

## Questions and Responses for RFP NO. 10-20-1

REQUEST FOR TECHNICAL PROPOSALS  
FOR THE COMMUNITY TRANSPORTATION COORDINATOR  
UNDER FLORIDA'S TRANSPORTATION DISADVANTAGED PROGRAM  
IN DESOTO, HARDEE, HIGHLANDS, AND OKEECHOBEE COUNTIES, FLORIDA

1. **Page 4, C. General Information, 1:** In light of the COVID-19 pandemic, would HRTPO allow for proposal submission via electronic means only (email, Dropbox, etc.), in lieu of hard copies? This will help with adherence to social distancing guidelines and will minimize in-person exposure risks for HRTPO employees as well as proposers' employees.

**Answer: One original, five (5) printed copies, and one electronic file on a flash drive of the proposal must be submitted to: Shannon McPherson; Heartland Regional Transportation Planning Organization, 555 East Church Street, Bartow, FL 33830-3931. Faxed and electronically only responses will not be accepted.**

2. **Page 7, D Purpose:** Are there currently any students being transported?

**Answer: The Coordinator is not currently transporting students to K-12 schools.**

3. **Page 8, Scope of Work, 1:** This section states that the contract will be for five years. Will there be any option years in addition to this five-year period, and if so, will they be renewable by mutual consent?

**Answer: The Coordinator shall enter into a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged. This is a five-year contract and shall be subject to an annual review and evaluation.**

4. **Page 9, F. Scope of Work, 11:** As our company would like to retain as many of the current employees as possible, please provide a current staff list with seniority date, full or part-time status, and pay rate. Names can be stricken to protect privacy (i.e. Reservationist 1, Reservationist 2, etc.).

**Answer: Exhibit H of RFP NO. 10-20-1 provides all available information on the cost of labor and benefits. The 2019-2020 Annual Operating Reports are now available and included as Exhibit 1 to this document, however reviewers should consider the impacts of Covid-19 in the 2019/2020 year.**

5. **Page 9, F. Scope of Work, 11:** In order to ensure that none of the current employees go backwards in benefits should a transition occur, please provide information regarding the current rates/benefits for employees. Please include specific information such as a rate sheet regarding co-pays, dependent coverage, and amount of the premium paid by employer.

**Answer: Exhibit H of RFP NO. 10-20-1 provides all available information on the cost of labor and benefits. The 2019-2020 Annual Operating Reports are now available and included as Exhibit 1 to this document, however reviewers should consider the impacts of Covid-19 in the 2019/2020 year.**

6. **Page 9, F. Scope of Work, 11:** Please clarify if staff are required to be dedicated to this contract?

**Answer: Unless otherwise authorized by the Florida Commission for the Transportation Disadvantaged, the Coordinator shall maintain a qualified general manager in the service area who is authorized to make**

all day-to-day decisions on operations. The Coordinator shall maintain sufficient office staff to perform all required administrative responsibilities.

7. **Page 9, F. Scope of Work, 11:** Would the HRTPO be open to having reservationists in a work from home capacity?

**Answer:** It is the responsibility of the Coordinator to determine and maintain sufficient office staff to perform all required administrative responsibilities.

8. **Page 11, G Project Overview:** Does the Coordinator arrange transportation for the three Coordination Contracts (Ridge ARC, Sunrise Community, New Concepts by Visions)?

**Answer:** No, the Coordinator does not arrange or schedule the trips for the Coordination Contracts.

9. **Page 11, G Project Overview:** Are bidders required to utilize the three existing transportation providers if the service is to be brokered or are bidders able to supplement the trips with other providers?

**Answer:** No. The Coordinator may provide all or a portion of needed transportation services for the transportation disadvantaged but shall be responsible for the provision of those coordinated services. Based on approved commission evaluation criteria, the Coordinator shall subcontract or broker those services that are more cost-effectively and efficiently provided by subcontracting or brokering.

10. **Page 11, G Project Overview:** Please confirm that the only modes of transportation are ambulatory, wheelchair and stretcher. At this time there is no mileage reimbursement, public transit, volunteer drivers, etc.

**Answer:** Exhibit H of RFP NO. 10-20-1 includes the total trips provided from all funding sources. There are no volunteer drivers. The Coordinator utilizes FTA 5310 and FTA 5311 to provide paratransit trips and operate the DART Deviated-Fixed Route in Arcadia (<https://desotobus.com/>) by contract with the Central Florida Regional Planning Council. The 2019-2020 Annual Operating Reports are now available and included as Exhibit 1 to this document, however reviewers should consider the impacts of Covid-19 in the 2019/20 year.

11. **Page 16, Mandatory Items Checklist:** Are Proposers required to return this checklist with proposal submissions?

**Answer:** No.

12. **Page 19, Section III Proposal Contents:** This section requests that bidders consecutively number all pages of the technical proposal. Would HRTPO consider excluding appendices and supplemental information (such as resumes, audited financials, etc.) from this requirement, or, allow bidders to number these pages as subsections (i.e. page A-1, A-2...)?

**Answer:** Proposals must be prepared in the order that they are presented in Sections II and III (Mandatory Items and Proposal Contents).

- Use the same topic headings, in the same order, as described in Sections II and III (Mandatory Items and Proposal Contents).
- Answer all requests for information.
- Type all responses, including budgets.
- Number all pages of the proposal, including the attachments.

13. **Page 24, Section IV Evaluation Criteria/Proposal Rating Sheet:** Please clarify how cost will be evaluated as part of the proposal rating. Will it be evaluated based on the year one price only, or will HRTPO be evaluating and scoring the full contract term cost? Are option years included in the scoring as well?

**Answer:** Proposers are evaluated on inclusion of a completed Commission for the Transportation Disadvantaged Standardized Rate Calculator Model. Proposers will be evaluated on proposed method to provide the most cost-effective service as outlined in the RFP.

14. **Page 96, 16 Public Transit Ridership:** Please confirm if the Coordinator is responsible for providing bus passes for the DART route.

**Answer:** Administration of the DART will be mutually agreed upon by the Coordinator and the Central Florida Regional Planning Council by contract. The current agreement is included as Exhibit 2.

15. **Exhibit D, Section I:** This section states: "Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional named insured..." Please revise this to read "Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional insured..."

**Answer:** The HRTPO is not the author or party to Exhibit D of RFP NO. 10-20-1.

16. **Exhibit D, Section I:** This section states: "Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures." What is the reasoning behind this requirement? Will HRTPO consider removing it?

**Answer:** The HRTPO is not the author or party to Exhibit D of RFP NO. 10-20-1. However, this language has been repealed from Florida Administrative Code 41-2 and is no longer applicable.

17. **Exhibit H:** On all reports, please break out the Paratransit miles based on mode (ambulatory, wheelchair, stretcher).

**Answer:** The Commission for Transportation no longer requires that level of detail in their reporting, therefore that information is not available.

18. **Exhibit H:** Hardee and Highlands. Please break out the cost per trip and cost per mile between CTC and Transportation Operators and Coordination Contractors. Also, please break out the cost per trip and cost per mile by mode.

**Answer:** Exhibit H of RFP NO. 10-20-1 provides the available information. The 2019-2020 Annual Operating Reports are now available and included as Exhibit 1 to this document, however reviewers should consider the impacts of Covid-19 in the 2019/20 year.

19. Please provide the most recent copy of the annual evaluation conducted by the Local Coordinating Board.

**Answer:** An evaluation of the Coordinator was conducted in 2018 for the 2016/2017 year. In 2019 Planning Agencies were not contracted to conduct evaluations. Exhibit 3 provides the 2016/17 CTC Evaluation.

20. What are the three biggest challenges that HRTPO faces in regards to the services being procured?

**Answer:** The three biggest challenges regarding services being procured are:

- a. Ensuring the safety and welfare of the drivers and passengers in the midst of the Covid-19 Pandemic while meeting their mobility needs.
- b. Compliance with all applicable local, state, and federal requirements.
- c. Providing the safest, most cost efficient, cost effective, dependable, on-time, professional mobility options for the users of the transit services in the region.

21. What are the HRTPO's main goals for the next contract term?

**Answer:** The goals are identified in the Transportation Disadvantaged Service Plan. (<https://heartlandregionaltpo.org/download/plans/Transportation-Disadvantaged-Service-Plan-DHHO-4-15-20.pdf>)

22. What does HRTPO wish to accomplish over the next decade for these services?

**Answer:** The goals are identified in the Transportation Disadvantaged Service Plan. (<https://heartlandregionaltpo.org/download/plans/Transportation-Disadvantaged-Service-Plan-DHHO-4-15-20.pdf>)

23. Does this RFP represent any significant changes to the current operations?

**Answer:** The RFP is looking for respondents that understand the current system and who can offer the safest, most cost-efficient, cost effective, professional and most feasible means of meeting the mobility options in the service area.

24. If local, state, or federal governments change the laws, rules or regulations that affect minimum wages and/or benefits that are mandated for the employees of this contract, and this event was not known at the time of bidding, how will HRTPO respond to a potential request for increased compensation?

**Answer:** Funding allocation is determined by The Commission for the Transportation Disadvantaged Trip and Equipment Grant funding allocation methodology, and awarded grants. The Coordinator will complete the Florida Commission for the Transportation Disadvantaged Standardized Rate Calculation Model each year to estimate rates and rate structure for service delivery.

25. What is the current rate paid to the existing contractor?

**Answer:** The adopted rates for Transportation Disadvantaged Trips based on the Rate Calculation Model are as follows:

Ambulatory	\$40.55
Wheelchair	\$69.51
Stretcher	\$144.82

Historically the Central Florida Regional Planning Council utilizes the adopted rates to reimburse trips provided with FTA 5311 and FTA 5310 funding. Due to the rise in costs related to Covid-19, the following rates are being used for the purchasing of the following services:

DART	\$51.28 per service hour
Ambulatory	\$45.82
Wheelchair	\$78.55

26. What was the total amount paid to the incumbent contractor for the last two fiscal years (by year)?

**Answer:** Exhibit H of RFP NO. 10-20-1 includes the total trips provided from all funding sources. The 2019-2020 Annual Operating Reports are now available and included as Exhibit 1 to this document, however reviewers should consider the impacts of Covid-19 in the 2019/20 year.

27. If vehicles are not replaced according to the estimated replacement plan, would HRTPO work with contractor on additional maintenance costs?

**Answer:** No. It is the responsibility of the Coordinator to ensure that adequate vehicles and spares are available to meet the service demands.

28. So that it is clear to all bidders, please confirm the volume of trips on which all bidders are expected to base their proposal. Are there any expected increases in volume in the next 12 months? The next 24 months?

**Answer:** The Annual Operating Report provides historic trip volumes and available funding sources. Bidders are to make their best projections. There are no guaranteed trip volumes.

29. If non-revenue vehicles such as relief, supervisor, or shop vehicles are currently being provided by the contractor, what is the number and type of these vehicles? Does HRTPO have requirements for the specifications of non-revenue vehicles?

**Answer:** Each Community Transportation Coordinator, and any Transportation Operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in section 341.061(2)(a), F.S. and chapter 14-90, F.A.C.

**Current number of relief, supervisor, or shop vehicles known: 1, Flatbed Truck.**

30. Please clarify the HRTPO's planned replacement schedule for the provided fleet. What are the life mile goals for each vehicle type?

**Answer: It is the responsibility of the Coordinator to ensure that adequate vehicles and spares are available to meet the service demands. The Central Florida Regional Planning Council has acquired vehicles through FTA 5310 and FTA 5339 and leases them to the Coordinator. The life mile goals for each vehicle are found on the Florida Department of Transportation TRIPS Website at [www.tripsflorida.org](http://www.tripsflorida.org). Replacement vehicles are based on grant funding availability and not guaranteed.**

31. How would HRTPO like to receive start-up costs? In an effort to get an “apples to apples” comparison with all bidders, we would recommend having those costs separate, as the incumbent would not have any start-up costs.

**Answer: Proposers are evaluated on inclusion of a completed Commission for the Transportation Disadvantaged Standardized Rate Calculator Model. Proposers will be evaluated on proposed method to provide the most cost-effective service as outlined in the RFP. The Coordinator is only reimbursed for services provided so start-up costs must be included in the estimated trip rate. Proposer may discuss start-up costs in narrative. Proposer may develop the Rate Calculation Model by year(s) or the contract term, however there must be at least one completed Standardized Rate Calculator Model included.**

32. Please provide call statistics for the prior 12 months, to include the following: volume, hold time, handle time, abandoned rate, etc.

**Answer: This information is not available.**

33. Please provide a copy of the current contract for these services.

**Answer: Exhibit D of RFP NO. 10-20-1 is the sample Memorandum of Agreement between the Commission for the Transportation Disadvantaged and the Coordinator.**

34. Please provide all bidders with copies of the last three months of monthly invoices and monthly management reports.

**Answer: The July – September Coordinator Report to the Local Coordinating Board is the most recent available data and is included as Exhibit 4.**

35. Please provide total staff numbers provided by the current provider by job category, or an organizational chart outlining these positions. For any shared or non-dedicated positions, please indicate the percentage dedicated to the current contract.

**Answer: The best available information to address this question is included in Exhibit H of RFP NO. 10-20-1**

36. Please clarify how the Coordinator is to be paid for services? Will the provider be paid on a per trip, per hour, flat rate basis, etc.?

**Answer: The Coordinator is reimbursed by the method selected in the Transportation Disadvantaged Rate Calculation Model.**

37. ***Page 6, Section C.12, and page 19, Section III Proposal Contents:*** The RFP states, “Number all pages of the proposal, including the attachments.” and “Please be sure to consecutively number all pages of the technical proposal.” Please confirm that 1) consecutive numbering is required only for the technical proposal document and 2) all forms and attachments may retain their original individual numbering, instead of consecutive numbering of the entire submission and electronic file.

**Answer: Proposals must be prepared in the order that they are presented in Sections II and III (Mandatory Items and Proposal Contents).**

- **Use the same topic headings, in the same order, as described in Sections II and III (Mandatory Items and Proposal Contents).**

- **Answer all requests for information.**
- **Type all responses, including budgets.**
- **Number all pages of the proposal, including the attachments.**

**38. Page 25, Section B. 3:** The Agency for Health Care Administration (AHCA) is not a funding source coordinated under the auspices of the Florida Commission for the Transportation Disadvantaged (CTD). After the CTD allowed this agency to circumvent F.S. 427 and “purchase” services outside of the coordinated model, many Community Transportation Coordinators (CTCs) experienced dramatic losses of revenue and economies of scale for their systems and had to make significant operational changes that ultimately caused rates for TD services/trips to escalate. The Managed Care/Transportation Broker model was not an acceptable option for most CTCs, as they competed with operators that were not held to the same standards and were paid rates far below what the actual cost of service was for following 14-90 protocols. Since this transition was made, AHCA has yet to report what the actual annual cost of transportation services is for their agency, which is required by the CTD. Prior to this transition, this was closely monitored and reported in detail by the CTD.

Our dealings with private companies that contract with Managed Care Organizations (MCOs) to arrange transportation for their members has been a negative experience for our company as well as the coordinated system we manage. In Florida, we were forced to write off more than \$100,000 in unpaid services due to them not honoring commitments. To have a five (5) point evaluation based on our ability/willingness to contract with these private companies is not an objective or fair evaluation criteria. Would HRTPO consider removing this evaluation item?

**Answer: No. The Coordinator shall coordinate the delivery of transportation services which meet the transportation needs identified in the DeSoto, Hardee, Highlands, and Okeechobee Counties Transportation Disadvantaged Service Plan, resulting in the best service at optimal cost. The Coordinator shall describe how transportation services are to be coordinated and provided. Proposers are encouraged to share their approach and how it meets this goal.**

**39. Page 29, section D.3:** With the departure of The Agency for Health Care Administration (AHCA) Medicaid Transportation element from the coordinated model, stretcher service is no longer provided as a service standard in Community Transportation systems throughout Florida. The ADA does not address this mode of transportation. Evaluation of this service is not an objective or fair evaluation criteria. Would HRTPO consider removing this evaluation item?

**Answer: No. Stretcher service is included in the Adopted Transportation Disadvantaged Service Plan. (<https://heartlandregionaltpo.org/download/plans/Transportation-Disadvantaged-Service-Plan-DHHO-4-15-20.pdf>). The Coordinator shall describe how transportation services are to be coordinated and provided. Proposers are encouraged to share their approach and how it meets this goal.**

**40. Rate Calculation Model Submission:** As the incumbent CTC, we have an RCM on file that extends through June 30, 2021. Please confirm if this is sufficient for submission, or are we required to submit another that would be effective July 1, 2021?

**Answer: Yes, The selected Agency will be required to use the Rate Calculation Model to determine system rates for start-up on July 1, 2021.**

**41. Page 4, Section C.1:** Currently, our organization is experiencing delays in the hand binding process related to COVID-19. Accordingly, we respectfully request that the HRTPO consider proposal submittals in electronic format only.

**Answer: One original, five (5) copies, and one electronic file on a flash drive of the proposal must be submitted to: Shannon McPherson; Heartland Regional Transportation Planning Organization, 555 East Church Street, Bartow, FL 33830-3931. Faxed and electronically only responses will not be accepted.**

**42. Suggested contract language revision:** Will HRTPO consider price protection for changes requested by the Authority, or matters that were not contemplated at the time of Contractor’s proposal?

**Answer: The contract for the Coordinator is between the selected proposer and the Commission for the Transportation Disadvantaged.**

43. **Suggested contract language revision:** Will HRTPO consider including a force majeure provision relieving both parties from performance under the Contract for circumstances beyond their reasonable control (acts of God, war, labor strikes, slowdowns, sick-outs, pandemics, health emergencies, or other disputes, etc.)?

**Answer:** The contract for the Coordinator is between the selected proposer and the Commission for the Transportation Disadvantaged.

44. **Suggested contract language revision:** Will HRTPO consider revising the broad Contractor indemnity, to limit indemnity to Contractor's negligence or willful misconduct, and exclude claims based on the active negligence and/or willful misconduct by any indemnified party?

**Answer:** The contract for the Coordinator is between the selected proposer and the Commission for the Transportation Disadvantaged.

45. **COVID-19:** Will HRTPO consider a fixed and variable rate for service increases or decreases?

**Answer:** The Coordinator will complete the Florida Commission for the Transportation Disadvantaged Standardized Rate Calculation Model each year to estimate rates and rate structure for service delivery.

46. **COVID-19:** Please provide any policies and requirements regarding COVID-19-related operating procedures.

**Answer:** Exhibit F of RFP NO. 10-20-1 identifies the Florida Commission for the Transportation Disadvantaged Standards as well as Local Standards. The Local Coordinating Board has not adopted any policies related to COVID-19 and has relied on the Coordinator to operate the system in a safe manner while following the guidance established by the Center for Disease Control and the Federal Transit Administration.

47. **Compensation:** At various times, federal, state and local governments consider laws, rules and regulations which require an increase to wages or benefits mandated for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for an application for increased compensation?

**Answer:** The contract for the Coordinator is between the selected proposer and the Commission for the Transportation Disadvantaged.

48. **Financial:** Please confirm that the financial statements submitted must be audited and they must be specific to the entity submitting the proposal.

**Answer:** Provide a current financial statement prepared by a licensed certified public accountant that clearly shows that the proposer is financially capable of successfully performing the contract.

49. **Pricing:** Please clarify exactly how the prices will be evaluated, i.e. will only the Year 1 price be considered or the full contract term cost?

**Answer:** Proposers are evaluated on inclusion of a completed Commission for the Transportation Disadvantaged Standardized Rate Calculator Model. Proposers will be evaluated on proposed method to provide the most cost-effective service as outlined in the RFP. Proposer may develop the Rate Calculation Model by year(s) or the contract term, however there must be at least one completed Standardized Rate Calculator Model included.

50. Is there any guidance or requirements on facility/office location?

**Answer:** Unless otherwise authorized by the Florida Commission for the Transportation Disadvantaged, the Coordinator shall maintain a qualified general manager in the service area who is authorized to make all day-to-day decisions on operations.

