transit 350	Year	2018
Qty.	Sq. Ft.	Description of item		Measurements	Amount
2	360.00	Sides		X	\$2,174.40
1	43.75	Back		X	\$264.25
1	21.13	above the windshield		X	\$127.60
0	0.00			X	\$0.00
0	0.00			X	\$0.00
0	0.00	1FDVU4XM7JKA33119		X	\$0.00
	0.00			X	\$0.00
	0.00			X	\$0.00
	0.00	35% deposit is required before any		X	\$0.00
	OTHER	artwork is completed		X	\$0.00
	OTHER			X	\$0.00
	425	Square Footage Total		Additional Art Time	\$0.00
Billing Contact				Rehab Time	\$0.00
Billing Phone				Sub Total:	\$2,566.25
Billing Email				P/U and Delivery Fee	
				Tax:	\$0.00
				Total:	\$2,566.25
				Deposit	35%
					\$898.19

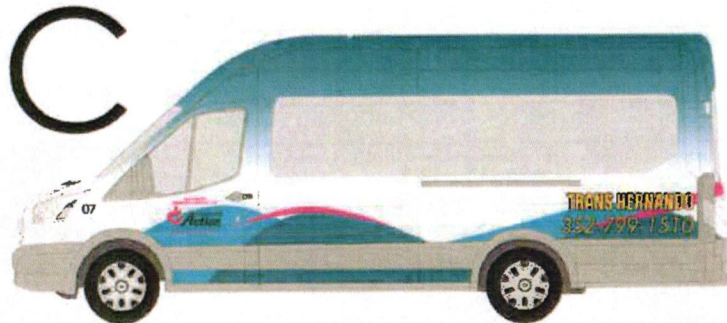
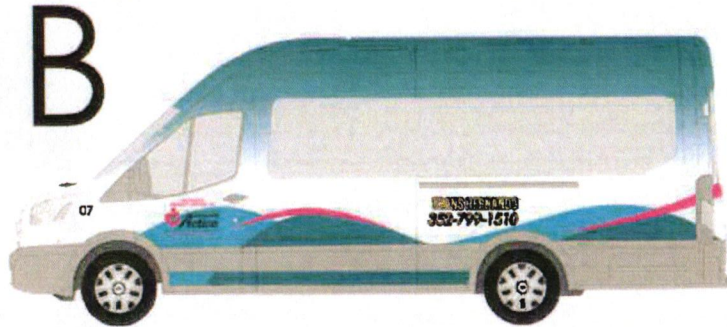
Note: By accepting the proposal and/or paying of the associated invoice Illusions Custom Auto Graphics, Inc. is granted permission to use images of vehicle and design, including trademarked and/or copyrighted material, for their Illusions marketing and promotional material. Warrantee's are 3 year for vertical surfaces and 1 year for horizontal surfaces. Vinyl is not a perfect science and should not be thought of as a paint job as dust, pollen, and other materials can stick to the back before installation and should be considered normal for this technology. Rust which is covered by vinyl may speed the rusting process and we are not responsible for this should the part of your vehicle that you have wrapped have rust. While we do our best, your wrap is only as good as the vehicle you put it on. Normal installation will require cutting the vinyl and may result in minor cuts to a vehicle's clear coat, which while we try and limit, is a normal risk that the customer must assume before deciding to apply a vehicle wrap. Wraps may also require a patch, relief splice, or other minor repair depending on the part of the vehicle being wrapped and its contours. Matte wraps and vinyls show more dirt, fingerprints, oils and other blemishes that will require more attention and/or maintenance. One should consider these factors before choosing a color and style of wrap. The Deposit, once art is started, is non-refundable.

Balance:	\$1,668.06
*Additional art time accrues after the first 2 hours for a partial wrap, and 5 hours for a full wrap. Removal of an old wrap is \$75 per hour.	

Pick up and Delivery is an additional \$50 (No P/U or Delivery on Fridays)

All proposals are good for 90 days from Proposal Date

*Deposit minus Art Design & Mechanical Layout Fee is refundable if order is canceled before material is ordered.



ORDER FORM

CONTRACT # TRIPS-15-MB-CB

MiniBus with ADA Option

Creative Bus Sales Inc.

