



Transportation Disadvantaged Service Plan

for Glades and Hendry Counties

(The Coordinated Public Transit-Human Services Transportation Plan)

2021-2025

Prepared By
Heartland Regional
Transportation Planning
Organization and
Hendry County

heartlandregionaltpo.org

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Adopted: April 28, 2021
Updated: April 24, 2024

How to get involved



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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

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: 6/19/24

GLADES & HENDRY

POSITION	MEMBER	REPRESENTATION
<i>Chair</i>	Emma Byrd, Commissioner	Hendry County Commissioner
<i>Vice Chair</i>	Tim Stanley, Commissioner	Glades County Commissioner

REPRESENTATION	MEMBER	ALTERNATE
Agency for Healthcare Administration	Michael Stahler	Lonnie Thompson
Children at Risk Representative	Edwin Melendez	Emmanuelle Perez
Citizen Advocate User Representative	<i>Vacant</i>	<i>Vacant</i>
Citizen Advocate Representative	<i>Vacant</i>	<i>Vacant</i>
Community Action Agency	Pa Houa Lee-Yang	Fernanda Geronimo
Community Transportation Coordinator	Kelly O'Nan	<i>Vacant</i>
Department of Children and Families	Aaron Stitt	<i>Vacant</i>
Department of Elder Affairs	Maricela Morado	<i>Vacant</i>
Department of Transportation	Stacy Booth	Dale Hanson
Disabled Representative	Lisa Sands	<i>Vacant</i>
Division of Vocational Rehabilitation or Division of Blind Services	LeighAnn Bellamy	<i>Vacant</i>
Agency for Persons with Disabilities	Donna Fain	Leah Watson
Elderly Representative	Mary Bartoshuk	<i>Vacant</i>
Public Education Community	Tressa Duncan	<i>Vacant</i>
Regional CareerSource Board	Suseth Cunningham	<i>Vacant</i>
Local Medical Community	Nardia Johnson	<i>Vacant</i>
Veterans Service Office	Marisa Shivers	<i>Vacant</i>
Private Operator	Vasti Amaro	<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: August 23, 2023.

August 23, 2023
Date


Emma Byrd, Local Coordinating Board Chair

Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

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

Representation	Member	Voted For	Voted Against	Absent From Voting
Hendry County				
Glades County				
Agency for Healthcare Administration				
Children at Risk Representative				
Citizen Advocate Representative				
Community Action Agency				
Department of Children and Families				
Department of Elder Affairs				
Department of Transportation				
Disabled Representative				
Division of Vocational Rehabilitation or Division of Blind Services				
Agency for Persons with Disabilities				
Elderly Representative				
Public Education Community				
Regional CareerSource Board				
Local Medical Community				
Veterans Service Office				
Private Operator				

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”

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

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

Roles and Responsibilities

Planning Agency - Heartland Regional Transportation Planning Organization (HRTPO)

- 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.

Local Coordinating Board

- 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.

