



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

**REGULAR MEETING**

**Wednesday, August 9, 2023, at 10:00 a.m.**

**MEETING LOCATION: Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, FL**

**AGENDA**

- A. CALL TO ORDER**
  - 1. Moment of Silence
  - 2. Pledge of Allegiance
  - 3. Introduction of Board Members and Staff
  - 4. Declaration of Quorum
  - 5. Enter Proof of Publication into the Record
- B. APPROVAL/MODIFICATION OF AGENDA (Limited to Board and Staff comment only)**
- C. REVIEW/APPROVAL OF MINUTES – MAY 10, 2023, TDLCB ANNUAL PUBLIC WORKSHOP**
- D. REVIEW/APPROVAL OF MINUTES – MAY 10, 2023, TDLCB REGULAR PUBLIC MEETING**
- E. REVIEW OF PUBLIC SERVICE VIDEOS ON TRANSPORTATION DISADVANTAGED SERVICES**
- F. QUARTERLY REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC)  
AGENCY, Miranda Maldonado, Mid Florida Community Services**
- G. REVIEW AND APPROVAL OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN  
FY 2024 - FY 2028**
- H. FEATURE PRESENTATION – Gretchen Samter**
- I. CITIZEN COMMENTS**
- J. BOARD MEMBER COMMENTS**
- K. MPO STAFF COMMENTS**
- L. ADJOURNMENT AND NEXT MEETING –** The next regular meeting of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) will be held on Wednesday, November 8, 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](http://www.hernandocounty.us/hernandocitrusmpo).

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**REVIEW/APPROVAL OF MINUTES – MAY 10, 2023, TDLCB ANNUAL PUBLIC WORKSHOP**

Review and approve the Wednesday, May 10, 2023, meeting Minutes of the Hernando County Transportation Disadvantaged Local Coordinator Board (TDLCB) Annual Public Workshop.

**Staff Recommendation:** It is recommended the TDLCB review and approve the May 10, 2023, Minutes of the Annual Public Workshop.

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Attachment: Meeting Minutes from Wednesday, May 10, 2023, Annual Public Workshop

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# HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB) ANNUAL PUBLIC WORKSHOP

Wednesday, May 10, 2023

## MINUTES

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held its Annual Public Workshop 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  
David Knazur, Florida Department of Children and Family Services  
Kevin Bargerstock, Florida Division of Vocational Rehabilitation or Blind Services, Alternate  
Gretchen Samter, Person with a Disability  
Gerry Whitted, Citizen Advocate – Transit User as Primary Means  
Shanika Figueroa Rodriguez, Local Representative for Children at Risk  
Oliver Cromwell, General Manager of RATPDev LLC, Transit Contractor Designee of Public Transit System  
Cara Brunk, Florida Department of Elder Affairs  
Emily Hughart, Florida Department of Health Care Administration  
Holly Ferguson, Veteran Services Office Alternate

### MEMBERS ABSENT

John Eberle, Regional Workforce Development Board  
Elizabeth Watson, Agency for Persons with Disabilities Representative

### OTHERS PRESENT

Robert Esposito, MPO Executive Director  
Mary Elwin, MPO Coordinator  
Joy Turner, MPO Administrative Assistant III  
Miranda Maldonado, Mid Florida Community Services, Community Transportation Coordinator  
Anthony Cavaliere, Representative from the Public Educational Community  
Dinique Holmes, Hernando County Public Information Coordinator  
John Cancel, Hernando County Public Information

### MEETING CALLED TO ORDER

- Chair Allocco called the meeting to order at 10:04 a.m. and led the Invocation.
- The Pledge of Allegiance and the introductions of Board and staff followed the Invocation. Ms. Dibenedetto introduced Anthony Cavaliere, Hernando County School District Manager of Operations, as the new TDLCB representative from the Public Educational Community. The Board also recognized a new member, David Knazur, of the Florida Department of Children and Family Services.
- A quorum was declared and the affidavit of publication was read into the record.

### APPROVAL/MODIFICATION OF AGENDA

Chair Allocco suggested the agenda be modified to move the public service demonstration after the Citizen, Board Member, and MPO Director comments to accommodate two Board members that were still in transit to the meeting.

**Motion:** A motion to approve the modified agenda was made by Mr. Cromwell and seconded by Ms. Figueroa Rodriguez. The motion passed unanimously.

**CITIZEN COMMENTS** - There were no citizen comments.

## **BOARD MEMBER COMMENTS**

Mr. Cromwell shared that a new bus stop was established at the corner of Martin Luther King Boulevard and Muhammad Ali Way and a bus stop at the back of Oak Hill Hospital on Cortez Boulevard will be reestablished and is in the permitting process. Ms. Dibenedetto and Mr. Cavaliere commented on the School District's bus driver shortage. Currently there are 13 open routes and several drivers out on medical leave, which is causing a shortage of 20-25 drivers on a regular basis. Chair Allocco inquired on the process and requirements for bus driver applicants and encouraged the Board to share this information, as applicable. Applicants can apply at the District's main office on California street behind Nature Coast Technical High School (4057 California St, Brooksville, FL 34604) and can ask to speak with Anthony Cavaliere. Applicants are required to have a high school diploma, five-year clean driving record, and the District will provide the necessary training for applicants to obtain their CDL driver's license.

**MPO DIRECTOR COMMENTS** – The director recognized the MPO staff for recommending the public service demonstration.

## **PUBLIC SERVICE DEMONSTRATION OF BOARD AND OFFBOARDING BY DISABLED INDIVIDUALS ON A PUBLIC TRANSIT VEHICLE EQUIPPED FOR PERSONS WITH A DISABILITY**

Chair Allocco explained that the importance of the public service demonstration was for the Board to understand what is involved in receiving services on a public transportation vehicle equipped for persons with disabilities. Chair Allocco also shared that Board member Gerry Whitted, who is a wheelchair user, would be participating in the demonstration and Tracy Noyes, another Board member, would demonstrate how the Trans Hernando system would assist a person who is visually impaired. The meeting temporarily adjourned to the parking lot for the public service demonstration at 10:17 a.m.

The meeting returned to order at 10:45 a.m.

Chair Allocco recapped the benefits and importance of the Board to fully understand and comprehend how to assist persons with disabilities to utilize the public transportation services. Chair Allocco thanked the Board for participating in the demonstration and recognized the professionalism of the service he received from Trans Hernando. He also provided the contact information for Hernando County's Community Transportation Coordinator, Trans Hernando at (352) 799-1510.

Miranda Maldonado, our Community Transportation Coordinator representative, explained the application process to receive services from Trans Hernando and provided a paper copy of the application which is also available on-line at <https://fs29.formsite.com/krCFWM/form1/index.html>.

The Board discussed some of the challenges of only having two wheelchair spaces available on Hernando County's transit systems.

## **ADJOURNMENT AND NEXT MEETING**

Chair Allocco adjourned the meeting at 10:52 a.m. The next regular meeting of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) immediately followed the Annual Public Workshop.

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**REVIEW/APPROVAL OF MINUTES – MAY 10, 2023, TDLCB REGULAR PUBLIC MEETING**

Review and approve the Wednesday, May 10, 2023, meeting Minutes of the Hernando County Transportation Disadvantaged Local Coordinator Board (TDLCB) Regular Public Meeting.

**Staff Recommendation:** It is recommended the TDLCB review and approve the May 10, 2023, Minutes of the Regular Public Meeting.

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Attachment: Meeting Minutes from Wednesday, May 10, 2023, Regular Public Meeting

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

Wednesday, May 10, 2023

### MINUTES

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a regular quarterly meeting beginning at 10:52 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  
David Knazur, Florida Department of Children and Family Services  
Kevin Bargerstock, Florida Division of Vocational Rehabilitation or Blind Services, Alternate  
Gretchen Samter, Person with a Disability  
Gerry Whitted, Citizen Advocate – Transit User as Primary Means  
Shanika Figueroa Rodriguez, Local Representative for Children at Risk  
Oliver Cromwell, General Manager of RATPDev LLC, Transit Contractor of Public Transit System  
Cara Brunk, Florida Department of Elder Affairs  
Emily Hughart, Florida Department of Health Care Administration  
Holly Ferguson, Veteran Services Office Alternate

#### MEMBERS ABSENT

John Eberle, Regional Workforce Development Board  
Elizabeth Watson, Agency for Persons with Disabilities Representative

#### OTHERS PRESENT

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

#### MEETING CALLED TO ORDER

- Chair Allocco called the meeting to order at 10:52 a.m.
- A quorum was declared and the affidavit of publication was read into the record.

#### APPROVAL/MODIFICATION OF AGENDA

Ms. Elwin asked to add item D2, Review and Approval of the FY 2024 Rate Calculation Model for Hernando County.

**Motion:** A motion to approve the modified agenda adding item D2, FY 2024 Rate Calculation Model for Hernando County, was made by Ms. Samter and seconded by Ms. Figueroa Rodriguez. The motion passed unanimously.

#### APPROVAL OF MINUTES OF FEBRUARY 22, 2023

**Motion:** A motion to approve the Minutes was made by Ms. Hughart and seconded by Mr. Cromwell. The motion passed unanimously.

#### TRANSPORTATION DISADVANTAGE SERVICE PLAN (FY 2019 – FY 2023) ANNUAL UPDATE

The System Safety Certification was distributed to the Board as Appendix A to the FY 2019 – FY 2023 Annual Update. Chair Allocco asked for clarification on page 8, Table 3. Ms. Maldonado affirmed the table represented the highest level of education completed by adult population and does not include citizens still in school. Chair Allocco noted that Hernando County is no longer growing with just retirees and that approximately 25% of Hernando County's population is under the age of 25. Ms. Elwin noted that the fluctuation in income levels in Table 4 makes low- to mid-income groups more eligible for different types of services. Ms. Elwin also commented that Figure 6 on Page 10 depicts how many individuals are driving alone versus using other forms of transportation. An important goal for the Board and Hernando County is to make sure citizens are informed of the transit services available to them.

**Motion:** A motion to approve the Transportation Disadvantage Service Plan Annual Update was made by Mr. Cromwell and seconded by Ms. Hughart. The motion passed unanimously.

### **REVIEW AND APPROVAL OF THE FY 2024 RATE MODEL CALCULATION FOR HERNANDO COUNTY**

The Board conversed on the number of current trips and annual ridership projections and clarified that the FY 2024 Rate Model Calculation was a separate grant from the ADA grant. Ms. Maldonado noted the lower projection did not indicate fewer riders; it was an alignment for the projected ridership.

**Motion:** A motion to approve the FY 2024 Rate Model Calculation for Hernando County was made by Ms. Samter seconded by Mr. Bargerstock. The motion passed unanimously.

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

Ms. Maldonado expressed her appreciation for the Board's participation in the public service demonstration during the TDLCB Annual Workshop. She also announced and thanked the Florida Department of Transportation (FDOT) District 7 on the recent receipt of five used vehicles (2014/2015 models with under 90,000 miles). Trans Hernando is completing minor repairs on the vehicles to ensure they are safe and road worthy but are excited to add five vehicles to their fleet. Chair Allocco inquired if maintenance is performed in house or contracted out. Ms. Maldonado affirmed services are contracted out. Chair Allocco encouraged Ms. Maldonado to keep the Board informed and enlist the Board's assistance when the CTC solicits its next Request for Proposal for a maintenance facility.

### **FEATURE PRESENTATIONS**

#### **1. Tracy Noyes, Florida Department of Transportation**

Ms. Noyes provided handouts and gave an overview of the Florida Department of Transportation (FDOT) Section 5310 Grant process. She indicated there were challenges for most agencies to meet the 10% local grant match, especially with the increase in vehicle prices. Chair Allocco mentioned that most grants are now requiring grant matches at the local level which will drive communities to have a focused definition of need and that strong community involvement with the local government will be critical in defining those needs. Ms. Elwin commented on the important component the Board has by communicating and coordinating with FDOT on the transportation disadvantaged needs of the community. Chair Allocco commented that as Hernando County approaches 200,000 in population (large urban county), the County will have to provide more services, however, the County may not be able to provide the same level of services as counties that have populations as large as one million.

#### **2. Oliver Cromwell, RATPDev LLC, Hernando County's Public Transportation Contractor**

Mr. Cromwell shared a PowerPoint presentation on the history of TheBus in Hernando County, a map of the four fixed routes, TheBus ridership statistics from 2022, and which Federal grants fund Hernando County Public Transit. Ms. Elwin noted that Hernando County applies for the twenty percent, Use-of-Toll Revenue Credit (Transportation Development Credit) to help purchase transportation capital equipment. Ms. Samter encouraged the Board members to spend one day using public transportation before the next meeting, to better understand and experience what transportation disadvantaged individuals experience using public transportation. Ms. Samter complimented Hernando County's transit system stating the buses were clean and the drivers are kind and helpful. Mr. Cromwell offered for the Board to contact his office if they needed bus passes. Mr. Cromwell also noted, for the information of the Board, that Pasco County is not participating in the electronic farebox system called Flamingo Fares. It has caused a problem for connectivity using electronic fares if traveling from Hernando County southward through Pasco County to Hillsborough County and/or Pinellas County.

Mr. David Knazur and Ms. Gretchen Samter will provide member presentations for the August 9, 2023, meeting.

**CITIZEN COMMENTS** - There were no citizen comments.

**BOARD MEMBER COMMENTS** – There were no Board comments.

### **MPO DIRECTOR COMMENTS –**

- The draft FY 2024 - FY 2028 Transportation Improvement Program (TIP) has been submitted to FDOT and will be presented to the Technical Advisory Committee (TAC), Citizen Advisory Committee (CAC) and Bicycle/Pedestrian Committee (BPAC) on May 24, 2023, before being submitted to the MPO Board on June 1, 2023, for final adoption. The draft FY 2024 – FY 2028 TIP is available on the MPO web site for public review.
- On April 28, 2023, the Commission for Transportation Disadvantaged (CTD) uploaded the FY 2024 grant application and MPO staff is in the process of preparing the necessary resolutions for Hernando and for Citrus County. The

grants reimburse the planning agencies, MPO, to administer the required activities of the Transportation Disadvantaged Local Coordinating Boards. For FY 2024, the allocation for Hernando County is \$25,285, and \$24,398 for Citrus County.

- The MPO is preparing a solicitation for Requests for Qualifications for General Planning Consultants as the current contract expires September 9, 2023.

**ADJOURNMENT AND NEXT MEETING**

Chair Allocco adjourned the meeting at 11:54 a.m. The next regular meeting of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) will be held Wednesday, August 9, 2023, beginning at 10:00 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](http://www.hernandocounty.us/hernandocitrusmpo).

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**REVIEW OF PUBLIC SERVICE VIDEOS ON TRANSPORTATION DISADVANTAGED SERVICES**

During the May 10, 2023, Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) Annual Public Workshop and the May 11, 2023, Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) Annual Public Workshop, the board members participated in demonstrating a wheelchair user and a visually impaired person boarding and offboarding on a public transit vehicle equipped for persons with a disability. As a result of these workshops, two public service videos were created to highlight the public transportation services offered in Hernando and Citrus counties.

**Staff Recommendation:** It is recommended the TDLCB review the videos and provide feedback as desired.

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Attachments: No attachment

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**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 April 1, 2023, through June 30, 2023.

