

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

How to get involved



CALL US @ (863) 534-7130

8:00 a.m. to 5:00 p.m.
Monday through Friday
Se habla español
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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:  Date: 6/19/19

GLADES & HENDRY

POSITION	MEMBER	REPRESENTATION
Chair	Emma Byrd, Commissioner	Hendry County Commissioner
Vice Chair	Donna Storter-Long, Commissioner	Glades County Commissioner

REPRESENTATION	MEMBER	ALTERNATE
Agency for Healthcare Administration	Maribel Perez	Glenda Gonzalez
Children at Risk Representative	Edwin Melendez	Vanessa Fischel
Citizen Advocate User Representative	<i>Vacant</i>	<i>Vacant</i>
Citizen Advocate Representative	Kristina Rodriguez	Bill Iffland
Community Action Agency	Fred Richards	Barbara Ramos
Community Transportation Coordinator	Alan Mandel	<i>Vacant</i>
Department of Children and Families	Aaron Stitt	Charlene Blum
Department of Elder Affairs	Shelby Yevington	Rebecca MacKenzie
Department of Transportation	Kelley Fernandez	Michelle Peronto
Disabled Representative	Lisa Sands	<i>Vacant</i>
Division of Vocational Rehabilitation or Division of Blind Services	Fareedah Laney	<i>Vacant</i>
Elderly Representative	Mary Bartoshuk	<i>Vacant</i>
Public Education Community	Jim Brickel	<i>Vacant</i>
Regional CareerSource Board	Rebecca Meeler	Suseth Cunningham
Local Medical Community	Nancy Acevedo	<i>Vacant</i>
Agency for Persons with Disabilities	Donna Fain	<i>Vacant</i>
Veterans Service Office	Bob Jones	<i>Vacant</i>
Private Operator	<i>N/A</i>	<i>N/A</i>

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

Date

Executive Director

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

Representation	Member	Voted For	Voted Against	Absent From Voting
Hendry County	Emma Byrd	x		
Glades County	Donna Storter-Long			x
Agency for Healthcare Administration	Singe Jacobson	x		
Children at Risk Representative	Edwin Melendez	x		
Citizen Advocate Representative	Kristina Rodriguez	x		
Community Action Agency	Fred Richards	x		
Community Transportation Coordinator	Kelly Kirk Brooks			
Department of Children and Families	Aaron Stitt	x		
Department of Elder Affairs	Shelby Yevington			x
Department of Transportation	Kelley Fernandez	x		
Disabled Representative	Lisa Sands	x		
Division of Vocational Rehabilitation or Division of Blind Services	Fareedah Laney			x
Agency for Persons with Disabilities	Donna Fain	x		
Elderly Representative	Mary Bartoshuk	x		
Public Education Community	Jim Brickel			x
Regional CareerSource Board	Rebecca Meeler	x		
Local Medical Community	Nancy Acevedo			x

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



Formed on April 29, 2015, the Heartland Regional Transportation

Planning Organization (HRTPO) coordinates transportation plans for the Heartland region including the six counties of DeSoto, 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.

The planning agency is responsible for:
Preparing a Transportation Improvement Program that includes a TD element.
Recommending a Community Transportation Coordinator to the TD Commission.
Appointing a Local Coordinating Board for the Transportation Disadvantaged Program
Providing staff support to the Local Coordinating Board
Preparing and submitting grant applications to the Commission
Prepare and submit the Transportation Disadvantaged Service Plan (TDSP) and its annual updates to the Commission.

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)

The Local Coordinating Board is responsible for:
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.
Evaluate services provided by the CTC under the approved Transportation Disadvantaged Service Plan (TDSP).
In cooperation with the CTC, review and provide recommendations to the Commission on funding applications affecting the transportation disadvantaged.
Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.
Evaluate multi-county or regional transportation opportunities.
Appoint a Grievance Committee to serve as a mediator.
Prepare an Actual Expenditure Report.
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.

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.

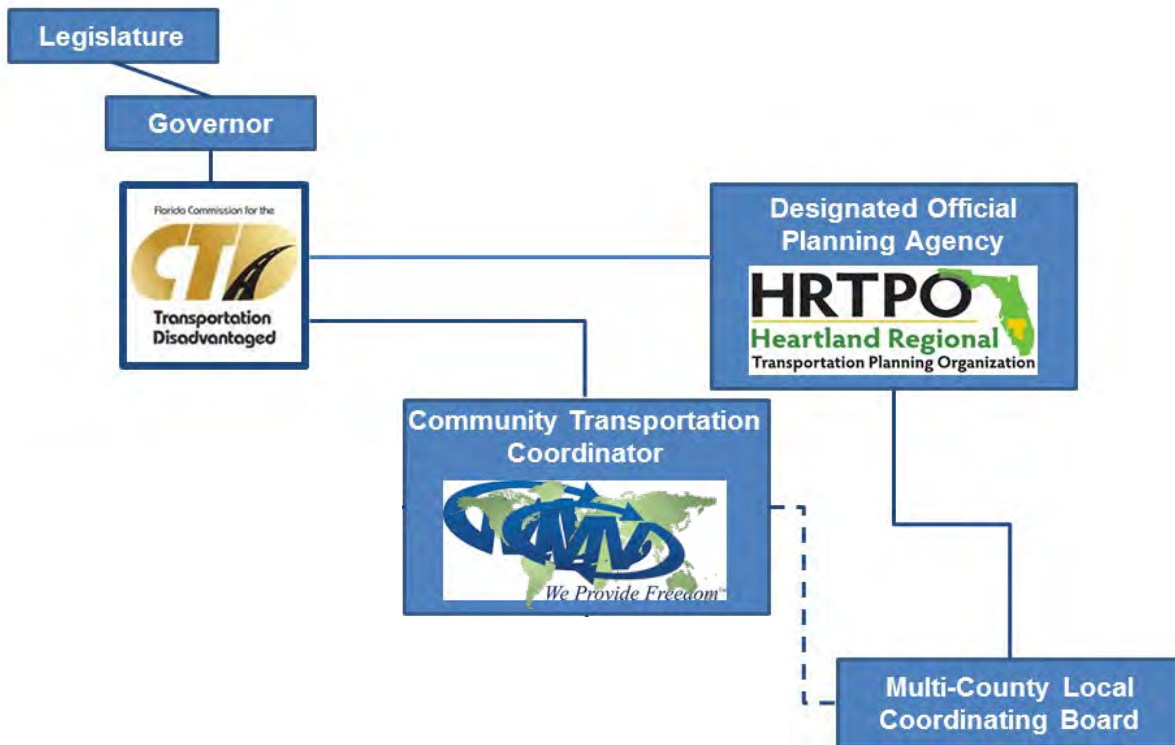
MV Transportation was designated as the emergency CTC for Glades and Hendry counties and started service to the community on February 24, 2020, after Good Wheels, the previous CTC, suspended all operations on February 19, 2020.

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

Until 1990	Tri-County Senior Services served as the CTC.
May 1991	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.
1999	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.
2002	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.
2003	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.
2007	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.
2012	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.
2018	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.
2019	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.
2020	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.

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.



Local Government Comprehensive Plans	✓ Consistent, to the maximum extent feasible
Strategic Regional Policy Plan	✓ Consistent, to the maximum extent feasible
Southwest Florida Regional Planning Council's "Strategic Regional Policy Plan"	✓ Consistent
Commission for the Transportation Disadvantaged Five-Year Plan	✓ Consistent
HRTPO 2040 Long Range Transportation Plan	✓ Consistent
Transportation Improvement Programs	✓ Consistent
HRTPO Public Participation Plan	✓ Consistent
FDOT Heartland Rural Mobility Plan	✓ Consistent

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.

