



**HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD (TDLCB)**

REGULAR MEETING

Wednesday, May 10, 2023, at 10:30 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
5. Affidavit of Publication Entered in to Record

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

C. REVIEW/APPROVAL OF MINUTES - FEBRUARY 22, 2023

D. TRANSPORTATION DISADVANTAGED SERVICE PLAN (FY 2019 – FY 2023) ANNUAL UPDATE

**E. QUARTERLY REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC)
AGENCY, Miranda Maldonado, Mid Florida Community Services**

F. FEATURE PRESENTATIONS

1. Tracy Noyes, Florida Department of Transportation
2. Oliver Cromwell, RATPDev LLC, Hernando County's Public Transportation Contractor

G. CITIZEN COMMENTS

H. BOARD MEMBER COMMENTS

I. MPO STAFF COMMENTS

J. ADJOURNMENT AND NEXT MEETING – The next regular meeting of the Hernando County Transportation Disadvantaged Local Coordinating Board (LCB) will be held on Wednesday, August 9, 2023, beginning at 10:00 a.m. at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida.

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

www.hernandocounty.us/hernandocitrusmpo.

REVIEW OF MINUTES

Review and approve the Wednesday, February 22, 2023, meeting Minutes of the Hernando County Transportation Disadvantaged Local Coordinator Board (TDLCB).

Attachment: Meeting Minutes from Thursday, February 22, 2023



HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Wednesday, February 22, 2023

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 newspaper and the agenda was available on the Hernando/Citrus MPO website.

MEMBERS PRESENT

John Allocco, Chair, Hernando County Board of County Commissioners
Tracy Noyes, Florida Department of Transportation
Kimberly Dibenedetto, Representative from the Public Educational Community
Karla Lagos, Florida Division of Vocational Rehabilitation or Blind Services, Alternate
Gerry Whitted, Citizen Advocate – Transit User as Primary Means
Shanika Figueroa Rodriguez, Local Representative for Children at Risk
Emily Hughart, Florida Department of Health Care Administration
Tony Graham, Veteran Services Office

MEMBERS ABSENT

David Knazur, Florida Department of Children and Family Services
Gretchen Samter, Person with a Disability
Oliver Cromwell, Hernando County Public Transit System
Cara Brunk, Florida Department of Elder Affairs
John Eberle, Regional Workforce Development Board
Elizabeth Watson, Agency for Persons with Disabilities Representative
Vacant, Local Medical Community Representative
Vacant, Private Not-For-Profit Transportation Representative
Vacant, Citizen Advocate
Vacant, Person Over 60+
Vacant, Florida Association for Community Action for Economically Disadvantaged

OTHERS PRESENT

Robert Esposito, MPO Executive Director
Carlene Riecscs, Transportation Planner III
Mary Elwin, MPO Coordinator
Joy Turner, MPO Administrative Assistant III
Miranda Maldonado, Mid Florida Community Services

MEETING CALLED TO ORDER

- Chair Allocco called the meeting to order at 10:02 a.m. and led the Invocation.
- The Pledge of Allegiance and the introductions of Board and staff followed the Invocation.
- A quorum was declared and the affidavit of advertisement was read into the record.

ELECTION OF VICE-CHAIR FOR 2023

Motion: A Motion to elect Ms. Shanika Figueroa Rodrigues as Vice Chair for 2023 was made by Ms. Lagos and seconded by Ms. Noyes. The Motion passed unanimously.

APPROVAL/MODIFICATION OF AGENDA

Motion: A Motion to approve the agenda was made by Mr. Graham and seconded by Ms. Hughart. The Motion passed unanimously.

APPROVAL OF MINUTES OF NOVEMBER 9, 2022

Motion: A Motion to approve the Minutes was made by Ms. Hughart and seconded by Ms. Lagos. The Motion passed unanimously.

CORRESPONDENCE/INFORMATION ITEMS

Commission for the Transportation Disadvantaged – Update

Mr. Bob Esposito shared that the Draft 2022 Annual Performance Report for the Florida Commission for the Transportation Disadvantaged was being provided for information purposes and recited the Commission's Mission Statement. Ms. Noyes mentioned she had heard questions at other Transportation Disadvantaged Local Coordinating Board meetings on the standard definitions for qualification and why the standard definitions vary between counties. She also asked where to find Hernando County's standard definitions. Ms. Maldonado affirmed the definitions could be found on the application form and counties define standards to best meet the needs of their respective counties.

Legislative Day – March 16, 2023

Mr. Esposito shared that Commissioner Schlabach, Citrus County Board of County Commissioners, will be attending Legislative Day. Chair Allocco encouraged the Board to reach out to their local legislatures, Blaise Ingoglia, Jeff Holcomb, and John Temple, or Mr. Bob Esposito, prior to March 16 for any specific issues they want raised during Legislative Day.

Innovative Service Grant

Mr. Esposito shared there was a webinar February 8, 2023. It was mentioned the webinar covered the application process for the Innovative Service Grant and there was Board discussion on what qualifies for the Innovative Service Grant and how Hernando County, through Mid Florida Community Services, has historically used monies received from the Innovative Service Grant.

Community Transportation Coordinator (CTC) Quarterly Report – Ms. Maldonado indicated the quarterly report was provided for information purposes only.

MPO Resolution – State Agency Attendance/Quorums

Mr. Esposito shared Resolution 2023-02 Requesting Attendance by State Agency Members Serving on the Transportation Disadvantaged Local Coordinating Boards for Hernando and Citrus Counties. Mr. Esposito also indicated a copy of the Resolution and a letter would be sent to local State Representatives informing them of the Resolution.

ACTION ITEMS

TDLCB Annual Bylaws Update

There were no Board or public comments.

Motion: A Motion to adopt the TDLCB Annual Bylaws Update was made by Mr. Graham and seconded by Ms. Figueroa Rodriguez. The Motion passed unanimously.

Community Transportation Coordinator (CTC) Recommendation

There were no Board or public comments.

Motion: A Motion to support Mid Florida Community Services as Community Transportation Coordinator from July 1, 2023, through June 30, 2028, was made by Mr. Graham and seconded by Ms. Dibenedetto. The Motion passed unanimously.

TDLCB MEMBER PRESENTATIONS

Ms. Kimberly Dibenedetto gave a presentation on the services provided by the Hernando County School District Transportation Department. Ms. Dibenedetto assists with evaluating and training bus drivers, investigating bus accidents, and evaluating bus stops. She also shared information on Project Looking Ahead (PLA) which is a job transition program for individuals ages 18-22 and school buses provide transportation to and from school to work. Chair Allocco asked about the current school bus driver shortage and encouraged Ms. Dibenedetto to assist the County by communicating new school bus stop locations prior to the new school year.

Mr. Cromwell was not able to attend the February 22, 2023, meeting. Chair Allocco affirmed Mr. Cromwell and Ms. Tracy Noyes will provide member presentations for the May 10, 2023, meeting.

CITIZEN COMMENTS - There were no citizen comments.

MPO DIRECTOR COMMENTS - Mr. Esposito provided updates on current projects the MPO is working on.

BOARD MEMBER COMMENTS

Ms. Figueroa Rodriguez shared questions that were brought up during a recent Community Organizations Active in Disaster (COAD) meeting surrounding the Flamingo Fare Card and how domestic violence or homeless individuals could fund the cards and locate bus stops. Ms. Elwin referred Ms. Figueroa Rodriguez to Oliver Cromwell, Hernando County Public Transit System, for assistance.

Mr. Gerry Whitted shared several points surrounding access to bus stops and how to communicate this information to the disadvantaged. Ms. Elwin shared there is an on-going ADA bus stop construction program that was approved by the Board and Aaron Pool, Development Services Director, oversees this project.

ADJOURNMENT AND NEXT MEETING

Chair Allocco adjourned the meeting at 11:04 a.m. The Annual Public Workshop is scheduled for Wednesday, May 10, 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, Florida. **Note: Meeting agenda listed May 24, 2023, which was incorrect.**

DRAFT

TRANSPORTATION DISADVANTAGED SERVICE PLAN (FY 2019 – FY 2023) ANNUAL UPDATE

In accordance with Rule 41-2 F.A.C., the TDLCB must annually review and approve the annual update to the Transportation Disadvantaged Service Plan (TDSP). The attached annual update to the TDSP for FY 2023 is consistent with Rule 41-2 of the Florida Administrative Code (FAC). The rate model calculation sheet has been approved by the Commission for Transportation Disadvantaged and has been inserted into TDSP.

Staff Recommendation:

The TDLCB review and approve the annual update for FY 2023 and recommend it be provided to the Commission for Transportation of Disadvantaged (CTD).

Attachments: TDSP Annual Update

**HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) FY 2019-2023**

Effective: July 1, 2018 – June 30, 2023

**Hernando County Transportation Disadvantaged
Local Coordinating Board:
Major Update Approved 9/12/18;
Annual Update 5/20/20
Annual Update 5/19/21
Update 11/17/21
Annual Update 5/11/22
Annual Update 5/10/23**

**Hernando/Citrus Metropolitan Planning Organization
1661 Blaise Drive, Brooksville, Florida**

**Mid Florida Community Services, Inc. DBA Trans Hernando
1122 Ponce De Leon Boulevard
Brooksville, Florida 34601**

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SECTION 1. DEVELOPMENT PLAN

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

INTRODUCTION TO THE SERVICE PLAN

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

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

BACKGROUND

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

"...those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or children who are handicapped or at-risk as defined in Section 411.202, F. S. Transportation Disadvantaged (TD) program was created to serve."

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

To recognize the newly urbanized areas in both Hernando and Citrus Counties, it became necessary to form a new MPO. In June of 2014, the new Hernando/Citrus MPO was formed to oversee the transportation planning process for both Citrus and Hernando Counties. The provision of TD services was still to be conducted by the two separate Community Transportation Coordinators (CTCs), per Ch. 427 F.S., but the planning efforts would now be coordinated with the MPO.

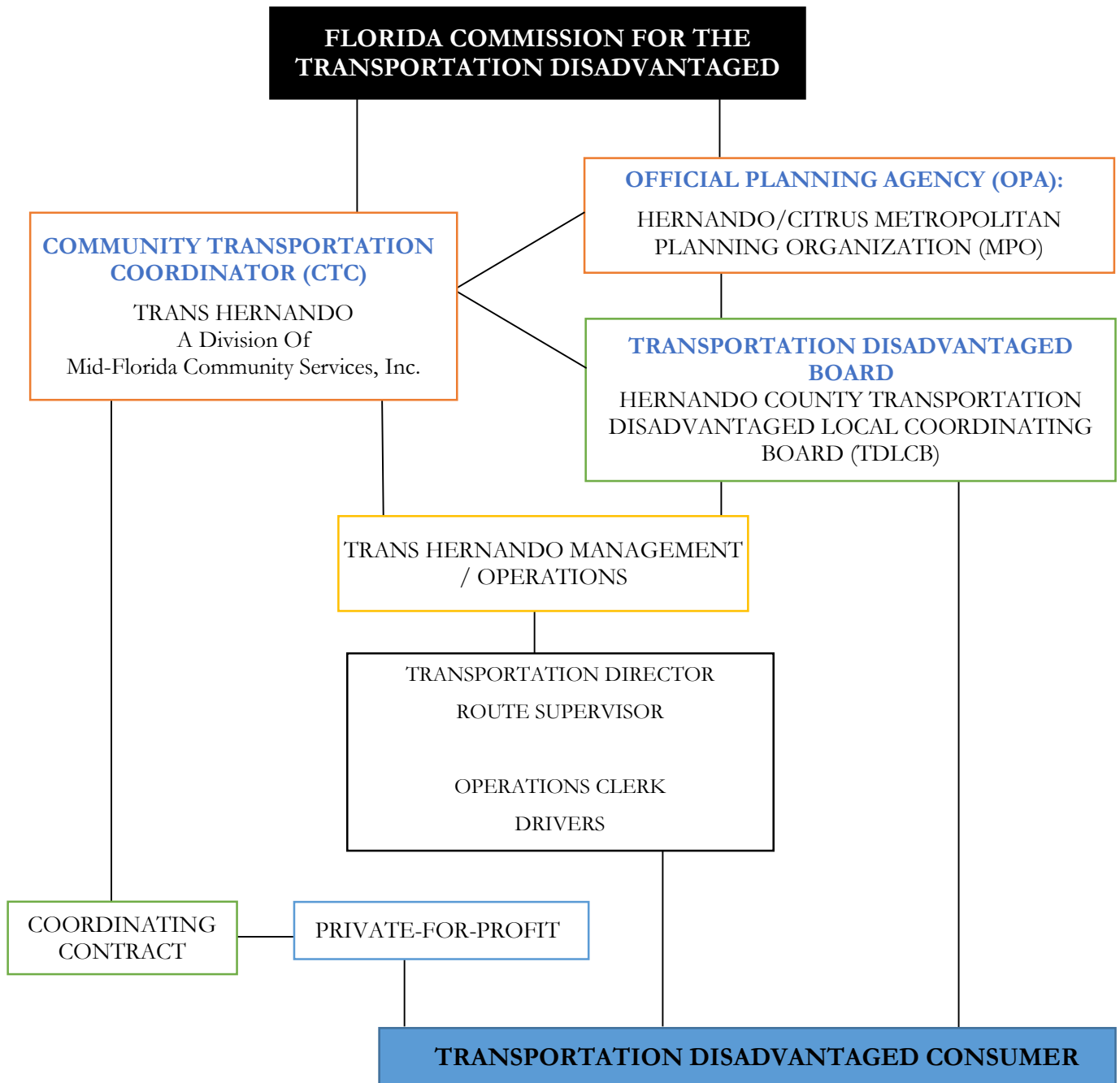
The purpose of the Official Planning Agency (OPA) is to perform long-range transportation disadvantaged planning and assist the CTD and the Local Coordinating Board in implementing the TD program within a designated service area. The OPA is responsible for preparing and submitting applications to the CTD for planning grants funded from the Transportation Disadvantaged Trust Fund. In addition, the OPA is required to certify on an annual basis, compliance with the intent of the CTD that the membership of the Local Coordinating Board represent, to the maximum degree possible, a cross section of the local community.

COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION DATE / HISTORY

In September 1990, Hernando County's Local Transportation Disadvantaged Local Coordinating Board voted to recommend that Trans Hernando, a division of Mid Florida Community Services, Inc., serve as the area's CTC. The MPO subsequently recommended Mid Florida to the CTD, which selected Mid Florida as the county's CTC. Subsequent Request for Proposals have been advertised through the formal bidding process in 2003, 2008, 2013 and most recently 2018. The current Memorandum of Agreement (MOA) with Mid Florida is in effect until June 30, 2023.

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED PROGRAM ORGANIZATION CHART

Figure 1: Hernando County Transportation Disadvantaged Program Organization Chart



CONSISTENCY REVIEW OF OTHER PLANS

Local Government Comprehensive Plans

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

Regional Policy Plans

The Transportation Disadvantaged Service Plan maintains consistency with the TBARTA Regional Master Plan adopted in August of 2015. As stated in the *Transportation Goal 5.33*, “*Improve mobility options for transportation disadvantaged citizens through coordinated transportation systems.*”

Transit Development Plans

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

The Hernando County MPO adopted the TDP in early 1997. The Board of County Commissioners approved implementation of the plan in 1999 and began operation of a fixed-route system in October of 2002. A Major ten (10) year update to the Hernando County Transit Development Plan was approved by the Hernando County Board of County Commissioners in 2019.

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

The Transportation Disadvantaged Service Plan maintains consistency with the CTD Five, and Twenty-Year Plan as outlined throughout the CTD Five and Twenty-Year Plans.