This is an informational item; no action is required.

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Attachment: CTC Quarterly Report

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# **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 Local Coordinating Board**

**PREPARED BY:**

**TRANS HERNANDO**

Mid Florida Community Services, Inc.  
Phone (352) 799-1510 Fax: (352) 754-9390

**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
<b>Work Days</b>	<b>20</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>19</b>	<b>19</b>	<b>20</b>	<b>18</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>21</b>	<b>246</b>	
Overview of Total Trip Requests	Total incoming calls received	2918	3614	2666	3026	2546	2692	2912	2704	2840	2492	2662	2744	<b>33,816</b>
	Average number calls received per day	146	157	127	144	134	142	146	150	123	131	121	131	
	Total trip requests received	1459	1807	1333	1513	1273	1346	1456	1352	1420	1246	1331	1372	<b>16,908</b>
	Total cancelled trips	324	384	362	233	252	215	312	230	464	238	250	224	<b>3,488</b>
	Total ASAP Trips	20	27	13	33	17	20	7	16	17	8	23	18	<b>219</b>
	Total NS trips	56	63	43	55	32	38	57	31	30	46	42	23	<b>516</b>
	Total trip requests provided	1059	1333	915	1192	972	1073	1080	1075	909	954	1016	1107	<b>12,685</b>
% of Trip Requests Provided	72.6%	73.8%	68.6%	78.8%	76.4%	79.7%	74.2%	79.5%	64.0%	76.6%	76.3%	80.7%		
% of Trip Requests Cancelled	22.2%	21.3%	27.2%	15.4%	19.8%	16.0%	21.4%	17.0%	32.7%	19.1%	18.8%	16.3%		
% of No Show Trip Requests	3.8%	3.5%	3.2%	3.6%	2.5%	2.8%	3.9%	2.3%	2.1%	3.7%	3.2%	1.7%		

**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
<b>Work Days</b>	<b>20</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>19</b>	<b>19</b>	<b>20</b>	<b>18</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>21</b>	<b>246</b>
<b>REASON FOR UNPROVIDED REQUESTS</b>													
% of Trip Requests unable to Provide	0.62%	0.61%	0.75%	0.00%	0.86%	1.34%	1.17%	1.11%	0.63%	0.88%	0.68%	1.24%	
Same day Request	2	2	4	4	4	5	2	4	5	3	0	4	<b>39</b>
Out-of-county request	1	3	2	6	2	3	2	2	1	1	2	4	<b>29</b>
Stretcher	0	0	1	1	0	0	0	2	0	0	1	1	<b>6</b>
Holiday/Weekend	4	2	0	1	2	3	9	3	0	4	3	3	<b>34</b>
Before 8 a.m./after 3:00 p.m. appointments	2	4	3	7	3	7	4	4	3	3	3	5	<b>48</b>
<b>Total Unprovided</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>0</b>	<b>11</b>	<b>18</b>	<b>17</b>	<b>15</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>17</b>	<b>137</b>
<b>TRIP PURPOSE</b>													
Medical	766	987	668	863	700	746	736	744	635	614	664	754	<b>8,877</b>
Nutritional/Shop	132	179	116	147	150	215	196	189	142	206	190	174	<b>2,036</b>
Connector	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Education	94	89	64	82	61	59	85	83	72	72	71	79	<b>911</b>
Employment	36	35	28	40	33	36	31	33	47	41	43	56	<b>459</b>
Other	31	43	39	60	28	17	32	26	13	21	48	44	<b>402</b>
<b>Total</b>	<b>1,059</b>	<b>1,333</b>	<b>915</b>	<b>1,192</b>	<b>972</b>	<b>1,073</b>	<b>1,080</b>	<b>1,075</b>	<b>909</b>	<b>954</b>	<b>1,016</b>	<b>1,107</b>	<b>12,685</b>

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

		Month	July-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
<b>Work Days</b>			<b>20</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>19</b>	<b>19</b>	<b>20</b>	<b>18</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>21</b>	<b>246</b>
<b>TRIP TYPE</b>	Elderly (Over 60)	766	1,001	644	892	735	842	847	864	702	785	832	865		<b>9,775</b>
	Adult	293	332	263	292	237	231	233	211	207	169	184	242		<b>2,894</b>
	Child (Under 16)	0	0	8	8	0	0	0	0	0	0	0	0	0	<b>16</b>
	<b>Total</b>	<b>1,059</b>	<b>1,333</b>	<b>915</b>	<b>1,192</b>	<b>972</b>	<b>1,073</b>	<b>1,080</b>	<b>1,075</b>	<b>909</b>	<b>954</b>	<b>1,016</b>	<b>1,107</b>		<b>12,685</b>
<b>TRIP MODE</b>	AMBI	573	755	500	793	661	752	733	673	535	635	655	750		<b>8,015</b>
	WHLI & SCOI	376	444	326	399	311	321	347	402	374	319	361	357		<b>4,337</b>
	AMBO	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
	<b>Total</b>	<b>949</b>	<b>1,199</b>	<b>826</b>	<b>1,192</b>	<b>972</b>	<b>1,073</b>	<b>1,080</b>	<b>1,075</b>	<b>909</b>	<b>954</b>	<b>1,016</b>	<b>1,107</b>		<b>12,352</b>
<b>UNDUPLICATED COUNT</b>	Elderly (Over 60)	132	145	128	141	120	115	127	124	108	126	125	136		<b>1,395</b>
	Percent %	85.7%	84.3%	69.6%	82.5%	80.0%	81.6%	84.1%	84.4%	85.0%	88.1%	85.0%	85.0%		<b>75.5%</b>
	Adult	22	27	54	28	30	26	24	23	19	17	22	24		<b>316</b>
	Percent %	14.3%	15.7%	29.3%	16.4%	20.0%	18.4%	15.9%	15.6%	15.0%	11.9%	15.0%	15.0%		<b>17.1%</b>
	Child (Under 16)	0	0	2	2	0	0	0	0	0	0	0	0	0	<b>4</b>
	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%	<b>0%</b>
<b>Total</b>	<b>154</b>	<b>172</b>	<b>184</b>	<b>171</b>	<b>150</b>	<b>141</b>	<b>151</b>	<b>147</b>	<b>127</b>	<b>143</b>	<b>147</b>	<b>160</b>		<b>1,847</b>	
<b>NO SHOW</b>	CTD - T&E	52	55	38	52	26	33	48	28	28	37	34	14		<b>445</b>
	DOEA	4	8	5	3	6	5	9	3	2	9	8	9		<b>71</b>
	<b>Total No Shows</b>	<b>56</b>	<b>63</b>	<b>43</b>	<b>55</b>	<b>32</b>	<b>38</b>	<b>57</b>	<b>31</b>	<b>30</b>	<b>46</b>	<b>42</b>	<b>23</b>		<b>516</b>

**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
	<b>Work Days</b>	<b>20</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>19</b>	<b>19</b>	<b>20</b>	<b>18</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>21</b>	<b>246</b>
OPERATING DATA	Suspended	0	0	0	0	0	0	0	0	0	0	0	0	0
	System Miles	15014	17517	16334	16875	14839	16491	16123	16850	14756	14927	17719	17334	<b>194,779</b>
	Revenue Miles	12916	14788	11699	14689	12723	13943	13726	13366	12274	11959	14076	14535	<b>160694</b>
	Average System Miles per trip	12.2	11.1	12.8	12.3	13.1	13.0	12.7	12.4	13.5	12.5	13.9	13.1	<b>12.7</b>
	System Hours	800.72	959.48	759.93	879.42	753.40	831.47	866.92	834.92	844.38	757.48	996.70	983.00	<b>10,268</b>
	Revenue Hours	696.63	828.60	652.40	754.52	649.07	699.22	733.68	720.05	710.45	640.87	838.05	832.72	<b>8,756</b>
	Cost Per Trip	\$25.98	\$25.89	\$26.02	\$25.99	\$26.05	\$26.04	\$26.02	\$25.99	\$26.08	\$26.00	\$26.11	\$26.05	
	System Cost per Mile	\$2.10	\$2.31	\$2.00	\$2.07	\$1.95	\$1.97	\$2.01	\$2.06	\$1.89	\$2.04	\$1.85	\$1.95	

**COMPLIMENTS/COMPLAINTS**

		Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
		Work Days	20	23	21	21	19	19	20	18	23	19	22	19	TOTAL
<b>TRANS HERNANDO</b>	COMPLIMENT	Driver	3	2	4	4	3	2	3	4	2	3	5	5	40
		Vehicle	0	0	0	0	0	0	0	1	0	0	0	1	2
		Service	0	1	1	0	1	1	1	1	2	0	2	1	11
		Policy	0	0	0	0	0	0	0	0	0	0	0	0	0
		Other	0	0	0	0	0	0	0	0	1	1	0	0	2
	COMPLAINT	Driver	0	0	0	0	0	0	0	1	0	0	0	0	1
		Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
		Service	1	0	2	0	1	1	0	1	0	0	0	0	6
		Policy	0	0	0	0	0	0	0	0	0	1	0	1	2
		Other	0	0	0	0	0	0	0	0	1	0	0	0	1

**BREAKDOWNS/ACCIDENTS**

		Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL	
		Work Days	20	23	21	21	19	19	20	18	23	19	22	19	TOTAL	
<b>TRANS HERNANDO</b>	TOWS	0	2	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	
	INCIDENT & ACCIDENTS	CHARGEABLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		NON-CHARGEABLE	0	0	0	0	0	0	0	0	1	0	0	0	0	1



**REVIEW AND APPROVAL OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)  
FY 2024 – FY 2028**

Attached is the Transportation Disadvantaged Service Plan (TDSP) FY 2024 – FY 2028. This is a new five-year program for the five-year period pursuant to the executed Memorandum of Agreement between Mid Florida Community Services dba Trans Hernando and the Commission for the Transportation Disadvantaged. The five-year program reflects current demographic data as obtained by the United State Census Bureau and updated information from sources identified therein.

**Staff Recommendation:** It is recommended the TDLCB review, provide comments, and approve for submittal to the CTD.

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Attachment: Transportation Disadvantaged Service Plan (TDSP) FY 2024- FY 2028

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# HERNANDO COUNTY, FLORIDA DRAFT

## TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) FY 2024-2028

Effective: July 1, 2023 – June 30, 2028

Approved by the Hernando County  
Transportation Disadvantaged  
Local Coordinating Board on  
August 9, 2023

Hernando/Citrus Metropolitan  
Planning Organization  
1661 Blaise Drive, Brooksville, Florida  
352-754-4082

[https://www.hernandocounty.us/departments/  
departments-f-m/metropolitan-planning-  
organization](https://www.hernandocounty.us/departments/departments-f-m/metropolitan-planning-organization)

Mid Florida Community Services, Inc.  
DBA Trans Hernando  
1122 Ponce De Leon Boulevard  
Brooksville, Florida 34601  
352-799-1510  
<https://www.mfcs.us.com/>



In Partnership with the Florida Commission for the Transportation Disadvantaged

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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.

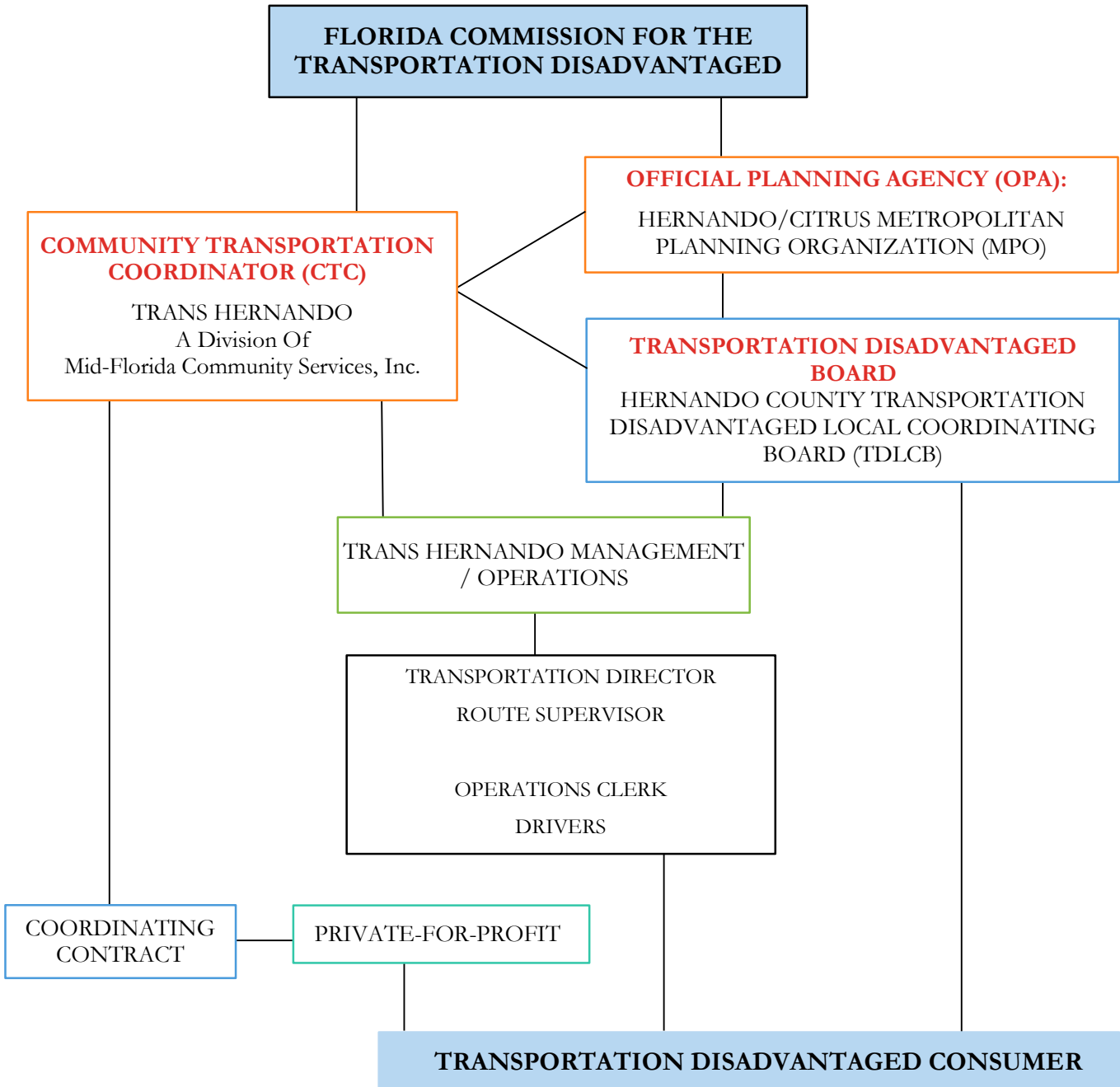
The purpose of the Official Planning Agency (OPA) is to perform long-range transportation disadvantaged planning and assist the CTD and the Local Coordinating Board in implementing the TD program within a designated service area. The OPA is responsible for preparing and submitting applications to the 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, 2018 and most recently in 2023. The current Memorandum of Agreement (MOA) with Mid Florida is in effect until June 30, 2028.

