Transportation Disadvantaged Service Plan
for Glades and Hendry Counties
(The Coordinated Public Transit-Human Services Transportation Plan)

2014-2020
2020 Update

Prepared By
Heartland Regional Transportation Planning Organization and MV Transportation

heartlandregionaltpo.org
(863) 534-7130
How to get involved

CALL US @ (863) 534-7130
8:00 a.m. to 5:00 p.m. Monday through Friday
Se habla espanol
Dial 711 for the Florida Relay Service (TTY)

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

VISIT OUR WEBSITE
www.HeartlandRegionalTPO.org

COME TO AN EVENT
The HRTPO participates in events throughout the region and hosts workshops for citizens to learn about projects where they work and live. Visit the HRTPO website at heartlandregionaltpo.org to learn more.

PARTICIPATE IN PERSON
Make a public comment at a HRTPO board or committee meeting. Find our calendar of events at heartlandregionaltpo.org

VOLUNTEER
To serve as a representative on a HRTPO committee contact 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.
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: [Signature]
Date: 6/19/19

GLADES & HENDRY

<table>
<thead>
<tr>
<th>POSITION</th>
<th>MEMBER</th>
<th>REPRESENTATION</th>
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</thead>
<tbody>
<tr>
<td>Chair</td>
<td>Emma Byrd, Commissioner</td>
<td>Hendry County Commissioner</td>
</tr>
<tr>
<td>Vice Chair</td>
<td>Donna Storter-Long, Commissioner</td>
<td>Glades County Commissioner</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>REPRESENTATION</th>
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<tr>
<td>Agency for Healthcare Administration</td>
<td>Maribel Perez</td>
<td>Glenda Gonzalez</td>
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<tr>
<td>Children at Risk Representative</td>
<td>Edwin Melendez</td>
<td>Vanessa Fischel</td>
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<tr>
<td>Citizen Advocate User Representative</td>
<td>Vacant</td>
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<tr>
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<td>Bill Iffland</td>
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<td>Barbara Ramos</td>
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<td>Charlene Blum</td>
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<td>Department of Transportation</td>
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<td>Michelle Peronto</td>
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<tr>
<td>Disabled Representative</td>
<td>Lisa Sands</td>
<td>Vacant</td>
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<td>Suseth Cunningham</td>
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<tr>
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<tr>
<td>Veterans Service Office</td>
<td>Bob Jones</td>
<td>Vacant</td>
</tr>
<tr>
<td>Private Operator</td>
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<td>N/A</td>
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CERTIFICATION

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 22, 2020.

April 22, 2020  Emma Byrd
Date Emma Byrd, Local Coordinating Board Vice Chair

Approved by the Commission for the Transportation Disadvantaged

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

<table>
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<tr>
<th>Representation</th>
<th>Member</th>
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<th>Voted Against</th>
<th>Absent From Voting</th>
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<td>Agency for Healthcare Administration</td>
<td>Singe Jacobson</td>
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<td>Children at Risk Representative</td>
<td>Edwin Melendez</td>
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<td>Citizen Advocate Representative</td>
<td>Kristina Rodriguez</td>
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<td>Community Action Agency</td>
<td>Fred Richards</td>
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<td>Community Transportation Coordinator</td>
<td>Kelly Kirk Brooks</td>
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<tr>
<td>Department of Children and Families</td>
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<td>x</td>
<td></td>
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<tr>
<td>Department of Elder Affairs</td>
<td>Shelby Yevington</td>
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<tr>
<td>Department of Transportation</td>
<td>Kelley Fernandez</td>
<td>x</td>
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<tr>
<td>Disabled Representative</td>
<td>Lisa Sands</td>
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<td></td>
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</tr>
<tr>
<td>Division of Vocational Rehabilitation or Division of Blind Services</td>
<td>Fareedah Laney</td>
<td></td>
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</tr>
<tr>
<td>Agency for Persons with Disabilities</td>
<td>Donna Fain</td>
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<td>Elderly Representative</td>
<td>Mary Bartoshuk</td>
<td>x</td>
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<td>Public Education Community</td>
<td>Jim Brickel</td>
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<tr>
<td>Regional CareerSource Board</td>
<td>Rebecca Meeler</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Medical Community</td>
<td>Nancy Acevedo</td>
<td>x</td>
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</table>
I. Development Plan
The Transportation Disadvantaged Service Plan (TDSP) is coordinated between the following partners:

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

A. Introduction of Service Area

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 as defined in s.411.202”

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

Florida Commission for the Transportation Disadvantaged (CTD)
The Florida Commission for the Transportation Disadvantaged is an independent commission housed administratively within the Florida Department of Transportation and reports to the Governor and the Legislature. The purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged. The Florida Legislature created the Commission for the Transportation Disadvantaged in 1989. The Commission sets policies and provides direction to its staff in the areas of quality assurance and program evaluation, technical assistance and training, review of policies and procedures, contract management and financial accountability. The Commission for
the Transportation Disadvantaged administers the Transportation Disadvantaged Trust Fund and implements all provisions in Chapter 427.013 F.S.

**Planning Agency**

**Heartland Regional Transportation Planning Organization (HRTPO)** FORMED ON APRIL 29, 2015, THE HEARTLAND REGIONAL TRANSPORTATION PLANNING ORGANIZATION (HRTPO) COORDINATES TRANSPORTATION PLANS FOR THE HEARTLAND REGION INCLUDING THE SIX COUNTIES OF DESOLO, GLADES, HARDEE, HENDRY, HIGHLANDS AND OKEECHOBEE AND THE URBANIZED AREA OF HIGHLANDS COUNTY INCLUDING THE CITIES OF SEBRING AND AVON PARK. THE HRTPO PROVIDES THE FORUM FOR LOCAL ELECTED OFFICIALS, THEIR STAFF, AND INDUSTRY EXPERTS, AND THE PUBLIC TO WORK TOGETHER TO IMPROVE TRANSPORTATION IN THE HEARTLAND REGION.

As the Transportation Disadvantaged program was established prior to the formation of the HRTPO, the Southwest Florida Regional Planning Council served as the designated official planning agency for Glades and Hendry counties.

Effective July 1, 2018, the HRTPO was designated as the official planning agency for the Transportation Disadvantaged Program in Glades and Hendry counties. The HRTPO is also the planning agency for the multi-county service area of DeSoto, Hardee, Highlands, and Okeechobee.

**Local Coordinating Board (LCB)**

<table>
<thead>
<tr>
<th>The Local Coordinating Board is responsible for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review and approve the Memorandum of Agreement and the Transportation Disadvantaged Service Plan drafted by the planning agency and CTC and approved by the LCB, prior to submittal to the Commission.</td>
</tr>
<tr>
<td>Evaluate services provided by the CTC under the approved Transportation Disadvantaged Service Plan (TDSP).</td>
</tr>
<tr>
<td>In cooperation with the CTC, review and provide recommendations to the Commission on funding applications affecting the transportation disadvantaged.</td>
</tr>
<tr>
<td>Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.</td>
</tr>
<tr>
<td>Evaluate multi-county or regional transportation opportunities.</td>
</tr>
<tr>
<td>Appoint a Grievance Committee to serve as a mediator.</td>
</tr>
<tr>
<td>Prepare an Actual Expenditure Report.</td>
</tr>
<tr>
<td>Review and approve the Transportation Disadvantaged Service Plan (TDSP) and its updates for consistency with approved guidelines, goals and objectives of the Local Coordinating Board.</td>
</tr>
</tbody>
</table>

The Planning Agency is responsible for appointing a local coordinating board. The purpose of the coordinating board is to identify local service needs and to provide advice and direction to
the Community Transportation Coordinator (CTC) concerning the coordination of transportation services. Each Local Coordinating Board (LCB) is recognized as an advisory body to the Commission.

**Community Transportation Coordinator (CTC)**

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.

Based on either negotiations or competitive proposal process, the official planning agency selects a Community Transportation Coordinator (CTC) for recommendation to the Florida Commission for the Transportation Disadvantaged which has final approval.

MV Transportation was designated as the emergency CTC for Glades and Hendry counties and started service to the community on February 24, 2020, after Good Wheels, the previous CTC, suspended all operations on February 19, 2020.

---

**The Community Transportation Coordinator will:**

- Develop, implement and monitor an approved Coordinated Transportation Disadvantaged Service Plan.
- Execute uniform contracts for service.
- Collect annual operating data for submittal to the TD Commission.
- Review annually all transportation operator contracts.
- Maximize the utilization of school bus and public transportation services in accordance with Chapter 427.0158.
- In cooperation with a functioning Local Coordinating Board, review all applications for local government, federal and state transportation disadvantaged funds and develop and implement cost effective coordination strategies.
- In cooperation with the Local Coordinating Board, develop and negotiate a Memorandum of Agreement for submittal to the Commission outlining the services planned.
- Have full responsibilities for the delivery of transportation services for the transportation disadvantaged as outlined in Chapter 427.015(2), F.S.
2. Community Transportation Coordinator Designation Date/History

<table>
<thead>
<tr>
<th>Year</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Until 1990</td>
<td>Tri-County Senior Services served as the CTC.</td>
</tr>
<tr>
<td>May 1991</td>
<td>Goodwill of Southwest Florida, Inc. was appointed as the Community Transportation Coordinator. Goodwill formed a separate organization, Good Wheels, Inc. to perform the coordination duties of the TD program.</td>
</tr>
<tr>
<td>1999</td>
<td>A competitive procurement process was conducted by the Southwest Florida Regional Planning Council (SWFRPC) and Good Wheels, Inc. to be the CTC for Glades and Hendry Counties for a three-year contract starting July 1, 2000.</td>
</tr>
<tr>
<td>2002</td>
<td>The SWFRPC conducted a competitive procurement process and Good Wheels, Inc. was selected to be the CTC for another three-year contract starting July 1, 2003.</td>
</tr>
<tr>
<td>2003</td>
<td>Pursuant to the Commission for the Transportation Disadvantaged order issued on September 22, 2003, all Memorandum of Agreements (MOAs) were extended for two years – bringing the MOA in Glades and Hendry to end on June 30, 2008.</td>
</tr>
<tr>
<td>2007</td>
<td>The SWFRPC conducted a competitive procurement process and Good Wheels, Inc. was selected to be the CTC for a five-year contract for the period of through June 30, 2013.</td>
</tr>
<tr>
<td>2012</td>
<td>The SWFRPC conducted a competitive procurement process and Good Wheels, Inc. was selected to be the CTC for a five-year contract for the through June 30, 2018.</td>
</tr>
<tr>
<td>2018</td>
<td>The Heartland Regional Transportation Planning Organization assumed the duties of the Designated Official Planning Agency and requested a one-year extension in order to conduct the selection process.</td>
</tr>
<tr>
<td>2019</td>
<td>Pursuant to the Commission for the Transportation Disadvantaged, all Memorandum of Agreements (MOAs) expiring in 2019 were extended for one year – bringing the MOA in Glades and Hendry to end on June 30, 2020.</td>
</tr>
<tr>
<td>2020</td>
<td>Good Wheels, the previous CTC, suspended all operations on February 19, 2020. MV Transportation was designated as the emergency CTC until June 30, 2020 for Glades and Hendry counties and started service to the community on February 24, 2020.</td>
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</table>
3. Organizational Chart

4. Consistency Review of other Plans
This Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following documents.

<table>
<thead>
<tr>
<th>Document</th>
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<tr>
<td>Local Government Comprehensive Plans</td>
<td>Consistent, to the maximum extent feasible</td>
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<tr>
<td>Strategic Regional Policy Plan</td>
<td>Consistent, to the maximum extent feasible</td>
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<tr>
<td>Southwest Florida Regional Planning Council’s “Strategic Regional Policy Plan”</td>
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<td>Commission for the Transportation Disadvantaged Five-Year Plan</td>
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<tr>
<td>HRTPO 2040 Long Range Transportation Plan</td>
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<td>Transportation Improvement Programs</td>
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<td>HRTPO Public Participation Plan</td>
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<tr>
<td>FDOT Heartland Rural Mobility Plan</td>
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5. Public Participation

In August of 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 in order 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 include 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 following information on the two-county service area of Glades and Hendry Counties is from the Heartland Rural Mobility Plan, Undated in 2018.

