

# Transportation Disadvantaged Service Plan

for DeSoto, Hardee, Highlands, and Okeechobee Counties  
(The Coordinated Public Transit-Human Services Transportation Plan)

**2021 - 2026**

**Prepared By**  
Heartland Regional  
Transportation Planning  
Organization and  
MTM Transit

Adopted: October 20, 2021

Updated: April 20, 2023

# How to get involved



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**WRITE TO US**  
Heartland Regional Transportation  
Planning Organization (HRTPO)  
555 E. Church Street  
Bartow, FL 33830



**EMAIL US**  
General Inquiries:  
info@heartlandregionaltpo.org  
Public Involvement, Media, Title IV:  
msoderstrom@cfrpc.org



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Make a public comment at a HRTPO board or committee meeting. Find our calendar of events at [heartlandregionaltpo.org](http://heartlandregionaltpo.org)



**VOLUNTEER**  
To serve as a representative on a HRTPO committee contact [info@heartlandregionaltpo.org](mailto:info@heartlandregionaltpo.org) or call (863) 534-7130 for more information

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## About this Plan

This Transportation Disadvantaged Service Plan (TDSP) has been prepared in accordance with the requirements of Chapter 427, Florida Statutes; Rule 41-2, Florida Administrative Code, and the guidelines provided by the Commission for the Transportation Disadvantaged. In addition, the Federal Transit Administration (FTA) requires the development and adoption of a “Coordinated Public Transit-Human Services Transportation Plan” (CPTHSTP) for recipients of FTA Section 5310 (Elderly and Persons with Disabilities) and 5311(Rural Public Transportation), grant funding programs. The State of Florida has received concurrence from the Federal Transit Administration to allow the Transportation Disadvantaged Service Plan to fulfill this requirement. Consistent with the direction given by the State of Florida Department of Transportation, the Commission for the Transportation Disadvantaged, and the guidelines issued by the Federal Transit Administration, this TDSP has been prepared as a CPTHSTP. This plan was developed through a process that included representatives of public, private, and nonprofit transportation and human services providers and participation by the public.

## HRTPO Full and Fair Participation

Public participation is solicited without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons requiring accommodation under the Americans with Disabilities Act (ADA) or language translation, free of charge, should contact Marybeth Soderstrom, HRTPO Title VI Liaison, 863-534-7130 (voice), or via Florida Relay Service 711, or by emailing msoderstrom@cfRPC.org at least three days prior to the event. The HRTPO strives to ensure full

and fair participation by all potentially affected individuals, groups, and communities in the transportation decision-making process.

## I. Plan Development

The Transportation Disadvantaged Service Plan (TDSP) is coordinated between the following partners:



This collaboration facilitates delivery of transportation services to persons in DeSoto, Hardee, Highlands, and Okeechobee Counties in Florida who are transportation disadvantaged, overseen by the Local Coordinating Board.

### 1. Background of Transportation Disadvantaged Program

The Transportation Disadvantaged Program, established in 1989, is a coordinated system in all 67 Florida counties that provides vital transportation to medical appointments, employment, educational and other life-sustaining services for those who cannot obtain their own transportation due to a disability, age, or income and defined as:

*“those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk.”*

The following sections identify each of the major components of Florida’s Transportation Disadvantaged Program.

- The **Florida Commission for the Transportation Disadvantaged (CTD)** is an independent commission housed administratively within the Florida Department of Transportation and reports to the Governor and the Legislature. The Commission for the Transportation Disadvantaged administers the Transportation Disadvantaged Trust Fund and implements all provisions in Chapter 427.013 F.S.
- The **Designated Official Planning Agency** assists the Commission, at the local level, in accomplishing the coordination of safe, efficient, cost-effective transportation services to those who are transportation disadvantaged. The DOPA appoints members and provides staffing to the service area's transportation disadvantaged local coordinating board (LCB).
- The **Local Coordinating Board (LCB)** identifies local service needs and provides advice and direction to the Community Transportation Coordinator (CTC) concerning the coordination of transportation services.
- The **Community Transportation Coordinator (CTC)** is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. The Community Transportation

Coordinator is responsible for the short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area on a full-time basis.

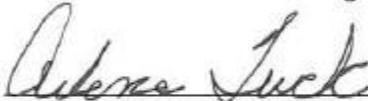
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**CERTIFICATION**

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The Local Coordinating Board hereby certifies that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on: April 19, 2023.

April 19, 2023  
Date

  
Local Coordinating Board Chair

Approved by the Commission for the Transportation Disadvantaged

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
LOCAL COORDINATING BOARD ROLL CALL VOTE OF MEETING ATTENDEES**

## COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: Heartland Regional Transportation Planning Organization

Address: 555 E. Church Street, Bartow, Florida, 33830

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.013(3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature:  \_\_\_\_\_ Date: June 21, 2023

### DeSoto Highlands Hardee Okeechobee

POSITION	MEMBER	REPRESENTATION
<i>Chair</i>	Arlene Tuck	Highlands County Commission
<i>Vice Chair</i>	Judy Schaefer	DeSoto County Commission
<i>Member</i>	Sandra Meeks	Hardee County Commission
<i>Member</i>	Frank DeCarlo	Okeechobee County

REPRESENTATION	MEMBER	ALTERNATE
Agency for Healthcare Administration	Michael Stahler	Alana Watson
Children at Risk Representative	Dara Palmieri	<i>Vacant</i>
Citizen Advocate User Representative	Michelle Gresham	<i>Vacant</i>
Citizen Advocate Representative	Tonya Akwetey	<i>Vacant</i>
Community Action Agency	Pa Houa Lee-Yang	<i>Vacant</i>
Community Transportation Coordinator	Kelly Kirk Brooks	Thomas Messing
Department of Children and Families	Sheilia Watkins	Vashtie Ragbir-Bhagan
Department of Elder Affairs	Joan Cecil	Dalila Dillion
Department of Transportation	Dale Hanson	Candice Monroy
Disabled Representative	Kathleen Border	<i>Vacant</i>
Division of Vocational Rehabilitation or Division of Blind Services	Christina Martin	Leigh Ann Bellamy
Agency for Persons with Disabilities	Donna Fain	Mollie Brown-Ferrier
Elderly Representative	Debbie Slade	<i>Vacant</i>
Public Education Community	Robert Smith	<i>Vacant</i>
Regional CareerSource Board	Anne Martin	Lenora White Bruce Stayer

Local Medical Community	Penny Pringle	Elizabeth Lind
Veterans Service Office	Ingra Gardner	<i>Vacant</i>
Private Operator	Madelon Mansfield	<i>Vacant</i>



**RESOLUTION 02-2023**

**A RESOLUTION OF THE HEARTLAND REGIONAL TRANSPORTATION PLANNING ORGANIZATION (HRTPO) HERINAFTER BOARD, HEREBY AUTHORIZES THE EXECUTION OF TRANSPORTATION DISADVANTAGED PLANNING GRANT AGREEMENTS FOR THE SERVICE AREA OF DESOTO, HARDEE, HIGHLANDS, AND OKEECHOBEE COUNTY WITH THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED.**

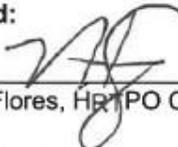
**WHEREAS**, this HRTPO is eligible to receive a Transportation Disadvantaged Trust Fund Grant and to undertake a transportation disadvantaged service project as authorized by Section 427.0159, Florida Statutes, and Rule 41-2 Florida Administrative Code.

**NOW THEREFORE, BE IT RESOLVED THAT:**

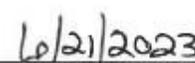
1. The HRTPO has the authority to enter into this grant agreement.
2. Marybeth Soderstrom, Staff Services Director, is authorized to execute the grant agreement on behalf of the Heartland Regional Transportation Planning Organization with the Florida Commission for the Transportation Disadvantaged.
3. Marybeth Soderstrom, is the Registered Agent in Florida. The Registered Agents address is: 555 E. Church Street, Bartow, FL 33830
4. Marybeth Soderstrom, Staff Services Director, is authorized to sign any and all agreements or contracts which are required in connection with the grant agreement.
5. Marybeth Soderstrom, Staff Services Director, is authorized to sign any and all assurances, reimbursement invoices, warranties, certifications and any other documents which may be required in connection with the agreement or subsequent agreements.

DULY PASSED AND ADOPTED THIS 21st DAY OF JUNE 2023.

**Signed:**

  
\_\_\_\_\_  
Noey Flores, HRTPO Chair

**Date:**

  
\_\_\_\_\_  
6/21/2023

**Attest:**

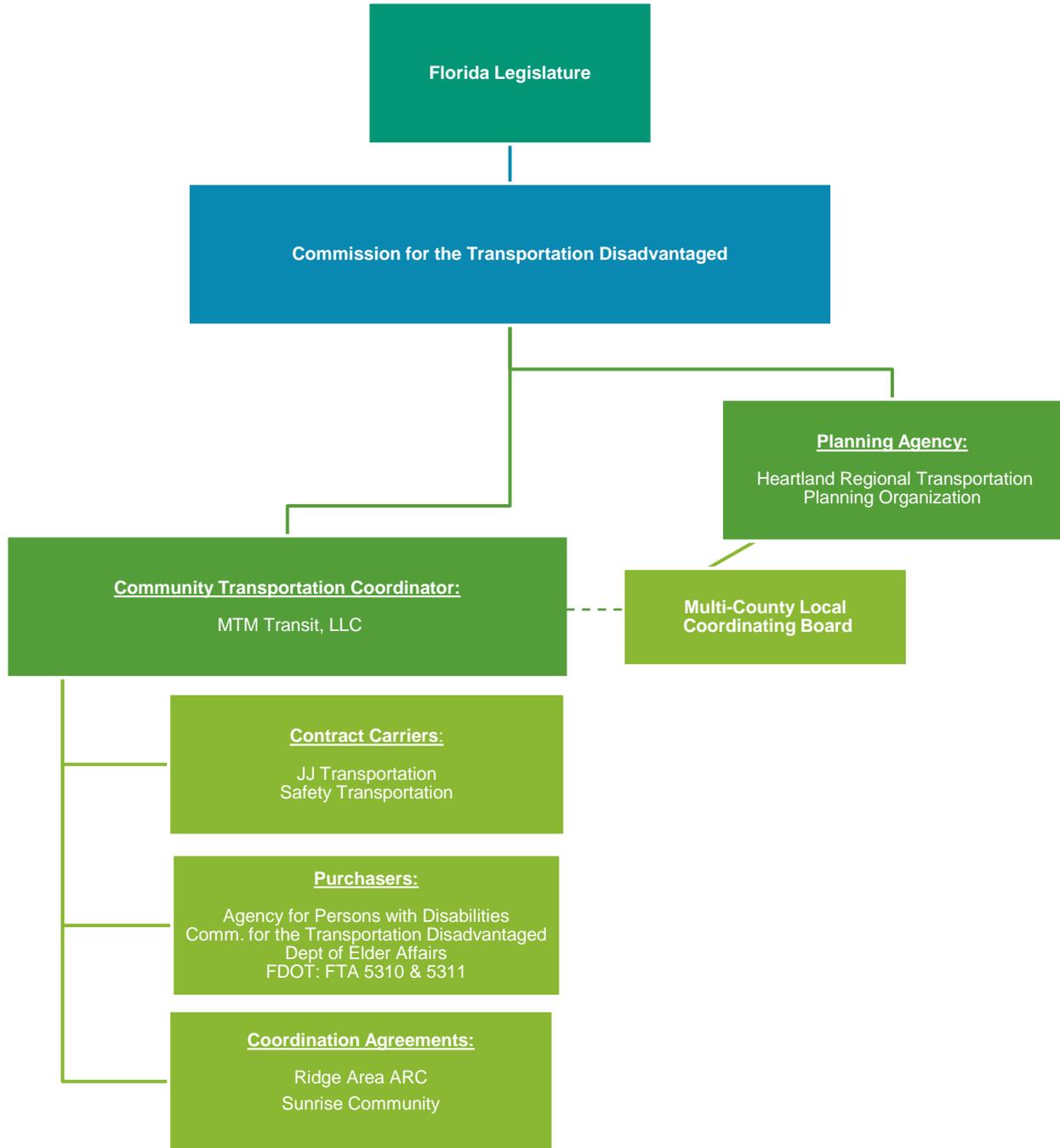
  
\_\_\_\_\_  
HRTPO Staff

  
\_\_\_\_\_  
Reviewed by HRTPO Attorney

## 2. Community Transportation Coordinator Designation Date/History

<b>1981-1992</b>	<i>The Central Florida Regional Planning Council (CFRPC) accepted the designation of Coordinated Community Transportation Provider for DeSoto, Highlands, Okeechobee, and Hardee Counties</i>	
<b>1993</b>	<i>A formal selection process was initiated which culminated in the selection of Senior Friendship Center, Inc., a non-profit agency, in March 1993. At that time, the DeSoto County Board of County Commissioners requested to become the official planning agency for transportation disadvantaged planning. This request was approved by the Commission for the Transportation Disadvantaged and responsibilities transferred beginning October 1, 1993.</i>	
	<b>DeSoto County</b>	<b>Hardee, Highlands, and Okeechobee Counties</b>
<b>1997</b>	<i>In January 1997, the DeSoto County Board of County Commissioners issued a Request for Proposal (RFP) for a Community Transportation Coordinator. The highest-ranked entity, Transdev Transportation, Inc., was recommended by the LCB and approved as the CTC by the CTD.</i>	<i>Transdev Transportation, Inc. was the only respondent to the Request for Letters of Interest issued by the CFRPC and was recommended by the LCB and approved as the CTC by the CTD.</i>
<b>2000</b>	<i>In the years 2000 and 2003, a Request for Letters of Interest was issued. With no response except for the current CTC, Transdev Transportation, Inc. (doing business as Veolia Transportation Services) was recommended to continue as the coordinator and approved by the CTD.</i>	<i>Transdev Transportation, Inc. (doing business as Veolia Transportation Services) was the only respondent to each of those Request for Letters of Interest and was recommended to remain the CTC through June 30, 2008.</i>
<b>2003</b>		
<b>2009</b>	<i>A Request for Letters of Interest was issued with no response except for the current CTC was recommended to continue as the coordinator and approved by the CTD.</i>	<i>The CFRPC conducted a competitive procurement process for a CTC in 2009. Through that process, Transdev Transportation, Inc. (doing business as Veolia Transportation Services) was designated by the CTD and entered into a five-year Memorandum of Agreement starting October 1, 2009.</i>
<b>2013</b>	<i>DeSoto County conducted a competitive procurement process for a CTC in 2013. Through that process, Transdev Transportation, Inc. (doing business as Veolia Transportation Services) was designated by the CTD as the CTC for DeSoto County starting July 1, 2013.</i>	
<b>2015</b>	<i>In the fall of 2015, Transdev Transportation, Inc. (doing business as Veolia Transportation Services) ceased services as the CTC. The CTD issued an emergency RFP for a CTC for DeSoto County, and MV Transportation, Inc. was awarded an emergency MOA from the CTD to perform as the DeSoto County CTC for a one-year term beginning January 1, 2016, to December 31, 2016.</i>	<i>The CFRPC conducted a competitive procurement process for a CTC in 2015. Through that process, MV Transportation was designated by the CTD, and service start-up with the new CTC was November 1, 2015.</i>
<b>2016</b>	<i>A competitive RFP was issued on Sept. 30, 2016. MV Contract Transportation, Inc. was the only proposal received. The CTD appointed MV Contract Transportation, Inc. as the CTC for DeSoto County at the December 2016 business meeting.</i>	
<b>July 1, 2018</b>	<i>With the support of the Central Florida Regional Planning Council, the HRTPO, and the Board of County Commissioners for DeSoto, Hardee, Highlands, and Okeechobee, a multi-county service area was formed, and the HRTPO was named the Designated Official Planning Agency. MV Transportation remained as the CTC for the entire service area under their current amended MOU until June 30, 2021.</i>	
<b>2021</b>	<i>The HRTPO issued a competitive RFP on October 26, 2020, for the selection of a CTC. The HRTPO recommended MTM Transit on January 20, 2021. The CTD designated MTM Transit at their meeting on March 30, 2021, and the Memorandum of Agreement began July 1, 2021.</i>	

### 3. Organization Chart



#### 4. Consistency Review of other Plans

This Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following documents.



