

### Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) Public Meeting

Wednesday, May 19, 2021 at 10:15 a.m.

### MEETING LOCATION: Hernando County Building Training Facility 1661 Blaise Drive, Brooksville 34601

# Provided a physical quorum of TDLCB members are present, the meeting will be offered via ZOOM Webinar

You may attend this meeting from a PC, Mac, iPad, iPhone, or Android device. Please register in advance for this webinar at the URL listed below: https://hernandoclerk.zoom.us/webinar/register/WN\_yvmnDS2PTXaknWOguB8O8w

### AGENDA

### A CALL TO ORDER

- 1. Notice of Publication
- 2. Declaration of Quorum

### **B** APPROVAL/MODIFICATION OF AGENDA – Board/Staff comment only

### C REVIEW/APPROVAL OF MINUTES – 2/10/2021

### D CORRESPONDENCE/INFORMATIONAL ITEMS

- 1. Commission for the Transportation Disadvantaged (CTD)
- 2. CTC Update– Miranda Maldonado
- 3. Letter in Support of UZURV
- 4. Planning Agency Survey
- 5. Planning Agency Grant FY 2021-2022

### E ACTION ITEMS

- 1. Transportation Disadvantaged Service Plan Annual Update
- 2. Community Transportation Coordinator (CTC) Annual Evaluation

- **F TDLCB MEMBER PRESENTATIONS -** Shanika Figueroa Rodriguez and Denise Clark
- G CITIZEN COMMENTS
- H COMMENTS/UPDATES
- I ADJOURNMENT AND NEXT MEETING The next regular meeting will be held on Wednesday August 11, 2021, at 10:00 a.m. at 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 MEETING MINUTES

Attached are the draft meeting minutes from the February 10, 2021 TDLCB meeting.

Attachment: Draft minutes from February 10, 2021 meeting

### HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD REGULAR MEETING Wednesday, February 10, 2021 – 10:00 A.M.

### **MINUTES**

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a regular meeting on Wednesday, February 10, 2021, at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meeting was advertised in the Tampa Bay Times and the agenda was available on the MPO Website.

### MEMBERS PRESENT IN PERSON

John Allocco, TDLCB Chairman Kevin Bargerstock, Florida Department of Education, Division of Vocational Rehabilitation Tony Graham, Hernando County Veterans Services Kathleen Winters, Local Representative Medical Community Denise Clark, Hernando County School Board – Transportation Benita Dixon, Private For-Profit Transportation Joe DeGeorge, Hernando County Transit Management Inc. Shanika Figueroa Rodriguez, Children at Risk

### MEMBERS PRESENT VIA ZOOM

Ian Martin, ACHA (Alternate) Dave Newell, FDOT District 7 Gretchen Samter, Public Transit User Elizabeth Watson, Persons with Disabilities Agency

### OTHERS PRESENT

Steve Diez, MPO Executive Director Carlene Riecss, Transportation Planner III Cayce Dagenhart, Transportation Planner II Terri Saenz, Administrative Assistant III Miranda Maldonado, MidFlorida Community Services/Trans Hernando Chris DeAnnuntis, TBARTA Steve Holmes, UZURV Cara Brunk, DOEA Jeremy Thomas, Florida Department of Children & Family Services -- Access Florida

### A. CALL TO ORDER

Chairman Allocco called the regular meeting of the TDLCB to order at 10:02am.

- A quorum was confirmed.
- Chairman Allocco introduced the newest member, Shanika Figueroa Rodriquez, representing Children at Risk.
- Introductions were made.
- Carlene Riecss read the Publication Meeting Notice into the Record.

### **B. ANNUAL BOARD ORGANIZATION**

1. Nomination and Election of 2021 Vice-Chairperson

# Motion: Ms. Winters nominated Joe DeGeorge as the 2021 Vice-Chairperson. The motion was seconded and passed unanimously.

2. Committee Membership Appointment/Reappointment - 2021 Calendar Year

Motion: Ms. Dixon made a motion that the TDLCB appoint/reappoint the following Grievance Committee members. The motion was seconded by Ms. Winters and carried unanimously.

- Robert Bradburn
- Kathleen Winters
- Denise Clark
- Ian Martin

### C. APPROVAL/MODIFICATION OF AGENDA

Motion: Ms. Winters made a motion to approve agenda with no modifications. Mr. Graham seconded, and the motion carried unanimously.

### D. REVIEW/APPROVAL OF MINUTES – November 18, 2020

Motion: Mr. Graham made a motion to approve November 18, 2020 minutes. Ms. Winters seconded, and the motion carried unanimously.

### E. CORRESPONDENCE/INFORMATIONAL ITEMS

1. UZURV – Presentation

Presentation given by Steve Holmes. The CTD granted TBARTA in partnership with UZURV, an adaptive transportation network and mobility platform technology company to enhance Transportation Disadvantaged (TD) service cross county trips for transportation disadvantaged persons as well as evening and weekend trips.

The program started the first week of December 2020. They service five counties: Hernando, Pasco, Hillsborough, Pinellas, and Manatee. Most of the trips are on demand (wheelchair or ambulatory) and scheduled. They are door to door with no stops and by credentialed drivers. So far they have had 15 individuals from Hernando County and among them they have taken about 30 rides. It supplements Trans-Hernando trip services on evenings and weekends. The cost is \$6.00 each way and the website address is: <u>www.tdtampabay.com</u> for eligibility. It is a 3 year grant that they have to reapply every year with hopes of success to implement permanently.

2. Mid Florida Community Services – Miranda Maldonado

A copy of the quarterly report for the period from October 1, 2020 -- December 31, 2020 was provided. It was noted that a correction was made to the July 1, 2020 -- September 30, 2020, quarterly report presented at the TDLCB November meeting (total number of trips for each program were inadvertently entered into the section reflecting no shows by program -- ISD, RD or DOEA). They have had about 3-4 trips per week for the veteran's shuttle since starting last October 2020. They now have a federal mask mandate on all their vehicles.

 Commission for the Transportation Disadvantaged (CTD) – December 16, 2020, business meeting

As an informational item, Mr. Diez indicated the packet included a copy of the December 16, 2020, CTD business meeting agenda.

On an annual basis, the CTD prepares a report summarizing operation information for the State of Florida, and for each county. The summaries are being provided.

### F. ACTION ITEMS

Mr. Diez suggested the Board to approve update to the Annual Grievance Procedures and be forwarded to the Commission for Transportation Disadvantaged (CTD) by MPO Staff. Chairman Allocco asked for public comment and there was none (in person or via ZOOM).

# Motion: Mr. Clark moved to approve the update to the Annual Grievance Procedures. Ms. Winters seconded, and the motion carried unanimously.

### **G. BOARD MEMBER UPDATES**

 Benita Dixon spoke about their Private for Profit, Black Coach Transportation and provided pamphlets. They do airport trips, parties, doctor appointments. They have wheelchair vans and stretchers, contractors who are certified in ambulatory and non-emergency. They service Jacksonville, Lake City, Orlando, and Tampa. They drive third party for insurance companies. On their private coach side, they can go anywhere.

- 2. Joe DeGeorge with Hernando County Public Transportation System stated they just received two brand new busses which brings all their fleet up to date. They recently put mass notification in place for their ADA clients. It notifies clients up to 15 minutes prior to arrival at their residence. For fixed route service, there is also a new mobile app called "RouteShout" that allows riders to see where the bus is and when it will arrive through an online bus tracking service from their smartphones or on the Web. In the next 30 days, they will be implementing stickers at bus stops where you can text a number to find out where the bus is. Ridership is down about 30 percent. The federal mask mandate is in place.
- 3. Volunteers for the next meeting will be Shanika Figueroa Rodriguez and Denise Clark to advise what their outside roles represent as members of the TDLCB.

### **H. CITIZEN COMMENTS**

None.

### I. STAFF/BOARD COMMENTS

Discussion about the appreciation of in person quorums that allow those citizens who are at risk to attend via Zoom.

### ADJOURNMENT AND NEXT MEETING

Chairman Allocco advised that the next TDLCB meeting is on May 19, 2021 at the Hernando County Building Training Facility, at 1661 Blaise Drive, Brooksville, FL 34601.

There being no further business, Chairman Allocco adjourned the meeting at 10:51 am.

### D Correspondence/Informational Items

1. Commission for the Transportation Disadvantaged

For the TDLCB's information, attached please find a copy of the March 30, 2021, CTD business meeting agenda.

Full agendas for the Commission for the Transportation Disadvantaged can be found on their website. <u>CTD Business Agenda 03-30-21 (fdot.gov)</u>

#### Attachments:

Attachments: CTD Business Agenda

- 2. CTC Update Miranda Maldonado
  - Quarterly Report
  - Innovation and Service Development Grant

Attachments: Quarterly report: January 1, 2021 - March 30, 2021

3. Letter in Support of UZURV

Attached please find a letter of support provided to UZURV to supplement their grant application submitted to the Commission for the Transportation Disadvantaged (CTD).

Attachments: Letter to CTD re: UZURV

4. Planning Agency Survey

On an annual basis, MPO staff requests the TDLCB complete the Planning Agency Survey which provides input to the staff regarding services provided.

The survey is anonymous, please complete the attached and provide to staff at the conclusion of the meeting.

Attachments: Planning Agency Survey

5. Planning Agency Grant

MPO staff is requesting the MPO Board authorize submittal of the FY 2021/2022 Planning Grant application for TD support services in the amount of \$23,954, at their 5/13/2021 meeting. No TDLCB action is required.

Attachments: n/a

### Item D1

### **COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

Florida Commission for the



Business Meeting Agenda March 30, 2021 1:30 PM until Completion arion Hart, Chairman r. Phillip Stevens, Vice-Chairman Renee Knight, Commissioner Christinne Rudd, Commissioner Dr. Robin Tellez, Commissioner Mike Willingham, Commissioner

GoToMeeting Webinar:

https://global.gotomeeting.com/join/960046557

Alternative Conference Call-In Number: 888-585-9008; Conference Code: 837-653-349

Item #	Agenda Item	Speaker(s)				
Ι.	Call to Order	Chairman Marion Hart				
II.	Pledge of Allegiance	Chairman Hart				
III.	Introduction of Commissioners and Advisors	Commissioners and Advisors				
IV.	Public Comments (Comments limited to the current agenda items)	Public				
	Action Items					
V.	Approval of December 16, 2020 Meeting Minutes	Chairman Hart				
VI.	Community Transportation Coordinator Designations:	Planning Agency Representative:				
	<ul> <li>Baker</li> <li>Putnam</li> <li>St. Johns</li> </ul>	Margo Moehring, Northeast Florida Regional Planning Council				
	<ul> <li>Columbia, Hamilton, Suwannee</li> <li>Dixie</li> <li>Gilchrist</li> <li>Union</li> </ul>	Lynn Godfrey, North Central Florida Regional Council				

	lotte	Wendy Scott,
		Charlotte County-Punt Gord MPO
	DeSoto, Hardee, Highlands, Okeechobee	Marybeth Soderstrom, Heartland Regional
		Transportation Planning Organization
	Manatee	Corinne Tucker, arasota-Manatee MPO
	Miami-Dade	Jeannine Gaslonde, Miami-Dade MPO
	• Polk	Julia Davis, Polk Transportation Planning Organization
VII.	Planning Agency Designation for Duval County	Elizabeth De Jesus, North Florida Transportation Planning Organization
VIII.	Election of Vice-Chairperson	Chairman Hart
IX.	Review of CTD COVID-19 Rescue Plan	David Darm, CTD Executive Director
	Information Items	
Х.	Rule Adoption Update – New Trip & Equipment Grant Allocation Formula	David Darm
XI.	CTD Workshops on ADA Complementary Paratransit ervices	Commissioner Robin Tellez
XII.	Executive Director Report	David Darm
XIII.	Commissioner and Advisor Reports	Commissioners and Advisors
XIV.	Public Comments	Public
XV.	Commissioner and Advisor Closing Comments	Commissioners and Advisors
XVI.	Adjournment	Chairman Hart
	Next Meeting: June 3, 2021, 1:30pm until completion	

	Month	OF INF	Aug.20	Sep.20	Oct.30	Mou:20	Oec. 20	Jan 21	reb.27	Mar.27	40r.27	May.24	411.27	John Maria	_
	Work Days	22	21	21	22	17	20	19	19	23	21	20	22	247	
Overview of Total Trip Requests	Total incoming calls received	2032	1760	2156	2274	1906	2054	1992	2008	2324	0	0	0	18,506	
	Average number calls received per day	92	84	103	103	112	103	105	106	101	0	0	0		
al Trip F	Total trip requests received	1016	880	1078	1137	953	1027	996	1004	1162	0	0	0	9,253	_
of Tot	Total cancelled trips	307	155	182	160	235	271	180	188	162				1,840	
/erview	Total ASAP Trips	12	7	10	19	18	16	17	16	23				138	
Ó	Total NS trips	15	13	16	24	18	19	34	19	15				173	
	Total trip requests provided	682	705	870	934	682	721	765	781	962				7,102	
															_
% of	Trip Requests Provided	67.1%	80.1%	80.7%	82.1%	71.6%	70.2%	76.8%	77.8%	82.8%	#DIV/0!	#DIV/0!	#DIV/0!		
C	% of Trip Requests Cancelled	30.2%	17.6%	16.9%	14.1%	24.7%	26.4%	18.1%	18.7%	13.9%	#DIV/0!	#DIV/0!	#DIV/0!		
% of I	No Show Trip Requests	1.5%	1.5%	1.5%	2.1%	1.9%	1.9%	3.4%	1.9%	1.3%	#DIV/0!	#DIV/0!	#DIV/0!		

