



**HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD (TDLCB) AGENDA
Wednesday, February 22, 2023 at 10:00 a.m.**

MEETING LOCATION:

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

AGENDA

A. CALL TO ORDER

1. Moment of Silence
2. Pledge of Allegiance
3. Introduction of Committee Members and Staff
4. Declaration of Quorum

B. ELECTION OF VICE-CHAIR FOR 2023

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

D. REVIEW/APPROVAL OF MINUTES – November 9, 2022

E. CORRESPONDENCE/INFORMATIONAL ITEMS

1. Commission for the Transportation Disadvantaged – Update
2. Legislative Day- March 16, 2023
3. Innovative Service Grant
4. Community Transportation Coordinator (CTC) Quarterly Report
5. MPO Resolution – State Agency Attendance/Quorums

F. ACTION ITEMS

1. TDLCB Annual Bylaws Update
2. Community Transportation Coordinator (CTC) Recommendation

G. TDLCB MEMBER PRESENTATIONS – Kimberly Dibenedetto and Oliver Cromwell

H. PUBLIC COMMENT

I. MPO STAFF COMMENTS

J. ADJOURNMENT AND NEXT MEETING – The Annual Public Workshop is scheduled for Wednesday, May 24, 2023, beginning at 10:00 a.m., followed by the TDLCB Regular Meeting which will begin no earlier than 10:15 a.m. at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, FL

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

www.hernandocounty.us/hernandocitrusmpo.

B. ELECTION OF VICE-CHAIRMAN FOR 2023

Pursuant to the TDLCB Bylaws, a Vice-Chair is elected at the first meeting of the year. Upon the retirement of Joe DeGeorge in September 2022, Oliver Cromwell was elected to fill the role.

Attachment: N/A

D. REVIEW OF MINUTES

The minutes from the Wednesday, November 9, 2022 Meeting are attached for review and approval.

Attachment: Meeting Minutes from Wednesday, November 9, 2022

Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB)

Wednesday, November 9, 2022

MINUTES

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a regular quarterly meeting beginning at 10:00 a.m. at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meeting was advertised in the Hernando Sun and the agenda was available on the MPO Website.

MEMBERS PRESENT:

John Allocco, TDLCB Chair
Chris Mundell, Hernando County School District – Transportation
Holly Ferguson, Alternate, Veterans Services
Ian Martin, Alternate, Florida Agency for Health Care Administration
Gretchen Samter, Citizen Advocate representing Persons with Disabilities
Elizabeth Watson, Persons with Disabilities Agency
Kevin Bargerstock, Florida Division of Vocational Rehabilitation
Oliver Cromwell, General Manager Hernando County Transit System (RATPDev)

MEMBERS ABSENT:

Cara Brunk
Tracy Noyes, Florida Department of Transportation

OTHERS PRESENT:

Bob Esposito, Executive Director Hernando/Citrus MPO
Mary Elwin, MPO Coordinator
Carlene Riecscs, Transportation Planner III
Miranda Maldonado, Mid Florida Community Services
Kimberly Dibenedetto, Hernando County School District
Charlotte Cromwell, Citizen

MEETING CALLED TO ORDER

Chair Allocco called the meeting to order at 10:03 a.m. and led the Invocation. The Pledge of Allegiance and the introductions of board and staff followed in Invocation. A quorum was declared and the affidavit of advertisement read into the record.

APPROVAL/MODIFICATION OF AGENDA

Motion: A Motion to approve the agenda was made by Ms. Elizabeth Watson and seconded by Mr. Chris Mundell. The motion passed unanimously.

APPROVAL/MODIFICATION OF MINUTES OF AUGUST 10, 2022

Motion: A Motion to approve the minutes was made by Mr. Ian Martin and seconded by Ms. Gretchen Samter. The motion passed unanimously.

CORRESPONDENCE/INFORMATIONAL ITEMS

Ms. Riecscs advised the TDLCB that we have a new member, Oliver Cromwell, replacing Mr. Joe DeGeorge from RATPDev is the contractor responsible to operate the system in Hernando County.

Ms. Riecscs discussed the TDLCB Bylaws. She indicated that the bylaws are required to be reviewed and updated on an annual basis. Staff is contemplating changing the quorum to a majority of the filled membership positions. The quorum is currently seven and if the membership fluctuates down, seven may be difficult to achieve.

Ms. Riecscs updated the TDLCB regarding the annual training for the CTD program in Orlando this year. Of particular interest was a discussion regarding communication with the elected officials in Tallahassee.

Ms. Maldonado from Mid Florida Community Services presented the quarterly report from the CTC.

TRAINING 101 MATERIALS

Ms. Riecscs distributed the Training 101 Materials documents to the Committee. Discussion ensued regarding the transportation disadvantaged terminology. He noted that there is not a standard definition that fits each entity. He noted

that the goals are similar but the service may be different from one organization to another. Mr. Allocco noted to the members that their agencies need to understand the services offered by each other to assist customers who need assistance.

CTC QUARTERLY PROGRESS REPORT

Ms. Maldonado reviewed the quarterly progress report. She indicated a new driver has been hired and they are now fully staffed. The Veterans Ride Program has been funded by the Innovative Service Program.

MEETING SCHEDULE

Ms. Riecss advised the TDLCB that the MPO Board approved the calendar dates for 2023. All meetings of the TDLCB will continue to be held in the Hernando County Building Training Room, 1661 Blaise Drive, Brooksville, Florida 34601, beginning at 10:00 a.m. The website will be updated shortly, she said.

ACTION ITEMS

Certificate of Appreciation – Joe DeGeorge

Ms. Riecss advised the Board that Mr. Joe DeGeorge, General Manager for the Hernando County Transit System Contract Operator, retired. It is request of the Board to present him with a Certificate of Appreciation for his time served on the TDLCB Board.

Motion: A Motion to have the Chair sign the Certificate on behalf of the TDLCB was made by Gretchen Samter. Mr. Ian Martin seconded and the motion passed unanimously.

Appoint a New TDLCB Vice-Chair

Motion: A motion was made by Chris Mundell to appoint Gretchen Samter as the new vice chair replacing Mr. DeGeorge who retired. Ms. Holly Ferguson seconded the motion and it carried unanimously.

Appoint Grievance Committee

Ms. Riecss explained that a new Grievance Committee needed to be appointed. After a brief discussion and nominations, a motion was made.

Motion: A motion was made by Gretchen Samter to appoint the following members to the Grievance Committee: Oliver Cromwell, as Chair, Gretchen Samter as Vice-Chair, Kevin Bargerstock and Elizabeth Watson as Members. The motion was seconded by Ian Martin and carried unanimously.

Approval of the Annual Operating Report (AOR)

Ms. Riecss introduced the Annual Operating Report and indicated the report was submitted to the Commission for the Transportation Disadvantaged (CTD) before the September 15, 2022, deadline but required review and approval by the TDLCB.

Motion: A motion was made by Ian Martin to approve the Annual Operating Report. The motion was seconded by Chris Mundell and carried unanimously.

BOARD MEMBER PRESENTATIONS

Kevin Bargerstock, representing the Florida Division of Vocational Rehabilitation, provided information about the services offered including vocational rehabilitation, vehicle modifications, and assistance with training and employment opportunities. He noted they are heavily involved with the school system to help middle school and high school students to become work ready as well as assisting employers with workplace modifications, when necessary, for someone with a disability need. Mr. Bargerstock provided the website address (<https://www.rehabworks.org/>) which contains information including application for assistance. The members discussed the services the office provides. Mr. Bargerstock also noted how they coordinate with other agencies including the Lighthouse for the Blind and Division of Blind Services.

CITIZEN COMMENTS

There were no citizens in attendance for public comment.

ADJOURNMENT AND NEXT MEETING:

The Chair adjourned the meeting at 11:00 a.m. The next meeting is scheduled for February 8, 2023, at 10:00 a.m., in the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida.

E. CORRESPONDENCE/INFORMATION ITEMS

1. Commission for the Transportation Disadvantaged

As an informational item attached is the Annual Performance Report prepared by the Commission for the Transportation Disadvantaged. This report is for the entire State of Florida.

This is an informational item; no action is required.

Attachments: CTD Annual Report

DRAFT

Florida Commission for the



**Transportation
Disadvantaged**

DRAFT

2022 Annual Performance

Report

January 1, 2023



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OUR MISSION

To ensure the coordination of transportation service that enhances access to employment, health care, education, and other life-sustaining activities for older adults, persons with disabilities, people with low incomes and at-risk children who are dependent on others for transportation.

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EXECUTIVE SUMMARY

Transportation plays a critical role in supporting an individual's ability to be independent and contribute to the community. For many Floridians who are transportation disadvantaged due to age, disability, or income, transportation is a significant barrier to access critical activities in their community, including employment, health care, education, and other quality of life activities.

The Florida Commission for the Transportation Disadvantaged (CTD) ensures the availability of transportation services for these individuals across the state. This is accomplished through "coordinated transportation," where CTD works with state and local partners to deliver transportation services to the Transportation Disadvantaged (TD) population. These services are collectively provided through the Coordinated Transportation System.

Each year, CTD presents a report to the Governor and Legislature on the Coordinated System's performance in serving the TD population during the previous state fiscal year. The 2022 Annual Performance Report provides an overview of the system and performance of TD services between July 1, 2021, and June 30, 2022. Highlights from the report include:

- The Coordinated Transportation System provided approximately 10.6 million trips.
- Vehicles within the coordinated system traveled over 65.2 million miles.
- Over 190,000 individuals were provided transportation through the coordinated system.

As Florida continues to grow and become more mobile, CTD and its partners are committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. This report highlights major accomplishments toward achieving this goal in Fiscal Year (FY) 2021-2022.



INTRODUCTION

In 1979, the Florida Legislature created the Transportation Disadvantaged (TD) program to address the “critical transportation needs” of persons with disabilities, elderly, and transit-dependent Floridians (Chapter 79-108, L.O.F.). The Legislature recognized those individuals who lived in rural and small communities had no access to public transportation and that many required financial assistance to utilize private, public and paratransit services. Although there were state agencies addressing some of these transportation problems, there was no statewide coordination of funding to deliver services “fully responsive to the needs” of this population.

Thus, the TD program was created to address more effectively these transportation needs on a statewide level. Florida’s “Transportation Disadvantaged” (TD) population is defined in s. 427.011(1), F.S., 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 high-risk as defined in s. 411.202, F.S.

In 1989, the Legislature established the Commission for the Transportation Disadvantaged (CTD) to serve as the primary state agency responsible for the coordination of TD services across the state. “Coordination” is defined as the arrangement

of transportation “in a manner that is cost-effective, efficient, and reduces fragmentation or duplication of services” (s. 427.011(11), F.S.). CTD accomplishes this mission through a transportation provider network of Community Transportation Coordinators.

CTD works with state and local partner agencies to purchase (i.e., “sponsor”) transportation services for their TD eligible constituents through the Coordinated System. CTD also administers the Transportation Disadvantaged Trust Fund, where the majority of its funds are used by CTD to purchase trips for TD eligible individuals to access activities “not sponsored” by another purchasing agency.

The authority of CTD is derived from Chapter 427, Florida Statutes (F.S.), and Rule 41-2, Florida Administrative Code (F.A.C.). It is an independent state agency located within the Florida Department of Transportation (FDOT) that reports directly to the Governor. CTD functions independently from the supervision and direction of FDOT, with its own rule making and budget authority. CTD employs staff in Tallahassee to administer and monitor the statutory requirements for the program.

COMMISSION MEMBERSHIP

The Commission consists of seven (7) voting board members that are all appointed by the Governor, including five (5) business community members and two (2) members who

have a disability and have been served by the Coordinated System. One of these members must be over 65 years of age. In addition, the Secretaries or Executive Directors of the Department of Transportation, Department of Children and Families, Department of Elder Affairs, Agency for Health Care Administration, the Department of Economic Opportunity, Department of Veterans' Affairs, Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level of each, serve as ex officio non-voting advisors to the Commission.