## 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-Year/20-Year 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	Anthony Cavaliere, Manager of Operations	Vacant	N/A
Agency for Persons with Disabilities	Elizabeth Watson		N/A
FL Agency for Health Care Administration	Emily Hughart	Ian Martin	N/A
Citizen Advocate/User	Gerry Whitted		
Mass Transit or Public Transit Board	Oliver Cromwell, General Manager	Beverly Yates	N/A
Regional Workforce Development Board	John Eberle		N/A
Local Representative Medical Community	Vacant		N/A
FL Division of Vocational Rehabilitation	Kevin Bargerstock	Karla Lagos	N/A
FL Department of Children & Family Services	David Knazur	Jeremy Thomas	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	Gretchen Samter		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.

### DEMOGRAPHICS OF HERNANDO COUNTY

**Table 2: Hernando County Population by Age Range, 2021**

Age Range	Population
Under 5 years	7,796
5 to 17 years	28,371
18 to 34 years	32,954
35to64year	75,224
65 to 74 years	30,286
75+	22,981
<b>Total Population</b>	<b>197,612</b>

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 <sup>th</sup> grade	4,569
9 <sup>th</sup> to 12 <sup>th</sup> grade, no Diploma	10,073
High School Graduate or Equivalent	49,816
Some College, no Degree	38,434
Associate’s Degree	15,241
Bachelor’s Degree	21,592
Graduate or professional degree	11,351
<b>Total Population 25 Years and Over</b>	<b>151,076</b>

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

**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%
<b>Total Households</b>	<b>81,497</b>	<b>100%</b>

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

**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%
<b>Total Population 16 Years and Older in the Labor Force</b>	<b>86,719</b>	<b>100%</b>

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

**Table 6: Major Employers in Hernando County and Employer Type, 2023**

<b>Major Employers</b>	<b>Employer Type</b>
Hernando County Schools	Education
Wal-Mart Super Centers	Retail Commercial
Citrus Memorial Health Care Systems	Service
Hernando County Government	Government
Oak Hill Hospital	Service
Publix Supermarket	Retail Commercial
Hernando Healthcare	Service
Wal-Mart Distribution Center	Distribution
Heart Institute at Oak Hill Hospital	Service
Board of Commissioners	Government
Southwest Florida Water Management District	Government
Hernando County Sheriff's Office	Government
Winn Dixie Supermarkets	Retail Commercial
HealthSouth	Service
McDonald's Restaurants	Retail Commercial
Accuform Signs, Inc.	Retail
Lowe's Home Improvement	Retail Commercial
Hernando Pasco Hospice	Service
Sparton Electronics	Industrial
Sam's Club	Retail Commercial
CVS Pharmacy	Retail Commercial
Walgreens	Retail Commercial
Home Depot	Retail Commercial
City of Brooksville	Government
Truist Banks	Service
Clerk of Court	Government
Withlacoochee River Electric Cooperative	Utility
Cemex #426	Industrial
Hernando County Property Appraiser	Government
Hernando County Tax Collector	Government
Hernando County Supervisor of Election	Government

*Source: Greater Hernando County Chamber of Commerce*

**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%
<b>Total Employed Population 16 Years and Older in the Labor Force</b>	<b>80,929</b>	

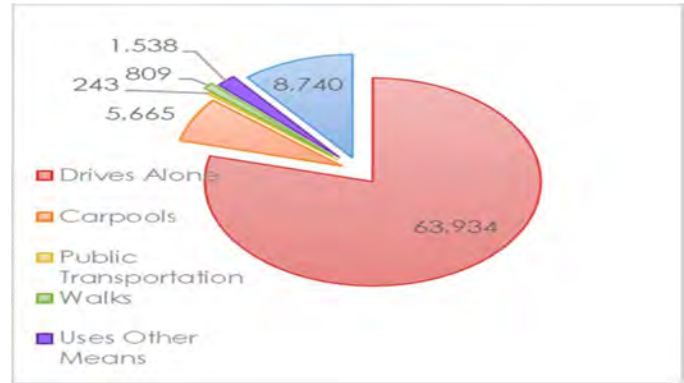
Source: US Census, Hernando County, 2021 American Community Survey

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

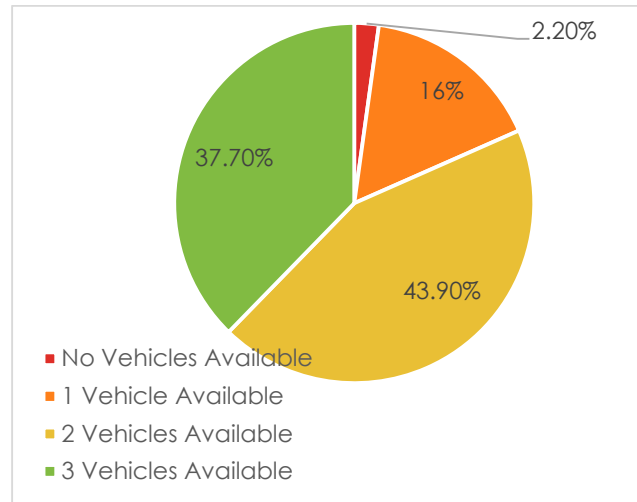
Vehicle Availability Status	Percentage	Population
No Vehicles Available	2.2%	1,780
1 Vehicle Available	16.2%	13,111
2 Vehicles Available	43.9%	35,528
3 Vehicles Available	37.7%	30,510

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

**Figure 1: Commute to Work by Method of Commuting for the Hernando County Population, 16 Years and Older, in the Labor Force of Hernando County, 2021**



**Figure 2: 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	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Population with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 years of age	0	1,091	-	-		
5-17	1,930	4.2%	81	.29%		
18-34	2,182	6.3%	137	.42%		
35-64	13,926	13.84%	1,927	2.56%		
<b>Total non-elderly</b>	<b>18,038</b>		<b>2,145</b>	<b>1.49%</b>	<b>28.60%</b>	<b>614</b>
65-74	7,675	27.12%	2,081	6.87%		
75+	10,338	46.55%	4,812	20.94%		
<b>Total Elderly</b>	<b>18,013</b>		<b>6,894</b>	<b>12.94%</b>	<b>11.70%</b>	<b>807</b>
<b>Total</b>	<b>36,051</b>		<b>9,039</b>	<b>4.57%</b>		<b>1,421</b>

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: Forecast of General & Critical Need Transportation Disadvantaged Populations**

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	2,712	2,740	2,768	2,797	2,826	2,855	2,885	2,915	2,945	2,975	3,006
B - Estimate non-elderly/ disabled/not low income	15,326	15,485	15,645	15,807	15,970	16,136	16,303	16,471	16,642	16,814	16,988
G - Estimate elderly/disabled/low income	1,428	1,443	1,458	1,473	1,488	1,503	1,519	1,535	1,551	1,567	1,583
D - Estimate elderly/ disabled/not low income	16,585	16,757	16,930	17,105	17,282	17,461	17,642	17,824	18,009	18,195	18,383
F - Estimate elderly/non-disabled/low income	2,787	2,816	2,845	2,874	2,904	2,934	2,965	2,995	3,026	3,058	3,089
A - Estimate elderly/non-disabled/not low income	32,467	32,803	33,142	33,485	33,832	34,182	34,536	34,893	35,254	35,619	35,988
C - Estimate low income/not elderly/not disabled	21,345	21,566	21,789	22,015	22,242	22,473	22,705	22,940	23,177	23,417	23,660
<b>TOTAL GENERAL TD POPULATION</b>	<b>92,650</b>	<b>93,609</b>	<b>94,577</b>	<b>95,556</b>	<b>96,545</b>	<b>97,544</b>	<b>98,553</b>	<b>99,573</b>	<b>100,604</b>	<b>101,645</b>	<b>102,697</b>
<b>TOTAL POPULATION</b>	<b>197,612</b>	<b>199,657</b>	<b>201,723</b>	<b>203,810</b>	<b>205,920</b>	<b>208,050</b>	<b>210,203</b>	<b>212,379</b>	<b>214,576</b>	<b>216,797</b>	<b>219,040</b>



**Figure 3: 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 & Total Daily Trips of Critical Need, Hernando County 2021**

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
<b>Total Critical TD Population</b>											
<i>Disabled</i>	9,040	9,133	9,228	9,323	9,420	9,517	9,616	9,715	9,816	9,917	10,020
<i>Low Income Not Disabled No Auto/Transit</i>	6,564	6,632	6,700	6,770	6,840	6,911	6,982	7,054	7,127	7,201	7,276
<b>Total Critical Need TD Population</b>	<b>15,604</b>	<b>15,765</b>	<b>15,928</b>	<b>16,093</b>	<b>16,260</b>	<b>16,428</b>	<b>16,598</b>	<b>16,770</b>	<b>16,943</b>	<b>17,118</b>	<b>17,296</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	443	448	452	457	462	466	471	476	481	486	491
<i>Low Income - Not Disabled - No Access</i>	12,465	12,594	12,724	12,856	12,989	13,123	13,259	13,396	13,535	13,675	13,816
<b>Total Daily Trips Critical Need TD Population</b>	<b>12,908</b>	<b>13,126</b>	<b>13,348</b>	<b>13,573</b>	<b>13,803</b>	<b>14,047</b>	<b>14,296</b>	<b>14,549</b>	<b>14,806</b>	<b>15,068</b>	<b>15,305</b>
<b>Annual Trips</b>	<b>3,188,226</b>	<b>3,242,107</b>	<b>3,296,899</b>	<b>3,352,616</b>	<b>3,409,276</b>	<b>3,469,620</b>	<b>3,531,032</b>	<b>3,593,531</b>	<b>3,657,137</b>	<b>3,721,868</b>	<b>3,780,301</b>

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

### **TYPES, HOURS AND DAYS OF SERVICE**

Hours of service operations are Monday through Friday, 6:00 a.m. until 3:00 p.m. with office hours and scheduling performed from 7:30 a.m. until 4:00 p.m. daily. Trans Hernando 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](http://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). Supporting documentation to determine eligibility includes: physician statement/letter for disabled individuals, household proof of income, birth certificate and state issued identification. Please see application form in Appendix E. 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 fifteen (15) wheelchair accessible vehicles. Six (6) of these vehicles are in service daily and four (4) vehicles in back-up. Five of the fifteen vehicles are replacement vehicles that were recently received and will be placed in revenue service by retiring current vehicles and upon qualified drivers being employed. 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 **Error! Reference source not found.**

## 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 **Error! Reference source not found.**

## 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 12: Non-Emergency Transportation available to Medicaid Beneficiaries, Hernando County 2023**

Agency	Type of Service	Service Area	Contact information
The Hernando Express Bus	Fixed Route System	Spring Hill/ Brooksville	352-754-4444
J and M Limousines 352-688-2999	Taxi/Limo	Hernando/ Surrounding Areas	352-688-2999 800-940-5460
Smooth Connection LLC	Taxi	Spring Hill/ Surrounding Areas	352-515-1049 352-556-4195
Wheelchair/ Stretcher Limo	Medical Transport	Hernando/Pasco/Pinellas	727-845-4454
MedFleet	Medical Transport	Hernando/Pasco	727-849-6849
Crowned Care Transpor	Medical Transport	Hernando/West Pasco	813-461-3900
Uber	Ridehailing	Hernando/ Surrounding Areas	(800)353-UBER
Lyft	Ridehailing	Hernando/ Surrounding Areas	(855)865-9553

**FOR HMO INFO OR TO REPORT COMPLAINT**

Complaint: 1-877-254-1055

Choice Counseling: 1-877-711-3662

Online: [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)

## **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: unsafe/worn 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 times 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.

## 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 2022 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 2022/23). 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: \$ 5.00 per person/trip
- Operating Costs: \$74.92 per person/trip
- Cost per Unit of Service: \$79.92 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 \$11.00.

#### **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**

Rubber-tired passenger vehicles powered by diesel, gasoline, battery or alternative fuel engines contained within the vehicle. Vehicles in this category do not include articulated, double-decked, or school buses. Includes cutaway/body-on-chassis vehicles for urban reporting.

**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.



**SYSTEM SAFETY CERTIFICATION**

CITRUS COUNTY  
Community Services  
Weatherization Assistance

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

LAKE COUNTY  
Senior Services

PASCO COUNTY  
Community Services  
Weatherization Assistance

POLK COUNTY  
Senior Services

SUMTER COUNTY  
Community Services  
Head Start  
Senior Services  
Weatherization Assistance

VOLUSIA COUNTY  
Early Head Start  
Head Start  
Weatherization Assistance

820 Kennedy Boulevard  
Brooksville, FL 34601

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

PH (352) 796-1425  
Fax (352) 796-9952

www.mfcs.us.com

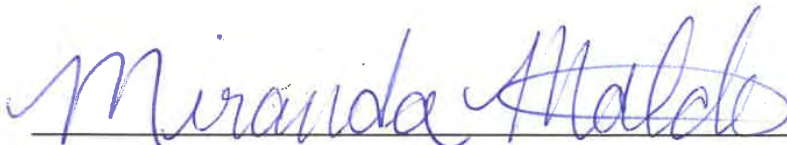
**DATE:** March 28, 2023

**NAME:** Mid Florida Community Services, Inc.

**ADDRESS:** 1122 Ponce DeLeon Blvd  
Brooksville, FL 34601

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

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

  
Miranda Maldonado  
Transportation Director



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

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**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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# SSPP Document Activity Log

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

# System Safety Program Plan Revision History

Date	Revision	Description of Change	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 15<sup>th</sup> 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.

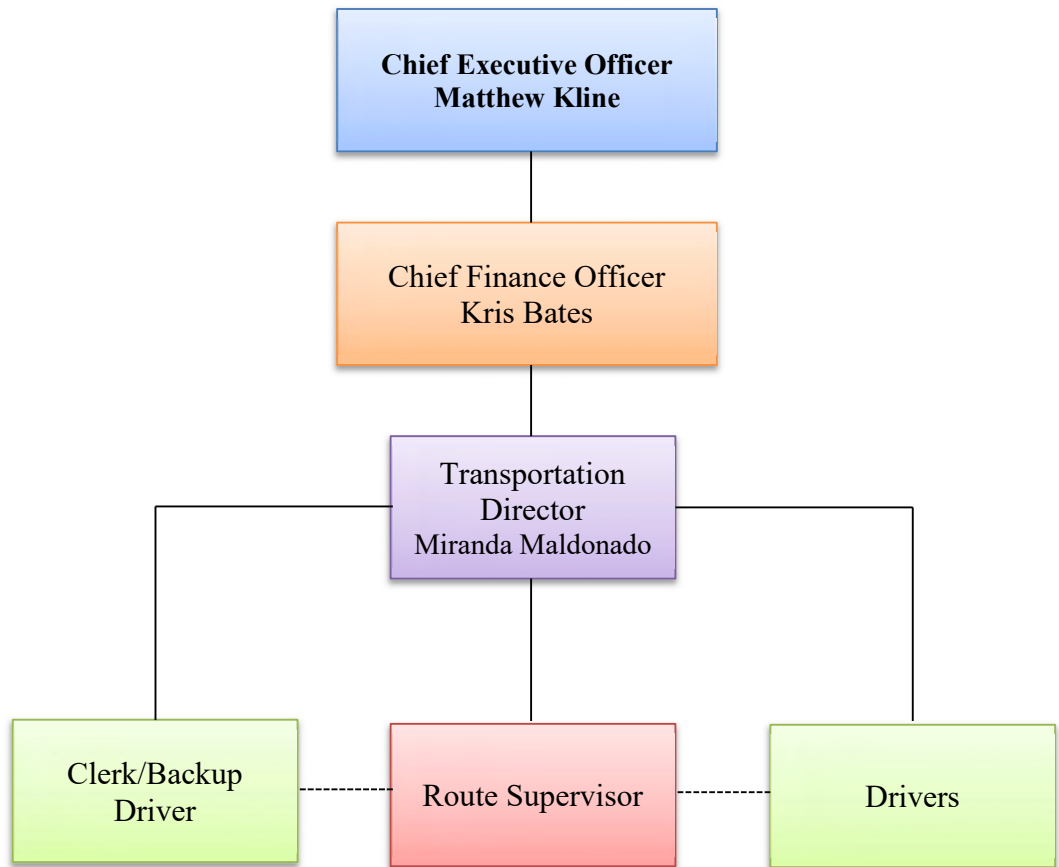
All riders must have a Transportation Disadvantaged application on file prior to their first ride. Fare-box fees are based on economic ability to pay. Riders applying for funding assistance must provide proof of income with the application. Riders who complete an application and are at 100% to 200% Federal 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 devise 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.S.14-90.006 Vehicle Equipment Standards and Procurement Criteria.