1. Glades County
Glades County is located in the center of the Heartland region and west of Lake Okeechobee. An examination of the 2015 American Community Survey (ACS) data reveals Glades County’s population has increased by 5% to 13,272 since 2010. Small clusters of population are near Moore Haven and the census designated place (CDP) of Buckhead Ridge. The majority of the block groups in the county have a population density below 100 persons per square mile. There are two block groups located in the City of Moore Haven with high population density which may represent a good public transportation market.

Age characteristics also affect public transportation demand; older populations lose driving privileges because of diminishing skills associated with the aging process and younger populations have limited resources or are not eligible to drive. Examining the age categories and trends helps identify the age related public transportation markets. The age demographics are changing with the over age 65 category increasing from 20.9% to 25.5% and the under 18 age population becoming a smaller proportion from 19.6% to 16.9%. With population projection data from BEBR illustrates a continuation of this trend with the over age 65 making up nearly 30% and the under 18 population 15% of the total population in 2045.
**Legend**

Persons per Square Mile

- 5 - 8
- 9 - 15
- 16 - 19
- 20 - 67
- 68

### Population Trends

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<th>Age Group</th>
<th>2010</th>
<th>2015</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
<th>2035</th>
<th>2040</th>
<th>2045</th>
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<td>2,291</td>
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<td>4,571</td>
<td>4,646</td>
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<td>45 - 64</td>
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<tr>
<td>Over 85</td>
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<td>465</td>
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<td>468</td>
<td>581</td>
<td>648</td>
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<td>Total</td>
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<td>13,272</td>
<td>13,484</td>
<td>13,985</td>
<td>14,384</td>
<td>14,717</td>
<td>15,005</td>
<td>15,265</td>
</tr>
</tbody>
</table>

U.S. Census block group population distribution by persons per square mile
<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total 2015</th>
<th>Percent 2015</th>
<th>Total 2010</th>
<th>Percent 2010</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 17</td>
<td>2,243</td>
<td>16.90%</td>
<td>2,473</td>
<td>19.60%</td>
<td>-230</td>
</tr>
<tr>
<td>18 – 44</td>
<td>4,260</td>
<td>32.10%</td>
<td>4,227</td>
<td>33.50%</td>
<td>33</td>
</tr>
<tr>
<td>45-64</td>
<td>3,451</td>
<td>26.00%</td>
<td>3,293</td>
<td>26%</td>
<td>158</td>
</tr>
<tr>
<td>65-85</td>
<td>2,853</td>
<td>22%</td>
<td>2,561</td>
<td>20.30%</td>
<td>292</td>
</tr>
<tr>
<td>Over 85</td>
<td>465</td>
<td>3.50%</td>
<td>76</td>
<td>0.60%</td>
<td>389</td>
</tr>
<tr>
<td>Total</td>
<td>13,272</td>
<td>100%</td>
<td>12,617</td>
<td>100%</td>
<td>655</td>
</tr>
</tbody>
</table>

Population Change (2010-2015)
Employment, Income and Household Characteristics

Work activities, income levels and household characteristics influence travel behavior. Accordingly, examining these characteristics reveals additional public transportation markets in Glades County. For example, public transportation may offer reliable transportation to low-wage workers and people living below poverty to retain existing or access new employment. This section describes markets related to employment, income and household characteristics.

Income and Poverty

The median income in Glades County was $34,877 in 2015, which was below the state median income of $47,507. Glades County’s median income declined significantly since 2010 when Glades County’s median income was $39,429. The map below illustrates the median income for block groups in the county. The block groups with the lowest median income are located along the southwestern edge of Lake Okeechobee in the City of Moore Haven. The median income for the City of Moore Haven is $29,918. Areas with lower incomes benefit from public transportation services due to lower disposable income, which affects the ability to maintain and own reliable transportation. Figure below also illustrates the distribution of household income levels for the county.

<table>
<thead>
<tr>
<th>Glades County</th>
<th>Percent of Household</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income Categories</strong></td>
<td><strong>2015</strong></td>
</tr>
<tr>
<td>$10,000 or less</td>
<td>12.1%</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>7.9%</td>
</tr>
<tr>
<td>$15,000 to $24,999</td>
<td>15.3%</td>
</tr>
<tr>
<td>$25,000 to $34,999</td>
<td>14.9%</td>
</tr>
<tr>
<td>$35,000 to $49,999</td>
<td>17.3%</td>
</tr>
<tr>
<td>$50,000 to $74,999</td>
<td>19.7%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>4.0%</td>
</tr>
<tr>
<td>$100,000 to $149,999</td>
<td>5.8%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>1.2%</td>
</tr>
<tr>
<td>$200,000 and above</td>
<td>1.8%</td>
</tr>
<tr>
<td>Median Income</td>
<td>$34,877</td>
</tr>
</tbody>
</table>

Household income levels
Segments of the population living below the poverty line are another public transportation market, with low wage workers needing access to employment and other impoverished segments needing access to food, healthcare and other vital destinations. Since 2012, the percent of the county living below poverty decreased from 25.3% to 20.2% in 2015. Providing public transportation options to areas with higher poverty rates could improve employment opportunities and expand access to vital activities.

The availability of vehicles are crucial for accessing vital activities. Areas with a high number of households without vehicles available have higher demand for public transportation services. According to the 2015 census, 1.7% of households had zero vehicles in Glades County. Very few households are without a personal automobile, and given the rural nature and the lack of public transportation, this is typical. The only area with a discernable number of households with zero vehicles is located in Moore Haven. The figure below displays vehicle availability for 2010 and 2015.

<table>
<thead>
<tr>
<th>Vehicles Per Household</th>
<th>2015</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zero Vehicle Households</td>
<td>1.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>One Vehicle Households</td>
<td>22.9%</td>
<td>32.0%</td>
</tr>
<tr>
<td>Two Vehicle Households</td>
<td>51.6%</td>
<td>45.0%</td>
</tr>
<tr>
<td>Three or more Vehicle Households</td>
<td>23.7%</td>
<td>27.2%</td>
</tr>
</tbody>
</table>

**Employment and Commuting**

Employment and commuting patterns influence transportation options. The working age population, labor force participation and unemployment rates affect transportation systems.

---

1 Poverty Data for Rural Counties were not available from the American Community Survey Five Year Dataset. Consequently, the 2012 data were used for Glades County.
More importantly, commuting characteristics, job and home locations of workers and low wage workers influence the public transportation market.

The analysis in the employment and commuting section relies upon two different employment data sets, the ACS and LEHD. The ACS data and LEHD data have different total jobs and employment due to the nature of the data. ACS is a survey of residents and the LEHD is based on administrative records such as unemployment insurance. The LEHD does not report on “agricultural labor” and a few other employment types. For the purposes of identifying employment commuting flows and patterns the LEHD data is sufficient.

Based on the ACS 2015 data, Glades County’s working age population was over 11,100 with 33% (3,700) participating in the labor force. Glades County’s unemployment rate was 12.9% in 2015, the second highest unemployment rate in the Heartland counties. Unemployed residents may benefit from public transportation services to access employment opportunities as well as other life sustaining activities such as retail and medical purposes.

Racial and Ethnic Population

Comparison of the minority population since 2010 reflects a small demographic shift in the county. Since 2010, the black and African American population increased from 1,182 in 2010 to 1,729 in 2015 representing an increase of 3.6% to 13.0%. The Hispanic population has grown since 2010, from 2,480 to 2,817 in 2015. Further, the proportion of the Hispanic population
increased slightly, from 19.7% to 21.2%. Based on U.S. 2015 ACS Census data, 8.6% of Glades County citizens speak English less than very well.

2. Hendry County
Hendry County is located in the southern portion of the Heartland region. Since 2010, the county's population decreased slightly by 667 people to 38,363 people in 2015. Hendry County is the third most populous county in the Heartland region with 38,363 residents. Slightly more than 30% of the population reside within cities of Clewiston (7,240) and La Belle (4,648). Two other census-designated places (CDP), Harlem and Montura also are home to 2,347 and 3,087 residents respectively. The remaining 55% live in the more rural portions of the county.

Demographically, the county’s population is increasingly becoming older with the proportion of the under age 18 population decreasing and the over age 65 proportion increasing. The over age 65 population in Hendry County increased to 4,719 in 2015, representing 12.3% of the population. Conversely, the proportion of the population under age 18 declined. Based on projections from the Bureau of Economic and Business Research (BEBR) this trend will become more predominant with 20% of Hendry County’s residents projected to be over age 65 and the under 18 population decreasing from 28% to 26.5% by 2045.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>2015 Total</th>
<th>2015 Percent</th>
<th>2010 Total</th>
<th>2010 Percent</th>
<th>Change Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 17</td>
<td>10,703</td>
<td>27.90%</td>
<td>11,006</td>
<td>28.20%</td>
<td>-303</td>
</tr>
<tr>
<td>18 – 44</td>
<td>14,118</td>
<td>36.80%</td>
<td>15,378</td>
<td>39.40%</td>
<td>-1260</td>
</tr>
<tr>
<td>45-64</td>
<td>8,823</td>
<td>23%</td>
<td>8,313</td>
<td>21.30%</td>
<td>510</td>
</tr>
<tr>
<td>65-85</td>
<td>4,028</td>
<td>10.50%</td>
<td>3,903</td>
<td>10%</td>
<td>125</td>
</tr>
<tr>
<td>Over 85</td>
<td>691</td>
<td>1.80%</td>
<td>429</td>
<td>1.10%</td>
<td>262</td>
</tr>
<tr>
<td>Total</td>
<td>38,363</td>
<td>100%</td>
<td>39,030</td>
<td>100%</td>
<td>-667</td>
</tr>
</tbody>
</table>

*Population Change by Age Categories*
Hendry County Population Density

Age Group | 2010 | 2015 | 2020 | 2025 | 2030 | 2035 | 2040 | 2045
---|---|---|---|---|---|---|---|---
0 – 17   | 11,006 | 10,703 | 10,883 | 10,864 | 10,798 | 10,889 | 10,993 | 11,059
18 – 44  | 15,378 | 14,118 | 13,842 | 14,076 | 14,140 | 14,082 | 13,943 | 14,125
45-64    | 8,313 | 8,823 | 8,974 | 8,799 | 8,532 | 8,441 | 8,536 | 8,479
65-85    | 3,903 | 4,028 | 4,852 | 5,521 | 6,137 | 6,493 | 6,777 | 6,702
Over 85  | 429 | 691 | 711 | 852 | 1,039 | 1,242 | 1,442 | 1,752
Total    | 39,029 | 38,363 | 39,242 | 40,092 | 40,646 | 41,127 | 41,694 | 42,117

Sources: Est, Delmarva, NAVTEQ, USGS, Intermap, PC NRCAN, Esri, Japan, METI, Esri China (Hong Kong), Esri (Thailand), TomTom, 2013
**Income and Household Characteristics**

Income levels, vehicle availability and poverty levels have implications for public transportation demand and mobility options. This section describes the income and household characteristics that influence the needs and alternatives of Hendry County residents.