In March 2022, Governor Ron DeSantis appointed two new members to the Commission. Lillian Barrios, of Tallahassee, is the Director of Operations for SOAR Technology and Consultants. She has a background in public health and represents individuals with visual disabilities served by the TD program. Donald Elwell, of Sebring, is the Director of Marketing and Communications for Alan Jay Automotive Network. He previously served as the Chair of the TD Local Coordinating Board of Desoto, Hardee, Highlands, and Okeechobee Counties.

This year, one of the Commission's most dedicated agency advisors, Elizabeth Stutts, retired from the Florida Department of Transportation. The Commission honored Ms. Stutts with the William G. & Budd Bell Lifetime Achievement Award for over 30 years of service to the Coordinated System. She spearheaded FDOT's efforts to

increase and coordinate funding from federal and state programs and worked directly with nearly every transit agency and Community Transportation Coordinator to support services to Florida's communities.



Elizabeth Stutts (left) being presented with the Lifetime Achievement Award by Commissioner Renee Knight (right)

OVERVIEW OF THE COORDINATED SYSTEM

The Coordinated System is guided by a philosophy of centralized (statewide) policy development and decentralized (local) implementation. The chart on page __ provides a visual representation of the various roles and responsibilities in the Coordinated System described below.

The **Commission for the Transportation Disadvantaged** is the state-level board that develops policies and procedures for the coordination of services to the TD population. CTD contracts with Community Transportation Coordinators, typically for up to 5 years, to ensure the provision of TD services occur at the local level. While CTD establishes guidelines for TD eligibility within the parameters laid out in Florida Statutes, specific eligibility policies are determined at the local level within such guidelines.

The **Community Transportation Coordinator (CTC)** is responsible for providing and/or contracting for transportation services within a county or multi-county service area. These services may include paratransit trips (which are usually pre-scheduled), door-to-door services provided on a multi-passenger vehicle, on-demand trips (where the CTC may subcontract with a Taxicab or Transportation Network Company to deliver one-on-one trips), and/or bus pass programs, if individuals have and are able to access the fixed route system in their local area.

Commission Membership	
Commissioners Voting Members	Representing
Dr. Phillip Stevens, Chair	The Business Community
Christinne Gray, Vice-Chair	User with a Disability
Lillian Barrios	User with a Disability
Don Elwell	The Business Community
Renee Knight	The Business Community
Dr. Robin Tellez	The Business Community
Vacant	The Business Community
Ex Officio Members	Representing
Jared Purdue, Secretary Elizabeth Stutts, Designee	Department of Transportation
Dane Eagle, Director Vacant, Designee	Department of Economic Opportunity
Shevaun Harris, Secretary Diane Harris, Designee	Department of Children and Families
Simone Marstiller, Secretary Vacant, Designee	Agency for Health Care Administration
Barbara Palmer, Director Kent Carroll, Designee	Agency for Persons with Disabilities
Michelle Branham, Secretary Krysta Carter, Designee	Department of Elder Affairs
“Hammer” Hartsell, Executive Director Dennis Latta, Designee	Department of Veterans' Affairs
Vacant	County Manager or Administrator

A CTC can be a public transportation organization (such as a transit authority), a private for-profit transportation company, a not-for-profit human services agency, or a local government entity (see page __ for the list of all CTCs). Through a competitive procurement process, the CTC may also contract (i.e., broker) with local **Transportation Operators** to provide TD services in its designated service area.



As mentioned in the “Introduction,” CTD works with **Purchasing Agencies** to “sponsor” transportation for their TD clients through the Coordinated System. Some examples of purchasing agencies include the Agency for Health Care Administration and Agency for Persons with Disabilities. Local government is the largest purchaser of TD services

through the Coordinated System (see pie chart on page __ for a systemwide breakdown of total revenues reported).

A CTC may provide “sponsored” transportation for TD eligible individuals on behalf of a purchasing agency, such as trips to medical appointments covered under Florida’s Medicaid Managed Medical Assistance (MMA) program. CTCs that operate fixed bus route services may also serve certain groups within the TD population, such as individuals with disabilities who qualify for complementary paratransit services required by the U.S. Americans with Disabilities Act (ADA). All these services, which fall under the “Coordinated System,” are captured within each county’s Annual Operating Report (AOR), which is compiled by the CTC and submitted to CTD for publication of this report (discussed further in the “2021-22 Performance Report” beginning on page 12).

CTD also contracts with **Designated Official Planning Agencies (Planners)** to conduct and coordinate planning activities for the local TD program. This includes development of the local Transportation Disadvantaged Service Plan and review of the AOR submitted by the CTC. The Planner is also responsible for staffing and appointing members of the Local Coordinating Board. The Planner oversees the procurement of the CTC for its designated service area, which it then recommends its designation for CTD approval.

The **Local Coordinating Board (LCB)** serves as a local advisory body to CTD and assists the CTC in identifying the local service needs and providing information, advice and direction on the coordination of TD services. LCBs are chaired by a local elected official and its membership represents local and state stakeholders, including state agencies, riders of the Coordinated System, the public education system, military veterans, the workforce development system, the medical community, and the transportation industry. LCBs meet at least quarterly and assist CTCs and Planners in a variety of activities, including establishing eligibility guidelines and setting trip priorities funded by the TD program, developing the Transportation Disadvantaged Service Plan, and evaluating the performance of the CTC on an annual basis.

In summary, the Coordinated Transportation System is a manifestation of the hard work and support of elected and appointed officials, transportation professionals, and local partners who dedicate themselves to serve those who are unable to serve themselves.

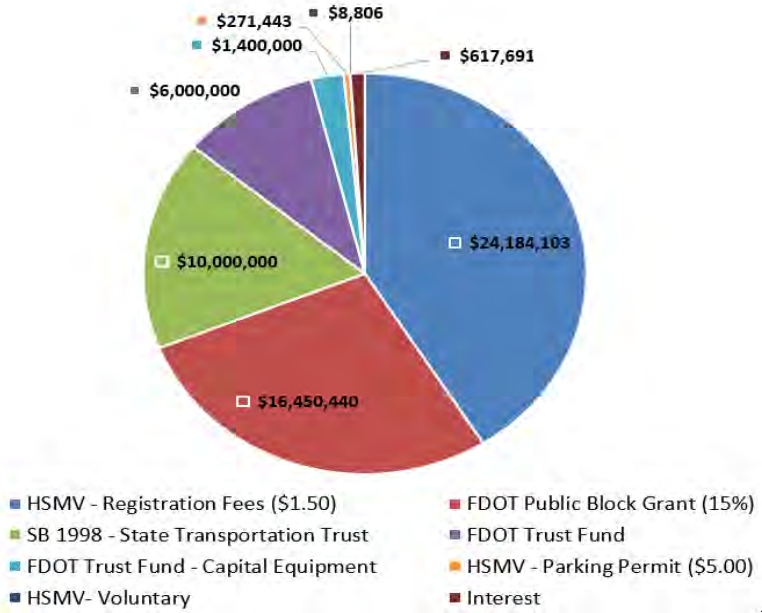


CTD GRANT PROGRAMS

CTD administers several grant programs that are funded through the Transportation Disadvantaged Trust Fund (TDTF). TDTF funds are mostly used to purchase trips for TD eligible individuals to access activities “not sponsored” by other purchasing agencies. In order for an eligible individual to qualify for TDTF non-sponsored services, he or she must, at minimum, demonstrate no availability of any other funding or reimbursement (including self-pay), and no means of any other transportation (including public transit). Using the example discussed in the previous section, an eligible individual may receive “sponsored” trips to medical appointments under the MMA program; however, there may not be a similar funding source for that same individual to access grocery shopping and other life-sustaining activities, where such trips could be reimbursed using TDTF monies.

In FY 2021-22, the Legislature appropriated approximately \$58.9 million to the TDTF. The following pie chart provides a breakdown of the revenues that were deposited within the TDTF (as of June 30, 2022). The largest portion of TDTF revenues come from the vehicle registration fees that are paid by residents when they renew their license tag with the State of Florida.

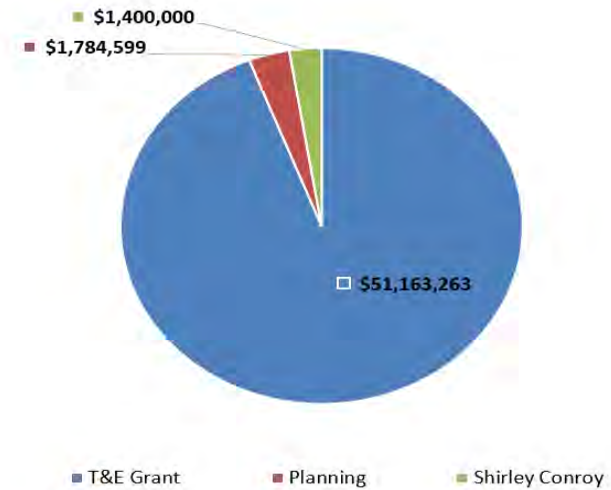
FY2021-22 TDTF Revenues
\$58,932,483



After the Legislature appropriates and Governor approves funding to the TDTF for the fiscal year, CTD awards and disburses the funding through its grant programs. The pie chart on the following page provides a summary of the total funding that was awarded by CTD to each of its grant programs in FY 2021-22. With the exception of the Planning Grant program, CTD requires a ten percent (10%) local match from the grant recipient. This match may include revenues from farebox, proceeds from a local tax, etc.

The CTD grant programs are administered under Rule 41-2.014, F.A.C.

FY 2021-22 TDTF Grant Funding Totals
\$54,347,862



TRIP & EQUIPMENT GRANT PROGRAM

Majority of TD non-sponsored transportation services are funded through the Trip & Equipment (T&E) Grant program. Each year, CTD allocates funding to each CTC to support the delivery of TD services for its designated service area (county or counties). On July 1, 2021, the Commission implemented

a new allocation methodology that distributes funding to each county based on the following variables:

1. **Estimated TD Population** – Five percent (5%) of a county’s allocation is based on the number of individuals within the county’s TD population (persons with disabilities, individuals living below poverty, and adults 65 years or older), as reported by the most recent U.S. Census Bureau’s American Community Survey.
2. **Centerline Miles** – Five percent (5%) of a county’s allocation is based on the county’s total miles of public roads, as reported by the Federal Highway Administration;
3. **T&E Grant Funded Services** – Thirty percent (30%) of a county’s allocation is based on the county’s TD services that were provided under the T&E Grant program during a previous year, as reported on the CTC’s monthly invoice.
4. **Base Funding** – Sixty percent (60%) of a county’s allocation is based on a percentage of its previous year’s allocation.

The CTC is reimbursed with the allocated funds after TD services are rendered for the month and certain documentation is submitted to CTD through invoices. CTCs may also use up to 25% of its grant funding to purchase capital equipment in support of TD non-sponsored services.

In FY 2021-22, CTD awarded \$51.1 million to fifty-six (56) CTCs for the provision of nearly 1.1 million TD non-sponsored services. A detailed analysis of T&E Grant services is provided in the “2021-22 Performance Report.”

INNOVATIVE SERVICE DEVELOPMENT GRANT PROGRAM

CTD administers the Innovative Service Development (ISD) Grant program to test new and innovative transportation service projects within the Coordinated System. The funding is awarded to CTCs on a competitive basis and the project must support at least one of the following objectives:

1. Increase a TD person’s access to and departure from job training, employment, health care, and other life-sustaining services;
2. Enhance regional connectivity and cross-county mobility; or
3. Reduce the difficulty in connecting TD persons to a transportation hub and from the hub to their final destination.

In 2021, the Florida Legislature repealed the Multi-Use Corridors of Regional Economic Significance (M-CORES) Program, which included funding for the ISD Grant program. As a result, CTD did not award ISD funding for projects in FY 2021-22. However, CTD received legislative budget

authority to award \$4 million for eight (8) ISD Grant projects in FY 2022-23 (discussed further in the Accomplishments section).

PLANNING GRANT PROGRAM

The Planning Grant program was established to provide funding to Designated Official Planning Agencies (Planners) to assist in planning activities for the TD program at the local level. The grant supports the Planners in carrying out their responsibilities (discussed in the “Overview of the Coordinated System”), including preparing and coordinating the Local Coordinating Board (LCB) meetings.