MPO Long Range Transportation Plans

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

Transportation Improvement Program (TIP)

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando/Citrus MPO Transportation Improvement Program (TIP) as outlined in the TD Five Year Work Program in the *Transportation Disadvantaged Section* of the TIP.

PUBLIC PARTICIPATION

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

BARRIERS TO COORDINATION

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

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

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

- 1. The membership of the Local Coordinate Board, established pursuant to Rule 41-012(3) FAC does in fact represent the appropriate parties as identified in the following list: and**
- 2. The membership represents, to the maximum extent feasible, a cross section of the local community.**

Signature: _____ **Date:** _____

Table 1: Hernando County TDLCB Membership

Representation	Member	Alternate	Term
Private for-Profit Transportation	Benita Dixon		N/A
Elected Official Appointed by MPO	John Allocco Chairman		Annual
FL Department of Transportation	Tracy Noyes	Dave Newell	N/A
Public Education Community	Denise Clark	Chris Mundell	N/A
Persons with Disabilities Agency	Elizabeth Watson		N/A
FL Agency for Health Care Administration	Emily Hughart	Ian Martin	N/A
Citizen Advocate/User	Gretchen Samter		4/7/2024
Mass Transit or Public Transit Board	Joe DeGeorge, Vice Chairman	Daniel Hopkins	N/A
Regional Workforce Development Board	John Eberle		N/A
Local Representative Medical Community	Kathleen Winters		N/A
FL Division of Vocational Rehabilitation	Kevin Bargerstock	Karla Lagos	N/A
FL Department of Children & Family Services	David Knazur		N/A
Veterans Services	Tony Graham	Holly Ferguson	N/A
FL Department of Elderly Affairs	Cara Brunk		N/A
Local Representative for Children at Risk	Shanika Figueroa Rodriguez		1/25/2024
Resident, Disabled	Vacant		N/A
Resident, 60+ Years	Vacant		N/A
Florida Association for Community Action	Vacant		N/A

SERVICE AREA PROFILE/DEMOGRAPHICS

SERVICE AREA DESCRIPTION

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

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

LAND USE

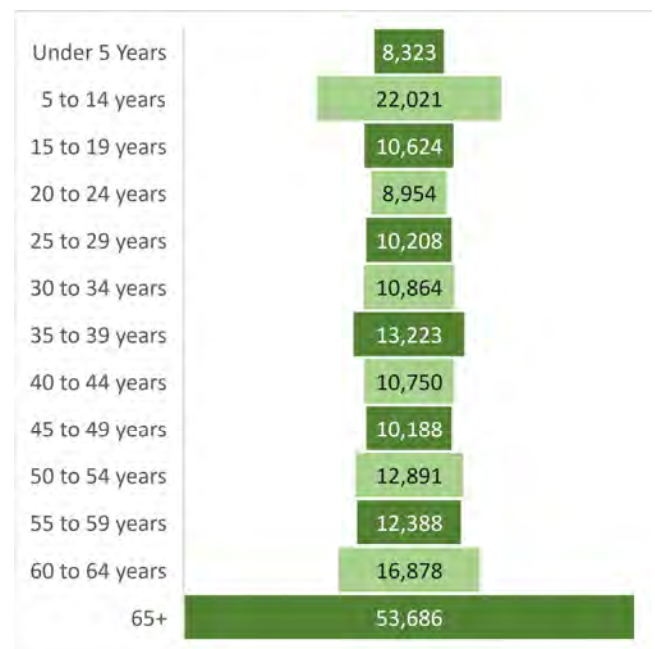
Hernando County Comprises 472.5 miles with an estimated population of 194,515 people as of the 2020 census. As described in the Hernando County 2040 adopted Comprehensive Plan, approximately 80% of the population is located in the urbanized area of Spring Hill/Brooksville. Outside of the Spring Hill Urbanized Area, rural land (including the Withlacoochee State Forest) is by far the dominant land use type.

DEMOGRAPHICS OF HERNANDO COUNTY

Table 2: Hernando County Population by Age Range, 2018

Age Range	Population
Under 5 years	8,323
5 to 14 years	22,021
15 to 19 years	10,624
20 to 24 years	8,594
25 to 29 years	10,208
30 to 34 years	10,864
35 to 39 years	13,223
40 to 44 years	10,750
45 to 49 years	10,188
50 to 54 years	12,891
55 to 59 years	12,388
60 to 64 years	16,878
65+	53,686
Total Population	190,865

Figure 2: Population by Age Range, 2018



Source: 2021 American Community Survey

Table 3: Hernando County Educational Level for Population over 25 Years, by Highest Level Completed 2021

Highest Educational Level Completed	Population
Less than 9 th grade	4,569
9 th to 12 th grade, no Diploma	10,073
High School Graduate or Equivalent	49,816
Some College, no Degree	38,434
Associate Degree	15,241
Bachelor's Degree	21,592
Graduate or professional degree	11,351
Total Population 25 Years and Over	151,076

Source: US Census, Hernando County, 2021 American Community Survey

Figure 3: Education Level for the Population Over 25 Years by Highest Level Completed, 2021

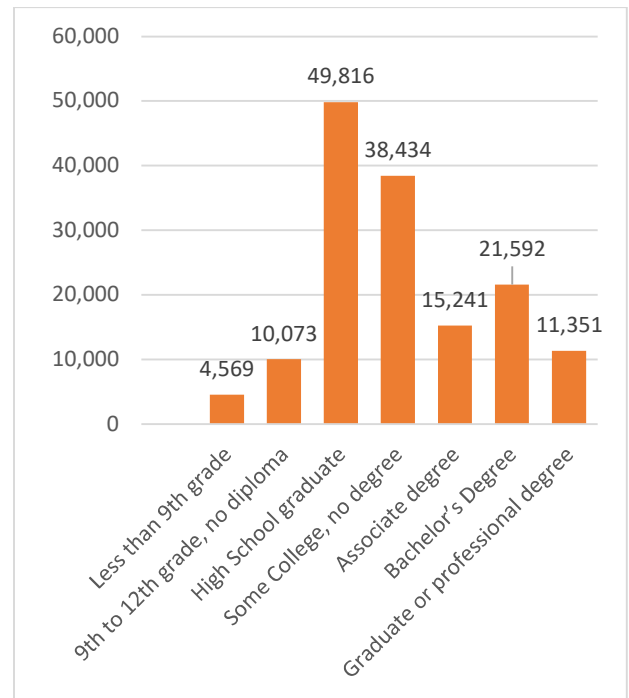


Table 4: Household Income as a Percentage of the Total Number of Households in Hernando County, 2021

Household Income	Number of Households	Percentage
Less than \$10,000	3,993	4.9%
\$10,000 to \$14,999	2,200	2.7%
\$15,000 to \$24,999	8,639	10.6%
\$25,000 to \$34,999	8,720	10.7%
\$35,000 to \$49,999	11,410	14.0%
\$50,000 to \$74,999	16,951	20.8%
\$75,000 to \$99,999	11,573	14.2%
\$100,000 to \$149,999	11,410	14.0%
\$150,000 to \$199,999	3,341	4.1%
\$200,000 or more	3,260	4.0%
Total Households	81,497	100%

Source: US Census, Hernando County, 2021 American Community Survey

Figure 4: Household Income as a Percentage of the Total Number of Households in Hernando County, 2021

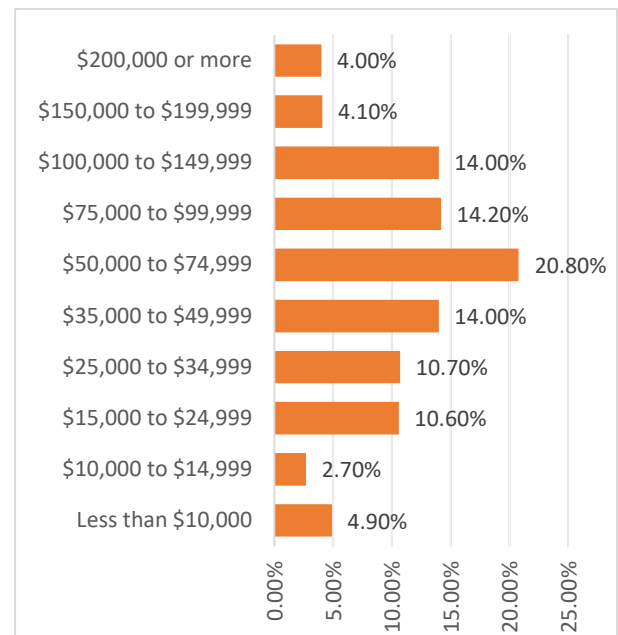


Table 5: Percentage of the Population of Hernando County, 16 Years and Older by Employment Status, 2021

Employment Status	Percentage	
Employed	82,314	95%
Unemployed	4,405	5%
Total Population 16 Years and Older in the Labor Force	86,719	100%

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

Figure 5: Percentage of the Population of Hernando County 16 Years and Older Within the Labor Force by Employment Status, 2021

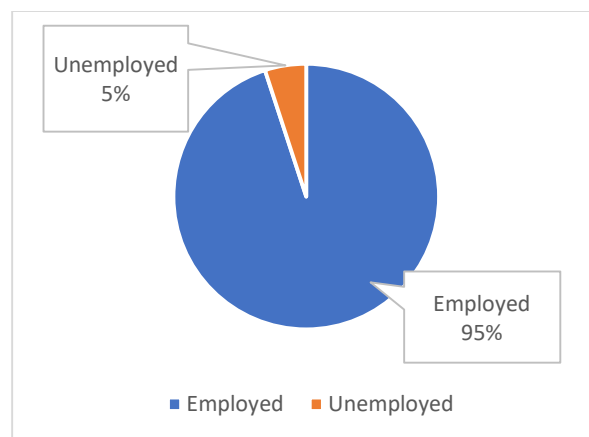


Table 6: Top 30 Employers in Hernando County and Employer Type, 2018

Employment Centers	Location	Type
1. Wal-Mart Distribution / Wal-Mart Stores	4224 Kettering Rd	Distribution
2. Withlacoochee River Electric Coop (WREC)	10005 Cortez Blvd	Utility
3. SWFWMD	2379 Broad St	Government
4. Bayfront Health Brooksville	17240 Cortez Blvd	Service
5. Oak Hill Hospital / HCA Health Services	11375 Cortez Blvd	Service
6. Sparton Electronics	30167 Power Line Rd	Industrial
7. Commercial Carrier Corp	18820 Cortez Blvd	Distribution
8. Hernando County Government	20 N Main St	Government
9. Hernando County Sheriff	18900 Cortez Blvd	Government
10. Bright House Networks	7250 Arizona St	Utility
11. Hernando County Schools	3339 California St	Education
12. Cemex / Vulcan	16301 Ponce de Leon Blvd	Industrial
13. AT&T Florida	4375 Commercial Way	Utility
14. Cemex Cement Plant	10311 Cement Plant Rd	Industrial
15. Weeki Wachee Springs State Park	6131 Commercial Way	Attraction
16. Cortez Commons Shopping Center	12950 Cortez Blvd	Retail Commercial
17. Springbrook / Pinebrook Medical	7007 Grove Rd	Service
18. Bayfront Health Spring Hill	10461 Quality Dr	Service
19. SR 50 Medical Park	12170 Cortez Blvd.	Service
20. Pasco-Hernando State College	5290 Hunters Lake Rd	Education
21. Coastal Landing Shopping Center	7061 Coastal Blvd	Retail Commercial
22. Coastal Way Shopping Center	13085 Cortez Blvd.	Retail Commercial
23. Nature Coast Commons	1399 Wendy Ct	Retail Commercial
24. Mariner Commons Shopping Center	4158 Mariner Blvd	Retail Commercial

Employment Centers	Location	Type
25. Mariner Village Shopping Center	11092 Spring Hill Dr	Retail Commercial
26. Sunrise Plaza Shopping Center	31100 Cortez Blvd	Retail Commercial
27. Brooksville Square Shopping Center	19490 Cortez Blvd	Retail Commercial
28. Seven Hills Shopping Center	160 Mariner Blvd	Retail Commercial
29. Hernando West Plaza Shopping Center	1400 Pinehurst	Retail Commercial
30. Lakewood Plaza Shopping Center	4365 Commercial Way	Retail Commercial

Source US Census, Hernando County ACS Survey

Table 7: Commute to Work by Method of Commuting for the Hernando County Population 16 Years or Older in the Labor Force, 2021

Method Commuting	Population	Percentage of Labor Force
Car/Truck or Van, Drives Alone	63,934	79.0%
Car/Truck or Van, Carpools	5,665	7.0%
Uses Public Transportation	243	0.3%
Walks	809	1.0%
Uses Other Means	1,538	1.9%
Works from Home	8,740	10.8%
Total Employed Population 16 Years and Older in the Labor Force	80,929	

Source: US Census, Hernando County, 2021 American Community Survey

Table 8: Vehicle Availability per Household by Number of Vehicles Available, Hernando County 2021

Vehicle Availability Status	Percentage	Population
No Vehicles Available	2.2%	1,780
1 Vehicle Available	16.2%	13,111
2 Vehicles Available	43.9%	35,528
3 Vehicles Available	37.7%	30,510

Source: US Census, Hernando County, 2021 American Community Survey

Figure 6: Commute to Method of Commuting for the Hernando County Population, 16 Years and Older, in the Labor Force of Hernando County, 2021

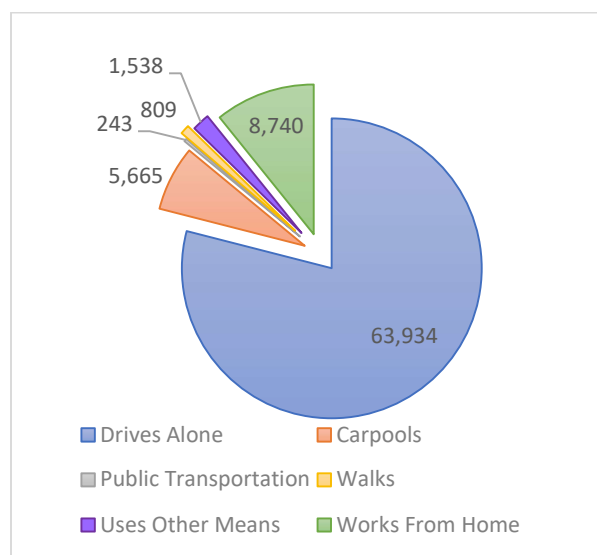
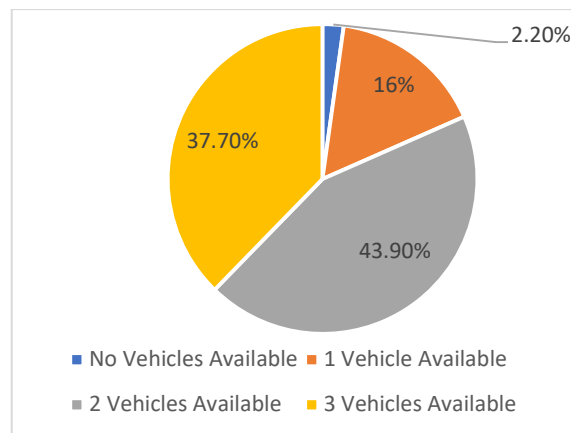


Figure 7: Vehicle Availability per Worker by Number of Vehicles Available, Hernando County, 2021



SERVICE ANALYSIS

FORECASTS OF TRANSPORTATION DISADVANTAGED POPULATION

To project future TD population, the MPO staff utilizes Transportation Disadvantaged Population forecasts developed by the Center for Urban Transportation Research (CUTR) at USF in conjunction with the 2013 National Center for Transit Research “Forecasting Paratransit Service Demand – Review and Recommendations”.

The forecast model includes inputs from the US Census Bureau’s 2021 American Community Survey (ACS) on age, income, and disability.