Hendry County’s median income of $36,771 was the highest in the Heartland region and the county had the third lowest poverty rate. The median income in Hendry County has gone down by $527 since 2010. By examining the median income of Census Block Groups in Hendry
County, the clustering of higher and lower income communities becomes clearer. The areas with higher median incomes are closely aligned with the cities of Clewiston and La Belle. Mapping populations living below the poverty line reveal similar patterns with small clusters of poverty inside the City of Clewiston and La Belle as well as the CDP’s of Harlem and Montura. A lower percentage of Hendry County residents live below the poverty level since 2010. However, more than 1 in 4 (26.4%) residents lived below the poverty level, which was much higher than the statewide poverty rate of 15.5% in 2015.

Among the Heartland Counties, Hendry County had the second lowest percentage of homes with income below $10,000 while the Florida statewide percentage was 7.8%.

<table>
<thead>
<tr>
<th>Hendry County, Florida</th>
<th>Percent of Household</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income Categories</strong></td>
<td>2015</td>
</tr>
<tr>
<td>$10,000 or less</td>
<td>9.5%</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>7.4%</td>
</tr>
<tr>
<td>$15,000 to $24,999</td>
<td>20.4%</td>
</tr>
<tr>
<td>$25,000 to $34,999</td>
<td>10.2%</td>
</tr>
<tr>
<td>$35,000 to $49,999</td>
<td>14.3%</td>
</tr>
<tr>
<td>$50,000 to $74,999</td>
<td>17.5%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>9.6%</td>
</tr>
<tr>
<td>$100,000 to $149,999</td>
<td>6.5%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>2.7%</td>
</tr>
<tr>
<td>$200,000 and above</td>
<td>1.9%</td>
</tr>
<tr>
<td><strong>Median Income</strong></td>
<td>$36,771</td>
</tr>
</tbody>
</table>

**Distribution of Household Income**

Hendry County had the second highest percentage of homes without a vehicle. With 6.3% of homes without a vehicle available, Hendry had a higher zero vehicle percentage than Florida’s statewide average of 3%. Examining the distribution of homes without a vehicle available reveals that small pockets of households in and around the cities of Clewiston and La Belle have no cars available.

<table>
<thead>
<tr>
<th>Vehicles Per Household</th>
<th>2015</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Zero Vehicle Households</strong></td>
<td>6.3%</td>
<td>7.0%</td>
</tr>
<tr>
<td><strong>One Vehicle Households</strong></td>
<td>26.2%</td>
<td>25.0%</td>
</tr>
<tr>
<td><strong>Two Vehicle Households</strong></td>
<td>35.7%</td>
<td>39.0%</td>
</tr>
<tr>
<td><strong>Three or more Vehicle Households</strong></td>
<td>31.8%</td>
<td>31.8%</td>
</tr>
</tbody>
</table>

**Vehicles Per Household**

Twenty-eight percent of the jobs located in Hendry County had a monthly income below $1,250. Figure B-2 below illustrates the location and distribution of the low wage employment.
Commuting Patterns

Employment and commuting patterns influence transportation options. The working age population, labor force participation and unemployment rates affect transportation systems. More importantly, commuting characteristics, job and home locations of workers and low wage workers make up the public transportation market.

The analysis in the employment and commuting section relies upon two different employment data sets, the ACS and LEHD. The ACS data and LEHD data have different total jobs and employment due to the nature of the data. ACS is a survey of residents and the LEHD is based on administrative records such as unemployment insurance. The LEHD does not report on “agricultural labor” and a few other employment types. Nonetheless, for the purposes of identifying employment commuting flows and patterns the LEHD data is sufficient.

Based on the ACS 2015 data, Hendry County’s working age population was 28,750 in 2015 with 58.1% (16,704) participating in the labor force. Hendry County’s unemployment rate was 11.9% in 2015, the fourth lowest in Heartland counties. Unemployed residents may benefit from public transportation services to access employment opportunities as well as other life sustaining activities such as retail and medical purposes.

Racial and Ethnic Population

Comparison of the minority population since 2010 reflects a demographic shift in the county. Since 2010, the black and African American population decreased by 1,270 and its proportion of the county population decreased to 12% from 15%. The Hispanic population has grown since 2010, from 18,621 to 19,382 in 2015. Further, the Hispanic population is making up a larger percentage of the total population, from 47.7% to 50.5%. Hendry County also had a large percentage (46.8%) of the population of which English is not the primary language spoken at home.

3) Major Trip Generators

Major Private Sector Employers

<table>
<thead>
<tr>
<th>Glades County</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moore Haven Correctional Facility</td>
<td>250-499</td>
</tr>
<tr>
<td>Seminole Casino Brighton</td>
<td>50-99</td>
</tr>
<tr>
<td>Glades Electric Co-op</td>
<td>50-99</td>
</tr>
<tr>
<td>Graham Farm</td>
<td>50-99</td>
</tr>
<tr>
<td>Wedgeworth’s Inc.</td>
<td>20-49</td>
</tr>
<tr>
<td>Oldcastle Lawn &amp; Garden</td>
<td>20-49</td>
</tr>
<tr>
<td>Florida Community Health Care</td>
<td>20-49</td>
</tr>
<tr>
<td>Brighton Medical Ctr</td>
<td>20-49</td>
</tr>
<tr>
<td>Big Lake Home Health Svc</td>
<td>20-49</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hendry County</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td>Employees</td>
</tr>
</tbody>
</table>

Transportation Disadvantaged Service Plan, 2014-2020 | 24
United States Sugar Corporation | 2,500
Florida Southwestern State College | 501
Gator Harvesting Inc. | 350
D & K Harvesting Inc. | 350
Southern Garden Citrus | 350
J & J Ag Products Inc. | 300
Everglades Harvesting & Hauling | 300
Walmart Supercenter | 239

Source: Glades & Hendry County Economic Development Councils

### 2018/19 Trips by Purpose Provided by Community Transportation Coordinator

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Number of trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>8,722</td>
</tr>
<tr>
<td>Employment</td>
<td>2,204</td>
</tr>
<tr>
<td>Education/Training</td>
<td>1,314</td>
</tr>
<tr>
<td>Nutritional</td>
<td>0</td>
</tr>
<tr>
<td>Life-Sustaining/Other</td>
<td>8,950</td>
</tr>
<tr>
<td><strong>TOTAL TRIPS</strong></td>
<td><strong>21,190</strong></td>
</tr>
</tbody>
</table>

Source: 2018/19 Annual Operating Report for Glades and Hendry Counties

### 4) Inventory of Available Transportation Services

**Transportation Disadvantaged Services**

The Florida Commission for the Transportation Disadvantaged Program is a statewide initiative to provide transportation for children at risk, seniors, persons with disabilities, and people considered low-income. The program coordinates Federal, state, and local funding sources to provide transportation to these groups for medical appointments, employment, education, and other life sustaining activities.

**Transportation Disadvantaged Service Plans**

Each Florida county or service region has the responsibility of accomplishing the coordination of safe, efficient, cost effective transportation services to those individuals who are considered Transportation Disadvantaged. To facilitate this, each county in coordination with the Designated Official Planning Agency, Local Coordinating Board, and Community Transportation Coordinator are tasked with the development of a Transportation Disadvantaged Service Plan (TDSP) for each county. The TDSP is a comprehensive analysis of the service area that identifies the transportation services available and service standards.
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. Glades and Hendry Counties have CTC services provided by MV Transportation, a private for profit corporation.

Commuter Assistance
Commuter Connector is a program of the Florida Department of Transportation that serves the Heartland Counties. Working with businesses and governments, this program helps facilitate carpooling, vanpooling, transit options, walking and bicycling programs, emergency ride home, and initiates the establishment of park and ride lots. The program promotes company, employee, and the 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. MV Transportation, Inc. contracts with several service providers in the area to provide service within and outside of DeSoto, Glades, Hardee, Highlands, Hendry and Okeechobee Counties, and Commuter Connector facilitates inter-county and inter-region transportation. 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. The Dr. Ella Piper Center in Lee County provides two volunteer transportation programs focused on seniors in DeSoto and Hendry Counties, which can take passengers from their home in one of these two Heartland region counties to surrounding counties.

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, and the National Household Travel Survey and fixed route bus coverage are examples of the data utilized. These sources are helpful in capturing 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.

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. 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 an 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 2027.

<table>
<thead>
<tr>
<th>Glades Critical Need - Severely Disabled TD Population</th>
<th>Not Low Income</th>
<th>Low Income</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Elderly</td>
<td>80</td>
<td>32</td>
<td>111</td>
</tr>
<tr>
<td>Elderly</td>
<td>455</td>
<td>60</td>
<td>515</td>
</tr>
<tr>
<td>TOTAL</td>
<td>535</td>
<td>92</td>
<td>627</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hendry Critical Need - Severely Disabled TD Population</th>
<th>Not Low Income</th>
<th>Low Income</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Elderly</td>
<td>242</td>
<td>97</td>
<td>338</td>
</tr>
<tr>
<td>Elderly</td>
<td>652</td>
<td>86</td>
<td>738</td>
</tr>
<tr>
<td>TOTAL</td>
<td>894</td>
<td>183</td>
<td>1,077</td>
</tr>
</tbody>
</table>
2. Needs Assessment
Successful coordination of transportation services depends on an effective planning process that establishes priorities and goals. The Glades/Hendry (TDSP) has four 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 on-going meetings with social service agencies, public forums, and identified unmet trip needs.

<table>
<thead>
<tr>
<th>Identified Unmet Service Needs</th>
<th>Proposed Plan</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service/Financial Gaps</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment related trips</td>
<td>Continue partnerships with CareerSource Boards, Vocational Rehabilitation Programs, Community Colleges, and Private Sector, to identify community needs and coordinate services</td>
<td>Continue monitoring funds that are applicable for employment related use</td>
</tr>
<tr>
<td>General Public Trips</td>
<td>Continue to apply for FTA Section 5311 and 5310 operating funds</td>
<td>On-going</td>
</tr>
<tr>
<td>Elderly and Disabled</td>
<td>Continue to apply for FTA 5310 Operating Funds</td>
<td>Grant funds applied for annually</td>
</tr>
<tr>
<td>Resources for Expanded Services</td>
<td>Coordinate with Mobility Management, and Commuter Services</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Extend Service Hours (evenings and weekends)</td>
<td>Work with CTC to expand service hours to coincide with the needs of customer transported under these programs</td>
<td>Service expansion includes service over weekends and evenings coordinated with service needs</td>
</tr>
<tr>
<td>Funding Shortfalls</td>
<td>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</td>
<td>The CTC will apply for capital and operational funding</td>
</tr>
<tr>
<td>Coordination Contracts</td>
<td>The CTC and LCB will review all existing and new applications for Coordination Contracts</td>
<td>CTC will continue to coordinate resources resulting in cost effective, efficient service provision</td>
</tr>
<tr>
<td>Capital Procurement</td>
<td>Apply for capital grants for replacement and expansion of vehicle fleet when funds are available</td>
<td>The CTC will continue to apply for capital funding.</td>
</tr>
</tbody>
</table>
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** - There is no fixed route public transportation system in the service area, and private taxi service is generally too expensive for transportation disadvantaged citizens to access.

- **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, all local cash match requirements are met; typically, by each County Commission. 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, 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 to the TD provision of service. TD dollars are perceived as dollars to supplant rather than expand transportation services. 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 is in conflict with the CTC’s directive which is to secure sponsored trips and lessen the demand on limited TD dollars.

- **Administrative Tasks** - Clearly, a very positive aspect of the transportation disadvantaged program has been funds for providing long and short-range planning. However, funding levels limit planning effectiveness.

- **Rising Cost** - The goal of providing cost-effective, efficient transportation tends to be lost because of the rising costs in fuel and insurance over the years. Program eligibility processing, funding cuts and Drug/Alcohol Testing/Monitoring put a strain on personnel and funding resources.

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.