51. Will the presentations by proposers on January 8 would be in person, and would that be the short list of people or will that be everyone?

**Answer: The three (3) top rated proposals will make presentations to the Selection Committee at a January 8, 2021 meeting.**

52. Is the required Rate Count model would be one for each County – so there will be four?

**Answer: The Rate Calculation Model should be completed for the entire four-county service area.**

53. There was a lot of reference to school bus transportation in the RFP. I wasn't quite sure how that correlates to the service that we provide. Could you explain?

**Answer: The nature and scope of work to be the responsibility of the designated Coordinator are described in Rule 41-2.011 of the Florida Administrative Code including the coordination of the use of school buses and public transit, where possible and cost-effective, in accordance with the Transportation Disadvantaged Service Plan.**

54. Any restrictions on where the office can be – the central office?

**Answer: Unless otherwise authorized by the Florida Commission for the Transportation Disadvantaged, the Coordinator shall maintain a qualified general manager in the service area who is authorized to make all day-to-day decisions on operations. The Coordinator shall maintain sufficient office staff to perform all required administrative responsibilities.**

55. There are four counties in this particular proposal. Could more be added and if more are added would that just be...added to...we could use the same staff...what if another county came to us and said "hey can you help us and work with us" can we do that under this contract or is it exclusive.

**Answer: The contract for the Coordinator is between the selected proposer and the Commission for the Transportation Disadvantaged for the service area defined as DeSoto, Hardee, Highlands, and Okeechobee. With mutual agreement of the HRTPO, all Counties, and the Commission for the Transportation Disadvantaged the service area may be changed. That change may require a new or amended contract with the Commission for the Transportation Disadvantaged and may or may not alter the expiration of the initial contract.**



**Exhibit 1:  
2019/2020 Annual Operating Report**



# CTC Organization

**County:** Desoto

**Fiscal Year:** 7/1/2019 - 6/30/2020

**CTC Status:** Submitted

**CTD Status:** Under Review

**Date Initiated:** 9/9/2020

**CTC Organization Name:** MV Contract Transportation, Inc.

**Address:** 4650 US 27 South

**City:** Sebring

**State:** FL

**Zip Code:** 33870

**Organization Type:** Private For Profit

**Network Type:** Complete Brokerage

**Operating Environment:** Rural

**Transportation Operators:** Yes

**Number of Transportation Operators:** 1

**Coordination Contractors:** No

**Number of Coordination Contractors:** 0

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Commissioner Terry Hill

**CTC Contact:** Kelly Kirk Brooks

**CTC Contact Title:** General Manager

**CTC Contact Email:** kelly.kirkbrooks@mvtransit.com

**Phone:** (863) 382-6004

## CTC Certification

I, Kelly Kirk Brooks, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

I, Commissioner Terry Hill, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



# CTC Trips

County: Desoto

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
<b>Fixed Route/Fixed Schedule</b>						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	6,003	N/A	6,003	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
<b>Paratransit</b>						
Ambulatory	4,400	0	4,400	5,400	0	5,400
Non-Ambulatory	2,349	0	2,349	2,015	0	2,015
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>12,752</b>	<b>0</b>	<b>12,752</b>	<b>7,415</b>	<b>0</b>	<b>7,415</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	12,752	N/A	12,752	7,415	N/A	7,415
<b>Total - Contracted Transportation Operator Trips</b>	<b>12,752</b>	<b>0</b>	<b>12,752</b>	<b>7,415</b>	<b>0</b>	<b>7,415</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	4,338	N/A	4,338	5,630	N/A	5,630
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	8,414	0	8,414	1,783	0	1,783
Local Government	0	0	0	1	0	1
Local Non-Government	0	0	0	1	0	1
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>12,752</b>	<b>0</b>	<b>12,752</b>	<b>7,415</b>	<b>0</b>	<b>7,415</b>



**Transportation  
Disadvantaged**

## CTC Trips (cont'd)

County: Desoto

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	4,952	0	4,952	4,578	0	4,578
Children At Risk	32	0	32	0	0	0
Persons With Disabilities	466	0	466	1,435	0	1,435
Low Income	1,299	0	1,299	1,402	0	1,402
Other	6,003	0	6,003	0	0	0
<b>Total - Passenger Type</b>	<b>12,752</b>	<b>0</b>	<b>12,752</b>	<b>7,415</b>	<b>0</b>	<b>7,415</b>
<b>Trip Purpose - One Way</b>						
Medical	6,138	0	6,138	6,293	0	6,293
Employment	283	0	283	604	0	604
Education/Training/Daycare	0	0	0	0	0	0
Nutritional	281	0	281	443	0	443
Life-Sustaining/Other	6,050	0	6,050	75	0	75
<b>Total - Trip Purpose</b>	<b>12,752</b>	<b>0</b>	<b>12,752</b>	<b>7,415</b>	<b>0</b>	<b>7,415</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	174	0	174	163	0	163
<b>Total - UDPHC</b>	<b>174</b>	<b>0</b>	<b>174</b>	<b>163</b>	<b>0</b>	<b>163</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	135	N/A	135	22	N/A	22
No Shows	56	N/A	56	142	N/A	142
<b>Customer Feedback</b>						
Complaints	1	N/A	1	0	N/A	0
Commendations	1	N/A	1	5	N/A	5



# CTC Vehicles & Drivers

County: Desoto

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	24,429	N/A	24,429	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	103,214	0	103,214	104,608	0	104,608
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>127,643</b>	<b>0</b>	<b>127,643</b>	<b>104,608</b>	<b>0</b>	<b>104,608</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	4	0	4	3	0	3
Chargeable Accidents	0	0	0	1	0	1
<b>Vehicle Inventory</b>						
Total Number of Vehicles	18	0	18	16	0	16
Number of Wheelchair Accessible Vehicles	9	0	9	7	0	7
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	15	0	15	15	0	15
Number of Volunteer Drivers	0	0	0	0	0	0



# CTC Revenue Sources

County: Desoto

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 193,946	N/A	\$ 193,946	\$ 230,108	N/A	\$ 230,108
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 568	\$ 0	\$ 568	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 228,622	\$ 0	\$ 228,622	\$ 92,826	\$ 0	\$ 92,826
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 12,621	\$ 0	\$ 12,621	\$ 14,260	\$ 0	\$ 14,260
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 12,860	\$ 0	\$ 12,860	\$ 13,748	\$ 0	\$ 13,748
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 448,617</b>	<b>\$ 0</b>	<b>\$ 448,617</b>	<b>\$ 350,942</b>	<b>\$ 0</b>	<b>\$ 350,942</b>



**Transportation  
Disadvantaged**

# CTC Expense Sources

County: Desoto

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Expense Sources</b>						
Labor	\$ 31,052	\$ 0	\$ 31,052	\$ 23,695	\$ 0	\$ 23,695
Fringe Benefits	\$ 9,699	\$ 0	\$ 9,699	\$ 6,187	\$ 0	\$ 6,187
Services	\$ 1,973	\$ 0	\$ 1,973	\$ 993	\$ 0	\$ 993
Materials & Supplies Consumed	\$ 12,182	\$ 0	\$ 12,182	\$ 9,407	\$ 0	\$ 9,407
Utilities	\$ 4,695	\$ 0	\$ 4,695	\$ 3,922	\$ 0	\$ 3,922
Casualty & Liability	\$ 6,868	\$ 0	\$ 6,868	\$ 3,361	\$ 0	\$ 3,361
Taxes	\$ 2,944	\$ 0	\$ 2,944	\$ 2,287	\$ 0	\$ 2,287
Miscellaneous	\$ 634	\$ 0	\$ 634	\$ 256	\$ 0	\$ 256
Interest	\$ 760	\$ 0	\$ 760	\$ 717	\$ 0	\$ 717
Leases & Rentals	\$ 3,323	\$ 0	\$ 3,323	\$ 2,587	\$ 0	\$ 2,587
Capital Purchases	\$ 1,594	\$ 0	\$ 1,594	\$ 1,724	\$ 0	\$ 1,724
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 24,780	\$ 0	\$ 24,780	\$ 18,041	\$ 0	\$ 18,041
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 334,649	N/A	\$ 334,649	\$ 277,765	N/A	\$ 277,765
<b>Total - Expense Sources</b>	<b>\$ 435,153</b>	<b>\$ 0</b>	<b>\$ 435,153</b>	<b>\$ 350,942</b>	<b>\$ 0</b>	<b>\$ 350,942</b>

County: Desoto  
 CTC: MV Contract Transportation, Inc.  
 Contact: Kelly Kirk Brooks  
 4650 US 27 South  
 Sebring, FL 33870  
 863-382-6004

Demographics	Number
Total County Population	36,399
Unduplicated Head Count	174

Email: kelly.kirkbrooks@mvtransit.com

<b>Trips By Type of Service</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Vehicle Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Fixed Route (FR)	0	0	0	Vehicle Miles	125,668	104,608	127,643
Deviated FR	0	0	6,003	Roadcalls	1	3	4
Complementary ADA	0	0	0	Accidents	0	1	0
Paratransit	7,594	7,415	6,749	Vehicles	15	16	18
TNC	0	0	0	Drivers	21	15	15
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>7,594</b>	<b>7,415</b>	<b>12,752</b>				

<b>Passenger Trips By Trip Purpose</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Medical	6,516	6,293	6,138
Employment	694	604	283
Ed/Train/DayCare	0	0	0
Nutritional	5	443	281
Life-Sustaining/Other	379	75	6,050
<b>TOTAL TRIPS</b>	<b>7,594</b>	<b>7,415</b>	<b>12,752</b>

<b>Financial and General Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Expenses	\$370,043	\$350,942	\$435,153
Revenues	\$370,047	\$350,942	\$448,617
Commendations	16	5	1
Complaints	0	0	1
Passenger No-Shows	339	142	56
Unmet Trip Requests	87	22	135

<b>Passenger Trips By Revenue Source</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
CTD	5,381	5,630	4,338
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	14	0	0
Other	2,199	1,785	8,414
<b>TOTAL TRIPS</b>	<b>7,594</b>	<b>7,415</b>	<b>12,752</b>

<b>Performance Measures</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Accidents per 100,000 Miles	0	0.96	0
Miles between Roadcalls	125,668	34,869	31,911
Avg. Trips per Passenger	37.41	45.49	73.29
Cost per Trip	\$48.73	\$47.33	\$34.12
Cost per Paratransit Trip	\$48.73	\$47.33	\$34.12
Cost per Total Mile	\$2.94	\$3.35	\$3.41
Cost per Paratransit Mile	\$2.94	\$3.35	\$3.41

<b>Trips by Provider Type</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
CTC	0	0	0
Transportation Operator	7,594	7,415	12,752
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>7,594</b>	<b>7,415</b>	<b>12,752</b>





# CTC Organization

**County:** Hardee

**Fiscal Year:** 7/1/2019 - 6/30/2020

**CTC Status:** Submitted

**CTD Status:** Under Review

**Date Initiated:** 9/9/2020

**CTC Organization Name:** MV Contract Transportation, Inc.

**Address:** 4650 US 27 South

**City:** Sebring

**State:** FL

**Zip Code:** 33870

**Organization Type:** Private For Profit

**Network Type:** Complete Brokerage

**Operating Environment:** Rural

**Transportation Operators:** Yes

**Number of Transportation Operators:** 2

**Coordination Contractors:** Yes

**Number of Coordination Contractors:** 1

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Commissioner Terry Hill

**CTC Contact:** Kelly Kirk Brooks

**CTC Contact Title:** General Manager

**CTC Contact Email:** kelly.kirkbrooks@mvtransit.com

**Phone:** (863) 382-6004

## CTC Certification

I, Kelly Kirk Brooks, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

I, Commissioner Terry Hill, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



## Organization – Coordination Contractor

**County:** Hardee

**CTC Status:** Submitted

**CTC Organization:** MV Contract Transportation, Inc.

**Fiscal Year:** 7/1/2019 - 6/30/2020

**Upload Date:** 9/25/2020

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**Coordination Contractor Name:** Sunrise Community of Polk County, Inc  
**Address:** 1014 6th Ave South  
**City:** Wauchula  
**State:** FL  
**Zip Code:** 33873  
**Organization Type:** Private Non Profit  
**Operating Environment:** Rural  
**Provide Out of County Trips:** Yes  
**Who Do You Serve:** Person with Disabilities  
**Contact Person:** John Benscoter  
**Contact Title:** Executive Director  
**Contact Email:** jbenscoter@sunrisegroup.org  
**Phone:** (863) 644-6800

### Coordination Contractor Certification

By submission of this form, I, John Benscoter, as the authorized representative of Sunrise Community of Polk County, Inc, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_



# CTC Trips

County: Hardee

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
<b>Fixed Route/Fixed Schedule</b>						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
<b>Paratransit</b>						
Ambulatory	4,310	16,688	20,998	4,710	22,843	27,553
Non-Ambulatory	311	4,652	4,963	426	6,009	6,435
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>4,621</b>	<b>21,340</b>	<b>25,961</b>	<b>5,136</b>	<b>28,852</b>	<b>33,988</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	4,621	N/A	4,621	5,136	N/A	5,136
<b>Total - Contracted Transportation Operator Trips</b>	<b>4,621</b>	<b>0</b>	<b>4,621</b>	<b>5,136</b>	<b>0</b>	<b>5,136</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	68	0	68	503	0	503
Agency for Persons with Disabilities (APD)	0	3,201	3,201	0	4,000	4,000
Comm for the Transportation Disadvantaged (CTD)	1,995	N/A	1,995	2,863	N/A	2,863
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	2,558	0	2,558	1,770	0	1,770
Local Government	0	0	0	0	0	0
Local Non-Government	0	0	0	0	24,852	24,852
Other Federal & State Programs	0	18,139	18,139	0	0	0
<b>Total - Revenue Source</b>	<b>4,621</b>	<b>21,340</b>	<b>25,961</b>	<b>5,136</b>	<b>28,852</b>	<b>33,988</b>



**Transportation  
Disadvantaged**

## CTC Trips (cont'd)

County: Hardee

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	2,660	0	2,660	2,821	0	2,821
Children At Risk	0	0	0	8	0	8
Persons With Disabilities	543	21,340	21,883	1,163	28,852	30,015
Low Income	1,418	0	1,418	1,144	0	1,144
Other	0	0	0	0	0	0
<b>Total - Passenger Type</b>	<b>4,621</b>	<b>21,340</b>	<b>25,961</b>	<b>5,136</b>	<b>28,852</b>	<b>33,988</b>
<b>Trip Purpose - One Way</b>						
Medical	2,809	1,054	3,863	3,254	1,325	4,579
Employment	800	0	800	377	0	377
Education/Training/Daycare	111	8,275	8,386	8	17,816	17,824
Nutritional	880	1,468	2,348	1,412	3,184	4,596
Life-Sustaining/Other	21	10,543	10,564	85	6,527	6,612
<b>Total - Trip Purpose</b>	<b>4,621</b>	<b>21,340</b>	<b>25,961</b>	<b>5,136</b>	<b>28,852</b>	<b>33,988</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	141	39	180	81	42	123
<b>Total - UDPHC</b>	<b>141</b>	<b>39</b>	<b>180</b>	<b>81</b>	<b>42</b>	<b>123</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	151	N/A	151	3	N/A	3
No Shows	117	N/A	117	177	N/A	177
<b>Customer Feedback</b>						
Complaints	0	N/A	0	1	N/A	1
Commendations	1	N/A	1	1	N/A	1







# CTC Vehicles & Drivers

County: Hardee

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	64,222	53,967	118,189	56,133	53,777	109,910
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>64,222</b>	<b>53,967</b>	<b>118,189</b>	<b>56,133</b>	<b>53,777</b>	<b>109,910</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	2	0	2	1	0	1
Chargeable Accidents	1	0	1	0	0	0
<b>Vehicle Inventory</b>						
Total Number of Vehicles	3	9	12	3	10	13
Number of Wheelchair Accessible Vehicles	3	3	6	3	0	3
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	3	31	34	3	38	41
Number of Volunteer Drivers	0	0	0	0	0	0



**Transportation  
Disadvantaged**

# Coordination Contractor Vehicles & Drivers

**County:** Hardee

**CTC Status:** Submitted

**CTC Organization:** MV Contract  
Transportation, Inc.

**Fiscal Year:** 07/01/2019 - 06/30/2020

**Upload Date:** 9/25/2020

**Coordination Contractor:** Sunrise Community of  
Polk County, Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Vehicle Miles</b>		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	53,967	53,777
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
<b>Total - Vehicle Miles</b>	<b>53,967</b>	<b>53,777</b>
<b>Roadcalls &amp; Accidents</b>		
Roadcalls	0	0
Chargeable Accidents	0	0
<b>Vehicle Inventory</b>		
Total Number of Vehicles	9	10
Number of Wheelchair Accessible Vehicles	3	0
<b>Drivers</b>		
Number of Full Time & Part Time Drivers	31	38
Number of Volunteer Drivers	0	0





# CTC Revenue Sources

County: Hardee

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 1,865	\$ 0	\$ 1,865	\$ 10,868	\$ 0	\$ 10,868
Agency for Persons with Disabilities (APD)	\$ 0	\$ 34,316	\$ 34,316	\$ 0	\$ 43,661	\$ 43,661
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 71,229	N/A	\$ 71,229	\$ 109,925	N/A	\$ 109,925
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 34,056	\$ 0	\$ 34,056	\$ 18,649	\$ 0	\$ 18,649
49 USC 5311	\$ 73,589	\$ 0	\$ 73,589	\$ 55,651	\$ 0	\$ 55,651
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 7,735	\$ 0	\$ 7,735	\$ 12,010	\$ 0	\$ 12,010
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 2,965	\$ 0	\$ 2,965	\$ 13,922	\$ 0	\$ 13,922
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 340,407	\$ 340,407
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 287,028	\$ 287,028	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 191,439</b>	<b>\$ 321,344</b>	<b>\$ 512,783</b>	<b>\$ 221,025</b>	<b>\$ 384,068</b>	<b>\$ 605,093</b>





**Transportation  
Disadvantaged**

## CTC Expense Sources

County: Hardee

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 13,250	\$ 197,251	\$ 210,501	\$ 14,923	\$ 217,970	\$ 232,893
Fringe Benefits	\$ 4,139	\$ 33,811	\$ 37,950	\$ 3,897	\$ 41,936	\$ 45,833
Services	\$ 842	\$ 31,858	\$ 32,700	\$ 625	\$ 17,885	\$ 18,510
Materials & Supplies Consumed	\$ 5,198	\$ 13,848	\$ 19,046	\$ 5,924	\$ 18,290	\$ 24,214
Utilities	\$ 2,004	\$ 2,940	\$ 4,944	\$ 2,470	\$ 0	\$ 2,470
Casualty & Liability	\$ 2,931	\$ 30,204	\$ 33,135	\$ 2,117	\$ 22,401	\$ 24,518
Taxes	\$ 1,256	\$ 630	\$ 1,886	\$ 1,441	\$ 692	\$ 2,133
Miscellaneous	\$ 271	\$ 0	\$ 271	\$ 161	\$ 0	\$ 161
Interest	\$ 324	\$ 0	\$ 324	\$ 451	\$ 0	\$ 451
Leases & Rentals	\$ 1,418	\$ 0	\$ 1,418	\$ 1,629	\$ 0	\$ 1,629
Capital Purchases	\$ 680	\$ 1,638	\$ 2,318	\$ 1,085	\$ 6,552	\$ 7,637
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 10,574	\$ 9,164	\$ 19,738	\$ 11,363	\$ 58,342	\$ 69,705
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 142,805	N/A	\$ 142,805	\$ 174,939	N/A	\$ 174,939
<b>Total - Expense Sources</b>	<b>\$ 185,692</b>	<b>\$ 321,344</b>	<b>\$ 507,036</b>	<b>\$ 221,025</b>	<b>\$ 384,068</b>	<b>\$ 605,093</b>



County: Hardee  
 CTC: MV Contract Transportation, Inc.  
 Contact: Kelly Kirk Brooks  
 4650 US 27 South  
 Sebring, FL 33870  
 863-382-6004