<b>Local Government Comprehensive Plans</b> ✓ Consistent, to the maximum extent feasible
<b>Strategic Regional Policy Plan</b> ✓ Consistent, to the maximum extent feasible
<b>Highlands County Transit Development Plan</b> ✓ Consistent
<b>Commission for the Transportation Disadvantaged Five-Year Plan</b> ✓ Consistent
<b>HRTPO 2045 Long Range Transportation Plan</b> ✓ Consistent
<b>Transportation Improvement Programs</b> ✓ Consistent
<b>HRTPO Public Participation Plan</b> ✓ Consistent
<b>FDOT Heartland Rural Mobility Plan</b> ✓ Consistent



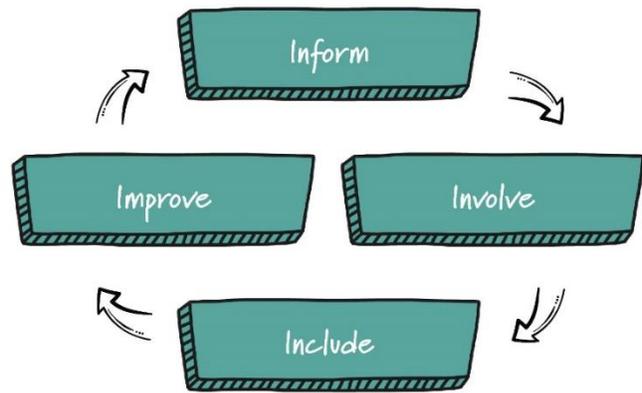
#### 5. Public Participation

In August 2005, Congress passed the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. SAFETEA-LU requires that the Coordinated Public Transit-Human Service Transportation Plan be developed through a local process that includes representatives from public and private transportation providers, human service agencies, interested parties, and the general public. The

responsibility of the HRTPO is to manage a continuing, cooperative, and comprehensive planning process that results in the development of transportation plans and programs. The HRTPO provides a forum for cooperative decision-making by officials of the affected governmental entities with input from citizens and constituency groups. Public participation is a key component of transportation planning and one of the core functions of the HRTPO. Meaningful and effective public involvement brings a diverse set of views into the discussion and improves decision-making by generating ideas for how the transportation system may be improved.

The HRTPO Public Participation Plan (PPP) provides guidelines used by the HRTPO to inform and gather input from residents, communities, and interest groups throughout the six counties to expand the information available for planning with the goals of informing, involving, and including the public through a process that continually seeks improvement.

It is important that stakeholders be included in the development and implementation of the TDSP. A public hearing is held annually to allow residents the opportunity to discuss unmet transportation needs or any other areas that relate to the local transportation services. This plan was developed through a process that included representatives of public, private, and nonprofit transportation and human services providers and participation by the public.



In the State of Florida’s Transportation Disadvantaged Program pursuant to Chapter 427, F.S. and Rule 41-2 FAC, a local coordinating board shall be formed, and they shall identify local service needs and provide information, advice, and direction to the community coordinator on the coordination of services to be provided to the transportation disadvantaged population. In addition to the requirement of meeting on a quarterly basis, the LCB reviews and approves the Transportation Disadvantaged Service Plan, evaluates the services provided in its jurisdiction, and assists the CTC with many issues related to the delivery of transportation disadvantaged services. Rule 41-2.012, FAC outlines the membership of the LCB. This service area follows the multi-county framework outlined in the Rule.



The Local Coordinating Board meetings are advertised in the Florida Administrative Weekly and local newspaper and are held in accessible locations that are open to the public. In addition to the membership, the mailing list for the LCB quarterly agendas includes transportation partners, transportation disadvantaged customers and advocates, human service organizations, faith-based and community-based organizations, local school districts, and others. The multi-county LCB seeks

input from the public at all its meetings and makes an effort to include many community partners and advocacy groups in the planning, evaluation, and service development processes throughout the year. In addition, an annual public hearing is held and advertised to the public as required under the CTD regulations.

Given that the State of Florida, under the Transportation Disadvantaged program has representation of those entire customer groups on each Local Coordinating Board throughout the State, the local coordinating board can serve as the mechanism for meeting the Coordinated Public Transit-Human Services Transportation Plan directive. To enhance the efforts of the Local Coordinating Board’s involvement in the process, the HRTPO engages the involvement of other representatives from workforce boards, aging agencies, vocational rehabilitation entities, Economic Development Councils, Florida’s Heartland Rural Economic Development Initiative, and representatives of other civic organizations.

## B. Service Area Profile and Demographics



Located in the south-central part of Florida, the four-county service area of DeSoto, Hardee, Highlands, and Okeechobee Counties has approximately 3,060 square miles of land area. The service area is largely rural except for the Sebring-Avon Park designated urbanized area.

### 1. Land Use

The counties of the Heartland share a rich cultural history and unique natural resources that provide dynamic opportunities and challenges in the coming decades. The six HRTPO counties are within the South-Central Rural Area of Opportunity (RAO), which is defined as a region composed of rural communities that have been adversely affected by extraordinary economic events or natural disasters and designated as such by the State of Florida. The region's main economic activities include agriculture (primarily citrus, sugar cane cultivation, and cattle ranching) military, and natural resources and services, including health care and tourism.

DeSoto County	Hardee County
<p><b>Square Miles:</b> 637  <b>Primary Economic Base:</b> Agriculture and cattle  <b>Number of Businesses:</b> 482</p> <p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>• State Highway: 82.9 miles</li> <li>• County Roads: 361.2 miles</li> <li>• City Roads: 70.7 miles</li> <li>• Number of Bridges: 57</li> <li>• Non-Commercial / Civic Public Use Airports: 1</li> <li>• Route Miles of Freight Railroad: 24</li> </ul>	<p><b>Square Miles:</b> 637  <b>Primary Economic Base:</b> Agriculture and cattle  <b>Number of Businesses:</b> 395</p> <p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>• State Highway: 94.7 miles</li> <li>• County Roads: 493.52 miles</li> <li>• City Roads: 58.69 miles</li> <li>• Number of Bridges: 64</li> <li>• Non-Commercial / Civic Public Use Airports: 1</li> <li>• Route Miles of Freight Railroad: 21.7</li> </ul>
Highlands County	Okeechobee County
<p><b>Square Miles:</b> 1,016  <b>Primary Economic Base:</b> Agriculture and natural resource economy remains strong while transitioning to a service and healthcare economy.  <b>Number of Businesses:</b> 1,921</p> <p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>• State Highway: 132.6 miles</li> <li>• County Roads: 1,196.48 miles</li> <li>• City Roads: 249.89 miles</li> <li>• Number of Bridges: 64</li> <li>• Non-Commercial / Civic Public Use Airports: 2</li> <li>• Route Miles of Passenger Railroad and Rail Transit: 40</li> <li>• Route Miles of Freight Railroad: 75</li> </ul>	<p><b>Square Miles:</b> 892  <b>Primary Economic Base:</b> Agriculture, cattle, trade, transportation, and utilities  <b>Number of Businesses:</b> 825</p> <p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>• State Highway: 109 miles</li> <li>• County Roads: 367.49 miles</li> <li>• City Roads: 64.68 miles</li> <li>• Number of Bridges: 67</li> <li>• Non-Commercial / Civic Public Use Airports: 1</li> <li>• Route Miles of Passenger Railroad and Rail Transit: 26</li> <li>• Route Miles of Freight Railroad: 26</li> </ul>

## 2. Population/Composition

The Heartland Region is projected to see a 31% population increase from 2019 to 2060. As shown in the table below, all four counties and the state are projected to have an increase in population over age 65.



AGE DISTRIBUTION PERCENTAGE OF THE POPULATION					
	DeSoto	Hardee	Highlands	Okeechobee	Florida
<b>AGES 0-14</b>					
2020	15.89%	21.86%	14.64%	18.66%	16.69%
2045	16.30%	20.11%	14.79%	20.81%	15.62%
2060	15.01%	19.23%	13.72%	19.75%	14.68%
<b>AGES 15-24</b>					
2020	10.95%	13.77%	9.07%	11.41%	12.06%
2045	9.42%	12.11%	8.97%	11.83%	11.46%
2060	9.46%	10.73%	8.04%	11.62%	10.69%
<b>AGES 25-64</b>					
2020	50.36%	48.23%	40.60%	50.83%	50.57%
2045	49.02%	46.83%	41.55%	48.96%	48.44%
2060	46.73%	47.15%	40.42%	47.54%	47.29%
<b>AGES 65+</b>					
2020	22.80%	16.72%	35.69%	19.10%	20.68%
2045	25.26%	20.95%	34.70%	18.40%	24.48%
2060	28.81%	22.89%	37.81%	21.09%	27.34%

Source: Central Florida Regional Planning Council, Heartland 2060 Revisited

### 3. Employment



#### Highlands County

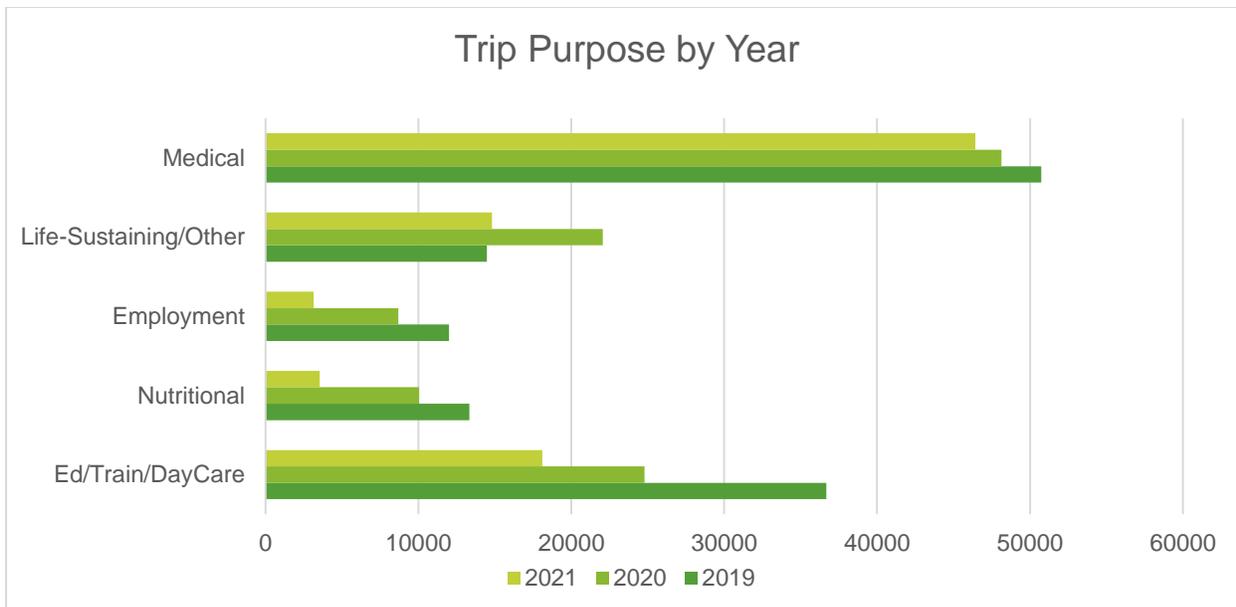
Highlands County’s workforce is projected to increase through 2060 from approximately 37,000 workers in 2019 to greater than 55,000 workers in 2060. By 2060, the workforce is almost equally composed of workers between the ages of 25 to 65 years old and older. The smallest percentage of workers throughout the decades are workers between the ages of 16 and 24.

The Per Capita Income for Highlands County increases between 2019 and 2060 with disposable personal income at approximately \$11,000 in 2019 and increasing to approximately \$44,000 by 2060. Increases in total earnings by place of work are also projected to increase from \$15,000 in 2019 to approximately \$59,000 by 2060.

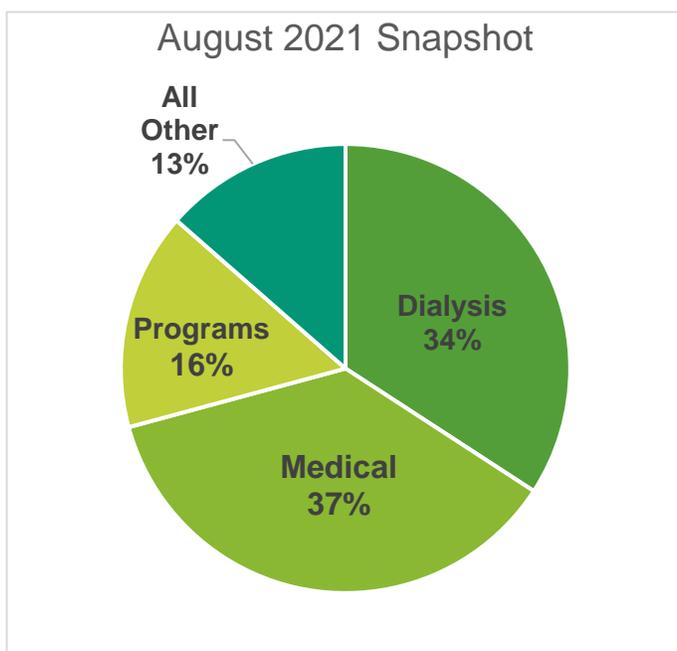
Highlands County Top Five Industries	Percentage
Health care and social assistance (62)	15.2%
Retail trade (44-45)	13.5%
Administrative, support, waste management, and remediation services (56)	11.0%
State and Local Government (NA)	8.9%
Federal Military (NA)	8.1%

#### 4) Major Trip Generators

Historically, trips are provided by the CTC to serve medical and other life-sustaining needs. To meet the medical needs of the service area clients, trips may be made outside the service area, including Miami-Dade, Hillsborough, and Orange Counties. The CTC is projected to provide an estimated 57,317 trips in 2022-2023, with an average trip length of 14.19 miles utilizing FTA 5311, 5310, Transportation Disadvantaged Trust Funds, and limited local funds.



An analysis of the 5,303 trips provided in August 2021, funded by FTA 5311, FTA 5310, Transportation Disadvantaged Trust Funds, and local sources, provided a detailed breakdown of trip purpose and indicated the following:



37% of trips were to or from medical facilities, including primary care, hospitals, dental and optical services, specialty care, or mental health services.

34% of trips were to or from dialysis facilities.

16% of trips were to or from programs that serve individuals with disabilities and older adults, including Change of Pace, Nu Hope Elder Care Services, and Ridge Area ARC.

13% of trips provided access to other life-sustaining locations, including banking, employment, grocery stores, and government services.

## 5) Inventory of Available Transportation Services

### Community Transportation Coordinator

A Community Transportation Coordinator (CTC) exists in each of Florida’s 67 counties. The CTC is responsible for coordinating transportation services for people who are designated as being Transportation Disadvantaged. DeSoto, Hardee, Highlands, and Okeechobee Counties have CTC services provided by MTM Transit.

- **Transportation Disadvantaged Services**  
MTM Transit is the recipient of the Transportation Disadvantaged Trust Funds to provide transportation to eligible riders.
- **Rural Public Transit Funding**  
Central Florida Regional Planning Council (CFRPC) applies for and administers public transit grant programs and contracts with the Community Transportation Coordinator to support the mobility needs of the service area.

### **Commuter Assistance**

Commuter Connector is a program of the Florida Department of Transportation that serves the Heartland Counties. Working with businesses and governments, the program helps facilitate carpooling, vanpooling, transit options, walking and bicycling programs, emergency ride home, and initiates the establishment of park and ride lots. In addition, the program promotes company, employee, and community benefits of mobility services. A free mobile app is available at <http://www.swflroads.com/commute-connector/index.html> to match carpool and vanpool groups.

### **Inter-County / Inter-Region Services**

Throughout the Heartland region, there are limited inter-county and inter-region transportation services. The CTC uses several service providers to provide services in the service area. While not as heavily used as they are in their urban counterparts, traditional taxicab services exist in each county as well as transportation network companies (TNCs); however, TNC service is never guaranteed, as it is reliant on independent drivers driving their own personal vehicles. Both taxicabs and TNCs such as Lyft and Uber have the ability to take the passenger to a destination in any service area.

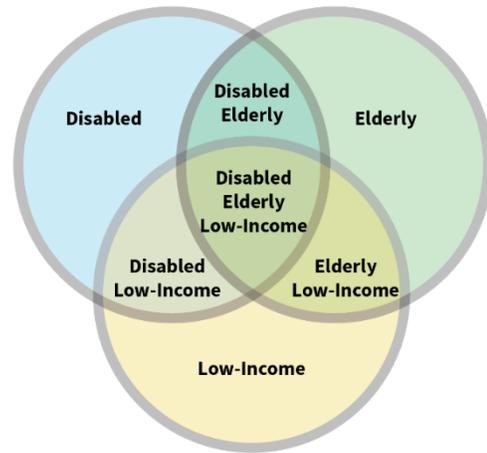
### **Health, Education, and Other Programs**

In each of the Heartland counties, the Florida Commission for the Transportation Disadvantaged through the CTCs provides transportation to those who are Transportation Disadvantaged. In addition, the American Cancer Association provides volunteer-based transportation in each of the Heartland Counties for persons seeking treatment. MTM, JJ Transport, Positive Medical Transport, and Safety Transportation all provide non-emergency medical transportation in the Heartland region.