### D. Vehicle Maintenance

Safety Inspections-In accordance with F.S.14.90.006

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.S14.90.006

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

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

Proper documentation of services performed, (see Appendix D) are recorded by the vehicle maintenance contractor mechanic, verified and maintained by the Transportation 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

**CHAPTER 14-90**  
**EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS**

14-90.001	Scope (Repealed)
14-90.002	Definitions
14-90.003	Department Responsibilities and Authority (Repealed)
14-90.004	Bus Transit System Operational Standards
14-90.0041	Medical Examinations for Bus Transit System Drivers
14-90.005	Transit Bus Accidents (Repealed)
14-90.006	Operational and Driving Requirements
14-90.007	Vehicle Equipment Standards and Procurement Criteria
14-90.008	Standards for Accessible Buses (Repealed)
14-90.009	Bus Safety Inspections
14-90.010	Certification
14-90.011	Inspection of Buses By Law Enforcement Officers (Repealed)
14-90.012	Safety and Security Inspections and Reviews

**14-90.001 Scope.**

*Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 344.044(12), (21), 341.041(3), 341.061(2) FS. History--New 9-7-87, Amended 11-10-92, 8-2-94, Repealed 8-7-05.*

**14-90.002 Definitions.**

Terms used in this rule chapter shall mean as defined in Section 341.031, F.S., in addition:

(1) "Bus" means any motor vehicle, other than a taxicab, which is designed or constructed for the public transport of persons for compensation and is owned, operated, leased, or controlled by a bus transit system. Buses are designated in two categories:

(a) Type I means over 22 feet in length, including bumpers.

(b) Type II means 22 feet or less in length, including bumpers and paratransit type vehicles, such as minibuses, standard vans, modified vans, station wagons, and sedans.

(2) "Bus Transit System" means a community transportation coordinator; a public transit provider; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than nonpublic sector buses that provides transportation services available for use by the general riding public.

(3) "Community Transportation Coordinator" means a provider of transportation services or an entity that ensures such services are provided by another bus transit system.

(4) "Department" means the Florida Department of Transportation.

(5) "Drive" or "Operate" means all time spent at the controls of a bus in operation.

(6) "Driver" means any person trained and designated to drive a bus on a street or highway being used for the public transport of persons for compensation.

(7) "FMVSS" means the Federal Motor Vehicle Safety Standards in effect at the time the bus or component is manufactured.

(8) "For Compensation" means for money, property, or anything else of value whether paid, received, or realized, directly or indirectly.

(9) "Manufacturer" means the original producer of the chassis, the producer of any type of bus, or the producer of equipment installed on any bus for the purpose of transporting individuals with disabilities.

(10) "Off-Duty" means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.

(11) "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows:

(a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.

(b) Inspecting, servicing, or conditioning any vehicle.

(c) Driving.

(d) Remaining in readiness to operate a vehicle (stand-by).

(e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.

(12) "Passenger" means a person who is on board, boarding, or alighting from a bus for the purposes of public transport.

(13) "Paratransit" means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and the provider of the service. Paratransit service is provided by taxis, limousines, "dial-a-ride" buses, and other demand-responsive operations that are characterized by their nonscheduled, non-fixed route nature.

(14) "Safe Condition" means a condition where hazards are reduced to the lowest level feasible and substantial compliance exists with all safety rules, regulations, and requirements.

(15) "Safety Review" means an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

(16) "Security" means freedom from harm resulting from intentional acts against passengers, employees, equipment, and facilities.

(17) "Security Program Plan" or "SPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures for the protection and defense of the system and persons from intentional acts of harm.

(18) "Security Review" means an on-site assessment to determine if a bus transit system has security management controls in place and functioning in accordance with the security requirements provided in this rule chapter.

(19) "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage.

(20) "Taxicab" means any motor vehicle of nine passenger capacity or less, including the driver, engaged in the general transportation of persons for compensation, not on a regular schedule, between fixed termini, or over regular routes, where such vehicle does not provide transportation services as a result of a contractual agreement with a bus transit system.

(21) "Trailer Bus" means a trailing or towed vehicle designed or used for the transportation of more than 10 persons, e.g., tram buses.

(22) "Twenty-four Hour Period" or "24-Hour Period" means the consecutive time beginning at 12:00.01 a.m. to 12:00.00 a.m.

(23) "Unsafe Condition" means anything which endangers human life or property.

(24) "Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes.

(25) "Use of a wireless communications device" means 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, view, or listen to a television broadcast; 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.

(26) "Wireless communications device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

*Rulemaking Authority 334.044(2), 341.061(2), 341.041(3), 341.031 FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

### **14-90.003 Department Responsibilities and Authority.**

*Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, Repealed 8-7-05.*

### **14-90.004 Bus Transit System Operational Standards.**

(1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set

forth in this rule chapter.

(a) The SSPP shall address the following safety elements and requirements:

1. Safety policies and responsibilities.
2. Vehicle and equipment standards and procurement criteria.
3. Operational standards and procedures.
4. Bus driver and employee selection.
5. Driving requirements.

6. Bus driver and employee training. As part of the driver training program, specific procedures, and training shall be implemented to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.

7. Vehicle maintenance.
8. Investigations of events described under subsection 14-90.004(5), F.A.C.
9. Hazard identification and resolution.
10. Equipment for transporting wheelchairs.
11. Safety data acquisition and analysis.

12. A wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:

- a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and
- b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.

13. A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes. Policies developed shall assure that:

- a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and
- b. The use of a wireless communications device does not interfere with the operator's safety related duties.

14. The Bus Transit System shall develop a driver educational training program addressing:

a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and

b. The hazards associated with driving and utilizing a wireless communications device.

15. Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.

(b) Each bus transit system shall implement and comply with the SSPP during the operation of the system.

(c) Each bus transit system shall require that all operable transit buses be inspected at least once per year in accordance with established standards.

(d) Each bus transit system shall submit an annual safety certification to the Department verifying the following:

1. Adoption of an SSPP, which meets or exceeds the established standards set forth in this rule chapter.
2. Compliance with its adopted SSPP and that safety inspections have been performed at least once a year on all buses operated by the bus transit system, by persons meeting the requirements set forth in Rule 14-90.009, F.A.C.

(e) Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety.

(2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.

(a) The SPP shall address the following security requirements:

1. Security policies, goals, and objectives.
2. Organization, roles, and responsibilities.
3. Emergency management processes and procedures for mitigation, preparedness, response, and recovery.
4. Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
5. Procedures for the establishment of interfaces with emergency response organizations.
6. Procedures for interagency coordination with local law enforcement jurisdictions.
7. Employee security and threat awareness training programs.

8. Security data acquisition and analysis.

9. Emergency preparedness drills and exercises.

10. Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.

11. Procedures for SPP maintenance and distribution.

(b) Each bus transit system shall implement and comply with the SPP during the operation of the system.

(c) Bus transit systems that engage in a contract with a private contract transit provider shall:

1. Establish minimum security requirements which apply to private contract transit providers.

2. Monitor and assure that each private contract transit provider complies with established security requirements during the term of the contract.

(d) Bus transit systems are prohibited by Section 119.071(3)(a), F.S., from publicly disclosing the SPP or the security portion of the SSPP, as applicable, under any circumstance.

(3) Bus transit systems shall establish criteria and procedures for the selection, qualification, and training of all drivers. The criteria shall include the following:

(a) Driver qualifications and background checks meeting minimum hiring standards.

(b) Driving and criminal background checks for all new drivers.

(c) Verification and documentation of valid driver licenses for all employees who drive buses.

(d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. As a minimum requirement, drivers shall be given explicit instructional and procedural training and testing in the following areas:

1. Bus transit system safety and operational policies and procedures.

2. Operational bus and equipment inspections.

3. Bus equipment familiarization.

4. Basic operations and maneuvering.

5. Boarding and alighting passengers.

6. Operation of wheelchair lifts and other special equipment.

7. Defensive driving.

8. Passenger assistance and securement.

9. Handling of emergencies and security threats.

10. Security and threat awareness.

11. Driving conditions.

(e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised. At a minimum, these procedures and instructions shall address the following:

1. Communication and handling of unsafe conditions, security threats, and emergencies.

2. Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.

3. Application and compliance with all applicable federal and state laws, rules, and regulations.

(f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.

(g) Bus transit systems shall maintain the following records for at least four years:

1. Records of bus driver background checks and qualifications.

2. Detailed descriptions of training administered and completed by each bus driver.

3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.

(h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.

(i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.



(4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.

(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.

(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at least four years and, at a minimum, provide the following information:

1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.
2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.
3. If not owned by the bus transit system, the name of any person furnishing a bus.
4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.

(5) Each bus transit system shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:

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

(b) Injuries requiring immediate medical attention away from the scene for two or more individuals.

(c) Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than \$1,000.

(d) 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.

(6) Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.

(a) Each corrective action plan shall identify the action to be taken by the bus transit system and the schedule for its implementation.

(b) The bus transit system shall monitor and track the implementation of each corrective action plan.

(7) Investigation reports, corrective action plans, and related supporting documentation shall be maintained by the bus transit system for a minimum of four years from the date of completion of the investigation.

*Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 119.071, 341.041(3), 341.061(1)(b), 341.061(2)(a) FS. History--New 9-7-87, Amended 11-10-92, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.0041 Medical Examinations for Bus Transit System Drivers.**

(1) Bus transit systems shall establish medical examination requirements for all applicants to driver positions and for existing drivers. The medical examination requirements shall include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.

(2) Medical examinations shall be performed and recorded according to qualification standards adopted by the bus transit system, provided the medical examination qualification standards adopted by the bus transit system meet or exceed those provided in Department Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, hereby incorporated by reference. Copies of Form Number 725-030-11 are available from the Florida Department of Transportation, Public Transit Office, 605 Suwannee Street, Mail Station 26, Tallahassee, Florida 32399-0450 or on-line at [www.dot.state.fl.us/transit](http://www.dot.state.fl.us/transit).

(3) Medical examinations shall be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician

Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.

(a) An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as pertains to visual acuity, field of vision, and color recognition.

(b) Upon completion of the medical examination, the medical examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.

(c) Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to the driver's employer. If the transit agency decides to adopt qualification standards other than those listed in Department form 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

(d) Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.

(4) Bus transit systems shall have on file a completed and signed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination for each bus driver, dated within the past 24 months.

(a) Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee bus drivers shall be maintained by the bus transit system for a minimum of four years from the date of the examination.

(b) Bus Transit Systems shall not allow a driver to operate a transit bus without having on file a completed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination dated within the past 24 months.

*Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 334.044(12), 341.041(3), 341.061(1)(a), (b), (2) FS. History—New 11-10-92, Amended 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.005 Transit Bus Accidents.**

*Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, Repealed 8-7-05.*

#### **14-90.006 Operational and Driving Requirements.**

(1) Bus transit systems shall not permit a driver to drive a bus when such driver's license has been suspended, cancelled, or revoked. Bus transit systems shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice.

(2) Buses shall be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.

(3) A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.

(4) To ensure uniform interpretation of subsections 14-90.002(10), (11), (22) and 14-90.006(3), F.A.C., the following practical applications are provided:

(a) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 3 p.m., then required to drive from 3 p.m. – 11 p.m. Driving hours and on-duty hours are the same. 4 hours + 8 hours = 12 hours driving. This driver has met the maximum allowed driving hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(b) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then required to be on-duty, not driving, from 11 a.m. – 11 p.m. Driving hours = 4 hours and on-duty not driving hours = 12 hours for a total of 16 hours on-duty. This driver

has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(c) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then on-duty, not driving from 11 a.m. – 11 p.m. On-duty not driving hours = 4 hours + 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. The driver cannot be permitted or allowed to drive before 7 a.m.

(d) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., then off-duty from 8 a.m. – 11 a.m., then on-duty, driving from 11 a.m. – 11 p.m. On-duty, not driving hours = 4 hours and on-duty driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed driving and on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(5) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.

(6) A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

(7) Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.

(8) Bus transit systems shall require pre-operational or daily inspection and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

(a) An inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust system.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

(b) Bus transit systems shall review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.

(c) Bus transit systems shall retain records of daily bus inspections and any corrective action documentation a minimum of two weeks.

(9) A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.

(10) During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.

(11) Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

(12) Passengers shall not be permitted to stand on buses not designed and constructed for that purpose.

(13) Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.

(14) Bus transit systems shall require the driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.

(15) Buses shall not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device shall be properly set at any time the bus is left unattended.

(16) Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 5-31-89, 11-10-92, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.007 Vehicle Equipment Standards and Procurement Criteria.**

(1) Every bus transit system shall ensure that buses procured and operated meet the following minimum standards:

(a) The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.

(b) Structural integrity that mitigates or minimizes the adverse effects of collisions.

(c) Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403 and 404, Rev. 10/09, hereby incorporated by reference.

(2) Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit systems to the Department.

(3) In addition to the above, every bus operated in this state shall be equipped as follows:

(a) Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses, shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.

(b) Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

(c) Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.

(4) Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.

(5) Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and

standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.

(6) Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.

(7) Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.

(8) Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions of not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed, either inside or outside, so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

(9) Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.

(a) No bus shall be operated with a tread groove pattern depth:

1. Less than 4/32 (1/8) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

2. Less than 2/32 (1/16) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

(b) No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.

(c) Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.

(10) Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.

(11) Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.

(12) Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209, Rev. 10/09, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C.F.R. 571.210, Rev. 10/09, hereby incorporated by reference.

(13) Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating, and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:

(a) Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or in a clearly marked compartment and be readily accessible.

(b) Each fire extinguisher shall be maintained in efficient operating condition and be equipped with some means of determining if it is fully charged.

(c) Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, F.S.

(14) Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, Rev. 10/09 hereby incorporated by reference, as well as the following:

(a) Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.

(b) Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated

with the operation of the lift or ramp.

(c) The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).

(d) The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus, nor vertically beyond the lowest part of the rim of the wheel closest to the lift.