Table 9: Age, Poverty Status and Disability Status for Hernando County, 2021

Age Ranges	Population by Age	Population below poverty	Population with a disability	Population with a disability and below poverty
< 5 years of age	8,323	1,091		
5-17	28,371	4,253	1,930	358
18-34	32,954	3,906	2,182	193
35-64	76,318	9,193	13,926	2,161
Total non-elderly	145,966	18,443	18,038	2,712
65-74	30,346	4,215	7,675	738
75+	23,340		10,338	690
Total Elderly	53,686	4,215	18,013	1,428
Total	199,652	22,658	36,051	3,589

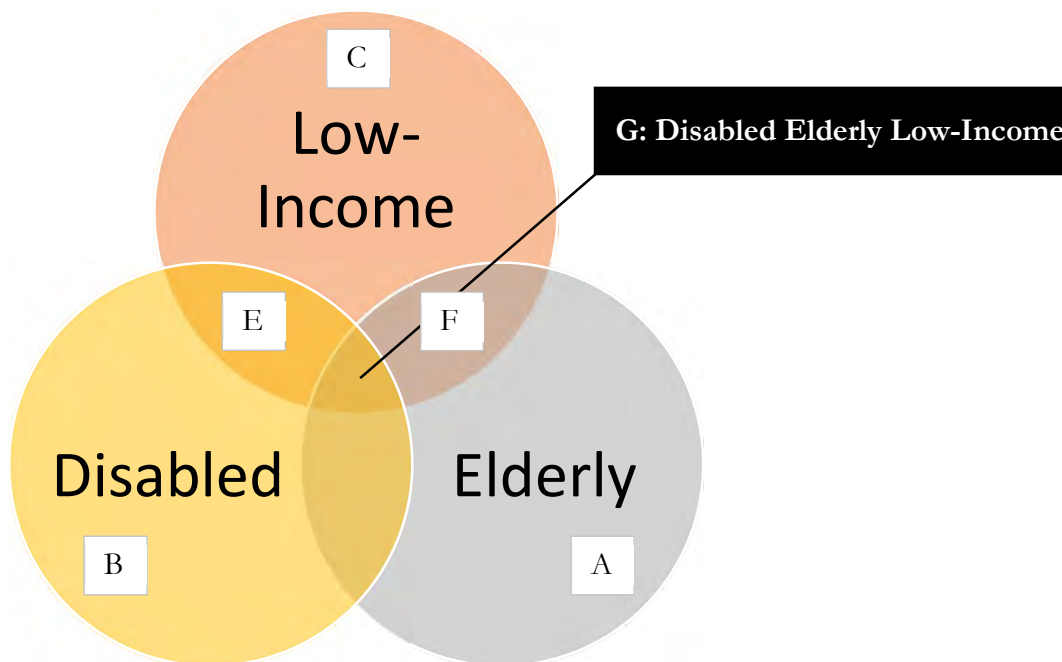
Based on the information from the table above, the TD model estimates that 90,167 people or 45.2% of the total Hernando County population could be considered transportation disadvantaged. This includes those who may be transportation disadvantaged due to age, poverty status and disability.

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

Table 10: Transportation Disadvantaged Population, Hernando County 2018

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

Figure 8: Transit Disadvantaged Population for Hernando County, 2021



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

Table 11: Critical Need Transit Disadvantaged Population, Hernando County 2021

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

Table 12: Total Daily Trips of Critical Need Transit Disadvantaged Population, Hernando County 2021

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

GOALS, OBJECTIVES, AND STRATEGIES

GOAL 1: PROVIDE PARATRANSIT CONNECTOR SERVICE TO THE FIXED-ROUTE SERVICE WHENEVER POSSIBLE ON A SPACE-AVAILABLE BASIS TO ASSIST WITH THE TRANSPORTATION NEEDS OF THE CITIZENS OF HERNANDO COUNTY.

Objective 1: Paratransit connector service to the fixed-route service will be provided when possible on a space-available basis for current and future users of TD service but cannot otherwise connect to the fixed-route.

Policies:

The LCB, CTC and OPA staff will continue to review the potential for providing connector trips, and the subsequent effect of sponsored and non-sponsored trips more than 3/4 mile of the fixed-route service.

Actions/Strategies:

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

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

Policies

1. OPA staff shall monthly monitor the consumption of transportation disadvantaged dollars and compare this to the adopted non-sponsored trip priorities to ensure proper trip purpose distribution and program continuity through the grant period.
2. The CTC shall use appropriate vehicles for trip-making to lower trip costs.
3. Maintain paratransit back-up vehicles.

Actions/Strategies:

1. OPA staff monitors the consumption of transportation disadvantaged dollars as compared to the adopted non-sponsored trip priorities monthly. This ensures proper trip purpose distribution and program continuity through the grant period.
2. The CTC uses appropriate vehicles for trip making to lower trip costs.

Objective 3: The CTC will provide a quarterly report to the LCB that will track the invoicing of the CTD for non-sponsored trips by priority category, client type (age cohort, ambulatory status, and program affiliation).

Policies:

1. The OPA staff shall assist the CTC as needed to produce reports to the LCB. It is the intent of this action to reduce the reporting workload of the CTC.
2. CTC staff shall provide quarterly updates to include:
 - Complaints, via the Grievance process

- Updates on vehicle status
- Unmet trip need synopsis
- Percent of trips by fund source

Actions/Strategies:

1. The OPA staff assists the CTC as needed to produce reports to the LCB. (This action is intended to reduce the reporting workload of the CTC).
2. CTC staff provides quarterly updates to include:
 - Complaints, via the Grievance process
 - Updates on vehicle status
 - Unmet trip need synopsis
 - Percent of trips by fund source

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

Policies:

1. Provide quarterly, a report to the TDLCB detailing the activities of the LCB and the general health of the coordinated transportation system.
2. Coordinate transportation disadvantaged plans with current transit development planning.

Actions/Strategies:

1. A report to the TDLCB is provided quarterly, detailing the activities of the LCB and the general health of the coordinated transportation system.
2. Transportation disadvantaged plans are coordinated with current transit development planning and processes.

Objective 5: Monitor changes in the health care and other systems used by the transportation disadvantaged to identify potential impacts on the county's coordinated transportation system.

Policies:

1. Encourage opportunities at LCB meetings for board members and others to discuss changes in both the health care system and the transportation systems available for users.
2. Develop and maintain contacts with the Hernando County Social Service agencies, as well as outside agencies, that are impacted by the paratransit systems for delivery of service.

Actions/Strategies:

1. During Citizen Comments, opportunities exist at LCB meetings for board members and others to discuss changes in both the health care system and the transportation systems available for users.

2. Contact and coordination with the Hernando County Social Service agencies, and other outside agencies, is constantly maintained regarding issues impacted by the paratransit systems for delivery of service.

Goal 2: ENSURE THAT ALL TRANSPORTATION SERVICES ARE PROVIDED IN THE MOST COST EFFECTIVE AND EFFICIENT MANNER POSSIBLE.

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

Policies:

1. Continue to upgrade a management information system that aids in identifying opportunities for system improvement and cost savings.
2. Continue to explore all available funding sources via the CTD, FTA, FDOT and any other applicable agencies.
3. Improve communication with nursing home schedulers and staff.

Actions:

1. Upgrades to the MIS are maintained through the five-year capital improvement program.
2. The CTD, FDOT and FTA continue to alert Trans Hernando regarding new funding proposals and/or programs as they become available, (i.e., Section 5316 and JARC).
3. Use of email confirmation and schedules instead of fax machines.

Objective 2: Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders.

Policies:

1. Coordinate with all pertinent agencies in the service area to eliminate barriers to increase utilization of vehicles available to the CTC.
2. Maximize the grouping of trips using measures such as demand management and advance notice requirements.
3. Continue to seek ways to increase system productivity through improvements in trip scheduling/dispatching and multi-loading procedures.
4. The CTC shall comply with established policies and procurement guidelines for acquisition of goods and services with TD, FTA and FDOT funds.
5. Identify unmet needs in areas with less than daily or multiple trip frequency service that would benefit from coordinated service.

Actions/Strategies:

1. All pertinent agencies in the service area are notified to eliminate barriers to increase utilization of vehicles available to the CTC.
2. To the maximum extent possible, trips are grouped using measures such as demand management and advance notice requirements.

3. System productivity is increased through trip scheduling/dispatching and multi-loading procedures.
4. The CTC is following all established policies and procurement guidelines for the acquisition of goods and services through TD, FTA and FDOT funds.
5. The CTC continues to identify and remedy areas with unmet need by coordinating service to the area and with appropriate vehicles.

GOAL 3: ENSURE THAT ALL FEDERAL STATE AND LOCAL PERFORMANCE STANDARDS AND PROGRAMS ARE ADHERED TO AND PROVIDED IN A TIMELY AND EFFECTIVE MANNER

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

Policies:

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

Action/Strategies:

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

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

Policies:

1. Continue to monitor the development of performance standards by the CTD and establish interim standards in lieu of such for goal setting purposes.
2. Explore ways to streamline evaluations to limit the number of evaluations performed by various entities.

Actions/Strategies:

1. Performance standards as set by the CTD are continuously monitored, as evidenced by this update, as are any interim standards for goal-setting purposes.
2. The evaluations performed by the entities requested are easy to use and have been recently streamlined.

Objective 3: Include evaluation techniques in transportation all operator and coordination contracts to ensure system surveillance.

Policies:

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

Actions/Strategies:

1. The 2023 System Safety Program Plan (SSPP) is included in this TDSP update.
2. Annual and quarterly reports are provided to the LCB.

GOAL 4: PROVIDE SUFFICIENT DATA TO ENSURE PROGRAM ACCOUNTABILITY AND STABILITY

Objective 1: The CTC and the OPA shall collect data sufficient to complete the various elements of the Transportation Disadvantaged Service Plan, and operating reports along with the following specific items:

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

Policies:

1. Follow industry standards to identify other statistical indicators that can improve management information.

2. Assist transportation operators under contract with the CTC with data collection, record keeping and reporting functions.
3. Seek ways to improve data collection, record keeping and reporting functions and advise the LCB, OPA and CTD of any difficulties encountered.
4. Collect data needed to prepare annual updates to the TDSP.

Actions/Strategies:

1. Industry standards that are used to identify statistical indicators as ways to improve management information are always monitored.
2. The CTC is available to assist transportation operators under contract with data collection, record keeping and reporting functions.
3. The CTC always strives to improve its data collection, record keeping and reporting functions; and timely advises the LCB, OPA and CTD of any difficulties encountered.
4. Data is collected quarterly and annually as updates to the TDSP.

GOAL 5: IMPLEMENT MARKETING STRATEGIES TO INCREASE PUBLIC AWARENESS OF AND INVOLVEMENT IN BOTH THE FIXED ROUTE AND PARATRANSIT PROGRAMS

Objective 1: The CTC shall include in its annual Service Plan, a marketing element, with identifiable milestones, that details the activities the CTC will undertake to achieve an increased level of community awareness.

Policies:

1. Identify and contact all community groups, agencies, and institutions that would logically have an interest in the provision of coordinated transportation services.
2. Annually review the Grievance Committee and Policy Committee procedures.
3. Conduct an annual evaluation of the effectiveness of marketing goals and techniques.

Actions/Strategies:

1. The CTC maintains a list of all interested community groups, agencies, and institutions that have expressed an interest in the provision of coordinated transportation services.
2. The Grievance Committee and Policy Committee procedures are annually reviewed.
3. Marketing goals and techniques are reviewed on a regular basis.

IMPLEMENTATION PLAN

It is the objective of the CTC to continue to coordinate with FDOT and other public and private agencies (the Commission for the Transportation Disadvantaged, the Hernando/Citrus MPO, and appropriate Hernando County Programs), to provide efficient and effective delivery of transportation to handicapped, elderly and economically disadvantaged residents of Hernando County.

Implementation of TD services will be provided and enhanced by the following activities:

- Provide safe, efficient, and timely transportation to medical care entities, shopping areas, nutrition sites, and other destinations according to established routes and priorities as evidenced and analyzed on a quarterly basis.
- Monitor, evaluate, and provide other service agencies with information relative to legislative requirements concerning the overall transportation program.
- Work with local agencies where service needs are outside the paratransit system hours or its ability to provide service.
- When there is seat availability, provide paratransit connector service to the fixed-route service.
- Continue to act as the local information source for the Florida Department of Transportation, District 7, regarding the 5310 and 5311 programs. Assist eligible agencies in making application for available funds and developing vehicle specifications to acquire funds to purchase equipment to be used in transporting a part of those participating agencies programs.
- Continue to identify agencies and organizations within the service area that are currently providing transportation disadvantaged services and subcontract with these providers when it is in the best interest of the TD program and will avoid duplication and fragmentation of service.
- Conform to the requirements of the Americans with Disabilities Act (ADA) to eliminate physical barriers impacting the use of transportation services.
- Continue to comply with all state and federal guidelines concerning the submission of grant applications and the receipt and expenditure of grant funds as they become available. These funds will be budgeted to provide the maximum volume of service to the paratransit programs.
- Disseminate pertinent information on the Transportation Disadvantaged Program to residents, agencies, organizations, and business entities by distribution of printed matter, speaking programs at service and social clubs, and media exposure. This effort is coordinated with the marketing of fixed-route connector service which includes internet links via the existing fixed-route website.

SECTION 2. CTC SERVICE PLAN

OPERATIONS

The Community Transportation Coordinator (CTC) for Hernando County, Mid Florida Community Services, Inc. DBA Trans Hernando, operates a shared ride, door-to-door, non-emergency paratransit system for transportation-disadvantaged citizens in Hernando County. The system provides ambulatory and wheelchair services and requires twenty-four (24) hours advanced reservations. Clients are responsible for supplying their own wheelchairs. Services are designed for seniors, children at risk, disabled individuals, and low-income individuals and general public who do not own an automobile and/or cannot afford private transportation services and/or have no other means of transportation.

As the designated Community Transportation Coordinator with responsibilities for administration and provision of Transportation Disadvantaged Services, Trans Hernando in conjunction with the Local Coordinating Board will operate and provide transportation disadvantaged services as described in FS 427 and Florida Administrative Rule 41-2.006 F.A.C.

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

TYPES, HOURS AND DAYS OF SERVICE

Hours of service operations are Monday through Friday, 6:00 a.m. until 3:00 p.m. with office hours and scheduling performed from 7:30 a.m. until 4:00 p.m. daily. Trans Hernando observes the same holiday schedule as Mid Florida Community Services and the listing is posted on the website and available by request to riders.

SUBSCRIPTION TRIPS

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

AMERICANS WITH DISABILITIES - COMPLEMENTARY PARATRANSIT SERVICE ON THE FIXED-ROUTE

In accordance with the Americans with Disabilities Act (ADA) of 1990, ADA paratransit service began in March of 2005. Individuals must qualify and receive an ADA identification card before scheduling trip service. Eligibility certification is being provided by TheBus as the fixed-route operator, and the phone number to schedule an on-site ADA eligibility interview is (352) 754-4890.

ADA service is provided as a complementary service to the fixed-route system, depending on service area. This service is available, by appointment, during the fixed-route hours of service, 6:00 a.m. until 5:00 p.m., Monday thru Saturday, except select holidays, upon certification of a person's disability. Services are provided on a 24-hour advance reservation basis (by 5:00 p.m. the business day before the trip) and the fare is \$2.50 per one-way trip. The ADA service is available to those who qualify and whose trip origin and destination are within 3/4 miles of the fixed-route service area.

Additional information on ADA service is available by brochure, located at County government buildings, the Chamber of Commerce, the Tax Collectors office, as well as TheBus Depot, located at 1525 E. Jefferson Ave., Brooksville, FL 34601. You may also have a brochure mailed to your local address by calling TheBus at (352) 754-4444. Additionally, the website contains information about ADA Complementary Service at www.hernandobus.com.