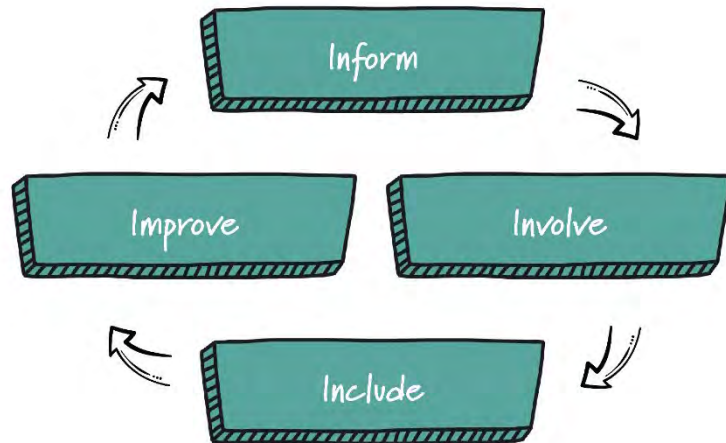


The responsibility of the HRTPO is to manage a continuing, cooperative, and comprehensive planning process that results in the development of transportation plans and programs. The HRTPO provides a forum for cooperative decision making by officials of the affected governmental entities with input from 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

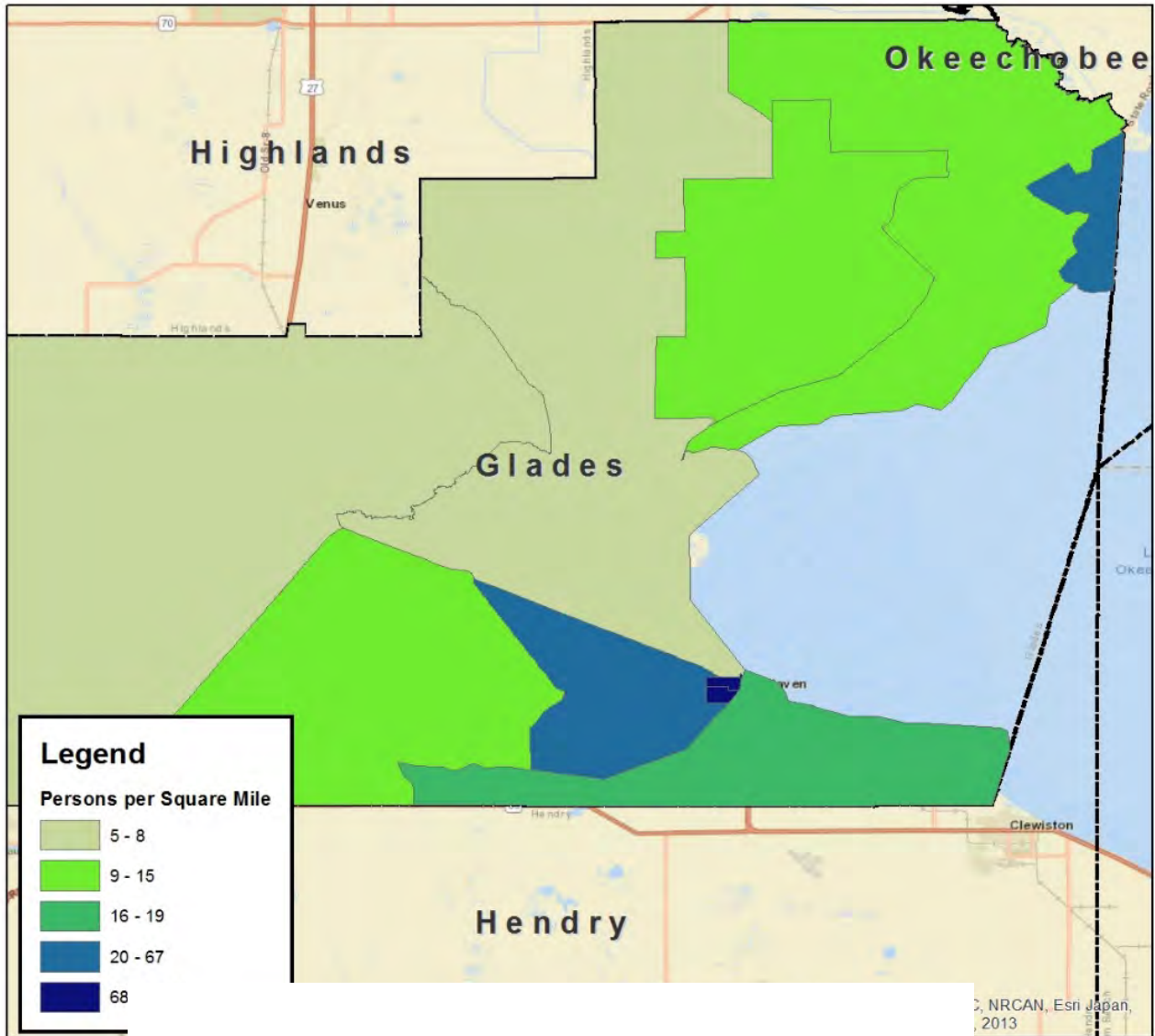


Located in the south-central part of Florida, the following information on the two-county service area of Glades and Hendry Counties is from the Heartland Rural Mobility Plan, Undated in 2018.

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.

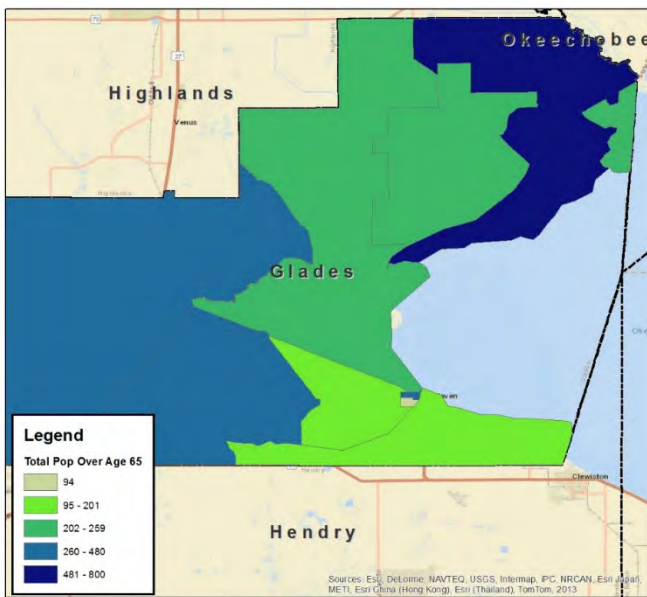
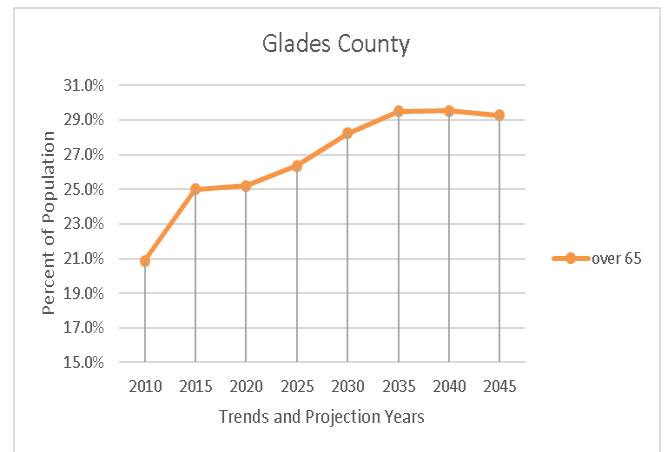
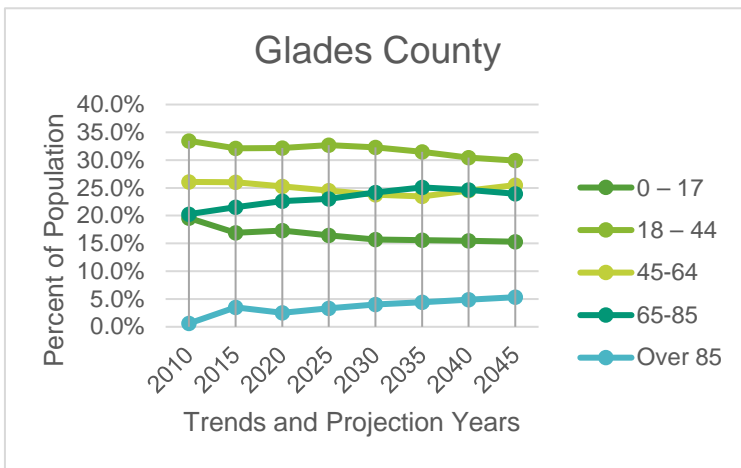


Population Trends								
Age Group	2010	2015	2020	2025	2030	2035	2040	2045
0 - 17	2,473	2,243	2,335	2,302	2,259	2,291	2,326	2,338
18 - 44	4,227	4,260	4,342	4,571	4,646	4,633	4,573	4,566
45-64	3,293	3,451	3,410	3,426	3,419	3,453	3,677	3,893
65-85	2,561	2,853	3,053	3,218	3,479	3,692	3,694	3,655
Over 85	76	465	344	468	581	648	735	813
Total	12,630	13,272	13,484	13,985	14,384	14,717	15,005	15,265