## C. Service Analysis

### 1. Forecast of Transportation Disadvantaged Population

To forecast the potential Transportation Disadvantaged population in the service area, the CTD developed a tool in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau’s American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP), The Bureau of Economic and Business Research County Population Projections, the National Household Travel Survey, and fixed-route bus coverage are examples of the data utilized. These sources help capture economic trends, population growth, and the changing demographic composition of the population, such as aging baby boomers and the associated increases in disabilities. The full forecast detail may be found in Appendix B.



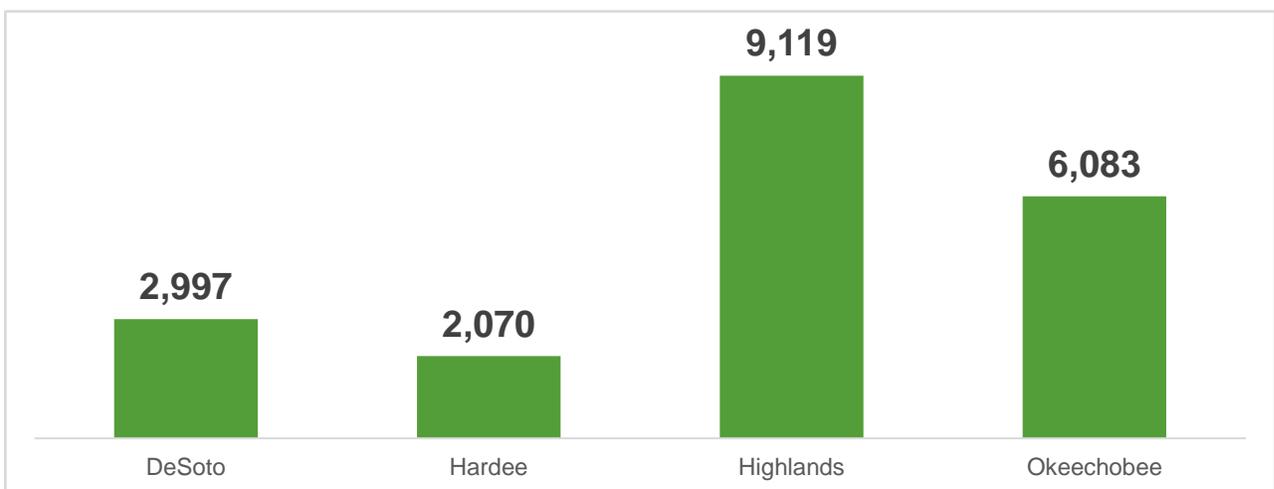
TD Composition

It is important to note the tool only quantifies *potential* TD demand in the geography analyzed and trends in potential utilization over time. Other factors such as the quality of available transportation services or other unique community characteristics may impact actual service utilization. The following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for the service area.

#### Critical Need Trip Demand

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimate previously described, the tables below display the future potential demand for critical need transportation in the service area through 2029.

### Critical Need Transportation Disadvantaged Population by County, 2019



## 2. Needs Assessment

Successful coordination of transportation services depends on an effective planning process that establishes priorities and goals. The multi-county TDSP has three parts to its planning process:

1. Inventory of existing transportation resources
2. Identification of service gaps/barriers
3. Priorities for implementation
4. The following service gaps have been identified through ongoing meetings with social service agencies, public forums and identified unmet trip needs.

Identified Unmet Service Needs		
Service/Financial Gaps	Proposed Plan	Timeline
Employment trips	Coordinate with Commuter Services to expand the awareness and use of vanpool programs.	On-going
Education, and Skills Training related trips	Continue partnerships with CareerSource Boards, Vocational Rehabilitation Programs, Community Colleges, and Private Sector to identify community needs and coordinate services.	On-going
General Public, Personal Business and Recreation related trips	Continue to apply for FTA Section 5311 and 5310 operating funds. Section 5311 and Section 5310 Rural funds are not available for use in the Urbanized area of Highlands County.	On-going; Section 5310 Small Urban grant funding has been recommended by FDOT D1 to the service area and is anticipated to be available Spring 2023..
Seniors and Persons with Disabilities	Continue to apply for FTA 5310 Operating Funds. Coordinate with agencies that serve these populations to explore additional Coordination Contracts, agency grant opportunities, and purchasing agreements.	Grant funds are applied for annually.
Extend Service Hours (evenings and weekends)	Work with system contract carriers to expand service hours to coincide with the needs of customer transported under these programs.	Service expansion includes service over weekends and evenings coordinated with service needs.
Funding Shortfalls	Investigate other funding opportunities. Revise procedures and policies where possible to cut costs. Investigate opportunities for private funding contributions. Encourage participation in the "Voluntary Dollar" program. Investigate voucher opportunities and other mobility options.	The CFRPC will continue to apply for capital and operational funding.

### 3. Barriers to Coordination

- **Geographic Location** – The rural service area creates a challenge as essential services are often located outside of the service area. The Commission for the Transportation Disadvantaged will only pay a per-trip rate or a per-mile rate, and that type of trip rate does not work well for long-distance trips. Out-of-service-area trips are cost-prohibitive.
- **Lack of Public Transportation** - Except for the DeSoto County public transportation circulator route (DeSoto Area Regional Transit) in Arcadia, no other fixed-route public transportation system exists in the service area, and private taxi service is generally too expensive for transportation disadvantaged citizens to access.
- **Same Day and On-Demand Service** – Currently, trips must be scheduled at least two days in advance.
- **Demographics** - The demographic composition of the service area includes a high percentage of senior citizens and those that are at the poverty level or below.
- **Availability of Funding** - All known available grant funds are accessed, and each County Commission typically meets all local cash match requirements. Long-term funding is not guaranteed. In addition, the lack of operational funds directly impacts the ability of the CTC to expand services.
- **Social Service Agencies Role** - Some social service agencies and/or other entities receiving Federal, State, and/or local funds for transportation remain outside of coordination. This has no apparent detrimental effect on these agencies continuing to receive funding. However, these agencies have an overall impact on the TD provision of service. Many potential purchasers of transportation are unwilling to identify and/or revise budgeting procedures to include transportation dollars as a budget line item. This is largely due to conflicting directives among the varying agencies. When approached for services, the CTC requests how many dollars are available for purchasing transportation. The potential purchaser usually responds that they are requesting services through the TD program for the non-sponsored trip funds. This action conflicts with the CTC's directive to secure sponsored trips and lessen the demand on limited TD dollars.
- **Rising Cost** - The goal of providing cost-effective, efficient transportation tends to be lost because of the rising costs in fuel, personnel, and insurance over the years. Program eligibility processing, funding cuts, and Drug/Alcohol Testing/Monitoring put a strain on personnel and funding resources. The transit industry is currently experiencing a shortfall in available staff.

### 4. Strengths in Coordinated Transportation Services in Service Area

- This area benefits from being a multi-county service area and resources are utilized in a cost-effective, efficient manner.
- Local governments in the service area provide financial support for grants.
- The award of Federal Transit Capital grant funds for procurement of vehicles provides cost efficiencies.

## D. Goals, Objectives, Strategies and Implementation

The goals and objectives contained in this document adapt legislative and administrative requirements as they relate to the transportation disadvantaged (TD) population and provision of service in the service area.

The Florida Coordinated Transportation System is a concerted effort to coordinate, not consolidate, all government-funded transportation, to better serve agencies and customers with safe, reliable, and cost-effective transportation services. *The mission statement of the Commission for the Transportation Disadvantaged (CTD) is to: “To insure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons.”*

To that end, the Multi-County Local Coordinating Board developed their mission statement as:

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*To identify transportation disadvantaged persons, their needs, and available resources, and provide a cost-effective, accessible, coordinated transportation service in DeSoto, Hardee, Highlands, and Okeechobee Counties.*

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One of the initial tasks in the development of a five-year plan is to identify the intent of the plan and what is to be accomplished from the local perspective. With an approved mission statement in place, broad goals and corresponding objectives can be defined. These goals and objectives are based on requirements of Chapter 427, F.S., the CTD, and those established by the Multi-County local coordinating board. Goals and objectives are developed in conjunction with demographic data, demand forecasting and demonstration of current needs, evaluation results, public hearing input, and other service area data, to develop strategies for goal attainment.



## Goal 1: Identify and Analyze Demand for Service in the Service Area

Objective	Strategy	Measure	Responsibly Party
Review trips denied and/or not provided at requested time	Track trips denied/changed and report to LCB	Number and percent of trips denied/changed	CTC
Survey unmet needs of social service agencies	Survey social service agencies	Number of persons eligible	CTC, Planning Agency
Review demand of trip types	Track types of trips requested	Number and percent of trips requested	CTC
<b>Implementation:</b>	A report will be provided yearly to the LCB at their 3 <sup>rd</sup> quarter meeting for analysis and to develop next steps.		

## Goal 2: Enhance Coordination to Provide Cost-Efficient and Effective Service

Objective	Strategy	Measure	Responsibly Party
Educate front line staff on other existing transportation services in the service area	Develop a quick guide for referrals to other services	Number of customer referrals to other services	CTC
Educate community partners and other existing transportation services of TD services available	Awareness meetings, participation in community coordination groups	Number of awareness meetings	CTC, Planning Agency
<b>Implementation:</b>	This should be an ongoing effort. A report will be provided to the LCB at their 4 <sup>th</sup> quarter meeting for analysis and to develop next steps.		

## Goal 3: Reduce Barriers to Access TD Services

Objective	Strategy	Measure	Responsibly Party
Enhance the public's knowledge of the service	Form diverse committees to evaluate and recommend action items to help meet goals	Survey of new users	CTC, Planning Agency
Ensure user-friendly application and registration process			
Coordinate with the Heartland Mobility Program	Identify action items from Heartland Rural Mobility Plan		Planning Agency
<b>Implementation:</b>	This should be an ongoing effort. A report will be provided to the LCB at their 2 <sup>nd</sup> quarter meeting for analysis and to develop next steps.		

## Goal 4: Prepare for Emergency Events

Objective	Strategy	Measure	Responsibly Party
Coordinate efforts with local emergency management officials	Attend regularly scheduled EOC meetings	Agreements/Letter of Understanding with each County	CTC, Planning Agency
Educate users/user agencies on emergency procedures.	Provide information to users and agencies as needed		CTC, Planning Agency

### Implementation:

This should be an ongoing effort. A report will be provided to the LCB at their 1<sup>st</sup> quarter meeting for analysis and to develop next steps.

## Goal 5: Ensure Quality Service and Program Accountability

Objective	Strategy	Measure	Responsibly Party
Comprehensive CTC report to LCB	Utilize spreadsheet provided by planning agency	Accurate and timely reports to planning agency	CTC
Meet or exceed all federal, state, and local performance measures	Annual review and follow up on review findings	Percent of standards met	CTC, Planning agency
Maintain quality customer relations	Survey users	Survey responses	CTC
Minimize customer discomfort	Maintain and provide safe and appropriate vehicles	Review of maintenance records and complaints	CTC, Planning agency
Minimize customer travel/wait time	Maintain appropriate vehicle inventory/proper scheduling.	Customer wait time	CTC
Require real-time communications	Require radio or tablets phone equipment	Percent of vehicles equipped with devices	CTC
Minimize customer complaints/grievances	LCB review of complaints/comments/grievances by types	Include on each quarterly report	CTC

### Implementation:

This should be an ongoing effort. A report will be provided to the LCB at each meeting for analysis and to develop next steps.

# II. Service Plan

## A. Operations Element

### 1. Types, Hours, and Days of Service

All service is door to door. Ambulatory and wheelchair service is offered countywide. Drivers are required to assist customers from the door of the trip origin to the door of the trip destination; however, drivers are not permitted to assist persons in wheelchairs or stretchers up or down more than one step. The driver should not be expected to assist customers to specific offices, departments, or floors within large medical facilities and cannot provide personal attendant care. An attendant or escort should accompany customers unable to care for themselves.

Requests for transportation may be made by calling MTM Transit. There are seven phone lines available to accept reservations and a facsimile line. No fax or telephone request will be accepted after 5:00 p.m.

The CTC Office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. except on approved holidays. Service hours are Monday through Friday from 6:00 a.m. until 7:00 p.m. Limited services are available on Saturday from 6:00 a.m. until 7:00 p.m.

**Note:** Service for dialysis clients may require more flexibility in scheduling. Dialysis services may begin as early as 4:00 a.m. and may run after 7:00 p.m. to serve the needs of the clients.

### 2. Accessing Services, including LCB Policies such as Eligibility, Prioritization, and Other Procedures

The Community Transportation Coordinator (CTC) maintains an advanced telephone system with toll-free access for all service users. The numbers for the CTC reservations system and administration are:

DeSoto County	1-800-694-6566
DART	1-800-694-6566
Hardee County	863-773-0015
Avon Park	863-452-0139
Lake Placid	863-699-0995
Sebring	863-382-0139
Okeechobee	863-357-9900
Toll Free	1-800-260-0139

*Customers can be assured timely service if:*

- **Return trips are scheduled in advance.** If the customer does not know the return time or is not ready at the scheduled return time, a vehicle will be dispatched upon notification; however, waiting for the dispatched vehicle can be up to two hours. When scheduling medical appointments, riders are asked to use their best estimate for the time for the return trip.

- **As a courtesy to others, customers should be ready at least one hour before the scheduled appointment time.** Longer trips will require earlier pickup times. Drivers will wait no more than five minutes for a customer.
- **Customers must cancel a requested trip no later than one hour before the scheduled pickup time.** Trips are canceled by calling the CTC.
- **Failure to cancel a trip will be assessed as a no-show.** The customer may then receive a written notice explaining that they have been assessed a no-show.
- **When scheduling trips, customers should be specific about the type of service required (i.e., wheelchair, ambulatory, escort.) and the destination (i.e., correct destination name, street address, suite number, and telephone number).**

A. Eligibility

Program	Eligibility																						
<p><b>Transportation Disadvantaged Program</b></p>	<ol style="list-style-type: none"> <li>Individual does not have an available operational vehicle in the household; or the ability to operate a vehicle; or the ability to find transportation from other sources.</li> <li>Must live in DeSoto, Hardee, Highlands, or Okeechobee County</li> <li>No other means of transport and qualify based on one of the following: <ul style="list-style-type: none"> <li>✓ Is under the age of 18 or over the age of 60</li> <li>✓ Has an income at or less than 150% of the Federal Poverty Guidelines</li> <li>✓ Has a documented disability</li> </ul> </li> <li>An application (Appendix C) must be updated every two (2) years, and the applicant must have one of the following documents on file. <ul style="list-style-type: none"> <li>✓ Photo Identification</li> <li>✓ Proof of Income</li> <li>✓ Disability Letter</li> </ul> </li> <li>Trips provided with this funding source are for medical, nutritional, employment, educational, and life-sustaining trips and are prioritized by the Local Coordinating Board.</li> </ol> <p>Non-sponsored trips are funded by a Trip/Equipment Grant from the Transportation Disadvantaged Commission. A local match of 10% will be required (generated through the fare box and local sources). With concurrence from the local coordinating board, these funds will continue to be allocated on a daily basis with an equal allocation for each day (Monday through Friday). No TD trips can be scheduled once the daily cap is reached. This service is offered only to those who are transportation disadvantaged as defined by Chapter 427, Florida Statutes, and those who met the eligibility criteria outlined in this service plan. Transportation Disadvantaged Trust Fund trips cannot be subsidized by a funding agency.</p> <table border="1" data-bbox="989 829 1503 1205"> <thead> <tr> <th colspan="2">2023 Federal Poverty Guidelines</th> </tr> <tr> <th>Family Size</th> <th>150%</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>\$21,870</td> </tr> <tr> <td>2</td> <td>\$29,580</td> </tr> <tr> <td>3</td> <td>\$37,290</td> </tr> <tr> <td>4</td> <td>\$45,000</td> </tr> <tr> <td>5</td> <td>\$52,710</td> </tr> <tr> <td>6</td> <td>\$60,420</td> </tr> <tr> <td>7</td> <td>\$68,130</td> </tr> <tr> <td>8</td> <td>\$75,840</td> </tr> <tr> <td colspan="2">Add \$7,710 for each person over 8</td> </tr> </tbody> </table>	2023 Federal Poverty Guidelines		Family Size	150%	1	\$21,870	2	\$29,580	3	\$37,290	4	\$45,000	5	\$52,710	6	\$60,420	7	\$68,130	8	\$75,840	Add \$7,710 for each person over 8	
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<p><b>Door-to-Door Public Transportation funding (FTA 5311)</b></p>	<ol style="list-style-type: none"> <li>There are no restrictions on the types of trips provided with these funds. However, there is a monthly budgeted amount that can be spent, and when the funds run out, service is capped.</li> <li>Passengers will be required to complete an application to access services; however, their ability to access services is not contingent on any information provided in their application.</li> </ol>																						

<b>Door-to-Door Public Transportation funding (FTA 5310)</b>	<ol style="list-style-type: none"> <li>1. Section 5310 operating funds are used to enhance seniors and persons with disabilities with transportation needs. Therefore, trips are provided to seniors and persons with disabilities only. There is a monthly budgeted amount that can be spent, and when the funds run out, service is capped.</li> <li>2. Passengers will be required to complete an application to access services; however, their ability to access services is only contingent on age and disability status.</li> </ol>
<b>DART Bus</b>	Anyone may ride the DeSoto-Arcadia Regional Transit Bus from 7:00 a.m. to 7:00 p.m. Monday – Saturday. Visit <a href="http://www.DeSotoBus.com">www.DeSotoBus.com</a> for the bus route.
<b>Medicaid Non-Emergency Medical Transportation</b>	<p>Medicaid will pay for non-emergency transportation services for a Medicaid eligible recipient who has no other means of transportation to a Medicaid covered service including doctor appointments, dental appointments, mental health appointments, to receive dialysis services, or to receive services at a Prescribed Pediatric Extended Care (PPEC) Center.</p> <p>Reservations must be made through the rider’s health plan by calling the Medicaid Helpline at 1-877-254-1055 for more information on how to schedule Medicaid Non-Emergency Medical Transportation</p>
<b>Full-Cost Trip</b>	If an individual or trip is not eligible for any of the above programs, a trip may be scheduled and the individual may pay the full cost of the services provided.