ACCESSING SERVICES

Contact Information

As a non-emergency system that requires advanced reservations, scheduling services are available during the hours of 7:30 a.m. – 4:00 p.m. by calling (352) 799-1510. Clients utilize a voice over IP system for easy access. The TDD toll-free number is: 1-800-648-6084.

Advanced Notification

24-hour advanced reservation is required for trip scheduling.

Cancellations

Cancellation of a previously scheduled trip is allowed at no charge to the client; however, cancelled trips where a vehicle was dispatched to the client's home and the client was not home or did not make the trip is considered a no-show by Trans Hernando.

No Show Procedures

After three no-shows in a sixty-day period, the riders' access to services can be suspended for a period up to 30 days: or at the discretion of the CTC. Trans Hernando has established 1% as the no-show standard based on the percentage of funding source trips.

Program Eligibility

Transportation for Disadvantaged is a specialized service to provide mobility for individuals who are disabled, low income, seniors (over 60), or children at risk (under 16) . Public individuals can also access the system on a space-available basis.

Service Prioritization

Services are prioritized for medical and nutritional needs; however, educational, employment, and recreation trips are provided as seating and funding allow. Non-prioritized trips are provided to those residents living in the non-urbanized areas of Hernando County.

SCHOOL BUS UTILIZATION

The Hernando County School Board annually provides the State of Florida Department of Education form ESE 567, Semi-Annual Report of Vehicle Availability for Coordinated Disadvantaged Transportation. Trans Hernando is available to coordinate with the County's EOC and the School Board for vehicle use in the event of emergency evacuation procedures.

VEHICLE INVENTORY

Trans Hernando currently maintains eleven (11) wheelchair accessible vehicles. Six (6) of these vehicles are in service daily and four (4) vehicles in back-up. All vehicles can accommodate ten or eleven ambulatory passengers, or two wheelchair passengers.

SYSTEM SAFETY PROGRAM PLAN CERTIFICATION

The MOA between the CTC and the CTD requires that the CTC develop and implement a System Safety Program Plan (SSPP). An SSPP has been developed and is updated annually in accordance with Rule 41-2. The plan includes a statement of Safety Policy, Introduction and Purpose of SSPP, Goals and Objectives of the system, Regulatory Agencies, System Description, System Safety Management and System Safety tasks and Implementation. The SSPP Certification is included as Appendix A: System Safety Certificate.

INTER-COUNTY SERVICES

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

EMERGENCY PREPAREDNESS AND RESPONSE

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

INSURANCE, SAFETY REQUIREMENTS AND STANDARDS

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

1. Trans Hernando will ensure minimum liability insurance requirements of \$200,000 per person and \$300,000 per incident for all transportation services purchased or provided for the transportation disadvantaged. check
2. Trans Hernando will ensure purchasers of service that operations and services are following the safety requirements as specified in Section 341.061(2)(a), Florida Statutes, and Chapter 14-90, F.A.C.
3. Trans Hernando will ensure purchasers of continuing compliance with the applicable state or federal laws relating to drug testing (specifically, Section 112.0455, Florida Statutes; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41 U.S.C. 701; 49 C.F.R., Parts 29 and 382; and 46 C.F.R., Parts 4, 5, 14, and 16).

CONTRACTUAL ARRANGEMENTS

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

TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

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

ALTERNATE TRANSPORTATION OPPORTUNITIES

The following table lists the transportation services currently available to the public in Hernando County as well as Non-Emergency Transportation provided to Medicaid beneficiaries:

Table 13: Non-Emergency Transportation available to Medicaid Beneficiaries, Hernando County 2020

Agency	Service Area	Service Hours	ADA Accessible	Rates
Seven Taxi 352-686-0607	Spring Hill Brooksville	24/7	No (wheelchair in trunk)	\$3.00 first 1/4 mile \$2.50 each additional mile
J and M Limousines 352-688-2999	Spring Hill Brooksville	8:30 a.m. 7:00 p.m.	No (wheelchair in trunk)	\$98.00 p/person Round-Trip Airport Shuttle
Hernando Car Service 352-797-5249 352-797-5596	County-wide	24/7	No (wheelchair in trunk)	Rates vary by pick up location
Wheelchair/ Stretcher Limo 727-845-4454	County-wide	6 am to 6 pm unless other arrangeme nts are made 7 days	Yes	Rates vary by pick up location, mileage and trip type
TransCare Plus 352-340-5096	County-wide	24/7	Yes	Rates vary by pick up location, mileage and trip type
Crowned Care Transport 813-461-3900	County-wide	8:00am- 5:00pm (Office) 5:30am- 7:00pm (Trips)	Yes (wheelchair and stretcher)	Rates vary by pick up location, mileage and trip type

Choice Counseling: 1-877-711-3662

Online: www.flmedicaidmanagedcare.com

FOR HMO INFO OR TO REPORT COMPLAINT

Table 14: Medicaid HMP Non-HMO Information, Hernando County 2020

Managed Care	Transportation Provider	Telephone Number
Prestige	Access 2 Care	1-855-381-3778
Staywell/Wellcare	MTM	1-866-591-4066
Sunshine	Access 2 Care	1-866-201-9968
United	Logisticare	1-866-372-9891
CMS	Access 2 Care	1-866-867-0729

EDUCATIONAL EFFORTS/MARKETING

Marketing and public awareness of the transportation disadvantaged system is accomplished via the distribution of the Transportation Disadvantaged Service Brochures and flyers to locations throughout Hernando County and include County buildings, Chamber of Commerce, hospitals, doctor's offices, supermarkets, and Mid Florida Community Services, Inc., organizations as well as on all Trans Hernando service.

ACCEPTABLE ALTERNATIVES

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

CTC SERVICE STANDARDS

Operational service standards have been developed and are the results of joint participation between the TDLCB, the Planning Agency, and the CTC. The TDLCB has approved and supports these standards. Service standards include effectiveness, cost efficiency and effectiveness, vehicle utilization, service availability, system reliability, safety, and training. Service standards are accomplished by system practices and policies and are designed to include ease and availability of client scheduling, the marketing and performance of established pickup with guaranteed delivery days and times for service, 100% vehicle accessibility accommodations for wheelchair users, and driver training is regularly provided on client sensitivity issues as well as vehicle safety requirements.

The following policies are adopted by the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) in order to guarantee the delivery of effective, efficient, safe, and continuing paratransit, fixed-route transit and non-emergency medical transportation services for the transportation disadvantaged as defined in Chapter 427, F.S.

As the demand for paratransit transportation services far exceeds the currently available resources to satisfy that demand, it is necessary to constrain the service to certain trip priorities, geographic areas, and time of service availability to assure the continuation of the service for those that depend upon it for life-sustaining activities. As more resources become available, services will be evaluated for the potential for expansion.

SYSTEM SAFETY

1. Motorized scooters/power chairs will be transported aboard the vehicles. There are limited means to safely contain or stabilize scooters/power chairs on vehicles. Passengers will be required to sign a waiver of liability if they bring a scooter/power chair on transit vehicles. Currently, maximum weight limits (passenger and scooter) cannot exceed 800 lbs. Additionally, the current width and length limits are 30"x 48". Geri chairs and transfer chairs cannot be accommodated due to inability to safely secure.
2. Riders exhibiting evidence of being under the influence or intoxication will not be allowed to board a vehicle.
3. No weapons, (firearms, knives, etc.), flammable or toxic products or pyrotechnics are allowed on vehicles.
4. Only service animals (guide dog, signal dog, or other animal individually trained to aid an individual with a disability) are permitted on the vehicles.
5. Unsafe wheelchairs and walkers are potentially harmful to the client and others and will not be allowed on the transportation system. Unsafe conditions include but are not limited to bad or unstable wheels, broken or bent walkers, and wheelchairs with bad or no brakes. Unsafe conditions are at the drivers' discretion. All wheelchairs must have footrests attached with working brakes. If on oxygen, oxygen must be hand-held portable or attached to wheelchair with holder.
6. A medically necessary escort is permitted to travel with a transportation disadvantaged (TD) client at no charge to the escort. All other escorts are charged at the same rate as the rider. Parents of dependent children are considered escorts and, as such, will be permitted to travel at no additional charge, unless the parent is traveling as the TD client. If there are additional

children, who are not the client, that wish to travel with the parent, they may do so on a space available basis at the rate of \$1.00 per child, per trip.

7. Child restraint devices are required for all trips involving children as required by Florida Statute. Additionally, operators providing these trips are required to inform child escorts of their responsibility to provide an approved child restraint device. Child restraint devices are not provided; it is up to parent/guardian to bring on board and secure.
8. Only self-monitored or self-regulated, easily controlled, hand-held portable oxygen tanks or tanks secured to wheelchair/power chair (with holder) are permitted. Transportation cannot be provided to those requiring monitored oxygen.
9. Riders with open sores/wounds, infectious disease, bleeding, etc., cannot be transported unless adequate precautions are made by the rider (and/or care giver) prior to transport. The driver and/or the system make this determination at time of pick-up.

RIDER RESPONSIBILITIES

1. Paratransit services require that 24-hour advanced reservations be made through the Trans Hernando office. Reservations can be made by calling 352-799-1510; Monday through Friday between the hours of 7:30 a.m. and 4:00 p.m. Next day travel reservations must be made before 12:00 noon the business day before travel is needed. Reservations for Monday must be made by 12:00 noon Friday.
2. Drivers are sensitivity trained to ensure the riders comfort. Insurance regulations will not allow, and the system cannot afford to be liable, for injuries sustained by drivers lifting, pushing, pulling, or physically assisting passengers. For those that need assistance, personal care attendants are the responsibility of the rider.
3. Riders may change reservation times; however, this must be done in advance and cannot be done the day of transport.
4. Drivers do not carry change. Riders are required to provide exact fare. When scheduling a trip, the reservationist will state the amount of the rider's fare so that they will be prepared to bring the exact fare when traveling.
5. Vehicles arrive at the pickup point as punctually as possible. Passengers are required to be at the scheduled pick up location at the scheduled time frame. Out of consideration for other passengers, the vans must leave the pick-up location in a minimal amount of time. The van is not able to wait longer than three (3) minutes for any passenger. Longer waits simply are not possible if other riders are to be delivered to their respective destinations on time. Additionally, the driver cannot honor requests to return at a later time due to scheduling restrictions.
6. Will-call, or pick-up when ready, is only available for medical trips. Pick-ups other than the previously scheduled time are subject to a time and space available priority.
7. A rider who schedules a trip but does not show, cancels at the door, or does not cancel the trip at least an hour before the scheduled pickup time is considered to be a "no-show." After three no-shows in a 60-day period, the rider's access to the system services can be suspended for a period of one month. Those cases where a no-show was out of the passenger's control, will not be counted. A certified letter will be issued to any client that is potentially under review for suspension, and they may appeal the suspension at that time.

- Trans Hernando's no-show standard has been established at 1% of the funding source trip.
8. Verbal or physical abuse of the driver, operation clerks or other passengers will not be tolerated.
 9. Due to space limitations, individual passengers are limited to the number of items a passenger can safely carry and store as determined by the driver. Portable, foldable shopping carts can be accommodated.
 10. No eating, drinking, non-prescription drugs, smoking, e-cigarettes, or profanity is allowed on the vehicles. All riders must use seat belts and remained belted in at all time while vehicle is in motion.
 11. All clients who receive services are required to complete and sign an application providing name, physical address, and mode of travel.

CTC SYSTEM STANDARDS

1. A drug and alcohol policy has been developed in accordance with the Federal Transit Administration (FTA), 49CFR Part 655, the U.S. Department of Transportation (DOT) 49CFR Part 40 and Drug-Free Workplace Act of 1988 (DFWP) 49 CFR Part 32. Trans Hernando's Zero Tolerance Substance Abuse Policy is available upon request.
2. A decal, and an FDOT vehicle ID number, is conspicuously displayed on every Section 5310 vehicle listing the phone number for Trans Hernando, which is 352-799-1510. This number can be used for any issue regarding delivery of service. The CTD Ombudsman number, 1-800-983-2435, and the TDD toll-free number, 1-800-648-6084, is also included.
3. System or service complaints are addressed by the CTC and can be received by telephone or mail at the CTC office. A process for assisting individuals or agencies that do not agree with the complaint resolution can utilize the established Grievance process as outlined in the Grievance Procedures chapter.
4. There are currently no provisions for non-sponsored trips that are outside of the designated service area.
5. Vehicle interiors shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, and/or other objects/materials which could soil items placed in the vehicle or provide discomfort to the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.
6. Vehicle seating shall not exceed the manufacturer's recommended capacity.
7. All vehicles in the Coordinated System are ADA compliant and furnished with operating air and heating systems, as well as two-way communication systems.
8. As part of basic training, all drivers are trained in basic first aid. CPR training is not required, and system policy is to use 911 in situations that require more than basic first aid.
9. All Coordinated System drivers are required to have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location when transporting passengers.

10. All Coordinated System staff are required to complete a FDLE criminal background check, Sexual Predator and local background check, and E-verification before hire.
11. All Coordinated System staff are required to complete a three-year DMV driver background check. Only those with 0 points on license will be considered for employment. DMV checks are run annually after hire date.
12. All Coordinated System safety-sensitive staff are required to complete an FTA drug and alcohol exam as required in 49 CFR Part 655, 49 CFR Part 40 and 49 CFR Part 32, prior to hire and will be included in the quarterly random testing program.
13. All Coordinated System staff are required to complete an FDOT physical evaluation as required by Rule 14-90.0041 Florida Administrative Code and referenced in FDOT 725-030-11 prior to hire and additionally, all Coordinated System drivers will be required to have a physical every two years.
14. The CTC has jointly established with the LCB, an on-time performance standard of having all trips to the scheduled arrival time 90% of the time.
15. The CTC has established a Road Call Performance Standard of no more than twenty (20) road calls per year; and an Accident Performance Standard of no more than five (5) accidents per 100,000 vehicle miles.
16. Nursing home discharges are available during service hours and require advance reservation.

ACCESSIBILITY

1. Vehicles must have safe and easy access to client's home for door-to-door pickup and return. Vehicles cannot provide door-to-door service where low hanging tree branches, steep driveways, or other obstacles block or damage vehicles. It is the rider's responsibility to provide safe and easy access for service, otherwise curbside service only will be provided.
2. Although the geographic coverage for the service is essentially all of Hernando County, certain areas cannot be served because of inaccessibility. Pick-up points on the margins of these inaccessible areas have been identified so that potential patrons can access the service.
3. The service provided by Trans Hernando is only available to in-county origins and destinations.
4. The actual service is provided at a minimum during the hours of 6:00 a.m. and 3:00 p.m., Monday through Friday.
5. The CTC has set a standard for a maximum call-hold time of two (2) minutes per ride scheduling call.
6. Operators must ensure that clients who transfer from one vehicle to another are assisted to ensure safe transfers.
7. Since all passengers are served in a multi-load environment, with guaranteed arrival times, no passenger will be picked up more than two hours before the appointment time to their destination.
8. The Operator will continue to direct existing TD system users to the fixed-route system, to the maximum extent possible. This is in conjunction with the LCB's goal of converting 100% of all eligible trips to the fixed-route system.

9. The transportation disadvantaged paratransit system will transport clients that reside less than 3/4 miles from the fixed-route transit system, only:
 - a. When determined that the client/rider is able to travel independently but, due to a permanent or temporary debilitating physical or mental condition, cannot use the fixed-route transit system; or
 - b. When determined that the client/rider is traveling to or from a location that is inaccessible by the fixed-route transit system (accessibility is not within 3/4 miles of scheduled stop); or
 - c. To provide access to a fixed-route transit route if the origin or destination is more than 3/4 miles from the fixed-route.