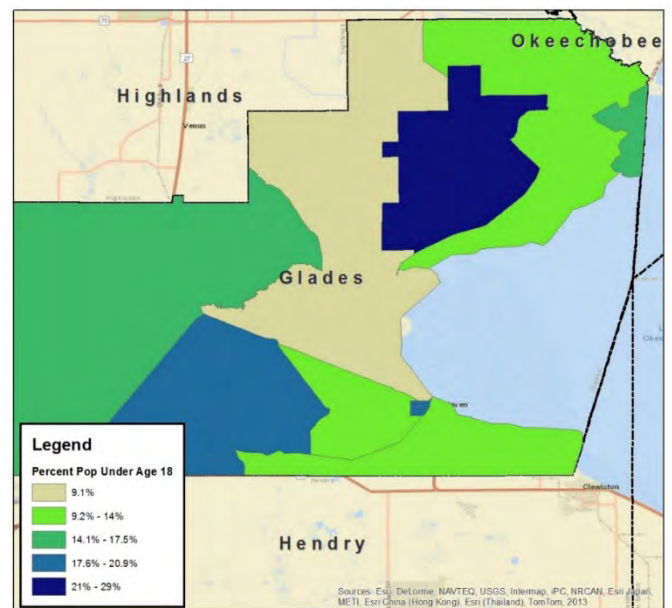
U.S. Census block group population distribution by persons per square mile

Age Group	2015		2010		Change
	Total	Percent	Total	Percent	Total
0 – 17	2,243	16.90%	2,473	19.60%	-230
18 – 44	4,260	32.10%	4,227	33.50%	33
45-64	3,451	26.00%	3,293	26%	158
65-85	2,853	22%	2,561	20.30%	292
Over 85	465	3.50%	76	0.60%	389
Total	13,272	100%	12,617	100%	655

Population Change (2010-2015)



Glades County Over 65 Population by Census Block Group



Glades County Under Age 18 Population

Employment, Income and Household Characteristics

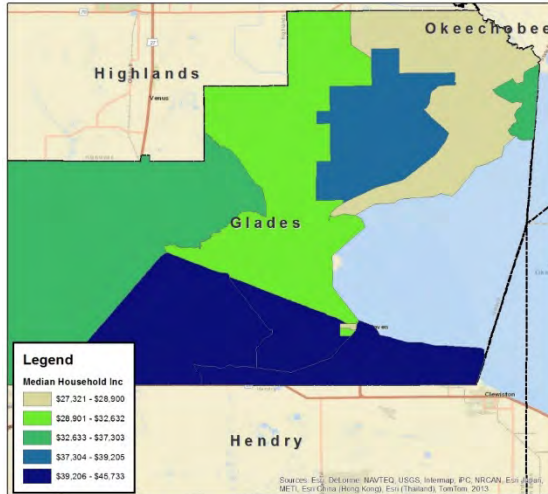
Work activities, income levels and household characteristics influence travel behavior. Accordingly, examining these characteristics reveals additional public transportation markets in Glades County. For example, public transportation may offer reliable transportation to low-wage workers and people living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

Income and Poverty

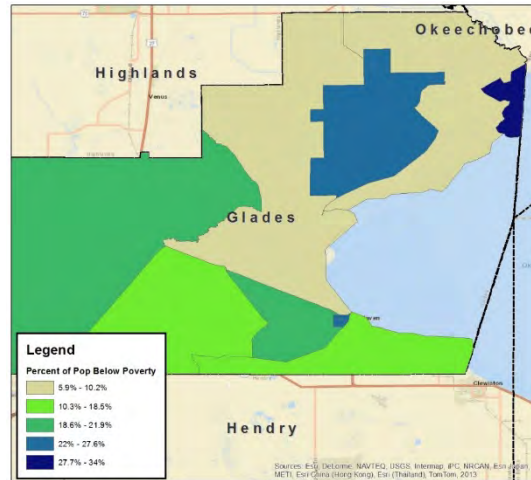
The median income in Glades County was \$34,877 in 2015, which was below the state median income of \$47,507. Glades County's median income declined significantly since 2010 when Glades County's median income was \$39,429. The map below illustrates the median income for block groups in the county. The 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.

Glades County	Percent of Household	
<i>Income Categories</i>	<i>2015</i>	<i>2010</i>
\$10,000 or less	12.1%	9.9%
\$10,000 to \$14,999	7.9%	7.3%
\$15,000 to \$24,999	15.3%	15.3%
\$25,000 to \$34,999	14.9%	11.8%
\$35,000 to \$49,999	17.3%	22.5%
\$50,000 to \$74,999	19.7%	16.6%
\$75,000 to \$99,999	4.0%	5.7%
\$100,000 to \$149,999	5.8%	5.8%
\$150,000 to \$199,999	1.2%	1.2%
\$200,000 and above	1.8%	0.8%
Median Income	\$34,877	\$39,429

Household income levels



Median Household Income by Census Block Group



Percent of Population Living Below Poverty-Glades¹

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 2012¹, 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.

Vehicles Per Household	2015	2010
Zero Vehicle Households	1.7%	0.0%
One Vehicle Households	22.9%	32.0%
Two Vehicle Households	51.6%	45.0%
Three or more Vehicle Households	23.7%	27.2%

Employment and Commuting

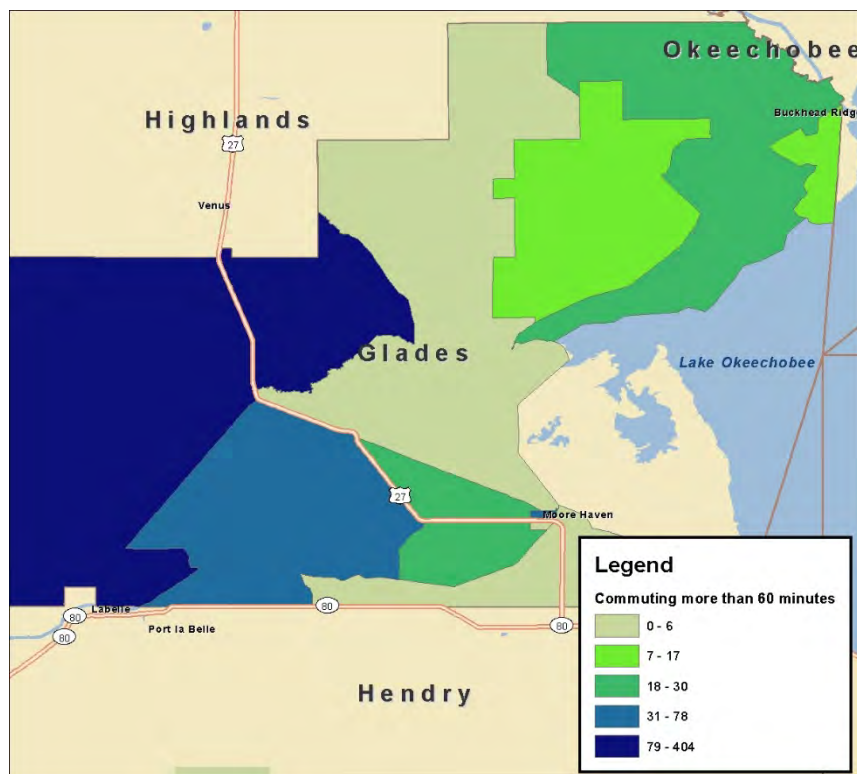
Employment and commuting patterns influence transportation options. The working age population, labor force participation and unemployment rates affect transportation systems.

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.



Workers with Commutes Longer than 60 Minutes

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.