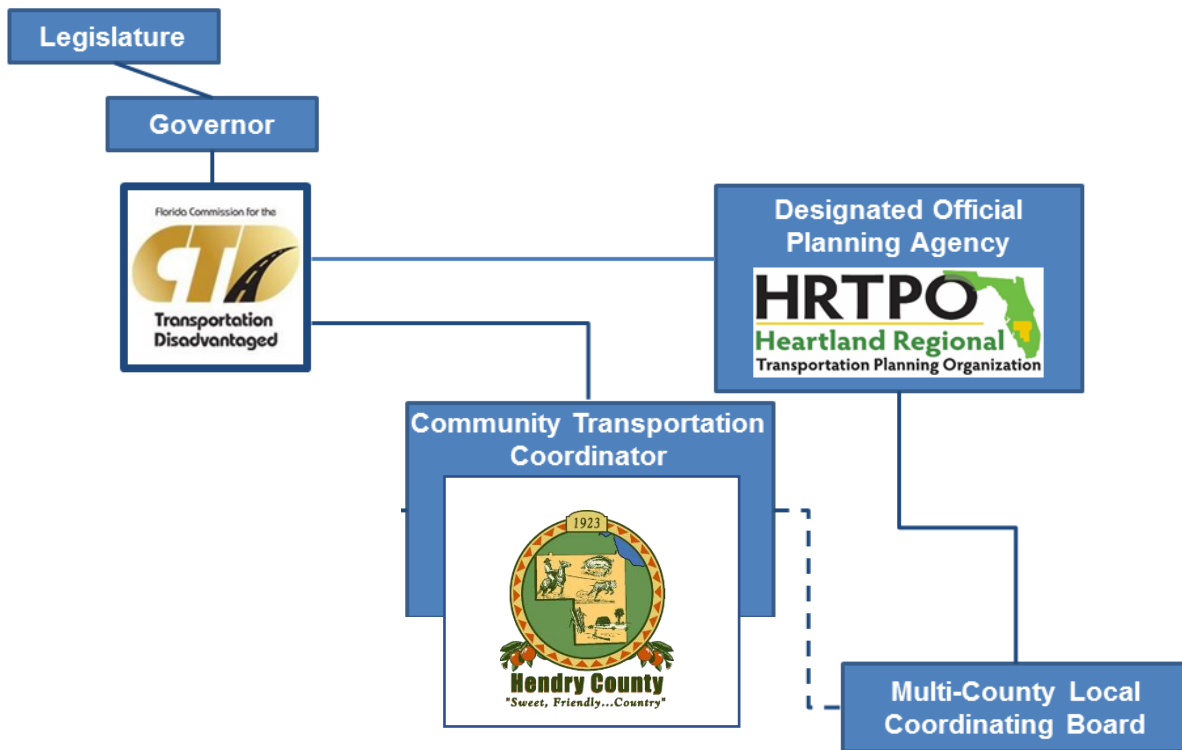
Community Transportation Coordinator - Hendry County

- 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

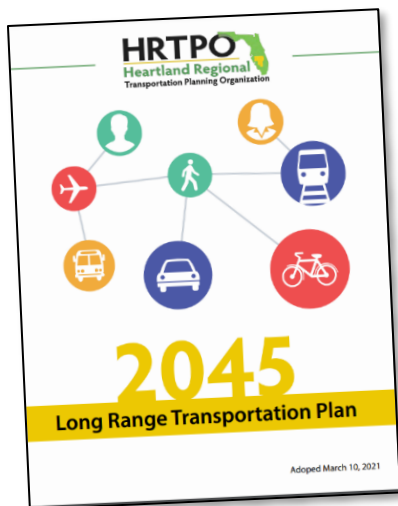
Until 1990	Tri-County Senior Services served as the CTC.
May 1991	Goodwill of Southwest Florida, Inc. was appointed as the Community Transportation Coordinator. Goodwill formed a separate organization, Good Wheels, Inc. to perform the coordination duties of the TD program.
1999	A competitive procurement 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 December 31, 2020 for Glades and Hendry counties and started service to the community on February 24, 2020.
2021	Hendry County was designated at the CTC for Glades and Hendry County and began service January 1, 2021 using the name Hendry Glades Transportation System.

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
Commission for the Transportation Disadvantaged Five-Year Plan	✓ Consistent
HRTPO 2045 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

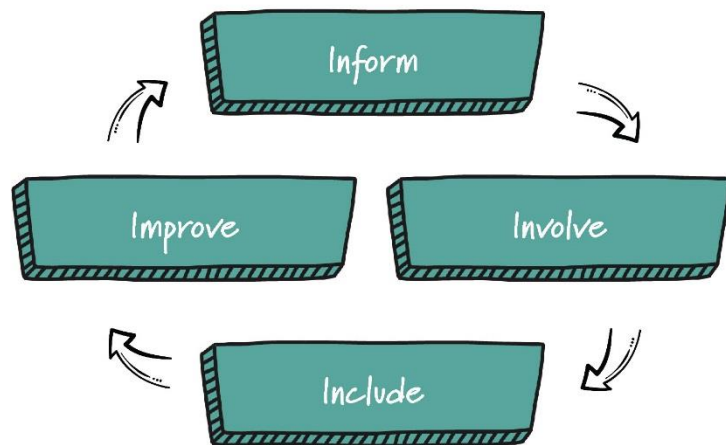
transportation planning and one of the core functions of the HRTPO. Meaningful and effective public involvement brings a diverse set of views into the discussion and improves decision making by generating ideas for how the transportation system may be improved.