- 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 customer 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 Glades/Hendry Local Coordinating Board developed their mission statement as:

To identify transportation disadvantaged persons, their needs, and available resources, and provide a cost effective, accessible, coordinated transportation service in Glades and Hendry Counties.

One of the initial tasks in the development of a five-year plan is to identify what the intent of the plan is 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, in order to develop strategies for goal attainment.
### Goal 1: Identify and Analyze Demand for Service in the Service Area

<table>
<thead>
<tr>
<th>Objective</th>
<th>Strategy</th>
<th>Measure</th>
<th>Responsibly Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review trips denied and/or not provided at requested time</td>
<td>Track trips denied/changed and report to LCB</td>
<td>Number and percent of trips denied/changed</td>
<td>CTC</td>
</tr>
<tr>
<td>Survey unmet needs of social service agencies</td>
<td>Survey social service agencies</td>
<td>Number of persons eligible</td>
<td>CTC, Planning Agency</td>
</tr>
<tr>
<td>Review demand of trip types</td>
<td>Track types of trips requested</td>
<td>Number and percent of trips requested</td>
<td>CTC</td>
</tr>
</tbody>
</table>

**Implementation:** A report will be provided to the LCB at their 3rd quarter meeting for analysis and to develop next steps.

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

<table>
<thead>
<tr>
<th>Objective</th>
<th>Strategy</th>
<th>Measure</th>
<th>Responsibly Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educate front line staff on other existing transportation services in the service area</td>
<td>Develop a quick guide for referrals to other services</td>
<td>Number of customer referrals to other services</td>
<td>CTC</td>
</tr>
<tr>
<td>Educate community partners and other existing transportation services of TD services available</td>
<td>Awareness meetings, participation in community coordination groups</td>
<td>Number of awareness meetings</td>
<td>CTC, Planning Agency</td>
</tr>
</tbody>
</table>

**Implementation:** This should be an ongoing effort. A report will be provided to the LCB at their 4th quarter meeting for analysis and to develop next steps.
### Goal 3: Reduce Barriers to Access TD Services

<table>
<thead>
<tr>
<th>Objective</th>
<th>Strategy</th>
<th>Measure</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance the public’s knowledge of the service</td>
<td>Form diverse committee to evaluate and recommend action items to help meet goal</td>
<td>Survey of new users</td>
<td>CTC, Planning Agency</td>
</tr>
<tr>
<td>Ensure user friendly application and registration process</td>
<td>Identify action items from Heartland Rural Mobility Plan</td>
<td></td>
<td>Planning Agency</td>
</tr>
</tbody>
</table>

**Implementation:** This should be an ongoing effort. A report will be provided to the LCB at their 2nd quarter meeting for analysis and to develop next steps.

### Goal 4: Prepare for Emergency Events

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

**Implementation:** This should be an ongoing effort. A report will be provided to the LCB at their 1st quarter meeting for analysis and to develop next steps.
## Goal 5: Ensure Quality Service and Program Accountability

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

**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.
5-Year Transportation Disadvantaged Capital Improvement Program

The TD Transportation Capital Improvement Program identifies transportation improvements in the way of purchases, such as vehicles and communications equipment. It groups improvements into staging periods and includes realistic estimates of costs and revenues for the program period. This section will be updated on an annual basis.

<table>
<thead>
<tr>
<th>Implementation Date</th>
<th>Estimated Cost</th>
<th>Description of Purchase</th>
<th>Funding Source</th>
<th>New or Replacement</th>
<th>Date Priority Established</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-16</td>
<td>$231,210</td>
<td>5 – Low-Floor Mini Vans</td>
<td>FTA 5310 funds</td>
<td>Replacement</td>
<td>June 2015</td>
</tr>
<tr>
<td>2015-16</td>
<td>$1,156,050</td>
<td>25 – Low-Floor Mini Vans</td>
<td>FTA 5310 funds</td>
<td>Expansion</td>
<td>June 2015</td>
</tr>
<tr>
<td>2016-17</td>
<td>$981,074</td>
<td>7 – Wide Body 6 - vans</td>
<td>FTA 5310 funds</td>
<td>6 - Replacement</td>
<td>December 2016</td>
</tr>
<tr>
<td></td>
<td>$164,000</td>
<td>2 – Wide Body</td>
<td>Shirley Conroy</td>
<td>3 - Replacement</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$133,000</td>
<td>Freightliner</td>
<td>FTA 5311 funds</td>
<td>Expansion</td>
<td></td>
</tr>
<tr>
<td>2017-18</td>
<td>$450,175</td>
<td>5 Wide Body</td>
<td>FTA 5310 funds</td>
<td>Replacement</td>
<td>June 2015</td>
</tr>
<tr>
<td>2018-19</td>
<td>$450,175</td>
<td>5 Wide Body</td>
<td>FTA 5310 funds</td>
<td>Replacement</td>
<td>June 2015</td>
</tr>
<tr>
<td>2017-2018</td>
<td>$133,000</td>
<td>Freightliner</td>
<td>Section 5311 Fund</td>
<td>New</td>
<td></td>
</tr>
<tr>
<td>2017-18</td>
<td>$163,000</td>
<td>2 – Wide Body</td>
<td>Shirley Conroy Program Grant</td>
<td>Replacement</td>
<td>June 2016</td>
</tr>
<tr>
<td>2018-19</td>
<td>$331,772</td>
<td>2 – Wide Body</td>
<td>Shirley Conroy Program Grant</td>
<td>3 Replacement-1 expansion</td>
<td>February 2018</td>
</tr>
</tbody>
</table>

Source: Good Wheels 2019
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 throughout the service area. Drivers are not permitted to assist persons in wheelchairs up or down any steps. When a wheelchair, scooter or other assistance device is needed, passengers must notify the reservationist making the trip reservation.

   Telephone reservations may be made by calling MV Transportation Monday through Friday from 8:00 a.m. to 5:00 p.m., except on approved holidays. Transportation Service hours are Monday through Saturday from 6:00 a.m. until 7:00 p.m. Service will not be provided and the CTC Office will be closed on the following days: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

2. Accessing Services
   Service is door-to-door. Drivers are required to assist customers from the door of the trip origin to the door of the trip destination. 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. Confused customers or those unable to care for themselves should be accompanied by an attendant or escort.

   Reservations
   The Community Transportation Coordinator (CTC) maintains an advanced telephone system with toll-free access for all users of the service. The numbers for the CTC reservations system and administration are: Toll Free: 1-800-260-0139

   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. Clients may schedule up to two (2) weeks in advance of their trip.

<table>
<thead>
<tr>
<th>On-Time Pick-Up Window</th>
</tr>
</thead>
<tbody>
<tr>
<td>Departing Trip for service in Glades and Hendry Counties</td>
</tr>
<tr>
<td>Departing Trip for service outside Glades and Hendry Counties</td>
</tr>
<tr>
<td>Return Trips</td>
</tr>
</tbody>
</table>

The driver may wait up to 5 minutes once they have arrived to pick up a client
Cancellations
Customers must cancel a requested trip no later than one hour before the scheduled pickup time. Trips are canceled by calling the CTC.

No-Shows
When the passenger fails to cancel their pick-up arrangement less than an hour prior to a driver's arrival, then their trip is defined as a no-show. When no-shows occur, they impact other passengers and affect the efficiency that can be achieved through coordination. Because of this, if a passenger is a no-show for their scheduled trip, they may expect the following:

- 1st Offense – Warning
- 2nd Offense - 30 days Suspension from service
- 3rd Offense - 60 days Suspension from service
- 4th Offense - 90 days Suspension from service

Service Complaints
People with complaints can call either the MV Transportation 1-800-260-0139 phone number or the Florida Commission for the Transportation Disadvantaged’s Ombudsman Hotline number at 800-983-2435. Both numbers are posted in the vehicles.
3. Eligibility and Passenger Fares

In order to enhance the services available to passengers in Glades and Hendry Counties, the Community Transportation Coordinator administers many funding programs. Below you may find the funding programs, eligibility, and any associated fares the passenger must pay to access the service. A MV Transportation representative should let each passenger know the programs they are eligible for at time of scheduling and any associated Passenger Fare.

<table>
<thead>
<tr>
<th>Program</th>
<th>Eligibility</th>
<th>Passenger Fare</th>
</tr>
</thead>
</table>
| Transportation Disadvantaged Program         | • 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.  
• Must live in Glades or Hendry County  
• No other means of transport and qualify based on one of the following:  
  ✓ Is under the age of 18, or over the age of 55  
  ✓ Has an income at or less than 200% of the Federal Poverty Guidelines  
  ✓ Has a documented disability  
• An application (Appendix C) must be updated every 2 years and the applicant must have one of the following documents on file.  
  ✓ Photo Identification  
  ✓ Proof of Income  
  ✓ Disability Letter  
• Trips provided with this funding source are limited to life-sustaining trips and prioritized by the Local Coordinating Board (Policy 2.07) | $2 Each Way |
| Medicaid Non Emergency Medical Transportation | 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. Here are some examples of where Medicaid will transport using non-emergency transportation services: Doctor Appointments; Dental Appointments; Mental Health Appointments; To receive Dialysis Services; To receive services at a Prescribed Pediatric Extended Care (PPEC) Center.  
The reservation must be made through your health plan. Call the Medicaid Helpline at 1-877-254-1055 for more information on how to schedule Medicaid Non-Emergency Medical Transportation | Fare Free |
| Full Cost Trip                               | 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.  
Rate Varies - The cost is comparable to taxi service |
4. Transportation Operators and Coordination Contractors
According to Rule 41-2, F.A.C., the CTC shall jointly develop and enter into a coordination contract with agencies who receive government transportation disadvantaged funds and who, from a total system approach, can meet more effectively and efficiently their own transportation needs than the CTC. The contract shall include the requirements of reporting, insurance, safety, and other terms outlined in the MOA that apply equally to any transportation operator. The contract also shall include any relative information regarding joint utilization and cost arrangements for the provision of transportation services to and from the coordinator.

The CTC may provide the trips itself, or subcontract them to qualified operators. The rates paid to transportation operators are negotiated between each transportation provider and the CTC. The rates are covered in the sample carrier contract, a copy of which can be obtained from the CTC.

The following is a list of transportation operators in the Glades and Hendry Joint Service Area:

| Community Transportation Coordinator | MV Transportation | Contact: Kelly Brooks, General Manager 4650 US 27 S Sebring, FL 33870 | Public Paratransit Service: Ambulatory and Wheelchair Monday – Saturday 6:00 a.m. – 7:00 p.m. |

5. Public Transit Utilization
In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system. There is not currently any fixed-route systems in the service area.

6. School Bus Utilization
School buses are not currently utilized in the coordinated system.

7. Vehicle Inventory
Vehicle inventories are shown as Appendix D.

8. System Safety Program Plan Certification
MV Transportation Annual Safety Certification is shown as Appendix E.

9. Inter-County Services
Medical and Educational Trips: Based on the limited services in the service area, the CTC may provide trips outside the service area. The CTC has developed the following schedule to aid in the efficiency of trips outside the service area:

Tuesday and Thursdays: West Coast (Fort Myers Area) and East Coast (Palm Beach Area)

Nutritional and Social Service Agency/Life Sustaining trips: If the trip is more efficient, the CTC may go up to 15 miles outside the service area.
**All other Trip Purposes:** Must remain in the Glades/Hendry service area unless previously approved.

### 10. Emergency Preparedness & Response

#### Natural Disasters

Procedures for transportation in the time period before an evacuation due to natural disasters and/or emergencies are addressed by the LCB’s Standard/Policy 2.11. 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 the meetings of the Emergency Operations Divisions of each of the Counties in the service area.