AGENCY NAME: Mid Florida Community Services DATE: _____

PURCHASE ORDER NUMBER: _____

CONTACT PERSON: Joel Mendez 352-799-1510
(Name, Telephone Number and Email Address)

Ford Transit FT148EWBHRDRW

October 7, 2019

Item	Unit Cost	Quantity	Total Cost
Base Vehicle Type			
Ford Model FT148EWBHRDRW 10,360 GVWR 22' 3.5L Gas Engine	\$57,883	1	57883
Diesel	\$3152	1	3152
3.5L V-6 Eco Boost Engine	\$1272		
SEATS			
Base Seats: Freedman GO	\$683	2	1366
Child Seats: Freedman Caregiver ICS 3 point	\$815		
Upgraded AC			
Gasoline Engine Standard In Base	N/C		
Diesel Engine Standard In Base	N/C		
Paint Choices			
White	\$0		
Paint Scheme A	\$150		
Paint Scheme B	\$150		
Paint Scheme C	\$150		
Other Options			
Dual Swing Entry Door "DELETE" option	(-\$4000)		
Wheelchair lift/ramp Manufacturer: Braun Model:L919 800 lbs Rear Only	\$4656	1	4656
Wheelchair lift/ramp Manufacturer: Ricon Model: K Series 800 lbs	\$4656		
2-way radio prep package.	\$150		
A 110V power inverter with accessory outlet	\$950		
110V Accessory Outlet per Location	\$165		
Individual reading lamps	\$135		
Fold-away Seat	\$1079	2	2158

E. ACTION ITEMS CONTINUED

3. CTC Annual Evaluation

Attached is the Community Transportation Coordinator (CTC) Annual Evaluation that was conducted by the Planning Agency in April of 2020. Based on the Planning Agency Review, we find the CTC to be meeting the required standards of the Transportation Disadvantaged program.

Staff Recommendation: It is recommended that the TDLCB Board review the 2020 Annual CTC Evaluation, provide comments, and approve for submittal to the CTD.

Attachment: 2020 CTC Evaluation

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: _____

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

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, COMPILER 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:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

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?
 The CTC has an application to determine elibility.

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

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 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

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)]

	CTC	CC #1	CC #2	CC #3	CC #4
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.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
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.

Commission Standards	Comments
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.

Local Standards	Comments
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	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet: 6.8</i>	CTC	CTC	yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	yes
	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 ₂ 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: Due to COVID-19, this portion of the evaluation was not required.

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: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: Congreg Meal Sight

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Yes My Driver Jackie

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Nancy Wilcox

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

I enjoy my transportation very much.
I appreciate all employees especially
Jackie. She is a wonderful Person
Very polite and Caring to everyone.
I feel very much at home everytime
I ride. I have met so many nice
people through these years. I love going
to the Congrot meals SIGHT 3X a Week.
Im always on time for medical
Appointments

My Son Eric feels the same way when
he rides. He looks forward to his
trips too.

I hope your service continues for
years to come.

Thank You So Much.

Blessings Always
Nancy Wilcox

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, What type of problem did you have with your trip?

- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other: _____ |

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Jackie

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Tracy Rose
Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

Jackie is helpful, courteous, Knows
the routes well, & fun.

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: website

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Regina Chulifianca

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

need for doctors visits

$$\begin{array}{r} 45 \\ \times 30 \\ \hline 1350 \end{array}$$

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Dow - Kim - Luis - Michele

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) _____

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

Blessings → blessed

Convenience

Peace of MIND

Safety

RELAXED

SECURITY

COMFORT

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: *varies/when have MD appointments*

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Both Judy + Louis have been our drivers and are always helpful and pleasant - much appreciated.

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) *Jacqueline Connor (aprise)*
Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

My husband has been in a wheelchair
for some time and this service has
been a blessing. Both office personnel
and drivers have been so helpful in
getting Vinny to medical appointments.
He is a veteran and Trans Hernandez
Transport has been a blessing for us.
Veteran rider is Vincent Conlon

**2019 TRANS-HERNANDO
RIDER/BENEFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando? 5 times

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: shopping

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Louis, Kevin, Judy, Karen, Tactic

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Shel B. Wilson

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

A great deal not having transportation
myself is not a good thing. Now
I use transport its such ~~thing~~^{good}
a great to know I can use transport
not having to be like other
people and the price is great
Everyone is so nice office
and drivers thanks to everyone
now and forever

Sheila M. Kelly

**2019 TRANS-HERNANDO
RIDER/BENEFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, What type of problem did you have with your trip?

- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other: _____ |

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) [Signature]

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

Transportation will mean to me if
that person doesn't have a car they
call Transportation to go places to places.