	Month	<sup>Jul.20</sup>	4 <sup>11</sup> 9.20	Seo.20	Octob	Mou:20	Coci 23	Jan.21	feb.27	Mar.27	401.27	Maria	un.27	<sup>IDIA</sup>	
·	Work Days	22	21	21	22	17	20	19	19	23	21	20	22	247	
	REASON FOR UNPROVIDED REQUESTS														
% of <sup>•</sup>	Trip Requests unable to Provide	0.69%	1.02%	1.30%	0.00%	1.57%	1.66%	1.20%	1.10%	1.81%	#DIV/0!	#DIV/0!	#DIV/0!		
	Same day Request	4	3	6	5	8	5	2	3	6				42	
0	ut-of-county request	0	5	2	3	0	1	1	3	4				19	
	Stretcher	0	0	1	0	0	1	0	0	0				2	
	Holiday/Weekend	2	1	2	0	5	8	4	3	7				32	
Befor	e 8 a.m./after 3:00 p.m. appointments	1	0	3	4	2	2	5	2	4				23	-
	Total Unprovided	7	9	14	0	15	17	12	11	21	0	0	0	106	1
					1										]
	Medical	559	604	695	762	552	567	616	628	763				5,746	
щ	Nutritional/Shop	67	56	90	75	65	76	54	68	87				638	
POS	Connector	0	0	0	0	0	0	0	0	0				0	
PURPOSE	Education	0	0	30	29	8	13	6	0	0				86	
TRIP I	Employment	26	24	27	33	30	34	32	30	43				279	1
F	Other	30	21	28	35	27	31	57	55	69				353	1
	Total	682	705	870	934	682	721	765	781	962	0	0	0	7,102	1

	Month	<sup>1</sup> 11,20	440.20	Sep.20	Octiz	Mon-20	Oec.20	Jan.27	Feb.27	Mar.27	401.27	12. Sent	dun.27	lola	$\int$
	Work Days	22	21	21	22	17	20	19	19	23	21	20	22	247	
Ц	Elderly (Over 60)	587	590	698	767	559	580	627	658	771				5,837	1
TYPE	Adult	95	115	172	167	123	141	138	123	191				1,265	
TRIP	Child (Under 16)	0	0	0	0	0	0	0	0	0				0	
Ξ	Total	682	705	870	934	682	721	765	781	962	0	0	0	7,102	
DE	AMBI	301	356	454	471	372	372	406	394	517				3,643	
MO	WHLI & SCOI	381	349	416	463	310	349	359	387	445				3,459	
TRIP MODE	AMBO	0	0	0	0	0	0	0	0	0				0	
Ħ	Total	682	705	870	934	682	721	765	781	962	0	0	0	7,102	
NT	Elderly (Over 60)	104	103	128	131	113	118	127	123	128				1,075	
COUNT	Percent %	84.6%	87.3%	87.7%	83.4%	85.0%	85.5%	85.8%	86.0%	84.2%	#DIV/0!			85.5%	
	Adult	19	15	18	26	20	20	21	20	24				183	
ATE	Percent %	15.4%	12.7%	12.3%	16.6%	15.0%	14.5%	14.2%	14.0%	15.8%	#DIV/0!			14.5%	
PLIC	Child (Under 17)	0	0	0	0	0	0	0	0	0				0	
UNDUPLICATED	Percent %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	#DIV/0!			0%	
NN	Total	123	118	146	157	133	138	148	143	152	0	0	0	1,258	
RAM	CTD - T&E	14	11	11	19	15	12	25	5	3				115	
PROG	CTD - ISDG	1	2	5	5	3	7	9	14	12				58	1
NO SHOW, BY PROGRAM	DOEA	0	0	0	0	0	0	0	0	0				0	]
NO SH	Total No Shows	15	13	16	24	18	19	34	19	15	0	0	0	173	

	Monis	111-50 111-50	4ug.20	Seo.20	Oct 20	Nov:20	Oec. 20	Jan.27	Feb.27	Mar.27	Abr.27	May.24	lun-21	<sup>[O]</sup> M	
ł	Work Days	22	21	21	22	17	20	19	19	23	21	20	22	247	ļ
	Suspended	0	0	0	0	0	0	0	0	0				0	
	System Miles	12685	12886	14259	15197	10452	10813	12030	11869	14919				115,110	
ΓA	Revenue Miles	9650	9747	11216	11939	8522	8890	9781	9585	12081				91411	Ĭ
OPERATING DATA	Average System Miles per trip	14.1	13.8	12.9	12.8	12.5	12.3	12.8	12.3	12.6	#VALUE!	#VALUE!	#VALUE!	12.9	
RAT	System Hours	673	721.0	840	877	582	598	692	729	921				6,633	
OPE	Revenue Hours	561	581.0	699	733	487	484	585	601	752				5,483	
	Cost Per Trip	\$26.13	\$26.11	\$26.03	\$26.02	\$26.00	\$25.99	\$26.02	\$25.98	\$26.00	#VALUE!	#VALUE!	#VALUE!		
	System Cost per Mile	\$1.81	\$1.86	\$1.98	\$2.00	\$2.05	\$2.07	\$2.00	\$2.08	\$2.04	#VALUE!	#VALUE!	#VALUE!		



### Hernando/Citrus MPO

1661 Blaise Dr Brooksville, FL 34601 352-754-4082 www.HernandoCitrusMPO.us

March 17, 2021

David Darm, Chairman Florida Commission for the Transportation Disadvantaged 605 Suwannee Street, MS-49 Tallahassee, FL 32399

RE: Innovation and Service Development Grant Application

Chairman Darm,

I have recently been informed that TBARTA and UZURV plan to re-submit their application for the above grant. Presentations have been made by Chris DeAnnuntis to our MPO committees, and from all accounts, the service has been well-received. He provided a Performance Report that shows ridership is growing steadily and that the majority of the trips provided are cross-county as intended by the service.

In summary, I can again support the efforts of TBARTA and UZURV to continue providing a much needed and beneficial service to our citizens. Thank you.

Sincerely,

Steve Diez

Executive Director

### 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:

<b>SUFFICIENT</b>	<b>INSUFFICIE</b>	<u>ENT</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
- 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.
- 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.
- 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.

### E ACTION ITEMS

### 1. Transportation Disadvantaged Service Plan (TDSP) - Annual Update

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 2021/2022 Rate Model Calculation Worksheet
- Quality Assurance

The attached update includes the following changes:

- TDLCB Membership updated to reflect current roster
- A section addressing impacts of COVID on TD services was included on Page 21
- The current grievance procedure was included
- The Cost/Revenue Allocation and Rate Structure justification was reviewed, no changes needed
- The vehicle inventory was updated (appendix C)
- The rate/model worksheet was updated with the approved 2021/2022 worksheet (appendix D)

### Roll Call Vote

Attachment: TDSP Annual Update

## 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 5/20/20 Annual Update 5/19/21

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

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### TDLCB ROLL CALL VOTE VOTING SHEET

# Table 1: Approval of 2021 Update to the Hernando County Transportation Disadvantaged Service Plan (TDSP), May 19, 2021

Name	Representing	Aye	Nay	Absent
John Allocco, Chairman	Hernando County Board of County Commissioners			
Kevin Bargerstock / Karla Lagos (Alt)	FL Division of Vocational Rehabilitation			
Denise Clark / Kerri Hartley (Alt)	Public Education Community			
Joe DeGeorge / Vice Chairman Daniel Hopkins (Alt)	Hernando County Transit			
Tracy Noyes / Dave Newell (Alt)	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 (Alt)	FL Agency for Health Care Administration			
Cara Brunk	Florida Department of Elderly Affairs			
Shanika Figueroa Rodriguez	Local Representative Children at Risk			
Vacant	FL Association for Community Action			
Vacant	Hernando County Resident, 60+ Years			
Vacant	Hernando County Resident, Disabled			

John Allocco, TDLCB Chairman

APPROVE AS TO FORM AND LEC UNICIENCY BY. County Attorney's Office

1

### 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 atrisk 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

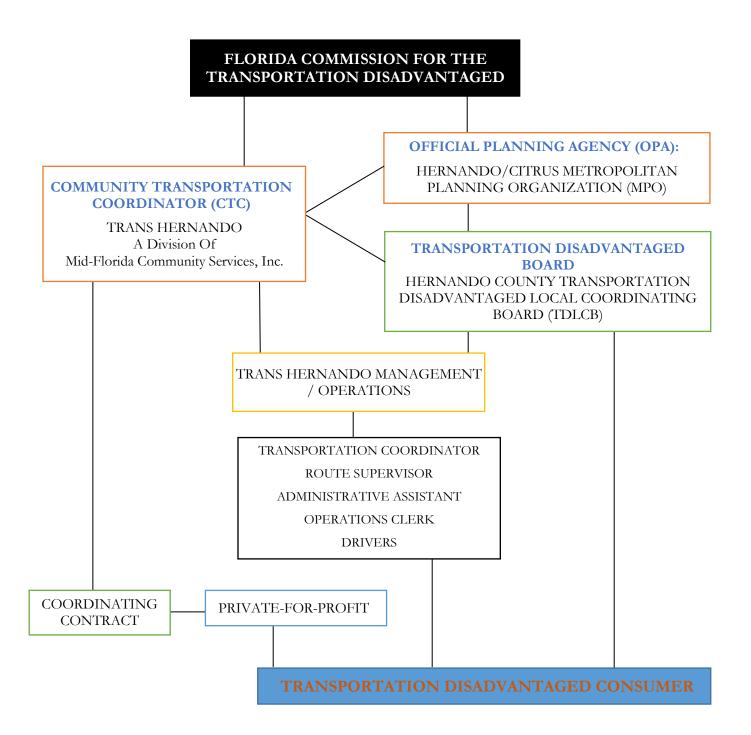
program within a designated service area. The OPA is responsible for preparing and submitting applications to the CTD for planning grants funded from the Transportation Disadvantaged Trust Fund. In addition, the OPA is required to certify on an annual basis, compliance with the intent of the CTD that 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

### Coordinating Board Membership Certification Hernando/Citrus Metropolitan Planning Organization (MPO) 1661 Blaise Drive, Brooksville, FL 34601

The MPO/Designated Official Planning Agency named above certifies the following:

- 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.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### Representation Member Alternate Term Private for-Profit Transportation Benita Dixon N/A John Allocco Elected Official Appointed by MPO Annual Chairman Dave Newell N/A FL Department of Transportation Tracy Noyes N/A Public Education Community Denise Clark Kerri Hartley N/A Persons with Disabilities Agency Elizabeth Watson FL Agency for Health Care N/A Emily Hughart Ian Martin Administration Citizen Advocate/User Gretchen Samter 3/19/2022 Joe DeGeorge, Daniel Mass Transit or Public Transit Board N/A Vice Chairman Hopkins Regional Workforce Development John Eberle N/A Board Local Representative Medical N/A Kathleen Winters Community FL Division of Vocational N/A Kevin Bargerstock Karla Lagos Rehabilitation FL Department of Children & Family Robert Bradburn N/A Services Veterans Services Tony Graham N/ACara Brunk N/A FL Department of Elderly Affairs Local Representative for Children at Shanika Figueroa 1/25/2024 Risk Rodriguez Resident, Disabled Vacant N/A

### Table 2: Hernando County TDLCB Membership

Representation	Member	Alternate	Term
Resident, 60+ Years	Vacant		N/A
Florida Association for Community Action	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

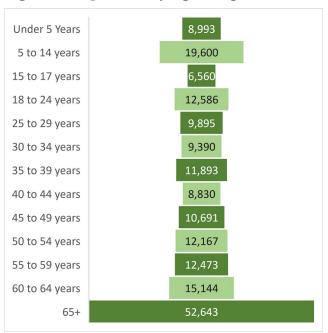
Hernando County Comprises 472.5 miles with an estimated population of 190,000 people. As described in the Hernando County 2040 adopted Comprehensive Plan, approximately 80% of the population is located in the urbanized area of Spring Hill/Brooksville. Outside of the Spring Hill Urbanized Area, rural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

### **Demographics of Hernando County**

# Table 3: Hernando County Population byAge 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

Source: 2018 American Community Survey



### Figure 2: Population by Age Range, 2018

Table 4: Hernando County EducationalLevel for Population over 25 Years, byHighest Level Completed 2018

Highest Educational Level Completed	Population
Less than 9th grade	5,711
9 <sup>th</sup> to 12 <sup>th</sup> 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

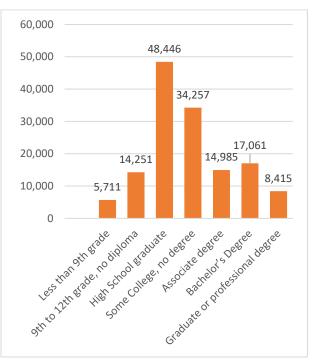


Table 5: Household Income as aPercentage of the Total Number ofHouseholds in Hernando County, 2018

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

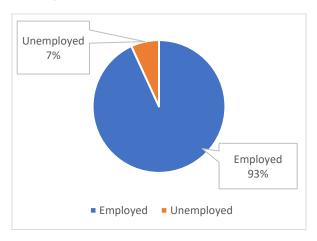
### Figure 4: Household Income as a Percentage of the Total Number of Households in Hernando County, 2018



Table 6: Percentage of the Population ofHernando County, 16 Years and Older byEmployment 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	Туре
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

Location	Туре
4158 Mariner Blvd	Retail Commercial
11092 Spring Hill Dr	Retail Commercial
31100 Cortez Blvd	Retail Commercial
19490 Cortez Blvd	Retail Commercial
160 Mariner Blvd	Retail Commercial
1400 Pinehurst	Retail Commercial
4365 Commercial Way	Retail Commercial
	<ul> <li>4158 Mariner Blvd</li> <li>11092 Spring Hill Dr</li> <li>31100 Cortez Blvd</li> <li>19490 Cortez Blvd</li> <li>160 Mariner Blvd</li> <li>1400 Pinehurst</li> </ul>

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 o 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	

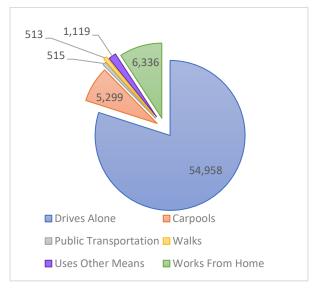
Source: US Census, Hernando County, 2018 American Community Survey

# Table 9:Vehicle Availability perHousehold by Number of VehiclesAvailable, Hernando County 2018

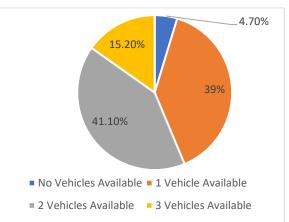
Vehicle Availability Status	Percentage	Number of Households
No Vehicles Available	4.7%	3,580
1 Vehicle Available	39%	29,704
2 Vehicles Available	41.1%	31,303
3 Vehicles Available	15.2%	11,577

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.