In FY 2021-22, CTD awarded \$1.7 million to twenty-eight (28) Planners, which included supporting the activities of fifty-eight (58) LCBs.

“SHIRLEY CONROY” RURAL AREA CAPITAL ASSISTANCE GRANT PROGRAM

The Florida Department of Transportation (FDOT) transfers \$1.4 million to the TDTF each year to implement a competitive grant program that provides financial assistance to CTCs for the purchase of capital equipment. The primary focus is to support the purchase of capital in rural areas.

In FY 2021-22, CTD awarded over \$1.1 million for ten projects. Capital equipment purchases included vehicles,

scheduling software, computer equipment and vehicle maintenance equipment. It should be noted that many of the grant recipients experienced delays in acquiring capital equipment due to the national supply shortages. CTD and the Florida Department of Transportation are working to provide flexibility in the use of these funds to accommodate for these circumstances.

2021-2022 ACCOMPLISHMENTS

As Florida continues to grow and become more mobile, CTD and its partners have committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. This section highlights the efforts made toward fulfilling this goal in FY 2021-22.

“COVID-19” RESCUE PLAN

Beginning in April 2020, the Commission implemented a rescue plan within the T&E Grant program in response to the sudden decline in services due to COVID-19. The “rescue” funding was based on a percentage of loss in TD revenue reported on a CTC’s monthly invoice. Despite the impacts of COVID-19, the Coordinated System continued providing essential TD services throughout the duration of the pandemic, which was largely due to the Commission’s swift response in executing the rescue plan.



In April 2021, the Commission began phasing down rescue funding in response to the rollout of the COVID-19 vaccine and gradual increase of TD services. The rescue plan remained in effect until December 31, 2021. The “2021-22 Performance Report” includes an analysis of rescue funds provided to CTCs. In total (April 2020 through December 2021), CTD reimbursed over \$14.6 million in rescue funds (match-free) as part of the reimbursement of TD services invoiced by CTCs.

FUNDING INCREASES TO TD SERVICES

During the 2022 Legislative Session, the Coordinated System secured additional funding for two CTD grant programs. The Legislature appropriated and Governor approved an increase of \$2 million to the Trip & Equipment Grant for FY 2022-23. This funding was distributed to all CTCs and will help expand TD services around the state.

The Legislature and Governor also approved \$4 million to reestablish the funding for the Innovative Service

Development Grant program for FY 2022-23, which was originally funded under the M-CORES program. This funding supports new competitive grant service projects that enhance TD riders’ access to their community, including:

- Increased access to employment and job training opportunities for individuals with developmental and cognitive disabilities living in the Treasure Coast region.
- Increased access to TD dialysis clients for treatment and other destinations in Martin County.
- Expansion of cross-county and after-hours services for TD residents in the Tampa Bay area (Hillsborough, Pinellas, and Pasco Counties).
- Utilized Transportation Network Companies to improve the service delivery in Bay, Leon and Wakulla Counties.
- Increased access to medical centers and other activities in Miami for TD residents living in the Florida Keys.
- Increased access for TD residents in rural communities as well as Veterans services in Hernando County.

These legislative victories would not have been possible without dedicated advocates of the Coordinated System as well as the leadership of Governor Ron DeSantis, who championed increases to these programs within his budget recommendations for 2022-23.

ENHANCED PERFORMANCE ANALYSES OF ISD GRANT PROJECTS

In Spring of 2022, the Commission invited CTCs to submit proposals for projects under the Innovative Service Development Grant for FY 2022-23. ISD Grant funds are prohibited from supplementing existing services or operational costs under the Trip & Equipment Grant. Rather, the funds are intended to introduce something “new” compared to what is being or has been offered under the T&E Grant program.

CTD contracted with Thomas Howell Ferguson (THF) to assist in the evaluation of ISD Grant proposals for the FY22-23 grant cycle. THF examined two years of ISD Grant data (previously funded under the M-CORES Program) as well as trips reported under the T&E Grant program. By conducting comparative analyses of these two grants, CTD was able to evaluate the “innovative” attributes of a proposed project more effectively.

For example, Senior Resource Association submitted a proposal to continue the Treasure Coast Developmental Mobility Advantage Ride project (originally awarded in FY20-21) to serve individuals with developmental and cognitive disabilities in St. Lucie, Indian River, Martin and Okeechobee Counties. The proposal claimed: “These individuals were not taking advantage of existing TD or ADA

services because they believed their drivers would not be equipped for working with those with developmental disabilities.” Analysis of the project’s performance data from FY20-21 found:

- Exactly 100 unique riders were served with ISD funding, including 44 new riders not previously served under the T&E Grant.
- A total of 6,092 trips were provided, resulting in approximately 60 trips per person.
- Many of the unique addresses appeared to represent employment and educational centers.

These enhanced analyses helped the Commission award \$4 million for 8 ISD service projects in FY22-23.



2022 VISION SUMMIT

On May 23, 2022, the Commission hosted a vision summit in Stuart, Florida. Stakeholders were invited to participate in a roundtable discussion on the present challenges and future growth opportunities facing the Coordinated System. A major topic of interest concerned the challenges of hiring and retaining drivers and other essential workers within the public transportation industry. This phenomenon is largely attributed to the rising cost of living and competitive wages offered by other industries. Stakeholders reported that some agencies are addressing these challenges by increasing wages, offering retention and referral bonuses, and partnering with workforce development and educational programs.

In addition to the workforce challenges, stakeholders provided input on the following issues at the vision summit:

- There was interest in revisiting the model used by CTCs to determine the rate of reimbursement under the T&E Grant. The current model was established when the Commission administered the Medicaid Non-Emergency Transportation contract, prior to 2014.
- There was also interest in updating the planning grant requirements and identifying ways these activities can be streamlined to align with other planning documents, such as the Transit Development Plan.
- Many transit agencies have experienced lower ridership on traditional fixed route (bus) services, while

paratransit services are experiencing a steady increase in demand. Some agencies are implementing micro-transit as an alternative service model.

- There was a discussion over the role of Transportation Network Companies (TNCs) in the Coordinated System and how these services could be better utilized by riders who are more interested in ride-share options instead of traditional paratransit services.

The vision summit created a forum that encouraged stakeholders to speak candidly and helped Commissioners gain a better understanding of the needs of TD riders. The Commission will continue to facilitate such discussions in the future.

2021-22 PERFORMANCE REPORT

Section 427.013(13), F.S., requires CTD to submit an annual report to the Governor, President of the Florida Senate, and Speaker of the Florida House by January 1st of each year. The APR includes a compilation of performance data on services provided by the Coordinated System from the previous state fiscal year (July 1st through June 30th), which are collected and reported by the CTCs within their county's Annual Operating Report (AOR).

In 2020, the Commission added a new section of data to the Annual Performance Report on the services funded under the

T&E Grant program. This dataset provides a more detailed view of the trips, miles and bus passes directly purchased with TDTF dollars.

The following sections provide an overview of each dataset, including an analysis of performance that was reported at both a systematic level (AOR data) and programmatic level (T&E Grant invoice data) in FY 2021-22.



AOR VS T&E GRANT DATASETS

Each September, CTCs are required to compile and submit operating data on their respective service areas within the AOR to CTD (s. 427.0155(2), F.S., and Rule 41-2.007(6), F.A.C.). The AOR provides a **macro-level, systemwide** overview of all coordinated transportation services provided

to the TD population, including trips funded by CTD and other purchasing agencies.

Unlike the T&E Grant invoices, which provide detailed data on individual trips, the AOR data only reflects aggregate totals of all trips (sponsored and non-sponsored) provided in the fiscal year, including:

- Total unduplicated passenger head count (UDPHC) served by the Coordinated System;
- Total number of Coordinated System trips and miles provided by service type (e.g., fixed route, paratransit, Transportation Network Company or Taxicab, etc.), revenue source, passenger type (i.e., person with a disability, older adult, etc.), and trip purpose;
- Total number of unmet trip requests, no-shows, complaints, and commendations;
- A summary of revenues from each of the purchasing agencies and expenses categorized by the source (labor, benefits, services, supplies, taxes, etc.); and
- Qualitative data on the CTC, such as network type (not-for-profit, for-profit, governmental), operating environment (rural or urban), whether the CTC provides out-of-county trips, and listings of any transportation operators.

Additionally, a county's AOR may include data on services provided by "coordination contractors," which are agencies

that have a written contract with the CTC to perform some, if not all, of its own transportation services to a segment within the TD population (e.g., a day program serving individuals with developmental disabilities). The contractor provides data on its services (trips and miles) to the CTC, which is compiled within the AOR.

As the AOR represents a compilation of data derived from the submission of each individual CTC, there are inconsistencies in the way this data is gathered and reported from some 60 different sources. This inconsistency is increased when the CTC includes information from coordination contractors, where the CTC does not have oversight or ability to verify the data submitted by these organizations. Though the AOR may provide a “summary” of services provided in each county, CTD cannot currently authenticate the accuracy of data reported across all performance measures within the AOR. CTD is currently conducting a study to identify strategies that can help improve the accuracy and use of AOR for future Annual Performance Reports.

In contrast, the T&E Grant invoice data provides a **micro-level, programmatic** overview of non-sponsored transportation services. CTCs are required to submit monthly invoices to CTD in to be reimbursed by the grant for the delivery of services to eligible riders. Invoices are submitted using standardized forms and formats prescribed by CTD to ensure consistency. The summary level statistics captured in these forms include:

- The date and time a trip was provided;
- The name of the rider who received a trip.
- The type of trip provided to the eligible rider (e.g., ambulatory, wheelchair, etc.).
- The rate at which that service was reimbursed (i.e., ambulatory, wheelchair, etc.);
- The pick-up and drop-off address of each trip; and
- The total miles of the trip.

Additionally, T&E Grant funds may be used to purchase bus passes to subsidize the fare for TD eligible riders to use the fixed bus route system, if appropriate and available in their community. Bus passes generally are reimbursed based on the number of days to ride on the fixed route (daily, weekly, monthly). The invoice data includes the date each bus pass was issued, the name of the customer it was issued to, and the rate at which the pass was reimbursed under the grant program.

Given the more consistent and detailed information provided on the invoices, CTD can better authenticate the data and conduct a more substantive analysis of performance of the T&E Grant program compared to the systemwide data provided in the AOR.

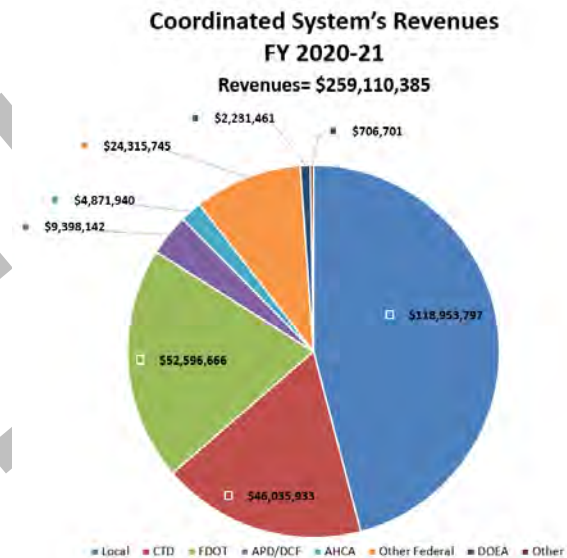
AOR PERFORMANCE SUMMARY

Understanding the limitations of the reporting methodology of the AOR, the summary statistics and data tables reflect **reported** totals of services provided by the Coordinated System in FY 2021-22. Detailed county summaries and data tables may be accessed on the Commission’s website (<https://ctd.fdot.gov/>).