#### Emergencies, Accidents and Delays

The CTC, through contractual agreements with carriers and in the System Safety Program Plan (SSPP) establishes policies for the handling of emergencies, accidents and delays. 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. 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 U.S. DOT, the driver is required to undergo drug and alcohol testing as per Federal guidelines. If delays occur, the CTC may reassign trips. Where possible, passengers will be notified of extended delays and alternate arrangements.

**Accidents**

In the event of an accident, the carrier must follow up with a written accident report and a management analysis within 24 hours. In the event of bodily injury or property damage in excess of U.S. DOT guidelines, the driver must submit to drug and alcohol testing in accordance with U.S. DOT and Federal Transit Administration (FTA) guidelines. To handle delays, each carrier is required to have one back-up 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 passenger will be notified and a satisfactory resolution will be reached.

### 11. Educational Efforts/Marketing

MV Transportation has public information brochures. In addition to the brochure, MV Transportation visits various government, community and social service agency meetings and functions and advertises in local newspapers and radio stations.

The LCB has identified the need for MV Transportation to keep the community informed. Reaching out to the customary user groups of the coordinated system will continue to be an important part of this effort. MV Transportation and the LCB will need to work together to keep the passengers, the sponsoring agencies and the public informed regarding changes in service delivery.
Along with continually educating the users and the LCB, another important aspect of training is for MV Transportation to maintain its program to train its employees. The types of training conducted are for new employees, and on-going operations training for current staff.

Brochures describing the coordinated transportation system briefly discussing eligibility criteria and the scope of the services provided are distributed to social service agencies within the service area.

The CTC is responsible for providing information on their performance to the LCB on a quarterly basis including a minimum of the following:

- Number of trips by funding source
- Revenues by funding source
- Expenses by funding source
- Number of trips denied
- Unduplicated Passenger Count
- Complaints
- Road calls
- On-time Performance
- Trip types ambulatory or wheelchair
- Trips in service area
- Trips out of service area
- Trip purpose
- Accidents
- Trip purpose
- Accidents
- Unduplicated passenger headcount
- Mileage information
- Total vehicles
- Number of drivers

### 12. Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Glades or Hendry Counties.

### 13. Service Standards

**TABLE 1: Glades-Hendry County TDSP – Policies and Standards, Evaluation and Monitoring**

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A review conducted by FDOT, FHWA or FTA will determine compliance with this standard.</td>
<td>All safety sensitive job positions comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rule 41-2.006 (4)(b), F.A.C.</th>
<th>Passenger Escorts</th>
</tr>
</thead>
<tbody>
<tr>
<td>This can be evaluated by vehicle inspection.</td>
<td>In order to enhance the safety of passengers and drivers, children under age 15 or other people who, due to age or</td>
</tr>
</tbody>
</table>

Transportation Disadvantaged Service Plan, 2014-2020 | 40
| Rule 41-2.006(4)(c), F.A.C. | Use of Child Restraint Devices | All passengers under the age of 5 and/or under 45 pounds will be required to use a child restraint device. This device will be provided by parent or sponsoring agency or by MV Transportation upon arrangement. |
| Rule 41-2.006(4)(d), FAC | Passenger Property | Passengers shall be allowed to have four pieces of personal property which they can place in their lap or stow under their seat. Passengers must be able to independently carry all items brought onto the vehicle. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices or intravenous devices. |
| Rule 41-2.006(4)(e), FAC | Vehicle Transfer Points | The CTC does not generally use transfers in the coordinated system, but if they are used, vehicle transfer points shall be located in a safe, secured place that provides shelter. |
| Rule 41-2.006(4)(f), FAC | Local Complaint Process | The CTC follows the Grievance Procedures and Policy developed by the LCB (Appendix F). The local toll-free phone number, (800) 260-0139, will be included in the complaint process. This number will be posted on right visor of all vehicles in 3” sized numbers. |
| Rule 41-2.006(4)(g), FAC | Out of Service Area Trips | Trips out of the service may be provided based on the LBC policy 2.07, amended on April 24, 2019. |
| Rule 41-2.006(4)(h), FAC | Vehicle Cleanliness | Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule. |
| Rule 41- | Billing Requirements | |

Disabilities may be at risk to themselves or others must be accompanied by an escort or attended to by an attendant. Escorts must be provided by the passenger or the agency paying for their trip. The escort must be able to provide the necessary assistance to the passenger. Escorts are transported at no additional charge. The CTC reserves the right to refuse to transport a passenger or group of passengers if they need an escort, but do not have one. The need for an escort is determined in advance of the trip. “Traveling companions” are not the same as required. Escorts that have to be picked up or dropped off before/after passengers are not considered escorts, but are regular trips.
<p>| Rule 41-2.006(4)(i), FAC | Passenger/trip Database | The CTC shall pay all bills to the subcontracted transportation operator within seven days after receipt of payment. Task I-C of the TD Planning Grant states that the Planning Agency shall ensure that operator payments are addressed as a standard LCB agenda item. |
| Rule 41-2.006(4)(j), FAC | Adequate Seating for Paratransit Services | For each passenger transported within the system, the CTC will collect the name, phone number, address, funding source eligibility and special requirements on each passenger in a database. See 2.10 (2.15) for HIPPA Compliance. |
| Rule 41-2.006(4)(k), FAC | Drivers for paratransit services | Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers will have a name badge displayed at all times when transporting passengers. |
| Rule 41-2.006(4)(l), FAC | Boarding Assistance | All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include holding hands, or allowing the passenger to hold an arm; opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. Other assistance may be provided as needed and accepted. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down any steps; only ramps are to be used. |
| Rule 41-2.006(4)(n), FAC | Smoking, Eating, Drinking | There will be no smoking on any vehicles in the coordinated system. Eating and drinking on board the vehicles is prohibited. |
| Rule 41-2.006(4)(o), FAC | Passenger No Shows | A policy which defines no-shows and establishes a procedure by which the no-shows will be handled should be developed and addressed in the service plan. When the passenger fails to cancel their pick-up arrangement less than an hour prior to a driver's arrival, then their trip is defined as a no-show. If a passenger is a no-show for their scheduled trip, they may expect the following: 1st Offence – Warning; 2nd Offence - 30 days Suspension from service; 3rd Offence - 60 days Suspension from service; 4th Offence - 90 days Suspension from service. The driver will attempt to communicate with them through CTC dispatch. They will be notified through the use of a door hanger which notes the time the driver arrived. For trips sponsored by other funding sources, the CTC shall contact |</p>
<table>
<thead>
<tr>
<th>Rule 41-2.006(4)(p), FAC</th>
<th>Two-Way Communications</th>
<th>This standard can be evaluated by inspection of the vehicles.</th>
<th>All vehicles are equipped with two-way radios or cell phones.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rule 41-2.006(4)(q), FAC</td>
<td>Air Conditioners and Heaters</td>
<td>This standard can be evaluated at the time of vehicle inspection.</td>
<td>All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible. Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for repair. The priority of the LCB is that the CTC provide transportation. If a vehicle’s air conditioning or heating is not functioning properly, and if there are no other vehicles available, the passengers will be transported.</td>
</tr>
<tr>
<td>Rule 41-2.006(4)(r), FAC</td>
<td>First Aid</td>
<td>Inspection of the drivers’ records.</td>
<td>All drivers will be trained in First Aid every two years. All vehicles are equipped with a First Aid kit.</td>
</tr>
<tr>
<td>Rule 41-2.006(4)(s), FAC</td>
<td>Cardiopulmonary Resuscitation [CPR]</td>
<td>This standard can be evaluated by an inspection of the drivers’ records.</td>
<td>All drivers will be trained in Cardiopulmonary Resuscitation [CPR] every two years.</td>
</tr>
<tr>
<td>Rule 41-2.006(4)(t), FAC</td>
<td>Driver criminal background screening</td>
<td>This standard can be evaluated by an inspection of the drivers’ records.</td>
<td>All drivers in the coordinated system have a favorable FDLE background, (“favorable” according to the Department of Children and Families policies and procedures.)</td>
</tr>
<tr>
<td>Rule 41-2.006(4)(u), FAC</td>
<td>Public Transit Utilization</td>
<td>This standard can be evaluated by an analysis of trip records</td>
<td>The LCB has established a goal of 2.2% to be placed with the fixed-route transit system. There is not currently a fixed-route operating in the service area.</td>
</tr>
<tr>
<td>Rule 41-2.006(4)(V), FAC</td>
<td>Passenger Pick-Up Window</td>
<td>This can be measured by a sampling of trips and through a review of customer complaints.</td>
<td>Departing Trip for service in Glades and Hendry Counties: Up to 30 minutes before or after a scheduled pick up time. Departing Trip for service outside Glades and Hendry.</td>
</tr>
</tbody>
</table>
### Counties:
Up to 3 hours before (The CTC will call the day before to confirm time of pick up).
Return Trips: Return trips must be scheduled in advance. Passengers should be advised there will be extended waits for their return pickups as scheduling is based on when the vehicle is available.
(Policy amended 04-24-2019)

<table>
<thead>
<tr>
<th>Rule 41-2.006(4)(w), FAC</th>
<th>On-Time Performance</th>
<th>The CTC will have an 85% on-time performance rate for all completed trips.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance and reporting of this measure should be reported by the CTC at each quarterly LCB meeting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rule 41-2.006(4)(x), FAC</th>
<th>Scheduling of Trips</th>
<th>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. Clients may schedule up to two (2) weeks in advance of their trip.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not identified.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rule 41-2.006(4)(y), FAC</th>
<th>Safety Standard</th>
<th>The standards for accidents will be 1.2, or fewer, accidents per 100,000 miles for the evaluation period, based on the AOR definitions of accidents.</th>
</tr>
</thead>
<tbody>
<tr>
<td>This information can be gathered from the AOR.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rule 41-2.006(4)(z), FAC</th>
<th>Vehicle Reliability</th>
<th>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).</th>
</tr>
</thead>
<tbody>
<tr>
<td>This information can be obtained from the AOR.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rule 41-2.006(4)(aa), FAC</th>
<th>Service Accessibility</th>
<th>The customer should not be put on hold for more than 3 minutes on average.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Call Hold Time standard can only be evaluated with computerized phone systems.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rule 41-2.006(4)(bb), FAC</th>
<th>Service Quality and Performance</th>
<th>Complaints shall not exceed 1% of total trips provided during the evaluation period. The LCB should evaluate the CTC based upon the number of complaints that are resolved, versus unresolved. A noticeable increase in the number of complaints as reported in the quarterly report to the LCB shall be discussed by the LCB.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint files. Service Complaints are defined in the Quality Assurance Component; Service Complaint and Formal Grievance Procedures Section of the TDSP.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TABLE 2: Local Standards**