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

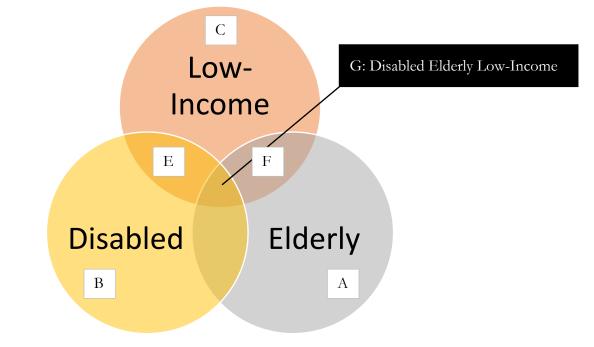
### Table 10: Age, Poverty Status and Disability Status for Hernando County, 2018

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	l Population.	Hernando Co	untv 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:	<b>Critical Need</b>	Transit Disadvan	taged Population	, Hernando Coun	v 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, HernandoCounty 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 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 ad effective manner

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

# **Policies:**

- 1. Follow the CTD's development of performance standards for the delivery of transportation disadvantaged services.
- 2. Ensure that all transportation operators under contract with the CTC comply with applicable safety, insurance, and drug/alcohol testing requirements. Utilize RFP process for private-for-profit contract providers.
- 3. Complete System Safety Program Plan (SSPP) in timely manner for submittal to CTD.
- 4. Annually ensure that employees of the CTC and transportation operators under contract with the CTC receive training appropriate to their positions regarding the scheduling and provision of transportation services.
- 5. Utilize training resources available through the CTD, Rural Transit Assistance Program (RTAP), FDOT, FTA, and others as appropriate.

# Action/Strategies:

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

# Objective 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.

# COVID-19 IMPACTS

Transportation services provided by Mid Florida were terminated by the State of Florida for 2 weeks in March 2020 with the exception of the provision of life sustaining trips (which included trips for dialysis, cancer treatments, and similar vital circumstances).

In May of 2020, the Mid Florida began providing transportation services limiting vehicle capacity to two (2) riders. Mid Florida has returned to providing normal services; however, there is a vehicle capacity limitation of 4 riders.

On January 29, 2021, the Centers for Disease Control and Prevention (CDC) issued an Order requiring the public to wear face masks while on conveyances and in transportation hubs. Specific provisions required the conveyance operator of a transit system to require all persons on board the conveyance to wear a mask for the duration of their travel.

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

# 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
- Trans Hernando will ensure purchasers of service that operations and services are following 2. the safety requirements as specified in Section 341.061(2)(a), Florida Statues, and Chapter 14-90, F.A.C.
- Trans Hernando will ensure purchasers of continuing compliance with the applicable state or 3. federal laws relating to drug testing (specifically, Section 112.0455, Florida Statues; 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).

# **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, HernandoCounty 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	<ul> <li>\$2.50 p/mile</li> <li>Wheelchair:</li> <li>\$20.00 - one way</li> <li>\$30.00 - roundtrip</li> <li>Stretcher:</li> <li>\$60.00 - one-way</li> <li>\$90.00 - round-trip</li> </ul>

Choice Counseling: 1-877-711-3662 Online: <u>www.flmedicaidmanagedcare.com</u>

# For HMO info or to report complaint

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

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

# 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**

- 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 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 2021/22). 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.

# CMBE Certified 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 pickup, 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, lowincome 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

Hernando County Sevior 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 7<sup>th</sup> 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

<u>Volusia County</u> *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





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

#### 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

S:\SYSTEM SAFETY CERTIFICATION.doc

Sponsored by the State of Florida Department of Economic Opportunity, State of Florida Department of Elder Affairs, State of Florida Commission for Transportation Disadvantaged, Florida Department of Transportation, U.S. Department of Health & Human Services - Administration for Children and Families, Lake County Board of County Commissioners, Sumter County Board of County Commissioners, Volusia County Council, Corporation for National & Community Service, United Way of Hernando County, United Way of Lake & Sumter Counties, Florida Network of Children's Advocacy Centers, National Children's Alliance and Office for Victims of Crimes. 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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# SSPP Document Activity Log

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

# System Safety Program Plan Revision History

Date	Revision	Description of Change	Ву
6/6/2016	1	FEvent 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 <u>F.S.14-90</u>, 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 <u>F.S. 14-90 State of Florida Minimum Equipment and Operational Safety</u> <u>Standards.</u> 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 <u>F.S 14-90</u> governing transportation. MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO will inspect all equipment operated in accordance with the established standards and will certify compliance to The Department of Transportation by February 15<sup>th</sup> for the prior calendar year period in accordance with <u>F.S.14-90.010</u>.

# 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.

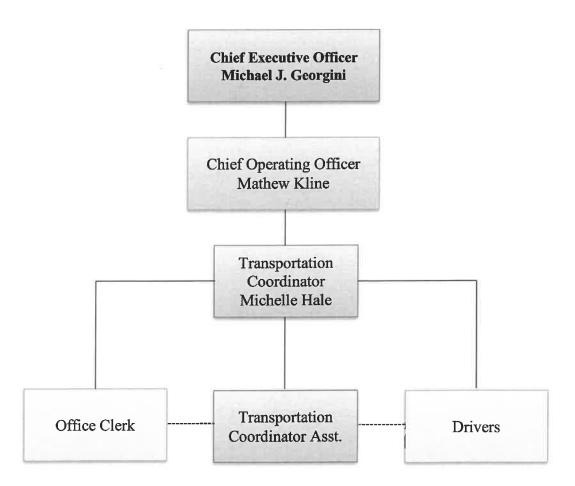
All riders must have a Transportation Disadvantaged application on file prior to their first ride. Fare-box fees are based on economic ability to pay. Riders applying for funding assistance must provide proof of income with the application. Riders who complete an application and are at 100% to 200% Federal 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 <u>F.S.</u> <u>14-90.0041</u> 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 <u>F.S 14-90-006</u> 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
- o not leaving buses unattended for any extended period of time
- assuring that all emergency exit doors operable by key are unlocked during passenger operations
- o 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 devise 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:

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

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- o emergency equipment: first aid kit, fire extinguisher
- o gauges
- o radio
- o seat belt
- o cleanliness; inside, outside
- o wheelchair lift equipment
- o 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 <u>F.S14.90.006</u>

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, nonbus 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

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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.

- o 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.

 $\underline{F.S.14.90.004} \text{ Transit System Operational Standards} - \text{Wireless communication} \\ \text{devices}$ 

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 <u>Driver Training Manual</u>

4. MID FLORIDA COMMUNITY SERVICES, INC. - TRANS HERNANDO <u>Safety Manual</u>

# 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 VEHCLE 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**

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

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

Item Inspected	ð	Repairs Required	Comments
Horn			
Windshield Wipers			
Mirrors			
Batteries and Wiring			
Service and Parking Brakes			
Warning Devices			
Directional Signals			
Hazard Warning Signals			
Lighting System and Signaling Devices			
Handrails and Stanchions			
Standee and Warning			
Doors and Interlock Devices			
Stepwell and Flooring			
Emergency Exits			
Tires and Wheels			
Suspension System			
Steering System			
Exhaust System			
Seat Belts			
Safety Equipment			
Equipment for Transporting Wheelchairs			
Speedometer			
Note: Attach any repair order/invoice generate	ed as a result o	erated as a result of this inspection. Chapter 14-90.009 Bus Safety Inspections	009 Bus Safety Inspections

C:\Users\mhale\OneDrive - Mid Florida Community Services, Inc\ALL FORMS\Inspections\Annual Safety Inspection

PREVENTIVE MAINTENANCE				Agency: Register Chevrolet										
INSPECTION REPORT				Address: 14181 Cortez Blvd										
TRANS HERNANDO				City: Brooksville State: Florida Zip: 34613										
MID FLORIDA COMMUNITY SERVICES, INC.				Phone # 352-597-3333										
Vehicle #				Date:			2-397-3333 Odometer:							
							14/0							
Inspector's Signature:				Printed Name:				1000	rk Order #					
_	Condition Indicator	s: I	-	Okay	1	Item was repaired or adjusted O	= Fo	1	r	1			1-	-
#	Interior	A	В	C	#	Exterior (cont.)	A	B	С	#	Chassis/Drive Line (cont.) Air Tank Mounting/Lines &	A	В	C
1	Passenger Door & Door Interlock Operation				36	Check Operation of All Lights				71	Valves			
2	Standee Line & Warning				37	Condensor Fan Operation				72	Check Exhaust System for Mounting/Leaks/Restrictions			
3	Flooring/ Steps/All Interior Panels	1		1	38	All Access Doors/Fuel Cap/Engine Cover & Latch Operation				73	Underbody/Mounts & Frame			
4	Wheelchair Belts/Floor Anchors	+	+	+	39	Tire Damage & Wear		1		74	Fuel Tank Mounting & Fuel Leaks			
1	Passenger Seat Condition/ Foldaway	+	+	-					-		Wheel Chair Lift			
5	Seats Operation,Condition	-	<u> </u>	-	40	Check Wheels/Lug Nuts/Valve Stems			<u> </u>		Check Wiring for Routing/ Chafing			
6	Passenger Seat Belts				41	Fuel Cap and Door				75	& Loose Conn.			
7	Stanchions & Hand Rails				42	Leveling				76	Check Lift Interlock System			
8	Roof Hatches/Operation		1	$\square$		Engine Compartment				77	Check Lift for Damage/ Inspect Lift			
9	Emergency Window Operation	$\vdash$	┢─		43	Clean Batteries/Check Electrolyte Level				78	Anchor Bolts Cycle Lift -Check all Safety			-
1571	Fire Extinguisher/First Aid Kit Emergency	-	+		100	Check Battery/Hold Downs/Cables/Ground		-			Systems Including Barriers	-		
10	Triangles				44	Straps				79	Record Lift Cycle Count			_
11	Fire Suppression System				45	Record Voltage Output			V	80	Check for Hydraulic Leaks/ Level			
12	Interior Lights		Γ		46	Check Belts/Tensioners & Hoses Air Compressor Mounting				81	Clean and Lubricate Lift As Needed			
13	Vehicle Registration/Plates/Manual	$\vdash$	$\vdash$	$\square$	47	Check All Fluids				13	Brake Inspection - Fill in	% Wc	m	
(in	Drivers Compartment				48	Inspect for Leaks				82	BrakeFoundation/ Lines/Rotors/Drums		$\square$	
14	Brake & Accelerator Pedals		-		49	Test Anti-Freeze Protection			-	83	L/Front % Worn:			
15	Drivers Seat & Belt		$\vdash$		50	Check Radiator Core/Mounts			-	84	R/Front % Worn:			
16	Horn Operation		-		51	Check Wiring for Routing/Chafing & Loose				85	L/Rear % Worn:			
17	Service Brake Operation		$\vdash$	-	52	Connections Check Engine Mounts	_		-	86	R/Rear % Worn:		$\vdash$	
18	Ignition System (Start Engine)		+	-	53	Replace Engine Oil & Filter					Tire Tread Depth/Inflation - Fill k	PSI	L /32	
19	Check All Gauges/Switches		$\vdash$	$\vdash$	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				56	Check/Clean A/C Filters & Cores/Lines for				89	R/R Inside /32			
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NU I	ES: USE BACK IF NEEDED									104	Speedometer			
MILEAGE AND TYPE PM NEXT DUE TEST DRIVE IN - SHOP SUPERVISOR'S SIGNATURE - TEST DRIVE OUT														
MILEAGE NEXT DUE FORM 725-039-08 S://Forms/ABC-Inspection Form														
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# MID FLORIDA COMMUNITY SERVICES, INC.

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

# **DRIVER'S OPERATION MANUAL**

HERNANDO COUNTY UPDATED 6/24/15

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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.

Driver Operation Manual 6/24/2015 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

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#### 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

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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 to 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

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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 from 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

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#### 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 driver 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 exits.

#### 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 of 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 breaking 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 sifting to a lower gear in slow moving traffic, shifting to neutral when traffic is at a standstill. Turing 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,

Driver Operation Manual

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



# SAFETY POLICY & PROCEDURES MANUAL

**Board Meeting Approval April 2017** 

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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 Meikrantz, 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.

### 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.

<u>Chief Executive Officer (CEO)</u>: 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.

<u>Department Director</u>: 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.

<u>Supervisors</u>: 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, polices 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:					
	ed:					
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 Na	ame PRINT Employee Signature					
Doctor or Hospital Name:						
Address:						

Date First Treated:			
Did the injury cause a l	oss of work time:	(es 🗆 No	
First Lost Day:		Date Returned:	
Was this treatment auth			
	):		
	s have been taken:		
Department Director	Review (to be complete of accident:	ed by Department Direct	or)
Date of last safety inspe	ection/audit of area/faci	ility:	
Name (print)		Title/Position	
Signature		Date	
<b>x</b>		l/accident involved emp	
Employee Name:		Position/Title:	
Phone #:	Supervisor:		Department:
Employee Signature:		Date	

# INSTRUCTIONS FOR COMPLETING THE ACCIDENT INVESTIGATION REPORT

An accident investigation is not designed to find fault or place blame, but is an analysis of the accident to determine causes that can be controlled or eliminated.

Section 1 -- Identification: This section is self-explanatory

Section 2 - Nature of Injury: Describe the injury: e.g.: strains, sprain, cut, burn, fracture, etc.

Injury Type:

First Aid - injury resulted in minor injury; treated on premises

Medical - injury treated off premises by a physician

Lost Time - injured person missed more than on day of work

No Injury - no injury, near miss type of incident

Part of the Body: part of the body directly affected, e.g.: foot, arm, hand, head, etc.

Describe the accident and cause of the accident: Describe the accident, including exactly what happened, where it happened and how it happened. Describe the equipment or materials involved. Describe all conditions or acts that contributed to the accident, i.e.: unsafe conditions – spills, poor housekeeping or other physical conditions; unsafe acts – unsafe work practices.

Corrective Actions - measures taken by supervisor to prevent recurrence of incident.

Section 3 – Department Director Review: This section is self-explanatory

Section 4 – Employee Signature: This section is self-explanatory

#### SECTION VI

#### **RECORDKEEPING PROCEDURES**

The Human Resource Director will control and maintain all employee accident and injury records. Records are maintained for a minimum of five (5) years and include:

- Accident Investigation Reports (see Section V for sample form)
- Workers' Compensation Notice of Injury Reports (state equivalent form)
- Log & Summary of Occupational Injuries and Illnesses (current OSHA or State equivalent form). The current OSHA recordkeeping information and forms can be found on their website: <u>http://www.osha.gov/recordkeeping/index/html</u>.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- Do not store or leave items on stairways.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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 eve 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 cuter 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.