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	27,228
Unduplicated Head Count	180



<b>Trips By Type of Service</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Vehicle Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Fixed Route (FR)	0	0	0	Vehicle Miles	198,920	109,910	118,189
Deviated FR	0	0	0	Roadcalls	1	1	2
Complementary ADA	0	0	0	Accidents	0	0	1
Paratransit	16,715	33,988	25,961	Vehicles	13	13	12
TNC	0	0	0	Drivers	15	41	34
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>16,715</b>	<b>33,988</b>	<b>25,961</b>				

<b>Passenger Trips By Trip Purpose</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Medical	4,047	4,579	3,863
Employment	207	377	800
Ed/Train/DayCare	1,826	17,824	8,386
Nutritional	1,569	4,596	2,348
Life-Sustaining/Other	9,066	6,612	10,564
<b>TOTAL TRIPS</b>	<b>16,715</b>	<b>33,988</b>	<b>25,961</b>

<b>Financial and General Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Expenses	\$598,331	\$605,093	\$507,036
Revenues	\$598,336	\$605,093	\$512,783
Commendations	0	1	1
Complaints	0	1	0
Passenger No-Shows	247	177	117
Unmet Trip Requests	2	3	151

<b>Passenger Trips By Revenue Source</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
CTD	2,282	2,863	1,995
AHCA	695	503	68
APD	11,166	4,000	3,201
DOEA	0	0	0
DOE	0	0	0
Other	2,572	26,622	20,697
<b>TOTAL TRIPS</b>	<b>16,715</b>	<b>33,988</b>	<b>25,961</b>

<b>Performance Measures</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Accidents per 100,000 Miles	0	0	0.85
Miles between Roadcalls	198,920	109,910	59,094
Avg. Trips per Passenger	81.54	276.33	144.23
Cost per Trip	\$35.80	\$17.80	\$19.53
Cost per Paratransit Trip	\$35.80	\$17.80	\$19.53
Cost per Total Mile	\$3.01	\$5.51	\$4.29
Cost per Paratransit Mile	\$3.01	\$5.51	\$4.29

<b>Trips by Provider Type</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
CTC	0	0	0
Transportation Operator	5,549	5,136	4,621
Coordination Contractor	11,166	28,852	21,340
<b>TOTAL TRIPS</b>	<b>16,715</b>	<b>33,988</b>	<b>25,961</b>



# CTC Organization

**County:** Highlands

**Fiscal Year:** 7/1/2019 - 6/30/2020

**CTC Status:** Submitted

**CTD Status:** Under Review

**Date Initiated:** 9/9/2020

**CTC Organization Name:** MV Contract Transportation, Inc.

**Address:** 4650 US 27 South

**City:** Sebring

**State:** FL

**Zip Code:** 33870

**Organization Type:** Private For Profit

**Network Type:** Complete Brokerage

**Operating Environment:** Urban

**Transportation Operators:** Yes

**Number of Transportation Operators:** 2

**Coordination Contractors:** Yes

**Number of Coordination Contractors:** 3

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Commissioner Terry Hill

**CTC Contact:** Kelly Kirk Brooks

**CTC Contact Title:** General Manager

**CTC Contact Email:** kelly.kirkbrooks@mvtransit.com

**Phone:** (863) 382-6004

## CTC Certification

I, Kelly Kirk Brooks, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

I, Commissioner Terry Hill, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



## Organization – Coordination Contractor

**County:** Highlands

**CTC Status:** Submitted

**CTC Organization:** MV Contract Transportation, Inc.

**Fiscal Year:** 7/1/2019 - 6/30/2020

**Upload Date:** 9/25/2020

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**Coordination Contractor Name:** New Concepts by Visions, Inc.  
**Address:** 4141 US 27 N. Suite 15  
**City:** Sebring,  
**State:** FL  
**Zip Code:** 33870  
**Organization Type:** Private Non Profit  
**Operating Environment:** Urban  
**Provide Out of County Trips:** Yes  
**Who Do You Serve:** Highlands County residents  
**Contact Person:** Ray Cook  
**Contact Title:** CFO  
**Contact Email:** rcook@newconceptstbyvisions.org  
**Phone:** (863) 402-0048

### Coordination Contractor Certification

By submission of this form, I, Ray Cook, as the authorized representative of New Concepts by Visions, Inc. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_



## Organization – Coordination Contractor

**County:** Highlands

**CTC Status:** Submitted

**CTC Organization:** MV Contract Transportation, Inc.

**Fiscal Year:** 7/1/2019 - 6/30/2020

**Upload Date:** 9/25/2020

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**Coordination Contractor Name:** Ridge Area ARC, Inc.  
**Address:** 4352 Independence Street  
**City:** Avon Park  
**State:** FL  
**Zip Code:** 33825  
**Organization Type:** Private Non Profit  
**Operating Environment:** Urban  
**Provide Out of County Trips:** Yes  
**Who Do You Serve:** Individuals with intellectual and developmental disabilities  
**Contact Person:** Kathleen Border  
**Contact Title:** CEO  
**Contact Email:** Kborder@ridgeareaarc.org  
**Phone:** (863) 452-1295

### Coordination Contractor Certification

By submission of this form, I, Kathleen Border, as the authorized representative of Ridge Area ARC, Inc. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_





## Organization – Coordination Contractor

**County:** Highlands

**CTC Status:** Submitted

**CTC Organization:** MV Contract Transportation, Inc.

**Fiscal Year:** 7/1/2019 - 6/30/2020

**Upload Date:** 9/28/2020

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**Coordination Contractor Name:** The Palms of Sebring  
**Address:** 725 S. Pine Street  
**City:** Sebring  
**State:** FL  
**Zip Code:** 33870  
**Organization Type:** Private Non Profit  
**Operating Environment:** Urban  
**Provide Out of County Trips:** Yes  
**Who Do You Serve:** Our elderly residents  
**Contact Person:** Lisa Pantaline  
**Contact Title:** Executive Assistant  
**Contact Email:** lpantaline@palmsofsebring.com  
**Phone:** (863) 385-0161

### Coordination Contractor Certification

By submission of this form, I, Lisa Pantaline, as the authorized representative of The Palms of Sebring, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_



# CTC Trips

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	34,295	18,861	53,156	41,103	21,391	62,494
Non-Ambulatory	8,865	2,262	11,127	9,914	1,895	11,809
Stretcher	33	0	33	222	0	222
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>43,193</b>	<b>21,123</b>	<b>64,316</b>	<b>51,239</b>	<b>23,286</b>	<b>74,525</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	43,193	N/A	43,193	51,239	N/A	51,239
<b>Total - Contracted Transportation Operator Trips</b>	<b>43,193</b>	<b>0</b>	<b>43,193</b>	<b>51,239</b>	<b>0</b>	<b>51,239</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	1,706	0	1,706	5,642	0	5,642
Agency for Persons with Disabilities (APD)	0	11,089	11,089	0	13,671	13,671
Comm for the Transportation Disadvantaged (CTD)	19,094	N/A	19,094	22,458	N/A	22,458
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	2,294	0	2,294	3,241	0	3,241
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	20,099	8,670	28,769	19,898	8,334	28,232
Local Government	0	0	0	0	0	0
Local Non-Government	0	1,364	1,364	0	1,281	1,281
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>43,193</b>	<b>21,123</b>	<b>64,316</b>	<b>51,239</b>	<b>23,286</b>	<b>74,525</b>



# CTC Trips (cont'd)

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	25,544	718	26,262	22,124	0	22,124
Children At Risk	36	0	36	208	0	208
Persons With Disabilities	6,267	20,405	26,672	15,000	23,286	38,286
Low Income	11,346	0	11,346	13,847	0	13,847
Other	0	0	0	60	0	60
<b>Total - Passenger Type</b>	<b>43,193</b>	<b>21,123</b>	<b>64,316</b>	<b>51,239</b>	<b>23,286</b>	<b>74,525</b>
<b>Trip Purpose - One Way</b>						
Medical	28,660	2,273	30,933	31,346	1,780	33,126
Employment	7,238	0	7,238	10,645	0	10,645
Education/Training/Daycare	1,757	14,654	16,411	2,232	16,613	18,845
Nutritional	4,758	98	4,856	5,016	0	5,016
Life-Sustaining/Other	780	4,098	4,878	2,000	4,893	6,893
<b>Total - Trip Purpose</b>	<b>43,193</b>	<b>21,123</b>	<b>64,316</b>	<b>51,239</b>	<b>23,286</b>	<b>74,525</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	1,069	1,469	2,538	874	104	978
<b>Total - UDPHC</b>	<b>1,069</b>	<b>1,469</b>	<b>2,538</b>	<b>874</b>	<b>104</b>	<b>978</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	744	N/A	744	38	N/A	38
No Shows	1,248	N/A	1,248	2,263	N/A	2,263
<b>Customer Feedback</b>						
Complaints	5	N/A	5	5	N/A	5
Commendations	10	N/A	10	8	N/A	8



# Coordination Contractor Trips

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: New Concepts by Visions, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Service Type - One Way</b>		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	144	926
Non-Ambulatory	0	115
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
<b>Total - Service Type</b>	<b>144</b>	<b>1,041</b>
<b>Contracted Transportation Operator</b>		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	144	1,041
Other Federal & State Programs	0	0
<b>Total - Revenue Source</b>	<b>144</b>	<b>1,041</b>



**Transportation  
Disadvantaged**

## Coordination Contractor Trips (cont'd)

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: New Concepts by  
Visions, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Passenger Type - One Way</b>		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	144	1,041
Low Income	0	0
Other	0	0
<b>Total - Passenger Type</b>	<b>144</b>	<b>1,041</b>
<b>Trip Purpose - One Way</b>		
Medical	0	0
Employment	0	0
Education/Training/Daycare	144	1,041
Nutritional	0	0
Life-Sustaining/Other	0	0
<b>Total - Trip Purpose</b>	<b>144</b>	<b>1,041</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>		
UDPHC	30	30
<b>Total - UDPHC</b>	<b>30</b>	<b>30</b>
<b>Unmet &amp; No Shows</b>		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
<b>Customer Feedback</b>		
Complaints	N/A	N/A
Commendations	N/A	N/A



# Coordination Contractor Trips

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: Ridge Area ARC, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Service Type - One Way</b>		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	18,541	20,465
Non-Ambulatory	1,612	1,780
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
<b>Total - Service Type</b>	<b>20,153</b>	<b>22,245</b>
<b>Contracted Transportation Operator</b>		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	11,089	13,671
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	8,670	8,334
Local Government	0	0
Local Non-Government	394	240
Other Federal & State Programs	0	0
<b>Total - Revenue Source</b>	<b>20,153</b>	<b>22,245</b>



**Transportation  
Disadvantaged**

## Coordination Contractor Trips (cont'd)

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: Ridge Area ARC, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Passenger Type - One Way</b>		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	20,153	22,245
Low Income	0	0
Other	0	0
<b>Total - Passenger Type</b>	<b>20,153</b>	<b>22,245</b>
<b>Trip Purpose - One Way</b>		
Medical	1,612	1,780
Employment	0	0
Education/Training/Daycare	14,510	15,572
Nutritional	0	0
Life-Sustaining/Other	4,031	4,893
<b>Total - Trip Purpose</b>	<b>20,153</b>	<b>22,245</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>		
UDPHC	1,059	74
<b>Total - UDPHC</b>	<b>1,059</b>	<b>74</b>
<b>Unmet &amp; No Shows</b>		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
<b>Customer Feedback</b>		
Complaints	N/A	N/A
Commendations	N/A	N/A



# Coordination Contractor Trips

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/28/2020

Coordination Contractor: The Palms of Sebring

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Service Type - One Way</b>		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	176	0
Non-Ambulatory	650	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
<b>Total - Service Type</b>	<b>826</b>	<b>0</b>
<b>Contracted Transportation Operator</b>		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	826	0
Other Federal & State Programs	0	0
<b>Total - Revenue Source</b>	<b>826</b>	<b>0</b>





## Coordination Contractor Trips (cont'd)

**County:** Highlands                      **CTC Status:** Submitted                      **CTC Organization:** MV Contract Transportation, Inc.  
**Fiscal Year:** 07/01/2019 - 06/30/2020                      **Upload Date:** 9/28/2020                      **Coordination Contractor:** The Palms of Sebring

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Passenger Type - One Way</b>		
Older Adults	718	0
Children At Risk	0	0
Persons With Disabilities	108	0
Low Income	0	0
Other	0	0
<b>Total - Passenger Type</b>	<b>826</b>	<b>0</b>
<b>Trip Purpose - One Way</b>		
Medical	661	0
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	98	0
Life-Sustaining/Other	67	0
<b>Total - Trip Purpose</b>	<b>826</b>	<b>0</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>		
UDPHC	380	0
<b>Total - UDPHC</b>	<b>380</b>	<b>0</b>
<b>Unmet &amp; No Shows</b>		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
<b>Customer Feedback</b>		
Complaints	N/A	N/A
Commendations	N/A	N/A



# CTC Vehicles & Drivers

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	594,053	68,740	662,793	609,447	111,030	720,477
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>594,053</b>	<b>68,740</b>	<b>662,793</b>	<b>609,447</b>	<b>111,030</b>	<b>720,477</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	14	5	19	19	0	19
Chargeable Accidents	4	0	4	2	1	3
<b>Vehicle Inventory</b>						
Total Number of Vehicles	36	17	53	36	13	49
Number of Wheelchair Accessible Vehicles	36	7	43	32	3	35
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	42	36	78	45	33	78
Number of Volunteer Drivers	0	0	0	0	0	0



**Transportation  
Disadvantaged**

## Coordination Contractor Vehicles & Drivers

**County:** Highlands

**CTC Status:** Submitted

**CTC Organization:** MV Contract  
Transportation, Inc.

**Fiscal Year:** 07/01/2019 - 06/30/2020

**Upload Date:** 9/25/2020

**Coordination Contractor:** New Concepts by  
Visions, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Vehicle Miles</b>		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	547	3,753
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
<b>Total - Vehicle Miles</b>	<b>547</b>	<b>3,753</b>
<b>Roadcalls &amp; Accidents</b>		
Roadcalls	0	0
Chargeable Accidents	0	0
<b>Vehicle Inventory</b>		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
<b>Drivers</b>		
Number of Full Time & Part Time Drivers	2	3
Number of Volunteer Drivers	0	0



**Transportation  
Disadvantaged**

# Coordination Contractor Vehicles & Drivers

**County:** Highlands

**CTC Status:** Submitted

**CTC Organization:** MV Contract  
Transportation, Inc.

**Fiscal Year:** 07/01/2019 - 06/30/2020

**Upload Date:** 9/25/2020

**Coordination Contractor:** Ridge Area ARC, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Vehicle Miles</b>		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	49,367	107,277
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
<b>Total - Vehicle Miles</b>	<b>49,367</b>	<b>107,277</b>
<b>Roadcalls &amp; Accidents</b>		
Roadcalls	4	0
Chargeable Accidents	0	1
<b>Vehicle Inventory</b>		
Total Number of Vehicles	13	12
Number of Wheelchair Accessible Vehicles	5	3
<b>Drivers</b>		
Number of Full Time & Part Time Drivers	30	30
Number of Volunteer Drivers	0	0



# Coordination Contractor Vehicles & Drivers

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/28/2020

Coordination Contractor: The Palms of Sebring

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Vehicle Miles</b>		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	18,826	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
<b>Total - Vehicle Miles</b>	<b>18,826</b>	<b>0</b>
<b>Roadcalls &amp; Accidents</b>		
Roadcalls	1	0
Chargeable Accidents	0	0
<b>Vehicle Inventory</b>		
Total Number of Vehicles	3	0
Number of Wheelchair Accessible Vehicles	2	0
<b>Drivers</b>		
Number of Full Time & Part Time Drivers	4	0
Number of Volunteer Drivers	0	0



# CTC Revenue Sources

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 43,769	\$ 0	\$ 43,769	\$ 96,565	\$ 0	\$ 96,565
Agency for Persons with Disabilities (APD)	\$ 0	\$ 59,742	\$ 59,742	\$ 0	\$ 71,933	\$ 71,933
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 24,649	\$ 0	\$ 24,649	\$ 35,087	\$ 0	\$ 35,087
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 814,659	N/A	\$ 814,659	\$ 933,111	N/A	\$ 933,111
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 495,848	\$ 62,682	\$ 558,530	\$ 468,723	\$ 28,006	\$ 496,729
49 USC 5311	\$ 407,458	\$ 0	\$ 407,458	\$ 406,366	\$ 0	\$ 406,366
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 21,808	\$ 21,808
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 53,816	\$ 0	\$ 53,816	\$ 64,931	\$ 0	\$ 64,931
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 24,008	\$ 0	\$ 24,008	\$ 31,268	\$ 0	\$ 31,268
Donations/Contributions	\$ 0	\$ 2,500	\$ 2,500	\$ 0	\$ 79,500	\$ 79,500
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 5,708	\$ 5,708	\$ 0	\$ 1,200	\$ 1,200
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 1,864,207</b>	<b>\$ 130,632</b>	<b>\$ 1,994,839</b>	<b>\$ 2,036,051</b>	<b>\$ 202,447</b>	<b>\$ 2,238,498</b>



## Coordination Contractor Revenue Sources

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: New Concepts by Visions, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Revenue Sources</b>		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
<b>Department of Transportation (DOT)</b>		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
<b>Local Government</b>		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
<b>Local Non-Government</b>		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 2,500	\$ 1,500
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
<b>Other Federal &amp; State Programs</b>		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 2,500</b>	<b>\$ 1,500</b>



**Transportation  
Disadvantaged**

# Coordination Contractor Revenue Sources

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract

Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor:

Ridge Area ARC, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Revenue Sources</b>		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 59,742	\$ 71,933
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
<b>Department of Transportation (DOT)</b>		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 62,682	\$ 28,006
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 21,808
<b>Local Government</b>		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
<b>Local Non-Government</b>		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 78,000
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 1,970	\$ 1,200
<b>Other Federal &amp; State Programs</b>		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 124,394</b>	<b>\$ 200,947</b>





# Coordination Contractor Revenue Sources

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/28/2020

Coordination Contractor: The Palms of Sebring

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Revenue Sources</b>		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
<b>Department of Transportation (DOT)</b>		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
<b>Local Government</b>		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
<b>Local Non-Government</b>		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 3,738	\$ 0
<b>Other Federal &amp; State Programs</b>		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 3,738</b>	<b>\$ 0</b>



**Transportation  
Disadvantaged**

## CTC Expense Sources

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 129,034	\$ 146,437	\$ 275,471	\$ 137,470	\$ 114,796	\$ 252,266
Fringe Benefits	\$ 40,303	\$ 26,572	\$ 66,875	\$ 35,896	\$ 24,521	\$ 60,417
Services	\$ 8,198	\$ 6,948	\$ 15,146	\$ 5,760	\$ 4,494	\$ 10,254
Materials & Supplies Consumed	\$ 50,620	\$ 32,585	\$ 83,205	\$ 54,575	\$ 39,428	\$ 94,003
Utilities	\$ 19,511	\$ 4,736	\$ 24,247	\$ 22,753	\$ 4,684	\$ 27,437
Casualty & Liability	\$ 28,542	\$ 35,377	\$ 63,919	\$ 19,500	\$ 36,225	\$ 55,725
Taxes	\$ 12,233	\$ 601	\$ 12,834	\$ 13,271	\$ 1,123	\$ 14,394
Miscellaneous	\$ 2,634	\$ 5,200	\$ 7,834	\$ 1,485	\$ 970	\$ 2,455
Interest	\$ 3,156	\$ 0	\$ 3,156	\$ 4,157	\$ 0	\$ 4,157
Leases & Rentals	\$ 13,809	\$ 9,192	\$ 23,001	\$ 15,007	\$ 2,388	\$ 17,395
Capital Purchases	\$ 6,621	\$ 0	\$ 6,621	\$ 10,002	\$ 47,453	\$ 57,455
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,100	\$ 1,100
Allocated Indirect Expenses	\$ 102,970	\$ 0	\$ 102,970	\$ 104,669	\$ 0	\$ 104,669
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 1,390,615	N/A	\$ 1,390,615	\$ 1,611,505	N/A	\$ 1,611,505
<b>Total - Expense Sources</b>	<b>\$ 1,808,246</b>	<b>\$ 267,648</b>	<b>\$ 2,075,894</b>	<b>\$ 2,036,050</b>	<b>\$ 277,182</b>	<b>\$ 2,313,232</b>