(e) Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:

1. The manufacturer's name and address.
2. The month and year of manufacture.
3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

(15) Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2)(a) FS. History--New 9-7-87, Amended 11-10-92, 8-2-94, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.008 Standards for Accessible Buses.**

*Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 341.041(3), 341.061(2) FS. History--New 9-7-87, Amended 11-10-92, Repealed 8-7-05.*

#### **14-90.009 Bus Safety Inspections.**

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

- (a) Understands the requirements set forth in this rule chapter and can identify defective components.
- (b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.
- (c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

- (a) Horn.
- (b) Windshield wipers.
- (c) Mirrors.
- (d) Wiring and batteries.
- (e) Service and parking brakes.
- (f) Warning devices.
- (g) Directional signals.
- (h) Hazard warning signals.
- (i) Lighting systems and signaling devices.
- (j) Handrails and stanchions.
- (k) Standee line and warning.
- (l) Doors and brake interlock devices.

(m) Stepwells and flooring.

(n) Emergency exits

(o) Tires and wheels.

(p) Suspension system.

(q) Steering system.

(r) Exhaust system.

(s) Seat belts.

(t) Safety equipment.

(u) Equipment for transporting wheelchairs.

(v) Working speedometer.

(4) A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:

(a) Identification of the individual(s) performing the inspection.

(b) Identification of the bus transit system operating the bus.

(c) The date of the inspection.

(d) Identification of the bus inspected.

(e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.

(f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).

(5) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of four years by the bus transit system for compliance review.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

#### **14-90.010 Certification.**

(1) Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:

(a) The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.

(b) Compliance with its adopted SSPP and SPP.

(c) Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.

(d) Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

(2) The certification shall include:

(a) The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.

(b) A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2) FS. Law Implemented 334.044(28), 341.061(1), 341.061(2) FS. History—New 9-7-87, Amended 8-7-05, 9-16-10.*

#### **14-90.011 Inspection of Buses by Law Enforcement Officers.**

*Rulemaking Authority 334.044(2), 341.061(2)(a) FS. Law Implemented 341.041(3), 341.061(2), 316.610 FS. History—New 9-7-87, Repealed 8-7-05.*

#### **14-90.012 Safety and Security Inspections and Reviews.**

(1) The Department, or its contractor, shall conduct inspections of bus transit systems to ascertain compliance with the provisions of this rule chapter.

(2) The Department, or its contractor, shall conduct safety and security reviews of any bus transit system the Department believes to be in noncompliance with its SSPP or SPP, or providing passenger service operations in an unsafe manner, or if there is

evidence of an immediate danger to public safety. The Department shall prepare and submit a report of the review to the affected bus transit system. The report shall be submitted to the bus transit system within three business days of completion of the review and shall contain the following:

(a) Identification of the findings, including a detailed description of any deficiency.

(b) Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.

(c) Any required suspension of bus transit system service, should the Department determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

(3) The Department shall initiate the following actions to suspend the affected bus transit system service if any deficiency or unsafe condition exists, to the extent that the continued operation of the system, or a portion thereof, poses an immediate danger or threat to public safety.

(a) Immediately notify the affected bus transit system of the unsafe condition, followed by a certified letter describing the deficiency or unsafe condition. The notification shall include the following:

1. The required corrective action for the deficiency or unsafe condition.

2. The requirement for the bus transit system to certify, in writing to the Department, the completion of the required corrective action in accordance with an established implementation schedule.

(b) Conduct an on-site review of the bus transit system to verify the correction of the deficiency in accordance with this rule and the established implementation schedule.

(c) Suspend affected passenger service operations if the bus transit system fails to correct the deficiency in accordance with this rule and the established implementation schedule.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 334.044(28), 341.041(3), 341.061(1)(d), 341.061(2)(c) FS. History--New 11-10-92, Amended 8-7-05, 9-16-10.*



# PREVENTIVE MAINTENANCE INSPECTION REPORT

Agency \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_ Zip \_\_\_\_\_

Bus ID #: \_\_\_\_\_ Date: \_\_\_\_\_ Miles \_\_\_\_\_

Inspector's Signature \_\_\_\_\_ Printed Name \_\_\_\_\_ Employee # \_\_\_\_\_

Inspection Type:  A Inspection  B Inspection  C Inspection

Condition Indicators:  = Okay X = Item was repaired or adjusted O = Follow up required N/A = Not Applicable

#	Interior	A	B	C	#	Exterior (cont.)	A	B	C	#	Chassis/Drive Line (cont.)	A	B	C	
1	Passenger Door/Check Operation of All Interlocks and/or Starter Interrupt				36	Check Operation of All Lights				71	Air Tank Mounting/Lines & Valves				
2	Standee Line & Warning				37	Condensor Fan Operation				72	Check Exhaust System for Mounting/Leaks/Restriction				
3	Flooring/ Steps/All Interior Panels				38	All Access Doors/Engine Cover & Latch Operation				73	Underbody/Mounts & Frame				
4	Wheelchair Belts/Floor Anchors				39	Tire Damage & Wear				74	Fuel Tank Mounting & Fuel Leaks				
5	Passenger Seat Condition/ Foldaway Seat Operation				40	Check Wheels/Lug Nuts/Valve Stems				<b>Wheel Chair Lift</b>					
6	Passenger Seat Belts				41	Fuel Cap and Door				75	Lift Manufacturer Tag/Month and year of Manufacture/ State of FL Certificate				
7	Stanchions & Hand Rails				42	Leveling				76	Check Lift Wiring for Routing/ Chafing & Loose Connections				
8	Roof Hatches/Operation				<b>Engine Compartment</b>					77	Check Lift for Damage/ Inspect Lift Anchor Bolts				
9	Emergency Door and Window Operation				43	Clean Batteries and Terminal Ends/Check Electrolyte Level				78	Cycle Lift -Check all Safety Systems Including Barriers				
10	Fire Extinguisher/First Aid Kit Emergency Triangles/Spill Kit				44	Check Battery/Hold Downs/Cables/Ground Straps				79	Record Lift Cycle Count				
11	Fire Suppression System				45	Record Voltage Output _____ V				80	Check for Hydraulic Leaks/ Level				
12	Interior Lights				46	Check Belts/Tensioners & Hoses/ Air Compressor Mounting				81	Clean, Lubricate and Adjust Lift As Needed				
13	Vehicle Registration/Plates				47	Check All Fluids				<b>Brake Inspection</b>					
<b>Drivers Compartment</b>					48	Inspect for Leaks				82	Brake Foundation/ Lines/Rotors/Drums				
14	Brake & Accelerator Pedals				49	Test Anti-Freeze Protection				83	L/Front % Worn:				
15	Drivers Seat & Belt				50	Check Radiator Core/Mounts				84	R/Front % Worn:				
16	Horn Operation				51	Check Wiring for Routing/Chafing & Loose Connections				85	L/Rear % Worn:				
17	Service Brake Operation				52	Check Engine Mounts				86	R/Rear % Worn:				
18	Ignition System (Start Engine)				53	Replace Engine Oil & Filter				<b>Tire Tread Depth/Inflation</b>					
19	Check All Gauges/Switches				54	Check Air Filter				87	L/Front /32				
20	Check Fast Idle				55	Check Fuel Filter				88	R/Front /32				
21	Check Air Sytem Pressures/Perform Leak Down Test				56	Check/Clean A/C Filters & Cores/Lines for Routing/Chafing				89	R/R Inside /32				
22	Shift Lever Operation				57	A/C Compressor Mounting/Clutch				90	R/R Outside /32				
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24	Back-Up Alarm				<b>Chassis/Drive Line</b>					92	L/R Outside /32				
25	Driver's & Panel Lamps				59	Shocks/Springs/MOR/ryde				93	L/Front PSI				
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27	Windshield Wipers & Washers				61	Check Ball Joints				95	R/R Inside PSI				
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Notes



# TRANS HERNANDO

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

# DRIVER'S OPERATION MANUAL

# Trans Hernando Driver's Operation Manual

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# Trans Hernando Driver's Operation Manual

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## **I. WELCOME**

Welcome to Mid Florida Community Services, Inc., - Trans Hernando

Para Transit transportation aids in maintaining the quality of life for many Hernando County residents who have been determined to be transportation disadvantaged. Your position as a Para Transit Driver is an integral part of the program, as you will have direct responsibility of providing transportation and assistance to the passengers, many of whom depend on our program as their sole source of transportation.

## **II. MANUAL**

This manual is provided as a basic guide to assist you in the performance of your duties. Rules and regulations contained in this manual will not conflict or contradict other rules or laws; however, modifications and additions to policies, rules and regulations will be made when determined necessary. Changes, deletions, and/or additions will be made timely and numbered for insertion into your copy of the manual.

## **III TRAINING**

You have received orientation which will have made you aware of your benefits, and obligation as a Mid Florida Community Services, Inc. (MFCS) employee. You will already have been given a road test before you were employed. During your employment as a driver, supervisory staff persons will be riding with you and will offer suggestions to help you in the performance of your duties, and will be monitoring your driving skills and performance as a driver in general. Driver monitoring will be an ongoing activity for evaluation of customer service and driving skills. You will also be required to attend occasional meetings during which training will be provided. It will also be necessary for you to successfully complete courses in Distracted Driving, Fire Extinguisher, Basic First Aid and Bio Hazard.

## **IV. RULES AND REGULATIONS**

The objective of these rules is primarily to govern the MFCS Transportation program. These rules are important and will have an effect upon your annual evaluation. Failure to comply, deviate from or violate these rules and regulation will be subject to disciplinary action, up to and including termination.

### **A. ALCOHOL AND DRUGS**

Mid Florida Community Services, Inc.'s transportation department subscribes to a zero (0) tolerance drug and alcohol policy in accordance with 49 CFR-Part 655, which cover all safety sensitive employees. The consumption or possession of alcohol in any form is strictly prohibited while on duty or before coming on duty and is subject to immediate termination. The smell of alcohol on your breath or suspicion of drug use or impairment of any nature will result in a "Reasonable Suspicion" testing. If "Reasonable Suspicion" testing is positive, immediate termination will follow.

Any driver found with illegal drugs or alcohol in his/her possession while on duty will be terminated immediately.

Each new hire will be required to have a pre-employment drug screen. Once employed, all safety sensitive employees could be subject to random drug and alcohol testing quarterly. Any safety sensitive employee who tests positive for drug or alcohol will be terminated immediately.

# Trans Hernando Driver's Operation Manual

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## B. MEDICAL EXAMINATIONS

Each new driver will be required to have a pre-employment medical examination in accordance with FDOT form number 725-030-11-Medical Examination Report for Bus Transit System Driver, Rev. 05/09. In addition, all drivers will be required to have a biennial medical examination. Medical examination certificate will be maintained in each employee's driver file.

## C. DRESS AND APPEARANCE

Drivers are expected to maintain high personal, moral, and ethical standards. One of the most noticeable expressions of these personal standards is dress and appearance. Remember, you will not only be driving a vehicle but will provide passenger assistance. Keep in mind that you are the Agency image recognized by the general public and your appearance will reflect upon the entire MFCS Transportation Department. Be sure that your uniform shirts are clean, pressed and presentable. Slacks/jeans/walking shorts are permitted. No ripped, torn or badly worn slacks/jeans/walking shorts allowed. Only dress shoe/sneakers or any closed toe shoes are permitted, no open toe or open heel (slides) permitted.

## D. ABSENT AND TARDINESS

Drivers should keep in mind that trip reservations are made 24 hour in advance and therefore it is important that you personally contact (either phone call or text) to the Transportation Director no later than 6:00 am when calling out of work for that day. Please refer to your Personnel Manual for MFCS's Attendance Policy.

## E. INSUBORDINATION

No industry in the private or public sector can operate efficiently without management and supervision of policy, rules, and regulations. Failure of any employee to comply, adhere, or respond to orders, instruction, or reprimand, constitutes insubordination.

Acts of insubordination will be subject to disciplinary action up to and including termination.

## F. RECKLESS DRIVING

Drivers are expected to obey all Florida traffic laws. Any driver who operates an assigned vehicle in any manner other than a safe, normal manner shall be considered reckless and subject to disciplinary action up to and including termination.

Examples of such unsafe operations are listed below:

1. Exceeding the posted speed limit.
2. Turning corners too fast, rapid takeoffs, unnecessary heavy braking, and opening doors to discharge passengers while van/bus is in motion.
3. Deliberately cutting in, out, or away from a traffic lane discourteously.
4. Driving too fast for existing road conditions or weather.
5. Driving too fast on private property.
6. Driving too fast with a known defect affecting the safe operation of a vehicle.
7. Failure to follow "Move Over" law.
8. Distracted driving

## G. TRIP SCHEDULES

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Drivers must be aware that passengers do have scheduled times to arrive at their destination. Not adhering to time schedules reflects upon you as a driver and the entire Transportation system. Listed below are a few instances that create late destination arrivals and may result in disciplinary action:

1. Unnecessarily late leaving the parking area.
2. Unnecessary or unauthorized lay-over at passengers, homes, and drop-off points.
3. Failure to arrange your route properly before leaving the parking area.
4. Not advising Immediate Supervisor when experiencing a delay which might cause late delivery times.
5. Failure to check bulletins for detours and other information which may affect your route.
6. Failure to report vehicle defects before leaving the parking area which could result in a vehicle breakdown or equipment breakdown while on your route.

## H. VEHICLE NEGLIGENCE

Due to the extreme importance of having a vehicle perform at its maximum in efficiency, cleanliness, and safety, MFCS Transportation Program places great responsibility for the proper care of vehicles on the operator. All operators have been instructed in proper operation and function of all vehicles. Consequently, any negligence will be cause for disciplinary action up to and including discharge. Operations should avoid the following situations which are some examples of negligence:

1. Continuing to drive a vehicle with a known defect without supervisory approval.
2. Continuing to drive a vehicle with wheel or engine noises, soft tire or dragging brakes.
3. Allowing trash to accumulate in the vehicle, particularly in the drivers' area.
4. Continuing to drive with a warning light or buzzer going.
5. Driving the van under carports, inaccessible overhangs at Nursing Centers, etc. or low hanging limbs.
6. Failure to report any vandalism or damage.
7. Failure to report a vehicle malfunction and/or missing equipment.
8. Allowing the vehicle to idle excessively.
9. Riding the brake pedal.
10. Making any engine adjustment without authorization.
11. Leaving a vehicle unattended while idling or with the hand brake off.
12. Driving the vehicle off the pavement without authorization.
13. Allowing anyone else to handle the controls.
14. Switching with other operators without authorization and failure to record the proper vehicle number on your trip sheet.
15. Unauthorized handling or driving of a vehicle.
16. Improper use of fuel handle while pumping fuel (Inserting any device to lock down handle in position)

## I. ACCIDENT NEGLIGENCE

Safe driving is no accident. All incidents/accidents are caused by some degree of negligence on the part of one or both drivers. Incidents/Accidents can be prevented by practicing defensive driving in which you, the professional driver, have been trained and repeatedly instructed. Avoiding the following situations will lessen the possibility of contributing to the cause of an accident. All incidents/accidents must be reported to Management immediately to receive instructions on how to proceed. All incidents/accidents will be reviewed by the Transportation Director to determine if incident/accident was preventable.