- 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.
- 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.
- 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 devises 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.
- 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.
- 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.
- Do not use grinding wheels that have chips, cracks or grooves.
- 4. Adjust the tongue guard so that it is no more than ¼ inch from the grinding wheel.
- 5. Do not stop the wheel with your hand, even if you are wearing gloves.

Hand Tools

- 1. Do not continue work if your safety glasses or goggles become fogged. Stop work and clean the glasses until the lenses are clear and defogged.
- 2. Keep the blade of all cutting tools sharp.
- 3. Carry all sharp tools in a sheath or holster.
- 4. Tag worn, damaged or defective tools "Out of Service" and do not use them.
- 5. Do not use a tool if its handle has splinters, burrs, cracks or splits, or if the head of the tool is loose.
- 6. Do not use impact tools such as hammers or punches that have mushroomed heads.
- 7. When handing a tool to another person, direct the sharp points and cutting edges away from yourself and the other person.
- 8. When using knives, shears or other cutting tools, cut in a direction away from your body.
- 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.
- 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 files 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 openend wrenches as second choice.

### Pliers

- 1. Do not use pliers as a wrench or hammer.
- 2. Do not slip a pipe over the handles of pliers to increase leverage.
- 3. Use pliers with an insulated handle for electrical work.
- 4. Do not use pliers that are cracked, broken or sprung.
- 5. When using diagonal cutting pliers, shield the loose pieces of cut material from flying into the air by using a cloth or your gloved hand.

Vises

- 1. When clamping a long work piece in a vise, support the far end of the work piece by using an adjustable pipe stand, saw horse or box.
- 2. Position the work piece in the vise so that the entire face of the jaw supports the work piece.
- 3. Do not use a vise that has worn or broken jaw inserts, or has cracks or fractures in the body of the vise.

Clamps

- 1. Do not use a C-clamp for hoisting materials.
- 2. Do not use a C-clamp as a permanent fastening device.

## Batteries

- 1. Do not use a screwdriver to test the charge of a battery.
- 2. Do not lay tools or metal parts on top of a battery.
- 3. Turn battery chargers off prior to connecting the cables to the battery posts.
- 4. Do not smoke in the battery charging areas.
- 5. Manually flip the fan motor to the "on" position before opening the battery charger.

Handling Chemicals

- 1. Follow the instructions on the label and in the corresponding Safety Data Sheet (SDS) for each chemical product used in your workplace.
- 2. Use personal protective clothing or equipment such as neoprene gloves, rubber boots, shoe covers, rubber aprons and protective eyewear when using chemicals labeled "Flammable", Corrosive" and "Caustic" or "Poisonous".
- 3. Do not use protective clothing that has split seams, pinholes, cuts, tears or other visible signs of damage.
- 4. Each time you use your gloves, wash your gloves before removing them using cold tap water and normal hand washing motion. Always wash your hands after removing the gloves.
- 5. Only use red color-coded plastic or metal containers for storing flammables.
- 6. Do not use chemicals from unlabeled containers or unmarked cylinders.
- 7. Do not drag containers labeled "Flammable".

Gasoline Powered Lawn Maintenance Tools

- 1. Do not operate powered equipment on which you have not been trained.
- 2. Do not use tools with parts that are loose, worn, cracked or otherwise visible damaged.
- 3. Read and follow the manufacturer's routine and preventive maintenance schedule.
- 4. Tag damaged tools "Out of Service" to prevent accidental start-up or use.
- 5. Do not alter or bypass any safety device provided by the manufacturer.
- 6. Only use grip locations as specified by the manufacturer as handholds when operating the unit.
- 7. Do not pour fuel into the tank of a running engine.
- 8. Do not smoke while servicing, using or refueling a gasoline-powered tool.
- 9. Keep body parts and clothing away from the running engine and the cutting blade.

- 10. Do not run a gasoline engine inside the storage shed.
- 11. Turn of the engine when you are not cutting or trimming.
- 12. Allow the engine to cool before performing maintenance or refueling.
- 13. Stop the engine and disconnect the spark plug wire before cleaning, inspecting, adjusting or repairing cutting blades or other rotating parts.
- 14. Allow the engine to cool before covering or storing it in the storage shed.

Mowing

- 1. Visually inspect the area to be mowed. Remove or mow around hazards such as tree stumps, roots, rocks, branches, sprinklers, hoses, electrical cords, light fixtures and pipes.
- 2. Never bypass the kill switches on the mower handle.
- 3. Only the operator is permitted to ride on a riding mower.
- 4. Put the mower into neutral before starting or shutting off a riding power mower.
- 5. Do not place hands or feet under the mower deck.
- 6. Do not direct the grass discharge towards bystanders.
- 7. Turn off the mower before dumping the grass catcher or removing clogged grass from the chute.
- 8. When using a riding mower, mow up and down the slope. Do not mow across a slope.
- 9. To mow across a slope, use an upright mower.
- 10. Keep the mower in gear when going down slopes.

Line Trimming and Backpack Blowers

- 1. Before refueling, remover trimmer from your harness, place the trimmer on the ground and allow the engine to cool.
- 2. When edging or trimming along roads or the parking lot, stay as close to the curb as possible.
- 3. Do not stand under trees when trimming being performed.
- 4. Do not use the blower to clean yourself.
- 5. Do not direct the blower toward bystanders.

Animals and Insects

- 1. When applying insecticide to a wasp nest, hornet net or beehive, use the long 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.
- 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.

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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.
- $\rho$  Know the use of all fire and emergency related equipment in the area of responsibility.
- $\rho\,$  Be completely familiar with the floor arrangement, the number of occupants and the location of exits.
- $\rho\,\,$  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.
- p Direct employees/visitors to exits, if alerted.
- p Determine safe availability of exits; if unsafe, use alternatives.
- ρ In relocation or evacuation mode, control employees/visitors if directed not to move.
- $\rho$  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.
- $\rho\,$  If relocated, communicate to the CEO or his/her designee your arrival at the designated area.
- $\rho$  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.

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# 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 form 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.

Page 4 of 9

- 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.

Call red	eived by: Time of call (start & end): Date:
8.	Why are you doing this?
7.	What is your name?
6.	Why was it placed there?
5.	Where is the bomb?
4,	What is the bomb made of?
3.	What does it look like?
2.	What type of bomb is it?
1.	When is the bomb set to explode:

Description of caller: 🗆 Male 🗆 Female 🗀 Adult 👘 Juvenile Approximate age of caller: \_\_\_\_\_

Voice Characteristics	Speech	Language
Loud Soft	FastSlow	Excellent Good
High-Pitched Deep	Distinct Distorted	Fair Poor
	StutterNasal	Foul Other
	Slurred Precise	Use of certain words/phrases
	Other	
Accent	Manner	Background Noises
Local Not local	Calm Angry	Office Machines Street traffic
Foreign Regional	RationalIrrational	FactoryAirplanes
RacePleasant	Coherent Incoherent	Bedlam Trains
Explain	Deliberate Emotional	Animals Voices
	Righteous Laughing	Quiet Music
		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.
- 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:

- $\rho$  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.
- $\rho$  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.
- p Survey for damage. Be prepared to shut off any gas, water or electricity.

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# 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.

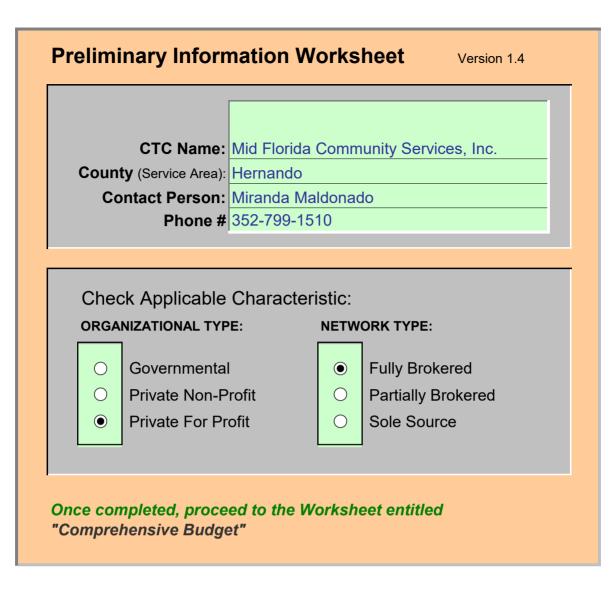
First aid and medical responders will enter the building once the shooter is confirmed contained or in another location.

# **APPENDIX C: VEHICLE INVENTORY REVIEW**

#### MID FLORIDA COMMUNITY SERVICES, INC. Trans Hernando 2021 CURRENT VEHICLE INVENTORY

DOT	VEH NO	VEHICLE TYPE	VIN NUMBER	YR	SPEC EQUIP	COND	FUEL	Currrent Mileage 4/26/2021	SEATING CAPACITY		Grant Source	Contract #	Aquisit. Date	% of Federal Participation	Location
70771	2	TURTLE TOP	1HA3GRCG5HN006165	2017	WC LIFT	EXC	GAS	91,222	10	2	5310	TRIPS-17-CA-ABG	2/20/2018	90%	Trans Hernando
70774	3	TURTLE TOP	1HA3GRCG2HN006379	2017	WC LIFT	EXC	GAS	83,876	10	2	5310	TRIPS-17-CA-ABG	3/13/2018	90%	Trans Hernando
70760	4	TURTLE TOP	1GB3GRCL9G1273272	2017	WC LIFT	EXC	DIESEL	81,538	10	2	5310	TRIPS-17-CA-ABG	5/4/2017	90%	Trans Hernando
	5	TURTLE TOP	1FDWE3FLXFDA28075	2015	WC LIFT	EXC	GAS	115,000	10	2					Trans Hernando
99777	6	TURTLE TOP-3500	1GB3G2CL4F1240573	2016	WC LIFT	EXC	DIESEL	89,964	10	2	5310	TRIPS_11-CA-FCCSC	5/31/2016	90%	Trans Hernando
	7	FORD TRANSIT 350	1FDVU4XM7JKA33119	2018	WC LIFT	EXC	GAS	91,891	10	2					Trans Hernando
	8	TURTLE TOP	1GB3GRCL9G1274499	2016	WC LIFT	EXC	DIESEL	108,907	10	2					Trans Hernando
	9	FORD TRANSIT 350	1FDVU4XM3JKA33120	2018	WC LIFT	EXC	GAS	69,414	10	2					Trans Hernando
	54	TURTLE TOP-3500	1GBJG316871232178	2008	WC LIFT	GOOD	DIESEL	234,610	11	2					Trans Hernando
	56	TURTLE TOP-3500	1GBJG316371233321	2008	WC LIFT	GOOD	DIESEL	256,135	11	2					Trans Hernando

APPENDIX D: 2021/2022 RATE MODEL WORKSHEET



#### 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

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Vocational Rehabilitation         Image: Constraint of the constraint	Carl Perkins						
Day Care Programs	Div of Blind Services						
Other DOE (specify in explanation)     Image: Comparison of the system of	Day Care Programs						
WI WAGES/Workforce Board	Other DOE (specify in explanation)						
WAGES/Workforce Board				I			
	Other AWI (specify in explanation)						
Bus Pass Program Revenue	Bus Pass Program Revenue						
DOEA							
Older Americans Act \$ 12,587 \$ 14,000 \$ - 11.2% -100.0% Federal Title III transportation for congregate meals stopped in 2020-2021 year		\$ 12,587	\$ 14,000	\$-	11.2%	-100.0%	
Community Care for Elderly         and no reopening expected in 2021-2022.           Other DOEA (specify in explanation)         Image: Community Care in the second s							and no reopening expected in 2021-2022.
Bus Pass Program Revenue	Bus Pass Program Revenue						
DCA							
	Community Services						