## Coordination Contractor Expense Sources

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: New Concepts by Visions, Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
<b>Expense Sources</b>		
Labor	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 1,679	\$ 1,313
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 987	\$ 500
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
<b>Purchased Transportation Services</b>		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
<b>Total - Expense Sources</b>	<b>\$ 2,666</b>	<b>\$ 1,813</b>



**Transportation  
Disadvantaged**

## Coordination Contractor Expense Sources

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: Ridge Area ARC, Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 120,545	\$ 114,796
Fringe Benefits	\$ 26,572	\$ 24,521
Services	\$ 4,857	\$ 4,494
Materials & Supplies Consumed	\$ 28,705	\$ 38,115
Utilities	\$ 4,736	\$ 4,684
Casualty & Liability	\$ 34,390	\$ 35,725
Taxes	\$ 601	\$ 1,123
Miscellaneous	\$ 823	\$ 970
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 9,192	\$ 2,388
Capital Purchases	\$ 0	\$ 47,453
Contributed Services	\$ 0	\$ 1,100
Allocated Indirect Expenses	\$ 0	\$ 0
<b>Purchased Transportation Services</b>		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
<b>Total - Expense Sources</b>	<b>\$ 230,421</b>	<b>\$ 275,369</b>



## Coordination Contractor Expense Sources

County: Highlands

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/28/2020

Coordination Contractor: The Palms of Sebring

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 25,892	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 2,091	\$ 0
Materials & Supplies Consumed	\$ 2,201	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 4,377	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
<b>Purchased Transportation Services</b>		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
<b>Total - Expense Sources</b>	<b>\$ 34,561</b>	<b>\$ 0</b>

County: Highlands  
 CTC: MV Contract Transportation, Inc.  
 Contact: Kelly Kirk Brooks  
 4650 US 27 South  
 Sebring, FL 33870  
 863-382-6004

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	102,101
Unduplicated Head Count	2,538



<b>Trips By Type of Service</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Vehicle Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Fixed Route (FR)	0	0	0	Vehicle Miles	712,340	720,477	662,793
Deviated FR	0	0	0	Roadcalls	5	19	19
Complementary ADA	0	0	0	Accidents	2	3	4
Paratransit	72,219	74,525	64,316	Vehicles	51	49	53
TNC	0	0	0	Drivers	131	78	78
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>72,219</b>	<b>74,525</b>	<b>64,316</b>				

<b>Passenger Trips By Trip Purpose</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Medical	29,297	33,126	30,933
Employment	10,029	10,645	7,238
Ed/Train/DayCare	27,671	18,845	16,411
Nutritional	2,430	5,016	4,856
Life-Sustaining/Other	2,792	6,893	4,878
<b>TOTAL TRIPS</b>	<b>72,219</b>	<b>74,525</b>	<b>64,316</b>

<b>Financial and General Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Expenses	\$1,960,839	\$2,313,232	\$2,075,894
Revenues	\$1,832,311	\$2,238,498	\$1,994,839
Commendations	26	8	10
Complaints	9	5	5
Passenger No-Shows	3,694	2,263	1,248
Unmet Trip Requests	6	38	744

<b>Passenger Trips By Revenue Source</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
CTD	21,539	22,458	19,094
AHCA	7,239	5,642	1,706
APD	27,670	13,671	11,089
DOEA	2,430	3,241	2,294
DOE	1	0	0
Other	13,340	29,513	30,133
<b>TOTAL TRIPS</b>	<b>72,219</b>	<b>74,525</b>	<b>64,316</b>

<b>Performance Measures</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Accidents per 100,000 Miles	0.28	0.42	0.60
Miles between Roadcalls	142,468	37,920	34,884
Avg. Trips per Passenger	62.15	76.20	25.34
Cost per Trip	\$27.15	\$31.04	\$32.28
Cost per Paratransit Trip	\$27.15	\$31.04	\$32.28
Cost per Total Mile	\$2.75	\$3.21	\$3.13
Cost per Paratransit Mile	\$2.75	\$3.21	\$3.13

<b>Trips by Provider Type</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
CTC	0	0	0
Transportation Operator	44,548	51,239	43,193
Coordination Contractor	27,671	23,286	21,123
<b>TOTAL TRIPS</b>	<b>72,219</b>	<b>74,525</b>	<b>64,316</b>



# CTC Organization

**County:** Okeechobee

**Fiscal Year:** 7/1/2019 - 6/30/2020

**CTC Status:** Submitted

**CTD Status:** Under Review

**Date Initiated:** 9/9/2020

**CTC Organization Name:** MV Contract Transportation, Inc.

**Address:** 4650 US 27 South

**City:** Sebring

**State:** FL

**Zip Code:** 33870

**Organization Type:** Private For Profit

**Network Type:** Complete Brokerage

**Operating Environment:** Rural

**Transportation Operators:** Yes

**Number of Transportation Operators:** 1

**Coordination Contractors:** No

**Number of Coordination Contractors:** 0

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Commissioner Terry Hill

**CTC Contact:** Kelly Kirk Brooks

**CTC Contact Title:** General Manager

**CTC Contact Email:** kelly.kirkbrooks@mvtransit.com

**Phone:** (863) 382-6004

## CTC Certification

I, Kelly Kirk Brooks, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

I, Commissioner Terry Hill, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



# CTC Trips

County: Okeechobee

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
<b>Fixed Route/Fixed Schedule</b>						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
<b>Paratransit</b>						
Ambulatory	8,689	0	8,689	9,501	0	9,501
Non-Ambulatory	1,969	0	1,969	1,779	0	1,779
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>10,658</b>	<b>0</b>	<b>10,658</b>	<b>11,280</b>	<b>0</b>	<b>11,280</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	10,658	N/A	10,658	11,280	N/A	11,280
<b>Total - Contracted Transportation Operator Trips</b>	<b>10,658</b>	<b>0</b>	<b>10,658</b>	<b>11,280</b>	<b>0</b>	<b>11,280</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	31	0	31	174	0	174
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	2,290	N/A	2,290	3,860	N/A	3,860
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	954	0	954	1,516	0	1,516
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	7,383	0	7,383	5,730	0	5,730
Local Government	0	0	0	0	0	0
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>10,658</b>	<b>0</b>	<b>10,658</b>	<b>11,280</b>	<b>0</b>	<b>11,280</b>





**Transportation  
Disadvantaged**

## CTC Trips (cont'd)

County: Okeechobee

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	8,105	0	8,105	7,500	0	7,500
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	357	0	357	1,661	0	1,661
Low Income	2,196	0	2,196	2,117	0	2,117
Other	0	0	0	2	0	2
<b>Total - Passenger Type</b>	<b>10,658</b>	<b>0</b>	<b>10,658</b>	<b>11,280</b>	<b>0</b>	<b>11,280</b>
<b>Trip Purpose - One Way</b>						
Medical	7,202	0	7,202	6,734	0	6,734
Employment	344	0	344	372	0	372
Education/Training/Daycare	0	0	0	2	0	2
Nutritional	2,552	0	2,552	3,280	0	3,280
Life-Sustaining/Other	560	0	560	892	0	892
<b>Total - Trip Purpose</b>	<b>10,658</b>	<b>0</b>	<b>10,658</b>	<b>11,280</b>	<b>0</b>	<b>11,280</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	174	0	174	196	0	196
<b>Total - UDPHC</b>	<b>174</b>	<b>0</b>	<b>174</b>	<b>196</b>	<b>0</b>	<b>196</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	203	N/A	203	18	N/A	18
No Shows	241	N/A	241	433	N/A	433
<b>Customer Feedback</b>						
Complaints	1	N/A	1	2	N/A	2
Commendations	1	N/A	1	8	N/A	8



# CTC Vehicles & Drivers

County: Okeechobee

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	144,499	0	144,499	136,323	0	136,323
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>144,499</b>	<b>0</b>	<b>144,499</b>	<b>136,323</b>	<b>0</b>	<b>136,323</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	2	0	2	2	0	2
Chargeable Accidents	1	0	1	0	0	0
<b>Vehicle Inventory</b>						
Total Number of Vehicles	6	0	6	6	0	6
Number of Wheelchair Accessible Vehicles	6	0	6	6	0	6
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	6	0	6	6	0	6
Number of Volunteer Drivers	0	0	0	0	0	0



# CTC Revenue Sources

County: Okeechobee

CTC Status: Submitted

CTC Organization: MV Contract Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 548	\$ 0	\$ 548	\$ 3,141	\$ 0	\$ 3,141
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 11,478	\$ 0	\$ 11,478	\$ 19,470	\$ 0	\$ 19,470
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 94,386	N/A	\$ 94,386	\$ 150,716	N/A	\$ 150,716
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 100,239	\$ 0	\$ 100,239	\$ 44,812	\$ 0	\$ 44,812
49 USC 5311	\$ 232,084	\$ 0	\$ 232,084	\$ 207,634	\$ 0	\$ 207,634
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 10,272	\$ 0	\$ 10,272	\$ 16,719	\$ 0	\$ 16,719
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 8,330	\$ 0	\$ 8,330	\$ 9,873	\$ 0	\$ 9,873
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 457,337</b>	<b>\$ 0</b>	<b>\$ 457,337</b>	<b>\$ 452,365</b>	<b>\$ 0</b>	<b>\$ 452,365</b>



**Transportation  
Disadvantaged**

## CTC Expense Sources

County: Okeechobee

CTC Status: Submitted

CTC Organization: MV Contract  
Transportation, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Expense Sources</b>						
Labor	\$ 31,655	\$ 0	\$ 31,655	\$ 30,543	\$ 0	\$ 30,543
Fringe Benefits	\$ 9,887	\$ 0	\$ 9,887	\$ 7,975	\$ 0	\$ 7,975
Services	\$ 2,011	\$ 0	\$ 2,011	\$ 1,280	\$ 0	\$ 1,280
Materials & Supplies Consumed	\$ 12,419	\$ 0	\$ 12,419	\$ 12,125	\$ 0	\$ 12,125
Utilities	\$ 4,787	\$ 0	\$ 4,787	\$ 5,056	\$ 0	\$ 5,056
Casualty & Liability	\$ 7,002	\$ 0	\$ 7,002	\$ 4,332	\$ 0	\$ 4,332
Taxes	\$ 3,001	\$ 0	\$ 3,001	\$ 2,948	\$ 0	\$ 2,948
Miscellaneous	\$ 647	\$ 0	\$ 647	\$ 330	\$ 0	\$ 330
Interest	\$ 774	\$ 0	\$ 774	\$ 923	\$ 0	\$ 923
Leases & Rentals	\$ 3,388	\$ 0	\$ 3,388	\$ 3,334	\$ 0	\$ 3,334
Capital Purchases	\$ 1,624	\$ 0	\$ 1,624	\$ 2,222	\$ 0	\$ 2,222
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 25,262	\$ 0	\$ 25,262	\$ 23,255	\$ 0	\$ 23,255
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 341,152	N/A	\$ 341,152	\$ 358,042	N/A	\$ 358,042
<b>Total - Expense Sources</b>	<b>\$ 443,609</b>	<b>\$ 0</b>	<b>\$ 443,609</b>	<b>\$ 452,365</b>	<b>\$ 0</b>	<b>\$ 452,365</b>

County: Okeechobee  
 CTC: MV Contract Transportation, Inc.  
 Contact: Kelly Kirk Brooks  
 4650 US 27 South  
 Sebring, FL 33870  
 863-382-6004  
 Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	40,572
Unduplicated Head Count	174



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	8,835	11,280	10,658
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
<b>TOTAL TRIPS</b>	<b>8,835</b>	<b>11,280</b>	<b>10,658</b>

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,173	6,734	7,202
Employment	620	372	344
Ed/Train/DayCare	0	2	0
Nutritional	1,071	3,280	2,552
Life-Sustaining/Other	971	892	560
<b>TOTAL TRIPS</b>	<b>8,835</b>	<b>11,280</b>	<b>10,658</b>

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,108	3,860	2,290
AHCA	0	174	31
APD	0	0	0
DOEA	750	1,516	954
DOE	0	0	0
Other	4,977	5,730	7,383
<b>TOTAL TRIPS</b>	<b>8,835</b>	<b>11,280</b>	<b>10,658</b>

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	8,835	11,280	10,658
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>8,835</b>	<b>11,280</b>	<b>10,658</b>

Vehicle Data	2018	2019	2020
Vehicle Miles	161,525	136,323	144,499
Roadcalls	2	2	2
Accidents	0	0	1
Vehicles	8	6	6
Drivers	6	6	6

Financial and General Data	2018	2019	2020
Expenses	\$378,680	\$452,365	\$443,609
Revenues	\$378,683	\$452,365	\$457,337
Commendations	25	8	1
Complaints	2	2	1
Passenger No-Shows	1,010	433	241
Unmet Trip Requests	2	18	203

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0.69
Miles between Roadcalls	80,762	68,162	72,250
Avg. Trips per Passenger	49.63	57.55	61.25
Cost per Trip	\$42.86	\$40.10	\$41.62
Cost per Paratransit Trip	\$42.86	\$40.10	\$41.62
Cost per Total Mile	\$2.34	\$3.32	\$3.07
Cost per Paratransit Mile	\$2.34	\$3.32	\$3.07

**Exhibit 2:**  
**DART Agreement Between the Central Florida Regional Planning Council  
and MV Contract Transportation, Inc.**

AGREEMENT

BY AND BETWEEN

CENTRAL FLORIDA REGIONAL PLANNING COUNCIL  
(Hereinafter Council)  
555 E. CHURCH STREET  
BARTOW, FL 33830

AND

MV CONTRACT TRANSPORTATION, INC.  
Attn: Office of the General Counsel  
2711 N. Haskell Avenue  
Suite #1500 LB-2  
Dallas, TX 75204

WHEREAS, MV CONTRACT TRANSPORTATION, INC. has been designated as Community Transportation Coordinator (CTC) for DeSoto, Hardee, Highlands and Okeechobee Counties and has initiated a program to provide community transportation service for social service clients, agencies, and the general public; and,

WHEREAS, MV CONTRACT TRANSPORTATION, INC. is a private for-profit company and is not therefore eligible to directly receive Federal Transit Administration Section 5311 Operating Funds or Section 5311 CARES Act Operating Funds; and,

WHEREAS, the conditions contained in this agreement are deemed to comply with all applicable federal, state, and local laws and regulations, including the FTA Master Agreement and Federal Assurances and Certifications; and shall comply with and adhere to all conditions contained in the State of Florida Commission for the Transportation of Disadvantaged memorandum of Agreement, Contract #TD1506; and

THEREFORE, the parties hereto do formally enter into this agreement, intending to be legally bound by the provision hereof as follows:

1. The Council will apply for and administer Federal Transit Administration Section 5311 Operating and Section 5311 CARES Act Operating funds for DeSoto-Arcadia Regional Transit (DART).
2. The Council will invoice appropriate administrative costs to the Section 5311 and Section 5311 CARES Act program.
3. The Council shall pay MV CONTRACT TRANSPORTATION, INC. an hourly rate to provide the service as outlined in the scope of services. In addition, the Council will reimburse eligible expenses directly incurred by MV CONTRACT TRANSPORTATION, INC., or their contractors

related to the prevention, preparation for, and response to COVID-19 through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, including:

- a) Personal protective equipment, protective barriers, and additional cleaning supplies related to the prevention of COVID-19.
  - b) Administrative leave for employees of MV CONTRACT TRANSPORTATION, INC, or their contractors due to reductions in service or leave required for a quarantined worker, per the Center for Disease Control Guidelines including frontline workers who are at high risk due to age and underlying illness or those who have tested positive for COVID-19 and are presenting symptoms. Notification in writing within forty-eight (48) hours of an employee being placed on administrative leave shall be provided to the COUNCIL.
4. The Council shall set forth a monthly allocation to be expended by MV CONTRACT TRANSPORTATION, INC., as outlined in Exhibit "A" to this contract. The Council will not pay expenses to MV CONTRACT TRANSPORTATION, INC. in excess of the monthly allocation unless it has been agreed to in writing by the Council.
  5. MV CONTRACT TRANSPORTATION, INC. agrees to adhere to all FTA requirements regarding this deviated fixed route service.
  6. MV CONTRACT TRANSPORTATION, INC. agrees to maintain the vehicles and equipment in accordance with the original equipment manufacturer (OEM) requirements or the standards outlined in the adopted Vehicle Maintenance Plan.
  7. MV CONTRACT TRANSPORTATION, INC. agrees to provide the Council with a monthly operational report for the deviated route. The report shall capture all of the information that is required for completing the National Transit Database Report (NTD).
  8. MV CONTRACT TRANSPORTATION, INC. agrees to collect all data that is required for completing the National Transit Database Report (NTD) and will complete those parts that are relevant to the operation of the DART system.
  9. MV CONTRACT TRANSPORTATION, INC. agrees to collect the appropriate passenger fares for clients boarding the bus.
  10. MV CONTRACT TRANSPORTATION, INC. agrees to collect an accurate count of passenger boarding and alightings at each stop. The counts shall include the day, time, location of each stop along with the number of ambulatory and wheelchair clients boarding and alighting.
  11. MV CONTRACT TRANSPORTATION, INC. agrees to comply with all applicable ADA requirements while operating this service and will ensure that drivers are trained regarding ADA for individuals and for service animals.
  12. MV CONTRACT TRANSPORTATION, INC. agrees to adhere to the Scope of Services contained in here and as outlined below:



- a) Operating one deviated route in and around the City of Arcadia as outlined on the attached map, provided as Exhibit "B". Operation will be a turnkey including customer service, operations, maintenance, safety and security of the DeSoto-Arcadia Regional Transit System (DART).
  - b) Buses will not deviate more than 3/4 miles of the route for those individuals who have called no later than the end of the business day prior to the day they wish to travel. MV CONTRACT TRANSPORTATION, INC. will receive requests for deviation by a published phone number. MV will maintain a log of all deviation requests in order to track the number of requests each month.
  - c) The service may not deviate more than twice during any run to maintain the schedule.
  - d) Route deviations will be on a first come first serve basis.
  - e) The bus will make stops at designated stops and for flag/wave stops.
  - f) The route must maintain an 85% on-time performance standard.
  - g) In the event both assigned vehicles are out of service at the same time MV CONTRACT TRANSPORTATION, INC. will provide a spare vehicle to use on the route.
  - h) MV CONTRACT TRANSPORTATION, INC. will immediately report to the Council whenever services are interrupted and will report and document all road calls and the length of time that the service is down.
  - i) Advertising will be permitted on the vehicles as approved by the Council.
  - j) The Council will manage all advertising on the vehicles.
  - k) The Council will manage all communication, marketing and provision and distribution of material to the public. MV will distribute information provided by the Council to the public and make it available to TD clients residing in DeSoto County who are within 3/4 miles of the deviated fixed route.
13. MV CONTRACT TRANSPORTATION, INC. shall provide invoices to the Council in sufficient detail to provide documentation in accordance with general accounting procedures to assure audit compliance.
  14. MV CONTRACT TRANSPORTATION, INC. shall maintain records of ridership and shall make such records available upon request of the Council.
  15. The Council shall pay MV CONTRACT TRANSPORTATION, INC. upon receipt of acceptable invoice documentation.