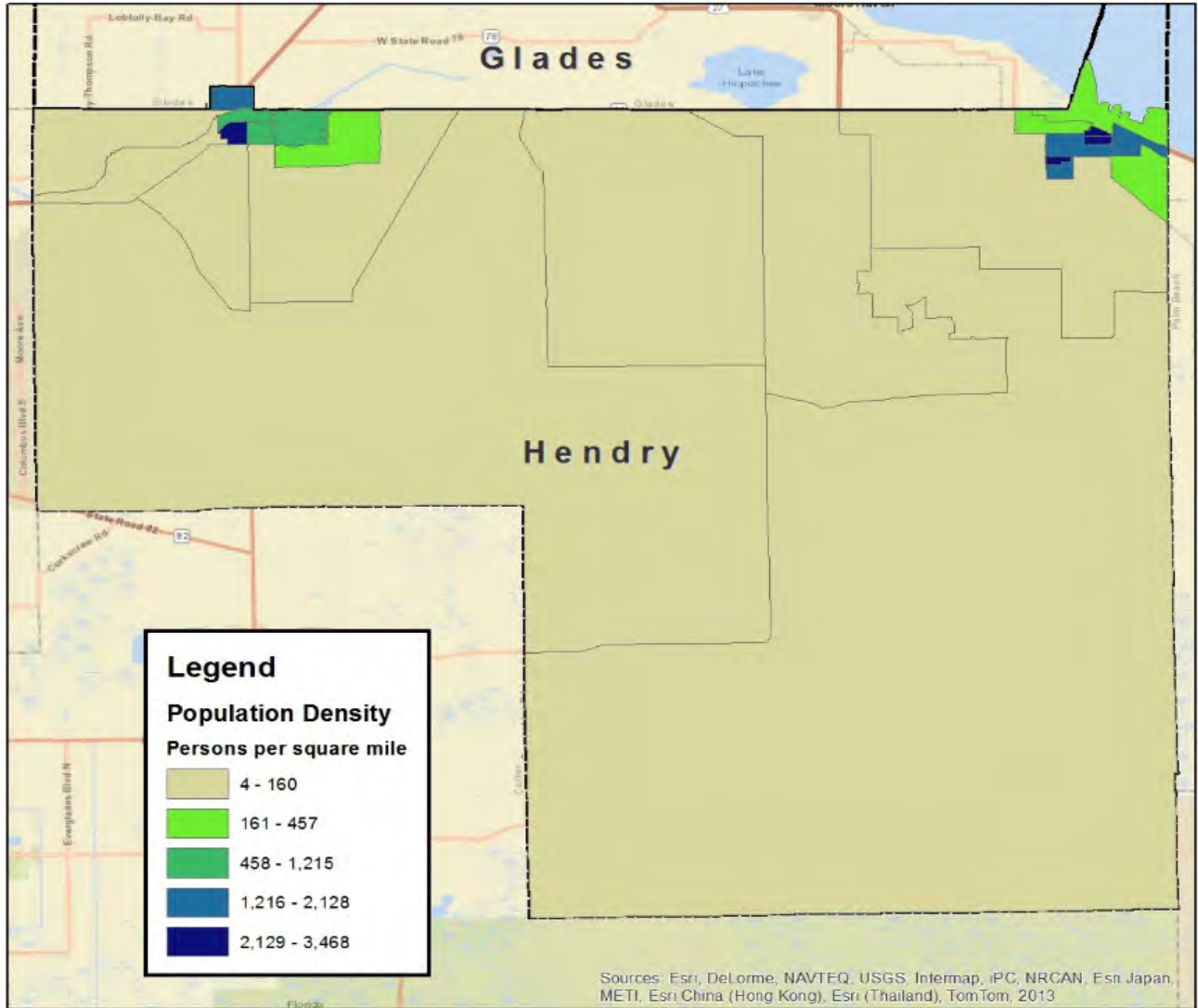
Demographically, the county's population is increasingly becoming older with the proportion of the under age 18 population decreasing and the over age 65 proportion increasing. The over age 65 population in Hendry County increased to 4,719 in 2015, representing 12.3% of the population. Conversely, the 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.



Hendry County

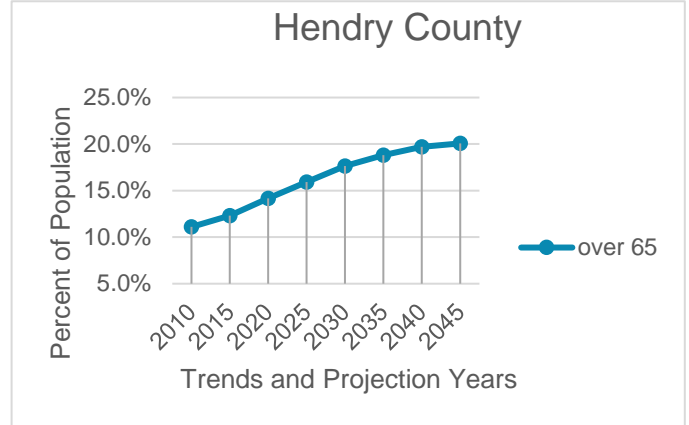
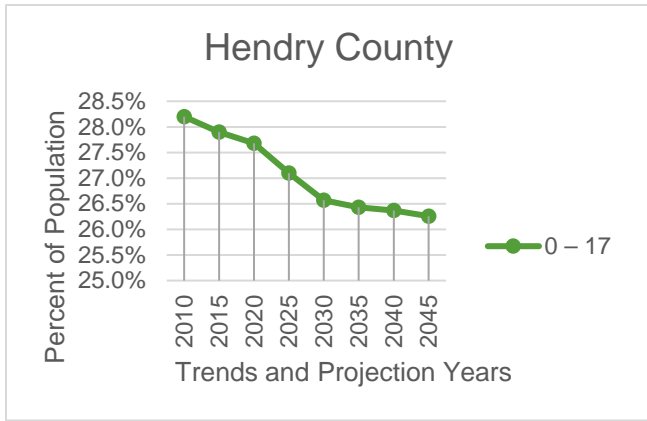
Age Group	2015		2010		Change
	Total	Percent	Total	Percent	Total
0 – 17	10,703	27.90%	11,006	28.20%	-303
18 – 44	14,118	36.80%	15,378	39.40%	-1260
45-64	8,823	23%	8,313	21.30%	510
65-85	4,028	10.50%	3,903	10%	125
Over 85	691	1.80%	429	1.10%	262
Total	38,363	100%	39,030	100%	-667

Population Change by Age Categories



Age Group	2010	2015	2020	2025	2030	2035	2040	2045
0 – 17	11,006	10,703	10,863	10,864	10,798	10,869	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	8,769	8,532	8,441	8,539	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	862	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

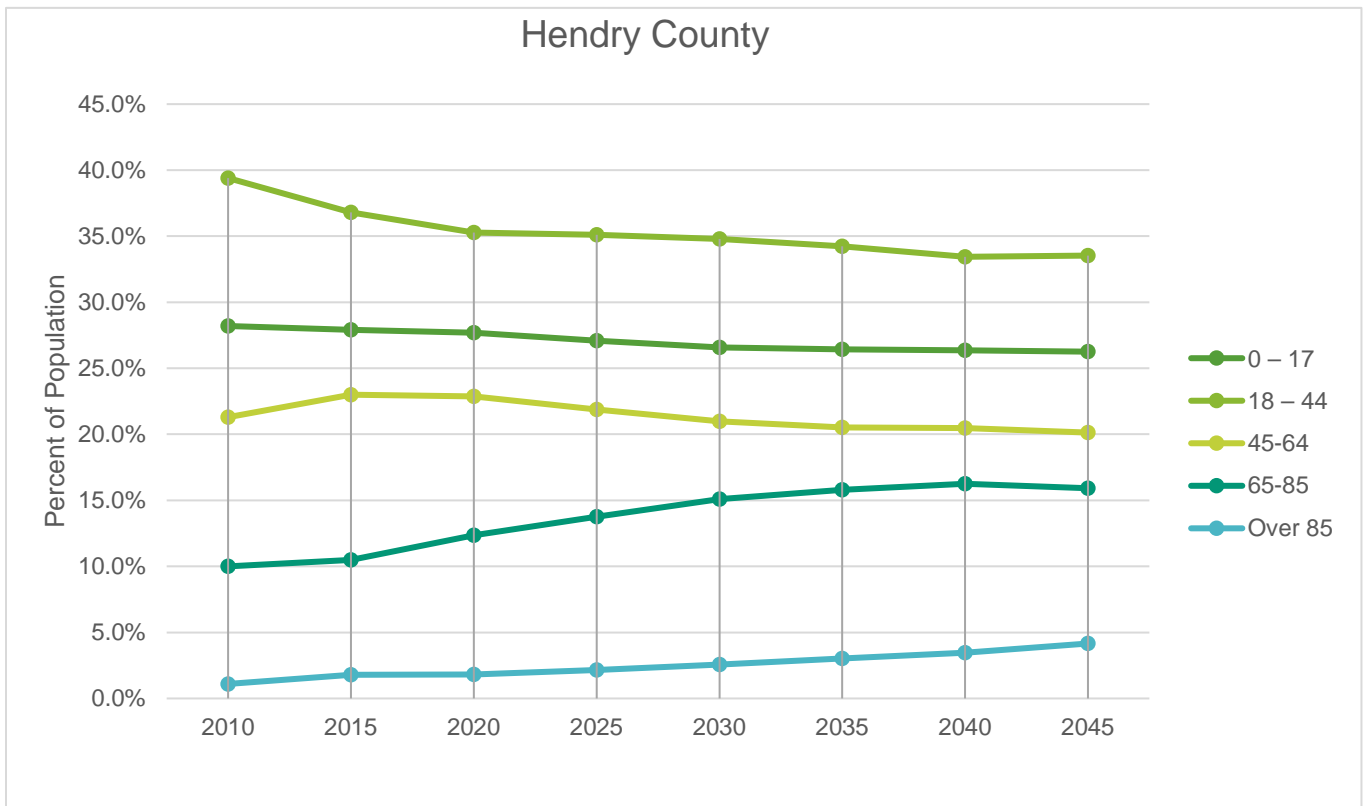
Hendry County Population Density



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%.