- ❖ **Ridership** – In FY 2021-22, the Coordinated System reported approximately 10.5 million trips provided to nearly 192,044 riders (UDPHC) within the TD population. This represents an increase in ridership of about 21,156 riders and an increase of 3.5 million trips reported from the previous fiscal year. It can be inferred that ridership is beginning to return to post pandemic levels.
- ❖ **Trips by Purpose** – Approximately 4 million trips, 38% of all reported trips, supported life-sustaining activities, such as trips to conduct personal business, or to participate in social activities. Over 2.3 million trips, 22% of all reported trips, supported medical-related activities, such as trips to dialysis and cancer treatment. This represents a consistent trend from previous reporting years.
- ❖ **Trips by Service Type** – Approximately 6.4 million trips, 60% of all reported trips of the Coordinated System, were provided on fixed route, Complementary ADA, or deviated-fixed route systems. Many fixed route and deviated-fixed route systems use funds from the Coordinated System to subsidize the purchase of bus

passes through various programs offered by transit authorities. The remaining 40% of trips were provided by paratransit services. The Coordinated System also reported providing approximately 84,259 on-demand or other types of trips through Taxicab or Transportation Network Companies (TNCs).

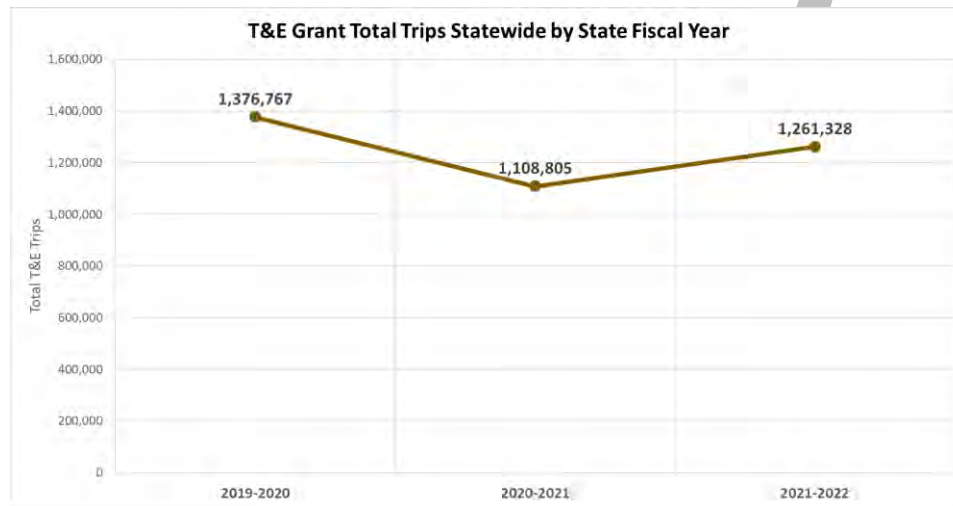
- ❖ **Revenues** – The following pie chart provides a breakdown of revenues that were reported by the Coordinated System. In FY 2021-22, the Coordinated System collectively reported **\$XXX** million in total revenue, with local government being the largest contributor of **\$XXX** million. This represents an increase of approximately **\$XXX** million in total revenue reported from the previous fiscal year. **(Replace Chart Below)**



T&E GRANT PERFORMANCE SUMMARY

Trip & Equipment Grant data allows for more detailed, micro-level views of CTCs' performance with respect to non-sponsored transportation services provided to TD riders. CTD now has accumulated and organized three full state fiscal years of data on this program (July 1, 2019 through June 30, 2022), facilitating analyses of long-term trends and, especially in the era of COVID-19, anomalous disruptions to services.

Of the three years, 2019-2020 saw the highest total number of trips statewide. Total trips rebounded in 2021-2022 compared to a year earlier in 2020-2021, but still did not reach 2019-2020 levels.



The impact of COVID-19 on Trip & Equipment Grant services is apparent across all three state fiscal years. The

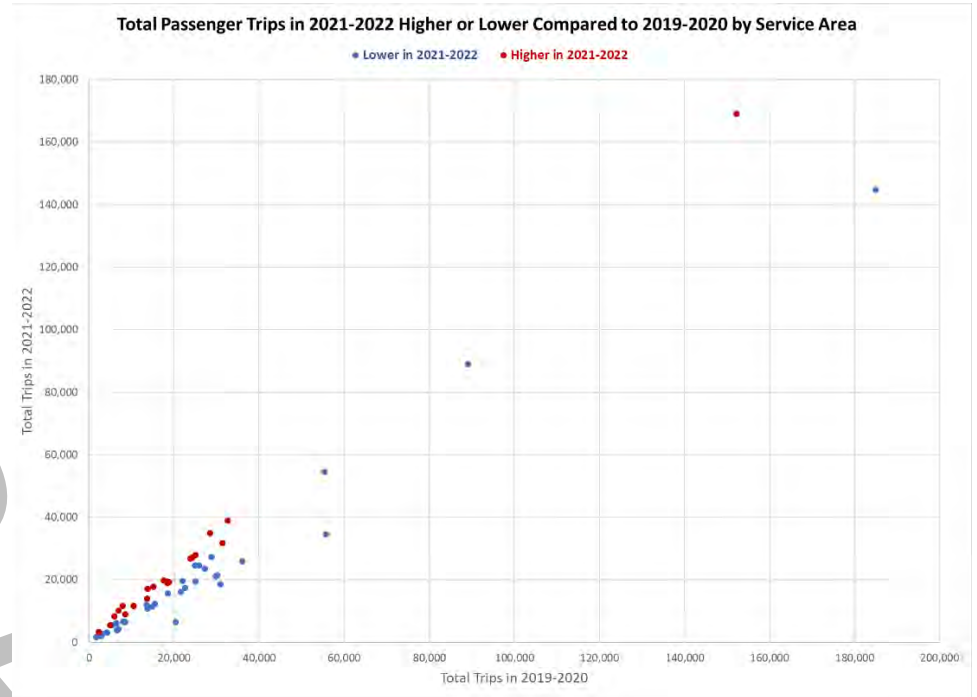
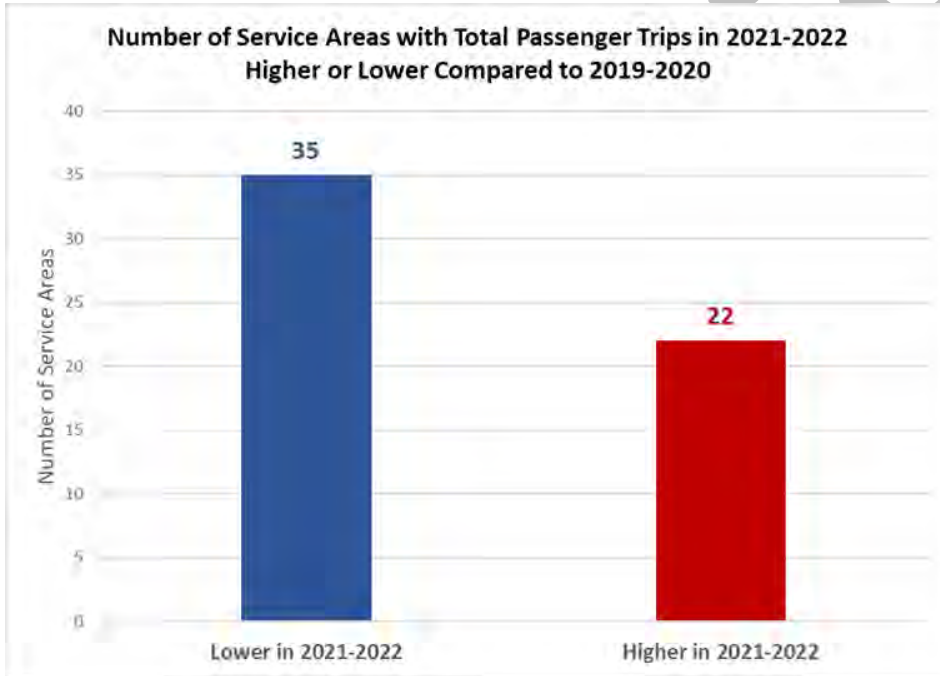
highest number of trips occurring in 2019-2020 happened despite the greatest disruption of services occurring over the final three months of that year in April, May, and June. The onset of the pandemic in March 2020 saw the total number of trips invoiced statewide dip from a previously consistent level of about 130,000 trips per month to just barely over 100,000 trips, before immediately cratering to just over 60,000 trips the next month in April 2020. While April 2020 marked the low point over these two years for total trips provided, the total number of trips in each month never once fully regained to the levels seen prior to the pandemic.



In fact, it was not until March of 2021 that the total number of trips once again reached the 100,000 mark, corresponding with the arrival of widely available vaccines. All in all, the only months in 2020-2021 where the total number of trips provided exceeded the same month from a year prior were the

final three months of April, May, and June. This, however, was more of a matter of how much trips declined at the onset of the pandemic than it was how much trips recovered a year later. Still, the month in 2020-2021 that saw the most trips was the final month of June.

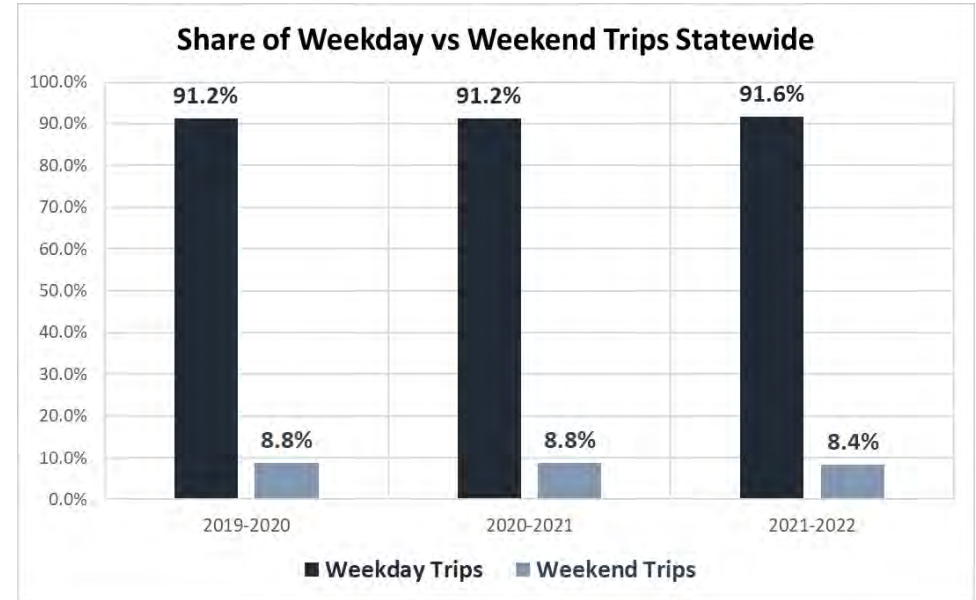
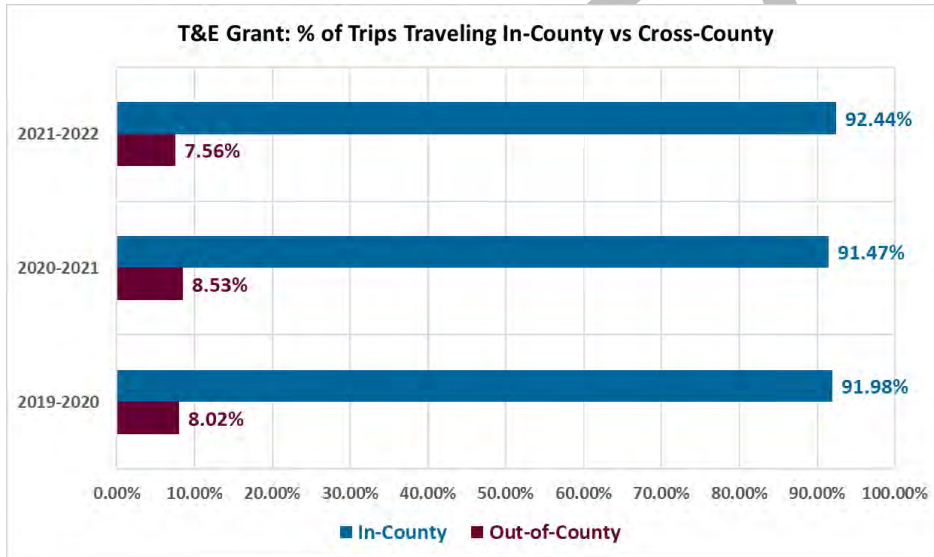
Statewide trends do not always translate with perfect consistency at the individual local level, and the disruptive impacts of COVID-19 on specific service areas is no different. Despite the statewide trends mentioned above, 22 of the 57 different local service areas provided more total trips in 2021-2022 compared to 2019-2020.