<table>
<thead>
<tr>
<th>2.01</th>
<th>Service Effectiveness</th>
</tr>
</thead>
</table>
| 2.01a – Expense  
2.01b – Revenue  
2.01c – Subsidy  
2.01d – Ridership  
2.01e – Service Quality | The data for measuring these standards can be found in the CTC’s Annual Report (AOR) |
<p>| CTC: The CTC shall continually look for methods to: 1. Increase the number of passenger trips per driver hour; 2) Minimize any yearly increase to the cost per passenger trip; and 3) Minimize any yearly increase to the cost per Driver Hour. |</p>
<table>
<thead>
<tr>
<th>Section</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.02</td>
<td>Contract Monitoring</td>
</tr>
<tr>
<td></td>
<td>Review of the CTC’s operators monitoring files.</td>
</tr>
<tr>
<td></td>
<td>The CTC monitors its contracted operators. The CTC will perform an annual evaluation of the contracted operators using the Local Coordinating Board evaluation process, using applicable portions of the evaluation materials, and provide a copy of the annual evaluation of the operators, to the DOPA.</td>
</tr>
<tr>
<td>2.03</td>
<td>Ride Time</td>
</tr>
<tr>
<td></td>
<td>The CTC needs to document which agencies have ride time limits and other exceptions. Community Care for the Elderly (CCE) = 90 minutes. This Policy does not apply to ADA trips.</td>
</tr>
<tr>
<td></td>
<td>The CTC will make every effort to abide by funding agencies stated ride times. Passengers can expect to return home within two hours of their pick up. In situations where it becomes apparent that the ride time will exceed two hours (accidents and vehicular breakdowns); the CTC will make every effort to contact the families of the passengers by telephone.</td>
</tr>
<tr>
<td>2.04</td>
<td>Voice Mail Changes</td>
</tr>
<tr>
<td></td>
<td>Voice mail changes—make sure the recording says, “We have recently changed “xyz” or “we will be changing xyz on a date in the future.”</td>
</tr>
<tr>
<td></td>
<td>The CTC must ensure that customers are provided with sufficient notification of pending MAJOR changes to the phone system for scheduling trips or for reporting complaints. The recording should offer in English and in Spanish, the date of the change (and providing a thirty-day notice, if possible) and describing the changes that will take place.</td>
</tr>
<tr>
<td>2.05</td>
<td>Contract Standardization</td>
</tr>
<tr>
<td></td>
<td>Contract file will be reviewed during the annual review of the CTC.</td>
</tr>
<tr>
<td></td>
<td>The suggested contract format is used.</td>
</tr>
<tr>
<td>2.06</td>
<td>Eligibility Criteria</td>
</tr>
<tr>
<td></td>
<td>As established Persons are eligible for transportation if their trip is sponsored by a funding agency. If no funding agency is available, and if the person meets the definitions of transportation disadvantaged, then they are eligible for transportation. Persons to be transported contact the CTC for an application.</td>
</tr>
<tr>
<td>2.07</td>
<td>Prioritization of Trips</td>
</tr>
<tr>
<td></td>
<td>Evaluated by review of records on file</td>
</tr>
<tr>
<td></td>
<td>See Prioritization Policy at the end of Table 2.</td>
</tr>
<tr>
<td>2.08</td>
<td>Insurance</td>
</tr>
<tr>
<td></td>
<td>The CTD requires that the Community Transportation Coordinators carry $200,000 per person/$300,000 per incident in insurance, pursuant to Rule 41-2.006,</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>Trip Fare</strong></td>
<td>The CTC charges a $2.00 fare on each non-sponsored trip. The monies collected are used for the local match for the trip grant. All fares are $2.00 except Medicaid, which is a fare free service.</td>
</tr>
</tbody>
</table>
| **Transportation During Weather Events** | The LCB has a policy regarding provision of transportation to persons during storms. Components of the policy include:  
1. The CTC is closed when Lee Tran is closed; when ADA services stop. The CTC becomes a member of the Hendry and/or Glades County Emergency Operations Team.  
2. The CTC has the right to not transport (out) clients of a center, if they believe that they will not be able to get a person back. [The CTC has the right to cancel trips.]  
3. The program director (at a center) has the right to call the CTC the morning of the trip, and cancel trips for the day, if they feel the weather is too severe. Their signal shall be if the Hendry and/or Glades County Schools are not transporting that day. [On weekends, or days when schools are shut, the CTC shall use its best judgment.]  
4. Centers must work with the CTC to develop a Contingency Plan that outlines what the center will do with its clients, in the event that the CTC cannot come pick the clients up at the “normal time,” due to severe storms. The contingency plan should be developed with the understanding that the delay may be for an unknown length of time. Centers should make sure that the family members of clients receive a copy of the contingency plan (or a page that outlines what the family members should expect.)  
5. The features in 2, 3 and 4 should free up enough trips to allow the CTC to go get people who were transported out to a location without a contingency plan.  
6. Clients at centers will be picked up as soon as it is safe to do so, and as soon as there are trips available.  
7. For the purpose of this policy, a storm was defined as “sustained wind of 39 miles per hour or more, and/or major flooding of streets.” “Gale force” winds are 39 to 46 mph. |
| **Distribution of Replacement Vehicles Acquired Through Grants** | The CTC will provide the TDSP with an annually updated vehicle inventory of all vehicles used in the system, according to the following priorities:  
1.) Gasoline vehicles with over 175,000 miles, or diesel vehicles with over 225,000 miles, or vehicles over 5 years old;  
2.) Non-ADA accessible vehicles;  
3.) All other vehicles |
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.13</td>
<td><strong>Required Use of Seatbelts</strong>&lt;br&gt;CTC will ensure that all appropriate vehicles are equipped with functioning seatbelts. Passengers riding vehicles equipped with seatbelts will be required to use them. Persons utilizing wheelchairs will have the chair restrained, and will be required to utilize a personal securement device to ensure that they stay in the chair. All wheelchairs for transport must be complete and well maintained and in good working order to include fully operational brakes. Section 37.165(c)(3) of the DOT’s ADA regulations allows a transit operator to establish a policy that requires all riders to have their common wheelchairs secured while aboard a transit vehicle. Therefore, service will be denied to a rider who refuses to allow his or her common wheelchair to be secured. Wheelchairs will be adequately secured or stored. If a passenger refuses to be secured, the passenger will not be transported. The CTC is to implement this policy immediately, and communicate it to all passengers and funding agencies. Under Section 37.5 of the DOT’s ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seatbelts and shoulder harnesses, unless the operator mandates the use of these devices by all passengers, including those sitting in vehicle seats. All passengers are required to use seatbelts.</td>
</tr>
<tr>
<td>2.14</td>
<td><strong>Disruptive Behavior</strong>&lt;br&gt;This is monitored through a review of accident/incident records. When an agency has an existing policy regarding behavioral problems, the CTC abides by the agencies’ existing policy. Unless such behavior endangers other passengers, the driver or other motorists. In that case, the CTC may take whatever action is necessary to insure the safety of all concerned. If no policy exists and for TD passengers the CTC will address behavioral problems including, but not limited to: fighting, intoxication and abusive behaviors as follows: 1. First incident, a written warning to advise the person or his/her parent, guardian or responsible agency that an incident has occurred. (Unless the First Incident is of a serious, life threatening nature, then skip immediately to Step #2. It is also understood that the Driver may call 911 or the Police if ever needed.). 2. Second Incident, the CTC will meet with all concerned parties and decide if transportation on the paratransit system is appropriate.</td>
</tr>
<tr>
<td>2.15</td>
<td><strong>Compliance with HIPPA</strong>&lt;br&gt;As required The CTC is compliant with HIPPA regulations.</td>
</tr>
<tr>
<td>2.16</td>
<td><strong>Scooters and Mobility Devices</strong>&lt;br&gt;<strong>Daily Observation</strong>&lt;br&gt;MV Transportation is unable to transport clients in scooters because they cannot be secured safely in our vehicles. Passengers who ride in scooters must be able to transfer to a seat or use an approved wheelchair when being transported by MV Transportation. This is a safety issue and we are concerned for your safety as well as other passengers and our driver.</td>
</tr>
<tr>
<td>2.17</td>
<td><strong>Group Trip</strong>&lt;br&gt;Definition of “group trip” A group trip shall be defined as five (5) individuals.</td>
</tr>
</tbody>
</table>
Standard/Policy 2.07  GLADES-HENDRY LCB PRIORITIZATION POLICY FOR NON-SPONSORED TRIPS BY TRIP PURPOSE – Updated April 2019

Coordinated Trips that are funded by the Transportation Disadvantaged Trust Fund are managed by the Community Transportation Coordinator (CTC) according to the Local Coordinating Board’s Prioritization Policy. There may be times when the Community Transportation Coordinator cannot provide every trip requested. Passengers may be asked if they could take their trip on a different day, when there may be more funding available. The CTC has been directed to impose performance measures on all trip requests.

<table>
<thead>
<tr>
<th>Priority Order</th>
<th>Trip Purpose</th>
<th>Categories and Definitions</th>
<th>Inter County Service Provided?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Medical</td>
<td>Medical, dental or therapeutic services including hospital appointments, clinic visits, dialysis, health department, mental health centers, speech, occupational, physical therapies, psychiatric, psychological services, pharmaceuticals, etc.</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Nutritional</td>
<td>Adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.</td>
<td>If the trip is more efficient, the CTC may go up to 15 miles outside the service area.</td>
</tr>
<tr>
<td>3</td>
<td>Employment</td>
<td>Work or employment related education</td>
<td>No</td>
</tr>
<tr>
<td>4</td>
<td>Education</td>
<td>Education related</td>
<td>Yes</td>
</tr>
<tr>
<td>5</td>
<td>Social Service Agency/ Other Life Sustaining</td>
<td>Agency related support services, churches, senior citizen programs (excluding nutritional programs) and non-agency activities essential to maintenance of independence including banking, shopping (non-food shopping), legal appointments, etc.</td>
<td>If the trip is more efficient, the CTC may go up to 15 miles outside the service area.</td>
</tr>
<tr>
<td>6</td>
<td>Recreation</td>
<td>Non-essential, non-employment related trips to activities such as: bowling, bingo, parks, restaurants, libraries, theaters, etc.</td>
<td>No</td>
</tr>
</tbody>
</table>

14. Local Service Complaint and Formal Grievance Procedure/Process
The Glades and Hendry Joint Local Coordinating Board for the Transportation Disadvantaged have a Service Complaint Procedure and a Formal Grievance Procedure, which is reviewed annually (Appendix F).
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 24, 2019 by a roll call vote. The complete Rate Calculation Worksheets may be found in Appendix G.

Service Rates Summary

Community Transportation Coordinator: MV Transportation
Effective Date: July 1, 2019

<table>
<thead>
<tr>
<th>Type of Service to be Provided</th>
<th>Unit (Passenger Mile or Trip)</th>
<th>Cost Per Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>Trip</td>
<td>$40.55</td>
</tr>
<tr>
<td>Wheelchair</td>
<td>Trip</td>
<td>$69.51</td>
</tr>
<tr>
<td>Stretcher</td>
<td>Trip</td>
<td>-</td>
</tr>
<tr>
<td>Group Trip</td>
<td>Trip</td>
<td>N/A</td>
</tr>
</tbody>
</table>

III. Quality Assurance

The Two-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, safety and training.

A) CTC Evaluation Process

The Glades/Hendry 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 or each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

**Advance Reservation Service**: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

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

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

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

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

**(ASE) Automotive Service Excellence**: a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

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

**Bus**: any motor vehicle designed for carrying more than 10 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.

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

**(CMBE) Certified Minority Business Enterprise**: any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

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

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

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

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

**(CTD) Commission for the Transportation Disadvantaged**: 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)*

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

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

**Complaint**: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.
**Complete (or Full) Brokerage:** type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

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

**Coordinated Trips:** customer trips provided by or arranged through a CTC.

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

**Coordination Contract:** a written contract between the community transportation coordinator and 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.

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

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

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

**Disabled 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.

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

**Effectiveness Measure:** a performance measure that indicates the level of consumption per unit of output. 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.

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

**Employees:** the total numbers of persons employed in an organization.

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

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

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

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

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

**(FTE) Full Time Equivalent:** a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.
(FAC) **Fully Allocated Costs**: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

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

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

**Grievance Process**: 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.

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

**Limited Access**: the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

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

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

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

(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.

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

(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.

(MPO) Metropolitan 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. Also known as a Transportation Planning Organization.

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

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

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

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

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

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

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

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

Operating Cost per 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 Environment**: describes whether the community transportation coordinator provides service in an urban or rural service area.

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

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

**Operating Statistics**: data on various characteristics of operations, including 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.

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

**Paratransit**: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

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

**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.

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

**Program Trip**: a 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.

**(RFB) Request for Bids**: a competitive procurement process.

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

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

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

**Revenue Hours**: 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.

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

**Roadcall**: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.
Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of customer demand, level of service, and other operating elements such as travel times or equipment availability.