16. MV CONTRACT TRANSPORTATION, INC. agrees to adhere to Exhibit C (attached herein) regarding specific terms and agreements for Section 5311 Formula Grants for Rural Areas.
17. MV CONTRACT TRANSPORTATION, INC. agrees to adhere to all safety standards and rules as established in rule 14-90 Florida Administrative Code.
18. MV CONTRACT TRANSPORTATION, INC., through its contract carriers, as recipients of Federal Transit Administration Section 5311 Operating funds and Section 5311 CARES Act funds shall comply with Federal Regulations 49 CFR part 40 regarding Substance Abuse policies and procedures. All safety sensitive employees must submit to drug and/or alcohol testing in accordance with these regulations and all other departments of the United States Department of Transportation (USDOT). MV CONTRACT TRANSPORTATION, INC. shall monitor its contract carriers and submit reports to the Council.
19. MV CONTRACT TRANSPORTATION, INC. shall be enrolled in E-Verify at time of execution of this Agreement and shall use E-Verify to initiate verification of employment eligibility of new employees and employees assigned to this Agreement.
20. MV CONTRACT TRANSPORTATION, INC., shall maintain records of all accounts, invoices, accounting procedures and practices, whether electronic or written, and supporting documentation for any reports, for a period of five (5) years from the date of final payment under this Agreement.

Such records are subject to the provisions of Chapter 119, F.S. Such records shall be sufficient to permit a proper audit in accordance with generally accepted accounting principles and to properly reflect all costs of whatever nature claimed to have been incurred and anticipated to be incurred for performance under this Agreement.

21. MV CONTRACT TRANSPORTATION, INC., shall maintain public records required by the Council to perform the services. Upon request from the Council, MV CONTRACT TRANSPORTATION, INC. shall provide the Council with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided Chapter 119, Florida Statutes or as otherwise provided by law.

MV CONTRACT TRANSPORTATION, INC. shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if MV CONTRACT TRANSPORTATION, INC. does not transfer the records to the Council.

Upon completion of this contract, MV CONTRACT TRANSPORTATION, INC. shall transfer, at no cost to Council, all public records in possession of MV CONTRACT TRANSPORTATION, INC. or keep and maintain public records required by Council to perform the service. If MV CONTRACT TRANSPORTATION, INC. transfers all public records to the Council upon completion of the contract, MV CONTRACT TRANSPORTATION, INC. shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If MV CONTRACT TRANSPORTATION, INC. keeps and maintains public records upon completion of the contract, MV

CONTRACT TRANSPORTATION, INC. shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Council, upon request from the Council, in a format that is compatible with the information technology systems of Council.

22. MV CONTRACT TRANSPORTATION, INC., shall not assign, delegate, or otherwise transfer its rights or obligations as set forth in this agreement, other than work normally performed by its contract carriers, without the prior written consent of the Council.
23. This Agreement may be terminated by either party prior to fulfillment or completion upon thirty (30) calendar day's written notice. MV CONTRACT TRANSPORTATION, INC. shall be paid for services performed and/or costs incurred based on final invoice for the portion of work that has been completed.
24. This Agreement may be terminated by either party prior to fulfillment or completion upon thirty (30) calendar day's written notice. MV CONTRACT TRANSPORTATION, INC. shall be paid for services performed and/or costs incurred based on final invoice for the portion of work that has been completed.
25. In the event either party defaults under the terms of this Agreement, or the parties have disputes regarding the terms or performance provided for by this Agreement, said defaults or disputes shall be resolved by the Division of Administrative Hearings, State of Florida.
26. This agreement shall be for a period beginning on the 1st day of April 2020 and end on the 30<sup>th</sup> day of June 2021, remaining in effect until funds have been expended, increased and/or unless terminated at an earlier date as provided for in paragraph twelve.

IN WITNESS WHEREOF, the parties hereto do agree, and covenant as set forth herein intending to be legally bound by the duly authorized signatures of their officers.

CENTRAL FLORIDA REGIONAL  
PLANNING COUNCIL

MV CONTRACT TRANSPORTATION, INC.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

Patricia M. Steed, Executive Director  
Typed Name and Title

Marie Meisenbach-Graul, EVP-CFO  
Typed Name and Title

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

ATTEST: \_\_\_\_\_

ATTEST: \_\_\_\_\_

CENTRAL FLORIDA REGIONAL  
PLANNING COUNCIL

\_\_\_\_\_  
Signature

Norman White, Council Attorney  
Typed Name and Title

DATE: \_\_\_\_\_

**REVISED EXHIBIT “A”  
 FOR APRIL 1, 2020 THROUGH SEPTEMBER 30, 2020  
 SECTION 5311 AGREEMENT BETWEEN  
 THE CENTRAL FLORIDA REGIONAL PLANNING COUNCIL (COUNCIL) AND  
 MV CONTRACT TRANSPORTATION, INC.**

**Service Hours:**

Monday through Friday, 8:30 a.m. – 4:30 p.m. thorough May 15, 2020.

Effective May 18, 2020 through September 30, 2020, the hours shall be 7:00 a.m. until 7:00 p.m. Monday through Saturday.

Service will not operate the following approved holidays:

- New Year’s Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran’s Day
- Thanksgiving Day
- Christmas Day

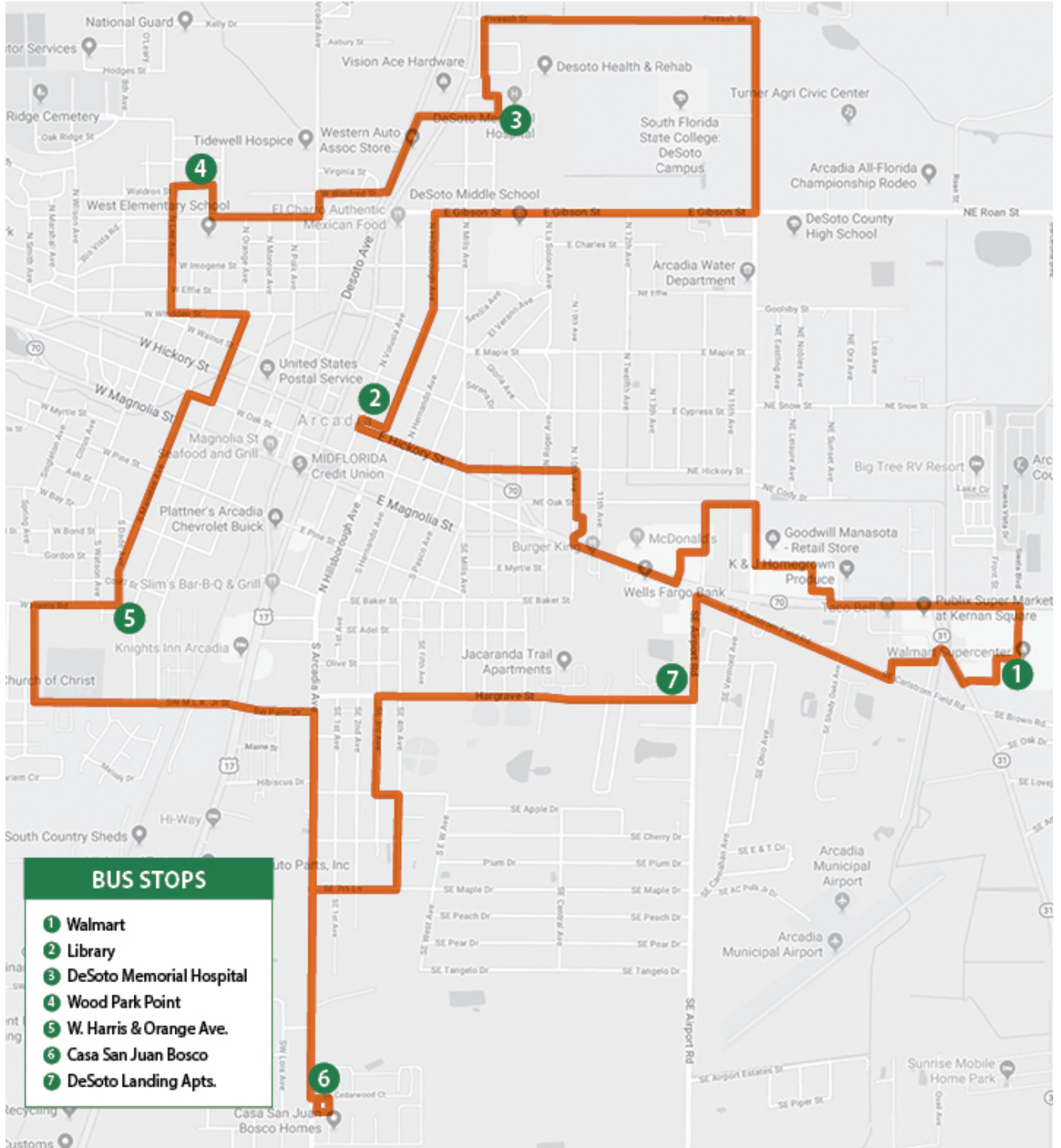
**Passenger Fare:**

Passenger fare is \$.50 per person per trip and children under 5 ride free when accompanied by an adult. As of March 23, 2020, all fares are suspended until further notice in response to COVID-19. The COUNCIL will notify MV CONTRACT TRANSPORTATION, INC. in writing when the collection on fares should resume.

**Project Budget:**

<b>Month</b>	<b>Days</b>	<b>Hours</b>	<b>Hourly Rate</b>	<b>Amount</b>
April	22	176	\$51.28	\$9,025.28
May	23	232	\$51.28	\$11,890.96
June	26	312	\$51.28	\$15,999.36
July	26	312	\$51.28	\$15,999.36
August	26	312	\$51.28	\$15,999.36
September	25	300	\$51.28	\$15,384.00

## EXHIBIT "B" DART OPERATIONS MAP



## EXHIBIT "C" PROGRAM SPECIFIC TERMS AND CONDITIONS TRANSIT

### **(Section 5311: Formula Grants for Rural Areas)**

This exhibit forms an integral part of the Agreement between the Department and the Agency. The Agency, as the subrecipient, shall comply with the following requirements:

1. Conformance with Enabling Legislation. This Agreement is in conformance with Section 5311 of the Federal Transit Act of 1991, as amended (49 U.S.C. 5311) and Section 341.051(1)(a), F.S.
2. Prevention Programs. The Section 5311 subrecipient shall establish and implement anti-drug and alcohol misuse prevention programs in accordance with the terms of 49 CFR 655, 49 U.S.C. 5331, and 49 CFR 40.
3. Adherence to Certifications and Assurances. The Section 5311 subrecipient shall ensure adherence with all federally required certifications and assurances made in its application to the Department for Section 5311 funds.
4. FTA Compliance. The Section 5311 subrecipient shall at all times comply with all applicable Federal Transit Administration (“FTA”) regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between the Department and FTA, as they may be amended or promulgated from time to time during the term of this contract. Failure to comply shall constitute a material breach of this contract.
5. Charter Operation. The Section 5311 subrecipient agrees to comply with 49 U.S.C. 5323(d), (r) and 49 CFR 604, which provide that recipients and subrecipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except under one of the exceptions at 49 CFR 604.9. Any charter service provided under one of the exceptions must be “incidental,” i.e., it must not interfere with or detract from the provision of mass transportation.
6. Exclusive Operation. Pursuant to 49 U.S.C. 5323(f) and 49 CFR 605, the Section 5311 subrecipient of FTA assistance may not engage in school bus operations exclusively for the transportation of students and school personnel in competition with private school bus operators unless qualified under specified exemptions. When operating exclusive school bus service under an allowable exemption, subrecipients may not use federally funded equipment, vehicles, or facilities.
7. Buy America. The Section 5311 subrecipient agrees to comply with Buy America requirements outlined in 49 U.S.C. 5323(j) and 49 CFR 661, if using the funds granted under this Agreement for rolling stock purchases. The recipient also agrees to comply with the pre-award and post-delivery requirements outlined in 49 CFR 661.12.
8. Water Pollution Control. The Section 5311 subrecipient agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, codified at 33 U.S.C. 1251 et seq., as amended, if the agreement exceeds \$100,000.
9. Anti-Lobbying. The Section 5311 subrecipient agrees to comply with the requirements pursuant to Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352(b)(5).
10. Bonding Requirements. If this Agreement is for a construction Project over \$150,000 the recipient must adhere to FTA’s bonding requirements as outlined in the Best Practices Procurement Manual.
11. Clean Air Act. The 5311 subrecipient agrees to comply with applicable standards, orders or regulations issued pursuant to the Clean Air Act, 42 U.S.C. 7401 et seq., as amended, if this Agreement exceeds \$150,000.
12. Resource Conservation and Recovery Act (RCRA). The 5311 subrecipient agrees to comply with all the requirement of Section 6002 of the Resource Conservation and Recovery Act (RCRA), 49

U.S.C. 6962, as amended, including but not limited to the regulatory provisions of 40 CFR 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR 247.

13. Davis-Bacon and Copeland Anti-kickback. The 5311 subrecipient agrees to comply with the Davis-Bacon and Copeland Anti-kickback Acts as codified at 40 U.S.C. 3141 et seq. and 18 U.S.C. 874 for any agreement exceeding \$2,000.
14. Contract Work Hours and Safety Standards. For any contract over \$2,000 the 5311 subrecipient agrees to comply with the Contract Work Hours and Safety Standards Act, codified at 40 U.S.C. 3701 et seq.
15. Transit Employee Protective Agreements. The 5311 subrecipient agrees to comply with the Transit Employee Protective Agreements as codified in 49 U.S.C. 5333 and 29 CFR 215.
16. Compliance with FTA Terms and Conditions. The 5311 subrecipient shall not perform any act, fail to perform any act, or refuse to comply with any Department requests which would cause the 5311 subrecipient to be in violation of the FTA terms and conditions.
17. Annual Safety Certification. In accordance with Section 341.061, F.S., and Rule 14-90, Florida Administrative Code, the Agency shall submit, and the Department shall have on file, an annual safety certification stating that the Agency has adopted and is complying with its adopted System Safety and Security Program Plan, and has performed annual safety inspections of all buses operated.
18. Budget/cost analysis. The Agency will assist the Department by providing accurate information for the Department to create a budget/cost analysis in accordance with Section 216.3475, F.S.
19. Non-urbanized area. The Agency will provide the methodology for determining the non-urbanized area portion of their service prior to submitting the first invoice. The agency will submit an updated methodology once per year.
20. Attorney certification. The Agency will submit an attorney certification prior to submitting the first invoice and once yearly thereafter for goods or services procured under this Agreement in accordance with Chapter 287, F.S.
21. Public Body Non-CTC Recipients. An Agency may receive 5311 funds when the Community Transportation Coordinator in the county is a private-for-profit entity. When the Agency accepts the 5311 funding, enters into a contract/PTGA with the Department, and the contracts with the Community Transportation Coordinator to provide rural general public transportation in the same service area in which the Community Transportation Coordinator is providing non-sponsored trips for the Commission for the Transportation Disadvantaged, then the non-sponsored human service transportation grant funds will be considered as eligible match for the 5311 funds. The Agency will be responsible for ensuring that the Community Transportation Coordinator meets all the requirements associated with the federal funds. The Agency will be responsible for ensuring that all dollars provided as match were for public transportation eligible trips. The Agency must keep financial records that substantiate the eligibility for the match being provided and make that documentation available to the Department on request.



**Exhibit 3:  
2016/17 CTC Evaluation**



DeSoto County  
Local Coordinating Board  
Community Transportation Coordinator  
Evaluation for 2016/2017  
March 2018

Evaluation Conducted by:

Central Florida Regional Planning Council  
DeSoto County TD Local Coordinating Board  
555 E. Church Street, P.O. Box 2089  
Bartow, FL 33830

FY 2016/2017  
CTC Review

**Counties Served:** DeSoto

**Dates Reviewed:** February 7 – 22, 2018

**Planning Staff Assigned to Review:** Kenneth Harley, Program Manager, Marcia Staszko, CFRPC staff. Also in attendance was Kelly Kirk-Brooks, MV General Manager and Tracy House, Safety Manager with MV Transportation.

This review is based on the Annual Operating Report data from July 1, 2016 through June 30, 2017.

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, FAC
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Additional Observations
- H. Current Year Trip and Equipment Grant

II. Findings and Recommendations

A. General Information

**The Commission for the Transportation Disadvantaged designated MV Transportation as the CTC for DeSoto County on January 1, 2017. MV operates a private for-profit system as a full brokerage system. MV Transportation contracts with JJ Medical Transport of Arcadia as it's service provider for DeSoto County.**

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

B. Compliance with Chapter 427, FS

1. What type of monitoring does the CTC perform on its operators and coordination contractors and how often is it conducted?

**The CTC, together with the planning agency, monitors the contract carriers on an annual (if not more) basis. The CTC follows the safety standards as outlined in 14-90 FAC and substance abuse reviews as required by the State and Federal governments. Inspections include reviewing driver files to ensure compliance with 14-90, review of**

the maintenance files, the daily vehicle inspection forms, the eligibility process, alcohol and substance abuse records, and perform on-site vehicle inspections.

**Is a written report issued to the operator(s)? Yes**

**Is the CTC in Compliance with this section? Currently working on compliance issues, primarily in regards to the maintenance requirements and alcohol and substance abuse compliance.**

2. Review the TDSP to determine the utilization of school buses and public transportation. Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.

**The CTC does not coordinate the use of school buses in the system. School board insurance restrictions prevent the use of school buses in the service area. Also, there is no public transportation system in the service area.**

3. Does the CTC utilize the standard CTD contract when contracting with providers and coordination contractors?

**Yes, the CTC uses the CTD standard contract and it includes performance standards.**

4. Reporting Timeliness

**The CTC submitted the following reports on time:**

- Annual Operating Report
- Transportation Disadvantaged Service Plan
- TD Trust Grant Applications

5. Service Standards and Trip Priorities

**Service standards are listed in the Quality Assurance Section of the TDSP. Standards are developed and approved by the Local Coordinating Board. The CTC is evaluated by these standards.**

**Transportation Disadvantaged Trust Fund trips are prioritized as follows:**

- Medical
- Grocery Shopping (life-sustaining only)
- Employment
- Education
- Personal Business (bank, post office, etc.)
- Recreational (includes non-life-sustaining shopping)

**Area of Noncompliance: None**

**Recommendation: None**

**Timeline for compliance: None**

C. Compliance with 41-2, FAC

1. Compliance with 41-2.006, Minimum Insurance Compliance. Ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident.

**The CTC requires that contracted carriers and coordinated contractors maintain \$1,000,000 liability insurance.**

**Cost of Insurance per contract carrier during this review period:**

- **JJ Medical Transport - \$113,300.00**

**The CTC monitors contract carriers in accordance with 41-2 FAC**

**The CTC monitors contract carriers in accordance with Federal Alcohol and Substance Abuse Regulations.**

**Is the CTC in Compliance with this section? Yes**

**Recommendation: The CTC needs to ensure that each time that they monitor JJ Medical Transport that the corrective action plan has a timeline for compliance.**

**Timeline for Compliance: None**

D. Level of Competition

Inventory of Transportation Operators in the Service Area

	Local Operators	Operators Contracted with the CTC
Private Non-Profit	4	0
Private For-Profit	12	1
Government	0	0
Public Transit Agency	0	0

**The carrier has the capacity to expand service.**

**The CTC conducts a competitive procurement process every five (5) years or as needed. The CTC uses the Request for Qualifications process.**

**Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?**

<b>Capabilities of Operator</b>	<b>Scope of Work</b>
<b>Age of Company</b>	<b>Safety Program</b>
<b>Previous Experience</b>	<b>Capacity</b>
<b>Management</b>	<b>Training Program</b>
<b>Qualifications of Staff</b>	<b>Insurance</b>
<b>Resources</b>	<b>Accident History</b>
<b>Contract Monitoring</b>	<b>Quality</b>
<b>Community Knowledge</b>	<b>Reporting Capabilities</b>
<b>Financial Strength</b>	<b>Price</b>
<b>Distribution of Costs</b>	<b>Responsiveness to Solicitation</b>

**Is the CTC in Compliance with this section? Yes**

**Recommendation: None**

**Timeline for Compliance: None**

**Level of Availability (Coordination)  
Worksheet 3**

1. Planning – What are the coordinated plans for transporting the TD population:
  - 1. The CTC looks for multi-loading opportunities, funding opportunities, and other local resource opportunities.**
  - 2. Work with the transportation brokers to try to keep the coordinated system intact.**
  - 3. Explore working with other state and federal agencies about the possibility of coordinating their transportation services.**
  - 4. Work with FACTS in addressing the fragmentation of transportation services as a result of Medicaid reform.**
  
2. Public Information – Is public information distributed about transportation services in the community?

**The CTC distributes brochures to health related facilities, participates in health fairs, and speaks at social and civic functions. (See Exhibit A – Information Brochure)**
  
3. Certification - How are individual certifications and registrations coordinated for local TD transportation services?

**The CTC updates client eligibility by phone or mail. Initial applications for eligibility are mailed to potential clients.**
  
4. Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

**The CTC has an intake form and transportation services are available to anyone who meets the qualifications of the respective sponsoring agency . The CTC is also the recipient of Transportation Disadvantaged Trip/Equipment Trust Funds where eligibility is based in part of the requirements of Chapter 427. The Central Florida Regional Planning Council passes FTA 5311 public transportation funds through to the CTC who then provides public transportation trips in the rural areas under Section 5311 with no eligibility requirements. Public transportation trips are provided on a first come first serve basis depending on funding levels and space availability.**
  
5. Call Intake – to what extent is transportation coordinated to ensure that a user can reach a reservationist on the first call?