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1. Speeding.
2. Following too close.
3. Failure to be alert when approaching unknown or hazardous intersection.
4. Changing lanes without using the approved safety precautions and procedures.
5. Pulling away from a parked position and failing to realize the danger of rear overhang.
6. Entering traffic without using both mirrors and visual check to determine if the way is clear.
7. Failure to report any kind of accident or incident.
8. Improper right turns (allowing too much space between you and the curb on right hand turns or pulling to the left lane in preparation for a right turn without yielding to oncoming traffic, both from the rear and ahead).
9. Braking unnecessarily because of following too close or not adjusting your speed to maneuver safely when other vehicles traveling in the same direction cut in on you.
10. Failure to keep a "big picture" of traffic in and around you.
11. Allowing yourself to be distracted by road marking, tail lights, tags of other vehicles or other diversions.
12. Failure to park and set the brake properly.
13. Failure to utilize all defensive driving techniques which basically encompass acts of courtesy.
14. Driving without proper rest or nourishment.
15. Driving while under the influence of medication (must notify management of prescription drug use).
16. Smoking, eating, or drinking while driving.
17. Unnecessary conversation with passengers or onboard distraction while driving.
18. Moving the vehicle with the doors open.
19. Failure to stop at safe prescribed distances from the curb for boarding and alighting passengers.
20. Drivers should try to obtain competent assistance before backing up, if the situation so warrants.
21. Distracted driving -Use of personal wireless communication devices are prohibited while vehicle is in motion. All personal wireless communication devices are to be turned off and stored out of sight.

## J. FAILURE TO REPORT AN INJURY OR ACCIDENT

Due to the high degree of risk associated with public conveyance vehicles, it is imperative that operators protect themselves and MFCS by conscientiously and immediately reporting any incident, accident, or injury occurring in or around your vehicle to Management. It is also equally important to obtain some corroboration of the occurrence from all available passengers or persons near your vehicle. Operators should not take it upon themselves to judge the nature or seriousness of any of the aforementioned situations. Failure to report any such situations will result in disciplinary action up to and including discharge. Operators sometimes fear reprisals, for reporting accidents, incidents, or injuries; however, honesty and admission are virtues that are definitely considered in determining any disciplinary action. Notice of unreported accidents, incidents or injuries or litigation resulting from an unreported accident, incident, or injury will be subject to immediate dismissal.

## K. OTHER RELATED NEGLECT OF DUTY

While the intent of this manual is to be of an informative nature, by no means can it be expected to cover every conceivable situation that may affect real property, vehicles, or related areas of our service. It does, however, provide that any unreported situation may be considered reason for disciplinary action.



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## L. RUDENESS

Passengers interpret moods and negative attitudes as acts of rudeness or discourtesy. Try to avoid any acts that may be regarded as rude or discourteous. If you have a client that is argumentative, politely advise them to call the office for solutions to their problems. You are a representative of MFCS and must not do or say anything which might cause embarrassment to the Agency.

A few examples that drivers should avoid are listed below:

1. Indifference: This is an attitude exercised by some operators that obviously reflects an unconcerned manner.
2. Argumentative: Remember, it takes two people to create an argument. You can be courteously factual in your replies or explanations without being argumentative.
3. Ignoring questions because you do not know the answer or do not want to be bothered.
4. Rudeness to passengers, pedestrians and other vehicles.
5. Failure to consider safe maneuvers at stops such as guy wires, holes, weeds, low hanging limbs, mail boxes, or trash receptacles, etc.
6. Your word is honored when responding to initial complaints of rude conduct. There is reason for doubt when there are continuous similar complaints.

## M. POLITICAL, RELIGIOUS, OR OTHER UNAUTHORIZED SOLICITATIONS

1. It is fundamental and necessary to respect the opinions and beliefs of other people.
2. The discussion, by operators, of politics or religion of any nature is prohibited on the vehicles. You owe your passengers your service and a safe, comfortable trip, not your political or religious views.
3. Solicitations of any nature by drivers or other persons is prohibited on the Para Transit van. This includes distributing pamphlets or any other material that is not related to transportation service. Drivers will enforce this regulation as well as those concerning political or religious matters.

## N. FAILURE TO FOLLOW INSTRUCTIONS OR DIRECTIONS

The successful operation of any business is the result of planned strategy, promotion, communication, and implementation. There is no excuse for not observing rules, regulations, and policies germane to the Transportation Program specifically and the Agency in general. Failure to comply with instructions or directions issued by management and staff personnel will be subject to disciplinary action up to and including discharge.

## O. UNAUTHORIZED PASSENGERS

A driver has the responsibility of ensuring that each person aboard his/her vehicle is eligible to be transported. You are not to provide transportation to anyone not on the daily route and without collecting the full fare for which they are liable. Waiver for non payment of trip must be authorized from management prior to loading passenger.

## **V. WIRELESS COMMUNICATION DEVICES (COMPANY ISSUED) PROCEDURE**

Wireless communication Device Use: 2-way conversation must be limited to business only. Please no chit chat with co-workers. Management must be able to contact you at all times.

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Use of personal wireless communication devices are prohibited while vehicle is in motion. All personal devices must be turned off and stored. Failure to comply with this procedure will be subject to disciplinary measures up to and including discharge.

## **VI. DONATIONS – PROJECT INCOME**

All funds donated by the clients are used solely for defraying the cost of the program. All employees must be aware of the MFCS policy concerning donations from clients. No employee may accept anything of value from a client for the employee's personal use. Failure to comply will be subject to disciplinary measures up to and including discharge.

## **VII. SAFETY**

### **A. PRE-TRIP SAFETY INSPECTIONS**

It is mandatory that drivers properly inspect and fully complete a Pre-trip Safety Inspection on their tablet daily and before vehicle leaves the facility. A Post-trip inspection is done when the vehicle returns to the facility.

### **B. ATTENDING TO PASSENGERS**

Para Transit drivers are to get out of the driver's seat, step off the van and greet all riders at the door. Driver is not permitted to enter the home or Nursing Home room for any reason. Drivers will only be able to provide passengers with "stabilizing" assistance. They cannot provide weighted support. Wheelchair lift is to be used for any passengers requesting assistance boarding/deboarding. A driver shall not be away from their vehicle with passengers aboard for a period of time in excess of ten minutes. A vehicle shall never be left unattended at any time in an unsafe condition with passengers aboard.

All wheelchair/scooter clients will be secured facing forward utilizing 4 point tie down to include harness and/or lap belt.

### **C. RAILROAD CROSSING**

The driver should be familiar with the round road sign that designates a railroad crossing.

Vans are not required to stop at signaled crossing but must stop at non signalized crossing. When crossing the tracks, the drivers should not stop on the tracks for any reason. This may require waiting for traffic to clear so that the MFCS vehicle does not become trapped on the tracks. If a train is approaching and the vehicle stalls on the tracks, the drivers should briefly attempt to start the vehicle. If unsuccessful, the drivers should instruct the passengers to exit immediately and leave the area. Since MFCS transports some individuals who cannot easily exit the vehicle because of age or disability, extra caution should be exercised at railroad crossings, especially those that are unprotected by automatic signals.

### **D. SEAT BELTS**

At no time will a driver operate a vehicle without properly fastening their seat belt and making sure that all passengers have fastened their seat belts and are secured. Vehicles are not permitted to operate unless the driver and all passengers are safely secured. Contact Management immediately if you have anyone refusing

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to buckle up. Clients secured in a wheelchair must have shoulder harness as well as a lap belt unless they can produce a medical excuse note.

### E. DRIVER'S LICENSE

Any driver who receives a notice that their driver's license has been suspended, cancelled, or revoked is required to notify Management of the conditions of the notice before the end of the business day following the day of receipt. Under no circumstances is a driver to operate a vehicle without having a valid Florida driver's license in their possession. A three-year driving record of each driver will be obtained from the Motor Vehicle Department annually and the report will be filed in the Driver's Information file.

### F. TRAFFIC VIOLATIONS

All drivers are required to report any personal traffic citations to Management by the start of the working day. If citation is during working hours in company vehicle, the driver must notify Management immediately and wait for further instructions.

## **VIII. INCIDENT REPORTING**

Immediately contact Management of any unusual occurrence, client injury, or unusual behavior.

In addition to immediately notifying immediate supervisor, an Incident Report must be completed by the end of the shift and turned in to Management. An incident report is required for even a minor incident. For example, a client slips or trips and no physical injury results. If a client reports anything which might be construed as an incident, even though it was not witnessed, it is to be reported.

Always report an incident, no matter how minor or trivial the incident may be, to Management.

## **IX. ACCIDENT REPORTING PROCEDURE.**

**STOP VEHICLE.** Immediately contact Management. If circumstances permit, the vehicle should remain in position until police investigate and direct removal. Maintain traffic control if possible, utilizing signal devices (flashers, reflectors, etc.).

Supervisor will request the following information:

1. Give brief description of the accident including injuries and damages; identify MFCS vehicle involved.
2. State location of accident – street, city, landmark, and telephone number from which you are calling.
3. Advise if vehicle is unsafe due to damaged equipment, safety devices and if further mechanical damage would result from operation, thus making removal necessary.
4. Identify any witness Name; Address and Telephone Number if available.

Caution: Do not volunteer any Information nor sign any papers for anyone other than a MFCS Representative, Police Officer or a representative of the MFCS insurance carrier.

Required After Accident:

Driver must submit the following documents to the Transportation Coordinator:

1. MFCS Vehicle Accident Report.

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2. Copy of Police or Highway Patrol Report, with the proper copies going to the appropriate agency and the MFCS insurance carrier.
3. If a fatality occurs at the time of an accident or subsequent to such occurrence, the Florida Department of Transportation will be notified as stipulated in Rule Chapter 14-90.005.

### **X. PRE-TRIP SAFETY CHECK**

The driver must be able to perform a routine daily safety check and know when the vehicle needs repair. The Pre-trip safety inspection report must be completed daily by each driver.

#### A. BRAKE LIGHTS

Drivers will verify that the brake lights come on when the pedal is depressed and turn off when the pedal is released.

#### B. GENERAL LIGHTS

Drivers will clean the headlights and taillights and check both high and low beam and parking lights. They will check the directional signal indicators and emergency flashers that should be used when loading and unloading passengers.

#### C. BRAKES

Drivers will check for free play in the brake pedal, unusual brake noise, or increased distance required to stop.

#### D. STEERING

Drivers will check for excessive play in the steering wheel and for wheel alignment problems such as pulling to one side.

#### E. HORN

Drivers will be sure that the horn will sound.

#### F. BACK UP BEEPER

Drivers will be sure that the back up beeper sounds

#### G. TIRES

Drivers will check for proper tire inflation, cuts, excessive tread wear, irregular wear patterns, and out of balance conditions.

#### H. LUBRICATION

Drivers must know how to check the engine oil level, power steering fluid level, and brake fluid.

#### I. CLEANING

Drivers will clean the interior of the vehicle paying particular attention to the windows.

#### J. EXHAUST SYSTEM

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After starting the vehicle, look and listen for exhaust leaks. If abnormal exhaust fumes are evident, advise operations so that arrangements can be made for a replacement vehicle.

## **XI. GENERAL DRIVING SKILLS**

In addition to the Pre-trip Safety Check, the driver should be proficient in general driving skills and headlights are to be on at all times.

### A. TURNING

This is especially important where a van or bus type vehicle (driver forward of front wheel) or a long wheel base vehicle is used. Drivers must not swing too wide or cut corners, hitting the curb with the tires.

### B. MAINTAINING SPEED

Drivers should be able to maintain a constant speed up and down hill and on level, extreme, frequent variations in speed should be avoided.

### C. STOPPING

The ability to stop smoothly without disturbing passengers and the ability to stop smoothly at a selected point are essential. Drivers should be able to stop without blocking sidewalks. Drivers will not enter intersections far enough to be subject to collision with cross traffic but should be in a position to see oncoming and cross traffic clearly in both directions. Drivers must come to a complete stop prior to making a right/left on red.

### D. BACKING THE VEHICLES

Drivers must realize that vans have a blind spot immediately to the rear of the vehicle. Therefore, drivers must check the blind spot before backing and must be able to back the vehicles using outside mirrors only. As a standard practice, backing is to be avoided at all times.

### E. SURVEILLANCE

Drivers should know how to properly survey the road for signs of impending danger. This includes:

1. Visual scanning of highway alternating between forward and rearview mirrors.
2. Avoiding visual fixation on vehicles immediately ahead.
3. Seeing and responding to traffic controls, such as stop lights, as soon as they become visible, not proceeding through a traffic light until green even though the vehicle adjacent starts to move forward, and not letting disturbances in the vehicle divert attention from the road.

### F. CAR FOLLOWING

Drivers must be aware of the reaction time and the time required to stop vehicles so that they do not follow too closely the vehicles in front of them. Distance required to stop will vary with the speeds at which both vehicles are traveling. Drivers are to follow the two second plus rule and make allowance for oily, wet surfaces as well as sand and gravel roads.

### G. PASSING

The driver should know how to pass another vehicle safely. This includes knowledge of "passing" and "no passing" markings on the highway surface and right of way signing. The driver should be able to decide

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when to pass, execute the pass, and return to the proper lane without abrupt changes of speed. All lane changes should be signaled by the use of the turn indicator lights.

## H. ENTERING TRAFFIC

Before entering traffic, the driver should know how to use mirrors and glance over the shoulder to check for vehicles front and rear as well as cross traffic. The driver should be able to identify safe intervals in the mainstream of traffic, to signal, and to accelerate smoothly into the lane chosen for travel. In addition, the entrance should be made with enough space to allow other vehicles traveling in that lane to maintain speed.

## I. LEAVING TRAFFIC

In leaving traffic, the driver must select a safe area off the traveled surface ahead to accommodate the vehicle. The space should be visible at least 200 feet in either direction. The driver should slow down, exit the highway at a safe speed and brake to a stop. Care should be exercised crossing the road shoulder. The driver should make sure the vehicle is clear of the roadway before stopping.

## J. LANE CHANGING

When changing into another lane of travel, the driver should use the mirrors for a safety check to the rear and be aware of blind spots that should be monitored usually by turning the head. When the lane is clear, the driver should signal his intention to change lanes. Then the driver should steer smoothly to the center of the new lane without delay. If an adjustment in speed is necessary, it should be made while executing the lane change. After completion of the lane change, the driver should verify cancellation of the directional signal.

## K. PARKING

In parking a MFCS service vehicle, the driver should seek spaces allowing safe re-entry to traffic. Due to the length and width of vans, parallel parking should be avoided if at all possible. Angle parking is preferable. The driver should ensure that the fenders and doors clear the other parked vehicles and that there is adequate room for the passenger to exit the vehicle, especially where ramps and lifts are used. If parking on a hill is necessary, the wheels should be turned away from the curb, if on an upgrade, and sharply toward the curb if parking on a downgrade. After parking, the driver should routinely check to make sure the transmission is in "park," that the parking brake is set, that all electrical units are turned off, and that the windows and doors are locked when exiting the vehicle.

## L. LEAVING A PARKING SPACE

When leaving a parking space; the driver should check traffic to the rear and maneuver the vehicle out of the parking space, watching for traffic until the vehicle has cleared other parked vehicles. The driver should know how to leave a parking space using exterior mirrors, also being aware of blind spots that are inherent in van and bus configuration.