Hendry County, Florida	Percent of Household	
<i>Income Categories</i>	2015	2010
\$10,000 or less	9.5%	9.9%
\$10,000 to \$14,999	7.4%	5.7%
\$15,000 to \$24,999	20.4%	20.4%
\$25,000 to \$34,999	10.2%	17.1%
\$35,000 to \$49,999	14.3%	16.3%
\$50,000 to \$74,999	17.5%	18.9%
\$75,000 to \$99,999	9.6%	8.3%
\$100,000 to \$149,999	6.5%	6.5%
\$150,000 to \$199,999	2.7%	1.3%
\$200,000 and above	1.9%	1.3%
Median Income	\$36,771	\$37,298

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.

Vehicles Per Household	2015	2010
Zero Vehicle Households	6.3%	7.0%
One Vehicle Households	26.2%	25.0%
Two Vehicle Households	35.7%	39.0%
Three or more Vehicle Households	31.8%	31.8%

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

Glades County	
Company Name	Employees
Moore Haven Correctional Facility	250-499
Seminole Casino Brighton	50-99
Glades Electric Co-op	50-99
Graham Farm	50-99
Wedgworth's Inc.	20-49
Oldcastle Lawn & Garden	20-49
Florida Community Health Care	20-49
Brighton Medical Ctr	20-49
Big Lake Home Health Svc	20-49
Hendry County	
Company Name	Employees

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

Purpose	Number of trips
Medical	8,722
Employment	2,204
Education/Training	1,314
Nutritional	0
Life-Sustaining/Other	8,950
TOTAL TRIPS	21,190

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

Commute 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.

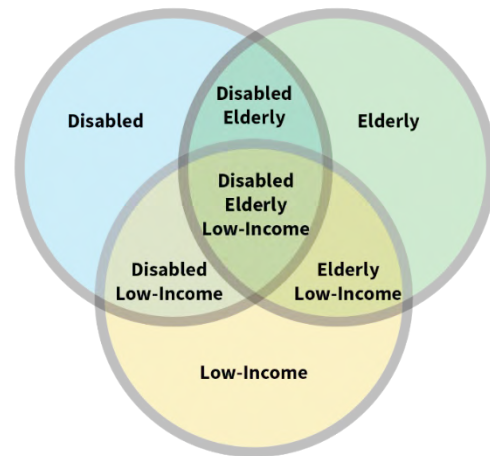
Health, Education, and Other Programs

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.



TD Composition

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

Critical Need Trip Demand

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimate previously described, the tables below display the future potential demand for critical need transportation in the service area through 2027.

Glades Critical Need - Severely Disabled TD Population			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	80	32	111
<i>Elderly</i>	455	60	515
TOTAL	535	92	627

Hendry Critical Need - Severely Disabled TD Population			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	242	97	338
<i>Elderly</i>	652	86	738
TOTAL	894	183	1,077

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.

Identified Unmet Service Needs		
Service/Financial Gaps	Proposed Plan	Timeline
Employment related trips	Continue partnerships with CareerSource Boards, Vocational Rehabilitation Programs, Community Colleges, and Private Sector, to identify community needs and coordinate services	Continue monitoring funds that are applicable for employment related use
General Public Trips	Continue to apply for FTA Section 5311 and 5310 operating funds	On-going
Elderly and Disabled	Continue to apply for FTA 5310 Operating Funds	Grant funds applied for annually
Resources for Expanded Services	Coordinate with Mobility Management, and Commuter Services	Ongoing
Extend Service Hours (evenings and weekends)	Work with CTC to expand service hours to coincide with the needs of customer transported under these programs	Service expansion includes service over weekends and evenings coordinated with service needs
Funding Shortfalls	Investigate other funding opportunities. Revise procedures and policies where possible to cut costs. Investigate opportunities for private funding contributions. Encourage participation in the "Voluntary Dollar" program. Investigate voucher opportunities and other mobility options	The CTC will apply for capital and operational funding
Coordination Contracts	The CTC and LCB will review all existing and new applications for Coordination Contracts	CTC will continue to coordinate resources resulting in cost effective, efficient service provision
Capital Procurement	Apply for capital grants for replacement and expansion of vehicle fleet when funds are available	The CTC will continue to apply for capital funding.

3. Barriers to Coordination

- **Geographic Location** – The rural service area creates a challenge as essential services are often located outside of the service area. The Commission for the Transportation Disadvantaged will only pay a per trip rate or a per mile rate and that type of trip rate does not work well for long distance trips. Out of service area trips are cost prohibitive.
- **Lack of Public Transportation** - 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

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

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

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

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

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

Goal 4: Prepare for Emergency Events

Objective	Strategy	Measure	Responsibly Party
Coordinate efforts with local emergency management officials	Attend regularly scheduled EOC meetings	Agreements/Letter of Understanding with each County	CTC, Planning Agency
Educate users/user agencies on emergency procedures.	Provide information to users and agencies as needed		CTC, Planning Agency
Implementation:	This should be an ongoing effort. A report will be provided to the LCB at their 1 st quarter meeting for analysis and to develop next steps.		

Goal 5: Ensure Quality Service and Program Accountability

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

Implementation:

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

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.

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

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.

On-Time Pick-Up Window	
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 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

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.

Program	Eligibility	Passenger Fare																				
Transportation Disadvantaged Program	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ✓ 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 <table border="1" data-bbox="532 747 1279 1066"> <thead> <tr> <th data-bbox="532 747 750 1066" rowspan="9">2020 Federal Poverty Guidelines</th> <th data-bbox="750 747 912 793">Family Size</th> <th data-bbox="912 747 1097 793">200%</th> <th data-bbox="1097 747 1279 1066" rowspan="9">Add \$4,480 for each person over 8</th> </tr> </thead> <tbody> <tr> <td data-bbox="750 793 912 831">1</td> <td data-bbox="912 793 1097 831">\$25,520</td> </tr> <tr> <td data-bbox="750 831 912 869">2</td> <td data-bbox="912 831 1097 869">\$34,480</td> </tr> <tr> <td data-bbox="750 869 912 907">3</td> <td data-bbox="912 869 1097 907">\$43,440</td> </tr> <tr> <td data-bbox="750 907 912 945">4</td> <td data-bbox="912 907 1097 945">\$52,400</td> </tr> <tr> <td data-bbox="750 945 912 982">5</td> <td data-bbox="912 945 1097 982">\$61,360</td> </tr> <tr> <td data-bbox="750 982 912 1020">6</td> <td data-bbox="912 982 1097 1020">\$70,320</td> </tr> <tr> <td data-bbox="750 1020 912 1058">7</td> <td data-bbox="912 1020 1097 1058">\$79,280</td> </tr> <tr> <td data-bbox="750 1058 912 1096">8</td> <td data-bbox="912 1058 1097 1096">\$88,240</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ✓ 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. <ul style="list-style-type: none"> ✓ 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) 	2020 Federal Poverty Guidelines	Family Size	200%	Add \$4,480 for each person over 8	1	\$25,520	2	\$34,480	3	\$43,440	4	\$52,400	5	\$61,360	6	\$70,320	7	\$79,280	8	\$88,240	\$2 Each Way
2020 Federal Poverty Guidelines	Family Size		200%	Add \$4,480 for each person over 8																		
	1		\$25,520																			
	2		\$34,480																			
	3		\$43,440																			
	4		\$52,400																			
	5		\$61,360																			
	6		\$70,320																			
	7		\$79,280																			
	8	\$88,240																				
Medicaid Non Emergency Medical Transportation	<p>Medicaid will pay for non-emergency transportation services for a Medicaid eligible recipient who has no other means of transportation to a Medicaid covered service. 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.</p> <p>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</p>	Fare Free																				
Full Cost Trip	<p>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.</p>	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.
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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