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

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

Sponsored Trip: a 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.


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

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

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

(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.

**Transportation Disadvantaged Funds:** any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

**Transportation Disadvantaged Population:** (formerly referred to as TD Category II) persons including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

**Transportation Disadvantaged Service Plan (TDS):** 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.

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

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

**Trend Analysis:** a common technique used to analyze the performance of an organization over a period of time.

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

**Trip Sheet:** a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public customer vehicle in demand response service. Also known as a drive log.
(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.

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

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

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

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

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

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

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

**Will-Calls**: 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 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**

<table>
<thead>
<tr>
<th>Glades County Pop. By Age</th>
<th>Total Population with a Disability by Age</th>
<th>% with a Severe Disability by Age</th>
<th>Total Population with a Severe Disability by Age</th>
<th>% of Total Pop with Severe Disability by Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 5 Years of Age</td>
<td>7</td>
<td>4.20%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-17</td>
<td>73</td>
<td>4.20%</td>
<td>3</td>
<td>0.18%</td>
</tr>
<tr>
<td>18-34</td>
<td>151</td>
<td>6.30%</td>
<td>10</td>
<td>0.36%</td>
</tr>
<tr>
<td>35-64</td>
<td>712</td>
<td>13.84%</td>
<td>99</td>
<td>1.95%</td>
</tr>
<tr>
<td>Total Non Elderly</td>
<td>943</td>
<td></td>
<td>111</td>
<td>1.13%</td>
</tr>
<tr>
<td>65-74</td>
<td>591</td>
<td>27.12%</td>
<td>160</td>
<td>8.69%</td>
</tr>
<tr>
<td>75+</td>
<td>763</td>
<td>46.55%</td>
<td>355</td>
<td>24.16%</td>
</tr>
<tr>
<td>Total Elderly</td>
<td>1,354</td>
<td></td>
<td>515</td>
<td>15.55%</td>
</tr>
<tr>
<td>Total</td>
<td>2,297</td>
<td></td>
<td>627</td>
<td>4.75%</td>
</tr>
</tbody>
</table>
### Hendry County Pop. By Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total Population</th>
<th>% with a Disability</th>
<th>Total Population</th>
<th>% of Total Pop with a Severe Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 5 Years of Age</td>
<td>26</td>
<td>4.20%</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>5-17</td>
<td>406</td>
<td>4.20%</td>
<td>17</td>
<td>0.22%</td>
</tr>
<tr>
<td>18-34</td>
<td>646</td>
<td>6.30%</td>
<td>41</td>
<td>0.44%</td>
</tr>
<tr>
<td>35-64</td>
<td>2,019</td>
<td>13.84%</td>
<td>279</td>
<td>2.00%</td>
</tr>
<tr>
<td>Total Non Elderly</td>
<td>3,097</td>
<td>338</td>
<td>1.00%</td>
<td></td>
</tr>
<tr>
<td>65-74</td>
<td>862</td>
<td>27.12%</td>
<td>234</td>
<td>7.86%</td>
</tr>
<tr>
<td>75+</td>
<td>1,084</td>
<td>46.55%</td>
<td>505</td>
<td>23.55%</td>
</tr>
<tr>
<td>Total Elderly</td>
<td>1,946</td>
<td>738</td>
<td>14.42%</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>5,043</td>
<td>1,077</td>
<td>2.76%</td>
<td></td>
</tr>
</tbody>
</table>

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.

#### Glades Critical Need - Severely Disabled TD Population

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Not Low Income</th>
<th>Low Income</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Elderly</td>
<td>80</td>
<td>32</td>
<td>111</td>
</tr>
<tr>
<td>Elderly</td>
<td>455</td>
<td>60</td>
<td>515</td>
</tr>
<tr>
<td>TOTAL</td>
<td>535</td>
<td>92</td>
<td>627</td>
</tr>
</tbody>
</table>

#### Hendry Critical Need - Severely Disabled TD Population

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Not Low Income</th>
<th>Low Income</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Elderly</td>
<td>242</td>
<td>97</td>
<td>338</td>
</tr>
<tr>
<td>Elderly</td>
<td>652</td>
<td>86</td>
<td>738</td>
</tr>
<tr>
<td>TOTAL</td>
<td>894</td>
<td>183</td>
<td>1,077</td>
</tr>
</tbody>
</table>
**Critical Need Trip Rates**

Data from the Federal Highway Administration sponsored National Household 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 3,999 trips per day for the critical need population as shown in the tables below.

**Critical Need Trip Demand**

By using population forecasts prepared by the Bureau of Economic and Business Research an 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 2027.

---

**Glades County**

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Critical TD Population</td>
<td>1,068</td>
<td>1,077</td>
<td>1,086</td>
<td>1,100</td>
<td>1,112</td>
<td>1,125</td>
<td>1,138</td>
<td>1,148</td>
<td>1,159</td>
<td>1,161</td>
<td>1,166</td>
</tr>
<tr>
<td>Low Income - Not Disabled - No Auto/Transit</td>
<td>434</td>
<td>442</td>
<td>450</td>
<td>456</td>
<td>462</td>
<td>468</td>
<td>474</td>
<td>478</td>
<td>481</td>
<td>484</td>
<td>486</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Daily Trips - Critical Need TD Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severely Disabled</td>
</tr>
<tr>
<td>Low Income - Not Disabled - No Access</td>
</tr>
</tbody>
</table>

| Total Daily Trips Critical Need TD Population | 864 | 878 | 893 | 909 | 924 | 940 | 957 | 974 | 991 | 1,008 | 1,024 |

| Annual Trips                           | 269,529 | 274,084 | 278,710 | 284,427 | 290,217 | 295,113 | 300,117 | 305,793 | 311,371 | 317,643 | 318,261 |

---

**Hendry County**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Critical TD Population</td>
<td>2,037</td>
<td>2,044</td>
<td>2,051</td>
<td>2,071</td>
<td>2,074</td>
<td>2,077</td>
<td>2,080</td>
<td>2,083</td>
<td>2,086</td>
<td>2,089</td>
<td>2,091</td>
</tr>
<tr>
<td>Low Income - Not Disabled - No Auto/Transit</td>
<td>1,581</td>
<td>1,577</td>
<td>1,571</td>
<td>1,600</td>
<td>1,625</td>
<td>1,650</td>
<td>1,675</td>
<td>1,699</td>
<td>1,724</td>
<td>1,749</td>
<td>1,779</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Daily Trips - Critical Need TD Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severely Disabled</td>
</tr>
</tbody>
</table>


| Annual Trips                           | 941,216 | 957,223 | 973,229 | 989,740 | 1,006,473 | 1,024,265 | 1,042,145 | 1,060,064 | 1,078,043 | 1,096,085 | 1,114,106 |

---
Appendix C
Transportation Disadvantaged Eligibility Application

MV Transportation

The information contained in this application will be used by MV Transportation to determine your eligibility for transit services. The CTC 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. It should be noted that eligibility is determined by disability and also by the systems budget constraints in each county.

APPLICATIONS MUST BE RENEWED EVERY TWO YEARS!

Date: ____________________________ Medicaid #: ____________________________

Last Name: ____________________________
First Name: ____________________________ Middle Initial: ____________________________
Home Address: ____________________________ Apt #: ____________________________
City: ____________________________ County: ____________________________ Zip Code: ____________________________
Phone#: ____________________________ Cell#: ____________________________

Date of Birth / / Age Male/Female

Emergency Contact: ____________________________

Phone#: ____________________________

Directions to Home:

____________________________

1. Do you receive Food Stamps? Yes/No
2. Do you have Medicaid? Yes/No
3. How many family members in your home? ____________________________
4. What is YOUR annual income? ____________________________
5. Do you live in an Assisted Living Facility, Nursing Home, Retirement Home or in a boarding home? Yes/No Do you have relatives or friends living in the area that would transport you if asked? Yes/No
MV Transportation

6. Is your condition Temporary Yes or No? If yes, what is the duration of the disability? __________ Weeks/Months
Are there any other issues we should be made aware of?


7. Do you use any mobility aids? Check all that apply.
   Manual Wheelchair   Power Wheelchair
   Power Scooter       Cane       Crutches       Walker       Service Animal
   Please answer the following questions:

   A. Can you travel without assistance a distance of: 200 feet  ½ mile  ¾ Mile  ?

   B. Can you climb a 12 inch step? Yes/No Without assistance? Yes/No
   C. Can you wait outside without support for twenty (20) minutes? Yes/No
   D. Can you give an address and telephone number upon request? Yes/No
   E. Can you recognize a destination or landmark? Yes/No
   F. Can you understand and follow directions? Yes/No
   G. Can you handle unexpected situations or changes in your routine? Yes/No
   H. Can you safely and effectively travel through a crowded or complex facility? Yes/No
   I. Are you totally blind? Yes/No legally blind? Yes/No
   J. Are you totally deaf? Yes/No severally hearing impaired? Yes/No
   K. Do you have a personal care assistant (escort) to assist you when you travel? Yes/No
I hereby certify that the information given above is true and correct.

Signed: ______________________ Date: __________

Preparer's Signature: ______________ Date: __________
Print Preparer's Name: ______________
Phone: ____________________

Please return to:
MV Transportation
4650 US 27 South
Sebring, FL 33870
Fax to 863-382-8469
Please call after 5 days for status of request.

Avon Park 863-452-0139
Sebring 863-382-0139
Lake Placid 863-699-0995
Hardee 863-773-0015
Okeechobee 863-357-9900
DeSoto 800-691-6566
Glades/Hendry
800-260-0139

Office Use Only: Date Received: _______________________
# Appendix D

## Vehicle Inventory

### Current Vehicle Inventory

<table>
<thead>
<tr>
<th>Year</th>
<th>Make</th>
<th>Model</th>
<th>VIN</th>
<th>Lift/Ramp</th>
<th>Odometer</th>
<th>Fuel</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>Dodge</td>
<td>Caravan</td>
<td>2C4RDGBG1GR320524</td>
<td>Ramp</td>
<td>112,822</td>
<td>Gas</td>
</tr>
<tr>
<td>2016</td>
<td>Dodge</td>
<td>Caravan</td>
<td>2C4RDGBG5GR373887</td>
<td>Ramp</td>
<td>95,602</td>
<td>Gas</td>
</tr>
<tr>
<td>2017</td>
<td>Dodge</td>
<td>BRNC</td>
<td>2C7WDGBG5HR784116</td>
<td>Ramp</td>
<td>84,751</td>
<td>Gas</td>
</tr>
<tr>
<td>2017</td>
<td>Dodge</td>
<td>BRNC</td>
<td>2C7WDGBGXHR808717</td>
<td>Ramp</td>
<td>65,955</td>
<td>Gas</td>
</tr>
</tbody>
</table>
Appendix E
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 28, 2020,
MV Contract Transportation, Inc.
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 SSPP and SPP and the plans are up to date.

Blue Ink Signature: __________________________ Date: 01/28/20
(Individual Responsible for Assurance of Compliance)

Name: Kelly Kirk Brooks Title: General Manager

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

Name: MV Contract Transportation, Inc. CTC for DeSoto, Hardee, Highlands and Okeechobee Counties
Address: 4650 US 27 S, Sebring, Fl. 33870

Name of Qualified Mechanic who Performed Annual Inspections: Positive Medical/Junior Watney Safety Transportation/Jr John Garage | J J Transport (DeSoto) Scott’s Service Center, Inc.

*Note: Please do not edit or otherwise change this form.
Appendix F
Adopted Grievance Procedure

Rules and Procedures for Formal Complaints/Grievances for the Transportation Disadvantaged Glades/Hendry Local Coordinating Board

Section 1. Creation
1.1 There is hereby created a formal complaint/grievance procedure for Glades and Hendry 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 Glades and Hendry 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 Glades and Hendry Counties is MV Transportation.