Version 1.4

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

mplete applicable GREEN cells in o	JOIUIIIIIIS 2, 3, 4	, and 7				
	Prior Year's ACTUALS from Oct 1st of 2019 to Sept 30th of 2020	Current Year's APPROVED Budget, as amended from Oct 1st of 2020 to Sept 30th of 2021 3	Upcoming Year's PROPOSED Budget from Oct 1st of Sept 30th of 2022 4	% Change from Prior Year to Current Year 5	Current Year to Upcoming Year	a purchase of service at a unit price.
1	<u> </u>	3	4	5	6	1
D						
office of Disability Determination levelopmental Services ther APD (specify in explanation) tus Pass Program Revenue						
J specify in explanation) sus Pass Program Revenue						
her Fed or State xx	1	1	1			
XX XX						
aus Pass Program Revenue	<u></u>					
her Revenues						
nterest Earnings xxx						
XXX						
Bus Pass Program Revenue						-
lancing Revenue to Prevent Deficit	1	1		1		
ctual or Planned Use of Cash Reserve	\$ 12,184			J		
Balancing Revenue is Short By =		None	None			
Total Revenues =	\$718,779	\$929,270	\$846,614	29.3%	-8.9%	-
(PENDITURES (CTC/Operators ON						
	\$ 323,886	\$ 358,962	\$ 370,213	10.8%	3.1%	Decrease in miscellaneous expected in 2021-2022 year because of covid19
bor nge Benefits	\$ 113,930	\$ 136,265	\$ 137,001	19.6%	0.5%	Decrease in miscellaneous expected in 2021-2022 year because of covid19 restriction No capital equipement expect for 2021-2022 fical year.
bor inge Benefits arvices aterials and Supplies	\$ 113,930 \$ 14,768 \$ 87,513	\$ 136,265 \$ 16,100 \$ 130,000	\$ 137,001 \$ 16,100 \$ 130,000	19.6% 9.0% 48.5%	0.5% 0.0% 0.0%	
bor nge Benefits irvices aterials and Supplies ilities	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000	19.6% 9.0% 48.5% 10.1%	0.5% 0.0% 0.0% 0.0%	
bor nge Benefits vrices aterials and Supplies litites usualty and Liability xes	\$ 113,930 \$ 14,768 \$ 87,513	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000	19.6% 9.0% 48.5%	0.5% 0.0% 0.0%	
bor nge Benefits rvices aterials and Supplies liities susalty and Liability xes urchased Transportation: "urchased Bus Pass Expenses School Bus Utilization Expenses Contracted Transportation Services Dher	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000	19.6% 9.0% 48.5% 10.1% 0.1%	0.5% 0.0% 0.0% 0.0%	
bor nge Benefits rvices aterials and Supplies litites sualty and Liability xes urchased Transportation: Purchased Bus Pass Expenses School Bus Utilization Expenses Chool Bus Utilization Services Dther scellaneous	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943 	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000	19.6% 9.0% 48.5% 10.1% 0.1%	0.5% 0.0% 0.0% 0.0%	
bor nge Benefits rvices sterials and Supplies lifties sualty and Liability xes rchased Transportation: "urchased Bus Pass Expenses School Bus Utilization Expenses School Bus Utilization Expenses School Bus Utilization Services ther scellaneous berating Debt Service - Principal & Interest ases and Rentals	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ 43,222	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000	19.6% 9.0% 48.5% 10.1% 0.1%	0.5% 0.0% 0.0% 0.0%	
bor nge Benefits rvices sterials and Supplies litties sualty and Liability xes rchased Transportation: Purchased Bus Pass Expenses School Bus Utilization Expenses School Bus Utilization Expenses Sontracted Transportation Services Dther scellaneous errating Debt Service - Principal & Interest ases and Rentals untrib. to Capital Equip. Replacement Fund Kind, Contributed Services	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 62,624 \$ 62,624	\$ 137.001 \$ 16,100 \$ 130.000 \$ 25,000 \$ 60,000 \$ 41,500 \$ 41,500	19.6% 9.0% 48.5% 10.1% 0.1% 44.9%	0.5% 0.0% 0.0% 0.0% -33.7%	
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bor inge Benefits vrices aterials and Supplies littles suealty and Liability vress urchased Transportation: Purchased Bus Pass Expenses School Bus Utilization Expenses School Bus Utilizati	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 62,624 \$ 62,624	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 41,500 \$ 66,800	19.6% 9.0% 48.5% 10.1% 0.1% 44.9%	0.5% 0.0% 0.0% 0.0% -33.7%	restriction No capital equipement expect for 2021-2022 fical year.
bor inge Benefits vrices aterials and Supplies ilities suality and Liability vers varchased Transportation: "urchased Bus Pass Expenses School Bus Utilization Expenses School Bus Utilizati	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ 43,222 \$ 43,222 \$ 52,801	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 62,624 \$ 62,624 \$ 64,280	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 41,500 \$ 66,800	19.6% 9.0% 48.5% 10.1% 0.1% 44.9%	0.5% 0.0% 0.0% 0.0% -33.7%	restriction No capital equipement expect for 2021-2022 fical year.
bor inge Benefits vrices aterials and Supplies ilities suality and Liability vers varchased Transportation: "urchased Bus Pass Expenses School Bus Utilization Expenses School Bus Utilizati	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ 43,222 \$ 43,222 \$ 52,801	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 62,624 \$ 62,624 \$ 64,280	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 41,500 \$ 66,800	19.6% 9.0% 48.5% 10.1% 0.1% 44.9%	0.5% 0.0% 0.0% 0.0% -33.7%	restriction No capital equipement expect for 2021-2022 fical year.
bor inge Benefits vrices aterials and Supplies illities sualty and Liability ixes urchased Transportation: "urchased Bus Pass Expenses School Bus Utilization Expenses Contracted Transportation Services Other Scellaneous berating Debt Service - Principal & Interest iases and Rentals ontrib. to Capital Equip. Replacement Fund -Kind, Contributed Services located Indirect <b>bital Expenditures</b> uip. Purchases with Carat Funds uip. Purchases with Rate Generated Rev. aptIal Debt Service - Principal & Interest aterest and the services suip. Purchases with Rate Generated Rev. aptIal Debt Service - Principal & Interest	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ 43,222 \$ 43,222 \$ 52,801 \$ 52,801	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 62,624 \$ 62,624 \$ 64,280	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 41,500 \$ 66,800	19.6% 9.0% 48.5% 10.1% 0.1% 44.9%	0.5% 0.0% 0.0% 0.0% -33.7%	restriction No capital equipement expect for 2021-2022 fical year.
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bor inge Benefits vrices aterials and Supplies illities sualty and Liability ixes urchased Transportation: "urchased Bus Pass Expenses School Bus Utilization Expenses Contracted Transportation Services Other Scellaneous berating Debt Service - Principal & Interest iases and Rentals ontrib. to Capital Equip. Replacement Fund -Kind, Contributed Services located Indirect <b>bital Expenditures</b> uip. Purchases with Carat Funds uip. Purchases with Rate Generated Rev. aptIal Debt Service - Principal & Interest aterest and the services suip. Purchases with Rate Generated Rev. aptIal Debt Service - Principal & Interest	\$ 113,930 \$ 14,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ 43,222 \$ 43,222 \$ 52,801 \$ 52,801	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 62,624 \$ 62,624 \$ 64,280	\$ 137.001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 41,500 \$ 41,500 \$ 66,800 \$ -	19.6% 9.0% 48.5% 10.1% 0.1% 44.9%	0.5% 0.0% 0.0% 0.0% -33.7%	restriction No capital equipement expect for 2021-2022 fical year.
bor inge Benefits vrices aterials and Supplies isualty and Liability isualty and Liability isualty and Liability vrehased Transportation: Purchased Bus Pass Expenses School Bus Utilization Expenses Internation Expenses School Bus Utilization Expenses School Bus Generated Rev. School Bus Utilization Expenses School	\$ 113,930 \$ 114,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ 43,222 \$ 43,222 \$ 52,801 \$ 52,801 (\$0)	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 62,624 \$ 62,624 \$ 64,280 \$ 76,039	\$ 137.001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 41,500 \$ 41,500 \$ 66,800 \$ -	19.6% 9.0% 48.5% 10.1% 0.1% 44.9% 44.9% 21.7%	0.5% 0.0% 0.0% 0.0% 	restriction No capital equipement expect for 2021-2022 fical year.
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bor inge Benefits vrices aterials and Supplies ituites isualty and Liability inchased Transportation: Purchased Bus Pass Expenses School Bus Utilization Expenses Inter School Bus Utilization Expenses Inter	\$ 113,930 \$ 114,768 \$ 87,513 \$ 22,717 \$ 59,943 \$ 43,222 \$ 43,222 \$ 52,801 \$ 52,801 \$ 52,801 \$ 718,780	\$ 136,265 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 62,624 \$ 64,280 \$ 76,039 \$ 929,270	\$ 137,001 \$ 16,100 \$ 130,000 \$ 25,000 \$ 60,000 \$ 60,000 \$ 41,500 \$ 66,800 \$ - \$ 66,800 \$ - \$ 846,614	19.6% 9.0% 48.5% 10.1% 0.1% 44.9% 44.9% 21.7%	0.5% 0.0% 0.0% 0.0% -33.7% -33.7% -3.9% -100.0%	restriction No capital equipement expect for 2021-2022 fical year.
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Budgeted Rate Base Worksheet	Version 1.4	CTC: County:	Mid Florida Com Hernando	nunity Services	, Inc.
1. Complete applicable GREEN cells in column 3; YELLOW and	BLUE cells are auto	- matically complete	ed in column 3		
2. Complete applicable GOLD cells in column and 5					
				-	
Upcoming Year's <b>BUDGETED</b> Revenues from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	What amount of the <u>Budgeted Revenue</u> 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 <u>Subsidy Revenue</u> 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 \$ 10,864 Medicaid Co-Pay Received \$ -		\$ 10,864 \$ -			YELLOW cells
Medical Co-Pay Received         \$         -           Donations/ Contributions         \$         -           In-Kind, Contributed Services         \$         -           Other         \$         -           Bus Pass Program Revenue         \$         -           Local Government         \$         -	<u> </u>	\$ - \$ - \$ - \$ - \$ - \$ -			are <u>NEVER</u> Generated by Applying Authorized Rates
District School Board \$ - Compl. ADA Services \$ -		s - s -			BLUE cells Should be funds generated by rates in this spreadsheet
County Cash \$ - County In-Kind, Contributed Services \$ -	\$ - \$ -	\$ - \$ -			chourd be runned generated by rates in uns spreausneet
City Cash         \$         -           City In-kind, Contributed Services         \$         -           Other Cash         \$         -	\$ -	\$ - \$ - \$ -			
Other In-Kind, Contributed Services \$ -	\$ -	s -	·	1	
Bus Pass Program Revenue \$ - CTD	<u>\$</u> -	\$ -		local match req.	GREEN cells
Non-Spons. Trip Program \$ 428,163	\$ 428,163	s -	s -	\$ 47,574	MAY BE Revenue Generated by Applying
Non-Spons. Capital Equipment \$ -	\$ -	\$-	\$ -	\$ -	Authorized Rate per Mile/Trip Charges
Rural Capital Equipment \$ -	\$ -	\$ -	\$ -	\$-	
Other TD \$ - Bus Pass Program Revenue \$ -	s -	\$ - \$ -			Fill in that portion of budgeted revenue in Column 2 that will be
USDOT & FDOT	· ·	Ŷ			<u>GENERATED</u> through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include
49 USC 5307 \$ -	\$ -	\$-			the amount of funds that are Earmarked as local match for
49 USC 5310 \$ 240,000 49 USC 5311 (Operating) \$ -	\$ -	\$ 240,000 \$ -	\$ 240,000	\$ 26,667	Transportation Services and NOT Capital Equipment
49 USC 5311(Capital) \$ -		s -	s -	s -	purchases.
Block Grant \$ -	<u>\$</u> -	ş -			If the Farebox Revenues are used as a source of Local Match
Service Development \$ 167,588 Commuter Assistance \$ -	<u>s</u> -	\$ 167,588 \$ -			Dollars, then identify the appropriate amount of Farebox
Commuter Assistance \$ - Other DOT \$ -	\$ .	s -			Revenue that represents the portion of Local Match required on
Bus Pass Program Revenue \$ -	\$ -	\$-			any state or federal grants. This does not mean that Farebox is
AHCA					the only source for Local Match.
Medicaid \$ - Other AHCA \$ -	\$ -	s - s -	·1		Please review all Grant Applications and Agreements containing
Other AHCA \$ - Bus Pass Program Revenue \$ -	s -	s -			State and/or Federal funds for the proper Match Requirement
DCF					levels and allowed sources.
Alcoh, Drug & Mental Health \$ -	s -	s -		1	
Family Safety & Preservation         \$         -           Comm. Care Dis./Aging & Adult Serv.         \$         -	<u>s</u> -	\$ - \$ -		1	
Other DCF \$ -	<u> </u>	s -		1	GOLD cells
Bus Pass Program Revenue \$ -	<u>s</u> -	\$ -		1	
DOH				1	Fill in that portion of Budgeted Rate Subsidy Revenue in
Children Medical Services \$ - County Public Health \$ -	<u> </u>	s - s -		1	Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the
Other DOH \$ -	\$ -	\$ - \$		1	portion of Local Funds earmarked as Match related to the
Bus Pass Program Revenue \$ -	\$ -	\$-		1	Purchase of Capital Equipment if a match amount is required by
DOE (state)				1	the Funding Source.
Carl Perkins \$ -		\$ -		1	
Div of Blind Services         \$ -           Vocational Rehabilitation         \$ -	<u>\$</u> - \$-	\$ - \$ -		1	
Day Care Programs \$ -	\$ -	s -		1	
Other DOE \$ -		ş -		1	
Bus Pass Program Revenue \$ -	<u> </u>	\$ -		1	
AWI				1	
WAGES/Workforce Board \$ - AWI \$ -	\$ -	\$ - \$ -	ı	1	
Bus Pass Program Revenue \$ -	\$ -	s -	·	1	
DOEA				1	
Older Americans Act \$ -	\$ -	\$-		1	
Community Care for Elderly \$ -	s -	s -		1	
Other DOEA \$ - Bus Pass Program Revenue \$ -	s -	\$ - \$ -	I	1	
DCA				1	
Community Services \$ -	<u>s</u> -	s -		1	
Other DCA \$ -		\$ -		1	
Bus Pass Program Revenue \$ -	<u></u> \$ -	\$-	_	1	
•					

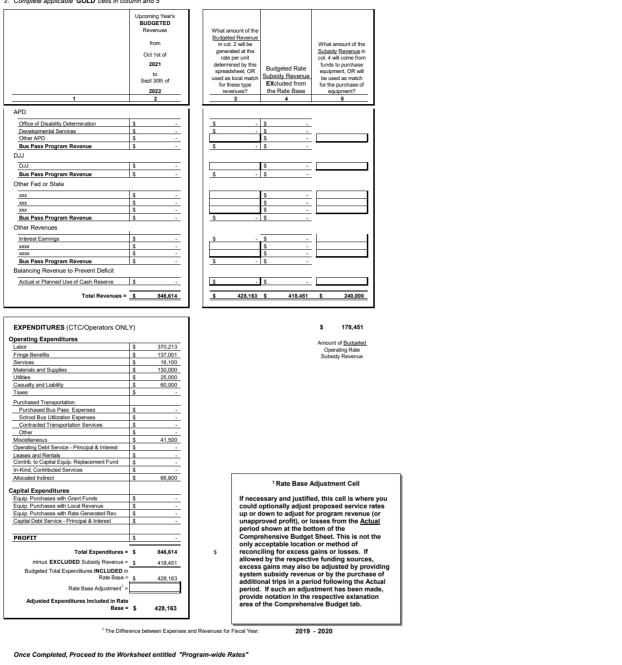
#### Budgeted Rate Base Worksheet

Version 1.4 CTC:

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



Page 5 of 8

# **Worksheet for Program-wide Rates**

#### CTC: Mid Florida Commt Version 1.4 County: Hernando

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

Do <u>NOT</u> 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!