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Jackie

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Evelyn Negro

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

Jackie cares about the people that ride
she cares about-mental

“ “ “ physical

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

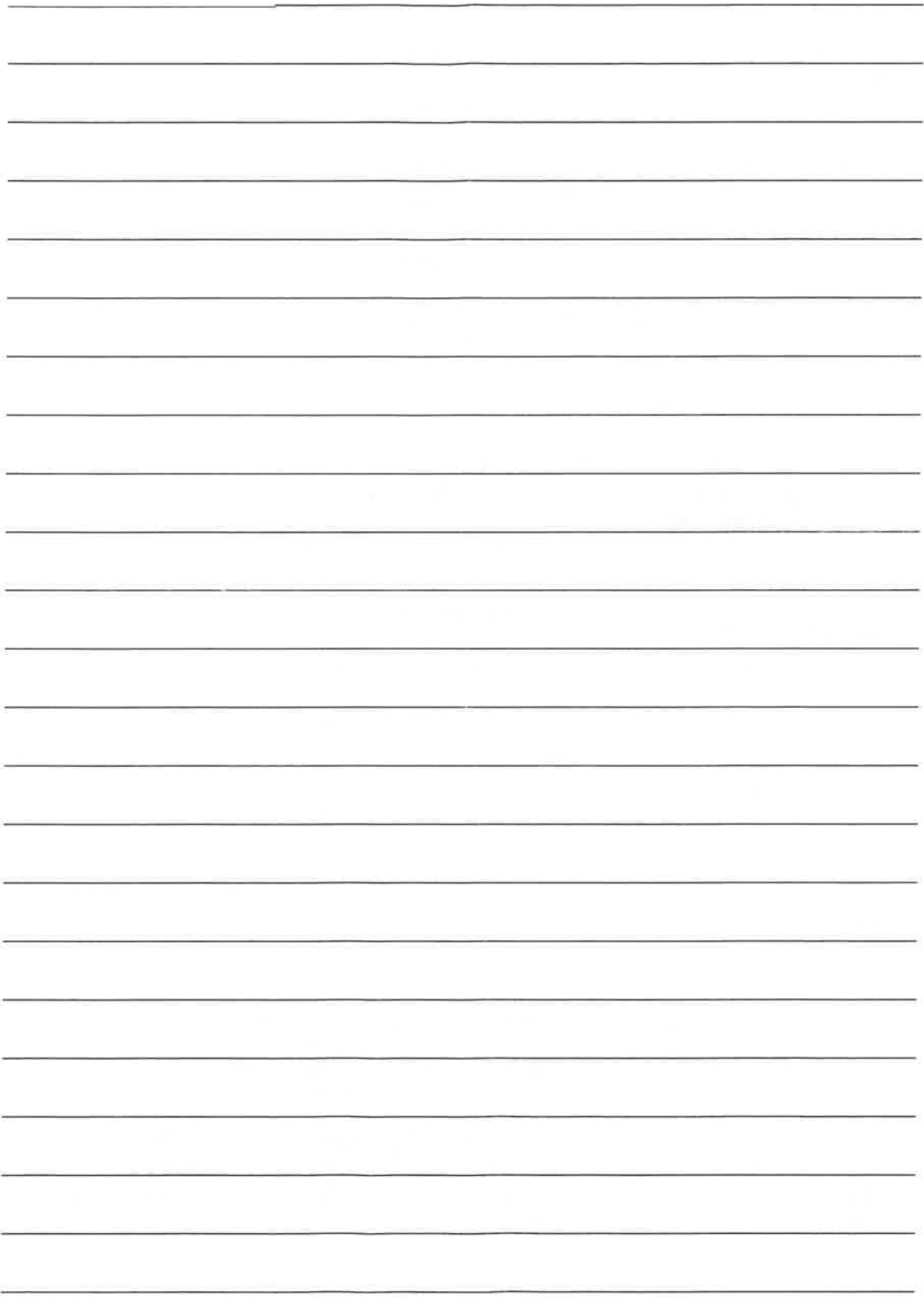
7) Is there an employee at Trans Hernando you would like to specifically recognize?

JACKIE (EXCELLENT DRIVER)

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Armando J. Flores
Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you



**2019 TRANS-HERNANDO
RIDER/BENEFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, What type of problem did you have with your trip?

- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other: _____ |

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize? Yes

Ms. Kathy ***** Star

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Herberto Rodriguez

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

Herberto Rodriguez

Blank lined paper with horizontal ruling lines.

**2019 TRANS-HERNANDO
RIDER/BENEFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: Mid Florida Comm Serv

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

all of the Drivers

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Florida Inc

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

A means of getting from point A to point B
safe & sound.