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

1. Land Use

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

Glades County

Square Miles: 774, of which 56 square miles are occupied by the Brighton Seminole Indian Reservation

Primary Economic Base: Agriculture and cattle
Number of Businesses: 109

Infrastructure

- **State Highway: 89.8 miles**
- **County Roads: 207.73 miles**
- **City Roads: 19.44 miles**
- **Number of Bridges: 59**
- **Route Miles of Freight Railroad: 32**

Glades County is located in the center of the Heartland region and west of Lake Okeechobee. 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.

Hendry County

Square Miles: 1,153, of which 67 square miles are occupied by the Big Cypress Indian Reservation.

Primary Economic Base: Agriculture
Number of Businesses: 583

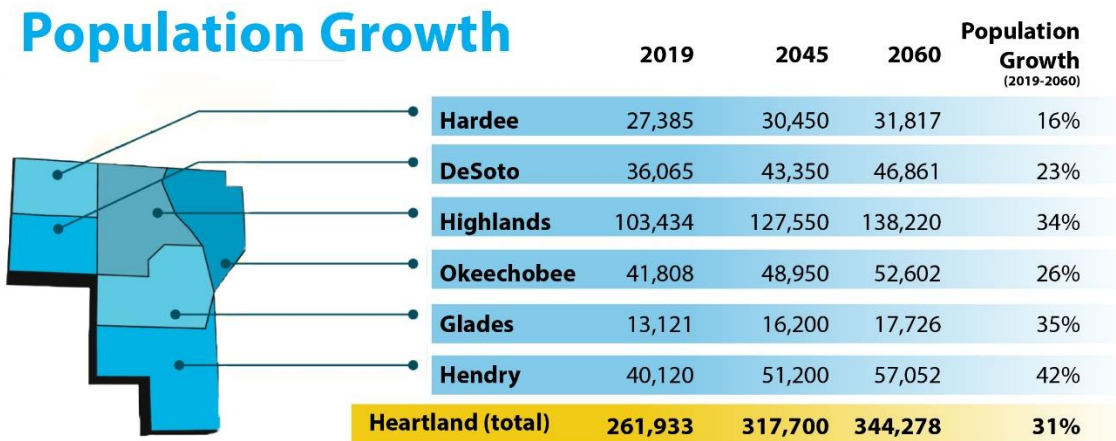
Infrastructure

- **State Highway: 64.9 miles**
- **County Roads: 350.75 miles**
- **City Roads: 102.06 miles**
- **Number of Bridges: 81**
- **Non-Commercial / Civic Public Use Airports: 2**
- **Route Miles of Freight Railroad: 10**

Hendry County is located in the southern portion of the Heartland region. Slightly more than 30% of the population reside within cities of Clewiston and LaBelle. 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.

2. Population

The population in Glades and Hendry counties is projected to grow at rate that outpaces the rest of the region. Between 2000 and 2010, Glades County had greater population growth than the state. The percent change in population for Glades County is attributed to net migration. The percent change in population for Hendry County is attributed to natural increase. Hendry County experiences a negative migration during this period while Glades County experienced more deaths than births during this time period.



AGE DISTRIBUTION PERCENTAGE OF THE POPULATION			
	Glades	Hendry	Florida
AGES 0-17			
2020	12.41%	22.35%	16.69%
2045	12.10%	19.64%	15.62%
2060	9.27%	18.93%	14.68%
AGES 18-44			
2020	10.21%	12.75%	12.06%
2045	8.72%	11.66%	11.46%
2060	7.78%	10.35%	10.69%
AGES 45-64			
2020	49.96%	50.88%	50.57%
2045	56.50%	49.68%	48.44%
2060	53.89%	47.55%	47.29%
AGES 65+			
2020	27.42%	14.02%	20.68%
2045	22.68%	19.03%	24.48%
2060	29.06%	23.18%	27.34%

Source: Central Florida Regional Planning Council, Heartland 2060 Revisited

3. Employment



Glades County’s workforce is projected to steadily increase until 2050 from approximately 4,700 workers in 2019 to greater than 7,000 workers in 2055 and then decline slightly in 2060. The percentage of workers aged 25 to 34 increases in 2025, 2030, and 2035. By the years 2050 and 2055, the labor force between the ages of 45 and 54 make up the greatest portion of the labor force.