#### Vehicle Miles

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

#### Vehicle Revenue Miles (VRM)

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

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

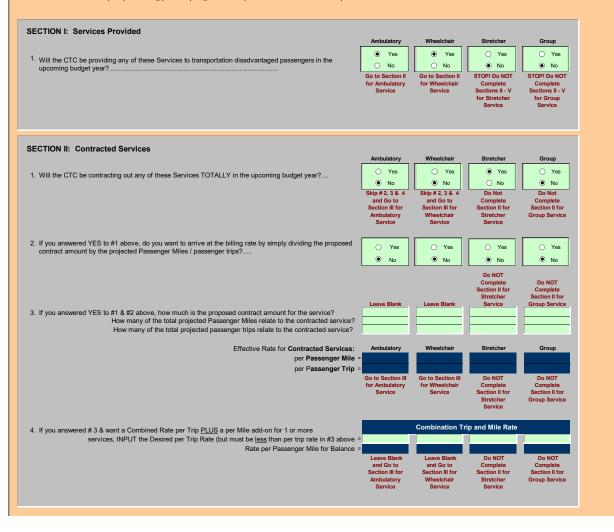
#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

#### Worksheet for Multiple Service Rates

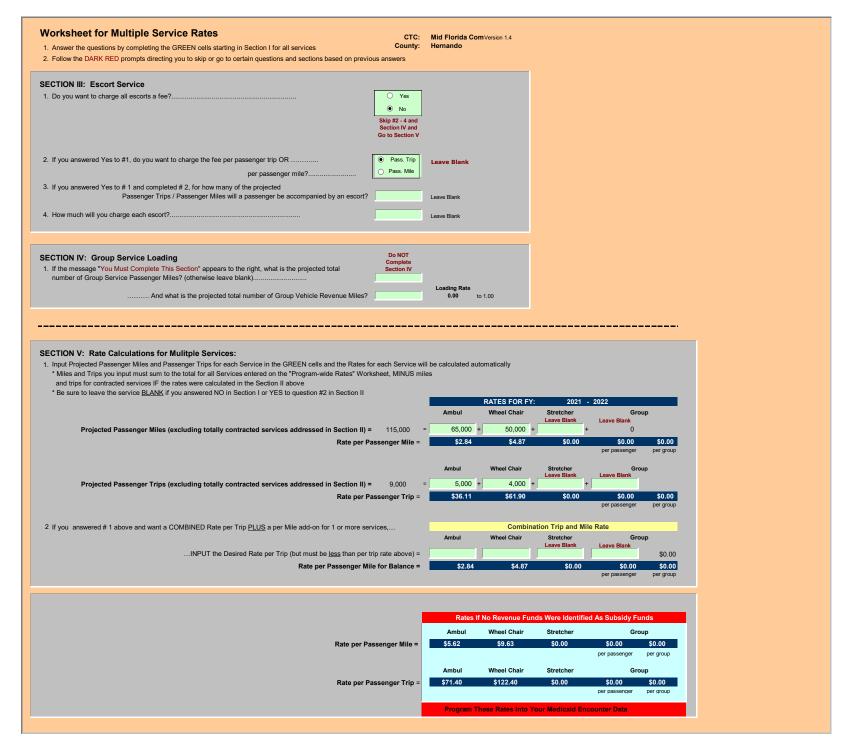
1. Answer the questions by completing the GREEN cells starting in Section I for all services

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers



CTC: Mid Florida Com Version 1.4

County: Hernando



# E ACTION ITEMS

2. Community Transportation Coordinator (CTC) – Annual Evaluation

Attached is the Community Transportation Coordinator (CTC) Annual Evaluation conducted by the Planning Agency on March 26, 2021 and completed May 7, 2021. 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 2021 Annual CTC Evaluation, provide comments, and approve for submittal to the CTD.

Attachment: 2021 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 REV	IEW:	
CONTACT INFORMATION:		

FORMATTED 2011 - 2012

# **LCB EVALUATION WORKBOOK**

ITEM	PAGE
REVIEW CHECKLIST	3
EVALUATION INFORMATION	5
ENTRANCE INTERVIEW QUESTIONS	6
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CHAPTER 427, F.S.	
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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
- $\Box$  TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

# **ITEMS TO REVIEW ON-SITE:**

- □ SSPP
- Delicy/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:**

<b>REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY</b> (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
<b>REQUEST INFORMATION FOR CONTRACTOR SURVEY</b> (Contractor Name, Phone Number, Address and Contact Name)
<b>REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY</b> (Purchasing Agency Name, Phone Number, Address and Contact Name)
REQUEST ANNUAL QA SELF CERTIFICATION (Due to CTD annually by January 15th).
<b>MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED</b> (Only if purchased after 1992 and privately funded).

# **INFORMATION OR MATERIAL TO TAKE WITH YOU:**

Stop Watch

□ Measuring Tape □

# **EVALUATION INFORMATION**

# An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of
	contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization
	of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of
	Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 - 43	Surveys
44	Level of Cost - Worksheet 1
45-46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.
- Attach a copy of the Annual QA Self Certification.

# **ENTRANCE INTERVIEW QUESTIONS**

# **INTRODUCTION AND BRIEFING:**

Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the
evaluation to the CTD).

The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.

Monitoring of contractors.

Surveying riders/beneficiaries, purchasers of service, and contractors

- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

# USING THE APR, COMPILE THIS INFORMATION:

- 1. OPERATING ENVIRONMENT:
  - □ RURAL □ URBAN

# 2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- □ PRIVATE NON-PROFIT
- □ GOVERNMENT
- TRANSPORTATION AGENCY

- 3. NETWORK TYPE:
  - $\Box$  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	<b>Telephone Number</b>

### 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**

	the TDSP to answer the following questions. If these are not addressed in TDSP, follow-up with the CTC.
1.	DESIGNATION DATE OF CTC:
2.	WHAT IS THE COMPLAINT PROCESS?
	IS THIS PROCESS IN WRITTEN FORM?
	Is the process being used?
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?
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?
	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?

$\Box$ Yes $\Box$ No If yes, what type	pe?
--	-----

# 10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes N	lo
-------	----

# 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 process to determine eligibility.

Please Verify These Passengers Have an Eligibility Application on File:

TI			
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?

The CTC continues to communicate with the CTD and DOPA on a regular basis.

#### 15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

Covid has been an issue for services. Funding levels are a challenge.

# 16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

Timely receipt of funding opportunities continue to be an issue. The CTC has its own Board of Directors, and the DOPA has internal requirements and timeframes for review by the TD Board.

Once the executive order expired allowing virtual quorums, coordination of meetings became more challenging particularly since many state agency representatives were not allowed to travel.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

FDOT for both 5310 and 5311 funding.

#### 18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

Mid Florida Community Service website markets the voluntary dollar, it is also addressed in associated brochures.

# **GENERAL QUESTIONS**

Findings:

CTC coordination with its member agencies is working well.

Recommendations:

None at this time.

<b>Review the CTC contracts</b> <i>"Execute uniform contraction includes performance stand</i>	cts for serv	ice using		ntract, which
ARE YOUR CONTRACTS UNIFO	DRM? 🗌 Ye	s 🗌 No	0	
IS THE CTD'S STANDARD CON	TRACT UTILIZ	ED?	Yes	No
DO THE CONTRACTS INCLUDE OPERATORS AND COORDINAT			RDS FOR THE TRAI	NSPORTATION
DO THE CONTRACTS INCLUDE SUBCONTRACTORS? (Section 2				
IS THE CTC IN COMPLIANCE W	VITH THIS SEC	ΓΙΟΝ?	Yes No	
Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

<b>Review the CTC last AOR submittal for compliance with 427. 0155(2)</b> <i>"Collect Annual Operating Data for submittal to the Commission."</i>							
REPORTING	TIMELINESS						
Were the follo	owing items submitted on time?						
a.	Annual Operating Report			Yes		No	
	Any issues that need clarification?			Yes		No	
	Any problem areas on AOR that have List:	been re	-occurr	ing?			
b.	Memorandum of Agreement		Yes		No		
с.	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:			

**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 n	notified of the	results of the r	nonitoring?
----------------------------------	-----------------	------------------	-------------

# WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Ves No

### ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

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

Yes

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

		Yes			No							
If Y	ΎES,	what is t	he goal?									
Is tl	he C'	TC accoi	mplishing	g the goa	al?		Yes		No			
IS THE CT	C IN	COMPI	LIANCE	WITH	ΓHIS	REQU	JIREM	ENT?		Yes	No	
Commen	ts:											

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 <u>all</u> 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?
$\Box$ Yes $\Box$ No
IS THE CTC IN COMPLIANCE WITH THIS SECTION?
Comments:

**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:		

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:		

**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?  $\Box$  Yes  $\Box$ 

No

Comments:

Findings:
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CHAPTER 427

## 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? $\Box$ Yes $\Box$ No
IS THE CTC IN COMPLIANCE WITH THIS SECTION? $\Box$ Yes $\Box$ No
Comments:

### COMPLIANCE WITH 41-2, F.A.C.

## Compliance with 41-2.006(2), Safety Standards.

No

"...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?  $\Box$  Yes  $\Box$  No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes

### DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-
Samnle Size <sup>.</sup>				$v_{ers} = 20.50\%$		ers = 5-10%

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

<u>Sample Size</u>: 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 41-2.011(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)]

	СТС	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 co	sts?			
Explanation:					

### 2. DO YOU HAVE TRANSPORTATION ALTERNATIVES?

(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.)]

	СТС	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 co	sts?			
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? $\Box$	Yes		No
--	-----	--	----

Fi	ndi	in	gs	:
			50	•

# **RULE 41-2**

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	

<b>COMMISSION S</b>	<b>STANDARDS</b>
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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	

Measurable Standards/Goals	Standard/Goal	Latest Figures	Is the CTC/Operator meeting the Standard?
Public Transit Ridership	СТС	СТС	Yes
r done rransk redersnip	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	Yes
On-time performance	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	Yes
r assenger roo shows	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	CTC	CTC	Yes
	Operator A	Operator A	
American and officiate	Operator B	Operator B	
Average age of fleet:	Operator C	Operator C	
Complaints	CTC	СТС	Yes
Comptunits	Operator A	Operator A	
Number filed	Operator B	Operator B	
Number filed:	Operator C	Operator C	
Call-Hold Time	CTC	CTC	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS
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Findings:

Recommendations:

<b>COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT</b>			
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? $\Box$ Yes $\Box$ 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?			
IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?			
Florida Relay System: Voice- 1-800-955-8770			

TTY- 1-800-955-8771

#### EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O <sub>2</sub> Tanks, IV's)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

# INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED?	Yes	No
ARE THE BATHROOMS ACCESSIBLE?	Yes	No

# **Bus and Van Specification Checklist**

#### Name of Provider:

#### Vehicle Number (either VIN or provider fleet number):

Type of Vehicle:	Minivan	Van		Bus (>22')
	Minibus (<= 22')	Minibus (>22')		

#### **Person Conducting Review:**

#### Date:

#### Review the owner's manual, check the stickers, or ask the driver the following:

- The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

#### Have the driver lower the lift to the ground:

- Controls to operate the lift must require constant pressure.
- Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

#### Once the lift is on the ground, review the following:

Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.

- $\Box$  Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- $\Box$  The platform must be slip-resistant.
- $\Box$  Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- $\Box$  The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- $\Box$  The handrails must have a useable grasping area of 8 inches, and must be at least 1  $\frac{1}{2}$  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

		•		
F1	nd	ın	gs	•

# **ADA COMPLIANCE**

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
165	INU

### **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 SYSTE	<b>M</b>			
RIDE A VEHICLE WITIN THE COORDINATED SYSTEM. COPY OF THE MANIFEST PAGE THAT CONTAINS THIS		-	ΤA	
Date of Observation:				
Please list any special guests that were present:				
Location:				
Number of Passengers picked up/dropped off:				
Non-Ambulatory				
Was the driver on time? $\Box$ Yes $\Box$ No - How many minutes	s late	e/early?		
Did the driver provide any passenger assistance? $\Box$ Yes $\Box$ No	)			
Was the driver wearing any identification?	orm No	□ N	lame 7	Гаg
Did the driver render an appropriate greeting?YesNoDriver regularly transports the rider, not	neces	ssary		
If CTC has a policy on seat belts, did the driver ensure the passengers wer	e pro	operly b Yes		? No
Was the vehicle neat and clean, and free from dirt, torn upholstery, damag protruding metal or other objects?		r broke Yes	n seat	s, No
Is there a sign posted on the interior of the vehicle with both a local phone Helpline for comments/complaints/commendations?	nun	nber and Yes	d the T	ГD 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

1) How did you find out about Tra         □ Friend       □ W         ☑ Hospital/Doctor       □ V		ts services?  Current Rider  Other:
2) How often do you normally use □ Daily 1/2 Times/Week □ 3-		Other:
3) Are you a United States Veterar	n? □ Yesű/No	
If yes, have you used our Tampa □ Yes⊡∕No	NVA shuttle bus?	
3) Have you ever been denied tran □ Yes I No	sportation services?	?
If Yes, what was the reasor	given for refusing	transportation services?
🗆 Ineligible	□ Space not ava	ilable
$\Box$ Lack of funds	□ Destination of	utside service area
□ Called too late	□ Other:	
4) What do you normally use the s	ervice for?	
	□ Education/Tra	aining
Employment	🗆 🗆 Life-Sustainir	ισ
	☑ Other://	MCA
5) Have you ever had a problem w ☑ Yes □ No	th your trip?	
If Yes, What type of pro	oblem did you have	e with your trip?
□ Advance notice		Cost
Pick up times not cor	venient	Late pick up-specify time of wait
$\Box$ Assistance		Accessibility
$\Box$ Service Area Limits		Late return pick up - length of wait
$\Box$ 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

Judy

Kim

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.

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Thank you

I would not be able to go to the YMCH without the bus,

1) How did you find out about Tran□ Friend□ Wo□ Hospital/Doctor□ Ve	orkplace	Current Rider
2) How often do you normally use 7 □ Daily 1-2 Times/Week □ 3-5		
3) Are you a United States Veteran	? 🗆 Yes 🛛 No	
If yes, have you used our Tampa □ Yes□ No	VA shuttle bus?	,
<ul> <li>3) Have you ever been denied transp</li> <li>□ Yes 𝒫 No</li> </ul>	-	
If Yes, what was the reason		
Ineligible	$\Box$ Space not a	vailable
$\Box$ Lack of funds	□ Destination	outside service area
$\Box$ Called too late		
4) What do you normally use the set	rvice for?	
	□ Education/7	Fraining
Employment	🗆 Life-Sustair	ning
□ Nutritional		20 Jug
5) Have you ever had a problem wit □ Yes 承 No		$\bigcirc$
If Yes, What type of prol	blem did you ha	ve with your trip?
□ Advance notice		□ Cost
$\Box$ Pick up times not conv	venient	□ Late pick up-specify time of wait
$\Box$ Assistance		□ Accessibility
Service Area Limits		$\Box$ Late return pick up - length of wait
$\Box$ Drivers - specify		$\Box$ Reservations - specify length of wait
$\Box$ Vehicle condition		□ Other:

6) Do you have access to a smart phone or computer with internet? Solve  $\square$  No

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

Kevin

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

Thank you

1) How did you find out about Tra         ✓ Friend       □ W         □ Hospital/Doctor       □ V	orkplace	$\Box$ C	urrent Rider ther:
	cicians services		uner
<ul> <li>2) How often do you normally use</li> <li>□ Daily □1-2 Times/Week □ 3-</li> </ul>	Trans Hernando 5 Times/Week	Cother:	)-3 month
3) Are you a United States Veterar	l? □ Yeş⊡ No		
If yes, have you used our Tampa □ Yes☑ No	u VA shuttle bus	•	
3) Have you ever been denied trans □ Yes ↓ Yo			
If Yes, what was the reason	given for refusi	ng transportat	ion services?
	□ Space not a		
$\Box$ Lack of funds			
$\Box$ Called too late	Other:		
4) What do you normally use the se	ervice for?		
Medical	□ Education/	raining	
Employment	🗆 Life-Sustai	ung	
Nutritional	□ Other:		
5) Have you ever had a problem wi □ Yes □ Xo If Yes, What type of pro	-	ve with your	trip?
□ Advance notice		□ Cost	
$\Box$ Pick up times not con	venient	□ Late pick	up-specify time of wait
□ Assistance			
□ Service Area Limits		🗆 Late return	n pick up - length of wait
□ Drivers - specify		🗆 Reservatio	ons - specify length of wait
□ Vehicle condition		□ Other:	
6) Do you have access to a smart pl	none or compute	with interne	t?