## M. EMERGENCY AREAS

The driver should know how to react to an emergency situation such as an accident or a fire. The driver will slow down and look for an official directing traffic through the area, following directions given by the officials while driving through the emergency area at a reduced rate of speed. Drivers should be prepared to avoid any unexpected movement of vehicles and pedestrians. The driver should not cross fire hoses unless directed to do so by the officer directing traffic. The driver should also know how to respond and yield to emergency vehicles. Move over law specifically requires a vehicle to vacate the closest lane to the emergency and reduce speed.

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If the vehicle is passing through or near an area where there has been an accident involving spillage of hazardous materials, windows should be closed and the heater/air conditioner turned off to prevent any fumes from entering the vehicle. Once the area has been cleared and fumes no longer present a hazard, windows may be opened and the heater/air conditioner turned on to clear the vehicle interior.

## N. BEING PASSED

The driver should be constantly be aware of following traffic by use of the mirror system of the vehicle. When a following vehicle attempts to pass, the driver should look ahead to make sure reentry space is available for the passing vehicle. The driver should maintain a center position or pull slightly to the right to allow additional space for the passing vehicle. Under no circumstances should the driver speed up, but it is sometimes necessary for the driver to slow down to avoid a collision if the passing vehicle needs a larger space to re-enter the lane. When another vehicle, attempting to pass without sufficient room becomes trapped in the wrong lane, the driver of the vehicle being passed should increase or decrease speed to allow the passing vehicle sufficient room to re-enter the correct lane.

## O. BEING FOLLOWED

The driver should know the importance of signaling all intended maneuvers to a following vehicle driver. Constant scanning of the rearview mirrors is necessary to be aware of the speed of traffic following and thus let the driver know when to slow down, if necessary, and allow the following vehicle to pass. When stopping, the driver should check to make sure that a following vehicle is also stopping. The driver should know how to adjust the interior mirror to the night position and if prudent, slow down and let the following vehicle pass.

## P. ONCOMING CARS

The driver should be trained to maintain a right of center line position when approaching an oncoming vehicle, and to watch for vehicles attempting to pass approaching slow moving vehicles. Should an oncoming car veer across the centerline, the driver should sound the horn, brake, and steer to the right as the situation warrants. If a collision appears unavoidable, the driver should make an effort to collide at an angle that will minimize impact force.

## **XII. SPECIAL VEHICLE RELATED SKILLS**

### A. SPECIAL VEHICLES

Drivers should know laws affecting special vehicles such as school buses and emergency vehicles.

If an emergency vehicle approaches, the driver will pull to the right and stop to let the emergency vehicle pass. The driver must stop, when approaching from either direction, for a school bus loading and unloading children.

### B. APPROACHING INTERSECTIONS

When approaching an intersection, the driver will slow down and enter the correct direction lane at least 100 feet ahead of the intersection. If a turn is to be executed, the driver should be trained to enter the proper lane 100 feet before the turn or else drive straight through the intersection. The driver must beware of automated traffic controls and must slow down and prepare to stop if the light changes from green to yellow. The

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driver should also be aware of other traffic and should be prepared to stop or yield to other vehicles if they insist on traveling against signals.

When stopping at an intersection, the driver should stop before reaching the crosswalk.

## C. CURVES

The drivers should be aware of curves by observing the road signs. The driver should understand that vans and buses may be top heavy and consequently drive through curves at speeds conducive to safe travel. When driving in the curve, the driver shall look ahead to anticipate necessary steering corrections, maintain a position right of centerline, and, when visibility is restricted, reduce speed and brake as necessary.

## D. LANE USAGE

The driver should be trained to drive in the far right lane and use the left(s) for passing. The driver should be able to maintain lane position and not veer across lane designation lines except to pass. The driver should know that he should exit a highway only from the lane adjacent to the exit ramp. On a six-lane road (three lanes each way), the driver will pass in the left lane, use the center lane for through traffic movements, and use the right lane for slower movement and exiting.

## E. ROAD SURFACE TYPES

The driver should be trained to observe the road surface and adjust speed and driving habits to prevailing conditions. The driver should know that weather causes roadway deterioration such as potholes and broken shoulders. Special care must be used when driving on defective road surfaces because surface defects are not only causative factors in some accidents but also have a negative impact on vehicle life.

## F. WET ROADS

The driver should anticipate a slippery road surface during the first few minutes of a rainfall because of the oil accumulation which has not been washed from the road. When driving on wet surfaces, the driver must allow for increased stopping distances as well as larger intervals between vehicles. Driving at reduced speeds will prevent hydroplaning, if deep water covers the roadway, the driver should if possible, drive around it or slowly proceed through the water. Since wet brakes do not function well, to eliminate this condition, the driver should be instructed to dry the brakes by putting slight pressure on the brake pedal, letting the heat generated by dragging the brakes dry the mechanism.

## G. ROAD SHOULDERS

The driver should periodically check the shoulders of the roads frequently traveled for conditions such as width, surface condition, alignment with pavement, and presence of obstructions. If a shoulder is hazardous or no shoulder exists, a slower speed should be used.

## H. U-TURNS

When attempting to make a U-turn, the driver should be trained to carefully check traffic, particularly to the rear. Mid-block U-turns (allowed in some areas) should be made far enough from the intersection to avoid other traffic. U-turns at urban intersections or on divided highways should be made from the lane nearest the center of the roadway. In a residential area or at a narrow street intersection, the drivers should pull to the extreme right before making the U-turn, provided such maneuver is not prohibited.

## I. TWO and THREE-POINT TURNS



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It is not desirable but sometimes necessary to make two- and three-point turns, particularly in rural and residential areas where the highways do not provide for a convenient change of direction. These maneuvers should not be executed contrary to posted restrictions. To make a three-point turn, the driver should turn left, back up, and move forward in the direction from which the vehicle came. To make a two-point turn, the drivers should drive past the driveway, back into it, check right and left traffic, and then turn right or left onto the highway.

## **XIII. ENVIRONMENTALLY RELATED SKILLS**

### **A. OFF-STREET DRIVING**

In driving in off-street areas, especially near schools in residential areas, the driver should look for children playing and other vehicles crossing the path of their vehicle. This is especially true for vehicles with hoods since children are small and may not be seen easily. Driving in an alley, check for other traffic entering the area, for pedestrians crossing sidewalks, exiting buildings, or entering from back yards. Many yard or building entrances to alleys are often hidden and people take less care entering alleys because they do not expect traffic. In a parking lot, the driver must watch for vehicles backing up. When leaving an off street area, the driver should signal and exit only when a safe traffic intervals exists.

### **B. RAILROAD CROSSING**

The driver should be familiar with the round road sign that designates a railroad crossing.

Vans are not required to stop at signaled crossing but must stop at non signalized crossing. When crossing the tracks, the drivers should not stop on the tracks for any reason. This may require waiting for traffic to clear so that the MFCS vehicle does not become trapped on the tracks. If a train is approaching and the vehicle stalls on the tracks, the drivers should briefly attempt to start the vehicle. If unsuccessful, the drivers should instruct the passengers to exit immediately and leave the area. Since MFCS transports some individuals who cannot easily exit the vehicle because of age or disability, extra caution should be exercised at railroad crossings, especially those that are unprotected by automatic signals.

### **C. BRIDGES**

When approaching a narrow bridge, lights should be used to make the vehicle visible. The driver should slow down, and remain as far right as possible and not stop unless the traffic flow requires it.

### **D. INCLEMENT WEATHER**

In fog or intense precipitation, the driver should use low beam lights and pull off the road and stop if safe travel is not judged to be possible. The driver should keep the windshield and windows clean by use of wipers, defroster, air conditioner, or wiping manually.

### **E. NIGHT DRIVING**

At night, the driver should not "overdrive" the headlights i.e., driving at a speed which produces stopping distances exceeding the area of road illuminated by the headlights. In night urban driving, the drivers should use low beam, watch for pedestrians and closely observe posted speeds. In night rural driving, the driver should use the dimmer switch to signal when oncoming vehicle lights are too bright.

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If the driver must park on the shoulder, position the vehicle well to the right and turn on the four-way emergency flashers.

## F. VEHICLE OPERATION and PERFORMANCE

The driver must know how to identify vehicle maintenance needs, and should know how to monitor the following items. The windshield, windows, and mirrors should be inspected daily for tightness and possible replacement of damaged mirrors, wiper blades should be checked weekly. The fan belts and radiator hose should be checked daily for cracks and leaks. The suspension system should be checked for unusual noises and excessive play. The cooling system should be checked frequently for proper coolant level. The interior of the vehicle should be checked frequently for worn or broken parts such as worn and inoperable seat belts, ripped upholstery, torn carpet or rubber flooring that could trip passengers and broken wheelchair tie downs.

## G. FREEWAY DRIVING

The driver should know how to merge with freeway traffic by watching the freeway traffic in the rearview mirror, increasing speed while on the merge lane and smoothly entering the traffic flow. The driver should give merging traffic the right of way and should not attempt to maintain lane position where traffic is merging into the driving lane. Should an emergency occur, the driver should stop only in the break-down lane or on the median, not on the traveled surface or driving lane. Passengers lacking mature judgment or who have mobility problems require that procedures be developed for controlling the passengers so that they are not endangered by straying into the path of vehicles on the freeway and are not injured if another vehicle hits the rear of the vehicle in which they are riding.

## H. SAND

When encountering loose sand, the driver should attempt to drive around rather than through it. If necessary to drive through it, the driver should shift to a lower gear. Driving on sand covered surfaces requires an increased stopping distance and more interval distance between vehicles. Quick turns and sharp breaking should be eliminated while driving on sand. If the vehicle becomes stuck in the sand, the drivers should try to free the vehicle by alternately shifting between low gear and reverse, thus producing a rocking motion.

## I. CLIMATE

In extremely hot weather, the driver should monitor temperature gauges and improve circulation in the cooling system by shifting to a lower gear in slow moving traffic, shifting to neutral when traffic is at a standstill. Turning off the air conditioner will also reduce the load on the cooling system. In cold, rainy weather, the driver should be instructed to depress the brake pedal periodically to make sure that the brakes are not wet. If the temperature drops quickly after a rainfall, the driver should be trained to watch for icy spots on the road especially on overpasses and bridges.

## J. HILLS

When approaching a hill, the driver should watch for heavy trucks which often approach upgrades at excessive speed making it necessary to adjust the MFCS vehicle's speed. When negotiating an upgrade, the driver should be aware that some vehicles slow down; thus the driver should be prepared to blend with the traffic. On two-way roads, as the crest of the hill is approached, the driver should slow down to compensate for the limited sight distance ahead and be prepared to meet oncoming vehicles. In negotiating downgrades, the driver should check the rearview mirror to make sure following vehicles have not accelerated

# Trans Hernando Driver's Operation Manual

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excessively. When sharp curves and hills are combined, the driver should be prepared to encounter vehicles which cross the centerline when negotiating a curve.

## K. WIND

When driving in a crosswind, especially in areas where the highway has many cuts and fills, the driver should anticipate sudden wind changes when emerging from a cut where the vehicle is protected to a fill where the vehicle is subjected to the full force of the crosswind. The large side areas of vans and buses make these vehicles susceptible to buffeting and the accompanying driving hazards.

## XIV. CLIENT ASSISTANCE

Para Transit Drivers are required to stand at the vehicle door upon entrance and exiting of every client. Upon arrival at a client's residence, it is the driver's responsibility to verify if the client is at home. If after blowing the horn, knocking on the door or ringing the door bell and there is no answer; notify the office prior to leaving a "No Show." Drivers are not permitted to enter the home for any reason and may only offer an arm for assistance.

## XV. NURSING HOMES

Para Transit Drivers are to report to the Nurse's station desk and announce who they are there to pick up. Drivers are not permitted to go to the patient's room for any reason. If patient is not ready within the three (3) minute wait time, contact Management for instructions.

## XVI. SHOPPERS

All scheduled shoppers are to be picked up in assigned time range and dropped off as a group at assigned shopping location. Driver will advise all shoppers the time he/she will return to the same area as drop off for pick up. All shoppers must be at the assigned area at the specified time and have no more than three (3) bags. If shoppers are not at the specified location and/or have numerous packages, contact Management for instruction.

## XVII. RIDER GUIDELINES

- ◆ Due to availability of program funds, trips may be denied based on trip purpose. Medical appointments and life sustaining trip are the highest priority.
- ◆ Origin and destination locations must be within Hernando County.
- ◆ Applications will remain active for 730 calendar days (two years). After such time, applicants must reapply to continue services.
- ◆ Proof of Household Income is required (SSI, SSDI, Pension, Bank Statement etc.) to apply for a reduced fare. Regular Fare is \$5.00 each way. The special fare for our veterans is \$1.00 each way, with proof of service (DD214, Veteran's ID, etc.). If you're recertifying, you must provide updated proof of income to continue to qualify for a reduced fare. We do not need proof of veterans status for recertification.
- ◆ Reservations can only be made up to 2 weeks in advance and no later than 12:00 pm the business day

## Trans Hernando Driver's Operation Manual

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before the appointment.

- ◆ Our office hours are 7:30 am—4:00 pm. Reservations may be canceled after hours via voicemail without penalty, however; reservations will not be taken after hours.
- ◆ Cancellations should be made at least 1 hour before your scheduled pick-up time. If a cancellation is not received in that time it is considered a no show. When more than three (3) no shows in a 60 day period occur, the rider will be suspended from transport for 30 days.
- ◆ We operate in a 2 hour window. Passengers may be picked up as early as 2 hours before their appointment and must be ready to go at any time within that time frame. Passengers will call when they are ready to return home, and the driver has up to 2 hours to pick them up. If passenger is not ready to leave when the driver arrives, it is considered a no show.
- ◆ The first guaranteed appointment time is 8:00 am. The final pick up time is no later than 3:00 pm and in some areas 2:00 pm. Any rider later than that will NOT have a return home. Their ride will be canceled, and they will receive a no show.
- ◆ Driver can only wait 3 minutes for passengers after arriving for their pick up.
- ◆ All scheduled escorts may ride free of charge, however; the escort is responsible for bringing passenger to the vehicle and taking them to the appointment from the vehicle.
- ◆ Drivers will only be able to provide passengers with "stabilizing" assistance. They cannot provide weighted support.
- ◆ Drivers cannot assist clients to treatment sites inside buildings or from one test site to another.
- ◆ Wheelchairs must have foot rests, brakes, be able to be tied down in the vehicle and weigh under 600lbs including passenger. We do not take transport chairs. All motorized wheelchairs must be checked by management before it can be transported.
- ◆ Shopping will only occur on designated days, and to stores closest to passenger's home or on drivers route. Shoppers may only bring up to 3 bags on the vehicle. Wheeled, foldable shopping carts are permitted.
- ◆ No food or drinks are allowed on the vehicle unless medically necessary.