**The CTC follows guidelines set by the CTD in that all calls are responded to within three (3) minutes. The CTC's telephone/computer system keeps a record of timeframes for calls. The CTC reports these findings to the LCB in their quarterly reports.**

6. Reservations – What is the reservation process? How is the duplication of reservations prevented?

**To make a reservation, passengers are requested to call CTC at the numbers listed below: The CTC maintains an advanced telephone system with toll-free number for all users of the service. The numbers for the CTC reservations system and Administration in DeSoto County are:**

<b>800/260-0139</b>	<b>Reservations/Customer Service</b>
<b>863/382-6004</b>	<b>CTC Administration Line</b>
<b>863/382-8469</b>	<b>Facsimile</b>

**The CTC's computer software will prevent for overlapping of scheduled trips.**

7. Trip Allocation – How is the allocation of trip requests to providers coordinated?

**All trips are scheduled through the one contract carrier. Non-sponsored trips are allocated on a first come/call basis, standing orders are accepted for those who are going to dialysis and other related services. Trips are allocated based upon the guidelines of the sponsoring agencies.**

8. Scheduling – How is the trip assignment to vehicles coordinated?

**Trips are scheduled on a daily basis using computer software to determine efficient runs in the service area.**

9. Transport – How are the actual transportation services and modes of transportation coordinated?

**The CTC's records indicate whether a client has special mobility needs, medical needs, etc. The computer software assists in scheduling based on the location of the client, destination of the client and the length of the trip.**

10. Dispatching – How is the real time communication and direction of drivers coordinated?

**The drivers have computer scheduling/trip tablets that are used to communicate with their offices.**

11. General Service Monitoring – How is the overseeing of transportation operators coordinated?

**The CTC conducts periodic reviews throughout the year and a thorough review of the carriers on an annual basis. The review covers Chapter 14-90 and FTA Substance Abuse**



regulations. In addition, the CTC performs random “drive behinds” of carriers and conducts monthly phone surveys of clients to see if there are any issues associated with their transport.

12. Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

**Contract carriers are instructed to contact the CTC in the event an issue arises during transport. The CTC will advise the carrier as to how to handle any events that might occur. Carriers are instructed to follow-up with a written report.**

13. Trip Reconciliation – How is the confirmation of official trips coordinated?

**The CTC provides trip manifests to the carriers via software scheduling tablets. Tablet information is downloaded and a final trip report is generated.**

**Trips are also confirmed in part by the driver based on the pick-up/drop off and vehicle mileage.**

14. Billing – How is the process for requesting and processing fares, payment, and reimbursements coordinated?

**The CTC’s service rates are established by using the CTD’s Rate Model. Trips are entered into the computer by bill codes (what funding source is used). The carriers are paid based on the trips they provided through the reconciliation process based upon what trips were scheduled and those that were completed. The information from the drivers tablet is reconciled with the information in Trapeze.. Contract carriers are paid twice monthly.**

15. Reporting – How is operating information reported, compiled, and examined?

**Many of the CTC’s reports can be generated by the computer software. Annual Operating Report data and monthly/quarterly reports are provided to the LCB.**

**Operational data is reported by the carriers to the CTC. The CTC examines and compiles the information for the LCB Quarterly Report as well as the Annual Operating Report and the National Transportation Database report. The CFRPC staff also compiles various operational reports for internal uses. Validations of the trips are done through the scheduling software.**

16. Cost Resources – How are costs shared between the coordinator and the operators in order to reduce the cost of the coordinated program?

**The Central Florida Regional Planning Council (CFRPC) provides some of the vehicles that are used in the coordinated system. MV Transportation provides some vehicle as well. By providing these assets the trip costs are reduced since the CTC does not have to incur the full cost for all of the capital equipment.**

**The CTC receives a portion of the cost of the trip for their administration of the service. The carriers are paid from the remainder.**

17. Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

**The CTC has open communication among purchasing agencies and other local and civic organizations. Also public meetings such as the LCB meeting, the annual TD public hearing, the TD Summit and Council meeting information is provided to other organizations to ensure smooth service provision and increased service provisions. In addition, CFRPC and MV staff provide transportation information at various community events.**

18. Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

**There are no formal agreements with purchasing agencies in DeSoto County. There are no coordination contracts in DeSoto County.**

## FY 2016/2017 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2016/2017 Trip and Equipment Grant.

1. Do you keep all records pertaining to the spending of TDTF dollars for five Years?

**Yes**

2. Are all accidents that have resulted in a fatality reported to the Commission within 24 hours after you have received Notice?

**Yes, however there have been no accidents involving a fatality.**

3. Are all accidents that have resulted in \$1,000 worth of damage reported to the Commission within 72 hours after you have received notice of the accident?

**Yes**

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

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

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

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

**Clients do not generally access the offices of the CTC or carriers.**

IS A RAMP PROVIDED?                     Yes                     No

ARE THE BATHROOMS ACCESSIBLE?    Yes                     No

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

**Compliance with Commission Standards**  
*"...shall adhere to Commission approved standards..."*

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	<b>The CTC has both local and CTD toll-free numbers posted in all vehicles.</b>
Vehicle Cleanliness	<b>The CTC monitors vehicles for cleanliness. The service area meets or exceeds the CTD standards.</b>
Passenger/Trip Database	<b>The CTC's standard meets or exceeds the CTD standard.</b>
Adequate seating	<b>The CTC's standard meets or exceeds the CTD standard.</b>
Driver Identification	<b>The CTC's standard meets or exceeds the CTD standard.</b>
Passenger Assistance	<b>The CTC's standard meets or exceeds the CTD standard.</b>
Smoking, Eating and Drinking	<b>The CTC's standard meets or exceeds the CTD standard.</b>
Two-way Communications	<b>The CTC's standard meets or exceeds the CTD standard.</b>
Air Conditioning/Heating	<b>The CTC's standard meets or exceeds the CTD standard.</b>
Billing Requirements	<b>The CTC's standard meets or exceeds the CTD standard.</b>

**COMMISSION STANDARDS**

Findings:

**The CTC has established standards that meet or exceed all CTD standards.**

Recommendations: None

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

**Compliance with Local Standards**  
*"...shall adhere to Commission approved standards..."*

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	<b>The CTC has developed standards that meet or exceed CTD standards.</b>
Use, Responsibility, and cost of child restraint devices	<b>The CTC has developed standards that meet or exceed CTD standards.</b>
Out-of-Service Area trips	<b>The CTC has developed standards that meet or exceed CTD standards.</b>
CPR/1st Aid	<b>This is not a requirement of the CTD but the CTC has established local standards the address CPR/1<sup>st</sup> aid.</b>
Driver Criminal Background Screening	<b>The CTC has developed standards that meet or exceed CTD standards.</b>
Rider Personal Property	<b>The CTC has developed standards that meet or exceed CTD standards.</b>
Advance reservation requirements	<b>The CTC has developed standards that meet or exceed CTD standards.</b>
Pick-up Window	<b>The CTC has developed standards that meet or exceed CTD standards.</b>

**LOCAL STANDARDS**

**Findings: The CTC has established standards that meet or exceed all CTD standards.**

Recommendations: None



**FLCTD  
Annual Operations Report  
Section VII: Expense Sources**

County: <b>Desoto</b>		Fiscal Year: <b>July 1, 2016 - June 30, 2017</b>	
<b>Status: Complete</b>			
<b>FLCTD Status: Approved</b>			
<b>Section VII: Financial Data</b>			
<b>2. Expense Sources</b>			
<b>Expense Item</b>	<b>Community Transportation Coordinator</b>	<b>Coordination Contractor</b>	<b>TOTAL EXPENSES</b>
Labor (501):	\$28,550.00	\$0.00	\$28,550.00
Fringe Benefits (502):	\$5,994.00	\$0.00	\$5,994.00
Services (503):	\$2,804.00	\$0.00	\$2,804.00
Materials and Supplies Cons. (504):	\$12,938.00	\$0.00	\$12,938.00
Utilities (505):	\$6,260.00	\$0.00	\$6,260.00
Casualty and Liability (506):	\$24.00	\$0.00	\$24.00
Taxes (507):	\$2,872.00	\$0.00	\$2,872.00
<b>Purchased Transportation Services (508)</b>			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$313,474.00	\$0.00	\$313,474.00
Miscellaneous (509):	\$345.00	\$0.00	\$345.00
Interest (511):	\$1,125.00	\$0.00	\$1,125.00
Leases and Rentals (512):	\$3,088.00	\$0.00	\$3,088.00
Annual Depreciation (513):	\$1,848.00	\$0.00	\$1,848.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$20,882.00	\$0.00	\$20,882.00
<b>GRAND TOTAL:</b>	<b>\$400,204.00</b>	<b>\$0.00</b>	<b>\$400,204.00</b>

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	N/A
	Operator B	Operator B	N/A
	Operator C	Operator C	N/A
On-time performance 85%	CTC 85%	CTC	N/A
	Operator A	Operator A 87%	
	Operator B	Operator B 92%	
	Operator C	Operator C 90%	
Passenger No-shows <b>3 no-shows in a 2 month period may result in a suspension for 60 days.</b>	CTC	CTC	
	Operator A	Operator A	<b>Yes, but Medicaid prevents suspension.</b>
	Operator B	Operator B	
	Operator C	Operator C	
Accidents 1.2/100,000	CTC 1.2/100,000	CTC .13/100,000	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Road calls 43,767 miles between road calls  <i>Average age of fleet: 8.1</i>	CTC	CTC	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints:  <i>Number filed: 54</i>	CTC 2.5/1,000	CTC .29/1,000	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time 3 minute average	CTC 3 min	CTC 2.08	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

E. Americans with Disabilities Act

How does the CTC comply with the Americans with Disabilities Act of 1990 (ADA)

**To be in compliance with the ADA, MV must meet the following requirements: Assure that program information is available in accessible formats upon request; ensure that ADA policies and training requirements are met for transportation operator employees; and ensure that all program vehicles met the ADA requirements per the specifications checklist. In addition, the CTC and CFRPC requires that all new vehicles, regardless of size, have to be accessible and meet all ADA standards. Also, drivers are trained to provide assistance to those individuals who may need special assistance.**

**Does public information state that accessible formats are available upon request?**

**Yes**

**Does the CTC have TTY equipment or utilize the Florida Relay System?**

**Yes**

**Are the TTY or Relay system numbers listed with the office phone number?**

**Yes**

**Area of Noncompliance: None**

**Recommendation: None**

**Timeline for Compliance: None**

## **F. Carrier Surveys**

**MV has a contract with one for-profit carrier in DeSoto County.**

**The carrier was provided the following survey questions. Their responses follow the questions.**

1. Do the riders contact your facility directly to cancel a trip? If not, explain.

**No, they contact the coordinator directly.**

2. Do the Riders/beneficiaries call your facility directly to issue a complaint?

**No, they contact the coordinator directly.**

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

**Yes**

4. Are the invoices you send to the CTC paid in a timely manner?

**Yes**

5. Does the CTC give your facility adequate time to report statistics?

**Yes**

6. Have you experienced any problems with the CTC?

**No**

## **G. Rider/Beneficiary Survey**

**Planning staff requested a manifest of trips from the CTC. Staff called six of the riders and asked the following questions:**

**1. How often do you normally obtain transportation?**

**Answers varied. Some clients travel three times per week, some travel monthly, and some travel on occasion.**

**2. Clients were asked if they had ever been refused transportation.**

**All clients answered no.**

**3. Clients were asked what they normally used the transportation for.**

**Medical appointments, meal site, and grocery shopping.**

**4. Clients were asked if they had any problem with their trip.**

**For the most part clients are happy with their transportation.  
The only problem seems to be with timely pick-ups.**

**5. Clients were asked what the transportation service meant to them. Some of the statements were:**

- I have no other way to get to my medical appointments.**
- Everybody treats me so nice.**
- I don't know what I would do without it.**
- I love to go to the meal site and eat with other people.**

#### **H. SUMMARY OF RIDER SURVEY (On-site Observation)**

Central Florida Regional Planning Council (CFRPC) staff Ken Harley and Marcia Staszko conducted an on-site review of the Coordinator on February 7, 2018. During the review the following items were reviewed:

- 1. Safety System Program Plan (SSPP) dated November 3, 2016 (Since updated)**
- 2. MV's drug and alcohol policy dated 11/15/16**
- 3. Title VI Policy and certification**
- 4. Complaint/compliment procedure and examples of completion.**
- 5. Current service guide**
- 6. Copies of current coordination agreements**
- 7. Obtained a copy of manifest in order to call clients regarding their satisfaction of transport.**
- 8. List of purchasing agencies to contact to survey regarding their client transportation provision.**

CFRPC staff found that all documents reviewed were in compliance – the SSPP has been updated and presented to the Planning Council staff on March 13, 2018. The review of the plan found it to be in compliance.

During this review staff conducted an evaluation of the contract carrier, JJ Medical Transport. Driver files were reviewed, vehicle maintenance files were reviewed, and substance abuse files were reviewed.

JJ Medical Transport has 11 fulltime and 2 part-time drivers. All driver files were reviewed. Some driver files revealed that medical examinations were performed by a chiropractor. In accordance with FDOT rules and regulations, these exams are not in compliance. JJ Transport is in the process of correcting these medical exams.

JJ Medical Transport has 11 vehicles in their fleet. Four (4) vehicle/maintenance files were reviewed. Findings are as follows:

- a. The CTC needs to ensure that vehicles undergo required preventative maintenance checks on time.**
- b. The CTC needs to make sure that the provider files are properly organized and monitored on a regular basis.**

- c. The CTC needs to ensure that the mechanics are properly completing the preventative maintenance checklist when vehicles come in for the required service.
- d. The CTC needs to ensure that the proper preventative maintenance schedule is adhered to for each required service.
- e. The CTC needs to establish a brake wear standard to determine when brake pads need to be replaced.
- f. The CTC needs to ensure that the drivers complete their Daily Vehicle Inspection forms.

#### **CURRENT YEAR TRIP AND EQUIPMENT GRANT**

The trip and equipment grant for this review period for DeSoto County ran from July 1, 2016 through June 30, 2017. MV provides budget information on this grant in their quarterly reports to the Local Coordinating Board (LCB).

#### **Recommendation**

1. The CTC needs to monitor the carrier on a monthly basis and provide a status report to the LCB on a quarterly basis.
2. The CTC needs to explore establishing a web page to better inform the public about the transportation services available in DeSoto County.
3. The CTC needs to enter into agreements with the Health Department and the DeSoto Emergency Management Department about transporting passengers during disasters.
4. The CTC must ensure that all medical examinations 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.

#### **Commendations:**

1. The CTC is commended for the exceptional job they did during Hurricane Irma. They ensured that all the passengers were taken to shelters in advance of the storm and were taken home when it was safe for them to return home.
2. The CTC is also commended for keeping service going after the storm was over and when their office was without electric services.

#### **CONCLUSION**

**The results of this evaluation were reviewed by the LCB at their April 25, 2018 meeting.**

**Reviewed and approved by the LCB April 25, 2018:**

**LCB Chairperson: \_\_\_\_\_**

**Terry Hill, County Commissioner**



Hardee, Highlands, Okeechobee  
Multi-County  
Local Coordinating Board  
Community Transportation Coordinator  
Evaluation for 2016/2017  
March 2018

**Evaluation Conducted by:**

Central Florida Regional Planning Council  
Multi-County Local Coordinating Board  
555 E. Church Street, P.O. Box 2089  
Bartow, FL 33830

FY 2016/2017  
CTC Review

**Counties Served:** Hardee, Highlands, Okeechobee

**Dates Reviewed:** February 7 – 22, 2018

**Planning Staff Assigned to Review:** Kenneth Harley, Program Manager, Marcia Staszko, CFRPC staff.

This review is based on the Annual Operating Report data from July 1, 2016 through June 30, 2017

III. Records and Areas of Review

- I. General Information
- J. Chapter 427, F.S.
- K. Rule 41-2, FAC
- L. Americans with Disabilities Act
- M. Bus/Van Ride
- N. Surveys
- O. Additional Observations
- P. Current Year Trip and Equipment Grant

IV. Findings and Recommendations

I. General Information

The Commission for the Transportation Disadvantaged designated MV Transportation as the CTC for Hardee, Highlands and Okeechobee Counties (multi-county area) in November 2015. MV began service on November 1, 2015. MV operates a private for-profit system in a rural area as a full brokerage system. MV Transportation contracts with Positive Medical Transport and Safety Transportation in Sebring.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

J. Compliance with Chapter 427, FS

6. What type of monitoring does the CTC perform on its operators and coordination contractors and how often is it conducted?

**The CTC, together with the planning agency, monitors the contract carriers on an annual (if not more) frequently. The CTC follows the safety standards as outlined in 14-90 FAC and substance abuse reviews as required by the State and Federal government. Inspections include reviewing driver files for up to date compliance with Chapter 14-90, review of the maintenance file, the daily vehicle inspection**

forms, the eligibility process, alcohol and substance abuse records, and perform on-site vehicle and vehicle maintenance inspections.

Is a written report issued to the operator(s)? Yes

Is the CTC in Compliance with this section? We are currently working on some compliance issues, primarily in regards to the maintenance requirements and alcohol and substance abuse compliance.

7. Review the TDSP to determine the utilization of school buses and public transportation. Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.