These clients will then be directed to contact the fixed-route ADA program. If clients are determined ineligible for the ADA program, they will be referred to the TD program.

PERFORMANCE EVALUATION STRATEGIES

Mid Florida Community Services/Trans Hernando measures and evaluates quality of service by logging individual rider times of arrival and departure. Guidelines are based on two-hour wait times for the first pickup and for returns. Currently the system is within the one-hour guidelines 90% of the time. Operational Goals and objectives are as follows:

OBJECTIVE 1: DECREASE THE NUMBER OF SYSTEM NO-SHOWS.

This will be accomplished by developing a rider “Rights and Obligations” pamphlet. The pamphlet will identify rider rights and responsibilities to include advanced scheduling, cancellation policy, and the no-show policy/effects and potential cost to the rider. A no-show standard of 1%, as based on the percentage of funding source trips has now been established.

OBJECTIVE 2: DECREASE THE NUMBER OF VEHICLE BREAKDOWNS.

The average age of the current fleet is six (6) years old. Out of eleven (11) vehicles, six (6) are used daily. In order to decrease the number of vehicle breakdowns, Trans Hernando will continue to perform preventative maintenance practices, and will train drivers yearly on best practices for completing pre/post trip inspections.

OBJECTIVE 3: DECREASE THE NUMBER OF SYSTEM COMPLAINTS.

Rider education is a key component in the effort to decrease the number of informal and formal complaints. A telephone script has been developed to accompany the rider Rights and Obligations pamphlet to assist in educating riders about how the coordinated system works. Complaints can be submitted to the Transportation Director or Route Supervisor for resolution. If a resolution is not met, the passenger may file a grievance with the LCB with the procedures listed in the grievance section of the TDSP.

OBJECTIVE 4: RELIEVE THE OVERBURDENED PARATRANSIT SYSTEM BY REFERRING RIDERS TO THE FIXED-ROUTE/ADA COMPLEMENTARY SYSTEM WHENEVER POSSIBLE.

Programs are in place to direct current and ambulatory paratransit users who reside within 3/4-mile radius of fixed-route service to utilize TheBus.

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED - LOCAL COMPLAINT AND GRIEVANCE PROCESS

The Grievance Procedures differentiate between “hearing a grievance” and “hearing and determining a grievance.” There is no bar to a person or entity hearing a grievance. An entity may investigate a grievance if it does not impose requirements on third parties that are not supported by statute or contractual agreement. The LCB is not granted determinative or adjudicative powers through the legislature; however, the LCB does retain certain powers of influence through its contractual relationship with the CTC, and thereby can be an effective arbiter in the resolution of complaints. System riders and providers are strongly encouraged to utilize the CTC’s Grievance Process first as the CTC should be able to resolve most grievances.

DEFINITIONS

“Agency” as defined in Rule 41-2.002(1) F.A.C., means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter. For purposes of these procedures, the definition of “agency” also includes a private-for-profit provider of transportation services.

“Complaint” means an issue brought to the attention of the CTC either verbally or in writing by a system user/advocate, agency and/or community service provider/subcontractor which addresses an issue or several issues concerning transportation services of the CTC or operators used by the CTC. Service complaints are routine incidents that occur daily and are reported to the driver, dispatcher or others involved in the daily operation of the system. A complaint may include but is not limited to late trips (pick-up and/or drop-off); no-show by transit operator, no-show by client; client or driver behavior; passenger discomfort; denial of service.

“Grievance” means a circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance. Grievances may include but are not limited to: recurring or unresolved complaints; violations of specific laws governing the provision of TD services, i.e., Chapter 427 F.S., Rule 41-2 F.A.C., Sunshine Law and ADA; contract disputes (agencies/operators); conflicts of interest; billing and/or accounting procedures.

“Parties” means the complainant and all persons and entities other than the complainant named or referred to in a grievance.

GRIEVANCE COMMITTEE

The Grievance Committee shall be composed of three regular voting members, and at least one alternate voting member, all being current members of the Coordinating Board. The Coordinating Board shall appoint the Grievance Committee during its annual organizational meeting and shall elect a Grievance Committee Chairperson and Vice-Chairperson. Members appointed shall serve until the next organizational meeting. If a Grievance Committee member has a personal interest in a grievance, he or she shall not participate in the Grievance Committee’s consideration of that grievance. No member of the Coordinating Board may appear before the Grievance Committee in a representative capacity.

PROCEDURES

Filing a Grievance with the Grievance Committee

A grievance must be presented in writing and include the following:

1. The complainant's name, address, and telephone number
2. The name of a contact person if the complainant is an agency
3. A concise but complete statement of the grievance (and relief sought) which is signed, dated, and supplemented by supporting documentation as appropriate
4. A copy of all documents considered and produced in connection with the complainant's utilization of the CTC's grievance process if applicable
5. Phone calls will not be an acceptable means of conveying a grievance. Calls may be directed to the CTC to register complaints (not grievances) during normal business hours
6. The grievance should identify any statutes, rules or contractual obligations alleged to have been violated, if applicable. Grievances should be mailed to:

Coordinating Board Grievance Committee
Hernando County Transportation Disadvantaged Program
c/o Hernando/Citrus MPO
1661 Blaise Drive
Brooksville, FL 34601

Copies of the state statutes and rules governing transportation disadvantaged programs can be obtained from the Hernando/Citrus MPO. Forms will be available at the following locations:

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

CONSIDERATION OF A GRIEVANCE BY THE GRIEVANCE COMMITTEE

Processing and Investigation

Upon receipt of a grievance by the MPO, staff shall distribute a copy of the grievance to the CTC within two (2) working days of receipt. Staff will immediately proceed to investigate and shall prepare a written report on their findings of fact to the Grievance Committee and the CTC. Upon the Committee's receipt of the report, the Committee shall give appropriate notice and schedule a public meeting to hear the grievance.

Notice of Meeting

The MPO staff shall mail a notice of the meeting to all interested parties at least ten (10) days prior to the meeting date. Notices shall also be mailed to the other persons who have expressed an interest in attending the meeting. The notice shall:

1. State the date, time, and location of the meeting
2. Include a brief description of the grievance(s)

3. Describe the procedures that will be followed during the meeting.

Meeting Procedures

The meeting shall commence with a presentation of the grievance by the Hernando/Citrus MPO staff. Following this presentation, the parties shall have an opportunity to give testimony, present documents, and other relevant materials, and call and question witnesses. Members of the Grievance Committee may ask questions at any time during the proceedings. Also, they may call for a period of discussion following the presentation of all testimony and materials. The meeting will be informal in the sense that rules of evidence will not be applied, and parties may represent themselves.

Any party may request a follow-up meeting of the Grievance Committee if one is needed to ensure a fair and complete hearing of a grievance. If a follow-up meeting is requested, it shall be scheduled before the meeting is adjourned. Any party not present at the meeting shall be notified in writing of the date, time, and location of the follow-up meeting by the Hernando County Planning Department staff. No more than two follow-up meetings will be convened to process a grievance.

Written Report to Coordinating Board

Following the final meeting on a grievance, the Grievance Committee shall prepare a written report, which shall include, at a minimum:

1. A copy of the grievance submitted by the complainant
2. A copy of all meeting notices
3. A list of the names and affiliations of those giving testimony during the processing and investigation phase
4. A list of all documents and other materials reviewed as a part of the Grievance Committee's consideration of the grievance
5. A summary of the issues addressed
6. Findings and a recommendation or recommendations for improvement of service, if appropriate.

The Grievance Committee shall complete its report no later than 30 days after the date the final meeting on a grievance is held. A copy of the report shall be mailed to the parties, the CTC if it is not a party and any other persons who have requested a copy.

Coordinating Board Review, Use and Dissemination of Grievance Committee Reports

At each regular Local Coordinating Board meeting, the Coordinating Board shall review any reports completed by the Grievance Committee since its last meeting. The Coordinating Board shall utilize the findings and recommendations included in the reports as appropriate when executing its various duties. Also, the Coordinating Board shall provide the Florida Commission for the Transportation Disadvantaged with copies of any reports that address contractual or systemic issues of potential interest to the Commission.

OTHER GRIEVANCE PROCESSES AND FORUMS

Utilization of the Coordinating Board's grievance procedures does not preclude complainants from utilizing other processes and forums to pursue their grievances as appropriate. This will include the use of an impartial mediator with knowledge of the TD system, as a Certified Community Transportation Manager. Written grievances may also be submitted to the State of Florida, Commission for the Transportation Disadvantaged Ombudsman Program at 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450, sponsored by the Commission for the Transportation Disadvantaged.

At any time, an aggrieved party with proper standing may elect to seek recourse apart from the grievance process through Chapter 120, F.S., the administrative hearing process or the judicial court system.

Hernando County Transportation Disadvantaged Grievance Procedure

(Please print in ink only)

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

AGENCY CONTACT (If Applicable): _____

STATEMENT OF GRIEVANCE: _____

RELIEF SOUGHT: _____

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

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

Grievant Signature: _____

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

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SECTION 3. QUALITY ASSURANCE

MONITORING AND EVALUATION

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

Rule 41-2.012(5)(b) F.A.C. , provides that the Metropolitan Planning Organization or Designated Official Planning Agency must conduct an annual evaluation of the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in Rule 41-2.006 and the completion of the current Transportation Disadvantaged Service Plan elements.

CTC EVALUATION PROCESS

The evaluation of the CTC's performance shall be both general, and specific with regard to the criteria contained in the CTC service plan. The results of the annual evaluation and recommendations relative to performance are forwarded to the Commission for final disposition.

Records and areas of review include:

- A. General Information - about the agency, its operations and last review.
- B. Compliance with Chapter 427, F.S. - ensures that the CTC complies with the performance standards and requirements of the statute.
- C. Compliance with Rule 41-2, F.A.C. - ensures that the CTC complies with the insurance requirements, safety plan, and drug and alcohol policies.
- D. Compliance with ADA - ensures that persons with disabilities are not discriminated against, and that all ADA requirements are being met.
- E. Bus/Van ride – the PA staff rides a paratransit vehicle, details of the ride.
- F. Surveys (Contractor-Purchasing Agency-Rider) – conducted by the PA an on-board survey of the riders for a particular day.
- G. Follow-up from previous review (if applicable).
- H. Additional Observations – describes the CTC's innovations and or opportunities to change.
- I. Current year Trip and Equipment Grant (if applicable).

A Triennial Review was conducted in 2018 by the Federal Transit Authority (FTA) for the fixed-route system. While not directly impacting the TD system, there is coordination between the two systems, especially with the continued efforts to refer as many TD trips as possible to the fixed-route system.

COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

Trans Hernando, a division of Mid Florida Community Services, Inc., is responsible for evaluating their operators and coordination contractors to ensure contractual compliance. This process is conducted

on an annual basis to ensure that all contractual elements and delivery of service are being met.

COORDINATION CONTRACT EVALUATION CRITERIA

The Hernando County Transportation Disadvantaged Local Coordinating Board receives input from the CTC regarding coordination contracts to advise whether the continuation of said contract management is the most cost-effective and efficient utilization of all available resources.

PLANNING AGENCY EVALUATION

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

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

COST/REVENUE ALLOCATION

The Cost/Revenue Allocation and Fare Structure Element is intended to provide information about the overall costs of the CTC's operations, as identified in the upcoming year of the Memorandum of Agreement (in this instance, FY 2023/24). The column of the Financial Element will be allocated to the different Transportation Disadvantaged Service segments arranged or provided by the CTC.

BUDGETED COST PER UNIT OF SERVICE

- Administrative Costs: \$ 5.42 per person/trip
- Operating Costs: \$75.75 per person/trip
- Cost per Unit of Service: \$81.17 per person/trip

FARE STRUCTURE

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

HERNANDO COUNTY SENIOR SERVICES - TITLE III

Rates for transporting clients to various meal sites in congregate dining programs are a contracted cost of \$11.63

CTD - TRIP RELATED GRANT/NON-SPONSORED TRIPS, ONE WAY (TRIP AND EQUIPMENT)

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

- Ambulatory: \$29.83
- Wheelchair FASC: \$51.14
- Scooter FASC: \$51.14

TD FUND UTILIZATION

This section provides detail regarding how CTD funds allocated for the transport of non-sponsored persons/trips will be utilized.

Fund Distribution Rate Mechanism (Fare-box)

As approved by the Local Coordinating Board (LCB), CTD funds are for individual transportation services identified as non-sponsored individuals who because of physical or mental disability, income status, or age are unable to transport themselves or are unable to purchase transportation for themselves. They are instead dependent upon others to obtain transportation in order to access health care, employment, education, shopping, social activities, or other life-sustaining activities.

Prioritized services are medical, nutritional, grocery shopping, educational, employment, and social activities, respectively. Individual fares for these services are based on the individuals' economic ability to pay as determined through an application for funding process. This application process is based on Federal Poverty Guidelines (FPG) and is broken down as follows:

- Fare: \$1.00 - for clients, whose household income is below 100% of FPG
- \$3.00 - for clients, whose household income is above 100% of FPG
- \$5.00 - for clients, whose household income is above 200% of FPG

GLOSSARY AND ACRONYM / INITIALIZATION LIST

Accidents

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

AER Actual Expenditure Report

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

Advance Reservation Service

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

Agency

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

ADA Americans with Disabilities Act

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

AOR Annual Operating Report

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

APR Annual Performance Report

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

ASE Automotive Service Excellence

A series of tests that certify the skills of automotive technicians in a variety of maintenance areas. Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bus

Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Lane

A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop

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

Complaint

Means an issue brought to the attention of the CTC either verbally or in writing by a system user/advocate, agency and/or community service provider/subcontractor which addresses an issue, or several issues concerning transportation services of the CTC or operators used by the CTC. Service complaints are routine incidents that occur daily and are reported to the driver, dispatcher or others involved in the daily operation of the system. A complaint may include but is not limited to late trips (pick-up and/or drop-off); no-show by transit operator, no-show by client; client or driver behavior; passenger discomfort; denial of service.

CUTR Center for Urban Transportation Research.

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

CMBE Certified Minority Business Enterprise

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

Chapter 427, Florida Statutes

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

Commendation

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

CDL Commercial Driver's License

A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 15 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission

The Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.

CTD Commission for the Transportation Disadvantaged

The Commission for the Transportation Disadvantaged is an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. This agenda replaced the "Coordinating Council on the Transportation Disadvantaged."

CTC Community Transportation Coordinator

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

Competitive Procurement

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

Complaint

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

Complete (or Full) Brokerage

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

Coordinated Transportation System

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

Coordinated Trips

Passenger trips provided by or arranged through a Community Transportation Coordinator.

Coordinating Board

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

Coordination

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

Coordination Contract

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

Deadhead

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

Demand Response

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

Designated Service Area

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

Disabled Passenger

Anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for 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 workload on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

Driver Hour

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

Economies of Scale

Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure

A performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

Efficiency Measure

A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency

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

Emergency Fund

Transportation disadvantaged trust fund monies set aside to address emergency situations, and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees

The total number of persons employed in an organization.

Fixed Route

Also known as “Fixed Route/Fixed Schedule.” That service in which the vehicle(s) repeatedly follow a consistent time schedule over the same route (i.e., conventional city bus, fixed guideway). In Hernando County, it is called THEBus.

Florida Coordinated Transportation System

A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, F.S.

FTE Full Time Equivalent

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

FASC Fully Allocated Costs

The total cost, including the value of donations, contributions, grants, or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operations or provide through coordination contracts.

General Trips

Passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal

Broad conditions that define what the organization hopes to achieve.

Grievance

Means a circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance. Grievances may include but are not limited to: recurring or unresolved complaints; violations of specific laws governing the provision of TD services, i.e., Chapter 427 F.S., Rule 41-2 F.A.C., Sunshine Law and ADA; contract disputes (agencies/operators); conflicts of interest; billing and/or accounting procedures.