Aside from service area distinctions, COVID proved to be an equal disruptor of the types of transportation services provided under the T&E Grant, with the possible exception of Group per Group and Group per Passenger trips, though these types of trips were offered in a handful of service areas.

Trips by Mode	2019-2020	2020-2021	2021-2022
Ambulatory	74.09%	73.89%	75.69%
Wheelchair	21.57%	23.27%	21.55%
Stretcher	0.02%	0.06%	0.04%
Group	4.33%	2.77%	2.71%

Similarly, COVID-19 does not appear to have had a substantial impact on trips that cross county lines, as the share of such trips statewide actually peaked in 2020-2021 (the year with the lowest total number of trips), but still fluctuated within a single percentage point range over all three state fiscal years.



Detailed Trip & Equipment Grant invoice data sets by county may be accessed on the Commission's website (<https://ctd.fdot.gov/>).

Finally, COVID-19 also proved an equal disruptor of weekday and weekend (Saturday and Sunday) trips alike, as the percentage breakdown between these remained virtually identical across all three state fiscal years.



can be used by CTCs and Planners to evaluate their performance and assess the services needs of its TD customers more effectively. CTD will also work with its partners to explore datasets that could be applied to (or enhanced in) the Annual Operating Report to provide a more accurate and consistent performance analysis of the Coordinated System in the future.

The lessons learned during the last three years is the importance of **adaptation and collaboration** as essential qualities to the future success of the Coordinated Transportation System. As the state continues to grow and prosper, the Commission and its partners will continue to advance the mobility and independence of Florida's TD population to participate in a post-COVID-19 economy!

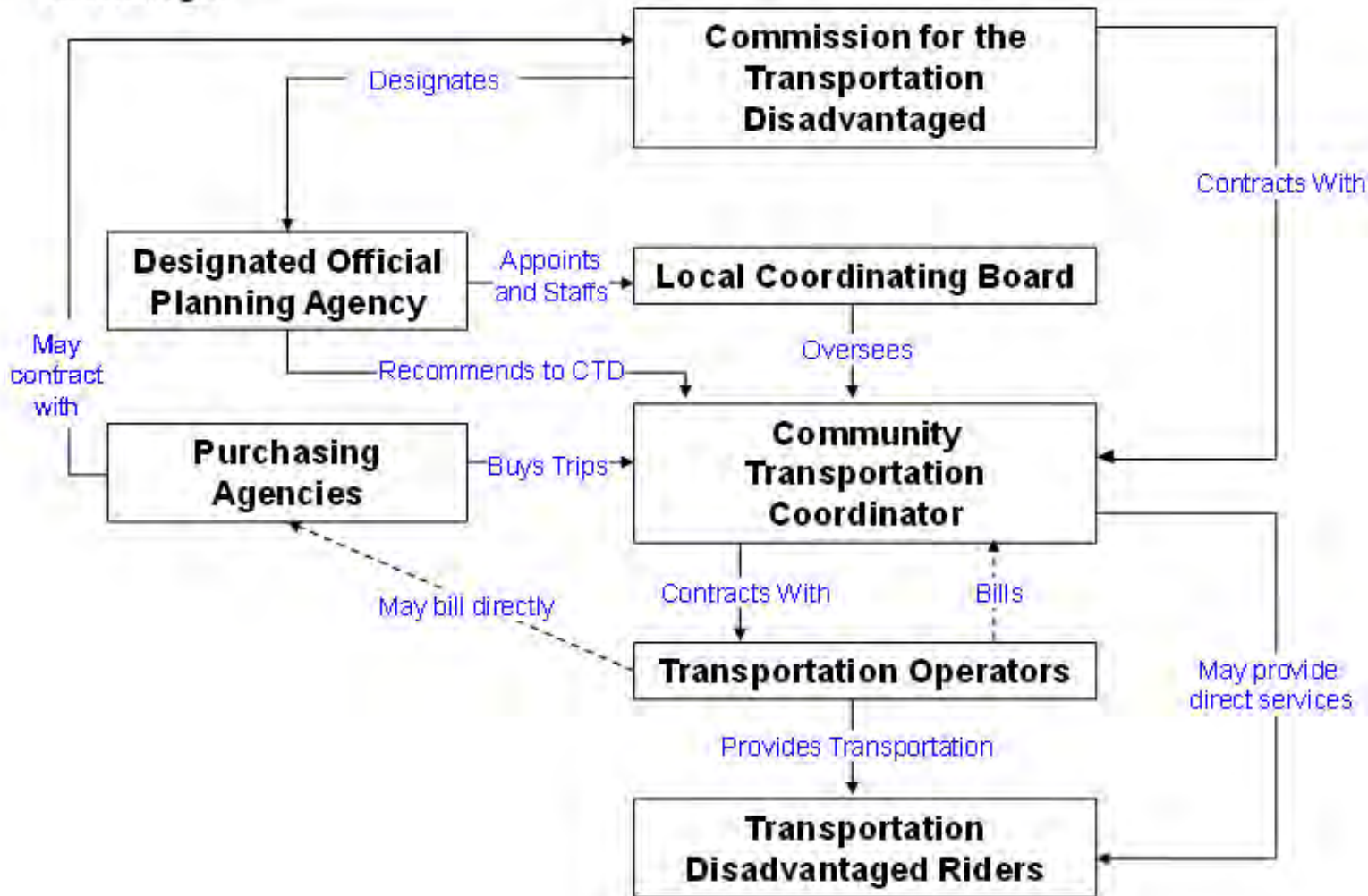
FUTURE OF THE COORDINATED SYSTEM

For over forty years, Florida has led the nation in providing a statewide, sustainable approach to serving the mobility needs of individuals who are transportation disadvantaged! As the state continues to grow and become more interconnected, the Coordinated Transportation System must adapt with these changes to ensure it continues to meet the needs of the TD population. This can be achieved through the effective use of data to inform policymakers, transportation providers and planners, and other stakeholders on areas in need of change.

For 2023, the Commission for the Transportation Disadvantaged is committed to strengthening the quality and transparency of its data. As CTD continues to enhance its data analytics and reporting to decision-makers, the new datasets



Coordinated Transportation System Organization



Demographics Number

Total County Population	0
Unduplicated Head Count	192,044



Email:

Trips By Type of Service	2020	2021	2022
Fixed Route (FR)	8,109,202	1,498,093	3,986,978
Deviated FR	437,359	266,244	320,228
Complementary ADA	2,472,749	1,985,644	2,144,801
Paratransit	5,173,999	3,250,426	4,105,058
TNC	21,470	16,526	38,494
Taxi	150,612	52,987	45,765
School Board (School Bus)	14,982	4,943	13,212
Volunteers	10,234	866	5,380
TOTAL TRIPS	16,390,607	7,075,729	10,659,916

Vehicle Data	2020	2021	2022
Vehicle Miles	75,325,995	59,227,853	65,293,596
Roadcalls	3,574	2,625	2,165
Accidents	520	381	401
Vehicles	4,779	4,694	4,599
Drivers	7,205	5,692	5,904

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	3,405,522	1,886,228	2,364,468
Employment	2,485,224	1,160,481	1,694,988
Ed/Train/DayCare	2,539,793	1,458,114	1,915,597
Nutritional	1,390,337	380,393	616,332
Life-Sustaining/Other	6,569,731	2,190,513	4,068,531
TOTAL TRIPS	16,390,607	7,075,729	10,659,916

Financial and General Data	2020	2021	2022
Expenses	\$291,219,584	\$254,109,370	\$277,395,441
Revenues	\$296,229,425	\$259,110,385	\$299,736,668
Commendations	3,218	2,934	2,206
Complaints	10,091	5,606	7,965
Passenger No-Shows	189,550	164,136	190,529
Unmet Trip Requests	117,320	9,349	13,197

Passenger Trips By Revenue Source	2020	2021	2022
CTD	7,679,816	1,577,234	4,228,501
AHCA	301,787	134,690	157,399
APD	861,555	564,455	812,500
DOEA	483,883	151,381	234,798
DOE	170,528	47,832	114,065
Other	6,893,038	4,600,137	5,106,696
TOTAL TRIPS	16,390,607	7,075,729	10,653,959

Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0.69	0.64	0.61
Miles between Roadcalls	21,076	22,563	30,159
Avg. Trips per Passenger	63.17	41.41	55.51
Cost per Trip	\$17.77	\$35.91	\$26.02
Cost per Paratransit Trip	\$34.02	\$45.55	\$41.58
Cost per Total Mile	\$3.87	\$4.29	\$4.25
Cost per Paratransit Mile	\$3.72	\$2.25	

Trips by Provider Type	2020	2021	2022
CTC	10,059,065	2,918,861	5,304,923
Transportation Operator	3,789,792	2,785,362	3,328,265
Coordination Contractor	2,541,750	1,371,506	2,026,728
TOTAL TRIPS	16,390,607	7,075,729	10,659,916



FY21/22 Community Transportation Coordinator System Information

County	Operating Environment	Coordinator Name	Organization Type	Network Type
Alachua	URBAN	MV Transportation, Inc.	Private For Profit	Sole Source
Baker	RURAL	Baker County Council On Aging, Inc.	Private Non Profit	Sole Source
Bay	URBAN	Bay County Board of County Commissioners	County	Complete Brokerage
Bradford	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Brevard	URBAN	Space Coast Area Transit	County	Sole Source
Broward	URBAN	Broward County	County	Partial Brokerage
Calhoun	RURAL	Calhoun County Senior Citizens	Private Non Profit	Sole Source
Charlotte	URBAN	Charlotte County BOCC Transit Division	County	Sole Source
Citrus	RURAL	Citrus County Transit	County	Partial Brokerage
Clay	RURAL	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Collier	URBAN	Collier County Board of County Commissioners	County	Complete Brokerage
Columbia	RURAL	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
DeSoto	RURAL	MTM Transit, LLC	Private For Profit	Complete Brokerage
Dixie	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Duval	URBAN	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Escambia	URBAN	Escambia County	County	Complete Brokerage
Flagler	RURAL	Flagler County Public Transportation	County	Sole Source
Franklin	RURAL	Gulf County ARC & Transportation	Private Non Profit	Sole Source
Gadsden	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Gilchrist	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Glades	RURAL	Hendry County Board of County Commissioners	County	Complete Brokerage
Gulf	RURAL	Gulf County ARC & Transportation	Private Non Profit	Sole Source
Hamilton	RURAL	Suwannee River Economic Council, Inc.	Public Transit Authority	Sole Source
Hardee	RURAL	MTM Transit, LLC	Private For Profit	Complete Brokerage
Hendry	RURAL	Hendry County Board of County Commissioners	County	Complete Brokerage
Hernando	RURAL	Mid Florida Community Services, Inc.	Private Non Profit	Sole Source
Highlands	RURAL	MTM Transit, LLC	Private For Profit	Complete Brokerage
Hillsborough	URBAN	Hillsborough County Board of County Commissioners	County	Partial Brokerage
Holmes	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
Indian River	URBAN	Senior Resource Association, Inc.	Private Non Profit	Partial Brokerage
Jackson	RURAL	Jackson Co. Trans. dba JTrans	Private Non Profit	Sole Source
Jefferson	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Lafayette	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Lake	RURAL	Lake County Board of County Commissioners	County	Complete Brokerage
Lee	URBAN	Lee County Board of County Commissioners	County	Sole Source
Leon	URBAN	StarMetro - City of Tallahassee	City Government	Partial Brokerage
Levy	RURAL	Levy Board of County Commissioners	County	Sole Source