Yes 🗆 No

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

Nice A ARE VERY hem

Being Able to get to Doctors

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١.,

1) How did you find out about Tran         □ Friend       □ Wo         ✓ Hospital/Doctor       □ Ve	ns Hernando and orkplace terans Services	its services?  Current Rider  Other:
2) How often do you normally use 7 □ Daily □1-2 Times/Week ☑ 3-5	Trans Hernando Times/Week	□ Other:
3) Are you a United States Veteran	? 🗆 Yes 🗹 No	
If yes, have you used our Tampa □ Yes□ No	VA shuttle bus?	
3) Have you ever been denied trans	portation service	s?
If Yes, what was the reason	given for refusir	g transportation services?
🗆 Ineligible	$\Box$ Space not a	vailable
$\Box$ Lack of funds	Destination	outside service area
□ Called too late	□ Other:	
4) What do you normally use the se	rvice for?	
$\checkmark$ What do you normally use the set	☐ Education/1	raining
$\Box$ Employment	✓ Life-Sustair	ing (dialusis)
✓ Medical □ Employment □ Nutritional	□ Other:	
5) Have you ever had a problem wit □ Yes ☑No		
If Yes, What type of pro	blem did you ha	ve with your trip?
$\Box$ Advance notice		□ Cost
$\Box$ Pick up times not con	venient	□ Late pick up-specify time of wait
$\Box$ Assistance		□ Accessibility
□ Service Area Limits		□ Late return pick up - length of wait
Drivers - specify		$\Box$ 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?

amazing, helpful, and goes above him-s S MP

There Nemands

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Thank you Freedom, independence, being able act out

1) How did you find out abou		
	□ Workplace	$\Box \text{ Current Rider}$ $\Box \text{ Other: } \underline{PEL411VE}$
□ Hospital/Doctor	U Veterans Services	$\Box \text{ Other: } \underline{H - L + 1 + V - L}$
2) How often do you normally		
3) Are you a United States Ve	teran? □ Yes□No	
If yes, have you used our Ta □ Yes≰ No	ampa VA shuttle bus	?
3) Have you ever been denied □ Yes ⊠ No	transportation servic	es?
		ng transportation services?
🗆 Ineligible	Space not a	vailable
$\Box$ Lack of funds $\Box$ Destination outside service area		
□ Called too late □ Other: <u>I KNOW if who offo</u> rdue		
HAD TO GO TO BI	APRET POINT 67.	Dervice une
4) What do you normally use t	the service for?	
Medical	□ Education/ □ Life-Sustai	Fraining
	□ Life-Sustai	ning
□ Nutritional	$\Box$ Other:	
5) Have you ever had a proble □ Yes ⊠No	m with your trip?	
•	of problem did you ha	we with your trip?
□ Advance notice		□ Cost
$\Box$ Pick up times no	ot convenient	□ Late pick up-specify time of wait
□ Assistance		□ Accessibility
🗆 Service Area Lin	nits	□ Late return pick up - length of wait
Drivers - specify	7	$\Box$ Reservations - specify length of wait
$\Box$ Vehicle condition	n	□ Other:
6) Do you have access to a sma ↓ Yes □ No	art phone or compute	r with internet?

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

ALL ARE VERY NICE

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Thank you I cont deme auguore her diabetes. 50 it is a life line me travto doctar Kyrn zTh in putar, and ather take me to Way a heno Rdefte get tolu ヤざ astu 5 We sull Vai le Ta The 0 6108 DAL Dru a hory Call Que r - and fen 0 love without et. Lavren alsek

Dacket Dage 230

<ul> <li>Friend</li></ul>
2) How often do you normally use Trans Hernando? □ Daily □1-2 Times/Week □ 3-5 Times/Week  Cher: <b>monthly</b>
2) How often do you normally use Trans Hernando? Daily Daily Dail
Daily 1-2 Times/Week 3-5 Times/Week & Other: monthly
3) Are you a United States Veteran? 🗋 Yes 🄊 No
If yes, have you used our Tampa VA shuttle bus?
□ Yes KNo
3) Have you ever been denied transportation services?
$\Box$ Yes $\mathbf{X}$ 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
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?
$\Box$ Advance notice $\Box$ 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
$\Box$ Vehicle condition $\Box$ $\Box$ Other: $\_$
6) Do you have access to a smart phone or computer with internet?
XYes 🗆 No
7) Is there an employee at Trans Hernando you would like to specifically recognize?
Jodan & had, Limit) and, we had anot converte
Today I had Louis and we had great Conversa

Permission granted by (please sign name) <u>Kristin Jack – McKinley</u> Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you My daughter lived with me from March 7, 2020 until Nov. 19 and I did not need to we the van but I have used it Twice already This year I can't remember the names of the various drivers, both male and Jemale but they have all been very courtoous, helpful and usually interesting conversationaliste. Since I can to longer drive, I really approxiate the service the van prove It makes me feel more independen and also allow me to make endo, since my eye se and especially after ARMD shote, I am susually helped on and off the van. Why have is also called when the van arri for sie shole up after my analy read the name of here it arrived

<ol> <li>How did you find out about</li> <li>Friend</li> <li>Hospital/Doctor</li> </ol>	Workplace	Cyrrent Rider
2) How often do you normall □ Daily □1-2 Times/Week	2-5 Timek/Week	□ Other:
<ul> <li>3) Are you a United States Version</li> </ul>	eteran? Îr∕Yes□ No	husband
If yes, have you used our T □ Yes I No	ampa VA shuttle bus	?
3) Have you ever been denied	l transportation servic	es?
	·	- the second station completes?
		ng transportation services?
□ Ineligible	<ul> <li>Space not a</li> <li>Destination</li> </ul>	ivaliable
	□ Other:	
🗆 Employment	the service for? □ Education/ □ Life-Sustai □ Other: <u></u>	ning
5) Have you ever had a proble □ Yes □/No	em with your trip?	
	of problem did you h	ave with your trip?
□ Advance notice		□ Cost
Pick up times not	ot convenient	□ Late pick up-specify time of wait
□ Assistance		□ Accessibility
🗆 Service Area Li	mits	$\Box$ Late return pick up - length of wait
Drivers - specif		□ Reservations - specify length of wait
□ Vehicle condition	on	□ Other:
6) Do you have access to a sn □ Yes ₽ No	nart phone or compute	er with internet?

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

in Kaye good nice, wonduful helping all

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

Judy, helps nice, Lois everyone else good, thelping to

Packet Page 233

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

Thank you
· <u>·</u> ··································

Packet Page 23/

1) How did you find out about ′ □ Friend □	Trans Hernando and Workplace	d its services? □ Current Rider	
K Hospital/Doctor			
2) How often do you normally u □ Daily 1-2 Times/Week	se Trans Hernando 3-5 Times/Week	?	
3) Are you a United States Veter	ran? 🛛 Yes 🏹 No	HUSBAND WAS	
If yes, have you used our Tam		?	
<ul> <li>3) Have you ever been denied tra</li> <li>□ Yes □ No</li> </ul>	-		
		ng transportation services?	
🗆 Ineligible	🔀 Space not a		
$\Box$ Lack of funds			
$\Box$ Called too late	□ Other:		
4) What do you normally use the	e service for?		
🕅 Medical	□ Education/1	Fraining	
□ Employment	🗆 Life-Sustain	ning	
□ Employment □ Nutritional	Other: 7/	ZRAPY	
5) Have you ever had a problem	•		
If Yes, What type of j	problem did you ha	we with your trip?	
□ Advance notice		□ Cost	
$\Box$ Pick up times not c	onvenient	□ Late pick up-specify tin	ne of wait
□ Assistance			
🗆 Service Area Limit	S	□ Late return pick up - let	ngth of wait
□ Drivers - specify		□ Reservations - specify 1	ength of wait
□ Vehicle condition			-
6) Do you have access to a smart	phone or computer	r with internet?	

Yes  $\Box$  No

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

Kim - gupy-KELLY BASICALLY AL OF THEM

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Thank you

I RELY ON TO GET ME TO MY MEDICAL APPO, ATMENTS AND SNOE IN AWALT SHOPPING WITHOM IT, I WOULD BE HOUSEBOUND 1 -

□ Friend	you find out about T U Doctor	Workplace	d its services?      □ Current Rider      □ Other:
2) How often □ Daily □1	do you normally us -2 Times/Week □ 3	e Trans Hernando 8-5 Times/Week	? Other: 1 MONTH
	United States Vetera		
	e you ased our Tamp es⊠ No	oa VA shuttle bus	?
3) Have you □ Yes ≰ No	ever been denied tra	nsportation servic	es?
If Yes	s, what was the reaso	n given for refusi	ng transportation services?
		□ Space not a	
			outside service area
	Called too late	□ Other:	
4) What do ye	ou normally use the	service for?	
		□ Education/	Training
,	Employment	🗆 Life-Sustai	ning
	Nutritional	□ Other:	
5) Have you o	ever had a problem v	vith your trip?	
	Yes, What type of p	roblem did you ha	we with your trip?
	Advance notice		□ Cost
	Pick up times not co	nvenient	$\Box$ Late pick up-specify time of wait
	Assistance		□ Accessibility
	Service Area Limits		□ Late return pick up - length of wait
	Drivers - specify		$\Box$ Reservations - specify length of wait
	Vehicle condition		□ Other:

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

telato Danal

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Thank you

BEING ABLE TO MEET MY MEDICAL NEEDS.

<ol> <li>How did you find out abou</li> <li>□ Friend</li> </ol>	t Trans Hernando and □ Workplace	
□ Hospital/Doctor	□ Veterans Services	□ Other:
2) How often do you normally □ Daily ☑1-2 Times/Week		?
3) Are you a United States Vet	teran? 🗆 Yes 🗹 No	
If yes, have you used our Ta □ Yes□ No	ampa VA shuttle bus?	
3) Have you ever been denied Yes □ No	transportation service	es?
If Yes, what was the re	ason given for refusin	ng transportation services?
🗆 Ineligible	Space not a	vailable
	$\Box$ Destination	
□ Called too late	□ Other:	
4) What do you normally use t	he service for?	
		Training
Employment	🗆 Life-Sustain	ung
□ Nutritional	□ Education/7 □ Life-Sustain □ Other:	
5) Have you ever had a problem □ Yes Ŋ No		
If Yes, What type o	f problem did you ha	ve with your trip?
□ Advance notice		□ Cost
$\Box$ Pick up times not	t convenient	□ Late pick up-specify time of wait
□ Assistance		
🗆 Service Area Lin	nits	$\Box$ Late return pick up - length of wait
Drivers - specify		$\Box$ Reservations - specify length of wait
□ Vehicle condition	n	□ Other:
() The event have access to a structure		with interment?

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?

MIRANDA ?

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# i Get Access to the Community. NAMI BOARD Meetings BANKING AND MOVIES.

You are the ONLY TRANSportation that comes to the fleather.

1) How did you find out about	Workplace	Current Rider
<ul> <li>2) How often do you normally</li> <li>□ Daily □1-2 Times/Week </li> </ul>		?
3) Are you a United States Vete	eran? ⊠ Yes□ No	
If yes, have you used our Ta □ Yes No	mpa VA shuttle bus'	?
3) Have you ever been denied t	ransportation servic	es?
□ Yes 🕵 No		
If Yes, what was the rea	ason given for refusi	ng transportation services?
	$\Box$ Space not a	vailable outside service area
$\Box$ Lack of funds		outside service area
□ Called too late	$\Box$ Other:	
4) What do you normally use th	e service for?	
		Craining
∯-Medical □ Employment	□ Life-Sustain	ning
	□ Other:	
5) Have you ever had a problem	h with your trip?	
$\Box$ Yes $\overline{ A}$ No		
If Yes, What type of	f problem did you ha	we with your trip?
□ Advance notice		□ Cost
$\Box$ Pick up times not	convenient	□ Late pick up-specify time of wait
$\Box$ Assistance		□ Accessibility
□ Assistance	its	□ Late return pick up - length of wait
□ Drivers - specify	100	$\Box$ Reservations - specify length of wait
$\Box$ Vehicle condition		$\Box$ Other:

6) Do you have access to a smart phone or computer with internet?  $\searrow$  Yes  $\Box$  No

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

Judy & LOLRIS

Permission granted by (please sign name)

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

1) How did you find out about 7     □ Friend     □ Hospital/Doctor		d its services?
<ul> <li>2) How often do you normally u</li> <li>Daily □1-2 Times/Week</li> <li>3) Are you a United States Veter</li> </ul>	se Trans Hernando 3}5 Times/Week	?
3) Are you a United States Veter	ran? 🗆 Yes 🛛 No	Husband is.
If yes, have you used our Tan Ves□No Ausband	npa VA shuttle bus	?
3) Have you ever been denied training $\Box$ Yes $\Box$ No	ansportation servic	es?
	on given for refusi	ng transportation services?
$\square$ Ineligible	$\Box$ Space not a	vailable
□ Ineligible □ Lack of funds	$\Box$ Destination	outside service area
$\Box$ Called too late	□ Other:	
4) What do you normally use the		
□ Medical	$\Box_{\mathcal{L}}$ Education/	Fraining
Employment	🗸 Life-Sustai	ning
□ Nutritional	🗆 Öther: <u>Da</u>	y lise
5) Have you ever had a problem □ Yes ☑∕No	with your trip?	
If Yes, What type of	problem did you ha	we with your trip?
□ Advance notice		□ Cost
$\Box$ Pick up times not c	onvenient	□ Late pick up-specify time of wait
		□ Accessibility
Service Area Limit	S	$\Box$ Late return pick up - length of wait
□ Drivers - specify		□ Reservations - specify length of wait
$\Box$ Vehicle condition		Other: Service is Street
6) Do you have access to a smart ☑∕Yes □ No	phone or compute	r with internet?
7) Is there an employee at Trans	Hernando you wou	ld like to specifically recognize?
Judy- Don-Kin	-all 3 are	very caring about their pressengers