**B. Prioritization for TD Trust Fund Trips**

TD trips and other funded trips are scheduled strictly on a first-come, first-served basis. The local coordinating board has established a priority for TD trust fund trips as noted below:

- In an effort to reduce ridership demands on the current Transportation Disadvantaged system, a prioritized ridership policy for trips funded through the TD Trust Fund “Non-Sponsored Trip/Equipment Grant” has been developed.
- Although prioritizing non-sponsored trips based solely on trip purpose seems to be a rational solution to providing transportation to those who most need it and avoiding misuse of the system, it does allow for maximum system efficiency or coordination of trips. By scheduling most of the trip routes around medical and life-sustaining trips and then filling in the empty seats with shopping or recreational trips whose origins and destinations are along the same routes, maximum coordination and efficiency can be obtained. The program's goal is to provide the most riders with the highest number of trips while utilizing the least amount of mileage. However, the importance of all types of trips in the TD system cannot be overlooked.
- The prioritization procedure, which emphasizes the necessity of carrying out the medical and nutritional trips on a timely basis without excluding work, recreational, or shopping trips, is followed on a daily basis. The Coordinator shall, to the maximum extent feasible, fulfill the medical and life-sustaining trips without significant delay and place less significance on the shopping and recreational trips while maintaining maximum system efficiency. This discretionary policy allows the Coordinator more flexibility in coordinating trips while acknowledging the LCB’s commitment to ensuring that the most essential

trips are provided. The Coordinator shall place the highest priority on the following TD Trust Fund trips in the appropriate order:

1. Medical
2. Nutritional (Grocery Shopping, Meal sites, and SNAP Benefits)
3. Employment
4. Education/Day Care
5. Life-Sustaining/Others- Personal business, banking, Social Service Offices, visiting nursing homes, shopping excluding grocery shopping, after school, social and recreational reasons

#### C. Reservation Service

There is a forty-eight (48) business hours (excluding weekends and holidays) advance notice requirement for all trips scheduled within the coordinated system, except under special circumstances, including hospital discharge.

Clients may schedule up to two (2) weeks in advance for in-service area trips and thirty days (30) days in advance for out-of-service area trips.

#### D. Subscription Service

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

#### E. Demand Response Service

The name(s) and address(es) of the customer(s) to be transported are placed with the CTC forty-eight (48) business hours before the day of travel.

#### G. DeSoto, Hardee, Highlands, and Okeechobee Counties Customer Fare Policy

The Local Coordinating Board updated the customer fare Policy in 2021.

County	In or Out of Service Area
DeSoto, Hardee, Highlands, Okeechobee	\$2.00

The policy covers all non-sponsored customers. Customers residing in the counties of DeSoto, Hardee, Highlands, and Okeechobee have a fare of \$2.00 for all one-way trips. The CTC may suspend fares during times of emergency or natural disaster. Currently all fares are still suspended.

On the trip from home to a destination, customers are required to pay a fare and will not be transported if they refuse to pay the appropriate fare. On the return trip, customers will be transported even if they refuse to pay. However, they will be required to pay any amount not paid before being transported in the future. Agency sponsored customers are not required to pay a fare

## H. General Public Transportation

The Community Transportation System is open to the general public through the receipt of Federal Transit Administration (FTA) Section 5311 and Section 5310 Operating grant funds. The FTA requires that trips paid for with these funds be scheduled on a first-come, first-served basis. The general public may access the system by calling the CTC's local access number or toll-free number. Once the funds for the month have been depleted, the general public may only access the system by personally paying the fully allocated cost per trip if there is vehicle seating/capacity for the trip request. Those who meet eligibility for trip requests under the Transportation Disadvantaged trip eligibility/trip prioritization policy will be processed through that funding source.

## I. Public Awareness of Non-Sponsored Funds

Brochures describing the coordinated transportation system, briefly discussing eligibility criteria and the scope of the services provided are distributed to social service agencies, public forums, health departments, hospital social service departments, etc., within the designated service area. In addition, the CTC meets with social service agency staff and advocacy groups frequently to ensure that those individuals eligible for service have accessibility.

## J. Driver Training

MTM Transit subcontractors provide new driver certification and training. Every new driver is required to complete an initial training course administered by the Subcontractor. Before entering service, new drivers are required to complete the initial training and successfully complete an online test. In addition to a review of the Driver's Training Manual, the course includes an introduction to the CTC organizational structure, an outline of the relevant parts of Chapter 427, instruction on using the driver manifest, basic rules and regulations, and preliminary customer assistance training. Drivers are also given additional customer assistance and defensive driver training provided by the subcontractors during their first 30 days of employment.

All drivers in the coordinated system must attend the annual training provided by the subcontractors and every two years thereafter. Drivers are required to maintain a good driving record with no more than five points in two years. Drivers are required to receive the following training:

1. National Rural Transit Assistance Program (RTAP) Defensive Driving
2. Customer Assistance/Sensitivity - Including how to offer appropriate services to individuals with disabilities
3. Substance Abuse Training/testing
4. Pre/Post Trips
5. System Safety Program Plan (SSPP)
6. Wireless Communication

Subcontractors maintain training credentials to administer customer assistance and defensive driving training. Successful completion of an online test for each training is required prior to operating a system vehicle.

## K. Emergency, Accident, and Delay Procedures

Through contractual agreements with contract carriers and in the System Safety Program Plan (SSPP), the CTC establishes policies for the handling of emergencies, accidents, and delays.

Contract carriers are required to notify the CTC and appropriate emergency personnel immediately if an emergency, accident, or delay occurs. Appropriate emergency personnel can include police, fire, and/or ambulance. The carrier must solicit appropriate medical or emergency assistance if an accident or other emergency occurs. The CTC must also be notified of schedule delays. The carrier must also submit a written accident or incident report and management analysis within 24 hours. In the event of an accident, FDOT must be notified within 24 hours.

Drug and alcohol testing is required in the event of bodily injury or property damage in compliance with U.S. DOT and Federal Transit Administration (FTA) guidelines.

To handle delays, each carrier is required to have one backup vehicle for every six vehicles in service. If delays occur, the CTC may reassign trips to other service providers. If an extended delay results, the customer will be notified, and a satisfactory resolution will be reached.

The Memorandum of Agreement (MOA) between the Community Transportation Coordinator (MTM Transit) and the Transportation Disadvantaged Commission requires the CTC to develop and implement a Safety System Program Plan (SSPP). The SSPP Certificate of Compliance, as required by Rule Chapter 14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public Sector Bus Transit Systems and is updated annually. In accordance with this rule, the plan assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

1. Carrier and MTM Transit
2. Vehicles and Equipment
3. Operational functions
4. Driving requirements
5. Maintenance
6. Equipment for transporting wheelchairs
7. Training
8. Federal, State, and local regulations, ordinances, or laws
9. Private contracted service provider

The Safety System Program Plan (SSPP) outlines driver training requirements and vehicle inspection requirements. Required safety equipment for all vehicles is:

- Seatbelts
- Wheelchair securement systems and restraining devices (l belt and shoulder harness)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits
- Two-way radios or equivalent real-time communications devices

The SSPP limits the number of consecutive hours a driver can work, requires defensive driving and customer assistance/sensitivity training for all drivers. It further requires all subcontracted service providers to be certified before providing service in the coordinated transportation

system and requires vehicles to undergo annual safety inspections. The SSPP also includes driver and accident policies.

Extensive record-keeping by the CTC and the individual subcontractor contract carriers is also required. Records kept include personnel data, operational reports, dispatching logs, driver trip sheets, and reports of accidents, incidents, and service delays.

#### L. Insurance Requirements

Contract carriers under contract to MTM Transit are required to carry a minimum of \$500,000 in single limit auto liability insurance for dedicated vehicles. Contract carriers must also maintain \$1,000,000 in general liability coverage and workmen's compensation insurance at the statutory limits.

### 3. Transportation Operators and Coordination Contracts

MTM Transit, the CTC, enters into contracts with transportation operators approved by the multi-county LCB. MTM Transit makes no guarantee of the total number of vehicles, hours, or trips that a transportation operator will receive. These contracts may be negotiated on a yearly basis if the service provided has been adequate, and the contract allows for annual rate changes. The CTC, however, is not bound to renew carrier contracts and may re-bid services at the end of any contract year. The rate paid to transportation operators/contract carriers is by trip and is covered in the carrier contract.

Each vehicle shall have the following lettering:

Outside of Vehicle

**COMMUNITY TRANSPORTATION**

**PHONE 1-800-694-6566**

**Operated by [Carrier Name]**

**Vehicle #: \_\_\_\_\_**

**Inside the Vehicle**

**Ombudsman 1-800-983-2435.**

Inside of Vehicle:

**Complaints or Comments?**

**Call 1-800-260-0139**

**Drivers Name**

“COMMUNITY TRANSPORTATION” in very visible block letters two (2) inches in height, on the rear and or both sides of the vehicle. “PHONE 1-800-694-6566” painted in two (2) inch high very visible block letters directly beneath the COMMUNITY TRANSPORTATION sign.

“Operated by [carrier name]” in very visible block letters, no more than two (2) inches in height on the rear quarter of each of the two long sides of the vehicle. The signs may be magnetic but must be displayed when coming or going to a customer's location and when a customer is on board. “Complaints or Comments? Call 1-800-260-0139” shall be displayed in one (1) inch high very visible block letters inside each vehicle above the windshield. The driver's name must be placed inside the vehicle and be visible from the customer's location. Each vehicle shall have a vehicle number unique to it, painted in two (2) inch high very visible block letters on the back of the vehicle.

List of Contracts/Contract Carriers for DeSoto, Hardee, Highlands, And Okeechobee

Community Transportation Coordinator				
<b>MTM Transit</b> Contact: Kelly Kirk-Brooks	DeSoto, Hardee, Highlands, and Okeechobee	4650 U.S. Highway 27, S Sebring, FL 33870 Office 863/382-6004 Fax 863/382-8469		Office Hours Monday – Friday 8 AM – 5 PM
Operators				
<b>JJ Medical Transport</b> Contact: Madelon Mansfield	DeSoto County	1866 Hillsborough Avenue, Arcadia, FL 34266 Office: 863/993-0471	Public Paratransit Service: Ambulatory and Wheelchair	Monday – Saturday 6 AM – 7 PM (limited service on Saturday) Note: Service for dialysis clients may require more flexibility in scheduling.
<b>Safety Transportation</b> Contact: Crystal Oliveros	Hardee and Highlands Counties	4650 U.S. Highway 27, S, Sebring, FL 33870 Office: 863/547-0603 Fax 863/382-8469		
Coordination Contractors				
<b>Ridge Area ARC</b> Contact: Kathleen Border	Highlands County	Client Paratransit Service: Ambulatory and Wheelchair		
<b>Sunrise Community, Inc.</b> Contact: Gary Glasse	Hardee County			

#### 4. Public Transit Utilization

Mass transit is not available in Hardee, Highlands, or Okeechobee Counties. DeSoto County has a public transportation circulator service in the City of Arcadia area called the DeSoto Area Regional Transit (DART) transit system. The service operates Monday through Saturday from 7:00 a.m. to 7:00 p.m.

#### 5. School Bus Utilization

School buses are not currently utilized in the coordinated system.

#### 6. Current Vehicle Inventory

A current vehicle inventory may be found in Appendix E. A Vehicle Implementation Plan may be found in Appendix E.

#### 7. System Safety Program Plan Certificate of Compliance

A copy of the latest System Safety Program Plan Certification may be found in Appendix F.

#### 8. Intercounty Services

Transportation is provided to sponsoring agency-approved destinations outside of the service area. All out-of-service area trips are to be for morning scheduled appointments only. Customers will be transported to the closest medical facility or medical specialist to their homes.

Customers will be grouped with other customers who have appointments at the same or nearby facility, regardless of appointment times.

Out-of-service area trips may be scheduled for specific days of the week. Customers must contact the CTC for specific schedules.

## 9. Emergency Preparedness and Response

Through contractual agreements with contract carriers and in the System Safety Program Plan (SSPP), the CTC establishes policies for the handling of emergencies, accidents, and delays. Contract carriers are required to notify the CTC and appropriate emergency personnel immediately if an emergency, accident, or delay occurs. Appropriate emergency personnel can include police, fire, or ambulance. Contract carriers must solicit appropriate medical or emergency assistance if an accident or other emergency occurs. The CTC must also be notified of schedule delays. The carrier must also submit a written accident or incident report and management analysis within 24 hours. If bodily injury and/or property damage exceeds levels outlined in the U.S. DOT guidelines, the driver is required to undergo drug and alcohol testing as per Federal guidelines. If delays occur, the CTC may reassign trips.

The CTC has established guidelines in the event of other natural disasters. The CTC will enter into agreements with local governments, Emergency Operations Divisions, and Health Department's regarding the transport of citizens and special needs customers during and after events such as hurricanes when people are transported to shelters in each county.

The CTC shall participate in meetings of the Emergency Operations Divisions for each of the Counties in the service area.

## 10. Education Efforts/Marketing

Brochures that describe the coordinated transportation system and discuss eligibility criteria and the scope of the services provided have been distributed to social service agencies within the designated area. In addition, MTM Transit meets with social service agencies, staff, and advocacy groups frequently to ensure that individuals who are eligible for services can access the services. Transportation is offered to the general public on a first-come, first-served basis. MTM will provide a report on educational and marketing efforts as part of their quarterly report to the Local Coordinating Board.

## 11. Acceptable Alternatives

Three (3) coordination contracts have been executed with agencies who have provided fully-allocated cost comparisons between providing their own service and purchasing transportation through the coordinated system. Other agencies are currently using state and federal funds to provide or purchase transportation for their customer without having proven fully-allocated costs and without a coordination contract in place; thereby falling into non-compliance with Rule 41-2.015.

Coordination contracts have been executed with Ridge Area ARC (Highlands County), and Sunrise Community Services (Hardee County).

The Multi-County Local Coordinating Board developed a system standard for consideration in reviewing requests for coordination contracts and/or requests by sponsoring agencies to provide transportation services to their customer outside of the coordinated system. This process is

outlined in the Quality Assurance section of the TDSP (Standard #41). A copy of this standard may also be obtained by contacting Community Transportation Coordinator.

## 12. Service Standards

The Multi-County LCB utilizes the CTD evaluation workbook to evaluate the CTC. In addition, the following service standards have been developed based on service effectiveness, cost efficiency, vehicle utilization, service availability, reliability, safety, and training.

### 1. Drug and Alcohol Policy

Testing for safety-sensitive job positions within the coordinated system regarding pre-employment, random testing, post-accident, and reasonable suspicion is required by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA). Therefore, all safety-sensitive job positions will comply with these requirements.

### 2. Driver Identification

Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific customer, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the customer. Name patches, inscriptions, or badges that affix to driver clothing are acceptable. For transit services, the driver's photo identification shall be in a conspicuous location in the vehicle.