Grievance Process

A formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

In Service (Revenue Service)

The time when a vehicle is available to the general public and there is an expectation of carrying passengers. These passengers either:

- Directly pay fares;
- Are subsidized by public policy; or
- Provide payment through some contractual arrangement.

Vehicles operated in fare free service are considered in revenue service. Revenue service includes:

- Layover / recovery time.

Revenue service excludes:

- Deadhead;
- Vehicle maintenance testing;
- School bus service; and
- Charter service.

In-Take Clerk/Reservationist

An individual whose primary responsibility is to accept requests for trip, enter date on the requests, determine eligibility, and provide customer services.

Latent Demand

Demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

Limited Access

The inability of a vehicle, facility, or equipment to permit entry or exit to all persons, or the lack of associability of vehicle, facility, or other equipment.

Load Factor

The ratio of use to capacity of equipment or a facility during a specified period.

Local Government

Elected and/or appointed public bodies existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

LCB Local Coordinating Board

An entity in each designated service area composed of representatives appointed by the planning agency. Its purpose is to aid the CTC concerning the coordination of transportation disadvantaged services.

Local Government Comprehensive Plan

A plan that meets the requirements of Sections 163.3177 and 163.3178, F.S.

MOA Memorandum of Agreement

The state contract for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the CTC and recognizes the CTC as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

MPO Metropolitan Planning Organization

The organization responsible for carrying out transportation planning and programming in accordance with the provision of 23 U.S.C. §. 134, as provided in 23 U.S.C. s. 104(f)(3). Also, serves as the planning agency referred to in Chapter 427, F.S.

Network Type

Describes how a CTC provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-Coordinated Trip

Means a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have a coordination/operator contract with the local CTC.

Non-Sponsored Trip

Means a trip that is not subsidized in part or in whole by any local, state, or federal government funding source.

Objective

Specific, measurable conditions that the organization establishes to achieve its goals.

OPA Official Planning Agency

The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations. The OPA for Hernando County is the Hernando/Citrus Metropolitan Planning Organization Board.

Operating Cost

The sum of all expenditures that can be associated with the operation and maintenance of the system during the period under consideration.

Operating Cost per Driver Hour

Operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

Operating Cost per Passenger Trip

Operating costs divided by the total number of passenger trips, a measure of the efficiency of transportation riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile

Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment

Describes whether the CTC provides service in an urban or rural service area.

Operating Revenue

All revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics

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

Organization Type

Describes the structure of a CTC, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit

Elements of public transit that provide services between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by taxis, limousines, dial-a-ride buses, and other demand responsive operations that are characterized by their non-scheduled, non-fixed route nature and may include deviated fixed routes.

Partial Brokerage

A type of CTC network in which the CTC provides part of the transportation service and contracts with other providers to operate the remaining service including coordination contractors.

Parties

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

Passenger Miles

The number of miles each individual fare paying, sponsored, or non-sponsored passenger rides on the vehicle. This is a duplicated mileage count. For example, if 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip

A unit of service, which is measured from the time a passenger, enters the vehicle to the time when the passenger exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

Passenger Trips per Driver Hour

A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Passenger Trips per Vehicle Mile

A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Peer Group Analysis

A common technique used to evaluate the general performance of a single operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.

Performance Measure

Statistical representation of how well an activity, task, or function is being performed. It is usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Planning Agency

The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization (MPO). The MPO shall serve as the planning agency in areas covered by such organizations.

Potential TD Population

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

Program Trip

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

Public Transit

Transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

QAPE Quality Assurance and Program Evaluation.

Commission staff that evaluates the performance, policies, and procedures of both the CTC and the planning agency, on an annual basis.

RFB Request for Bids

A solicitation to obtain written competitive proposals to be used for making an acquisition or entering a contract.

RFP Request for Proposals

A solicitation to obtain written competitive proposals to be used for making an acquisition or entering a contract.

RFQ Request for Qualifications, a competitive bid process.

A solicitation requesting potential suppliers or vendors to detail their background and experience providing a specific good or service.

Reserve Fund

Transportation disadvantaged trust fund monies set aside each budget year to ensure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours

The hours (miles) those are comprised of running time and layover/recovery time.

Revenue Miles

The number of miles driven while passengers are on the vehicle. This figure is an unduplicated mileage count and is also referred to as loaded miles. For example, if 1 passenger rode 10 miles together, there would be 10 revenue miles.

Road-Call

Any in-service interruptions caused by failure of some mechanical element of the vehicle, regardless of whether the interruption interferes with the schedule or on-time performance measure. Road-calls exclude accidents.

Rule 41-2, F.A.C.

The rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler

A person who prepares an operating schedule for vehicles based on passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Service Plan

A one-year implementation plan that contains the goals the CTC plans to achieve and how they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the CTC.

Sole Provider

Network type in which the CTC provides all the transportation disadvantaged services.

Sponsored Trip

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

Standard

Something established by authority, custom, or general consent as a model for example.

Subscription Service A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

TD Transportation Disadvantaged

Those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, F.S.

TDSP Transportation Disadvantaged Service Plan

A one-year implementation plan developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and how they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

TDP Transit Development Plan

The strategic guide for public transportation over the next five years. The TDP includes an evaluation of existing services, a review of demographic and travel behavior characteristics of the service area, a summary of local transit policies, the development of proposed transit enhancements, and the preparation of a five year financial plan.

TDTF Transportation Disadvantaged Trust Fund

The Transportation Disadvantaged Trust Fund authorized in Section 427.0159, F.S., and administered by the Commission.

TIP Transportation Improvement Plan

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

Transportation Disadvantaged Funds

Any local government, state, or available federal fund that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

Transportation Disadvantaged Population

Formally referred to as TD category II, the transportation disadvantaged population are persons who, because of disability, income, status, or age are unable to transport themselves, and children who are high-risk or at-risk.

Transportation Disadvantaged Trust Fund

A fund administered by the Commission for the transportation disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs that are not sponsored by an agency.

Transportation Operator

One or more public, private-for-profit, or private non-profit entities engaged by the CTC to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Transportation Operator Contract

The Commission's standard coordination/operator contract between the CTC and the Transportation Operator that outlines the terms and conditions for any services to be performed.

Trend Analysis

A common technique used to analyze the performance of an organization over a period of time.

Trip Priorities

Various methods for restricting or rationing trips.

Trip Sheet

A record kept of specific information required by ordinance, rule or operating a procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

Unmet Demand

The number of trips desired but not provided because of insufficient service supply.

Urbanized Area

An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. The Census Bureau delineates urban areas after each decennial census by applying specified criteria to decennial census and other data.

Vehicle Hour

The hours (miles) that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service. It is often called platform time.

Vehicle Inventory

An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Vehicle Miles

The total number of miles driven by a vehicle within a specified period, with or without passengers aboard. This includes deadhead, maintenance, and non-revenue miles.

Vehicle Miles per Vehicle

A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Will Call

Return trip requests on a demand-response basis.

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APPENDIX A: SYSTEM SAFETY CERTIFICATE

Replace With Appendix A Safety Certificate (1Page)

APPENDIX B: SYSTEM SAFETY PROGRAM PLAN AND ATTACHMENTS

SYSTEM SAFETY PROGRAM PLAN (SSPP)

March 2023

Hernando County

*Transportation for
Disadvantaged*

MID FLORIDA COMMUNITY SERVICES, INC.
TRANS HERNANDO

Brooksville, FL 34601
352-799-1510 FAX: 352-754-9390

UPDATED BY STAFF: March 2023

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System Safety Program Plan Revision History

Date	Revision	Description of Change	By
6/6/2016	1	F.-Event Investigation-added wording to include any/all events over \$1,000 will be investigated by MFCS. Less than \$1,000 will be investigated at MFCS discretion.	Jan Malik Transportation Coordinator
2/8/17		No changes/updates required	Jan Malik Transportation Coordinator
5/1/2018	1	Section VI – Part A. Update of system hours	Michelle Hale Transportation Coordinator
5/1/2018	1	Section VI – Part A. Update of Organizational Chart	Michelle Hale Transportation Coordinator
10/1/2018	1	Section VI – Part A. Update of Organizational Chart	Michelle Hale Transportation Coordinator
3/27/2023	1	Section VI – Part A. Update of Organizational Chart	Miranda Maldonado Transportation Director

I. Management Safety Commitment and Policy Statement

Mid Florida Community Services, Inc. (MFCS) Trans Hernando is committed to providing safe, secure, clean, reliable, and efficient transportation services to the patrons. This policy statement serves to express management's commitment to and involvement in providing and maintaining a safe and secure transit system.

Section 341.041, Florida Statutes (F.S.); Section 334.044(2), F.S.; and Section 341.061(2)(a), F.S., requires the establishment of minimum equipment and operational safety standards for all governmentally owned bus transit systems; privately owned or operated bus transit systems operating in this state which are financed wholly or partly by state funds; all bus transit systems created pursuant to Chapter 427, F.S.; and all privately owned or operated bus transit systems under contract with any of the aforementioned systems. Safety standards for bus transit systems are provided by Rule Chapter 14-90, Florida Administrative Code (F.A.C.), hereinafter referred to as Rule 14-90. Bus transit systems are required to develop, adopt, and comply with a System Safety Program Plan (SSPP), which meets or exceeds, the established safety standards set forth in Rule 14-90.

In the interest of safety and security, and in order to comply with the statutory requirements, MFCS Trans Hernando has developed and adopted this System Safety Program Plan (SSPP) that complies with established safety standards set forth in Rule 14-90. The SSPP is intended to document all policies, functions, responsibilities, etc. of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations, maintenance, etc.

MFCS Trans Hernando management is responsible for maintaining a coordinated safety system in order to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management has responsibility for maintaining and implementing the SSPP and complying with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators are charged with the responsibility of adhering to this SSPP. Any violation of safety and security practices is subject to appropriate administrative action. Management is ultimately responsible for enforcing the SSPP and maintaining a safe and secure system.

II. Introduction and Purpose:

The SSPP outlines the established functions, responsibilities, and obligations that shall be complied with in accordance with F.S.14-90 , as well as those that shall be implemented in an effort to establish increased levels of safety. The SSPP shall allow for improved communication, documentation, and coordination within the entire system to decrease injuries, property damage, and delays in service. The SSPP applies to all aspects of MFCS Trans Hernando services including design, procurement, administration, operations, and maintenance. The SSPP is reviewed and updated annually.

III. Goals and Objectives:

The overall goal of MFCS Trans Hernando to provide transportation services in a safe, reliable manner, and reduce costs associated with accidents. The objectives for attaining the safest operating conditions and environments are as follows:

In the effort to attain this goal MFCS Trans Hernando will identify unsafe conditions and develop methods to eliminate or control those hazards that could cause unsafe conditions. The most effective solutions to control hazards will be determined in an effort to eliminate any estimated losses as a result of the hazard. These objectives shall be applied to all aspects of the system in reducing accidents and all employees shall be trained accordingly.

IV. Regulatory Agencies

State law requires MFCS Trans Hernando develop a transit system safety program plan that complies with F.S. 14-90 State of Florida Minimum Equipment and Operational Safety Standards. It is the intent of MFCS Trans Hernando to comply with these standards and to certify that it is operating within its SSPP. Any MFCS Trans Hernando operation (s) that poses an immediate danger to public safety shall be suspended.

MFCS Trans Hernando shall comply with the procedures established within F.S 14-90 governing transportation. MFCS Trans Hernando will inspect all equipment operated in accordance with the established standards and will certify compliance to The Department of Transportation by February 15th for the prior calendar year period in accordance with F.S.14-90.010.

V. System Description

MFCS Trans Hernando was created in 1980, as a department inside Mid Florida Community Services, Inc., in response to an identified need to have transportation for the elderly and transportation disadvantaged.

Initially, part-time services were offered in Hernando and Sumter County using one van. Some months later a second van and driver were added and services expanded to include other agencies. In time, Mid Florida Community Services was offered and accepted the role of designated provider in Hernando County. Resources were assigned to Hernando County exclusively and services were offered three days a week. As of January 1, 1988, MFCS Trans Hernando has arranged for or personally provided all transports for Transportation Disadvantaged citizens in Hernando County.

Today, MFCS Trans Hernando provides Transportation for Disadvantaged services, as the Community Transportation Coordinator (CTC).

The Transportation for Disadvantaged service is a door to door , non-emergency service for the elderly, the economically disadvantaged, the physically or mentally challenged.

Today priorities are given to medical and nutritional appointments as 92% of all requests are medical. Shopping, educational and other trips are performed on seat available basis.

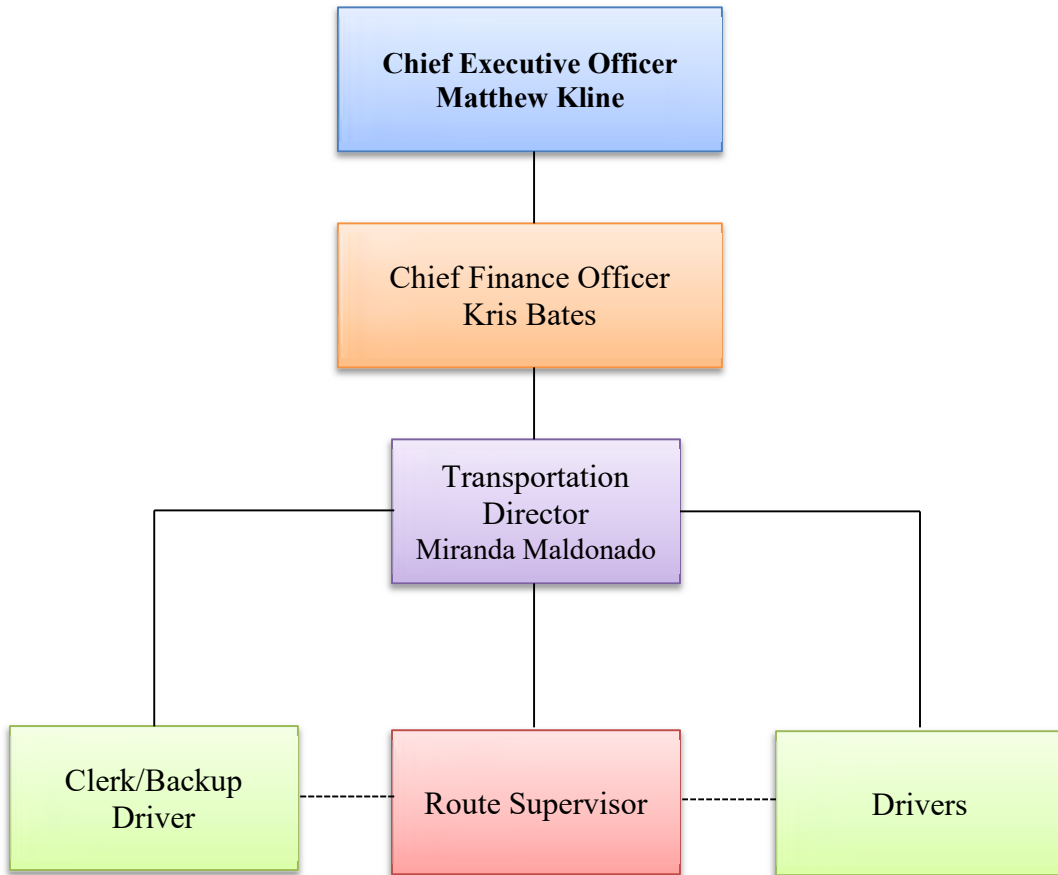
All riders must have a Transportation Disadvantaged application on file prior to their first ride. Fare-box fees are based on economic ability to pay. Riders applying for funding assistance must provide proof of income with the application. Riders who complete an application and are at 100% to 200% Federal Poverty Guidelines pay \$3.00 per one way trip. Riders who complete an application and are below 100% Federal Poverty Guidelines pay \$1.00 per one way trip. Riders who are above 200% Federal Poverty Guideline pay \$5.00 per one way trip.