**The CTC does not coordinate the use of school buses in the system. School Board insurance restrictions prevent the use of school buses in the service area. Also, there is no public transportation system in the service area.**

8. Does the CTC utilize the standard CTD contract when contracting with providers and coordination contractors?

**Yes, the CTC uses the CTD standard contract and it includes performance standards.**

9. Reporting Timeliness

**The CTC submitted the following reports on time:**

- Annual Operating Report
- Transportation Disadvantaged Service Plan
- TD Trust Grant Applications
- Shirley Conroy Grant Application

## 10. Service Standards and Trip Priorities

**Service standards are listed in the Quality Assurance Section of the TDSP. Standards are developed and approved by the Local Coordinating Board. The CTC is evaluated by these standards.**

**Transportation Disadvantaged Trust Fund trips are prioritized as follows:**

- **Medical**
- **Grocery Shopping (life-sustaining only)**
- **Employment**
- **Education**
- **Personal Business (bank, post office, etc.)**
- **Recreational (includes non-life-sustaining shopping)**

**Area of Noncompliance: None**

**Recommendation: None**

**Timeline for compliance: The CTC needs to ensure that each time that they perform a monitoring review of Positive Medical Transport and Safety Transportation that the corrective action plan includes a timeline for compliance.**

## K. Compliance with 41-2, FAC

2. **Compliance with 41-2.006, Minimum Insurance Compliance. Ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident.**

**The CTC requires that contracted carriers and coordinated contractors maintain \$1,000,000 liability insurance.**

**Cost of Insurance per contract carrier during this review period:**

- **Positive Mobility – \$135,450.00**
- **Safety Transportation, Inc. – \$103,448.00**

**The CTC monitors contract carriers is in accordance with 41-2 FAC.**

**The CTC monitors their contract carriers in accordance with the FTA Alcohol and Substance Abuse Regulations. The CTC monitors contract carriers are in accordance with Chapter 14-90.**

**Is the CTC in Compliance with this section? Yes**

**Recommendation: None**

**Timeline for Compliance: None**

L. Level of Competition

Inventory of Transportation Operators in the Service Area

	Local Operators	Operators Contracted with the CTC
Private Non-Profit	4	0
Private For-Profit	12	2
Government	0	0
Public Transit Agency	0	0

**There are three (3) coordination contractors in the system.**

**There are two (2) private for-profit carriers in the system.**

**All carriers have the capacity to expand service.**

**The CTC conducts a competitive procurement process every five (5) years or as needed. The CTC uses the Request for Qualifications process.**

**Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?**

<b>Capabilities of Operator</b>	<b>Scope of Work</b>
<b>Age of Company</b>	<b>Safety Program</b>
<b>Previous Experience</b>	<b>Capacity</b>
<b>Management</b>	<b>Training Program</b>
<b>Qualifications of Staff</b>	<b>Insurance</b>
<b>Resources</b>	<b>Accident History</b>
<b>Contract Monitoring</b>	<b>Quality</b>
<b>Community Knowledge</b>	<b>Reporting Capabilities</b>
<b>Financial Strength</b>	<b>Price</b>
<b>Distribution of Costs</b>	<b>Responsiveness to Solicitation</b>

**Is the CTC in Compliance with this section? Yes**

**Recommendation: None**

**Timeline for Compliance: None**

**Level of Availability (Coordination)**

### Worksheet 3

19. Planning – What are the coordinated plans for transporting the TD population:

- a. The CTC looks for multi-loading opportunities, funding opportunities, and other local resource opportunities.**
- b. Works with the transportation brokers to try to keep the coordinated system intact.**
- c. Explores working with other state and federal agencies about the possibility of coordinating their transportation services.**
- d. Work with FACTS in addressing the fragmentation of transportation services as a result of Medicaid Reform.**

20. Public Information – Is public information distributed about transportation services in the community?

**The CTC distributes brochures to health-related facilities, participates in health fairs, and speaks at social and civic functions. (See Exhibit A – Information Brochure)**

21. Certification - How are individual certifications and registrations coordinated for local TD transportation services?

**The CTC updates client eligibility by phone or mail. Initial applications for eligibility are mailed to potential clients.**

22. Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

**The CTC has an intake form and transportation services are available to anyone who meets the qualifications of the respective sponsoring agency. The CTC is also the recipient of Transportation Disadvantaged Trip/Equipment Trust Funds where eligibility is based in part on the requirements of Chapter 427. The Central Florida Regional Planning Council passes FTA 5311 and 5310 funds through to the CTC who then provides public transportation trips in the rural areas under Section 5311 with no eligibility requirements. Under the Section 5310 Program clients must be elderly or disabled. Public transportation trips are provided on a first come first serve basis depending on funding levels and space availability.**

23. Call Intake – to what extent is transportation coordinated to ensure that a user can reach a reservationist on the first call?

**The CTC follows guidelines set by the CTD in that all calls are responded to within three (3) minutes. The CTC's telephone/computer system keeps a record of timeframes for calls. The CTC reports these findings to the LCB in their quarterly reports.**

24. Reservations – What is the reservation process? How is the duplication of reservations prevented?

**To make a reservation, passengers are requested to call CTC at the numbers listed below: The CTC maintains an advanced telephone system with toll-free number for all users of the service. The numbers for the CTC reservations system and Administration are:**

<b>863-773-0015</b>	<b>Hardee County Reservations/Customer Service</b>
<b>863-452-0139</b>	<b>Avon Park Reservations/Customer Service</b>
<b>863-382-0139</b>	<b>Sebring Reservations/Customer Service</b>
<b>863-699-0995</b>	<b>Lake Placid Reservations/Customer Service</b>
<b>863-357-9900</b>	<b>Okeechobee County Reservations/Customer Service</b>
<b>800-260-0139</b>	<b>All Other Area Reservations/Customer Service</b>
<b>863-382-6004</b>	<b>CTC Administration Line</b>
<b>863-382-8469</b>	<b>Facsimile</b>

**The CTC's computer software will prevent for overlapping of scheduled trips.**

25. Trip Allocation – How is the allocation of trip requests to providers coordinated?

**There are two primary carriers and the trips are divided geographically and as evenly as possible. The LCB provides guidance to the CTC in allocating trips between contract carriers.**

**Non-sponsored trips are allocated on a first come/call basis, standing orders are accepted for those who are going to dialysis and other related services. Trips are allocated based upon the guidelines of the sponsoring agencies.**

26. Scheduling – How is the trip assignment to vehicles coordinated?

**Trips are scheduled on a daily basis using computer software to determine efficient runs in the service area.**

27. Transport – How are the actual transportation services and modes of transportation coordinated?

**The CTC's records indicate whether a client has special mobility needs, medical needs, etc. The computer software assists in scheduling based on the location of the client, destination of the client and the length of the trip.**

28. Dispatching – How is the real time communication and direction of drivers coordinated?

**The drivers have computer scheduling/trip tablets that are used to communicate with their offices.**

29. General Service Monitoring – How is the overseeing of transportation operators coordinated?

**The CTC conducts periodic reviews throughout the years and a thorough review of the carriers on an annual basis. The review covers Chapter 14-90 and FTA Substance Abuse Regulations. In addition, the CTC performs random “drive behinds” of carriers and conducts monthly phone surveys of clients to see if there are any issues associated with their transport.**

30. Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

**Contract carriers are instructed to contact the CTC in the event an issue arises during transport. The CTC will advise the carrier as to how to handle any events that might occur. Carriers are instructed to follow-up with a written report.**

31. Trip Reconciliation – How is the confirmation of official trips coordinated?

**The CTC provides trip manifests to the carriers via software scheduling tablets. Tablet information is downloaded and a final trip report is generated.**

**Trips are also confirmed in part by the driver based on the pick-up/drop off and vehicle mileage.**

32. Billing – How is the process for requesting and processing fares, payment, and reimbursements coordinated?

**The CTC’s service rates are established by using the CTD’s Rate Model. Trips are entered into the computer by bill codes (what funding source is used). The carriers are paid based on the trips they provided through the reconciliation process based upon what trips were scheduled and those that were completed. The information from the driver’s tablet is reconciled with the information in Trapeze. Contract carriers are paid twice monthly.**

33. Reporting – How is operating information reported, compiled, and examined?

**Many of the CTC’s reports can be generated by the computer software. Annual Operating Report data and monthly/quarterly reports are provided to the LCB.**

**Operational data is reported by the carriers to the CTC. The CTC examines and compiles the information for the LCB Quarterly Report as well as the Annual Operating Report and the**



**National Transportation Database report. The CFRPC staff also compiles various operational reports for internal uses. Validations of the trips are done through the scheduling software.**

34. Cost Resources – How are costs shared between the coordinator and the operators in order to reduce the cost of the coordinated program?

**The Central Florida Regional Planning Council (CFRPC) provides some of the vehicles that are used in the coordinated system. MV Transportation provides some vehicle as well. By providing these assets the trip costs are reduced since the CTC does not have to incur the full cost for all of the capital equipment.**

**The CTC receives a portion of the cost of the trip for their administration of the service. The carriers are paid from the remainder.**

35. Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

**The CTC has open communication among purchasing agencies and other local and civic organizations. Also, public meetings such as the LCB meeting, the annual TD public hearing, the TD Summit and Council meeting information is provided to other organizations to ensure smooth service provision and increased service provisions. In addition, CFRPC and MV staff provide transportation information at various community events.**

36. Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

**The CTC has formal coordination agreements with agencies providing transportation to their own clients. Coordination contractors are monitored by the CTC on an annual basis (or more often if necessary). Coordination contractors must meet the system standards and Chapter 14-90 FAC standards.**

FY 2016/2017 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2016/2017 Trip and Equipment Grant.

4. Do you keep all records pertaining to the spending of TDTF dollars for five Years?

**Yes**

5. Are all accidents that have resulted in a fatality reported to the Commission within 24 hours after you have received Notice?

**Yes, however there have been no accidents involving a fatality.**

6. Are all accidents that have resulted in \$1,000 worth of damage reported to the Commission within 72 hours after you have received notice of the accident?

**Yes**

**(See Exhibit B Operator Manual)**

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

**Compliance with Commission Standards "...shall adhere to Commission approved standards..."**

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll-free phone number must be posted in all vehicles.	<i>The CTC number 863-382-6004 and the TD Ombudsman toll free phone number 1-800-983-2435 for complaints shall be posted inside all vehicles.</i>
Vehicle Cleanliness	<i>The interior and exterior of all vehicles must be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.</i>
Passenger/Trip Database	<i>For each passenger transported within the coordinated system, the CTC collects the passenger's name, address, telephone number, funding source(s), eligibility and other special requirements in a database.</i>

Commission Standards	Comments
Adequate seating	<i>Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating and standing capacity shall be scheduled or transported in a vehicle at any time.</i>
Driver Identification	<i>Each driver must have photo identification which is legible that is in view of the passenger.</i>
Passenger Assistance	<i>The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The assistance shall include opening the vehicle door, fastening safety belts or wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door.</i>
Smoking, Eating and Drinking	<i>Drivers and Passengers are prohibited from eating, drinking, or smoking on the vehicle.</i>
Two-way Communications	<i>All vehicles ordered or put into service after adoption of this section of the of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.</i>
Air Conditioning/Heating	<i>All vehicles used within the coordinated system shall have working air conditioners and heaters. If an air conditioner or heater fails, the vehicle will be scheduled for repair or replacement as soon as possible. In extreme weather condition the vehicle shall be removed from service until the problem is remedied.</i>
Billing Requirements	<i>All bills shall be paid within 15 calendar days except in instances where the CTC is a non-governmental entity.</i>

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

**Compliance with Local Standards "...shall adhere to Commission approved standards..."**

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	<i>Children 15 or younger must be accompanied by an escort. Passengers unable to care for themselves must be attended by an attendant. Escorts and attendants must be at least 18 years of age and provided by the passenger. The system does not pay for escort travel.</i>

Use, Responsibility, and cost of child restraint devices	<i>All children under five (5) years of age are required to use child restraint devices. The device must be provided by the passenger.</i>
Out-of-Service Area trips	<i>The service area is all of Hardee, Highlands and Okeechobee counties. Out of service trips shall be provided when determined locally and approved by the Local Coordinating Board.</i>
CPR/First Aid	<i>Each vehicle must have a First Aid Kit on board when passengers are being transported. However, the drivers are not trained to provide CPR or First Aid.</i>
Driver Criminal Background Screening	<i>All drivers in the Coordinated System shall have a favorable FDLE Level 2 Background Check.</i>
Rider Personal Property	<i>Passenger property can be carried by passengers and/or driver in one trip and can safely be stored on the vehicle shall be allowed to be transported with the passenger at no additional charge.</i>
Advance reservation requirements	<i>Are generally required to place reservations two (2) business days (excluding weekends and holidays) in advance. Exceptions are sometimes made for "urgent" trips to the hospital.</i>
Pick-up Window	<i>There is a 30-minute pick-up window. The passenger should expect the vehicle to pick them up 15 minutes before, to 15 minutes after their scheduled pick up time. There is a 30-minute arrival window.</i>

**MEASURABLE STANDARDS/GOALS (Data from FY 2016/17)**

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
<b>Public Transit Ridership</b>	<i>CTC</i>	<i>CTC</i>	<i>N/A</i>
	<i>Operator A</i>	<i>Operator A</i>	<i>N/A</i>
	<i>Operator B</i>	<i>Operator B</i>	<i>N/A</i>
	<i>Operator C</i>	<i>Operator C</i>	<i>N/A</i>
<b>On-Time Performance</b> <i>The CTC uses the minimum standard on time performance of 85%.</i>	<i>CTC</i>	<i>CTC</i>	
	<i>Operator A 85%</i>	<i>Operator A 88.22%</i>	<i>Yes</i>
	<i>Operator B 85%</i>	<i>Operator B 92.43%</i>	<i>yes</i>
	<i>Operator C</i>	<i>Operator C</i>	
	<i>CTC</i>	<i>CTC</i>	

<b>Passenger No-shows</b> <i>3 No-Shows in a 2-month period may result in a suspension for 30 days</i>	<i>Operator A</i>	<i>Operator A</i>	
	<i>Operator B</i>	<i>Operator B</i>	
	<i>Operator C</i>	<i>Operator C</i>	
<b>Accidents</b> <i>The standard for accidents will be 1.2, or less, accidents per 100,000 miles for the evaluation period.</i>	<b>CTC</b>	<b>CTC</b>	
	<i>Operator A</i>	<i>Operator A</i>	
	<i>Operator B</i>	<i>Operator B</i>	
<b>Roadcalls</b> <i>The standard for roadcalls will be an average of 10,000 miles, or more between each roadcalls. Average age of fleet: 8 years</i>	<b>CTC</b>	<b>CTC</b>	
	<u><i>Operator A</i></u>	<u><i>Operator A</i></u>	
	<u><i>Operator B</i></u>	<u><i>Operator B</i></u>	
<b>Complaints</b> <i>The goal of the CTC is to keep complaints to no more than 2 or less per 1,000 one-way passenger trips. Number filed:</i>	<b>CTC</b>	<b>CTC</b>	
	<i>Operator A</i>	<i>Operator A</i>	
	<i>Operator B</i>	<i>Operator B</i>	
<b>Call-Hold Time</b> <i>The customer should not be put on hold for more than 3 minutes on average</i>	<b>CTC</b>	<b>CTC</b>	
	<u><i>Operator A</i></u>	<u><i>Operator A</i></u>	<u><i>Operator A</i></u>
	<u><i>Operator B</i></u>	<u><i>Operator B</i></u>	<u><i>Operator B</i></u>
	<u><i>Operator C</i></u>	<u><i>Operator C</i></u>	<u><i>Operator C</i></u>

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC contracts for compliance with 427.0155 (1), F.S.**  
*“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”*

- Are your contracts uniform? X Yes  No
- Is the CTD’s Standard Contract Utilized? X Yes  No
- Do the contracts include the performance standards for the Transportation Operators and Coordination contractors? X Yes  No
- Do the contracts include the proper language concerning payment to Subcontractors? (Section 21:20 Payment to Subcontractors, T&E Grant, and FY) X Yes  No
- Is the CTC in Compliance with this section? X Yes  No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Positive Mobility		X	X	X
Safety Transportation		X	X	X

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC last AOR submittal for compliance with 427.0155 (2), F.S.**

*“Collect Annual Operating Data for submittal to the Commission.”*

**REPORTING TIMELINESS**

Were the following items submitted on time?

- |                                      |   |     |                          |    |
|--------------------------------------|---|-----|--------------------------|----|
| a. Annual Operating Report           | X | Yes | <input type="checkbox"/> | No |
| Any issues that needed clarification | X | Yes | <input type="checkbox"/> | No |

Any problem areas on AOR that have been re-occurring?

List:

- |  |   |     |                          |    |
|--|---|-----|--------------------------|----|
| b. Memorandum of Agreement                   | X | Yes | <input type="checkbox"/> | No |
| c. Transportation Disadvantaged Service Plan | X | Yes | <input type="checkbox"/> | No |
| d. Grant Application to TD Trust Fund        | X | Yes | <input type="checkbox"/> | No |
| e. All other grant application (___%)        | X | Yes | <input type="checkbox"/> | No |

IS THE CTC IN COMPLIANCE WITH THIS SECTION	X	Yes	<input type="checkbox"/>	No
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Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155 (3), F.S.**

*“Review all transportation operator contracts annually.”*

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR (S) AND HOW OFTEN IS IT CONDUCTED?

The CTC performs annual reviews of each of the contract carriers. Items reviewed comply with Chapter 14-90 (inspections of driver files, vehicles, vehicle maintenance, driver hours, review of the SSPP and SSEPP, and other required reviews) and FTA Drug and Alcohol testing rules. The CTC also performs random “drive behinds” and other methods of observations.

Is a written report issued to the operator?  Yes  No

If NO, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

The CTC performs annual reviews of each of the coordination contractors on an annual basis, unless noncompliance issues necessitates additional review of contract carriers in the system.

Is a written report issued to the operator?  Yes  No

If NO, how are the contractors notified of the results of the monitoring?

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

A corrective action plan is provided and the contractor is given an allotted time to remedy the problems. If the problems are not resolved within the specified time we will seek to find a new provider.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS**



**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the TDSP to determine the utilization of school buses and public transportation services Chapter 427.0155 (4), F.S.**

*“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”*

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM? School bus transportation is no available at this time. There are some buses used during emergency evacuations such as during a state of emergency.

Rule 41-2.012 (5) (b): As part of the Coordinator’s performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on transit.

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

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

X Yes  No

If YES, what is the goal?

Is the CTC accomplishing the goal? X Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? X Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review of local government, federal and state transportation applications for TD funds (all local state or federal funding for TD service) for compliance with Chapter 427.0155 (5), F.S.**

*“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”*

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds all include all funding for transportation disadvantaged services, i.e. Section 5310[formerly Sec. 16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated).

X Yes  No

If Yes, describe the application review process.

The LCB is made aware of all funding applications. They are presented for their review and comments.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)?

X Yes  No

If no, is the planning agency currently reviewing applications for TD funds?

X Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?

X Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review priorities listed in the TDSP, according to Chapter 427.0155 (7), F.S.**

*“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”*

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain)

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

1. Medical
2. Grocery Shopping (life-sustaining only)
3. Employment
4. Education
5. Personal Business (bank, post office, etc.)
6. Recreational (including non-life sustaining shopping)

HOW ARE THESE PRIORITIES CARRIED OUT?

The CTC uses their eligibility application process to determine the type of trips the client's needs and then determines what type of funding source they are eligible for or would best be served by. Almost 100% of the TD funds are used for medical trips. Insufficient funds prohibit the CTC from providing other trips except for public transportation trips funded with FTA Section 5311 operating funds and 5310 operating funds.

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?

X Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Ensure CTC Compliance with the delivery of transportation services Chapter 427.0155 (8), F.S.**

*“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s.427.015.(2).”*

Review the Operational Section of the TDSP.

1. Hours of Service: Service hours are 5:00 a.m. through 6:00 p.m., however, some after hour and weekend trips are provided for employment, education, medical, dialysis, and hospital discharges.
2. Hours of Intake: 8:00 a.m. through 2:00 p.m.
3. Provisions for After Hours Reservations/Cancellations? Clients may cancel trips by calling the office and leaving a message on the answering machine. In addition, the CTC has contracted with a carrier that provides after hour service for employment trips and Medical discharge.
4. What is the minimum required notice for reservations? 2 days
5. How far in advance can reservations be placed (number of days)? 14 days

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?

Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the cooperative agreement with the local WAGES coalition according to Chapter 427.0155 (9), F.S.**

*“Work cooperatively with local WAGES coalition established in Chapter 414 to provide assistance in the development of innovative transportation for WAGES participants”.*

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL CAREER SOURCE BOARD?

The local Career Source Boards do not have a dedicated source of funding to purchase trips from the CTC. They provide gas cards and other resources to their clients to assist them with transportation. However, the system is a recipient of FTA 5310 operating funds and those funds are used to provide Career Source clients and Vocational Rehabilitation clients transportation to educational and work-related destinations. In turn, the intake process (staff time and wages) used by Career Source and Vocational Rehab is used to provide in-kind match for the funding.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

As noted above.

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?      X Yes     No

Comments:

CHAPTER 427

Findings:

Recommendations:

M. Americans with Disabilities Act

How does the CTC comply with the Americans with Disabilities Act of 1990 (ADA)?