### 3. Adequate Seating

Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more customers than the registered customer seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more customers than the registered customer seating or standing capacity shall be scheduled or transported in a vehicle at any time. Precautions shall be taken to protect the health, safety, and welfare of the drivers and passengers.

### 4. Customer Boarding/Loading Assistance/Transfer

The paratransit driver shall provide the customer with boarding assistance, if necessary or requested, to the seating portion of the vehicle. Boarding assistance shall include holding hands or allowing the customer to hold an arm, opening the vehicle door, fastening the seat belt or utilizing wheelchair securement devices, storage of assistive mobility devices, and closing the vehicle door. In door-through-door paratransit service categories, the driver shall also be required to open and close doors to buildings, except in situations where assistance in opening/closing building doors would not be safe for customers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step unless it can be performed safely as determined by the customer, guardian, and driver. Customers may

transfer from their mobility device to regular vehicle seating but only with assistance as outlined above. Under no circumstances shall the driver lift the customer from their mobility device to regular seating (or vice versa). All customers must be secured with seat belts or wheelchair tie-downs as appropriate. Three and four wheeled scooters may be transported, but if the mobility device cannot be secured the customer may be requested to transfer to a regular seat.

## **5. Smoking, Eating and Drinking Policy**

Smoking including vaping, eating, and drinking are prohibited in all vehicles.

## **6. Rider Property**

Personal property includes personal items, packages, bags, or boxes. Passengers may bring personal property to meet their personal or nutritional needs at no additional charge.

The amount of personal property allowable is dependent upon storage capacity and availability onboard the vehicle. Items must be safely secured in the passenger's lap, personal space, or stowed under the passenger's seat. Personal property cannot be stowed in the wheelchair securement areas or any exit areas.

When scheduling trips for shopping or nutritional purposes, the reservationist shall notify the passenger that additional storage space may be available for personal property during off-peak travel hours. Travel during peak times will result in limited storage space onboard the vehicle. Drivers shall inform passengers of storage space available for personal property when dropping the passenger off at shopping destinations.

Drivers may assist passengers with loading and unloading personal property when requested. Drivers may assist passengers with personal property to the door of their residence. For safety and security reasons, drivers are not permitted to enter the homes of the passengers.

## **7. Child Restraints**

All customers 5 years old and under are required to use a child restraint device. The customer must provide this device.

## **8. Toll-free Phone Number**

A local toll-free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board.

## **9. Escorts and Children**

An escort must accompany children 15 or younger. An attendant must attend to customers unable to care for themselves. Escorts and attendants must be at least 18 years of age and provided by the customer. The escort must be able to provide the necessary assistance to the customer. The system does not pay for escort travel.

## **10. Vehicle Transfer Points**

Vehicle transfer points shall provide shelter, security, and safety for customers.

## **11. Customer/Trip Data**

Customer/trip database must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system. For each customer transported within the coordinated system, the CTC collects the customer's name, address, telephone number, funding source(s) eligibility, and other special requirements in a database. The customer must provide the complete destination address, phone number, and times for the appointment and return trip.

## **12. Pick-up Windows**

In-Service Area Trips - There is a 30-minute pick-up window. The customer 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. The customer should expect the vehicle to drop them off at their destination 15 minutes before to 15 minutes after their scheduled arrival time. The 15 minutes after scheduled arrival time is calculated to allow a customer to arrive in time for appointments.

Out-of-Service Area Trips - Out-of-service area trips are scheduled on specific days. (Please contact the Community Transportation Coordinator for specific schedules.) Customers will be transported for morning medical appointments only. Afternoon appointments will only be provided under special circumstances. Customers will be grouped where possible for out-of-service area trips regardless of appointment times.

## **13. On-time Performance**

The CTC will have an 85% on-time pick-up performance standard for all completed trips. The CTC will have an 85% on-time arrival time performance standard for all completed trips.

## **14. Advance Reservation Requirements**

Customers are generally required to place reservations two (2) business days (excluding weekends and holidays) in advance. Exceptions may be made for urgent trips and hospital discharge based on availability.

## **15. No-Show Policy**

Community Transportation customers should notify the Coordinator as soon as possible when they need to cancel a trip. If the customer does not cancel at least 24 hours before a scheduled trip, the customer is classified as a no-show. Cancellations at the door will also be considered a no-show. No-shows occur when the rider is not ready, refuses their ride, or is not at home when the driver arrives. If three no-shows accumulate in a 60-day period, a 30-day suspension will result. If another occurrence happens, the suspension will be extended to 45 days. After the third infraction of three no-shows, the suspension is for 60 days.

## 16. No-Show Standard

The LCB has established a No-Show Standard of 4% per 1,000 trips.

## 17. Public Transit Ridership

DeSoto County has implemented the DeSoto Arcadia Regional Transit program – DART. Riders are encouraged to take the DART for local trips if the trips are located on the DART route, and the CTC will have a goal of educating riders about the existence of DART through the [MTM website](#). Yearly statistics on how many people accessed the website will be recorded.

## 18. Out of Service Area Trips

Out-of-service area trips are provided to customers only when specific services are not available in the service area. Customers will be required to schedule medical or other appointments with facilities within the service area nearest to the trip origin, regardless of funding source, and only during the service hours established Monday through Friday. When alternative medical facilities are not available, customers shall schedule morning appointments. Out-of-service area trips are scheduled on specific days. (Please contact the Community Transportation Coordinator for specific schedules.) Customers will be grouped with other customers who have appointments at the same or different facility, regardless of appointment times.

## 19. Vehicle Cleanliness

The interior of all vehicles will 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 customer. Vehicle exteriors shall be washed at least once per week in all seasons. Vehicle interiors shall be swept and cleaned each day and thoroughly cleaned (scrubbed) at least once per week. The CTC shall follow guidelines established by the Centers of Disease Control (CDC) when enhanced cleaning measures are needed to protect the health, safety, and welfare of the drivers and passengers.

## 20. Billing/Invoicing Requirements

The CTC will make payments to the contract carriers based on the following schedule: Payments will be made for services rendered from the 1st through the 15th of the month and from the 16th to the end of the month. Payments will be made within seven (7) days of the carrier providing all required documentation and the CTC having received payments from the funding agencies. If the CTC, without reasonable cause, fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the CTC of full or partial payment from the CTD, the CTC shall pay the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. (F.S.

2000/ Ch 287/Part 1/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.)

## **21. Two-way Communications**

All vehicles must have two-way radios or cell phones in good working order and are audible to the driver at all times when operating the vehicle.

## **22. Wireless Communication Policy**

MTM Transit and its subcontractors have adopted a zero-tolerance policy regarding drivers use of cell phones and all other personal electronic devices, including Bluetooth and all other hands-free operation devices while behind the wheel, in conjunction with Florida's Rule 14.90 Wireless Communication and wireless communication device prohibition under the Florida Statutes 316.305, Florida ban on "Texting While Driving Law."

This includes but is not limited to any work performing call-taking, scheduling, dispatch, GPS, customer service functions and/or any other administrative duties while behind the wheel of a vehicle.

## **23. First Aid**

Drivers are required to be trained in First Aid.

## **24. Cardiopulmonary Resuscitation (CPR)**

Drivers are required to be trained in Cardiopulmonary Resuscitation techniques.

## **25. Driver Criminal Background Screening**

All drivers in the coordinated system shall have a favorable Florida Department of Law Enforcement (FDLE) Level II background check before employment.

## **26. Accidents**

The standard for accidents will be 1.2, or less, accidents per 100,000 miles for the evaluation period (twelve months).

## **27. Road Calls**

The standard for road calls will be an average of 10,000 miles, or more, between each road call. (e.g., the system-wide total, not each individual vehicle.)

## **28. Call Hold Time**

The customer should not be put on hold for more than 3 minutes on average. As a standard, 95% of all incoming calls will be completed within 3 minutes. A daily report will be prepared one random day per week to evaluate this standard.

## **29. Non-sponsored Customer Fare**

All non-sponsored customers (TD Trust Fund, 5311 and 5310 funded trips) will be charged a fare per one-way trip. Social service funded (sponsored trips) customers are not charged a fare. Customers residing in the counties of DeSoto, Highlands, Hardee, and Okeechobee have a fare of \$2.00 for all one-way trips. Customers will be notified of the cost of the fare at the time of scheduling the trip.

### **30. Prioritization of Non-Sponsored Trips**

List of trip priorities adopted by the DeSoto, Hardee, Highlands, and Okeechobee Local Coordinating Board, July 15, 2020.

1. Medical
2. Nutritional (Grocery Shopping, Meal sites, and SNAP Benefits)
3. Employment
4. Education/Day Care
5. Life-Sustaining/Others- Personal business, banking, Social Service Offices, visiting nursing homes, shopping excluding grocery shopping) After school, social and recreational reasons.

By giving medical trips number one priority, it is also intended that return trips from medical appointments will be given priority scheduling to ensure that customers are experiencing the minimum waiting periods feasible. For example, scheduling shopping trips during the time a customer needs to be picked-up from a doctor's appointment will be given less priority than the return trip from the medical appointment. An effort will be made to accommodate all eligible trip requests using the priority order. The priority order is not intended to eliminate any eligible trip purpose. The goal of the system is to provide transportation to all eligible participants within funding availability. This prioritization policy is based on cost-effectiveness, efficiency, trip purpose, and unmet needs.

### **31. Insurance**

Commission Standard - The Community Transportation Coordinator shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident, which are comparable to 768.38(5), Florida Statutes, limits, for all transportation services purchased or provided for the transportation disadvantaged. Any liability insurance coverage in excess of \$1 million per incident must be approved by the Commission before it is included in a Memorandum of Agreement.

Local Policy - All contract carriers must have \$500,000 per accident combined single limit for bodily injury liability and property damage liability including liability to customers. In addition, all contract carriers must have \$1 million comprehensive general liability insurance.

### **32. Emergency Preparedness**

The CTC shall establish a protocol with local Emergency Management officials and establish a local emergency policy and procedure manual to ensure effective coordination and execution of emergency operations before, during, and after an emergency.

### **33. Eligibility**

It is the intent of the Commission to set forth eligibility requirements for customers of the Transportation Disadvantaged Program. At a minimum, each CTC shall use the following criteria to determine eligibility for Transportation Disadvantaged Trust fund (non-sponsored) monies:

- No other funding is available. A customer would not be considered eligible for TDTF when another purchasing agency is responsible for such transportation.
- No other means of transportation is available, as specified by the CTC and the LCB.
- Fixed Route Public Transit. If the fixed-route public transit is available, the customer must demonstrate why it cannot be used.
- Physical or mental disability. A disability as outlined in the Americans with Disabilities Act of 1990.
- Age. For this program elderly is anyone 60 or older, as specified by the CTC and the LCB.
- Individual and Household income status is a specified percent of the poverty level, as specified by the CTC and the LCB.
- No self-declarations are allowed except for people who are homeless or living in shelters. The CTC will use an enrollment process that substantiates the individual's ability to meet the criteria listed and any other CTC-determined criteria.
- Ability to pay. The CTC and the LCB may establish an ability to pay policy for "non-sponsored" customers using a sliding scale based on the customer's income and/or assets status.

View the CTC Application in Appendix C, which is the CTC policy for determining eligibility.

### **34. Private Pay Access**

Trip requests from persons who do not meet the definition of transportation disadvantaged and but wish to access the system will be scheduled only when vehicle route and seating availability will accommodate the request, and, at the expense of the requesting party or based on the availability of other funds. The fare structure shall be the same as provided in the Memorandum of Agreement/Service Plan and approved by the Commission for the Transportation Disadvantaged.

### **35. Vehicle Air Conditioning and Heating System**

All vehicles operating within the coordinated system must have working air conditioning and heating systems. If a vehicle's air conditioning or heating system fails, the vehicle shall be removed from service immediately and not returned to service until corrective repairs have been made.

### **36. Service Effectiveness**

The CTC and LCB should jointly establish service effectiveness standards. These standards should give the LCB information on how effectively the CTC operates and include trips/vehicle mile, trips/vehicle hour, and trips/capita. The data for establishing these standards can be found in the CTC's Annual Operating Report.

The LCB monitors the CTC and contract carriers' effectiveness by analyzing monthly reports which are modeled after Section II of the Annual Operating Report.

### **37. Service Animals**

A service animal is any animal individually trained to work or perform tasks for an individual with a disability. In order to ride:

- The animal must be on a leash or in a container, remain under the control of the owner and behave appropriately
- The animal must remain at the passenger's feet or on their lap. The animal may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals
- The passenger is responsible for any damage caused by the animal (49 CFR 37.167(d))

### **38. Accommodating Mobility Aids and Life Support Systems**

Customers are permitted to travel with respirators and portable oxygen. Travel with this equipment will only be denied if it violates rules concerning the transportation of hazardous materials (49 CFR Parts 100-199).

In general, the transport of common types of portable life support equipment is not prohibited. Cylinders of oxygen used by customers for health reasons, for example, are not subject to the Hazardous Materials Regulation.

All life support equipment brought onto a Community Transportation vehicle must be operated and maintained by the customer or by the customer's escort and must be secured in the vehicle. The Community Transportation driver will not have any contact or provide assistance with the life support equipment.

### **39. Complaints**

The standard for complaints will be 2.0 (or less) complaints per 1,000 one-way customer trips on an annual basis.

### **40. Process for Identifying Cost-Effectiveness of Vehicles Purchased and Operated with Section 5310 and/or Section 5339 Federal Transit Administration funds.**

The award and inclusion of Federal Transit Administration Section 5310 and/or Section 5339 vehicles procured for the Community Transportation Coordinated System have contributed significantly to keeping costs contained. The vehicles have contributed to maintaining a level of service which might not have been provided if they were not awarded.

When vehicles have reached their useful life as determined by regulations administered by the Department of Transportation, the Central Florida Regional Planning Council will request the titles to such vehicles, ask that a worth be determined for the vehicle(s) and proceed to follow the Council's Vehicle Disposal Policy. Any funds received from the disposal of vehicles will be used to offset the cost for future vehicles or, with the consent of the Local Coordinating Boards, repair of the current vehicle(s).

### **41. Distribution of Grant Vehicles to Contract Carriers**

The following criteria shall be applied when grant vehicles are distributed to contract carriers in the system.

- Contract carriers shall submit a complete vehicle inventory in October of each year. The vehicle inventory shall identify the replacement date for each vehicle.
- To the best of their ability, the Community Transportation Coordinator shall distribute system trips equally to each primary carrier.
- In calculating the number of vehicles requested each year through available grant programs, the Coordinator will take into consideration the average trip lengths and vehicle capacity of each contract carrier.
- In calculating how vehicles will be distributed to contract carriers, the Coordinator will take into consideration the number of wheelchair positions available per carrier's vehicle inventory.
- In calculating how vehicles will be distributed to contract carriers, the Coordinator will review each carrier in terms of how they have maintained previously awarded vehicles and how they have followed the terms of the vehicle lease agreements.
- The Coordinator will bring the final recommendation regarding the distribution of vehicles to the Local Coordinating Board (LCB) for review and approval.
- Any changes which would necessitate a different distribution than originally approved by the Local Coordinating Board shall be brought back before the LCB for approval.

#### **42. Process for Considering Coordination Contracts and/or Requests to Provide Transportation Services to Customers Outside of the Coordinated**

The LCB shall follow Rule 41-2.015, and Procedure for Member Department/Purchasing Agency Utilization of Alternative Providers, dated 2/2003 and use the procedure developed by the CTD and integrate it with the process outlined below:

Agencies requesting consideration of a coordination contract and/or request to provide service to TD-funded customers outside of the Coordinated Community Transportation system shall provide the following information to the Community Transportation Coordinator. The LCB shall review all requests and make the final recommendation to the Coordinator.

1. Identify how customers are currently transported.
2. If awarded a coordination contract, identify the current cost per trip (one-way) and projected cost per trip (one-way).
3. Identify the type of trip(s) needed for customers, current and planned. (i.e., medical, educational, recreational, etc.). Provide the percentage of each type of trip.
4. Identify current and planned funding that supports the transportation component of the customer's support. (Federal, State, Local, Private contributions.)
5. Identify the current number of trips provided. (Daily, weekly, annually.)
6. Identify the number of hours the requested vehicle will operate per day/week.
7. If a coordination contract is entered into with the Coordinator, the requesting agency must adopt the system safety program plan and follow the mandates for driver training and drug and alcohol testing and training. Please explain your agency's substance abuse policy and/or procedure and driver training procedure and how, if at all, it will change under a coordination contract.

8. Identify an approximate number of customers who will be served (unduplicated count).
9. Provide a list of other vehicles specifically assigned for the transport of customers. (include make, model, year, seating capacity, whether it is wheelchair accessible.)
10. Explain why it isn't feasible to purchase/coordinate transportation services for your customer through the Coordinated Community Transportation System.