**2019 TRANS-HERNANDO
RIDER/BENEFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

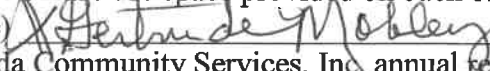
6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?



8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) 
Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

The hospitality is fantastic.

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, What type of problem did you have with your trip?

- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other: _____ |

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Everyone is great, but especially JACKIE CRyder *

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) [Signature]
Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

I AM A RETIRED, HANDICAPPED SENIOR. THIS SERVICE
IS A LIFESAVER FOR ME. EXTREMELY SATISFIED
WITH TRANSFERNANDO!

**2019 TRANS-HERNANDO
RIDER/BENEFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, What type of problem did you have with your trip?

- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other: _____ |

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Exceptional service i Don also very helpful i Michelle

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Janet Rudolph
Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

This transportation service means
a lot to me! It gets me to my
doctor appointments and back home again
in a very pleasant atmosphere.

Being able to get out at all is very
important! So Thank you for
providing this service to us!

I for one am very grateful! Have
used this service for years and
hope to continue to enjoy the service
and the wonderful drivers who
see to our needs. Thank you.

9-11
McDonnell

**2019 TRANS-HERNANDO
RIDER/BENEFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: _____

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, 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
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other: _____

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

All Drivers and office people are the best

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) Barbara Wright

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

I have eye sight that is poor also use a
cane to get around I have no family that
could help me I would be lost without
the help I get from the office people
or ~~that~~ ^{the} driver.

I hope we never loose this help

I have use the Bus since 2009 and
have never had a problem

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: other

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: Senior Center

5) Have you ever had a problem with your trip?

- Yes No

If Yes, What type of problem did you have with your trip?

- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other: _____ |

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

Kim also Judy, Michelle, Don, Louis, Jackie & Kevin

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) _____

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

Transportation mean that if I cannot
get transportation I would not be able
to get around.

**2019 TRANS-HERNANDO
RIDER/BENFICIARY SURVEY**

1) How did you find out about Trans Hernando and its services?

- Friend Workplace Current Rider
 Hospital/Doctor Veterans Services Other: GRAND PASTOR CARLANN

2) How often do you normally use Trans Hernando?

- Daily 1-2 Times/Week 3-5 Times/Week Other: _____

3) Have you ever been denied transportation services?

- Yes No

If Yes, what was the reason given for refusing transportation services?

- Ineligible Space not available
 Lack of funds Destination outside service area
 Called too late Other: _____

4) What do you normally use the service for?

- Medical Education/Training
 Employment Life-Sustaining
 Nutritional Other: _____

5) Have you ever had a problem with your trip?

- Yes No

If Yes, What type of problem did you have with your trip?

- | | |
|---|--|
| <input type="checkbox"/> Advance notice | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Pick up times not convenient | <input type="checkbox"/> Late pick up-specify time of wait |
| <input type="checkbox"/> Assistance | <input type="checkbox"/> Accessibility |
| <input type="checkbox"/> Service Area Limits | <input type="checkbox"/> Late return pick up - length of wait |
| <input type="checkbox"/> Drivers - specify | <input type="checkbox"/> Reservations - specify length of wait |
| <input type="checkbox"/> Vehicle condition | <input type="checkbox"/> Other: _____ |

6) Do you have access to a smart phone or computer with internet?

- Yes No

7) Is there an employee at Trans Hernando you would like to specifically recognize?

ANY ONE

8) What does transportation mean to you? Please use space provided on back of page.

Permission granted by (please sign name) _____

Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you

MR. + MRS. JIM + ANNA McKERNAN

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? _____

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

County: Hernando
 CTC: Mid Florida Community Services, Inc.
 Contact: Miranda Maldonado
 1122 Ponce De Leon Blvd
 Brooksville, FL 34601
 352-799-1510

Email: mimaldonado@mfcs.us.com

Demographics	Number
Total County Population	186,553
Unduplicated Head Count	1,016



Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	114,068	114,114	73,644
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	114,068	114,114	73,644

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	29,029	27,603	20,461
Employment	781	823	5,202
Ed/Train/DayCare	74,286	75,541	26,706
Nutritional	4,154	3,279	7,978
Life-Sustaining/Other	5,818	6,868	13,297
TOTAL TRIPS	114,068	114,114	73,644