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

Since I do not d'Aire any more. It helps attenvise I Woold have To depend on reighbors To take me Permission granted by (please sign name) Doggy Q. Barco Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank you
-

	id you find out abou l/Doctor				rices? □ Current Rider □ Other:
	ten do you normally □1-2 Times/Week				er:
3) Are you	a United States Ve	eteran?	Yes□ No		
	ave you used our T Yes□ No	ampa VA	A shuttle bus?		**
🗆 Yes 🚺	ou ever been denied No Yes, what was the re Ineligible Lack of funds Called too late	eason giv [	ven for refusir ∃ Space not a ∃ Destination	ig transj vailable outside	service area
4) What do	o you normally use ✓ Medical □ Employment □ Nutritional		☐ Education/7 ☐ Life-Sustair	ing	
5) Have yo □ Yes 12⁄1	ou ever had a proble No If Yes, What type Advance notice Pick up times no	of proble	em did you ha	🗆 Cost	
	<ul> <li>Assistance</li> <li>Service Area Lin</li> <li>Drivers - specify</li> <li>Vehicle condition</li> </ul>	nits /		<ul><li>Acce</li><li>Late</li><li>Rese</li></ul>	essibility return pick up - length of wait rvations - specify length of wait r:

6) Do you have access to a smart phone or computer with internet? ☑ Yes □ No

TM

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

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Thank you TRANSPORTATION MEANS ALOT

1) How d	id you find out about Tran	s Hernando and	l its services?
	□ Wo l/Doctor □ Vet	rkplace	□ Current Rider
A Hospita		erans Services	□ Other:
2) How of □ Daily	ten do you normally use T □1-2 Times/Week 🕅 3-5	rans Hernandoʻ Times/Week	?
3) Are you	a United States Veteran?	X Yes□ No	
	ave you used our Tampa V Yes X No	VA shuttle bus?	
3) Have yo □ Yes X 1	ou ever been denied transp No	ortàtion service	es?
	Yes, what was the reason g	given for refusin	ng transportation services?
	🗆 Ineligible	□ Space not a	vailable
	$\Box$ Lack of funds	□ Destination	outside service area
	□ Called too late	□ Other:	
4) What do	o you normally use the ser	vice for?	
,	Medical Employment	□ Education/7	Training
	Employment	🗆 Life-Sustair	ning
	□ Nutritional	$\Box$ Other:	
5) Have yo □ Yes 🕅 1	ou ever had a problem with No	n your trip?	
	If Yes, What type of prob	lem did you ha	ve with your trip?
	□ Advance notice		
	□ Pick up times not conv	enient	$\Box$ Late pick up-specify time of wait
	□ Assistance		□ Accessibility
	□ Service Area Limits		$\Box$ Late return pick up - length of wait
	$\Box$ Drivers - specify		$\Box$ Reservations - specify length of wait
	□ Vehicle condition		□ Other:

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

□ Yes X No

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

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Thank you ane in a wheelchair and the service provided hu deal 10 Un The service a the drivers is Nic 10 Rel a Millie

☐ Friend	•	t Trans Hernando an □ Workplace □ Veterans Services		ent Rider r:	WORKER
	ten do you normally □1-2 Times/Week	vuse Trans Hernando □ 3-5 Times/Week	? □ Other:		-
3) Are you	a United States Ver	teran? I Yes□ No			
	ave you used our Ta Yes□ No	ampa VA shuttle bus	?		
Ves 🗹	No	transportation servic			
If		ason given for refusi		n services?	
	🗆 Ineligible	□ Space not a	wailable		
		$\Box$ Destination		area	
	$\Box$ Called too late	□ Other:			
4) What do	o you normally use t	he service for?			
	Medical	□ Education/	Training		
	Employment	🗆 Life-Sustai	ning		
	□ Nutritional	$\Box$ Other:			
5) Have yo □ Yes ☑ 1	ou ever had a problem No	m with your trip?			
	If Yes, What type o	f problem did you ha	we with your trij	p?	
	□ Advance notice		□ Cost		
	$\Box$ Pick up times no	t convenient	□ Late pick up	-specify time o	f wait
			□ Accessibility		
	□ Service Area Lin	nits	$\Box$ Late return p		of wait
	□ Drivers - specify		□ Reservations		
	□ Vehicle condition		□ Other:		

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

KIM, CAREN, KEVIN

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Thank you
·

1) How did you find out about Trans         □ Friend       □ Wor         □ Hospital/Doctor       □ Veter		
2) How often do you normally use Tr □ Daily □1-2 Times/Week □ 3-5	rans Hernando? Times/Week I Other: <u>ASINCLUS</u>	5
3) Are you a United States Veteran?	E Yes□ No	
If yes, have you used our Tampa V ⊮Yes□ No	/A shuttle bus?	
<ul><li>□ Ineligible</li><li>□ Lack of funds</li></ul>	ortation services? iven for refusing transportation services? Space not available Destination outside service area Other:	
Employment	□ Education/Training	
<ul> <li>5) Have you ever had a problem with</li> <li>□ Yes □ No</li> <li>If Yes, What type of prob</li> </ul>	your trip? lem did you have with your trip?	
<ul> <li>Advance notice</li> <li>Pick up times not convert</li> <li>Assistance</li> <li>Service Area Limits</li> <li>Drivers - specify</li> <li>Vehicle condition</li> </ul>	<ul> <li>Cost</li> <li>Late pick up-specify time of wa</li> <li>Accessibility</li> <li>Late return pick up - length of v</li> <li>Reservations - specify length of</li> <li>Other:</li> </ul>	vait

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?

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Thank you

### **2021 TRANS HERNANDO RIDER/BENFICIARY SURVEY**

<ol> <li>How did you find out abo</li> <li>□ Friend</li> <li>□ Hospital/Doctor</li> </ol>	□ Workplace	l its services? □ Current Rider □ Other:
<ul><li>2) How often do you normall</li><li>□ Daily □1-2 Times/Week</li></ul>	y use Trans Hernando □ 3-5 Times/Week	Other: VA TRANSport
3) Are you a United States Ve	eteran? 🖉 Yes 🗆 No	
If yes, have you used our 7 隊 Yes□ No	Campa VA shuttle bus	?
<ul><li>3) Have you ever been denied</li><li>□ Yes I No</li></ul>	-	
If Yes, what was the r	eason given for refusi	ng transportation services?
🗆 Ineligible	$\Box$ Space not a	vailable
$\Box$ Lack of funds $\Box$ Called too late	$\Box$ Destination	outside service area
4) What do you normally use	the service for?	
☐ Medical	□ Education/	Fraining
	Life-Sustaining	
□ Nutritional	$\Box$ Other:	r H
5) Have you ever had a probl □ Yes ♥No	em with your trip?	
If Yes, What type	of problem did you ha	we with your trip?
□ Advance notice		□ Cost
$\Box$ Pick up times n		□ Late pick up-specify time of wait
□ Assistance		□ Accessibility
🗆 Service Area Li		□ Late return pick up - length of wait
□ Drivers - specif		□ Reservations - specify length of wait
🗆 Vehicle conditi	on	□ Other:
6) Do you have access to a sm ֎ Yes □ No	nart phone or compute	er with internet?
7) Is there an employee at Tra	ans Hernando you wou	ald like to specifically recognize?

Apployee at Trans Hernando you would like to specifically recognize? KENY GACE US A GOS SMOSTARD RELLY GACE US A GOS A SMOSTARD RELLY GACE

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

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Thank you

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### 2021 TRANS HERNANDO RIDER/BENFICIARY SURVEY

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1

<ol> <li>How did you find out about Tran</li> <li>Friend</li> <li>Wo</li> <li>Hospital/Doctor</li> <li>Vet</li> </ol>	orkplace	its services? □ Current Rider □ Other:
<ul> <li>2) How often do you normally use 7</li> <li>□ Daily □1-2 Times/Week □ 3-5</li> </ul>		• Other:
3) Are you a United States Veteran?	🛛 🗆 Yes 🖉 No	
If yes, have you used our Tampa	VA shuttle bus?	
<ul> <li>3) Have you ever been denied transp</li> <li>□ Yes</li></ul>		
If Yes, what was the reason		
🗆 Ineligible	$\Box$ Space not av	ailable
$\Box$ Lack of funds		
□ Called too late		
4) What do you normally use the ser	vice for?	
Medical	$\Box$ Education/T	raining
<ul><li>Medical</li><li>Employment</li></ul>	□ Life-Sustaini	ng
□ Nutritional	□ Other:	
5) Have you ever had a problem wit □ Yes ■ No If Yes, What type of prob		e with your trip?
□ Advance notice		Cost
$\Box$ Advance notice $\Box$ Pick up times not conv		□ Late pick up-specify time of wait
$\square$ 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?  $\blacksquare$  Yes  $\Box$  No

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

KELLY ARE PRIVER

8) What does transportation mean to you? Please use space provided on back of page. SAFE RIDE TO TAM PA Permission granted by (please sign name)  $\underline{R_{ICHARD}}$   $\underline{PAUZE}$ Comments may be used in the Mid Florida Community Services, Inc. annual report and quarterly newsletter and other TD publications.

Thank y	/ou
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2021 TRANS HERNANDO	
RIDER/BENFICIARY SURVEY	7

<ol> <li>How did you find</li> <li>□ Friend</li> <li>□ Hospital/Doctor</li> </ol>	🗆 Work	Hernando and its place ans Services	services? -Gurrent Rider 514 2003 Fall Other:		
2) How often do you □ Daily □1-2 Time	normally use Tra s/Week 🛛 3-5 T	ans Hernando? 'imes/Week □	Other: 30v y thing hearth		
3) Are you a United	States Veteran?	🗆 Yes 🛢 No			
If yes, have you us □ Yes□ No		A shuttle bus?			
<ul> <li>3) Have you ever been denied transportation services?</li> <li>Yes No</li> <li>If Yes, what was the reason given for refusing transportation services?</li> <li>Ineligible</li> <li>Lack of funds</li> <li>Destination outside service area</li> <li>Called too late</li> <li>Other:</li></ul>					
5) Have you ever ha	d a problem with /hat type of probl	your trip? lem did you have	Cost		
□ Assista □ Servic □ Driver	p times not conve ance e Area Limits s - specify le condition		Late pick up-specify time of wait Accessibility Late return pick up - length of wait Reservations - specify length of wait 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?

Tudy Kevin Lewis Chis and wegene else 

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

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Thank you

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?
$\Box$ Yes $\Box$ No
2. Do the riders/beneficiaries call your facility directly to issue a complaint?
$\Box$ Yes $\Box$ 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?
$\square$ Yes $\square$ No
If yes, is the phone number posted the CTC's?
$\square$ Yes $\square$ No
4. Are the invoices you send to the CTC paid in a timely manner?
$\Box$ Yes $\Box$ No
5. Does the CTC give your facility adequate time to report statistics?
$\Box$ Yes $\Box$ No
6. Have you experienced any problems with the CTC?
$\Box$ Yes $\Box$ No
If yes, what type of problems?
Comments:

## PURCHASING AGENCY SURVEY

1) Do you purchase transportation from the coordinated system?

YES

 $\Box$  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

 $\Box$  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	Demographics	Number	Florido Commission for the
CTC: Contact:	Mid Florida Community Services, Inc. Miranda Maldonado 1122 Ponce De Leon Blvd	Total County Population	186,313	CIA
	Brooksville, FL 34601 352-799-1510	Unduplicated Head Count	871	Transportation
Empelly	mimaldana da Omfaa wa aam			Disadvantaged

Email: mimaldonado@mfcs.us.com

Trips By Type of Service	2018	2019	2020	Vehicle Data	2018	2019	2020
Fixed Route (FR)	0	0	0	Vehicle Miles	681,248	677,101	569,720
Deviated FR	0	0	0	Roadcalls	3	2	5
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	114,114	73,644	55,794	Vehicles	16	46	46
TNC	0	0	0	Drivers	32	34	34
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	114,114	73,644	55,794				
Passenger Trips By Trip Pu	ırpose			Financial and General Da	ta		
Medical	27,603	20,461	14,076	Expenses	\$1,343,292	\$1,699,762	\$1,232,559
Employment	823	5,202	2,956	Revenues	\$1,512,746	\$1,720,957	\$1,223,813
Ed/Train/DayCare	75,541	26,706	25,748	Commendations	138	46	29
Nutritional	3,279	7,978	4,693	Complaints	12	20	13
Life-Sustaining/Other	6,868	13,297	8,321	Passenger No-Shows	364	352	352
TOTAL TRIPS	114,114	73,644	55,794	Unmet Trip Requests	0	0	0
Passenger Trips By Reven	ue Source			Performance Measures			
CTD	17,857	16,126	12,488	Accidents per 100,000 Miles	0	0	0
AHCA	47,228	0	0	Miles between Roadcalls	227,083	338,550	113,944
APD	423	50,765	12,467	Avg. Trips per Passenger	101.34	72.48	64.06
DOEA	2,506	2,308	1,750	Cost per Trip	\$11.77	\$23.08	\$22.09
DOE	2,474	0	0	Cost per Paratransit Trip	\$11.77	\$23.08	\$22.09
Other	43,626	4,445	29,089	Cost per Total Mile	\$1.97	\$2.51	\$2.16
TOTAL TRIPS	114,114	73,644	55,794	Cost per Paratransit Mile	\$1.97	\$2.51	\$2.16
Trips by Provider Type							
СТС	20,643	18,434	14,238				
Transportation Operator	0	0	0				
Coordination Contractor	93,471	55,210	41,556				
TOTAL TRIPS	114,114	73,644	55,794				

## Level of Competition Worksheet 2

### 1. Inventory of Transportation Operators in the Service Area

	Column A	Column B	Column C	Column D
	Operators	Operators	Include Trips	% of all Trips
	Available	Contracted in the		
		System.		
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 proposals
Requests for qualifications	Requests for interested parties
Negotiation only	

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?