### 13. Grievance Procedures

The Local Coordinating Board has adopted a Grievance Procedure for resolving complaints. A copy of the Grievance Procedure and sample forms may be found in Appendix G.

### 14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

The CTC is currently contracting with two (2) transportation contract carriers to provide service in the system. Contract carriers are monitored by the CTC, and planning staff and LCB members on occasion, on an annual basis. The CTC monitors operator performance in the areas of:

- Emergency, Accident, and Delay procedures
- Rule Chapter 14-90 Florida Administrative Code
- Carrier and CTC Management
- Vehicles and equipment
- Operational functions
- Driving requirements
- Maintenance
- Equipment for transporting wheelchairs
- Training: defensive driving, customer assistance/sensitivity, first aid, CPR, federal, state, and local regulations, ordinances, or laws
- Required Safety Equipment: seat belts, wheelchair locks and restraining devices (lap type body belts), dry chemical fire extinguisher (tagged and inspected annually), first aid kits.
- Substance Abuse (Drug and Alcohol Testing)

The Florida Department of Transportation performs a Safety Compliance Review of the CTC annually. Copies of the review are presented to the LCB's for review.

### 15. Coordination Contract Evaluation Criteria

The CTC will annually monitor the Coordination Contract providers on the data included in Service Standard 41.

## B) Cost/Revenue Allocation and Rate Structure Justification

The CTD has established the Rate Calculation Model, a standard process for the development of rates for transportation services that are arranged or provided by the CTC. The following Rate Calculation Model was adopted by the LCB at their meeting on April 20, 2023 by a unanimous roll call vote. The complete Rate Calculation Worksheets may be found in Appendix H.

### Service Rates Summary

**Community Transportation Coordinator:** MTM Transit, LLC

**Effective Date:** July 1, 2023

Type of Service to be Provided	Unit (Passenger Mile or Trip)	Cost Per Unit
Ambulatory	Trip	\$52.31
Wheelchair	Trip	\$89.67

# III. Quality Assurance

The Multi-County LCB utilizes the CTD evaluation workbook to evaluate the CTC. In addition, the following system standards have been developed based on service effectiveness, cost efficiency, and effectiveness, vehicle utilization, service availability, reliability, and safety and training.

## A) CTC Evaluation Process

The DeSoto, Hardee, Highlands, and Okeechobee Multi-County Local Coordinating Boards evaluate the Community Transportation Coordinator in and of itself, as well as the entire system. Using the Commission for the Transportation Disadvantaged guidelines, the LCB's evaluate in the areas of

- 1) Cost;
- 2) Availability;
- 3) Competition; and,
- 4) Standards

## B) Planning Agency Evaluation Process

The Planning Agency is formally reviewed by the Commission for the Transportation Disadvantaged.

As part of the Planning Agency Performance Review, LCB members and the CTC will be asked their opinion of their planning agency's support in fulfilling their duties. Additionally, records will be reviewed on-site as it relates to the responsibilities of the planning agency staff.

# Appendix A

## Glossary of Terms and Abbreviations

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

**Accidents:** when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

**(AER) Actual Expenditure Report:** an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

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

**(ADA) Americans with Disabilities Act:** a federal law, P. L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

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

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

**Availability:** a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

**Bus:** any motor vehicle designed for carrying more than 10 customers and used for the transportation of persons for compensation.

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

**Bus Stop:** a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

**Chapter 427, Florida Statutes:** the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

**Commendation:** any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

**(CDL) Commercial Driver's License:** a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more customers (including the driver), or a vehicle weighing more than 26,000 pounds.

**(CTD) Commission for the Transportation Disadvantaged:** an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged. **(CTC)**

**Community Transportation Coordinator:** (formerly referred to as “coordinated community transportation provider”) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost-effective manner to serve the transportation disadvantaged in a designated service area.

**Competitive Procurement:** obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

**Complaint:** any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

**Complete (or Full) Brokerage:** type of CTC network in which the CTC does not provide any on street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

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

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

**Demand Response:** a paratransit service that is readily delivered with less than prior day

notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

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

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

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

**Driver Hour:** the period of one hour that person works whose main responsibility is to drive vehicles.

**Effectiveness Measure:** a performance measure that indicates the level of consumption per unit of output. Customer trips per vehicle mile are an example of an effectiveness measure.

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

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

**Fixed Route:** (also known as Fixed Route/Fixed Schedule) service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the customer's request (e.g. conventional city bus, fixed guide way).

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

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

**In Service:** the time a vehicle begins the route to provide transportation service to the time the route is completed.

**In-Take Clerk/Reservationist:** an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

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

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

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

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

**Operating Cost:** the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

**Operating Cost per Driver Hour:** operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

**Operating Cost per Customer Trip:** operating costs divided by the total number of customer trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

**Operating Cost per Vehicle Mile:** operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

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

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

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

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

**Paratransit:** elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is

agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

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

**Customer Miles:** a measure of service utilization which represents the cumulative sum of the distances ridden by each customer. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 customer miles.

**Customer Trip:** a unit of service provided each time a customer enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a customer trip. This unit of service is also known as a one-way customer trip.

**Customer Trips per Driver Hour:** a performance measure used to evaluate service effectiveness by calculating the total number of customer trips divided by the number of driver hours.

**Customer Trips per Vehicle Mile:** a performance measure used to evaluate service effectiveness by calculating the total number of customer trips divided by the number of vehicle miles.

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

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

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

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

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

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

**Roadcall:** any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

**Rule 41-2, F.A.C.:** the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

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

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

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

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

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

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

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

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

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

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

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

**Transportation Operator Contract:** the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

**Trip Priorities:** various methods for restricting or rationing trips.

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

**Unmet Demand:** the number of trips desired but not provided because of insufficient service supply.

**Urbanized Area:** a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population Size of density.

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

**Vehicle Inventory:** an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

**Vehicle Miles:** the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

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

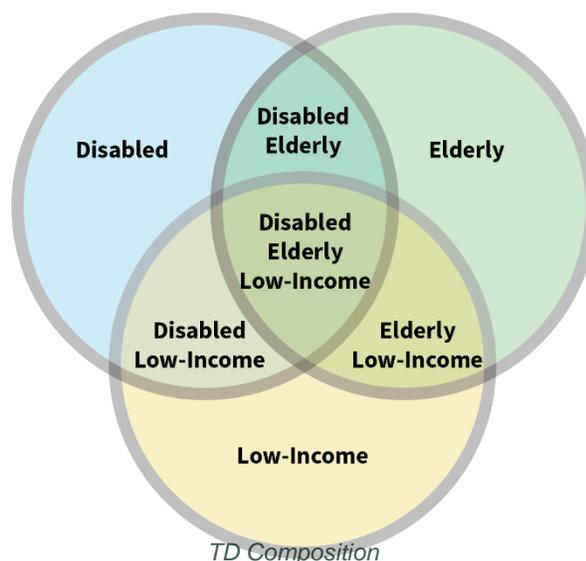
**Will-Calls:** these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a customer will call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

# Appendix B

## Forecast of Transportation Disadvantaged Population

Utilizing 2011-2013 U.S Census American Community Survey information (the most current data available), the population estimates for the TD population in the service area are shown in tables below. As defined by the CTD, the Category I TD population consists of all disabled, elderly, low income, and children who are high risk or at risk.

*To ensure individuals who fall into two or more categories (e.g., low-income and disabled) are not counted twice, the overlapping population must be eliminated.*



### TD Population Estimates

Non-Duplicated General TD Population Estimate	
<b>DeSoto</b>	18,472
<b>Hardee</b>	13,435
<b>Highlands</b>	54,941
<b>Okeechobee</b>	26,492
<b>Service Area</b>	<b>113,340</b>

### Critical Needs Population

Ideally, comparisons of disability estimates should be made using the same survey information, geographic parameters, and disability definitions. Because the severity of an individual's disability is not clearly captured in the ACS data, particularly as it relates to the need for specialized transportation, the 2010 U.S Census Bureau's SIPP is used for the next step in the demand estimates. The rates for those who report a severe disability, or those who have a "critical need" for transportation based on their disability status, are applied to the disability rates reported in the ACS as shown below.

### Critical Need Trip Rates

Data from the Federal Highway Administration sponsored National Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns, including, but not limited to, trip purpose, mode, vehicle availability, and travel time. After applying the NHTS trip rates to the TD

population in the service area, there is an estimated potential demand of 20,006 trips per day for the critical need population, as shown in the tables below.

**DeSoto County**

	<b><u>Low Income &amp; Not Disabled = C + F</u></b>		<b>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</b>		
<b><u>Assumes</u></b>		4,535			
27.2%	xx % without auto access				
		1,234			
87.0%	xx % without transit access				
		1,073	<b>Calculation of Daily Trips</b>		
			<b>Daily Trip Rates Per Person</b>	<b>Total Daily Trips</b>	
	<b>Total Actual Critical TD Population</b>				
	<i>Severely Disabled</i>	1,924	0.049	94	
	<i>Low-Income ND</i>	1,073	1.899	2,038	
	<b>Totals</b>	<b>2,997</b>		<b>2,132</b>	

**Hardee County**

	<b><u>Low Income &amp; Not Disabled = C + F</u></b>		<b>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</b>		
<b><u>Assumes</u></b>		3,187			
27.2%	xx % without auto access				
		867			
100.0%	xx % without transit access				
		867	<b>Calculation of Daily Trips</b>		
			<b>Daily Trip Rates Per Person</b>	<b>Total Daily Trips</b>	
	<b>Total Actual Critical TD Population</b>				
	<i>Severely Disabled</i>	1,203	0.049	59	
	<i>Low-Income ND</i>	867	1.899	1,646	
	<b>Totals</b>	<b>2,070</b>		<b>1,705</b>	

**Highlands County**

	<b><u>Low Income &amp; Not Disabled = C + F</u></b>		<b>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</b>		
<b><u>Assumes</u></b>		11,842			
27.2%	xx % without auto access	3,221			
100.0%	xx % without transit access	3,221			
		<b>3,221</b>	<b>Calculation of Daily Trips</b>		
			<b>Daily Trip Rates Per Person</b>	<b>Total Daily Trips</b>	
	<b>Total Actual Critical TD Population</b>				
	<i>Severely Disabled</i>	5,898	0.049	289	
	<i>Low-Income ND</i>	3,221	1.899	6,117	
	<b>Totals</b>	<b>9,119</b>		<b>6,406</b>	

Okeechobee County

	<b><u>Low Income &amp; Not Disabled = C + F</u></b>		<b>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</b>		
<b><u>Assumes</u></b>		17,129			
27.2%	xx % without auto access	4,659			
100.0%	xx % without transit access	4,659			
		<b>4,659</b>	<b>Calculation of Daily Trips</b>		
			<b>Daily Trip Rates Per Person</b>	<b>Total Daily Trips</b>	
	<b>Total Actual Critical TD Population</b>				
	<i>Severely Disabled</i>	1,424	0.049	70	
	<i>Low-Income ND</i>	4,659	1.899	8,848	
	<b>Totals</b>	<b>6,083</b>		<b>8,917</b>	

### Critical Need Trip Demand

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimate previously described, the tables below display the future potential demand for critical need transportation in the service area through 2029.

#### DeSoto Critical Need TD Population Forecast

Total Critical TD Population	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
<i>Disabled</i>	1,924	1,936	1,949	1,962	1,975	1,988	2,001	2,015	2,028	2,041	2,055
<i>Low-Income Not Disabled No Auto/Transit</i>	1,073	1,080	1,087	1,095	1,102	1,109	1,116	1,124	1,131	1,139	1,146

Total Daily Trips Critical Need TD Population										
2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
2,132	2,168	2,205	2,242	2,280	2,320	2,361	2,403	2,446	2,489	2,528

Annual Trips										
2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
643,924	654,807	665,873	677,126	688,569	700,757	713,161	725,783	738,630	751,704	763,505

#### Hardee

Total Critical TD Population	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
<i>Disabled</i>	1,203	1,213	1,222	1,231	1,241	1,250	1,260	1,269	1,279	1,289	1,298
<i>Low-Income Not Disabled No Auto/Transit</i>	867	873	880	887	894	900	907	914	921	928	935

Total Daily Trips Critical Need TD Population										
2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
1,705	1,734	1,763	1,793	1,823	1,856	1,888	1,922	1,956	1,991	2,022

Annual Trips										
2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
514,954	523,657	532,507	541,506	550,657	560,404	570,323	580,418	590,691	601,147	610,585

## Highlands

Total Critical TD Population	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
<i>Disabled</i>	5,898	5,938	5,979	6,021	6,062	6,104	6,146	6,189	6,232	6,275	6,318
<i>Low-Income Not Disabled No Auto/Transit</i>	3,221	3,243	3,266	3,288	3,311	3,334	3,357	3,380	3,403	3,427	3,451

Total Daily Trips Critical Need TD Population										
2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
6,406	6,514	6,624	6,736	6,850	6,971	7,094	7,220	7,348	7,478	7,595

Annual Trips										
2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
1,934,523	1,967,216	2,000,462	2,034,270	2,068,649	2,105,265	2,142,528	2,180,450	2,219,044	2,258,321	2,293,777

## Okeechobee

Total Critical TD Population	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
<i>Disabled</i>	1,424	1,433	1,442	1,451	1,460	1,469	1,478	1,487	1,496	1,506	1,515
<i>Low-Income Not Disabled No Auto/Transit</i>	4,659	4,688	4,717	4,746	4,775	4,805	4,834	4,864	4,894	4,925	4,955

Total Daily Trips Critical Need TD Population										
2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
8,917	9,068	9,221	9,377	9,536	9,704	9,876	10,051	10,229	10,410	10,573

Annual Trips										
2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
2,693,056	2,738,569	2,784,850	2,831,914	2,879,774	2,930,746	2,982,620	3,035,412	3,089,139	3,143,817	3,193,175

# Appendix C

## Transportation Disadvantaged Eligibility Application

The program application is available to download or complete at at:

<https://www.mtmtransit.com/heartland/>



Transit

# Transportation Disadvantaged Program Application

Dear Transportation Disadvantaged Program Applicant:

Florida's Transportation Disadvantaged (TD) Program was established with the passage of Chapter 427, Florida Statutes. The TD Program assists individuals who are unable to transport themselves or purchase transportation services due to a physical or mental disability, income, and/or age. MTM Transit is the designated Community Transportation Coordinator (CTC) for DeSoto, Hardee, Highlands, and Okeechobee Counties. We are responsible for determining if applicants are eligible for the TD Program. We collect information from applicants to determine what services you are eligible for. All services are demand response, which means we must also have rider information for you.

Effective July 1, 2021, you must provide proof of at least one of the following criteria to qualify for the TD Program and other available funding programs:

1. **You are unable to transport yourself.** This means you are unable to drive a vehicle due to a physical or mental disability. You must provide medical verification of your disability from your physician.
2. **You are unable to purchase transportation.** This means your income must meet a maximum of 150% of the current Federal Poverty Guidelines. You must provide proof of income.
3. **You are unable to obtain transportation.** This means you do not have an operational vehicle in your household, the ability to operate a vehicle safely, or the ability to find transportation from other sources. You also may not be sponsored by any other agency for transportation.
4. **You are older than 60 years old.** You must provide proof of your age, such as a driver's license, birth certificate, or photo ID that shows your date of birth.

To apply for the TD Program, please complete the enclosed application. Return your completed application to MTM Transit via mail, fax, or email:

**Mail**

MTM Transit  
Attention: Scheduling Team  
4650 US Hwy South  
Sebring, FL 33870

**Fax**

1-863-382-8469

**Email**

HeartlandAccess@mtm-inc.net

If you have any questions or need help completing this form, please call us. Please allow up to five business days for MTM Transit to receive and process your request. After five business days, you may call us to inquire about the status of your application:

- |                                 |                                |                                  |
|---------------------------------|--------------------------------|----------------------------------|
| <b>Avon Park:</b> 863-452-0139  | <b>Sebring:</b> 863-382-0139   | <b>Lake Placid:</b> 863-699-0995 |
| <b>Okeechobee:</b> 863-357-9900 | <b>DeSoto:</b> 800-694-6566    | <b>Hardee:</b> 863-773-0015      |
|                                 | <b>Toll-Free:</b> 800-260-0139 |                                  |

Thank you for your interest in the TD Program. We look forward to helping you access your community!