**To be in compliance with the ADA, MV must meet the following requirements: Assure that program information is available in accessible formats upon request; ensure that ADA policies and training requirements are met for transportation operator employees; and ensure that all program vehicles met the ADA requirements per the specifications checklist. In addition, the CTC and CFRPC requires that all new vehicles, regardless of size, have to be accessible and meet all ADA standards. Also, drivers are trained to provide assistance to those individuals who may need special assistance.**

**Does public information state that accessible formats are available upon request?**

**Yes**

**Does the CTC have TTY equipment or utilize the Florida Relay System?**

**Yes**

**Are the TTY or Relay system numbers listed with the office phone number?**

**Yes**

**Area of Noncompliance: None**

**Recommendation: None**

**Timeline for Compliance: None**

#### **N. Carrier Surveys**

**The three-county service area has two for-profit carriers under contract with MV Transportation.**

**Carriers were provided the following survey questions. Their responses follow the questions.**

7. Do the riders contact your facility directly to cancel a trip? If not, explain.

**No, they contact the coordinator directly.**

8. Do the Riders/beneficiaries call your facility directly to issue a complaint?

**No, they contact the coordinator directly.**

9. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

**Yes**

10. Are the invoices you send to the CTC paid in a timely manner?

**Yes**

11. Does the CTC give your facility adequate time to report statistics?

**Yes**

12. Have you experienced any problems with the CTC?

**No**

#### **O. Rider/Beneficiary Survey**

**Planning staff requested a manifest of trips from the CTC. Staff called six of the riders and asked the following questions:**

**6. How often do you normally obtain transportation?**

**Answers varied. Some clients travel three times per week, some travel monthly, and some travel on occasion.**

**7. Clients were asked if they had ever been refused transportation.**

**All clients answered no.**

**8. Clients were asked what they normally used the transportation for.**

**Medical appointments, meal sites, and grocery shopping.**

**9. Clients were asked if they had any problem with their trip.**

**For the most part clients are happy with their transportation. The only problem seems to be with timely pick-ups.**

10. Clients were asked what the transportation service meant to them. Some of the statements were:

- I have no other way to get to my medical appointments.
- Everybody treats me so nice.
- I don't know what I would do without it.
- I love to go to the meal site and eat with other people.

**P. On-site CTC and Contract Carrier Observations, Findings, and Recommendations**

Central Florida Regional Planning Council (CFRPC) staff Ken Harley and Marcia Staszko conducted an on-site review of the Coordinator on February 7, 2018. During the review the following items were reviewed:

**CTC Review**

9. Safety System Program Plan (SSPP) dated November 3, 2016 (Since updated).
10. MV's drug and alcohol policy dated 11/15/16.
11. Title VI Policy and certification.
12. Complaint/compliment procedure and examples of completion.
13. Current service guide.
14. Copies of current coordination agreements.
15. Obtained a copy of manifest in order to call clients regarding their satisfaction of transport.
16. List of purchasing agencies to contact to survey regarding their client transportation provision.

CFRPC staff found that all documents reviewed were in compliance – the SSPP has been updated and presented to the Planning Council staff on March 13, 2018. The review of the plan found it to be in compliance.

**Contract Carrier Reviews**

**Safety Transportation**

On February 7th staff reviewed contract carrier Safety Transportation. During this review staff reviewed fifteen (15) driver files and six (6) vehicle maintenance files. Findings are as follows:

1. The vehicles didn't always meet the Federal Transit Administration on time maintenance performance standards.
2. The mechanics didn't always properly complete the preventative maintenance checklist.



3. For vehicles under warranty, the provider must ensure that the required preventive maintenance is done on time and ensure that the items under warranty are repaired in a timely manner. Failure to conduct the preventative maintenance on time runs the risk of invalidating the vehicle warranty.
4. If the mechanics find problems during the preventative maintenance inspections, they need to document the finding on the inspection form and then show that it was corrected during the service.
5. There is no internal consistency in completing the Daily Vehicle Inspection (DVI's) forms when it comes to the section that deals with the lifts. Some drivers are putting N/A for the section that covers: lift free from leakage; lift operating properly all cycles; w/c pump handle present and secured; life interlock operating properly. Some drivers are checking them off and other are not. The process needs to be consistent based upon the equipment on the vehicle.
6. When there is a problem documented on the Daily Vehicle Inspection the carrier must make sure that there is documentation of the repair in the repair folder along with the DVI.
7. Please make sure that the mechanics identify any problems that they find during the preventative maintenance on the preventative maintenance checklist and then show that it was repaired.
8. The provider needs to ensure that all of the required documentation is in each file.
9. The provider needs to ensure that the proper preventative maintenance schedule is adhered to for each required service.

The CTC and planning agency staff have identified the following areas of concern with Safety Transportation's Substance Abuse files:

- a. The provider needs to have control over their Drug and Alcohol files. During the review the files were stored in MV's General Manager's office and the General Manager has access to the files. (Safety Transportation is housed in MV's offices).
- b. Because MV's General Manager is not listed as the Program Manager under Safety Transportation Drug and Alcohol Policy, the access needs to be limited to such times as MV is conducting a review of the program.
- c. The provider needs to ensure that their plan is in compliance with the latest FTA requirements.

- d. There were several instances where there were excessive delays from the time an employee took a pre-employment drug test until the results are received.
- e. When new employees go to take their pre-employment drug test, there are long wait times – sometimes up to 3 hours, in some cases the person may leave and come back another day to be tested because they came during their lunch hour from their current employer. In those cases, it would be best if Safety made an appointment for the potential new employee on the date they were completing their new hire paperwork or Safety should find a testing facility without such a long wait time.
- f. The provider needs to ensure that the records are kept under lock and key and only the person/persons identified in the policy have access.
- g. The provider must ensure that the employee's refresher training information is in their files.
- h. The provider must ensure that the FDOT Medical physical form identified in the System Safety Program Plan (SSPP) is the form used for the employee physicals.

### **Positive Medical Transport**

On February 15<sup>th</sup>, staff reviewed contract carrier Positive Medical Transport. During the review staff looked all driver files and four vehicle maintenance files. All driver files were found to be in compliance. Maintenance file comments are combined with findings from the Safety Transportation review outlined below.

#### **Positive Medical Transport:**

- a. The vehicles didn't always meet the Federal Transit Administration on time maintenance performance standards.
- b. The CTC needs to ensure that the proper preventative maintenance schedule is adhered to for each required service.
- c. There is no internal consistency in completing the Daily Vehicle Inspection (DVI's) forms when it comes to the section that deals with the lifts. Some drivers are putting N/A for the section that covers: lift free from leakage; lift operating properly all cycles; w/c pump handle present and secured; life interlock operating properly. Some drivers are checking them off and other are not. The process needs to be consistent based upon the equipment on the vehicle.
- d. The provider needs to ensure that their DVI forms are uniform.

- e. If the mechanics find problems during the preventative maintenance inspections, they need to document the finding on the inspection form and then show that it was corrected during the service.

#### **CURRENT YEAR TRIP AND EQUIPMENT GRANT**

The trip and equipment grant for this review period for Hardee, Highlands and Okeechobee Counties ran from July 1, 2016 through June 2017. MV provides budget information on this grant in their quarterly reports to the Local Coordinating Board (LCB).

#### **Recommendation**

1. The CTC needs to monitor the carrier on a monthly basis and provide a status report to the LCB on a quarterly basis.
2. The CTC needs to explore establishing a web page to better inform the public about the transportation services available in Hardee, Highlands and Okeechobee Counties.
3. The CTC needs to enter into agreements with the Health Department and the Emergency Management Departments in Hardee, Highlands and Okeechobee Counties about transporting passengers during disasters and states of emergencies.
4. The CTC must ensure that all medical examinations 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.
5. The CTC needs to monitor the Alcohol and Substance Abuse Program more closely to ensure that their providers are in compliance with the regulations.
6. The CTC needs to ensure that the reservationist are trained to proficiency to ensure that clients know what services they are eligible for.

#### **Commendations:**

1. The CTC is commended for the exceptional job they did during Hurricane Irma. They ensured that all the passengers were taken to shelters in advance of the storm and were taken home when it was safe for them to return home.
2. The CTC is also commended for keeping service going after the storm was over and when their office was without electric services.
3. The CTC is commended for the process and procedures that Positive Mobility Transportation put in to improve the completion of the Daily Vehicle Inspection forms.

**CONCLUSION**

The results of this evaluation were reviewed by the LCB at their April 18, 2018 meeting.

Reviewed and approved by the LCB April 18, 2018:

LCB Chairperson: \_\_\_\_\_

**Commissioner Don Elwell, Chair**

**Hardee, Highlands, and Okeechobee Counties**

**Exhibit 4:  
July – September 2020  
Community Transportation Coordinator  
Local Coordinating Board Report**

**LCB Report  
2020-2021**

	1st Quarter			Total
	July	August	September	
<b>System On-Time Performance</b>				
Positive Medical Transport	96	91	93	93
Safety Transportation	98	98	97	98
JJ Transportation	92	94	95	94
<b>CTC - Total Monthly Average</b>	<b>95</b>	<b>94</b>	<b>95</b>	<b>94.9</b>
<b>&lt; Average per Quarter &gt;</b>	94.9			94.9

<b>Vehicle Information</b>				
Number of Vehicles	46	46	46	46
Number of Wheelchair Accessible Vehicles	38	38	38	38
Vehicle Miles	153,881	144,978	184,321	483,180
Revenue Miles	0	0	0	0
Road Calls	6	4	0	10
Accidents	0	0	0	0
Incidents	0	0	0	0
<b>Vehicle Miles</b>				
Deviated Fixed Route Miles	0	0	0	0
Paratransit Miles	153,881	144,978	184,321	483,180
<b>Total Vehicle Miles</b>	<b>153,881</b>	<b>144,978</b>	<b>184,321</b>	<b>483,180</b>
<b>&lt; Vehicle Miles per Quarter &gt;</b>	483,180			483,180

<b>Trip Information</b>				
Total Reservations	5,872	5,552	5,888	17,312
Cancellations	1,586	1,482	1,539	4,607
No-Shows	86	92	102	280
<b>Total Completed Trips</b>	<b>4,200</b>	<b>3,978</b>	<b>4,247</b>	<b>12,425</b>
<b>&lt; Trips per Quarter &gt;</b>	12,425			12,425
<b>Trips - In Service Area</b>				
Ambulatory	2,996	2,888	3,067	8,951
Wheelchair/Non-Ambulatory	965	865	933	2,763
Stretcher	4	3	3	10
<b>Sub-Total (In-Service Area)</b>	<b>3,965</b>	<b>3,756</b>	<b>4,003</b>	<b>11,724</b>
<b>&lt; Trips per Quarter (In-Service Area) &gt;</b>	11,724			11,724
<b>Trips - Out of Service Area</b>				
Ambulatory	193	198	216	607
Wheelchair/Non-Ambulatory	42	24	28	94
Stretcher	0	0	0	0
<b>Sub-Total (Out of Service Area)</b>	<b>235</b>	<b>222</b>	<b>244</b>	<b>701</b>
<b>&lt; Trips per Quarter (Out of Service Area) &gt;</b>	701			701
<b>Total Trips</b>	<b>4,200</b>	<b>3,978</b>	<b>4,247</b>	<b>12,425</b>
<b>&lt; Trips per Quarter &gt;</b>	12,425			12,425
<b>Trips By Revenue Source</b>				
Commission for Transportation Disadvantaged (CTD)	1,704	1,413	1,557	4,674
Department of Transportation (DOT)	2,496	2,565	2,690	7,751
<b>Total Trips</b>	<b>4,200</b>	<b>3,978</b>	<b>4,247</b>	<b>12,425</b>
<b>&lt; Trips per Quarter &gt;</b>	12,425			12,425
<b>Trips By Purposes</b>				
Medical	3,498	3,374	3,600	10,472
Employment	146	155	177	478
Education/Training/Daycare	21	36	40	97

**LCB Report  
2020-2021**

	1st Quarter			Total
	July	August	September	
Nutritional	165	255	243	663
Life-Sustaining/Other	370	158	187	715
<b>Total Trips</b>	<b>4,200</b>	<b>3,978</b>	<b>4,247</b>	<b>12,425</b>
<b>&lt; Trips per Quarter &gt;</b>	<b>12,425</b>			<b>12,425</b>

<b>Trips by Passenger Type</b>				
Elderly - Low Income	277	265	266	808
Elderly - Disabled	589	588	629	1,806
Elderly - Low Income & Disabled	2,607	2,503	2,683	7,793
Elderly - Other	233	205	240	678
Other - Low Income	70	42	39	151
Other - Disabled	373	339	362	1,074
Other - Low Income and Disabled	49	36	27	112
Other (Middle-Aged)	2	0	1	3
<b>Total Trips</b>	<b>4,200</b>	<b>3,978</b>	<b>4,247</b>	<b>12,425</b>
<b>&lt; Trips (by Passenger Type) per Quarter &gt;</b>	<b>12,425</b>			<b>12,425</b>

<b>Trips by Passenger Type</b>				
Older Adults	510	470	506	1,486
Children At Risk	0	0	0	0
Persons with Disabilities	3,618	3,466	3,701	10,785
Low Income	70	42	39	151
Other	2	0	1	3
<b>Total Trips</b>	<b>4,200</b>	<b>3,978</b>	<b>4,247</b>	<b>12,425</b>
<b>&lt; Trips (by Type) per Quarter &gt;</b>	<b>12,425</b>			<b>12,425</b>

<b>Unmet Trip Requests</b>				
Unmet Medical	63	40	25	128
Unmet Employment	0	0	1	1
Unmet Education/Training/Daycare	0	2	0	2
Unmet Nutritional	6	4	2	12
Unmet Life-Sustaining/Other	2	4	2	8
<b>Total</b>	<b>71</b>	<b>50</b>	<b>30</b>	<b>151</b>
<b>&lt; Unmet Trips per Quarter &gt;</b>	<b>151</b>			<b>151</b>

<b>Reasons Trips Were Denied (Unmet)</b>				
Lack of Funding	0	0	0	0
Lack of Vehicle Availability	19	10	7	36
Lack of Driver Availability	10	5	4	19
Other	42	35	19	96
<b>Total</b>	<b>71</b>	<b>50</b>	<b>30</b>	<b>151</b>
<b>&lt; Trips per Quarter &gt;</b>	<b>151</b>			<b>151</b>

<b>No-Shows</b>				
<b>Total No-Shows</b>	<b>86</b>	<b>92</b>	<b>102</b>	<b>280</b>
<b>&lt; Total No-Shows per Quarter &gt;</b>	<b>280</b>			<b>280</b>
Total No-Show Warnings	0	0	0	0
Total No-Show Suspension	0	0	0	0

<b>Complaints</b>				
<b>Valid Complaints</b>				
Service	1	2	1	4
Policy	0	0	0	0

**LCB Report  
2020-2021**

	1st Quarter			Total
	July	August	September	
Vehicle	0	0	0	0
Other	0	0	0	0
<b>Total Complaints</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>
<b>&lt; Total Complaints per Quarter &gt;</b>	<b>4</b>			<b>4</b>
<b>Non-Valid Complaints</b>				
None Valid	0	0	0	0
<b>Commendations</b>				
CTC	1	0	0	1
Operators	1	1	2	4
<b>Total Commendations</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>
<b>&lt; Total Commendations per Quarter &gt;</b>	<b>5</b>			<b>5</b>
<b>Accidents</b>				
<b>Preventable Accidents</b>				
<b>Total Accidents</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>&lt; Total Accidents per Quarter &gt;</b>	<b>0</b>			<b>0</b>

<b>Employee Information</b>				
<b>Total Driver Hours</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>&lt; Total Driver Hours per Quarter &gt;</b>	<b>0</b>			<b>0</b>
Number of Full-Time Drivers	45	45	45	45
Number of Part-Time Drivers	13	13	13	13
Number of Volunteer Drivers	0	0	0	0
Number of Maintenance Employees	5	5	5	5
Number of Dispatchers	10	10	10	10
Number of Schedulers	4	4	4	4
Number of Call Intake/Reserv. Cust. Serv.	8	8	8	8
Number of Administrative Support	10	10	10	10
Number of Management Employees	7	7	7	7
<b>Total Employees</b>	<b>102</b>	<b>102</b>	<b>102</b>	<b>102</b>
<b>&lt; Average Employees per Quarter &gt;</b>	<b>102</b>			<b>102</b>

<b>Financial Data</b>				
<b>Co-Payments Due</b>				
Co-Payments Due	0	0	0	\$ -
Co-Pays Collected	0	0	0	\$ -
<b>Revenue Sources</b>				
Commission for Transportation Disadvantaged (CTD)	\$ 67,593	\$ 52,729	\$ 60,076	\$ 180,398
Non-Sponsored Trip Program	\$ 67,593	\$ 52,729	\$ 60,076	\$ 180,398
Non-Sponsored Capital Equipment	\$ -	\$ -	\$ -	\$ -
Rural Capital Equipment	\$ -	\$ -	\$ -	\$ -
TD Other	\$ -	\$ -	\$ -	\$ -
Department of Transportation (DOT)	\$ 133,092	\$ 130,592	\$ 127,944	\$ 391,628
49 USC 5307	\$ -	\$ -	\$ -	\$ -
49 USC 5310	\$ 60,899	\$ 51,965	\$ 57,227	\$ 170,091
49 USC 5311	\$ 72,193	\$ 78,627	\$ 70,717	\$ 221,537
49 USC 5311 (f)	\$ -	\$ -	\$ -	\$ -
Block Grant	\$ -	\$ -	\$ -	\$ -
Service Development	\$ -	\$ -	\$ -	\$ -
Commuter Assistance Program	\$ -	\$ -	\$ -	\$ -
Other DOT	\$ -	\$ -	\$ -	\$ -
Local Government	\$ 7,511	\$ 5,858	\$ 6,675	\$ 20,044
School Board (School Bus)	\$ -	\$ -	\$ -	\$ -



**LCB Report  
2020-2021**

	1st Quarter			Total
	July	August	September	
County Cash	\$ 7,511	\$ 5,858	\$ 6,675	\$ 20,044
<b>Total Revenues</b>	<b>\$ 208,196</b>	<b>\$ 189,179</b>	<b>\$ 194,694</b>	<b>\$ 592,069</b>
<b>&lt; Total Revenues per Quarter &gt;</b>	\$592,069			\$ 592,069
<b>Other Expenditures</b>				
Purchased Transportation Services	\$ 119,604	\$ 130,136	\$ 136,097	\$ 385,837
Contracted Operator - Positive Medical Transport	\$ 55,893	\$ 63,490	\$ 59,398	\$ 178,781
Contracted Operator - Safety Transportation	\$ 42,559	\$ 43,682	\$ 54,331	\$ 140,572
Contracted Operator - JJ Transportation	\$ 21,152	\$ 22,964	\$ 22,368	\$ 66,484
Annual Depreciation	\$ -	\$ -	\$ -	\$ -
<b>Total Expenditures</b>	<b>\$ 119,604</b>	<b>\$ 130,136</b>	<b>\$ 136,097</b>	<b>\$ 385,837</b>
<b>&lt; Grand Total per Quarter &gt;</b>	\$385,837			\$ 385,837
<b>Carrier Payments - Expenditures</b>				
Positive Medical Transport	\$ 55,893	\$ 63,490	\$ 59,398	\$ 178,781
Safety Transportation	\$ 42,559	\$ 43,682	\$ 54,331	\$ 140,572
JJ Transportation	\$ 21,152	\$ 22,964	\$ 22,368	\$ 66,484
<b>Total Payments</b>	<b>\$ 119,604</b>	<b>\$ 130,136</b>	<b>\$ 136,097</b>	<b>\$ 385,837</b>
<b>&lt; Total Payments per Quarter &gt;</b>	\$385,837			\$ 385,837
<b>Summary Data</b>				
Revenues	\$ 208,196	\$ 189,179.00	\$ 194,693.85	\$ 592,069
Expenditures	\$ 119,604	\$ 130,136.00	\$ 136,097.06	\$ 385,837
<b>Over/Under</b>	<b>\$ 88,592.00</b>	<b>\$ 59,043.00</b>	<b>\$ 58,596.79</b>	<b>\$ 206,232</b>
<b>&lt; Over/Under per Quarter &gt;</b>	\$206,232			\$ 206,231.79