Transportation for Disadvantaged services is provided through a geographical assignment of vehicles based on current trip demand history. Scheduling requires twenty four hour advanced notice and vehicles multi-load medical, nutritional, shopping, education and other riders in a time certain pickup and drop off system. All vehicles begin picking up riders county wide Monday through Friday 6:00am with guaranteed appointment arrival times. Cross county services require return trip by 2:00 p.m. The last or latest return available for local traffic, city to same city, is 3:00 p.m.

The Transportation for Disadvantaged service today is essential to the residents of Hernando County. Hernando County is largely populated with retirees who need transportation to meet the basic living requirements. MFCS Trans Hernando currently provides approximately 1500-2,000 trips each month for residents of Hernando County. MFCS Trans Hernando offers a low cost means of transportation, with the availability for riders countywide to access services for medical, nutritional, shopping, educational and other services.

An Organizational Chart of MFCS Trans Hernando is identified on the next page.

Mid Florida Community Services, Inc.
Trans Hernando Organizational Chart



VI. System Safety Management

The Transportation Director is ultimately responsible for daily operations and the implementation, maintenance, safety and update of the SSPP. The Transportation Director also has the responsibility for system safety both on site and drivers to include vehicles. In the event of contractors service, the Transportation Director shall review and monitor for compliance with all phases of the SSPP. (See System Organizational chart on page 6).

A. Operations

The pre-employment qualifications for drivers include e-verify, FDLE, fingerprinting and local background checks, proof of clean valid Florida licenses with 0 points, sexual predator check, medical examinations in accordance with F.S. 14-90.0041 as well as pre-employment drug screening. All drivers will be trained by the Transportation Director in operational rules and procedures to assure compliance with Florida State law and all new-employed drivers shall be instructed on such rules and procedures. Upon hire, bi-ennial physicals in accordance with F.X.14-90-0041 will be performed. as well annual driver license checks.

B. Driver Selection/Qualifications

Qualification for drivers are valid Florida commercial driver's license, class B, or above with passenger endorsement and air brakes. Zero (0) points on license and (2) two years verifiable experience transporting passengers is required.

Drivers shall not drive more than 12 hours in any one 24-hour period, or shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days. Drivers shall have a minimum cumulative off-duty time of eight hours within any one 24-hour period. The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions.

Driver training shall follow those guidelines established within the MFCS Trans Hernando Driver Manual. The MFCS Trans Hernando Driver Manual is reviewed and updated, as needed, and is available in the main office area. The manual establishes well defined written instructions and safety procedures for all drivers. A file shall be maintained on each employee to ensure proper documentation of all training, driving records, incidents/accidents and any safety concerns.

All Trans Hernando drivers shall be responsible for the operational and driving requirements in accordance with F.S 14-90-006 to include the following:

Documents of reports will be kept on site in the main office. A detailed Driver's Manual is issued upon hire:

- reporting any driving violations, notice of license suspension, cancellation, or revocation, by the end of the business day following the day notice is received.
- reporting any condition (s) resulting in impaired driving ability: medications, prescription and/or over the counter, weather, road, traffic conditions or medical emergencies and disasters.
- completion of daily inspections and documentation-completion of "Vehicle Safety and Maintenance Report (see appendix B) kept on file in the operations section.
- providing interior lighting for passengers boarding and exiting, if a bus is in operation during darkness.
- Assuring all passengers, in non-standing vehicles, are seated and secured by a restraining belt while vehicle is in motion. On vehicles equipped with stanchions and standee line passengers cannot occupy any area forward of the marked standee line.
- not refueling vans or buses in a closed building or while passengers are on board
- securing him/herself by the driver's restraining belt while operating the bus
- not leaving buses unattended for any extended period of time
- assuring that all emergency exit doors operable by key are unlocked during passenger operations
- proper lighting of wheelchair lifts when in use during darkness
- proper securing of wheelchair passengers in appropriate position while in motion
- Company issued iPhones to all drivers for communication purposes. This is the only wireless device that is permitted to be turned on while the vehicle is in motion. This device is not permitted for personal use.

Use of all other personal wireless communications devices are prohibited and must be turned off and out of site while vehicle is in motion.

C. Vehicle Procurement

Transport vehicles are procured through the State of Florida Vehicle Procurement Program in accordance with F.S14-90.006 Vehicle Equipment Standards and Procurement Criteria.

D. Vehicle Maintenance

Safety Inspections-In accordance with F.S14.90.006

Safety inspections shall include, at a minimum, the equipment and devices required by Florida Law. Safety inspections are conducted by contracted vehicle maintenance entity (see Appendix D). Safety Inspections shall be documented and maintained in a file that is readily available for periodic review by the D.O.T. Law enforcement officers or persons designated by the Department of Transportation shall be permitted to perform system reviews for compliance with Florida Law.

Pre-Trip/Post-Trip inspection in accordance with F.S.14-90-006

A daily Pre-Trip/Post-Trip inspection shall be made by the driver prior to and following use and appropriate documentation maintained: Inspections are required for any vehicle public or private contracted for the use of transporting Transportation Disadvantaged service.

Following the Florida Department of Transportation Preventative Maintenance Standards manual, a daily Pre-trip/Post-trip is done on a company issued tablet before a driver can start their daily route and end their route.

Pre-Trip Inspection

The pre-trip inspection is required to make certain the following parts and devices are in safe condition and in good working order at the beginning of the trip:

1. Service brakes
2. Parking brakes
3. Tires and wheel end components.
4. Steering system.
5. Horn
6. Lighting Device
7. Windshield Wipers

8. Mirrors
9. Climate Control
10. Emergency exits (doors, windows, etc.)
11. Passenger Doors
12. Interior Gauges and Warning
13. Exhaust systems.
14. Wheelchair Lift and Ramp
15. Belts and Securement Devices
16. Interlock systems
17. Safety, Security, & Emergency Equipment
18. Fire Suppression
19. Back Up Camera (if applicable)
20. Fuel Card (If applicable)
21. Insurance And Registration

During the Pre-trip inspection, if components are found to be in a safe working order, the driver clicks “ok”. If determined that safety is questionable upon the Pre-trip then the CTS driver will be assigned to another van. The van in question will be taken immediately to the vehicle maintenance contractor for service. All vehicle maintenance files will be kept in the Transportation Coordinators office. The agency will retain vehicle maintenance files for five years.

A daily Post-trip inspection is done upon return to the driver facility. The following items are checked during the Post-trip inspection:

1. Climate control
2. Emergency exit doors and windows
3. Exhaust system
4. Pressure
5. Parking Brake
6. Service Brake

If any of the previous items are deemed as critical during the post trip, the vehicle will be immediately taken out of service.

Quarterly Inspections or Preventative Maintenance-in accordance with F.S.14.90.006

Vehicles are scheduled with the contracted vehicle maintenance contractor, Register Chevrolet, for preventative maintenance in accordance with D.O.T. specifications in accordance with F.S.14-90 on a 6,000-miles schedule. Preventative maintenance is conducted in order to maintain vehicles in a manner to conform with safety regulations and to ensure that all vehicles are properly

equipped with all required parts and accessories in good, safe working condition. These quarterly services include changing all fluids and filters, inspecting for tire wear, brake wear and oil leaks. (see Appendix D). In addition to quarterly inspections, an annual inspection will also be performed.

Proper documentation of services performed, (see Appendix D) are recorded by the vehicle maintenance contractor mechanic, verified and maintained by the Transportation Director. All preventative maintenance and repair actions shall be documented and include positive means of bus maintenance or inspection. Officers or persons designated by the Department of Transportation shall be permitted to perform system reviews for compliance with state law.

E. Vehicle Accidents

MFCS Trans Hernando shall maintain a comprehensive accident procedure, reporting, evaluation, and record maintenance system. All accidents are to be reported to the transportation office immediately (as outlined in MFCS Trans Hernando “Driver’s Manual”) and an “Incident/Accident Report” must be completed (see Appendix E). Any accident involving a fatality shall be reported to the Department of Transportation district office immediately and a written report made on such accidents and submitted to the DOT district office along with police report within 30 days after the accident occurs. All accidents shall be reviewed by The Transportation Director to determine the nature, cause (s) and to determine what actions or procedures should be implemented to prevent any reoccurrence. It is the responsibility of the Transportation Director to review all accidents to determine future preventative measures as well as to evaluate and determine contributing factors to determine/recommend preventative procedures.

F. Event Investigation

For the purpose of this SSPP, events are considered accidents or incidents that involve a transit vehicle or take place on MFCS Trans Hernando controlled property. An “accident” is an event that causes damage to a vehicle, individual, or property while the vehicle is in motion. It may involve a single vehicle or multiple vehicles. An “incident” is defined as an event that causes damage to a vehicle, individual, or property, which is not an accident.

Any event involving a bus or taking place on property controlled by a transit system and resulting in a fatality, injury, or property damage will be investigated by MFCS Trans Hernando. All events included but not limited to the following, will be investigated:

- A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.

- Injuries requiring immediate medical attention away from the scene for two or more individuals.
- Property damage over \$1,000 in damages to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property will be investigated. Those incidents resulting in less than \$1,000 damages will be investigated at the discretion of MFCS Trans Hernando.
- Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

In case of all events, drivers are required to contact management immediately. The Transportation Director will contact local law enforcement and emergency medical services. The Transportation Director will be sent to the scene. Each investigation will be documented in a final report that includes a description of the investigation activities, identified causal factors, and any identified corrective action plan. Each corrective action plan will identify the action to be taken by the bus transit system and the schedule for its implementation. The Transportation Director will monitor and track the implementation of each corrective action plan. Investigation reports, corrective action plans, and related supporting documentation will be maintained by the Transportation Director for a minimum of four years from the date of completion of the investigation.

G. Record Management

MFCS Trans Hernando is responsible for implementing a record management program that include maintenance, retention, distribution, and safe disposal of all safety and security records of the agency in compliance with state and federal regulations will maintain and retain the following records for tenure of employee and/or vehicle.

All safety and security documents of the agency, (SSPP/SPP) will be reviewed annually, periodically revised as needed, to ensure that they are up to date. Revisions and updates will be communicated with employees, contractors, and regulatory agencies as they occur or as deemed necessary by the management, depending on the nature of the revision or update. The SPP is considered a confidential document and will be retained in a secure location by management.

MFCS Trans Hernando will maintain and retain the following records for the tenure of the employee and/or the life of the vehicle.

- Records of driver background checks and qualifications

- Detailed description of training administered and completed by each driver
- A record of each driver's duty status which will include total days worked,
- On-duty hours, driving hours, and time of reporting on and off duty each day
- Event investigation reports, corrective action plans, and related supporting documentation
- Records of preventative maintenance, regular maintenance, inspections, lubrication, and repairs performed for each vehicle
- Records of annual safety inspections and documentation of any required
- Corrective Actions
- Completed and signed medical examination reports for each driver

In addition, MFCS Trans Hernando will retain records of daily vehicle inspections and any corrective action for a minimum of one (1) year.

An organized paper and electronic filing system will be maintained by the agency, adequately backed up to prevent potential loss of information. All sensitive personnel records will be protected from public access. When ready for disposal, both paper and electronic data will be disposed of in a secure manner ensuring that critical information is protected.

VII. System Safety Tasks and Implementation

Tasks

The primary task for ensuring the safest operations for MFCS Trans Hernando is to properly identify and assess possible hazards or conditions that could result in accidents. The method of identifying, analyzing, assessing and resolving causes of accidents is done by all sections or areas of the system and all available information and resources. Strong efforts shall be made toward remedies for the more severe hazards that result in accidents. Assessment of hazards shall result in resolution by either minimizing the hazard, or making the hazard acceptable by the use of safety devices and/or new or improved procedures. Safe operations and a

reduction in hazards is accomplished by proper and adequate training for new employees and refresher training courses for existing employees. Random inspections of operational functions shall be made by management to identify hazards not normally identified in day to day activities.

F.S.14.90.004 Transit System Operational Standards – Wireless communication devices

The agency will issue each driver an iPhone with communication to enable communication with the Management, other drivers and office staff. The use of any other non-issued personal wireless communication devices is prohibited while the transit vehicle is in motion. All personal wireless communication devices are to be turned off with any earpieces removed from the operator's ear while occupying the driver's seat. Use of wireless communication device mean the use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication: to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the internet; to play, view or listen to a video; to play or listen to music or to execute a computational function. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid is not included in this definition. Wireless communication device means an electrical device capable of remote communication. Examples include cell phones, personal digital assistants, (PDAs) and portable computers (commonly called laptop computers). Computer Based Training on Distracted Driving will be given to each new hire.

Implementation-in accordance with F.S.14.90.012

The requirements of this SSPP shall be implemented upon completion. It is the responsibility of the Transportation Director to maintain, annually update, and make the necessary revisions to the SSPP on a required basis. The plan shall also be submitted to DOT for review and to determine compliance with Florida law.

VIII. System Security Plan (SSP)

MFCS Trans Hernando has developed and adopted a System Security Plan (SSP) that establishes minimum security requirements for operations to include its contractors, if any, for transportation service. The SSP can be viewed at MFCS Trans Hernando by any government or funding agencies authorized or associated with transit system security.

IX. Attached documents for System Safety Program Plan.

1. FS 14-90
2. FDOT Vehicle inspection form 725-030-08
3. MFCS Trans Hernando Driver Training Manual
4. MFCS Trans Hernando Safety Manual

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APPENDIX C: VEHICLE INVENTORY REVIEW

MID FLORIDA COMMUNITY SERVICES, INC.
Trans Hernando
2023
CURRENT VEHICLE INVENTORY

VEH NO	VEHICLE TYPE	VIN NUMBER	YR	SPEC EQUIP	COND	Current Mileage 02/27/2023
2	TURTLE TOP	1HA3GRCG5HN006165	2017	WC LIFT	EXC	120,696
3	TURTLE TOP	1HA3GRCG2HN006379	2017	WC LIFT	EXC	138,017
4	TURTLE TOP	1GB3GRCL9G1273272	2017	WC LIFT	EXC	109,010
5	TURTLE TOP	1FDWE3FLXFDA28075	2015	WC LIFT	EXC	143,368
6	TURTLE TOP-3500	1GB3G2CL4F1240573	2016	WC LIFT	EXC	116,916
7	FORD TRANSIT 350	1FDVU4XM7JKA33119	2018	WC LIFT	EXC	118,719
8	TURTLE TOP	1GB3GRCL9G1274499	2017	WC LIFT	EXC	113,370
9	FORD TRANSIT 350	1FDVU4XM3JKA33120	2018	WC LIFT	EXC	124,114
11	FORD TRANSIT 350	1FDVU4X89LKB61870	2020	WC LIFT	EXC	42,985
54	TURTLE TOP-3500	1GBJG316871232178	2008	WC LIFT	GOOD	234,610
56	TURTLE TOP-3500	1GBJG316371233321	2008	WC LIFT	GOOD	256,135

APPENDIX D: 2022/2023 RATE MODEL WORKSHEET

Preliminary Information Worksheet

Version 1.4

CTC Name: Mid Florida Community Services, Inc.