FY21/22 Community Transportation Coordinator System Information

County	Operating Environment	Coordinator Name	Organization Type	Network Type
Liberty	RURAL	Liberty County Transit	County	Sole Source
Madison	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Manatee	URBAN	Manatee County Area Transit	County	Partial Brokerage
Marion	RURAL	Marion Senior Services, Inc.	Private Non Profit	Partial Brokerage
Martin	URBAN	Senior Resource Association, Inc.	Private Non Profit	Complete Brokerage
Miami-Dade	URBAN	Miami-Dade DTPW	County	Sole Source
Monroe	RURAL	Guidance/Care Center	Private Non Profit	Partial Brokerage
Nassau	RURAL	Nassau County Council on Aging, Inc.	Private Non Profit	Partial Brokerage
Okaloosa	URBAN	Okaloosa County BOCC	County	Complete Brokerage
Okeechobee	RURAL	MTM Transit, LLC	Private For Profit	Complete Brokerage
Orange	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Osceola	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Palm Beach	URBAN	Palm Beach County	County	Partial Brokerage
Pasco	URBAN	Pasco County Public Transportation	County	Partial Brokerage
Pinellas	URBAN	Pinellas Suncoast Tansit Authority	Public Transit Authority	Partial Brokerage
Polk	URBAN	Lakeland Area Mass Transit District	Other	Partial Brokerage
Putnam	RURAL	Ride Solution, Inc.	Private Non Profit	Sole Source
Saint Johns	RURAL	St. Johns County Council on Aging, Inc.	Private Non Profit	Sole Source
Saint Lucie	URBAN	St. Lucie County Board of County Commissioners	County	Complete Brokerage
Santa Rosa	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
Sarasota	URBAN	Sarasota County Board of County Commissioners	County	Complete Brokerage
Seminole	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Sumter	RURAL	Sumter County Board of County Commissioners, Sumter	County	Complete Brokerage
Suwannee	RURAL	Suwannee Valley Transit Authirity	Public Transit Authority	Sole Source
Taylor	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Union	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Volusia	URBAN	County of Volusia d/b/a VOTRAN	County	Partial Brokerage
Wakulla	RURAL	Wakulla Senior Citizens Council, Inc.	Private Non Profit	Sole Source
Walton	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
Washington	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
Operating Environment Totals:		Rural - 41	Urban - 26	
Network Type Totals:		Complete Brokerage - 15	Partial Brokerage - 28	Sole Source - 24
Organization Type Totals:		Private For Profit - 5	City Government - 1	County - 24
		Private Non Profit - 27	School Board - 0	Other - 1
		Public Transit Authority - 9		

GLOSSARY

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents 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.

Actual Expenditure Report (AER): 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.

Americans with Disabilities Act (ADA): 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.

Annual Operating Report (AOR): an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

Annual Performance Report (APR): an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the Commission's Annual Report.

Automotive Service Excellence (ASE): 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.

Center for Urban Transportation Research (CUTR): a research group located at the University of South Florida's College of Engineering.

Certified Minority Business Enterprise (CMBE): 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.

Commercial Drivers License (CDL): 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 Florida Commission for the Transportation Disadvantaged (CTD) as authorized in Section 427.013, Florida Statutes.

Commission for the Transportation Disadvantaged (Commission): 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.

Community Transportation Coordinator (CTC): (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, as established in accordance with Chapter 287, Florida Statutes.

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 provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

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

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

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

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

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Deviated Fixed-Route Service: Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specific public transportation service which is not a fixed-route system.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for oneself, walking, seeing, hearing, speaking, learning).

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

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) service in which the vehicle (s) repeatedly follows a

consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guide-way).

Florida Administrative Code (FAC): a set of administrative codes regulating the State of Florida.

Florida Coordinated Transportation System (FCTS): a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Florida Department of Transportation (FDOT): a governmental entity. The Commission for the Transportation Disadvantaged is housed under the Florida Department of Transportation for administrative purposes.

Florida Statutes (FS): the laws governing the State of Florida.

Full Time Equivalent (FTE): a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

Grievance Process or Procedure: a formal grievance is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board. 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 trips, enter dates on requests, determine eligibility and provide customer service.

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. Lack of accessibility of vehicle, facility or other equipment.

Load Factor: the ratio of use to capacity of equipment or a facility during a specified time period.

Local Coordinating Board (LCB): an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan: a plan that meets the requirements of Chapters 163.3177 and 163.3178, Florida Statutes.

Management Information System (MIS): the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

Memorandum of Agreement (MOA): the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO): the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-coordinated Trip: 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 coordination/operator contract with the community transportation coordinator.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

Official Planning Agency (OPA): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular 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 transporting 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 community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit: elements of public transit that provide service 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 sedans, vans, buses, and other vehicles.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Passenger Miles: a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. 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 provided each time a passenger enters the vehicle, is transported, then 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.

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: means the 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.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

Request for Proposals (RFP): a competitive procurement process.

Request for Qualifications (RFQ): a competitive procurement process.

Reserve Fund: transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours: total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles: the total number of paratransit service miles driven while TD passengers are riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls 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 on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

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.

System Safety Program Plan (SSPP): a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

Total Quality Management (TQM): a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

Transportation Disadvantaged (TD): those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: local government, state, or available federal funds 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: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

Transportation Disadvantaged Service Plan (TDSP): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

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 Commissions responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged persons transportation costs which are not sponsored by an agency.

Transportation Network Carrier (TNC): is a company which hires people to give rides to others in their own personal cars for a fee, or fare.

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

Transportation Operator Contract: the Commission's standard coordination/operator contract between the community transportation coordinator 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: methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating 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.

U.S. Department of Health and Human Services (USDHHS): a federal agency regulating health and human services.

U.S. Department of Transportation (USDOT): a federal agency regulating the transportation field.

Unduplicated Passenger Head Count (UPHC): the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Trip Requests/Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated

and unincorporated areas that meet certain criteria of population size of density.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

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 distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Will-Calls: trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

DRAFT



Mary Marks
Putnam County

“My whole way of life depends on the bus running. If it stopped, I would fall out in the heat trying to walk. Legislators should not think about cutting funds that support systems like this before they think about the fact they or one of their relatives may need it one day.”

Florida Commission for the



**Transportation
Disadvantaged**

E. CORRESPONDENCE/INFORMATION ITEMS

2. Legislative Day - March 16, 2023

Attached is the current information available regarding the Transportation Disadvantaged Legislative Day. Based on Staff discussion with the Commission for the Transportation Liaison, attendees are responsible for scheduling meetings with their Legislators if there are items of interest.

More information, including individual sign up, can be found at the following link:
[Florida CTD Legislative Day-March 16, 2023](#)

This is an informational item; no action is required.

Attachments: Legislative Day Information

Event Details

We look forward to seeing everyone at the event. All events will take place at the south end of the Capitol Courtyard. There will be an event tent where you can check in and/or ask questions.

Contacts:

Event contacts are FPTA, Lisa Bacot (850) 445-8329 or Amy Keys (850) 980-3903 and CTD, John Irvine (850) 570-3961.

Weather:

The forecasted high temperature is expected to be TBA. It is typically chilly and windy at the Capitol so plan to dress in layers. In the event of rain, we will move under the Senate Portico area.

Driving Directions/Parking:

Please [click this link](#) to open/print a pdf of all driving directions to the Capitol. You can also [open/print this pdf](#) for parking in the area.

Capitol Grounds Map and Accessibility:

Please click this link to open/print a [map of the Capitol Grounds](#). Our event will be in the south end of the Capitol Courtyard next to the Senate building. This document can be [printed to find all accessible areas](#).

Schedule of Events

Date: Thursday, March 16, 2023

Location: Capitol Courtyard

(Tentative Schedule)

- Public Arrives: 9:00 a.m.
- Exhibit Tables: 9:30 a.m. – 1:30 p.m.
- Legislative Day Kickoff: 11:30 a.m. – 12:00 p.m.
- Lunch: 12:00 p.m. *(Free and open to the public; available on a first come, first served basis-one lunch per person)*

Weather Considerations: Kickoff to be held on steps of old Capitol in courtyard, weather permitting. If inclement weather, kickoff will take place at the Senate Portico.

Exhibitor/Vehicle Display Schedule

- Admin/Exhibit Setup: 8:00 a.m.
- Vehicles Load in: Before 8:00 a.m.
- Courtyard Breakdown: 1:30 p.m.

E. CORRESPONDENCE/INFORMATION ITEMS

3. Innovative Service Grant

The Commission for the Transportation Disadvantaged is conducting a webinar on February 8, 2023, at 2 p.m., to discuss the parameters of the Innovative Service Grant Program. Staff will take any questions the TDLCB members may have for response at the webinar.

This is an informational item; no action is required.

Attachment: Webinar information

Webinar - Application Process for the Innovative Service Development (ISD) Grant program for State Fiscal Year 2023-24 - February 8, 2023 - 2:00PM

We will be hosting a webinar to discuss the application process for the Innovative Service Development (ISD) Grant program for State Fiscal Year 2023-24. We anticipate publishing the ISD application packet prior to this event. The workshop will provide an overview of the application and an opportunity for interested parties to ask questions about the grant expectations.

We will provide more information about this event soon. In the meantime, we encourage you to mark your calendars and share this information with anyone interested in participating in this event.

Please note: Funding for the ISD Grant program is contingent on legislative appropriation and Governor's approval for FY23-24. The CTD is releasing this information prior to the 2023 Legislative Session to allow eligible applicants sufficient time to develop proposals and receive technical assistance.

E. CORRESPONDENCE/INFORMATION ITEMS

4. Community Transportation Coordinator (CTC) Quarterly Report – Miranda Maldonado

Attached is the CTC's quarterly report for the period from October 1, 2022, through December 31, 2022.

This is an informational item; no action is required.

Attachment: Quarterly Report

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2022 through June 30, 2023**

	Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
	Work Days	20	23	21	21	19	19	20	18	23	19	22	19	244
Overview of Total Trip Requests	Total incoming calls received	2918	3614	2666	3026	2546	2692	0	0	0	0	0	0	17,462
	Average number calls received per day	146	157	127	144	134	142	0	0	0	0	0	0	
	Total trip requests received	1459	1807	1333	1513	1273	1346	0	0	0	0	0	0	8,731
	Total cancelled trips	324	384	362	233	252	215							1,770
	Total ASAP Trips	20	27	13	33	17	20							130
	Total NS trips	56	63	43	55	32	38							287
	Total trip requests provided	1059	1333	915	1192	972	1073							6,544

% of Trip Requests Provided	72.6%	73.8%	68.6%	78.8%	76.4%	79.7%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
% of Trip Requests Cancelled	22.2%	21.3%	27.2%	15.4%	19.8%	16.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
% of No Show Trip Requests	3.8%	3.5%	3.2%	3.6%	2.5%	2.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2022 through June 30, 2023**

Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
Work Days	20	23	21	21	19	19	20	18	23	19	22	19	244
REASON FOR UNPROVIDED REQUESTS													
% of Trip Requests unable to Provide	0.62%	0.61%	0.75%	0.00%	0.86%	1.34%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Same day Request	2	2	4	4	4	5							21
Out-of-county request	1	3	2	6	2	3							17
Stretcher	0	0	1	1	0	0							2
Holiday/Weekend	4	2	0	1	2	3							12
Before 8 a.m./after 3:00 p.m. appointments	2	4	3	7	3	7							26
Total Unprovided	9	11	10	0	11	18	0	0	0	0	0	0	59
TRIP PURPOSE	Medical	766	987	668	863	700	746						4,730
	Nutritional/Shop	132	179	116	147	150	215						939
	Connector	0	0	0	0	0	0						0
	Education	94	89	64	82	61	59						449
	Employment	36	35	28	40	33	36						208
	Other	31	43	39	60	28	17						218
	Total	1,059	1,333	915	1,192	972	1,073	0	0	0	0	0	0

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2022 through June 30, 2023**

	Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
	Work Days	20	23	21	21	19	19	20	18	23	19	22	19	244
TRIP TYPE	Elderly (Over 60)	766	1,001	644	892	735	842							4,880
	Adult	293	332	263	292	237	231							1,648
	Child (Under 16)	0	0	8	8	0	0							16
	Total	1,059	1,333	915	1,192	972	1,073	0	0	0	0	0	0	6,544
TRIP MODE	AMBI	573	755	500	793	661	752							4,034
	WHLI & SCOI	376	444	326	399	311	321							2,177
	AMBO	0	0	0	0	0	0							0
	Total	949	1,199	826	1,192	972	1,073	0	0	0	0	0	0	6,211
UNDUPLICATED COUNT	Elderly (Over 60)	132	145	128	141	120	115							649
	Percent %	85.7%	84.3%	69.6%	82.5%	80.0%	81.6%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	66.8%
	Adult	22	27	54	28	30	26							187
	Percent %	14.3%	15.7%	29.3%	16.4%	20.0%	18.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	19.2%
	Child (Under 16)	0	0	2	2	0	0							4
	Percent %	0.0%	0.0%	1.1%	1.2%	0.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%
Total	154	172	184	171	150	141	0	0	0	0	0	0	972	
NO SHOW	CTD - T&E	52	55	38	52	26	33							256
	DOEA	4	8	5	3	6	5							31
	Total No Shows	56	63	43	55	32	38	0	0	0	0	0	0	287

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2022 through June 30, 2023**

	<i>Month</i>	<i>Jul-22</i>	<i>Aug-22</i>	<i>Sep-22</i>	<i>Oct-22</i>	<i>Nov-22</i>	<i>Dec-22</i>	<i>Jan-23</i>	<i>Feb-23</i>	<i>Mar-23</i>	<i>Apr-23</i>	<i>May-23</i>	<i>Jun-23</i>	<i>TOTAL</i>	
	Work Days	20	23	21	21	19	19	20	18	23	19	22	19	244	
OPERATING DATA	Suspended	0	0	0	0	0	0							0	
	System Miles	15014	17517	16334	16875	14839	16491							97,070	
	Revenue Miles	12916	14788	11699	14689	12723	13943							80758	
	Average System Miles per trip	12.2	11.1	12.8	12.3	13.1	13.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	12.3	
	System Hours	800.72	959.48	759.93	879.42	753.40	831.47							4,984	
	Revenue Hours	696.63	828.60	652.40	754.52	649.07	699.22							4,280	
	Cost Per Trip	\$25.98	\$25.89	\$26.02	\$25.99	\$26.05	\$26.04	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	System Cost per Mile	\$2.10	\$2.31	\$2.00	\$2.07	\$1.95	\$1.97	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

E. CORRESPONDENCE/INFORMATION ITEMS

5. MPO Resolution – State Agency Attendance/Quorums

The MPO Board requested the Staff prepare a resolution addressing attendance of State Agency Representative members on Boards mandated by State Statutes. Per Chapter 427 Florida Statutes, and specific membership requirements provide for in Rule 41-2.012(6) Florida Administrative code, membership includes State Agency Representatives.

A resolution was prepared for the MPO February 2, 2023, Board meeting requesting State Agency Members attend the quarterly meetings to help ensure quorums are met so that business can be conducted.

This is an informational item; no action is required.

Attachment: Resolution 2023-2

RESOLUTION 2023-02

A RESOLUTION OF THE HERNANDO/CITRUS METROPOLITAN PLANNING ORGANIZATION ALSO KNOWN AS THE DESIGNATED OFFICIAL PLANNING AGENCY (DOPA) REQUESTING ATTENDANCE BY STATE AGENCY MEMBERS SERVING ON THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARDS FOR HERNANDO AND CITRUS COUNTIES

WHEREAS, Pursuant to 427.015 Florida Statutes, the Hernando/Citrus Metropolitan Planning Organization Board (MPO) is the Designated Official Planning Agency (DOPA) for the Transportation Disadvantaged Local Coordinating Boards in both Hernando County and Citrus County; and,

WHEREAS, the purpose of each Local Coordinating Board is to assist in identifying local service needs, and to provide information, advice and direction to the community transportation coordinator regarding services for the transportation disadvantaged; and,

WHEREAS, the membership of the Local Coordinating Boards is established pursuant to Rule 41-2.012(6), Florida Administrative Code (FAC); and,

WHEREAS, the membership of the Local Coordinating Boards includes an elected official, governmental agency representatives, and citizen representatives appointed by the DOPA; and,

WHEREAS, each board is required to meet quarterly and must accomplish tasks as outlined in the Planning Grant Agreements between the Commission for the Transportation Disadvantaged (CTD) and the DOPA for the Hernando County and Citrus County Local Coordinating Boards; and,

WHEREAS, the DOPA is required to provide each Local Coordinating Board with sufficient technical support and resources to enable the board to fulfill their responsibilities; and

WHEREAS, a physical quorum is required for each Local Coordinating Board to conduct business and accomplish the tasks outlined in the Transportation Disadvantaged Planning Grant Agreement. Failure to attain a quorum impacts the ability of the Local Coordinating Boards to conduct business and for the DOPA to complete the tasks associated with the Transportation Disadvantaged Planning Grant Agreements.

NOW, THEREFORE, BE IT RESOLVED BY THE HERNANDO/CITRUS MPO THAT:

1. The Hernando/Citrus MPO Board is the Designated Official Planning Agency (DOPA) for Hernando County and Citrus County.
2. The Hernando/Citrus MPO has entered into Transportation Disadvantaged Planning Grant Agreements with both Hernando County and Citrus County to provide staffing and support services necessary for the Local Coordinating Boards.

3. The Hernando/Citrus MPO Board has appointed members to board positions outlined in Rule 41-2.012(3), FAC, to the greatest extent possible.
4. Member attendance has been a recurring issue for both the Hernando County and Citrus County Transportation Disadvantaged Local Coordinating Boards including State Agency representative members.
5. The DOPA has no ability to mandate State Agency member attendance. Failure to attend the meetings (typically held quarterly) impacts the ability to have a quorum of membership which renders the Board unable to conduct business.
6. The Hernando/Citrus MPO respectively requests that the State Agencies require their coordinating board member representatives or alternate member attend each Transportation Local Coordinating Board Meeting in order to have the quorum necessary to conduct business.

ADOPTED in Regular Session on this _____ day of _____, 2023.

HERNANDO/CITRUS
METROPOLITAN PLANNING
ORGANIZATION BOARD

Attest:

_____ *MPO Board Chairman*

~~(SEAL)~~

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY  _____
County Attorney's Office

F. ACTION ITEMS

1. TDLCB Annual Bylaws Update

The TDLCB Bylaws are required to be reviewed and adopted on an annual basis. The bylaws have been modified to reflect a change in the quorum requirement. The current bylaws state that the minimum attendance to constitute a quorum is seven. Since the membership positions are not always filled, the quorum can be difficult to meet at seven. The bylaws have been updated to indicate that a quorum is considered a majority of the members of the filled positions.

Staff Recommendation: It is recommended the TDLCB review and approve the bylaws and authorize the Chair's signature thereon.

Attachment: Draft Bylaws

F. ACTION ITEMS (CONTINUED)

2. Community Transportation Coordinator (CTC) Recommendation FY 2024-2028 (July 1, 2023-June 30, 2027)

Mid Florida Community Services is the designated CTC providing transportation disadvantaged services to citizens of Hernando County. As the CTC, services are provided pursuant to a Memorandum of Agreement (MOA) with the Commission for the Transportation Disadvantaged (CTD). The MOA covers a five-year period and will expire on June 30, 2023. The Hernando/Citrus MPO, as the Designated Official Planning Agency (DOPA) for Hernando County, is tasked with recommending to the CTD a single CTC to provide transportation services (Chapter 427, Florida Statutes).

On July 7, 2022, the MPO Board authorized staff to advertise a letter of interest and qualifications for a new CTC for the period from July 1, 2023, through June 30, 2027. An advertisement was published in the Hernando Sun, and the Florida Administrative Review on August 19, 2022, requesting responses by September 20, 2022. One submittal was received prior to the deadline from Mid Florida Services.

Since there was only one submittal, the MPO Staff requested the CTD authorize sole-source negotiations which was approved by the Commission. Mid Florida Community Services has the appropriate personnel, financial capacity, vehicle and equipment resources, experience, and qualifications to serve the transportation disadvantaged population.

A resolution has been prepared for MPO Board review and approval during their February 2, 2023, Board meeting recommending Mid Florida Community Services continue as the single CTC for the Hernando County Transportation Services.

The Letter of Interest and Qualifications submitted by Mid Florida, along with their summary report, and a copy of the MPO resolution is provided for the TDLCB's review and approval. Additionally, the Memorandum of Agreement between the CTD and the Mid Florida Community Services DBA Trans Hernando is included for signature by the TDLCB Chair.

Staff Recommendation: It is recommended that the TDLCB support recommending to the MPO Board that Mid Florida Community Services DBA Trans Hernando continue as the CTC providing transportation disadvantaged services to the citizens of Hernando County from July 1, 2023, through June 30, 2027. Additionally, it is recommended the TDLCB authorize the Chair's signature on the Memorandum of Agreement (MOA).

Attachments: MPO Resolution, Letter from Mid Florida, Summary Report and MOA

RESOLUTION 2023-03

A RESOLUTION OF THE HERNANDO/CITRUS METROPOLITAN PLANNING ORGANIZATION RECOMMENDING THAT MID FLORIDA COMMUNITY SERVICES CONTINUE AS THE COMMUNITY TRANSPORTATION COORDINATOR PROVIDING TRANSPORTATION DISADVANTAGED SERVICES IN HERNANDO COUNTY FOR FY 2024-FY 2028

WHEREAS, the Hernando/Citrus Metropolitan Planning Organization is designated by the Governor of Florida as being responsible for carrying out a continuing, cooperative, and comprehensive transportation planning process for the Hernando/Citrus Planning Area; and

WHEREAS, the Hernando/Citrus Metropolitan Planning Organization is the Designated Official Planning Agency (DOPA) for the Hernando County Transportation Disadvantaged service area; and

WHEREAS, Mid Florida Community Services (MFCS) serves as the Community Transportation Coordinator (CTC) in Hernando County and provides transportation services pursuant to a Memorandum of Agreement with the Commission for the Transportation Disadvantaged (CTD) which will expire on June 30, 2023; and

WHEREAS, per Section 427.015(2) F.S. the Metropolitan Planning Organization shall recommend to the CTD a single community transportation coordinator eligible to receive a Transportation Disadvantaged Planning Grant and undertake a transportation disadvantaged service project as authorized by Section 427.0159, F.S., and Rule 41-2, F.A.C.

WHEREAS, on July 7, 2022, the MPO Board authorized Staff to advertise “A Letter of Interest and Qualifications” for a Community Transportation Coordinator (CTC) for the Hernando County Transportation Disadvantaged Program in accordance with the CTD procurement process; and

WHEREAS, a legal advertisement was published in the Hernando Sun and the Florida Administrative Register requesting “A Letter of Interest and Qualifications” by September 20, 2022; and

WHEREAS, MFCS submitted the only “Letter of Interest and Qualifications” on September 15, 2022, prior to the September 20, 2022, deadline; and

WHEREAS, MFCS has the appropriate personnel, financial capacity, vehicle and equipment resources, experience, and qualifications to serve the transportation disadvantaged population; and

WHEREAS, based on the single respondent, the CTD authorized sole source negotiations with MFCS as the CTC for Hernando County from July 1, 2023-June 30, 2027.

NOW, THEREFORE, BE IT RESOLVED THAT the Hernando/Citrus Metropolitan Planning Organization recommends that Mid Florida Community Services continue to serve as the single designated Community Transportation Coordinator for Hernando County's Transportation Disadvantaged program for the period from July 1, 2023 - June 30, 2027.