Rule 41-2.006 (4)(a), F.A.C.	Drug and Alcohol Testing for Safety Sensitive Job Positions	
	A review conducted by FDOT, FHWA or FTA will determine compliance with this standard.	All safety sensitive job positions comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration.
Rule 41-2.006 (4)(b), F.A.C.	Passenger Escorts	
	This can be evaluated by vehicle inspection.	In order to enhance the safety of passengers and drivers, children under age 15 or other people who, due to age or

		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.
Rule 41-2.006(4)(c), F.A.C.	Use of Child Restraint Devices	
	Evaluated by inspection of the vehicle.	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	
	Evaluated by inspection of the vehicle.	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	
	This standard can be evaluated by the inspection of 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	
	This standard can be evaluated by inspection of the vehicle.	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	
	This standard can be evaluated by the inspection of records of 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	
	Inspection of the contracted operators and CTC vehicles will determine if this standard is being met.	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	

2.006((4)(i), FAC	The LCB will be able to evaluate this standard based on the evaluation of [records of] payments made to operators.	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.
Passenger/trip Database		
Rule 41- 2.006(4)(j), FAC	Review of random sample of records.	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.
Adequate Seating for Paratransit Services		
Rule 41- 2.006(4)(k), FAC	Random inspection of vehicles.	Vehicle seating should not exceed the manufacturer's recommended capacity.
Drivers for paratransit services		
Rule 41- 2.006(4)(i), FAC	This standard may be measured at the time of vehicle inspection (Route supervision).	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.
Boarding Assistance		
Rule 41- 2.006(4)(m), FAC	This standard may be evaluated upon inspection of the vehicle.	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.
Smoking, Eating, Drinking		
Rule 41- 2.006(4)(n), FAC	This standard may be evaluated upon inspection of the vehicle.	There will be no smoking on any vehicles in the coordinated system. Eating and drinking on board the vehicles is prohibited.
Passenger No Shows		
Rule 41- 2.006(4)(o), FAC	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>the agency when a no-show occurs. Agencies should also contact the CTC when they become aware of cancellations or no-show situations.</p> <p>The Medicaid policy on no-shows is incorporated into this policy by reference.</p> <p>The Policy on no-shows shall be communicated to the passengers and agencies by the CTC when adopted, and thereafter to all newly enrolled passengers. The information shall be distributed to all newly enrolled passengers. The information shall be distributed in the appropriate format and shall be available in alternative formats upon request.</p>
Rule 41-2.006(4)(p), FAC	Two-Way Communications	
	This standard can be evaluated by inspection of the vehicles.	All vehicles are equipped with two-way radios or cell phones.
Rule 41-2.006(4)(q), FAC	Air Conditioners and Heaters	
	This standard can be evaluated at the time of vehicle inspection.	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.
Rule 41-2.006(4)(r), FAC	First Aid	
	Inspection of the drivers' records.	All drivers will be trained in First Aid every two years. All vehicles are equipped with a First Aid kit.
Rule 41-2.006(4)(s), FAC	Cardiopulmonary Resuscitation [CPR]	
	This standard can be evaluated by an inspection of the drivers' records.	All drivers will be trained in Cardiopulmonary Resuscitation [CPR] every two years.
Rule 41-2.006(4)(t), FAC	Driver criminal background screening	
	This standard can be evaluated by an inspection of the drivers' records.	All drivers in the coordinated system have a favorable FDLE background, ("favorable" according to the Department of Children and Families policies and procedures.)
Rule 41-2.006(4)(u), FAC	Public Transit Utilization	
	This standard can be evaluated by an analysis of trip records	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.
Rule 41-2.006(4)(v), FAC	Passenger Pick-Up Window	
	This can be measured by a sampling of trips and through a review of customer complaints.	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

		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)
Rule 41-2.006(4)(w), FAC	On-Time Performance	
	Performance and reporting of this measure should be reported by the CTC at each quarterly LCB meeting	The CTC will have an 85% on-time performance rate for all completed trips.
Rule 41-2.006(4)(x), FAC	Scheduling of Trips	
	Not identified.	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.
Rule 41-2.006(4)(y), FAC	Safety Standard	
	This information can be gathered from the AOR.	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.
Rule 41-2.006(4)(z), FAC	Vehicle Reliability	
	This information can be obtained from the AOR.	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).
Rule 41-2.006(4)(aa), FAC	Service Accessibility	
	The Call Hold Time standard can only be evaluated with computerized phone systems.	The customer should not be put on hold for more than 3 minutes on average.
Rule 41-2.006(4)(bb), FAC	Service Quality and Performance	
	Complaint files. Service Complaints are defined in the Quality Assurance Component; Service Complaint and Formal Grievance Procedures Section of the TDSP.	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.

TABLE 2: Local Standards

2.01 2.01a – Expense 2.01b – Revenue 2.01c – Subsidy 2.01d – Ridership 2.01.e – Service Quality	Service Effectiveness	
	The data for measuring these standards can be found in the CTC’s Annual Report (AOR)	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.

2.01f – Level of Service		
2.01g – Safety		
2.02	Contract Monitoring	
	Review of the CTC’s operators monitoring files.	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.
2.03	Ride Time	
	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.	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.
2.04	Voice Mail Changes	
	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.”	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.
2.05	Contract Standardization	
	Contract file will be reviewed during the annual review of the CTC.	The suggested contract format is used.
2.06	Eligibility Criteria	
	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.
2.07	Prioritization of Trips	
	Evaluated by review of records on file	See Prioritization Policy at the end of Table 2.
2.08	Insurance	
	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,	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.

	<i>Florida Administrative Code. Monitor: files</i>	
2.09	System Safety Program Plans (SSPP)	
	See Chapter 341.061(2)(a) <i>Florida Statutes</i> , and Rule 14-90, <i>Florida Administrative Code</i> .	Updated annually.
2.10	Trip Fare	
	As established.	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.

2.11	Transportation During Weather Events	
	Presences of letters on file; Copies of Agencies' contingency plans on file with the CTC; CTC is to monitor storm warnings and weather conditions.	<p>The LCB has a policy regarding provision of transportation to persons during storms. Components of the policy include:</p> <ol style="list-style-type: none"> 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.
2.12	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	Vehicles received through any grant funding source will be used to replace existing ADA-compliant or non-ADA regulation compliant vehicles currently 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

	coordinated transportation system.	including sedans, standard vans, and other accessible vehicles. It is the goal to have each vehicle in our system ADA compliant.
2.13	Required Use of Seatbelts	
	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.
2.14	Disruptive Behavior	
	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.
2.15	Compliance with HIPPA	
	As required	The CTC is compliant with HIPPA regulations.
2.16	Scooters and Mobility Devices	
	Daily Observation	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.
2.17	Group Trip	
	Definition of "group trip"	A group trip shall be defined as five (5) individuals.

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.

Priority Order	Trip Purpose	Categories and Definitions	Inter County Service Provided?
1	Medical	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.	Yes
2	Nutritional	Adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.	If the trip is more efficient, the CTC may go up to 15 miles outside the service area.
3	Employment	Work or employment related education	No
4	Education	Education related	Yes
5	Social Service Agency/ Other Life Sustaining	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.	If the trip is more efficient, the CTC may go up to 15 miles outside the service area.
6	Recreation	Non-essential, non-employment related trips to activities such as: bowling, bingo, parks, restaurants, libraries, theaters, etc.	No

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

Type of Service to be Provided	Unit (Passenger Mile or Trip)	Cost Per Unit
Ambulatory	Trip	\$40.55
Wheelchair	Trip	\$69.51
Stretcher	Trip	-
Group Trip	Trip	N/A

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 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

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

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

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

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

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

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

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

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

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

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.

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

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

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 and 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.