**Any guidelines are subject to change without notice and are based on funding and driver availability.**

***MANAGEMENT WELCOMES, AT ANY TIME, QUESTIONS, SUGGESTIONS, AND COMMENTS FROM DRIVERS OR OTHER STAFF, THAT WILL MAKE THE TRANSPORTATION PROGRAM MORE PRODUCTIVE AND RESPONSIVE TO THE PUBLIC.***

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

<b>VEH NO</b>	<b>VEHICLE TYPE</b>	<b>VIN NUMBER</b>	<b>YR</b>	<b>SPEC EQUIP</b>	<b>COND</b>	<b>Current Mileage 02/27/2023</b>
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

# 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 <b>ACTUALS</b> from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	% 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						
<b>Bus Pass Program Revenue</b>						

**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						
<b>Bus Pass Program Revenue</b>						

**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)						
<b>Bus Pass Program Revenue</b>						

**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)						
<b>Bus Pass Program Revenue</b>						

**AHCA**

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCF**

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

**DOH**

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

**DOE (state)**

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

**AWI**

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

**DOEA**

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

**DCA**

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

**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 <b>ACTUALS</b> from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	% 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)						
<b>Bus Pass Program Revenue</b>						

**DJJ**

(specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**Other Fed or State**

XXX						
XXX						
XXX						
<b>Bus Pass Program Revenue</b>						

**Other Revenues**

Interest Earnings						
XXXX						
XXXX						
<b>Bus Pass Program Revenue</b>						

**Balancing Revenue to Prevent Deficit**

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

Balancing Revenue is Short By =			None		
<b>Total Revenues =</b>	<b>\$760,302</b>	<b>\$929,270</b>	<b>\$974,000</b>	<b>22.2%</b>	<b>4.8%</b>

**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%
<b>Capital Expenditures</b>					
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					

<b>ACTUAL YEAR GAIN</b>	<b>\$3,134</b>				
<b>Total Expenditures =</b>	<b>\$757,168</b>	<b>\$929,271</b>	<b>\$974,000</b>	<b>22.7%</b>	<b>4.8%</b>

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.







# 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 Projected Passenger Miles =	140,000
<b>Rate Per Passenger Mile = \$</b>	<b>3.32</b>
Total Projected Passenger Trips =	12,000
<b>Rate Per Passenger Trip = \$</b>	<b>38.71</b>

Fiscal Year

2023 - 2024

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

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

**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

CTC: Mid Florida Comm  
County: Hernando

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

### SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<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 type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<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 type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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 Corr Version 1.4  
 County: Hernando

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

**SECTION III: Escort Service**

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

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total  
 number of Group Service Passenger Miles? (otherwise leave blank).....  Do NOT Complete Section IV  
 ..... 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	Leave Blank	0
Rate per Passenger Mile =		\$2.73	\$4.68	\$0.00	\$0.00	\$0.00
				per passenger	per 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	\$0.00
				per passenger	per group	
<b>Combination Trip and Mile Rate</b>						
2. If you answered # 1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,...				Leave Blank	Leave Blank	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =						\$0.00
Rate per Passenger Mile for Balance =		\$2.73	\$4.68	\$0.00	\$0.00	\$0.00
				per passenger	per group	

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$5.73	\$9.82	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$62.55	\$107.23	\$0.00	\$0.00
				per passenger	per group
<b>Program These Rates Into Your Medicaid Encounter Data</b>					

# Trans Hernando



## ELIGIBILITY APPLICATION FOR SHARED RIDE PARA TRANSIT (DOOR-TO-DOOR) SERVICE

Applicant(s) name (please print legibly)

**All applications are accepted Monday - Friday from 7:30 am—4:00 pm by either Online submission, Email, or Mail to:**  
**Trans Hernando**  
**1122 Ponce De Leon Blvd., Brooksville FL, 34601**  
**Phone: 352-799-1510**  
**Email: Transit1@mfc.us.com Website: www.mfc.us.com**

Are you requesting transportation services for Dialysis or Chemo Treatment?

Yes  No

Are you requesting transportation services for employment or education?

Yes  No

Are you or your spouse a veteran?

Yes  No

### For Office Use Only

Date Received: \_\_\_\_\_ New Application  Recertification

Approved  Date: \_\_\_\_\_ Supporting Docs: \_\_\_\_\_

Criteria: Age 60+  Below 200% Poverty  Disabled  Other: \_\_\_\_\_

Denied  Date: \_\_\_\_\_

Reason For Denial: \_\_\_\_\_ Pending: \_\_\_\_\_

Reviewed By: \_\_\_\_\_ Approved Funding Sources: TD

TDR

ME

# Trans Hernando

## RIDER GUIDELINES

Please read the following list of guidelines carefully and keep this page for your records. By signing this application, you acknowledge that you have received and understand these guidelines.

- ◆ Due to availability of program funds, trips may be denied based on trip purpose. Medical appointments and life sustaining trip are the highest priority.
- ◆ Origin and destination locations must be within Hernando County.
- ◆ Applications will remain active for 730 calendar days (two years). After such time, applicants must reapply to continue services.
- ◆ Proof of Household Income is required (SSI, SSDI, Pension, Bank Statement etc.) to apply for a reduced fare. Regular Fare is \$5.00 each way. The special fare for our veterans is \$1.00 each way, with proof of service (DD214, Veteran's ID, etc.). If you're recertifying, you must provide updated proof of income to continue to qualify for a reduced fare. We do not need proof of veterans status for recertification.
- ◆ Reservations can only be made up to 2 weeks in advance and no later than 12:00 pm the business day before the appointment.
- ◆ Our office hours are 7:30 am—4:00 pm. Reservations may be canceled after hours via voicemail without penalty, however; reservations will not be taken after hours.
- ◆ Cancellations should be made at least 1 hour before your scheduled pick-up time. If a cancellation is not received in that time it is considered a no show. When more than 3 no shows in a 60 day period occur, the rider will be suspended from transport for 30 days.
- ◆ We operate in a 2 hour window. Passengers may be picked up as early as 2 hours before their appointment and must be ready to go at any time within that time frame. Passengers will call when they are ready to return home, and the driver has up to 2 hours to pick them up. If passenger is not ready to leave when the driver arrives, it is considered a no show.
- ◆ The first guaranteed appointment time is 8:00 am. The final pick up time is no later than 3:00 pm and in some areas 2:00 pm. Any rider later than that will NOT have a return home. Their ride will be canceled, and they will receive a no show.
- ◆ Driver can only wait 3 minutes for passengers after arriving for their pick up.
- ◆ All scheduled escorts may ride free of charge, however; the escort is responsible for bringing passenger to the vehicle and taking them to the appointment from the vehicle.
- ◆ Drivers will only be able to provide passengers with "stabilizing" assistance. They cannot provide weighted support.
- ◆ Drivers cannot assist clients to treatment sites inside buildings or from one test site to another.
- ◆ Wheelchairs must have foot rests, brakes, be able to be tied down in the vehicle and weigh under 600lbs including passenger. We do not take transport chairs. All motorized wheelchairs must be checked by management before it can be transported.
- ◆ Shopping will only occur on designated days, and to stores closest to passenger's home or on drivers route. Shoppers may only bring up to 3 bags on the vehicle. Wheeled, foldable shopping carts are permitted.
- ◆ No food or drinks are allowed on the vehicle unless medically necessary.

Any guidelines are subject to change without notice and are based on funding and driver availability.

# Trans Hernando



## NON DISCRIMINATION ON THE BASIS OF DISABILITY

Trans Hernando will provide reasonable modifications to policies, practices, or procedures when the modifications are necessary to avoid discrimination unless the modifications (1) would fundamentally alter the nature of the service, program, or activity, or (2) would result in undue financial and administrative burdens. All request for modifications should be made in advance whenever possible. Emergency modifications will be made on a case by case basis. Request for modifications can be obtained by calling or writing the office of Trans Hernando at:

Phone Number: (352)799-1510

Mailing Address: Trans Hernando

1122 Ponce De Leon Blvd

Brooksville, FL 34601

All customers have the ability to appeal any reasonable modification request denial made by Trans Hernando . If you wish to appeal this decision by Trans Hernando , call or write the office of Trans Hernando at the address or phone number listed above.





# Trans Hernando

## INSTRUCTIONS FOR COMPLETING THIS APPLICATION

- ◆ When completing the application, please type or print legibly and sign where indicated.
- ◆ Illegible, incomplete, or unsigned applications will not be accepted and will be returned.
- ◆ In order to qualify for a reduced fare, you must provide proof of household income, employment, or veteran status. Otherwise your fare will remain \$5.00 each way.
- ◆ Application must include a copy of either your drivers license or government issued photo ID.
- ◆ Processing of this application takes 1 business day and begins after a completed application is received.
- ◆ All applicants must call the office for application status.
- ◆ Completing this application does not automatically certify the applicant for services

First Name \_\_\_\_\_ Last Name \_\_\_\_\_ Social Security # \_\_\_\_\_  
 Street Address \_\_\_\_\_ Apt # \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ County \_\_\_\_\_ Zip \_\_\_\_\_  
 Name of Apt, Sub Division, or Mobile Home Park \_\_\_\_\_ Gate Code \_\_\_\_\_  
 Primary Phone \_\_\_\_\_ Secondary Phone \_\_\_\_\_ Date of Birth \_\_\_\_\_

### **Please indicate below if you use any of the following mobility aides or equipment:**

Wheelchair  Powered Wheelchair  Service Animal: \_\_\_\_\_  
 Walker  Portable Oxygen  Other: \_\_\_\_\_  
 Cane  Requires Escort

Are you able to travel alone?  Yes  No

If you use a mobility aid, is the doorway, entrance of your residence, and driveway accessible?  Yes  No

\*Driver cannot assist passengers or mobility devices into or out of a residence, up and down stairs or steep driveways, through grass, sand or mud.

Do you authorize anyone to assist you with future travel arrangements? (please provide names and phone numbers) \_\_\_\_\_

Are you able to transfer from your wheelchair to a car easily?  Yes  No

Are you able to climb three 12 inch steps to board a vehicle that has handrails?  Yes  No

Please indicate the reason you are seeking services. Check all that apply:

- I am 60 years or older
- My income falls below current federal poverty guidelines
- I am disabled
- Other \_\_\_\_\_



# Trans Hernando

## MONTHLY INCOME:

Please include all wages, disability payments, social security payments, pensions, dividends, investments, etc.. Please include your total gross annual household income. In order to process your request for a reduced fare, you must provide proof of household income with your application. If no proof of household income, veterans status or employment is received, your fare will remain \$5.00 each way.

Salary: \$ \_\_\_\_\_ SSI: \$ \_\_\_\_\_ SSDI: \$ \_\_\_\_\_ Pension: \$ \_\_\_\_\_

Interest/Dividends: \$ \_\_\_\_\_ Workman's Comp: \$ \_\_\_\_\_

Other: \$ \_\_\_\_\_

Other Household Members (please list each person)	Name	Date of Birth	SS#	Relationship

### Acceptable forms of proof of income. Provide proof of all that your household receives:

- Social Security Income Verification
- Retirement/ Pension Statement
- Current Bank Statement
- Unemployment Compensation Verification
- First page of your Tax Return
- Current Pay Check Stubs (minimum of 2)

Please provide the names and phone number of your emergency contact.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

*I understand that the information obtained in the certification process will only be used to determine eligibility for paratransit services. Information contained in this application is private, confidential, and protected under the "Right to Privacy Act" and will not be shared or utilized for any other purpose. The provision of your social security number is mandatory and your information will remain confidential and protected under penalty of law. We will not use or distribute your social security number for any reason, including referrals to other agencies. I certify that all of the above information is true to the best of my knowledge.*

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**TRANS HERNANDO**  
**Phone: 352-799-1510**  
**Email: tranist1@mfc.us.com**



## APLICACION PARA SERVICIOS DE TRANSPORTACION EN DESVENTAJA

Esta aplicación debe ser completada para recibir servicios de transportación a través de Fondos para Transporte del Estado en Desventaja. El costo es de \$5.00 (ida) y \$10.00 (ida y vuelta.) El costo puede ser reducido basado en las guías federales. El costo solo puede ser considerado para modificación cuando, todos los documentos sean entregados y revisados para todas las personas que residen en el hogar. La información obtenida en esta aplicación es privada, confidencial, y protegida bajo "Right to Privacy Act" e "HIPAA". (Derecho de la Ley Privada)

Si usted reside a la distancia de  $\frac{3}{4}$  millas de la tasa fija del Condado Hernando (El autobús), usted no es elegible para el programa de Transportación en Desventaja. Si usted está discapacitado y no puede usar este sistema de transportación pública, contacte 352-754-4444

Por favor refiérase al boletín aquí incluido para más información sobre el sistema de Transporte del Estado en Desventaja. Si necesita más información, ayude completando esta aplicación por favor comuníquese al 352-799-1510.

Nombre del Aplicante: \_\_\_\_\_

Dirección: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Teléfono #: \_\_\_\_\_ Fecha de Nacimiento: \_\_\_\_\_

Seguro Social #: \_\_\_\_\_ Medicaid #: \_\_\_\_\_

¿Tiene vehículo? \_\_\_\_\_ si tiene, maneja algunas veces? \_\_\_\_\_

¿Usted está en esta categoría?

\_\_\_\_ Mayor de 55 años de edad

\_\_\_\_ Mayor de 55 años de edad y discapacitado- Limitaciones \_\_\_\_\_

\_\_\_\_ Discapacitado- Limitaciones \_\_\_\_\_

\_\_\_\_ Menor (menor de 17) requiere escolta

\_\_\_ Usa Asistencia Mobilitaria? (Toda silla de ruedas debe tener frenos y base para relajar los pies)

\_\_\_ Silla de ruedas regular

\_\_\_ Andador

\_\_\_ Silla de ruedas motorizada/Scooter

\_\_\_ Baston

Usted requiere escorta(mayor de 17) para ser acompañado? Si \_\_\_ No \_\_\_

(Si necesita, Es su responsabilidad informarnos que tiene acompañante cuando este haciendo la reservación.)

Si usa oxígeno, El conductor no puede ayudar con el tanque. El tanque debe ser portátil y/o adjunto a la silla de ruedas/scooter. Tanque de oxígeno en portador de ruedas no es permitido.

Peso máximo(pasajero en silla de ruedas/scooter)no puede exeder las 600lbs. Altura y anchura limite a 30 x 48 medido dos pulgadas sobre el piso. Todo vehiculo motorizado debe ser inspeccionado y aprobado por la gerencia antes de el transporte.

Cuantas personas residen el la casa : \_\_\_(liste todos los nombres, fecha de nacimiento, número de seguro social) Use la parte trasera de esta hoja si necesitas mas espacio) \_\_\_\_\_

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Para ser considerado para la rebaja de la feria, todo el ingreso de la casa debe ser considerado. La reducción de la feria es basado en guias federales de pobreza. Por favor indique la cantidad de ingreso recibido para cada persona residiendo en el hogar por las siguientes fuentes: (Prueba de ingreso debe ser adjunta. (Adjuntar otra hoja si necesita mas espacio para reportar todos los miembros bajo el mismo hogar.)

		Cantidad mensual recibida		
Fuente de Ingreso	Usted	Miembro de la Familia #1	Miembro de la Familia #2	Miembro de la Familia #3
Empleador Actual				
Beneficio Seguro Social/SSI				
Retiro(Pensión)				
Inversiones				
Cupones de alimentos				
Manutención (hijos)				
Otros /misceláneos				
Ingreso total al mes	\$	\$	\$	\$

Yo, doy fe de que toda información prevista en esta aplicación es correcta y de haber algun cambio sera reportado a Trans-Hernando al acurrir.

Firma del Aplicante \_\_\_\_\_ Fecha: \_\_\_\_\_

Favor de enviar la aplicación a:



Attn: Finance

1122 Ponce De Leon Blvd.

Brooksville, FL. 34601

OR FAX 754-9390