The Per Capita Income for Glades County increases between 2019 and 2060 with disposable personal income at approximately \$7,000 in 2019 and increasing to approximately \$21,000 by 2060. Increases in total earnings by place of work are also projected to increase from \$12,000 in 2019 to approximately \$33,000 by 2060.

Hendry County’s workforce is projected to increase through 2060 from approximately 15,250 workers in 2019 to greater than 22,000 workers in 2060. By 2060, the workforce is almost equally composed of workers between the ages of 25 and 64. The percentage of workers 65 years old and greater increases between 2050 and 2060.

The Per Capita Income for Hendry County increases between 2019 and 2060 with disposable personal income at approximately \$16,000 in 2019 and increasing to approximately \$46,000 by 2060. Increases in total earnings by place of work are also projected to increase from \$23,000 in 2019 to approximately \$66,000 by 2060.

Employment by Industry

In 2019, the following industries represented the majority of employment in Glades and Hendry counties:

Industry	Glades	Hendry
Forestry, fishing, and hunting (113-115)	27.70%	24.70%
State and Local Government (NA)	14.60%	10.90%
Federal Military (NA)	13.30%	9.80%
Retail trade (44-45)	2.50%	9.20%
Other services (except public administration) (81)	8.70%	5.90%
Accommodation and food services (72)	2.40%	5.80%

4. 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

2023 Trips by Purpose Provided by Community Transportation Coordinator

Purpose	Number of trips
Medical	7,150
Employment	78
Education/Training	4,000
Nutritional	36
Life-Sustaining/Other	819
TOTAL TRIPS	12,083

Source: 2023 Annual Operating Report for Glades and Hendry Counties

5. Inventory of Available Transportation Services

Community Transportation Coordinator

A Community Transportation Coordinator (CTC) exists in each of Florida's 67 counties. The CTC is responsible for coordinating transportation services for people who are designated as being Transportation Disadvantaged. Glades and Hendry Counties have CTC services provided by Hendry County Board of County Commissioners.

- **Transportation Disadvantaged Services**

Hendry County Board of County Commissioners is the recipient of the Transportation Disadvantaged Trust Funds for Glades and Hendry County to provide transportation to eligible riders.

- **Rural Public Transit Funding**

Hendry County Board of County Commissioners is the recipient of FTA 5311 and 5310 Funding to provide transportation to the residents of Glades and Hendry counties.

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. Effective July 1, 2021, MTM Transit will become the CTC for DeSoto, Hardee, Highlands, and Okeechobee Counties, and they will use several service providers to provide services in the service area. Hendry County has contracted with Transitions Commute Solutions for services in Glades and Hendry Counties. These partners will provide services within and outside of the 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.

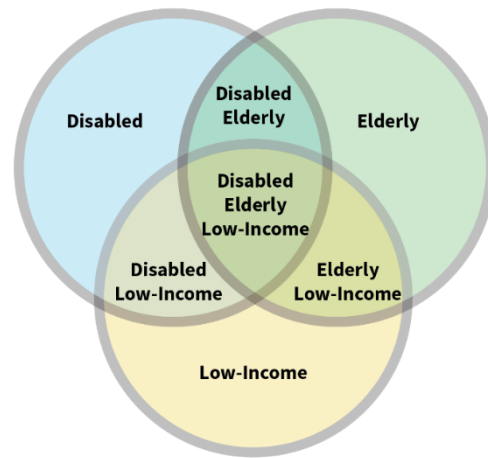
Health, Education, and Other Programs

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			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	80	32	112
<i>Elderly</i>	313	42	355
TOTAL	394	74	467
Hendry Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	241	99	337
<i>Elderly</i>	941	125	1,065
TOTAL	1,181	221	1,403

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, Commuter Services (Commute Connection) 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 operating funds	Grant funds applied for annually
Elderly and Disabled	Continue to apply for FTA Section 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 action is in conflict with the CTC's directive which is to secure sponsored trips and lessen the demand on limited TD dollars.
- **Rising Cost** - The goal of providing cost-effective, efficient transportation tends to be lost because of the rising costs in fuel 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.