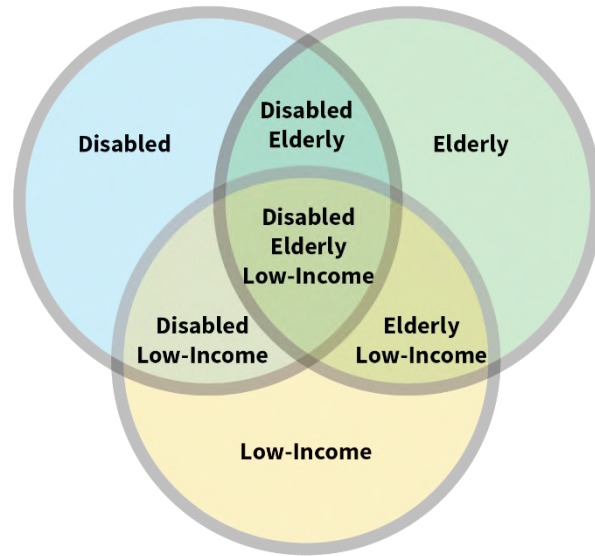
Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

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.



TD Composition

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

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

Hendry County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	26	4.20%	1	0
5-17	406	4.20%	17	0.22%
18-34	646	6.30%	41	0.44%
35-64	2,019	13.84%	279	2.00%
Total Non Elderly	3,097		338	1.00%
65-74	862	27.12%	234	7.86%
75+	1,084	46.55%	505	23.55%
Total Elderly	1,946		738	14.42%
Total	5,043		1,077	2.76%

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			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	80	32	111
<i>Elderly</i>	455	60	515
TOTAL	535	92	627
Hendry Critical Need - Severely Disabled TD Population			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	242	97	338
<i>Elderly</i>	652	86	738
TOTAL	894	183	1,077

Critical Need Trip Rates

Data from the Federal Highway Administration sponsored National Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability and travel time. After applying the NHTS trip rates to the TD population in the service area, there is an estimated potential demand of 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 and applying the changes to the TD population and trip rate estimate previously described, the tables below display the future potential demand for critical need transportation in the service area through 2027.

Glades County

Critical Need TD Population Forecast	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
Total Critical TD Population											
<i>Disabled</i>	627	634	640	647	654	661	668	676	683	690	698
<i>Low Income Not Disabled No Auto/Transit</i>	439	443	448	453	458	463	468	473	478	483	488
Total Critical Need TD Population	1,066	1,077	1,089	1,100	1,112	1,124	1,136	1,148	1,161	1,173	1,186
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	31	31	31	32	32	32	33	33	33	34	34
<i>Low Income - Not Disabled - No Access</i>	833	842	851	860	870	879	888	898	907	917	927
Total Daily Trips Critical Need TD Population	864	878	893	908	924	940	957	974	991	1,008	1,024
Annual Trips	269,529	274,084	278,716	283,427	288,217	293,318	298,510	303,793	309,171	314,643	319,583

Hendry County

Critical Need TD Population Forecast	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
Total Critical TD Population											
<i>Disabled</i>	1,077	1,088	1,099	1,110	1,121	1,133	1,144	1,156	1,167	1,179	1,191
<i>Low Income Not Disabled No Auto/Transit</i>	1,561	1,577	1,593	1,609	1,625	1,642	1,659	1,675	1,692	1,710	1,727
Total Critical Need TD Population	2,637	2,664	2,691	2,719	2,746	2,774	2,803	2,831	2,860	2,889	2,918
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	53	53	54	54	55	55	56	57	57	58	58
<i>Low Income - Not Disabled - No Access</i>	2,964	2,994	3,025	3,055	3,086	3,118	3,150	3,182	3,214	3,247	3,280
Total Daily Trips Critical Need TD Population	3,017	3,068	3,120	3,172	3,226	3,283	3,341	3,400	3,460	3,522	3,577
Annual Trips	941,216	957,122	973,298	989,746	1,006,473	1,024,288	1,042,418	1,060,868	1,079,646	1,098,755	1,116,006

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? _____
2. Do you have Medicaid? _____
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 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 foot $\frac{1}{4}$ mile
_____ $\frac{1}{2}$ Mile _____ ?

B. Can you climb a 12inch 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



MV Transportation

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

Okaloosa 863-357-9900

DeSoto 800-694-6566

Glades/Hendry

800-260-0139

Office Use Only:	Date Received:
T/D Eligible:	
Other Funds Eligibility:	

Appendix D

Vehicle Inventory

Current Vehicle Inventory

Year	Make	Model	VIN	Lift/Ramp	Odometer	Fuel
2016	Dodge	Caravan	2C4RDGBG1GR320524	Ramp	112,822	Gas
2016	Dodge	Caravan	2C4RDGBG5GR373887	Ramp	95,602	Gas
2017	Dodge	BRNC	2C7WDGBG5HR784116	Ramp	84,751	Gas
2017	Dodge	BRNC	2C7WDGBGXHR808717	Ramp	65,955	Gas

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: Kelly Kirk Brooks 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 Watley/ Safety Transportation/Big Johns Garage / JJ Transport (DeSoto) Scott's Service Center, Inc.

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

Appendix F

Adopted Grievance Procedure



DeSoto • Glades • Hardee • Hendry • Highlands • Okeechobee

heartlandregionaltpo.org

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, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

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

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The Central Florida Regional Planning Council provides staff services to the HRTPO

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

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

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

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

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

Section 3: Objectives

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

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

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/Hendry based on the rates currently approved for DeSoto, Hardee, Highlands, and Okeechobee Counties as shown below.

Preliminary Information Worksheet Version 1.4

CTC Name:	MV Contract Transportation, Inc
County (Service Area):	DeSoto, Hardee, Highlands, Okeechobee
Contact Person:	Kelly Kirk Brooks
Phone #:	863-382-6004

Check Applicable Characteristic:

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

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

Comprehensive Budget Worksheet

Version 1.4

CTC: MV Contract Transportation, Inc
County: DeSoto, Hardee, Highlands, Okeechobee

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

	Prior Year's ACTUALS from July 1st of 2017 to June 30th of 2018	Current Year's APPROVED Budget, as amended from July 1st of 2018 to June 30th of 2019	Upcoming Year's PROPOSED Budget from June 30th of 2019 to June 30th of 2020	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors)						
Local Non-Govt						
Farebox	\$ 53,060	\$ 52,450	\$ 60,745	-16.8%	16.7%	
Medicaid Co-Pay Received						
Donations/Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash	\$ 87,618	\$ 116,800	\$ 95,654	33.3%	-18.1%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
DOT						
Non-Spons. Trip Program	\$ 1,285,796	\$ 1,203,000	\$ 1,248,067	-6.3%	3.7%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 79,006	\$ 80,914	\$ 81,000	2.4%	0.1%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						Other DOT 5310 grant
49 USC 5310						
49 USC 5311 (Operating)	\$ 659,006	\$ 666,000	\$ 671,400	-0.7%	2.5%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 30,633	\$ 373,000	\$ 312,475	16.3%	-16.2%	
Bus Pass Program Revenue						
AHCA						
Medicaid						MTM contract
Other AHCA (specify in explanation)	\$ 210,886	\$ 189,238	\$ 206,233	-5.6%	3.0%	
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis Aging & Adult Serv						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation	\$ 754	\$ 1,911	\$ 377	153.4%	-80.3%	
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						Other DOEA - No Hope and OSS
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 31,686	\$ 54,400	\$ 60,666	72.2%	-7.0%	
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						
APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
State Discretionary Funds	\$ -1,563			-100.0%		We no longer receive these funds.