Passenger Trips By Revenue Source	2017	2018	2019
CTD	17,205	17,857	16,126
AHCA	43,933	47,228	0
APD	510	423	50,765
DOEA	2,392	2,506	2,308
DOE	4,154	2,474	0
Other	45,874	43,626	4,445
TOTAL TRIPS	114,068	114,114	73,644

Trips by Provider Type	2017	2018	2019
CTC	21,845	20,643	18,434
Transportation Operator	0	0	0
Coordination Contractor	92,223	93,471	55,210
TOTAL TRIPS	114,068	114,114	73,644

Vehicle Data	2017	2018	2019
Vehicle Miles	614,868	681,248	677,101
Roadcalls	4	3	2
Accidents	0	0	0
Vehicles	44	16	46
Drivers	31	32	34

Financial and General Data	2017	2018	2019
Expenses	\$1,067,725	\$1,343,292	\$1,699,762
Revenues	\$1,300,039	\$1,512,746	\$1,720,957
Commendations	97	138	46
Complaints	14	12	20
Passenger No-Shows	299	364	352
Unmet Trip Requests	0	0	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	153,717	227,083	338,550
Avg. Trips per Passenger	127.45	101.34	72.48
Cost per Trip	\$9.36	\$11.77	\$23.08
Cost per Paratransit Trip	\$9.36	\$11.77	\$23.08
Cost per Total Mile	\$1.74	\$1.97	\$2.51
Cost per Paratransit Mile	\$1.74	\$1.97	\$2.51

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area MFCS does not have transportation operators providing coordinated service

	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				
Total				

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?

E. ACTION ITEMS CONTINUED

4. 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 a survey of the Official Planning Agency. The TDLCB members are requested to turn in their completed survey to staff. TDLCB input can be anonymous.

Staff Recommendation: No formal action is required, although the Planning Agency requests the TDLCB complete the survey.

Attachments: Local Coordinating Board Survey of the Official Planning Agency

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.

F. Mid Florida Community Services-Miranda Maldonado

1. Quarterly Report

Attached is the quarterly report provided by the Hernando County Community Transportation Coordinator, Mid Florida Community Services.

No action is required, this item is for the TDLCB's information.

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 FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2019 through June 30, 2020**

	<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
Overview of Total Trip Requests	Total incoming calls received	2463	2391	1972	2581	2188	2168	2336	2066	1933	487	0	0	20,585
	Average number calls received per day	112	109	99	112	122	108	111	109	88	23	0	0	
	Total trip requests received	2072	2021	1647	2165	1778	1766	1949	1724	1495	351	0	0	16,968
	Total cancelled trips	348	332	294	365	383	357	349	313	412	131			3,284
	Total ASAP Trips	42	32	13	30	39	38	35	30	28	3			290
	Total NS trips	43	38	31	51	27	45	38	29	26	5			333
	Total trip requests provided	1681	1651	1322	1749	1368	1364	1562	1382	1057	215			13,351
% of Trip Requests Provided	81.1%	81.7%	80.3%	80.8%	76.9%	77.2%	80.1%	80.2%	70.7%	61.3%				
% of Trip Requests Cancelled	16.8%	16.4%	17.9%	16.9%	21.5%	20.2%	17.9%	18.2%	27.6%	37.3%				
% of No Show Trip Requests	2.1%	1.9%	1.9%	2.4%	1.5%	2.5%	1.9%	1.7%	1.7%	1.4%				

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2019 through June 30, 2020**

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
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%	0.92%	1.52%	1.93%	1.08%	0.99%	1.00%	0.00%			
Same day Request	5	5	8	5	4	6	4	2	4	0			43
Out-of-county request	1	2	3	3	5	2	1	3	6	0			26
Stretcher	0	1	2	1	1	0	1	0	1	0			7
Holiday/Weekend	2	1	1	3	12	18	11	7	0	0			55
Before 8 a.m./after 3:00 p.m. appointments	5	6	6	8	5	8	4	5	4	0			51
Total Unprovided	13	15	20	20	27	34	21	17	15	0	0	0	182
TRIP PURPOSE													
Medical	1,150	1,061	872	1268	963	912	1,059	885	703	215			9,088
Nutritional/Shop	337	346	266	258	223	317	327	298	218	0			2,590
Connector	0	0	0	0	1	0	0	0	0	0			1
Education	0	26	43	66	49	49	58	71	37	0			399
Employment	81	69	46	62	44	42	40	37	28	0			449
Other	113	149	95	95	88	44	78	91	71	0			824
Total	1,681	1,651	1,322	1,749	1,368	1,364	1,562	1,382	1,057	215	0	0	13,351