ADOPTED in Regular Session this 2nd day of February 2023

**HERNANDO/CITRUS
METROPOLITAN PLANNING
ORGANIZATION**

Attest:

Hernando/Citrus MPO Chairman

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

By: 

County Attorney's Office

Mid Florida Community Services, Inc.
Miranda Maldonado
1122 Ponce De Leon Blvd
Brooksville,FL 34601

**LETTER OF INTEREST AND
QUALIFICATIONS FOR HERNANDO
COUNTY COMMUNITY
TRANSPORTATION COORDINATOR**

RECEIVED

SEP 15 2022

HERNANDO/CITRUS
MPO



Hernando/Citrus Metropolitan Planning Organization
ATTN: Robert Esposito, Executive Director
1661 Blaise Dr.
Brooksville, FL 34601

LETTER OF INTEREST AND QUALIFICATIONS FOR HERNANDO COUNTY COMMUNITY TRANSPORTATION COORDINATOR



September 8, 2022

Hernando County MPO
Attention: Robert Esposito, Executive Director
1661 Blaise Dr,
Brooksville, FL 34601

RE: CTC (RFP) MPO

Dear Mr. Esposito:

In response to the above referenced project, please accept Mid Florida Community Services, Inc.'s, "Letter of Interest".

The agency has been a door-to-door transit provider in Hernando County since 1980 when senior residents were provided a means of transportation. In 1985, the agency received the State designation as Hernando County's Community Transportation Coordinator or CTC. The designation required expanding the door-to-door service to include Transportation for Disadvantaged defined as the elderly, mentally/physically disabled and low-income residents in the county. Mid Florida Community Services continues to provide this transportation service, while consistently improving and expanding services.

In conclusion, the agency has over 40 years of community transportation experience and 37 years as the Community Transportation Coordinator in Hernando County. The staff involved in the transportation system, from the program and financial management level, to the resident coordinators and key personnel have over 100 years of combined administrative and management experience in paratransit or door-to-door transportation services.

If further information is required, please contact me at 352-796-1425.

Sincerely,

Mathew Kline, C.C.A.P.
Chief Executive Officer

CITRUS COUNTY
Community Services
Weatherization Assistance

HERNANDO COUNTY
Affordable Housing
Children's Advocacy Center
Community Services
Early Head Start
Head Start
Senior Services
Transportation
(Trans Hernando)
Weatherization Assistance

LAKE COUNTY
Senior Services

PASCO COUNTY
Community Services
Weatherization Assistance

POLK COUNTY
Senior Services

SUMTER COUNTY
Community Services
Head Start
Senior Services
Weatherization Assistance

VOLUSIA COUNTY
Early Head Start
Head Start
Weatherization Assistance

820 Kennedy Boulevard
Brooksville, FL 34601

P.O. Box 896
Brooksville, FL 34605-0896

PH (352) 796-1425

Fax (352) 796-9952

www.mfcs.us.com



United Way of Hernando County
United Way of Pasco County
United Way of Volusia-Flagler Counties



Sponsored by the State of Florida Department of Economic Opportunity, State of Florida Department of Elder Affairs, State of Florida Commission for the Transportation Disadvantaged, Florida Department of Transportation, U.S. Department of Health & Human Services - Administration for Children and Families, Sumter County Board of County Commissioners, Volusia County Council, Corporation for National & Community Service, United Way of Hernando County, United Way of Pasco County and United Way of Volusia-Flagler Counties, Florida Network of Children's Advocacy Centers, National Children's Alliance, Office for Victims of Crimes, Meals on Wheels America and Wells Fargo.

- **Organizational and Staff Structure**

Mid Florida Community Services, Inc. (MFCS) is a private non-profit 501©(3) Community Action Agency formed in 1968 serving Citrus, Hernando, Lake, Pasco, Sumter, Polk, and Volusia counties in central Florida. Chief Executive Officer (CEO), Mat Kline, CCAP reports directly to the Governing Board, and is responsible for agency operations. Each program area has a director overseeing day-to-day operations of their respective programs. Miranda Maldonado is the Transportation Director, and she is responsible for driver training, safety, and overall coordination and operation of TD services. Key office personnel include the Route Supervisor and office clerk/backup driver. The Route Supervisor works closely with the Transportation Director and is responsible for creating and overseeing daily driver routes as well as vehicle maintenance. The Office Clerk schedules client trips and maintains client files. Our office clerk and route supervisor are both also CDL holders and assist with passenger trips as needed. In addition to office staff, there are six (6) van operators needed to coordinate services.

- **Experience and Qualifications**

MFCS has provided transportation services in Hernando County since 1978 and was designated to be the provider of coordinated transportation services for disadvantaged in 1983. In September 2000, the Agency was selected by the Hernando County MPO through a competitive process to continue as Hernando County's CTC and has retained this designation thru competitive process to date. Mid Florida Community Services, Inc. has been developing the Transportation Disadvantaged Service Plan since being designated as the provider for Transportation Disadvantaged services in 1983. This plan is updated annually with the Hernando County MPO. Since initiating coordinated services, the program has grown from two (2) vans to a current fleet of ten (10) ADA accessible vans. In 1983, the agency obtained a facility that provides adequate, secure parking for the vehicles, an area for vehicle repair and maintenance and houses the Transportation Department staff. All new hire employees are subject to FBI fingerprinting, FDLE and local background screening and sexual predator checks. Pre hire driver license checks are ran and only those with zero (0) points on license are considered as possible candidates. Driver license checks are run annually after hire. A pre-hire driver evaluation is conducted by the Transportation Director. Once employed, driver evaluations are performed annually or upon a registered complaint by passenger and/or another vehicle operator. All drivers are required to be trained in First Aid. First Aid training and recertification is provided by a local certified instructor.

- **Financial Capacity**

For over forty (40) years MCS has successfully secured federal, state and local funding as part of its' continuing effort to expand Transportation Disadvantaged services. Funding sources include the following:

1. State of Florida U.S.C. Section 5310

This program requires an annual application to District 7 Florida Department of Transportation. The award of these funds has provided capital and operating for Hernando County's Transportation Disadvantaged Program.

2. State of Florida U.S.C. Section 5311

This program requires an annual application to District 7 Florida Department of Transportation. The award of these funds has provided operational assistance for the non-urbanized area citizens of Hernando County.

3. State of Florida Commission for Transportation Disadvantaged Trip and Equipment

These funds are applied for annually, and have been secured each year to provide financial support for low-income client trip expenses. These funds are also used as local match for U.S.C. Section 5310 and 5311 funding.

4. State of Florida, Commission for Transportation Disadvantaged Innovation and Service Development Grant

These funds are applied for per grant availability for special projects and have been awarded accordingly. This is the funding used for our Veteran Grant Program.

5. State of Florida Department of Elder Affairs

These funds provide elderly citizens transportation to congregate dining facilities. Annual application to the Mid Florida Area Agency on Aging is required.

Local match is provided by fare box fess and grants.

- **Coordination Ability**

Mid Florida Community Services utilizes A "Shared Ride" style of multi-loading that was developed It assigns vehicles to geographical areas rather than assigning vans by trip purpose. The plan required establishing service hours, policies and standards, operational scheduling and dispatching methods. Procedures had to be developed to monitor and evaluate performance. The local TDLCB played an important role in working with the agency in redesigning the transportation system for Hernando County. After the redesigned system was approved by the local TDLCB, presentations were made on the changes and meetings were held with funding agencies, medical facilities and organizations in the community. The presentations resulted in positive support for the new multi-load "Shared Ride" system and cooperation has continued to be strong.

- **Operational Ability**

1. ADA Accessibility

MFCS has been providing transportation services to all Transportation Disadvantaged persons for over forty (40) years and does not discriminate against persons with physical and/or mental impairments. All agency vehicles are equipped with ADA accessible wheelchair lifts and securement systems. Drivers have completed required training in wheelchair loading procedure, motorized wheelchair/scooter/power chair tie down procedure, lap belt strap-in procedure, safety training for the public under ADA and Rider Sensitivity.

2. Vehicle Safety and Security Requirements

In order to comply with specific authority of Section 341.061, the agency annually adopts a System Safety Program Plan. Training is provided to staff on the guidelines identified in rule chapter 14-90, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems pursuant to Chapter 427, Florida Statutes. To ensure compliance from a state level, the agency is evaluated biannually on equipment and operational safety standard performance by the Department of Transportation. Locally the drivers have the responsibility of performing a vehicle safety inspection daily, as identified in rule chapter 14-90, prior to departure from the facility.

3. Drug and Alcohol Testing

As per Federal regulation 49 CFR, all potential employees of the agency are required to submit to a pre-employment drug test. Testing is performed by a laboratory certified by the Federal Transit Association. As per Federal regulation 49CFR-Part 655, all safety-sensitive employees, which include drivers, management and office clerks are subject to random testing each quarter. Each quarter, the Transportation Director submits a safety sensitive employee list to the Third Party Administrator (TPA) VAULT Health Screening. Vault randomly selects employees from this listing and provides the Agency with a listing of those chosen to be tested for drug, alcohol, or both drug and alcohol. Testing is done at a rate of 50% for drug, 25% for alcohol. Annual MIS reports are prepared and submitted prior to the February 15 deadline to ensure compliance. The agency has a "Zero Tolerance Drug and Alcohol policy.

4. Vehicle Inspections and maintenance

Each driver performs a daily pre-trip inspection of the vehicle and files a report with the Route Supervisor. The daily inspection includes: fuel, oil, power steering, brake fluid, coolant, battery, windshield washer, lights, back up signals, turn signals, flashers, markers and reflectors, tire tread wear and pressure, wheels and lug nuts, suspension, steering system, first aid kit, horn, windshield wipers, mirrors, radio, passenger and emergency door, exhaust system, belts and hoses, gauges, parking brake, seat belts, wheelchair safety equipment and fire extinguisher. Daily inspections are recorded by line item, signed by the drivers and maintained on file in the transportation office. If any mechanical defects are found during this pre trip inspection, a vehicle defect report is completed by the driver and submitted immediately to the Route Supervisor. The Route Supervisor will make the decision as to whether the vehicle is safe to operate. At the end of each month, the Transportation Director performs an inspection of all vehicles. Any safety issues requiring attention are immediately addressed and corrected. Both vehicles warranty and vehicle repairs are performed by Register Chevrolet, Cortez Blvd, Brooksville, FL.

Preventative maintenance inspections are performed every six thousand (6,000) miles by Register Chevrolet in accordance with FDOT Preventative Maintenance and Inspection Standards. Each inspection is more extensive than the previous inspection and performed by ASE certified mechanics. All inspections are recorded by line item and signed by the certified mechanic performing the inspection. Records are maintained in the transportation office in a specified vehicle file.

An annual inspection is performed on each vehicle according to the FDOT Preventative Maintenance and Inspection Form. The annual inspection is extensive, requiring inspection of eleven (11) interior items, three (3) exterior items, fourteen (14) service and operation items and five (5) exhaust items, including a check for leaks. Front and rear brakes are evaluated during each inspection and grades are assigned to the degree of tire wear. MFCS requires tires to be replaced when remaining tread is less than 4/32nd All annual inspections forms are maintained on file in the transportation office in a specified vehicle file.

- **Fare Proposal**

Mid Florida Community Services, Inc. Senior Services - Title II

Rate for transporting clients to various meal sites in congregate dining programs is a contracted cost of \$11.00.

CTD reimburses the CTC for 90% of the Fully Allocated System Cost (FASC) after the service is provided.

CTD-Trips related Grant/Non-Sponsored Trips, one way
Ambulatory- FASC \$30.62
Wheelchair/Scooter-FASC \$52.50

This element is to provide details as to how TD funds allocated for the transport of non-sponsored person/trips will be utilized.

Fund Distribution Rate Mechanism (Fare Box)

As approved by the local TDLCB, 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 individual's economic ability to pay as determined through an application for funding process. Non prioritized service is also available to those individuals who reside in the non-urbanized areas of Hernando County. This application process is based on Federal Poverty Guideline (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

Contract # _____

Effective: _____ to _____

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

Mid Florida Community Services DBA Trans Hernando

820 Kennedy Blvd., P.O. 896, Brooksville, FL 34605-0896

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

Hernando _____ county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Mathew Kline, C.C.A.P., Chief Executive Officer,

820 Kennedy Blvd., P.O. 896, Brooksville, FL 34605-0896

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on February 8, 2023.

John Allocco, Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Agency Name

Typed Name of Authorized Individual

Typed Name of Authorized Individual

Signature: _____

Signature: _____

Title: Executive Director

Title: _____