Comprehensive Budget Worksheet

Version 1.4

CTC: MV Contract Transportation, Inc
County: DeSoto, Hardee, Highlands, Okeechobee

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

1	Prior Year's ACTUALS from July 1st of 2017 to June 30th of 2018	Current Year's APPROVED Budget, as amended from July 1st of 2018 to June 30th of 2019	Upcoming Year's PROPOSED Budget from June 30th of 2019	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	7 Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
	2	3	4	5	6	

Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
Total Revenues =	\$2,738,687	\$2,736,750	\$2,725,517	-0.1%	-0.4%	

EXPENDITURES (CTC Operators ONLY / Do NOT include Coordination Contractors)						
Operating Expenditures						
Labor	\$ 192,879	\$ 219,700	\$ 219,895	13.5%	0.1%	
Fringe Benefits	\$ 21,312	\$ 20,500	\$ 21,250	-3.8%	3.7%	
Services	\$ 10,904	\$ 21,950	\$ 21,993	113.0%	0.2%	
Materials and Supplies	\$ 74,595	\$ 83,393	\$ 75,512	11.8%	-9.5%	
Utilities	\$ 32,150	\$ 41,500	\$ 41,740	29.1%	0.6%	
Insurance and Liability	\$ 47,043	\$ 13,300	\$ 15,315	-71.7%	15.2%	
Taxes	\$ 19,004	\$ 5,248	\$ 9,470	-72.4%	80.4%	
Purchased Transportation						
Purchased Bus Pass Expenses						
School Bus Utilization Expense						
Contracted Transportation Services	\$ 2,062,941	\$ 2,031,447	\$ 2,035,332	-1.5%	0.2%	
Other						
Miscellaneous	\$ 43,062	\$ 7,350	\$ 12,934	-82.9%	76.0%	
Operating Debt Service - Principal & Interest	\$ 6,916	\$ 8,775	\$ 7,415	26.9%	-15.5%	
Leases and Rentals	\$ 21,242	\$ 33,300	\$ 23,412	9.7%	0.6%	
Contrib. to Capital Equip. Replacement Fund		\$ 1,900			-100.0%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 129,439	\$ 145,400	\$ 133,280	13.2%	-8.3%	
Capital Expenditures						
Equip. Purchases with Grant Funds		\$ 69,504	\$ 90,000		0.1%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev						
Capital Debt Service - Principal & Interest						
PROFIT	\$ 79,021	\$ 24,378	\$ 18,963	-89.1%	-22.2%	
Total Expenditures =	\$2,738,687	\$2,736,750	\$2,725,517	-0.1%	-0.4%	

See NOTES Below.

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

ACTUAL year PROFIT above that formerly planned or approved must be reinvested as a trip or system subsidy. Adjustments are to be ID'd 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

CTC: **MV Contract Transportation, Inc**

County: **DeSoto, Hardee, Highlands, Okeechobee**

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

Upcoming Year's BUDGETED Revenues from July 1st of 2019 to June 30th of 2020		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 60,746	\$ 49,923	\$ 10,823	
Medical Co-Pay Received	\$ -	\$ -	\$ -	
Donations/Contributions	\$ -	\$ -	\$ -	
In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

Local Government

District School Board	\$ -	\$ -	\$ -	
Compl. ADA Services	\$ -	\$ -	\$ -	
County Cash	\$ 96,654	\$ 96,654	\$ -	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -	
City Cash	\$ -	\$ -	\$ -	
City In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other Cash	\$ -	\$ -	\$ -	
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

CTD

Non-Spons. Trip Program	\$ 1,248,067	\$ 1,248,067	\$ -	
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -	
Rural Capital Equipment	\$ 81,000	\$ -	\$ 81,000	\$ 81,000
Other TD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

local match req

\$ 138,674	\$ -	\$ -	\$ 9,000
------------	------	------	----------

USDOT & FDOT

49 USC 5307	\$ -	\$ -	\$ -	
49 USC 5310	\$ -	\$ -	\$ -	
49 USC 5311 (Operatns)	\$ 671,400	\$ 671,400	\$ -	
49 USC 5311 (Capita)	\$ -	\$ -	\$ -	
Block Grant	\$ -	\$ -	\$ -	
Service Development	\$ -	\$ -	\$ -	
Commuter Assistance	\$ -	\$ -	\$ -	
Other DOT	\$ 312,475	\$ 312,475	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

AHCA

Medical	\$ -	\$ -	\$ -	
Other AHCA	\$ 206,233	\$ 206,233	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

DCF

Alcoh, Drug & Mental Health	\$ -	\$ -	\$ -	
Family Safety & Preservation	\$ -	\$ -	\$ -	
Comm. Care Dis./Aging & Adult Serv.	\$ -	\$ -	\$ -	
Other DCF	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

DOH

Children Medical Services	\$ -	\$ -	\$ -	
County Public Health	\$ -	\$ -	\$ -	
Other DOH	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

DOE (state)

Carl Perkins	\$ -	\$ -	\$ -	
Div of Blind Services	\$ -	\$ -	\$ -	
Vocational Rehabilitation	\$ 377	\$ 377	\$ -	
Day Care Programs	\$ -	\$ -	\$ -	
Other DOE	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

AWI

WAGES/Workforce Board	\$ -	\$ -	\$ -	
AWI	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

DOEA

Older Americans Act	\$ -	\$ -	\$ -	
Community Care for Elderly	\$ -	\$ -	\$ -	
Other DOEA	\$ 40,665	\$ 40,665	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

DCA

Community Services	\$ -	\$ -	\$ -	
Other DCA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

APD

Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

DUJ

DUJ	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

Other Fed or State

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

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

GOLD cells

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: MV Contract Transportation, Inc

County: DeSoto, Hardsee, Highlands, Okeechobee

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

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet. OR used as local match for these type revenues?		What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
1	2	3	4	5	
State Discretionary Funds	\$ -		\$ -		
Local	\$ -		\$ -		
Local	\$ -		\$ -		
Bus Pass Program Revenue	\$ -		\$ -		
Other Revenues					
Interest Earnings	\$ -		\$ -		
Other	\$ -		\$ -		
Bus Pass Program Revenue	\$ -		\$ -		
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ -		\$ -		
Total Revenues =	\$ 2,725,917		\$ 2,633,694		\$ 91,823

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 218,895
Fringe Benefits	\$ 21,250
Services	\$ 21,889
Materials and Supplies	\$ 75,512
Utilities	\$ 41,740
Casualty and Liability	\$ 15,316
Taxes	\$ 8,470
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 2,055,332
Other	\$ -
Miscellaneous	\$ 12,804
Operating Debt Service - Principal & Interest	\$ 7,415
Leases and Rentals	\$ 23,412
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 133,280
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 90,000
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
PROFIT	\$ 18,963
Total Expenditures =	\$ 2,725,917
minus EXCLUDED Subsidy Revenue =	\$ 91,823
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 2,633,894
Rate Base Adjustment =	\$ -
Adjusted Expenditures Included in Rate Base =	\$ 2,633,894

\$ 10,823

Amount of Budgeted Operating Rate Subsidy Revenue

1 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 revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

The Difference between Expenses and Revenues for Fiscal Year: 2017 - 2018

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

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		Fiscal Year
Total Projected Passenger Miles =	1,228,205	2019 - 2020
Rate Per Passenger Mile = \$	2.14	
Total Projected Passenger Trips =	60,208	
Rate Per Passenger Trip = \$	43.74	Avg. Passenger Trip Length = 20.4 Miles
Rates If No Revenue Funds Were Identified As Subsidy Funds		
Rate Per Passenger Mile = \$	2.22	
Rate Per Passenger Trip = \$	45.27	

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: MV Contract Tra Version 1.4
 County: DeSoto, Hardee, Highlands, Okechobee

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

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
Go to Section I for Ambulatory Service	Go to Section I for Wheelchair Service	Go to Section II for Stretcher Service	DO NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section I for Group Service

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

<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No

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

Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section I for Group Service

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

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

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

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

SECTION III: Escort Service

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

<input type="checkbox"/> Yes
<input type="checkbox"/> No
Skip #2 & and Section IV and Go to Section V

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

<input type="checkbox"/> Per Trip	Leave Blank
<input type="checkbox"/> Per Mile	

Worksheet for Multiple Service Rates

CTC: **MV Contract Tra Vnshs 1.4**
 County: **DeSoto, Hardee, Highlands, Okeechobee**

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

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

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

SECTION IV: Group Service Loading

Do NOT Complete Section IV

1. If the message "You Have Completed This Section" appears to the right, what is the projected total number of Circula Service Passenger Miles? (otherwise leave blank) Loading Rate to 1.00

And what is the projected total number of Circula Vehicle Revenue Miles?

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY:			
		2019	2020		
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,228,205	1,047,996	178,850	3,550	Leave Blank
Rate per Passenger Mile =		\$1.93	\$3.31	\$6.90	\$0.00
					\$0.00
					per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	60,208	54,802	5,206	307	Leave Blank
Rate per Passenger Trip =		\$40.55	\$69.51	\$144.92	\$0.00
					\$0.00
					per passenger per group

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) =					Leave Blank
Rate per Passenger Mile for Balance =		\$1.93	\$3.31	\$6.90	\$0.00
					\$0.00
					per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.00	\$3.43	\$7.14	\$0.00
					\$0.00
					per passenger per group
Rate per Passenger Trip =		\$41.86	\$71.94	\$149.97	\$0.00
					\$0.00
					per passenger per group

Program These Rates into Your Medicaid Encounter Data