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2019 through June 30, 2020**

		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
Work Days		22	22	20	23	18	20	21	19	22	21	20	22	250	
TRIP TYPE	Elderly (Over 60)	1,398	1,388	1089	1,465	1,154	1,138	1,284	1,123	866	191				11,096
	Adult	283	254	219	254	183	199	242	218	169	24				2,045
	Child (Under 17)	0	9	14	30	31	27	36	41	22	0				210
	Total	1,681	1,651	1,322	1,749	1,368	1,364	1,562	1,382	1,057	215	0	0		13,351
TRIP MODE	AMBI	992	994	798	1,027	817	770	904	836	580	33				7,751
	WHLI & SCOI	689	657	524	722	551	594	658	546	477	182				5,600
	AMBO	0	0	0	0	0	0	0	0	0	0	0	0		0
	Total	1,681	1,651	1,322	1,749	1,368	1,364	1,562	1,382	1,057	215	0	0		13,351
UNDUPLICATED COUNT	Elderly (Over 60)	204	205	176	207	197	189	192	181	144	13				1,708
	Percent %	85.4%	83.7%	85.4%	85.2%	85.7%	87.9%	85.7%	86.6%	85.2%	92.9%				85.7%
	Adult	35	39	29	34	31	24	30	26	22	1				271
	Percent %	14.6%	15.9%	14.1%	14.0%	13.5%	11.2%	13.4%	12.4%	13.0%	7.1%				13.6%
	Child (Under 17)	0	1	1	2	2	2	2	2	3	0				15
	Percent %	0.0%	0.4%	0.5%	0.8%	0.9%	0.9%	0.9%	1.0%	1.8%	0.0%				1%
	Total	239	245	206	243	230	215	224	209	169	14	0	0		1,994
NO SHOW, BY PROGRAM	CTD - T&E	43	38	30	42	24	35	26	15	17	1				271
	CTD - ISDG	0	0	0	0	1	6	6	4	4	4				25
	DOEA	0	0	1	9	2	4	6	10	5	0				37
	Total No Shows	43	38	31	51	27	45	38	29	26	5	0	0		333

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2019 through June 30, 2020**

	<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
OPERATING DATA	Suspended	0	0	0	0	0	1	0	0	0	0			1
	System Miles	20235	18969	16780	22622	17875	16697	18768	16236	13718	3959			165,859
	Revenue Miles	17267	15933	13947	18514	14976	13816	15872	13464	10961	2754			137504
	Average System Miles per trip	12.0	11.5	12.7	10.6	10.9	10.1	10.2	9.7	10.4	12.8	#DIV/0!	#VALUE!	12.4
	Average Revenue Miles per trip	10.3	9.7	10.5	10.6	10.9	10.1	10.2	9.7	10.4	12.8	#DIV/0!	#VALUE!	10.3
	Average Rides per Day	76	75	66	76	76	68	74	73	48	10	0	0	
	System Hours	1058	1014	874	1204	904	881	986	855	802	213			8,791
	Revenue Hours	914	861	742	1022	769	752	843	700	676	142			7,421

COMPLIMENTS/COMPLAINTS

		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
		Work Days	21	23	19	22	19	19	21	19	21	21	22	20	TOTAL
TRANS HERNANDO	COMPLIMENT	Driver	3	3	4	2	3	1	2	2	1	0			18
		Vehicle	0	0	0	0	0	0	0	0	0	0			0
		Service	0	1	1	2	1	1	0	0	0	0			6
		Policy	0	0	0	0	0	0	0	0	0	0			0
		Other	0	0	0	0	0	0	0	0	0	0			0
	COMPLAINT	Driver	0	1	1	0	2	1	1	0	0	0			6
		Vehicle	0	0	0	0	0	0	1	0	0	0			1
		Service	0	0	0	0	1	0	0	0	0	0			1
		Policy	0	0	0	0	0	0	0	1	1	0			2
		Other	0	0	0	0	0	0	0	0	0	0			0

BREAKDOWNS/ACCIDENTS

		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
		Work Days	21	23	19	22	19	19	21	19	21	21	22	20	TOTAL
TRANS HERNANDO	TOWS	1	0	1	1	1	2	0	0	0	0			0	
	ROAD CALLS	0	0	0	0	1	1	0	0	0	0			0	
	INCIDENT & ACCIDENTS	CHARGEABLE	0	0	0	0	0	0	0	0	0	0			0
		NON-CHARGEABLE	0	0	0	0	0	0	0	0	0	0			0