Transit

# Transportation Disadvantaged Program Application

The information contained in this application will be used by MTM Transit to determine your eligibility for transit services. MTM Transit is responsible for coordinating and/or providing transportation services to individuals who are transportation disadvantaged. You are considered transportation disadvantaged if, because of age, income, or a disability, you cannot drive and do not have access to other transportation options. Eligibility is determined based on age, income, or any disability, as well as by the system's budget constraints in each county. **Your application must be renewed every two years.**

**Date:** \_\_\_\_\_

**Last Name:** \_\_\_\_\_ **First Name:** \_\_\_\_\_ **MI:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Apt. #:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**County:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**DOB:** \_\_\_\_\_ **Age:** \_\_\_\_\_ **Gender:**  Female  Male

**Emergency Contact:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Please provide directions to your home:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1. Do you receive food stamps?  Yes  No
2. Do you have Medicaid?  Yes  No
  - a. If yes, provide your Medicaid ID number: \_\_\_\_\_
3. How many family members live in your home? \_\_\_\_\_
4. What is **your** annual income? \$ \_\_\_\_\_
5. Do you live in an assisted living facility, nursing home, retirement home, or boarding home?  Yes  No
6. Do you have relatives or friends who live nearby and would transport you if you asked?  Yes  No
7. Is your condition or disability temporary?  Yes  No
  - a. If yes, what is the duration of your condition? \_\_\_\_\_ weeks/months (circle one)

***You must provide medical verification of your disability from your physician.***

8. Do you use any mobility aids? Check all that apply.
 

<input type="checkbox"/> Power Wheelchair	<input type="checkbox"/> Manual Wheelchair	<input type="checkbox"/> Walker	<input type="checkbox"/> Cane
<input type="checkbox"/> Power Scooter	<input type="checkbox"/> Service Animal	<input type="checkbox"/> Crutches	



Transit

# Transportation Disadvantaged Program Application

MTM USE ONLY

Date Received:	New Registration: <input type="checkbox"/>	Renewal: <input type="checkbox"/>
Reviewed by:	Approved: <input type="checkbox"/>	Denied: <input type="checkbox"/>
Reason for Denial:		
Approved Funding Sources	TD – Age <input type="checkbox"/>   TD – Income <input type="checkbox"/> TD – Disability <input type="checkbox"/> Documentation Provided: _____	Section 5310 <input type="checkbox"/>  Section 5311 <input type="checkbox"/>

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

# Appendix D

## Vehicle Inventory

### Current Vehicle Inventory

February 15, 2023 Snapshot

<b>Year</b>	<b>Make</b>	<b>FDOT Control # (if applicable)</b>	<b>Ramp or Lift (specify)</b>	<b># of Seats and W/C Positions</b>	<b>Inventory Mileage Reported - February 2023</b>	<b>Expected Date of Retirement</b>	<b>Funding Source</b>
2000	Mercury	N/A	N/A	3+0	133,111	2024	Private
2004	Mercury	N/A	N/A	4+0	64,758	2027	Private
2005	Ford	N/A	N/A	4+0	214,233	2026	Private
2012	Ford	N/A	Lift	6+2	321,270	NA	Private
2012	Dodge	N/A	Ramp	6+0	335,070	2022	Private
2013	Dodge	N/A	Ramp	4+0	167,049	2026	Private

2013	Dodge	N/A	Ramp	3+1	159,908	2024	Private
2014	Dodge	N/A	Ramp	5+0	260,967	2023	Private
2014	Dodge	N/A	Ramp	5+0	229,731	2023	Private
2014	Dodge	N/A	Ramp	2+1	202,803	2022	5310
2015	Dodge	N/A	Ramp	3+1	225,754	2021	5310
2015	Dodge	N/A	Ramp	3+1	209,871	2021	5310
2016	Dodge	N/A	Ramp	3+1	174,166	2025	Private
2016	Dodge	NA	Ramp	3+1	204,977	2022	5310
2016	Dodge	N/A	Ramp	3+1	226,934	2022	5310

2016	Dodge	NA	Ramp	3+1	210,400	2022	5310
2017	Dodge	N/A	Ramp	3+1	231,238	2023	5339
2017	Dodge	98187	Ramp	3+1	172,674	2023	5339
2018	Dodge	10058	Ramp	3+1	155,359	2025	5339
2018	Dodge	10018	Ramp	3+1	139,724	2024	5339
2018	Dodge	10057	Ramp	3+1	162,202	2025	5339
2018	Dodge	10015	Ramp	3+1	173,894	2024	5339
2018	Dodge	10019	Ramp	3+1	199,007	2024	5339
2018	Dodge	10017	Ramp	3+1	174,839	2023	5339

2018	Dodge	10008	Ramp	3+1	185,029	2024	5310
2018	Dodge	10055	Ramp	3+1	146,366	2025	5339
2018	Dodge	10007	Ramp	3+1	190,198	2024	5310
2018	Dodge	10056	Ramp	3+1	150,998	2025	5339
2018	Dodge	10054	Ramp	3+1	136,828	2025	5339
2019	Braun	10135	LIFT	3+1	59,794	2027	5339
2019	Braun	10147	Ramp	3+1	54,252	2027	5339
2019	Dodge	10114	LIFT	3+1	69,979	2027	5339
2019	Champion	10138	LIFT	10+2	34,792	2027	5339

2019	Dodge	10112	LIFT	3+1	41,417	2027	5339
2019	Champion	10137	LIFT	10+2	35,130	2027	CARES 5311
2019	Braun	10133	LIFT	3+1	58,233	2027	5339
2019	Dodge	10115	LIFT	3+1	56,535	2027	5339
2019	Dodge	10116	LIFT	3+1	69,032	2027	5339
2019	Braun	10134	LIFT	3+1	46,863	2027	5339
2019	Champion	10072	LIFT	10+2	67,160	2027	5310
2019	Braun	10136	LIFT	3+1	63,887	2027	5339
2019	Dodge	10113	LIFT	3+1	32,268	2027	5339

2022	<i>Braun</i>	10153	<i>LIFT</i>	3+1	2,857	2028	5339
2022	<i>Braun</i>	10157	<i>LIFT</i>	3+1	2,427	2028	CARES 5311
2022	<i>Braun</i>	10158	<i>LIFT</i>	3+1	340	2028	CARES 5311
2022	<i>Braun</i>	10155	<i>LIFT</i>	3+1	5,882	2028	CARES 5311
2022	<i>Braun</i>	10154	<i>LIFT</i>	3+1	9,685	2028	5339
2022	<i>Braun</i>	10152	<i>LIFT</i>	3+1	6,339	2028	5339
2022	<i>Braun</i>	10156	<i>LIFT</i>	3+1	7,876	2028	CARES 5311

# Appendix E

## Vehicle Implementation Plan

### 3-Year Transportation Disadvantaged Improvement Program

Implementation Date	Estimated Cost	Description of Purchase	Anticipated Funding Source	New or Replacement	Date priority established
2023	\$155,862	2 cutaways	FTA 5310	Replace	2021
2023	\$245,107	5 minivans	FTA 5339	Replace	2021
2024	\$550,000	4 minivans/ 2 mini bus	FTA 5339	Replace	2023
2025	\$550,000	4 minivans/ 2 mini bus	FTA 5399	Replace	2023

Source: CFRPC 2023

# Appendix F

## System Safety Program Plan Certificate of Compliance



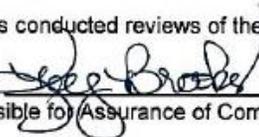
### Bus Transit System Annual Safety and Security Certification

Certifying Compliance with Rule 14-90, FAC to the  
Florida Department of Transportation (FDOT)

January 12, 2023.  
MTM Transit, LLC  
4650 US 27 S  
Sebring, Fl. 33870

The Bus Transit System (Agency) named above hereby certifies the following:

1. The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. The Agency is in compliance with its adopted SSPP and SPP.
3. The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.
4. The Agency has conducted reviews of the SSPP and SPP and the plans are up to date.

Blue Ink Signature:  Date: 01/12/2023  
(Individual Responsible for Assurance of Compliance)

Name: Kelly Brooks Title: General Manager

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: MTM Transit, LLC. CTC for DeSoto, Hardee, Highlands, and Okeechobee Counties

Address: 4650 US 27 S, Sebring, Fl. 33870

Name of Qualified Mechanic who Performed Annual Inspections:

Both Subcontractors Outsource Maintenance.

Safety Transportation/Big Johns Garage / JJ Transport (DeSoto) Thomas Brett Repair

**CFRPC has reviewed, acknowledges, and accepts the SSPP and the SPP**

Signature:  Date: 1/12/2023

\* Note: Please do not edit or otherwise change this form

# Appendix G

## Adopted Grievance Procedure



DeSoto • Glades • Hardee • Hendry • Highlands • Okeechobee

[heartlandregionaltpo.org](http://heartlandregionaltpo.org)

### **Rules and Procedures for Formal Complaints/Grievances for the Transportation Disadvantaged Multi-County Local Coordinating Board**

*servicing DeSoto, Hardee, Highlands, and Okeechobee Counties*

#### **Section 1. Creation**

1.1 There is hereby created a formal complaint/grievance procedure for DeSoto, Hardee, Highlands, and Okeechobee transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged pursuant to Chapter 427, Florida Statute and Rule 41-2.012, Florida Administrative Code, hereinafter referred to as the Grievance Process. The following rules and procedures shall constitute the grievance process to be utilized in the Transportation Disadvantaged Multi-County Coordinated system for DeSoto, Hardee, Highlands, and Okeechobee Counties.

#### **Section 2. Definitions**

2.1 As used in these rules and procedures the following words and terms shall have the meanings assigned therein. Additional program definitions can be found in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.

**(a) Community Transportation Coordinator (CTC):** means a transportation entity recommended by a Metropolitan Planning Organization, or by the appropriate designated official planning agency as provided for in Section 427.015(1), Florida Statutes, in an area outside the purview of a Metropolitan Planning Organization and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. The current CTC for DeSoto, Hardee, Highlands, and Okeechobee Counties is MTM Transit.

**(b) Designated Official Planning Agency (DOPA):** means the official body or agency designated by the Commission for the Transportation Disadvantaged to fulfill the functions of transportation disadvantaged planning also uniformly referred to as the Planning Agency. The Heartland Regional Transportation Planning Organization (HRTPO) is the Planning Agency for DeSoto, Hardee, Highlands, and Okeechobee Counties.

**(c) Disadvantaged (TD) (User):** means "Those persons who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

(d) Agency: means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter.

(e) Transportation Operator: means one or more public, private for profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a Transportation Disadvantaged Service Plan (TDSP).

(f) Service Complaint: means incidents that may occur on a daily basis and are reported to the driver or dispatcher or to other individuals involved with the daily operations and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC or transportation operators to meet local service standards established by the CTC and LCB. All service complaints should be recorded and reported by the CTC to the LCB. If the CTC is also an operator, their statistics on service complaints should be included.

(g) Formal Grievance: A written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the transportation operator, CTC, DOPA, or LCB.

(h) Administrative Hearing Process: Chapter 120, Florida Statute.

(i) Ombudsman Program: A toll-free telephone number established and administered by the Commission for the Transportation Disadvantaged to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the Community Transportation Coordinator. The current TD Helpline phone number is (800) 983-2435.

### **Section 3: Objectives**

3.1 The objective of the grievance process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities and the complainant. It is not the objective of the grievance process to have “adjudicate” or “determinative” powers.

3.2 The Community Transportation Coordinator and its service operators and other subcontractors, must post the contact person’s name and telephone number in each vehicle regarding the reporting of complaints.

3.3 All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

3.4 A written copy of the grievance procedure shall be available to anyone upon request.

3.5 A part from this grievance process, aggrieved parties with proper standing may also have recourse through the Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

### **Section 4. Membership**

4.1 The Grievance Committee shall be composed of a minimum of five (5) members of the Local Coordinating Board in the service area. Members shall be appointed by the Chair. The Grievance Committee membership shall include one (1) representative of users/clients. The Chair of the Local Coordinating Board reserves the right to make reappointments should any conflict of interest arise.

4.2 The Staff Services Director of the Official Planning Agency, or his/her designee, shall be an advisory member of the Grievance Committee.

## **Section 5. Terms of Members**

5.1 The members of the Grievance Committee shall be appointed for a two (2) year term.

5.2 A member of the Grievance Committee may be removed for cause by the Local Coordinating Board Chair who appointed him/her. Vacancies in the membership of the Grievance Committee shall be filled in the same manner as the original appointments. An appointment to fill a vacancy shall only be for the remainder of the unexpired term being filled.

5.3 The Grievance Committee shall elect a Chair and a Vice Chair at the first scheduled meeting of each year. The Chair and Vice Chair shall serve for a one (1) year term but may serve consecutive terms.

5.4 A quorum of three (3) voting members shall be present for official action by the Grievance committee. Meetings shall be held at such times as the grievance committee may determine and/or as necessitated by formally filed grievances.

## **Section 6: Grievance Process**

6.1 Grievance procedures will be those as specified by the Local Coordinating Board, developed from guidelines of the Commission for the Transportation Disadvantaged, and approved by the Local Coordinating Board as set forth below. The grievance procedures are for the purpose of fact-finding and not exercising adjudicative powers. Therefore, it should be understood that these procedures are for the purpose of “hearing”, “advising”, and “making recommendations” on issues affecting the service delivery and administration of the transportation disadvantaged program in the service area.

6.2 Apart from the grievance procedures outlined below, aggrieved parties with proper standing, may also have recourse through the Chapter 120, Florida Statutes Administrative Hearing Process, the judicial court system, or the Commission for the Transportation Disadvantaged.

6.3 Service Complaints. All service complaints should be recorded and reported by the Community Transportation Coordinator to the Local Coordinating Board. If the CTC is also an operator, their statistics on service complaints shall be included. Service complaints may include but are not limited to:

- Late trips (late pick-up and/or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to a client without an explanation as to why)
- Other, as deemed appropriate by the Local Coordinating Boards in the service area.

6.4 Formal Grievance. The complainant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. The formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private for-profit operators, private non-profit operators, the CTC, the Designated Official Planning Agency, elected officials, drivers. Formal grievances may include but are not limited to:

- Recurring or unresolved service complaints.
- Violations of specific laws governing the provision of TD services (i.e., Chapter 427, F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA).
- Denial of Service

- Suspension of service
- Unresolved safety issues
- Contract disputes
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures
- Other, as deemed appropriate by the Local Coordinating Boards of the service area.

6.5 All formal grievances filed must be written and contain the following:

- Name, address and phone number of the complainant.
- A statement of the grounds for the grievance, made in a clear and concise manner, supplemented by supporting documentation. This shall include a complete description of efforts taken by the complainant to resolve the complaint.
- An explanation of the complaint and the relief desired.

If the complainant does not supply the above information to substantiate the grievance, no further action will be taken.

The following nine steps constitute the process for formal grievance process:

6.6 Step One: The complainant shall first contact the CTC and the entity with which they have the complaint. The complainant may also contact the Commission for the Transportation Disadvantaged Ombudsman representative at 1-800-983-2435. (See Section 7 for the Commission Grievance Process). The CTC will attempt to mediate and resolve the grievance. The CTC contact information is:

MTM Transit  
 4650 U.S. Highway 27, South  
 Sebring, FL 33870  
 Contact: Kelly Kirk-Brooks, General Manager  
 Phone: 863-382-6004

Upon notice that a complainant wants to file a grievance, the CTC shall send the complainant a copy of the Grievance Procedures and Grievance Form. The Grievance Form is attached as Exhibit A.

Upon receipt of the completed Grievance Form, the CTC shall establish a file for the grievance and include a Grievance Log Tracking Form, attached as Exhibit B.

The CTC will review the Grievance Form, supporting documentation and then schedule a meeting with the complainant within (7) business days excluding holidays in an attempt to resolve the grievance. The meeting may be in person or via teleconference.

After the meeting, the CTC will prepare a written report, outlining the issues and their response. The written report shall be attached to the grievance and mailed to the complainant (Certified and Return Receipt Requested) within (7) business days after the meeting, excluding holidays. A copy of the report shall also be provided to the Staff Services Director of the Designated Official Planning Agency.

6.7 Step Two: If mediation with the CTC is not successful, the CTC or complainant may file an official complaint with the Staff Services Director of the Designated Official Planning Agency (Heartland Regional Transportation Planning Organization) as outlined in Section 6.5 and 6.8. The Designated Official Planning Agency Contact is:

Heartland Regional Transportation Planning Organization  
555 E. Church Street, or P.O. Box 2089  
Bartow, FL 33830  
Contact: Marybeth Soderstrom, Staff Services Director  
Phone: 1-800-297-8041 or 1-863-534-7130

6.8 Step Three: The Designated Official Planning Agency will make every effort to resolve the grievance by arranging a meeting between the involved parties in an attempt to assist them in reaching an amicable resolution. The meeting shall take place within seven (7) business days of receipt of all evidence regarding the grievance. The Designated Official Planning Agency shall prepare a report regarding the meeting outcome. The report shall be sent to the complainant, the CTC and the Chair of the Grievance Committee within seven (7) business days of the date of the meeting.