(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 Glades and Hendry Counties.

(c) Transportation Disadvantaged (TD) User: means Those persons who because of physical or mental disability, income status, 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 Help line 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 in accordance with Exhibit C.

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:

MV Transportation
1103 U.S. Highway 27 South
Sebring, Florida 33870
Contact: Kelly Kirk-Brooks
Phone: 1-1-63-382-6004

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: Patricia M. Steed, 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. 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. 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/Entities Referenced in Grievance Procedures

Community Transportation Coordinator (CTC)
MV Transportation
1103 U.S. 27, South
Sebring, Florida 33870
Contact: Kelly Kirk-Brooks, General Manager
Phone: 1-239-768-2900 or 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: Patricia M. Steed, 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

Glades/Hendry 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 22nd day of April 2020.

______________________________
Chair
Transportation Disadvantaged Glades/Hendry Local Coordinating Board
Exhibit A

Grievance Process Form for
Transportation Disadvantaged Local Coordinating Board serving
Glades and Hendry Counties

Agency/Individual Name: ________________________________________________

Address: ______________________________________________________________

City: ___________________ Zip Code: ________________________________

Telephone: ______________ E-Mail: ________________________________

1. Please provide a clear statement describing the grounds for your grievance. (Attach additional pages if needed, and all of your supporting documentation)

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

2. Please explain what steps you have taken to resolve this issue. (Please attach additional pages if needed)

________________________________________

________________________________________

________________________________________

________________________________________

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

I hereby attest that these statements are true and correct,

Printed Name: ___________________

Signature: ___________________ Date: ____________

Transportation Disadvantaged Service Plan, 2014-2020 | 77
Exhibit B

Grievance Tracking Form
Transportation Disadvantaged Local Coordinating Board serving Glades and Hendry 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: ______________
Exhibit C
Notice to Customers

In accordance with Section 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. Below is the language that should be used at a minimum:

Questions, Comments, Concerns?
Contact your Community Transportation Coordinator:
MV Transportation
Phone: 1-1-863-382-6004
Email: Kelly.kirkbrooks@mvtransit.com

Need additional assistance? Contact the Local Coordinating Board:
Heartland Regional Transportation Planning Organization
Phone: 1-800-297-8041
Email: info@heartlandregionaltpo.org

Preguntas, comentarios, inquietudes?
Póngase en contacto con su coordinador de transporte comunitario:
MV Transportation
Teléfono: 1-239-768-2900
Correo Electrónico: Kelly.kirkbrooks@mvtransit.com

¿Necesita asistencia adicional? Póngase en contacto con la Junta Local de Coordinación:
Heartland Regional Transportation Planning Organization
Teléfono: 1-800-297-8041
Correo Electrónico: info@heartlandregionaltpo.org
Appendix G
Trip Rate Calculator

Note: After the emergency section of MV Transportation as the CTC for the Glades/Hendry service area, the Commission for the Transportation Disadvantage agreed to a negotiated rate for Glades/Hendy based on the rates currently approved for DeSoto, Hardee, Highlands, and Okeechobee Counties as shown below.
## Comprehensive Budget Worksheet

### Version 1.0

### CTC:
- MY Contract Transportation, Inc.
- Counties: DeSoto, Highlands, Okeechobee

### Columns 2-7:
- **2017**
- **2018**
- **2019**
- **2020**
- **Proposed
growth**
- **Proposed
budget**

### Revenue

**COC**
- **Other COC grants**

**Business**
- **Bus Pass Program Revenue**

**In-Kind Contributions**
- **Farman**
  - **Medical Card Co-Pay Reduction**
  - **Oncology/Chemotherapy Services**
  - **In-Kind Contributed Services**

**Program**
- **Vet400 4 Year**
  - **Upcoming Year**

**Change from prior period**
- **% Change**
- **O/(C)TV**
- **% Change from Prior FY**
- **Note**

### Data

<table>
<thead>
<tr>
<th>Revenue Category</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>Change from Prior</th>
<th>Change from Prior</th>
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</thead>
<tbody>
<tr>
<td>COC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-Kind</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Change from</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Notes

- All amounts are in USD.
- **COC** contributions are collected as a sum total VS a purchase at wholesale.
- **COC** contributions are collected as a sum total.

### Table Sources

- **49 USC 5307**
- **USC 5310**
- **General Revenue**
- **Other**
- **County**
- **State**

### Transportation Disadvantaged Service Plan, 2014-2020

*transportation disadvantaged services plan for years 2014-2020*
**Comprehensive Budget Worksheet**

**Title:** Comprehensive Budget Worksheet

**Version:** 1.4

**County:** MY Contract Transportation, Inc.

---

### Budgeted Rate Base

<table>
<thead>
<tr>
<th>ACTUAL</th>
<th>PROFIT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### Capital Expenditures

- **Taxes:** $12,407
- **Other:** $30,590

---

### Operating Expenditures

- **Base:** $18,735
- **Taxes:** $13,400

---

### Net Revenue

- **Total:** $18,735
- **Taxes:** $13,400

---

### Other Adjustments

- **Net Revenue:** $18,735
- **Taxes:** $13,400

---

### Notes

- **See NOTES Below**

---

**Once completed, proceed to the Worksheet entitled “Budgeted Rate Base”**

**ACTUAL year PROFIT** allows that formerly planned or approved must be reinvested as a trip or system subsidy. Adjustments are to be identified and explained in a following period, or applied as a Rate Base Adjustment to proposed year’s rates on the next sheet.

---
Budgeted Rate Base Worksheet

**Version 1.4**

**County:** Okeechobee, Highlands, Glades, Hendry

1. Complete applicable GREEN cells in column 2, YELLOW and BLUE cells are automatically completed in column 3.

2. Complete applicable GOLD cells in column 4.

**REVENUES (CTC/Operators ONLY)**

**Local Rate- Dent**

<table>
<thead>
<tr>
<th>Source of Revenue</th>
<th>Budgeted Rates/Dollars</th>
<th>Rate Base Dollars</th>
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</thead>
<tbody>
<tr>
<td>CRF</td>
<td>$54,750</td>
<td></td>
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<tr>
<td>Operating Charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CTC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Pass Program Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County School Tax</td>
<td></td>
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<tr>
<td>Capital Subsidy</td>
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<tr>
<td>Capitalized Contributed Services</td>
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<tr>
<td>City Cash</td>
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<td>$33,840</td>
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<tr>
<td>City Non-Contributed Services</td>
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<td></td>
</tr>
<tr>
<td>Other Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Pass Program Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicaid</td>
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<tr>
<td>Other Medicaid</td>
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<tr>
<td>Other Healthcare</td>
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<td></td>
</tr>
<tr>
<td>Other Non-Medicaid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Federal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Local</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Pass Program Revenue</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**GOLD cells**

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

**GREEN cells**

May be Revenue Generated by Applying Authorized Rates per Mile Trip Charges

Yellow cells are NEVER Generated by Applying Authorized Rates

BLUE cells should be funds generated by rates in this spreadsheet.
### Budgeted Rate Base Worksheet

**Version 1.0**

**CTC:** MV Contract Transportation, Inc

**County:** DeSoto, Highlands, Highlands, Highlands

1. Complete applicable GREEN cells in column B. YELLOW and BLUE cells are automatically completed in column J.

2. Complete applicable GOLD cells in column A and 5.

**Upcoming Rates**

**Revenue**

- Bus Program Revenue: $1,000

**Expenditures**

1. **Operating Expenditures**
   - Payroll, Benefits, and Local Taxes: $2,000
   - Payroll, Benefits, and Local Taxes: $1,500

2. **Capital Expenditures**
   - Equipment Purchases: $1,000

**Rate Base Adjustment Cell**

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenues (or unapproved profits), or losses, from the actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location of adjustment for excess gains or losses. If allowed by the respective funding source, excess gains may also be adjusted by providing system-wide revenues or by the judicious use of General Revenue or other revenues. In that event, the appropriate gains should not be included in the rate base for the period. If such an adjustment has been made, provide explanation in the respective allocation area of the Comprehensive Budget Sheet.

**Preliminary 2017-2018**

Total Revenue: $3,200,000

Total Expenditures: $2,000,000

Rate Base Adjustment: $1,200,000
**Worksheet for Program-wide Rates**

**CTC:** MV Contract Trans 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**

<table>
<thead>
<tr>
<th>Total Projected Passenger Miles</th>
<th>Rate Per Passenger Mile</th>
<th>Fiscal Year</th>
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<tbody>
<tr>
<td>1,228,205</td>
<td>$2.14</td>
<td>2019 - 2020</td>
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<table>
<thead>
<tr>
<th>Total Projected Passenger Trips</th>
<th>Rate Per Passenger Trip</th>
<th>Avg. Passenger Trip Length</th>
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<tbody>
<tr>
<td>60,208</td>
<td>$43.74</td>
<td>20.4 Miles</td>
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Rates If No Revenue Funds Were Identified As Subsidy Funds

<table>
<thead>
<tr>
<th>Rate Per Passenger Mile</th>
<th>Rate Per Passenger Trip</th>
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</thead>
<tbody>
<tr>
<td>$2.22</td>
<td>$45.27</td>
</tr>
</tbody>
</table>

**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,
- 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

SECTION I: Services Provided

1. Which of the following services has been provided in the current fiscal year?

- [ ] Transportation Services
- [ ] Private Vendor Services
- [ ] Other Services

2. What is the current budget for each service?

- [ ] Transportation Services: $50,000
- [ ] Private Vendor Services: $30,000
- [ ] Other Services: $20,000

SECTION II: Contingency Services

1. What are the contingency services provided in the current fiscal year?

- [ ] Transportation Services: $10,000
- [ ] Private Vendor Services: $5,000
- [ ] Other Services: $2,500

2. What is the current budget for each contingency service?

- [ ] Transportation Services: $5,000
- [ ] Private Vendor Services: $2,500
- [ ] Other Services: $1,250

SECTION III: Record Service

1. Which of the following services has been provided in the current fiscal year?

- [ ] Transportation Services: $10,000
- [ ] Private Vendor Services: $5,000
- [ ] Other Services: $2,500

2. What is the current budget for each service?

- [ ] Transportation Services: $5,000
- [ ] Private Vendor Services: $2,500
- [ ] Other Services: $1,250
### Worksheet for Multiple Service Rates

**SECTION I: Description of Service Rates**

1. **Service Rates:**
   - **Type:** Hourly, Daily, Weekly, Monthly
   - **Duration:** 1-24 hours

2. **Service Levels:**
   - **Basic:** Standard, Deluxe
   - **Advanced:** Executive

### SECTION II: Group Service Loading

- **Group Size:** 1-10
- **Service Time:** 8-24 hours

### SECTION III: Rate Calculations for Multiple Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate per Mile</th>
<th>Rate per Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child</td>
<td>$0.50</td>
<td>$5.00</td>
</tr>
<tr>
<td>Adult</td>
<td>$0.75</td>
<td>$7.50</td>
</tr>
<tr>
<td>Senior</td>
<td>$0.25</td>
<td>$2.50</td>
</tr>
</tbody>
</table>

### SECTION IV: Calculation of Rates

1. **Rate Calculation:**
   - **Base Rate:** $0.75 per mile
   - **Additional Fee:** $2.50 per trip

2. **Service Inclusions:**
   - **Fuel Surcharge:** 10%
   - **Taxi Fee:** $10.00

### SECTION V: Disadvantaged Service Plan

- **Eligibility Requirements:**
  - Income below 200% of the Federal Poverty Line
  - Transportation needs met by DART CTS

- **Service Availability:**
  - **Miles:** 10-20
  - **Trips:** 2-5

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