County (Service Area): Hernando

Contact Person: Miranda Maldonado

Phone # 352-799-1510

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2022	Current Year's APPROVED Budget, as amended from Oct 1st of 2022 to Sept 30th of 2023	Upcoming Year's PROPOSED Budget from Oct 1st of 2023 to Sept 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 19,333	\$ 18,000	\$ 19,500	-6.9%	8.3%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 423,158	\$ 447,270	\$ 450,000	5.7%	0.6%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310	\$ 210,628	\$ 225,000	\$ 240,000	6.8%	6.7%	
49 USC 5311 (Operating)	\$ 93,160	\$ 150,000	\$ 175,000	61.0%	16.7%	
49 USC 5311(Capital)		\$ 75,000	\$ 75,000		0.0%	
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

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

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act	\$ 14,023	\$ 14,000	\$ 14,500	-0.2%	3.6%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

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

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2022	Current Year's APPROVED Budget, as amended from Oct 1st of 2022 to Sept 30th of 2023	Upcoming Year's PROPOSED Budget from Oct 1st of 2023 to Sept 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

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

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

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

Balancing Revenue is Short By = None

Total Revenues = **\$760,302** **\$929,270** **\$974,000** 22.2% 4.8%

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

Operating Expenditures

Labor	\$ 334,385	\$ 358,962	\$ 376,962	7.4%	5.0%	
Fringe Benefits	\$ 101,479	\$ 138,512	\$ 145,000	36.5%	4.7%	
Services	\$ 12,162	\$ 14,000	\$ 15,000	15.1%	7.1%	
Materials and Supplies	\$ 143,985	\$ 168,675	\$ 175,538	17.1%	4.1%	
Utilities	\$ 18,722	\$ 25,000	\$ 25,000	33.5%	0.0%	
Casualty and Liability	\$ 80,991	\$ 79,592	\$ 84,000	-1.7%	5.5%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other	\$ 6,604	\$ 7,210	\$ 7,500	9.2%	4.0%	
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 58,841	\$ 64,280	\$ 65,000	9.2%	1.1%	

Capital Expenditures

Equip. Purchases with Grant Funds		\$ 73,039	\$ 80,000		9.5%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

ACTUAL YEAR GAIN **\$3,134**

Total Expenditures = **\$757,168** **\$929,271** **\$974,000** 22.7% 4.8%

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be Identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Mid Florida Community Services, Inc.

County: Hernando

- 1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

Table with 2 columns: Upcoming Year's BUDGETED Revenues, from Oct 1st of 2023 to Sept 30th of 2024. Columns 1 and 2.

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

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Table listing revenue items for Local Non-Govt: Farebox, Medicaid Co-Pay Received, Donations/ Contributions, In-Kind, Contributed Services, Other, Bus Pass Program Revenue.

Local Government

Table listing revenue items for Local Government: District School Board, Compl. ADA Services, County Cash, County In-Kind, Contributed Services, City Cash, City In-Kind, Contributed Services, Other Cash, Other In-Kind, Contributed Services, Bus Pass Program Revenue.

CTD

Table listing revenue items for CTD: Non-Spons. Trip Program, Non-Spons. Capital Equipment, Rural Capital Equipment, Other TD, Bus Pass Program Revenue.

USDOT & FDOT

Table listing revenue items for USDOT & FDOT: 49 USC 5307, 49 USC 5310, 49 USC 5311 (Operating), 49 USC 5311(Capital), Block Grant, Service Development, Commuter Assistance, Other DOT, Bus Pass Program Revenue.

AHCA

Table listing revenue items for AHCA: Medicaid, Other AHCA, Bus Pass Program Revenue.

DCF

Table listing revenue items for DCF: Alcohol, Drug & Mental Health, Family Safety & Preservation, Comm. Care Dis./Aging & Adult Serv., Other DCF, Bus Pass Program Revenue.

DOH

Table listing revenue items for DOH: Children Medical Services, County Public Health, Other DOH, Bus Pass Program Revenue.

DOE (state)

Table listing revenue items for DOE (state): Carl Perkins, Div of Blind Services, Vocational Rehabilitation, Day Care Programs, Other DOE, Bus Pass Program Revenue.

AWI

Table listing revenue items for AWI: WAGES/Workforce Board, AWI, Bus Pass Program Revenue.

DOEA

Table listing revenue items for DOEA: Older Americans Act, Community Care for Elderly, Other DOEA, Bus Pass Program Revenue.

DCA

Table listing revenue items for DCA: Community Services, Other DCA, Bus Pass Program Revenue.

Main revenue summary table with columns for revenue item, amount, local match req., and other metrics. Includes sub-totals for each section.

YELLOW cells are NEVER Generated by Applying Authorized Rates

BLUE cells Should be funds generated by rates in this spreadsheet

GREEN cells MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases. If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match. Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Worksheet for Program-wide Rates

CTC: Mid Florida Comm | Version 1.4
 County: Hernando

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

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	140,000
Rate Per Passenger Mile = \$ 3.32	
Total <u>Projected</u> Passenger Trips =	12,000
Rate Per Passenger Trip = \$ 38.71	

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length =	11.7 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 6.96	
Rate Per Passenger Trip = \$ 81.17	

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Mid Florida Cor
 County: Hernando

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above)
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Mid Florida Cor Version 1.4
 County: Hernando

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
per passenger mile?.....
3. If you answered Yes to # 1 and completed # 2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... **Do NOT Complete Section IV**
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2023 - 2024			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	140,000	98,000	42,000	Leave Blank	0
Rate per Passenger Mile =		\$2.73	\$4.68	\$0.00	\$0.00
		<small>per passenger per group</small>			

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	12,000	7,000	5,000	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$29.83	\$51.14	\$0.00	\$0.00
		<small>per passenger per group</small>			

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.73	\$4.68	\$0.00	\$0.00
		<small>per passenger per group</small>			

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$5.73	\$9.82	\$0.00	\$0.00
		<small>per passenger per group</small>			
Rate per Passenger Trip =		\$62.55	\$107.23	\$0.00	\$0.00
		<small>per passenger per group</small>			

Program These Rates Into Your Medicaid Encounter Data

**QUARTERLY REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) AGENCY,
Miranda Maldonado, Mid Florida Community Services**

As an informational item, attached is the Community Transportation Coordinator (CTC) Quarterly Report for the period of January 1, 2023, through March 30, 2023.

This is an informational item; no action is required.

Attachment: CTC Quarterly Report

COMMUNITY TRANSPORTATION FOR DISADVANTAGED REPORT

Hernando County, Florida

Quarterly System Report for Fiscal Period

JULY 1, 2022 THROUGH JUNE 30, 2023

PREPARED FOR:

Hernando County Transportation Disadvantaged Coordinating Board

PREPARED BY:

TRANS HERNANDO

Mid Florida Community Services, Inc.

Phone (352) 799-1510 Fax: (352) 754-9390

INTRODUCTION

Introduction to Hernando County's Transportation Disadvantaged System:

Trans Hernando, a department within Mid Florida Community Services, Inc., operates as the Community Transportation Coordinator (CTC) for the Transportation Disadvantaged program in Hernando County. As the coordinator, Trans Hernando has the responsibilities to provide transportation to all Hernando County residents in a safe and cost effective manner. System priorities, established by members of a Local Coordinating Board, include the provision of transportation county-wide for medical, nutritional, educational, work, and recreational trips, respectively. Services are for senior citizens (over 60), physically or mentally challenged individuals, and economically or transportation disadvantaged general public.

The system utilizes a shared ride multi-load approach with guaranteed arrival times to rider destinations. Because many citizens are wheelchair bound, all service fleet vehicles are equipped and in compliance with American with Disabilities Act (ADA) recognized wheelchair lifts and securement devices. Trans Hernando provides physically challenged individuals equal service, appointment guarantees, and fare box fees.

Fare Box Fees:

Non sponsored clients are required to pay a fare box fee. Individual fare box fee is \$5.00 per one way trip. State assistance for fare box fees are available and can be applied for by individuals to offset financial hardships.

Office Hours:

Office hours are Monday through Friday from 6:00 a.m. to 4:30 p.m. except County recognized holidays.

Service Hours-Transportation Disadvantaged:

Transportation Disadvantaged service hours are Monday thru Friday from 6:00 a.m. to 4:00 p.m. except for county recognized holidays.

Scheduling Hours:

Scheduling is provided by telephone Monday thru Friday, excluding County recognized holidays. by calling (352) 799-1510 between the hours of 8:00 a.m. and 4:30 p.m.

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

Month	Work Days												TOTAL
	20	23	21	21	19	19	20	18	23	19	22	19	
Total incoming calls received	2918	3614	2666	3026	2546	2692	2912	2704	2840	0	0	0	25,918
Average number calls received per day	146	157	127	144	134	142	146	150	123	0	0	0	
Total trip requests received	1459	1807	1333	1513	1273	1346	1456	1352	1420	0	0	0	12,959
Total cancelled trips	324	384	362	233	252	215	312	230	464				2,776
Total ASAP Trips	20	27	13	33	17	20	7	16	17				170
Total NS trips	56	63	43	55	32	38	57	31	30				405
Total trip requests provided	1059	1333	915	1192	972	1073	1080	1075	909				9,608

Overview of Total Trip Requests

% of Trip Requests Provided	72.6%	73.8%	68.6%	78.8%	76.4%	79.7%	74.2%	79.5%	64.0%	#DIV/0!	#DIV/0!	#DIV/0!	
% of Trip Requests Cancelled	22.2%	21.3%	27.2%	15.4%	19.8%	16.0%	21.4%	17.0%	32.7%	#DIV/0!	#DIV/0!	#DIV/0!	
% of No Show Trip Requests	3.8%	3.5%	3.2%	3.6%	2.5%	2.8%	3.9%	2.3%	2.1%	#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	REASON FOR UNPROVIDED REQUESTS												TOTAL	
	Work Days	20	23	21	21	19	19	20	18	23	19	22		19
% of Trip Requests unable to Provide	0.62%	0.61%	0.75%	0.00%	0.86%	1.34%	1.17%	1.11%	0.63%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Same day Request	2	2	4	4	4	5	2	4	5	3				35
Out-of-county request	1	3	2	6	2	3	2	2	1	1				23
Stretcher	0	0	1	1	0	0	0	2	0	0				4
Holiday/Weekend	4	2	0	1	2	3	9	3	0	4				28
Before 8 a.m./after 3:00 p.m. appointments	2	4	3	7	3	7	4	4	3	3				40
Total Unprovided	9	11	10	0	11	18	17	15	9	11	0	0	0	111
TRIP PURPOSE														
Medical	766	987	668	863	700	746	736	744	635					6,845
Nutritional/Shop	132	179	116	147	150	215	196	189	142					1,466
Connector	0	0	0	0	0	0	0	0	0					0
Education	94	89	64	82	61	59	85	83	72					689
Employment	36	35	28	40	33	36	31	33	47					319
Other	31	43	39	60	28	17	32	26	13					289
Total	1,059	1,333	915	1,192	972	1,073	1,080	1,075	909	0	0	0	0	9,608

TRANS HERNANDO
MID FLOIRDA 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
	20	23	21	23	21	21	19	21	19	19	19	19	20	18	23	19	19	22	19	19	22	19	19	244	
TRIP TYPE																									
	Work Days																								
Elderly (Over 60)	766	1,001	644	892	735	842	847	864	702																7,293
Adult	293	332	263	292	237	231	233	211	207																2,299
Child (Under 16)	0	0	8	8	0	0	0	0	0																16
Total	1,059	1,333	915	1,192	972	1,073	1,080	1,075	909	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9,608
TRIP MODE																									
	AMBI																								
	573	755	500	793	661	752	733	673	535																5,975
	WHLI & SCOI																								
	376	444	326	399	311	321	347	402	374																3,300
	AMBO																								
	0	0	0	0	0	0	0	0	0																0
Total	949	1,199	826	1,192	972	1,073	1,080	1,075	909	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9,275
UNDPLICATED COUNT																									
	Elderly (Over 60)																								
	132	145	128	141	120	115	127	124	108																1,008
	Percent %																								
	85.7%	84.3%	69.6%	82.5%	80.0%	81.6%	84.1%	84.4%	85.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	72.2%
	Adult																								
	22	27	54	28	30	26	24	23	19																253
	Percent %																								
	14.3%	15.7%	29.3%	16.4%	20.0%	18.4%	15.9%	15.6%	15.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	18.1%
	Child (Under 16)																								
	0	0	2	2	0	0	0	0	0																4
	Percent %																								
	0.0%	0.0%	1.1%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0%	
Total	154	172	184	171	150	141	151	147	127	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,397
NO SHOW																									
	CTD - T&E																								
	52	55	38	52	26	33	48	28	28																360
	DOEA																								
	4	8	5	3	6	5	9	3	2																45
Total No Shows	56	63	43	55	32	38	57	31	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	405

**TRANS HERNANDO
MID FLOIRDA 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
	20	23	21	23	21	21	21	21	19	19	19	19	20	20	18	23	23	19	19	22	22	19	19	244	
Work Days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
System Miles	15014	17517	16334	17517	16334	16875	16875	14839	16491	16491	16123	16850	14756	16850	14756	14756	14756	14756	14756	14756	14756	14756	14756	14756	144,799
Revenue Miles	12916	14788	11699	14788	11699	14689	14689	12723	13943	13943	13726	13366	12274	13366	12274	12274	12274	12274	12274	12274	12274	12274	12274	12274	120124
Average System Miles per trip	12.2	11.1	12.8	11.1	12.8	12.3	12.3	13.1	13.0	13.0	12.7	12.4	13.5	12.4	12.4	13.5	13.5	13.5	13.5	13.5	13.5	13.5	13.5	13.5	12.5
System Hours	800.72	959.48	759.93	959.48	759.93	879.42	879.42	753.40	831.47	831.47	866.92	83492.00	844.38	866.92	83492.00	844.38	844.38	844.38	844.38	844.38	844.38	844.38	844.38	844.38	90,188
Revenue Hours	696.63	828.60	652.40	828.60	652.40	754.52	649.07	699.22	699.22	699.22	733.68	720.05	710.45	733.68	720.05	710.45	710.45	710.45	710.45	710.45	710.45	710.45	710.45	710.45	6,445
Cost Per Trip	\$25.98	\$25.89	\$26.02	\$25.89	\$26.02	\$25.99	\$25.99	\$26.05	\$26.04	\$26.04	\$26.02	\$25.99	\$26.08	\$26.02	\$25.99	\$26.08	\$26.08	\$26.08	\$26.08	\$26.08	\$26.08	\$26.08	\$26.08	\$26.08	\$26.08
System Cost per Mile	\$2.10	\$2.31	\$2.00	\$2.31	\$2.00	\$2.07	\$1.95	\$1.97	\$1.97	\$1.97	\$2.01	\$2.06	\$1.89	\$2.01	\$2.06	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89

OPERATING DATA

COMPLIMENTS/COMPLAINTS

Month	Work Days												TOTAL			
	20	23	21	21	21	19	19	19	20	20	18	23		19	22	19
TRANS HERNANDO																
COMPLIMENT																
Driver	3	2	4	4	4	3	2	2	3	4	2					27
Vehicle	0	0	0	0	0	0	0	0	0	1	0					1
Service	0	1	1	0	1	1	1	1	1	1	2					8
Policy	0	0	0	0	0	0	0	0	0	0	0					0
Other	0	0	0	0	0	0	0	0	0	0	1					1
COMPLAINT																
Driver	0	0	0	0	0	0	0	0	0	1	0					1
Vehicle	0	0	0	0	0	0	0	0	0	0	0					0
Service	1	0	2	0	1	1	1	1	0	1	0					6
Policy	0	0	0	0	0	0	0	0	0	0	0					0
Other	0	0	0	0	0	0	0	0	0	0	1					1

BREAKDOWNS/ACCIDENTS

Month	Work Days												TOTAL			
	20	23	21	21	21	19	19	19	20	20	18	23		19	22	19
TRANS HERNANDO																
INCIDENT & ACCIDENTS																
TOWS	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
ROAD CALLS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CHARGEABLE																
CHARGEABLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NON-CHARGEABLE																
NON-CHARGEABLE	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1