6.9 Step Four: If the Designated Official Planning Agency is unsuccessful at resolving the grievance through the process outlined in Step Three above, the complainant may request, in writing, that their grievance be heard by the Grievance Committee. This request shall be made within seven (7) business days of receipt of the report prepared as a result of the mediation meeting arranged under Step Three above and sent to the Staff Services Director of the Designated Official Planning Agency.

6.10 Step Five: Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Staff Services Director of the Official Planning Agency shall have fifteen (15) business days to contact Grievance Committee members and set a grievance hearing date and location.

6.11 The complainant and all parties involved shall be notified of the hearing date and location at least seven (7) business days prior to the hearing date by certified mail, return receipt requested.

6.12 Step Six: Upon conclusion of the hearing, the Grievance Committee must submit a written report of the hearing proceedings to the chair of the local coordinating board, to the person filing the grievance and the CTC within ten (10) business days. The report must outline the grievance and the Grievance Committee's findings/recommendations.

6.13 If the grievance is resolved through the hearing process, steps four through six, the grievance process will end. The final report will be forwarded to the members of the Local Coordinating Board and the complainant.

6.14 Step Seven: If the grievance has not been resolved as outlined in steps four through six above, the complainant may request, in writing, that their grievance be heard by the Local Coordinating Board. This request must be made in writing and sent to the Staff Services Director of the Designated Official Planning Agency (Heartland Regional Transportation Planning Organization), within five (5) business days of receipt of the Grievance Committee Hearing report. The complainant may make their request for a hearing before the Local Coordinating Board immediately following the Grievance Committee hearing, however, until the final report is prepared from that meeting, the time frames established for notification of meetings herein apply.

6.15 Step Eight: The Staff Services Director shall have fifteen (15) business days to set a meeting date. Local Coordinating Board members shall have at least ten (10) business days' notice of such meeting. The meeting shall be advertised appropriately in the news media and other mandated publications.

6.16 The Grievance Committee's report must be received by the Staff Services Director of the Designated Official Planning Agency within seven (7) business days of the date of the hearing. The report, along with all other support documentation, shall be forwarded to the Local Coordinating Board members at least five (5) business days prior to the Local Coordinating Board meeting.

6.17 Step Nine: The result/recommendations of the Local Coordinating Board hearing shall be outlined in a final report to be completed within seven (7) business days of the hearing. The report shall then be

forwarded to the complainant, members of the Grievance Committee, members of the Local Coordinating Board, the CTC and all other persons/agencies directly involved in the grievance process.

6.18 If the grievance has not been resolved as outlined in these grievance procedures, the complainant may exercise their adjudicative rights, use the Administrative Hearing Process outlined in Chapter 120, Florida Statutes, or request that their grievance be heard by the Commission for the Transportation Disadvantaged through the Ombudsman program established herein and the Commission's Grievance Process outlined in Section 7.

### **Section 7: Commission for the Transportation Disadvantaged Grievance Process**

7.1 If the Local Coordinating Board does not resolve the grievance, the complainant will be informed of his/her right to file a formal grievance with the Commission for the Transportation Disadvantaged. The complainant may begin this process by contacting the Commission through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us). Upon request of the complainant, the Commission will provide the complainant with an accessible copy of the Commission's Grievance Procedures.

7.2 If the Commission is unable to resolve the grievance, the complainant will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

All of the steps outlined in Section 6 and Section 7(1)(2) must be attempted in the listed order before a grievance will move to the next step. The complainant should be sure to try and have as many details as possible, when filing a complaint, such as date, times, names, vehicle numbers, etc.

There is an Ombudsman Program, provided by the Commission for the Transportation Disadvantaged, which is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll-free Helpline at 1-800-983-2435 or by email at [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us). By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the complainant, file the complaint with the local CTC on the complainant's behalf, to begin the local complaint process. If the complainant has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the complainant with the next step in the complaint or grievance process.

The complainant has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

## List of Names and Addresses of Persons/Entitles Referenced in Grievance Procedures

### **Community Transportation Coordinator (CTC)**

MTM Transit  
4650 U.S. Highway 27, South  
Sebring, FL 33870  
Contact: Kelly Kirk-Brooks, General Manager  
Phone: 1-863-382-6004

### **Designated Official Planning Agency**

Heartland Regional Transportation Planning Organization  
555 E. Church Street, or P.O. Box 2089  
Bartow, FL 33830  
Contact: Marybeth Soderstrom, Staff Services Director  
Phone: 1-800-297-8041 or 1-863-534-7130

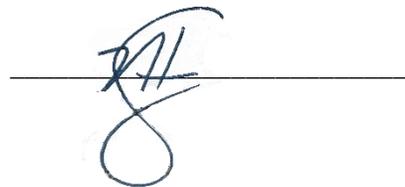
### **Grievance Committee Chair**

Heartland Regional Transportation Planning Organization  
555 E. Church Street or P.O. Box 2089  
Bartow, FL 33830  
Phone: 1-800-297-8041 or 1-863-534-7130

### **Multi-County Local Coordinating Board Chair:**

Heartland Regional Transportation Planning Organization  
555 E. Church Street or P.O. Box 2089  
Bartow, FL 33830  
Phone: 1-800-297-8041 or 1-863-534-7130

Adopted by the Local Coordinating Board on the 21st day of July 2021.





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**3. Please explain the outcome that would resolve this issue. (Please attach additional pages if needed)**

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**I hereby attest that these statements are true and correct.**

Printed Name: \_\_\_\_\_

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

**Exhibit B**

**Grievance Tracking Form  
Transportation Disadvantaged Multi-County Local Coordinating Board  
serving DeSoto, Hardee, Highlands, and Okeechobee Counties**

**CTC File Number:** \_\_\_\_\_

**Step 1 of the Grievance Process**

Date Grievance Received by the CTC: \_\_\_\_\_

Received by: \_\_\_\_\_ Date File Established: \_\_\_\_\_

Date Mediation held: \_\_\_\_\_ Was the Issue Resolved? Yes or No

Date Mediation Reports Mailed to client and HRTPO: \_\_\_\_\_

**Step 2 & 3 of the Grievance Process**

Date Grievance Received: \_\_\_\_\_ Received by: \_\_\_\_\_

Date DOPA met with Parties: \_\_\_\_\_ Was the Issue Resolved? Yes or No

Date Report Mailed to Complainant, CTC and Grievance Committee Chair: \_\_\_\_\_

**Step 4, 5, & 6 of the Grievance Process**

Date Grievance Report Received by the Grievance Committee: \_\_\_\_\_

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Grievance Committee Meeting: \_\_\_\_\_ Was the Issue Resolved? Yes or No

Date Report Mailed to Complainant, CTC and LCB: \_\_\_\_\_

**Step 7, 8, & 9 of the Grievance Process**

Date Grievance Report Received by the LCB: \_\_\_\_\_

Received by: \_\_\_\_\_ Date of LCB Hearing: \_\_\_\_\_

Was the Issue Resolved? Yes or No

Date Report Mailed to Complainant and CTC: \_\_\_\_\_

# Appendix H

## Trip Rate Calculator

**Preliminary Information Worksheet** Version 1.4

<b>CTC Name:</b>	MTM Transit, LLC
<b>County (Service Area):</b>	Desoto, Hardee, Highlands, Okeechobee
<b>Contact Person:</b>	Michele Lucas
<b>Phone #</b>	636-695-5536

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input type="radio"/> Governmental	<input checked="" type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input type="radio"/> Partially Brokered
<input checked="" type="radio"/> Private For Profit	<input type="radio"/> Sole Source

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

# Comprehensive Budget Worksheet

Version 1.4

CTC: MTM Transit, LLC  
 County: Desoto, Hardee, Highlands, Okeechobee

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

District School Board	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.
	from July 1st of 2021 to June 30th of 2022	from July 1st of 2022 to June 30th of 2023	from July 1st of 2023 to June 30th of 2024			
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
<b>Local Non-Govt</b>						
Farebox		\$ 15,000	\$ -		-100.0%	Currently Fare Free, Maybe not for the entire year
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						
<b>Local Government</b>						
District School Board						
Compl. ADA Services						
County Cash	\$ 65,125	\$ 114,648	\$ 110,000	76.0%	-4.1%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						
<b>CTD</b>						
Non-Spons. Trip Program	\$ 1,031,849	\$ 1,031,832	\$ 1,031,832	0.0%	0.0%	New TD Allocation not out yet
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>USDOT &amp; FDOT</b>						
49 USC 5307						FY2023-24
49 USC 5310	\$ 794,019			-100.0%		DOT: 5310-Rural=\$420,000
49 USC 5311 (Operating)	\$ 1,111,198	\$ 1,260,000	\$ 1,260,000	13.4%	0.0%	DOT: 5310 NEW Small Urban=\$300,000
49 USC 5311(Capital)						FY2023-24
Block Grant						5311-Rural=\$1.2K
Service Development						OTHER: DART-Small Deviated Fixed Route=5311-Are invoiced per hour
Computer Assistance						5310 and 5311 funds are invoiced per trip



**Balancing Revenue to Prevent Deficit**

Actual or Planned Use of Cash Reserve

Balancing Revenue is Short By =

	None	None		
<b>Total Revenues =</b>	<b>\$3,263,783</b>	<b>\$3,632,880</b>	<b>\$3,394,270</b>	<b>11.3% -6.6%</b>

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

**Operating Expenditures**

Labor	\$ 289,319	\$ 297,091	\$ 284,151	2.7%	-4.4%
Fringe Benefits	\$ 89,106	\$ 86,928	\$ 82,246	-2.4%	-5.4%
Services	\$ 23,596	\$ 18,404	\$ 14,657	-22.0%	-20.4%
Materials and Supplies	\$ 58,005	\$ 57,820	\$ 53,515	-0.3%	-7.4%
Utilities	\$ 7,711	\$ 11,649	\$ 10,172	51.1%	-12.7%
Casualty and Liability			\$ -		
Taxes			\$ -		
<b>Purchased Transportation:</b>					
Purchased Bus Pass Expenses			\$ -		
School Bus Utilization Expenses			\$ -		
Contracted Transportation Services	\$ 2,294,328	\$ 2,620,815	\$ 2,545,703	14.2%	-2.9%
Other			\$ -		
Miscellaneous	\$ 23,807	\$ 25,246	\$ 25,246	6.0%	0.0%
Operating Debt Service - Principal & Interest	\$ 7,598	\$ 6,809	\$ 7,261	-10.4%	6.6%
Leases and Rentals	\$ 34,800	\$ 35,844	\$ 36,919	3.0%	3.0%
Contrib. to Capital Equip. Replacement Fund			\$ -		
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect	\$ 275,676	\$ 290,630	\$ 273,942	5.4%	-5.7%
<b>Capital Expenditures</b>					
Equip. Purchases with Grant Funds			\$ -		
Equip. Purchases with Local Revenue			\$ -		
Equip. Purchases with Rate Generated Rev.			\$ -		
Capital Debt Service - Principal & Interest			\$ -		
<b>PROFIT</b>		\$ 181,644	\$ 60,459		-66.7%
<b>ACTUAL YEAR GAIN</b>	<b>\$159,838</b>				
<b>Total Expenditures =</b>	<b>\$3,103,945</b>	<b>\$3,632,880</b>	<b>\$3,394,270</b>	<b>17.0%</b>	<b>-6.6%</b>

Labor and Fringe Benefits, Services, Materials and Supplies, Utilities - based on trend of actual expenses  
 Contracted Transportation Services - Increase based on provider rates requested due to increased cost of labor and fuel  
 Miscellaneous - start-up expenses amortized over 5 years (total is \$126,230).  
 Operating Debt Service - Principal & Interest, Leases and Rentals - based on trend of actual expenses  
 Allocated indirect includes corporate support calculated as a % of revenue (Accounting, Finance, HR, Training, Legal, Marketing, IT, Executive Team)

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



AHCA				
Medicaid	\$ -	\$ -	\$ -	
Other AHCA	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
DCF				
Alcohol, Drug & Mental Health	\$ -	\$ -	\$ -	
Family Safety & Preservation	\$ -	\$ -	\$ -	
Comm. Care Dis./Aging & Adult Serv.	\$ -	\$ -	\$ -	
Other DCF	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
DOH				
Children Medical Services	\$ -	\$ -	\$ -	
County Public Health	\$ -	\$ -	\$ -	
Other DOH	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
DOE (state)				
Carl Perkins	\$ -	\$ -	\$ -	
Div of Blind Services	\$ -	\$ -	\$ -	
Vocational Rehabilitation	\$ -	\$ -	\$ -	
Day Care Programs	\$ -	\$ -	\$ -	
Other DOE	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
AWI				
WAGES/Workforce Board	\$ -	\$ -	\$ -	
AWI	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
DOEA				
Older Americans Act	\$ 47,432	\$ 47,432	\$ -	
Community Care for Elderly	\$ -	\$ -	\$ -	
Other DOEA	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
DCA				
Community Services	\$ -	\$ -	\$ -	
Other DCA	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
APD				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
DJJ				
DJJ	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
Other Fed or State				
XXXX	\$ -	\$ -	\$ -	
XXXX	\$ -	\$ -	\$ -	
XXXX	\$ -	\$ -	\$ -	
<b>Bus Pass Program Revenue</b>	\$ -	\$ -	\$ -	
Other Revenues				
Interest Earnings	\$ -	\$ -	\$ -	
XXXX	\$ -	\$ -	\$ -	

not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

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



## Worksheet for Program-wide Rates

CTC: MTM Transit, LLC Version 1.4  
County: Desoto, Hardee, Highlands, Okeechobee

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	813,901
<b>Rate Per Passenger Mile = \$</b>	<b>4.17</b>
Total Projected Passenger Trips =	57,317
<b>Rate Per Passenger Trip = \$</b>	<b>59.22</b>

Fiscal Year  
2023 - 2024

<b>Avg. Passenger Trip Length = 14.2 Miles</b>
--

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>4.17</b>
<b>Rate Per Passenger Trip = \$</b>	<b>59.22</b>

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

**Worksheet for Multiple Service Rates**

**CTC: MTM Transil Version 1.4**  
**County: DeSoto, Hardee, Highlands, Okeechobee**

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

**SECTION I: Services Provided**

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

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

**SECTION II: Contracted Services**

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do NOT Complete Section II for Group Service

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

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

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

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

Combination Trip and Mile Rate			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....

<input type="radio"/> Yes <input checked="" type="radio"/> No
--

Skip #2 - 4 and Go to Section IV

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....

<input checked="" type="radio"/> Per Trip <input type="radio"/> Leave Blank
--

per passenger mile?  **Pass. Mile**

3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank

4. How much will you charge each escort?  Leave Blank

**SECTION IV: Group Service Loading** Do NOT Complete Section IV

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)

..... And what is the projected total number of Group Vehicle Revenue Miles?  **Leasing Rate** **9.99** to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above

\* Be sure to leave the service **BLANK** if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2023 - 2024			
		Ambul	Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	813,901	663,330	150,571	0	0
<b>Rate per Passenger Mile =</b>		<b>\$3.68</b>	<b>\$6.31</b>	<b>\$0.00</b>	<b>\$0.00</b>
<small>per passenger per group</small>					
-----					
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	57,317	46,713	10,604	0	0
<b>Rate per Passenger Trip =</b>		<b>\$52.31</b>	<b>\$63.67</b>	<b>\$0.00</b>	<b>\$0.00</b>
<small>per passenger per group</small>					
-----					
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...					
<b>Combination Trip and Mile Rate</b>					
...INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) = <input type="text"/> \$0.00					
<b>Rate per Passenger Mile for Balance =</b>		<b>\$3.68</b>	<b>\$6.31</b>	<b>\$0.00</b>	<b>\$0.00</b>
<small>per passenger per group</small>					

\$ 3,394,270.00 \$ 3,394,270.00

\$ -

\$ 3,394,270.00 \$ 3,394,270.00

\$ 3,394,270.00 \$ 3,394,270.00

\$ 3,394,270.00 \$ 3,394,270.00

**Rates If No Revenue Funds Were Identified As Subsidy Funds**

		Ambul	Wheel Chair	Stretcher	Group
<b>Rate per Passenger Mile =</b>		<b>\$3.68</b>	<b>\$6.31</b>	<b>\$0.00</b>	<b>\$0.00</b>
<small>per passenger per group</small>					
-----					
<b>Rate per Passenger Trip =</b>		<b>\$52.31</b>	<b>\$63.67</b>	<b>\$0.00</b>	<b>\$0.00</b>
<small>per passenger per group</small>					

**Program These Rates into Your Medicaid Encounter Data**

\$ 3,394,270.00

\$ 3,394,270.00