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 2nd 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 1st 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 devises	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	Anticipated Funding Source	New or Replacement	Date Priority Established
2023	\$138,500	(2) Chrysler Pacifica Mini Van	CTD	Replacement	April 2021
2024	\$300,000	Planning Study	FDOT	New	December 2022
2025	\$300,000	Maintenance Facility, Phase 1	FDOT	New	December 2023

II. Service Plan

A. Operations Element

1. Types, Hours and Days of Service

The Glades/Hendry Transportation System provides door-to-door transportation needed to live a healthy life - medical appointments, employment, education, shopping, social activities, and other life-sustaining services in Glades and Hendry Counties. The service is funded by the Transportation Disadvantaged Trust Fund, rural public transportation grants, and local funds.

- **Door-to-Door Service for Ambulatory and Wheelchair Service Riders**

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 Day.

2. Accessing Services

- **Complete Rider Registration Form**

Please allow five business days for processing registration. If by five business days following the submission of a complete registration form, Hendry Glades Transportation System has not made a determination of eligibility, the rider shall be treated as eligible and provided service until the Hendry Glades Transportation System denies the registration.

- **Make a Reservation**

Once the application is approved, reservations can be made by (877) 935-4487, Monday through Friday from 8:00 a.m. to 5:00 p.m., except on approved holidays. Trips must be scheduled at least two (2) days in advance. Clients may schedule up to two (2) weeks in advance for in service area trips and thirty days (30) days in advance for out of service area trips.

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
<i>The driver may wait up to 5 minutes once they have arrived to pick-up a client</i>	

- **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 Hendry Glades Transportation System or Hendry County at 863-612-4727, 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. The Hendry Glades Transportation System 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																											
<p>Transportation Disadvantaged Program</p>	<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="513 1329 1162 1646"> <thead> <tr> <th data-bbox="513 1329 927 1371">2024 Federal Poverty Guidelines</th> <th data-bbox="927 1329 1027 1371">Family Size</th> <th data-bbox="1027 1329 1162 1371">200%</th> </tr> </thead> <tbody> <tr> <td></td> <td data-bbox="927 1371 1027 1409">1</td> <td data-bbox="1027 1371 1162 1409">\$30,120</td> </tr> <tr> <td></td> <td data-bbox="927 1409 1027 1446">2</td> <td data-bbox="1027 1409 1162 1446">\$40,880</td> </tr> <tr> <td></td> <td data-bbox="927 1446 1027 1484">3</td> <td data-bbox="1027 1446 1162 1484">\$51,640</td> </tr> <tr> <td></td> <td data-bbox="927 1484 1027 1522">4</td> <td data-bbox="1027 1484 1162 1522">\$62,400</td> </tr> <tr> <td></td> <td data-bbox="927 1522 1027 1560">5</td> <td data-bbox="1027 1522 1162 1560">\$73,160</td> </tr> <tr> <td></td> <td data-bbox="927 1560 1027 1598">6</td> <td data-bbox="1027 1560 1162 1598">\$83,920</td> </tr> <tr> <td></td> <td data-bbox="927 1598 1027 1635">7</td> <td data-bbox="1027 1598 1162 1635">\$94,680</td> </tr> <tr> <td></td> <td data-bbox="927 1635 1027 1673">8</td> <td data-bbox="1027 1635 1162 1673">\$105,440</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Add \$10,760 for each person over 8 <ul style="list-style-type: none"> ✓ Has a documented disability • A Rider Registration (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 	2024 Federal Poverty Guidelines	Family Size	200%		1	\$30,120		2	\$40,880		3	\$51,640		4	\$62,400		5	\$73,160		6	\$83,920		7	\$94,680		8	\$105,440	<p>\$2 Each Way</p>
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	7	\$94,680																											
	8	\$105,440																											

	<ul style="list-style-type: none"> Trips provided with this funding source are limited for medical, nutritional, employment, educational, and life-sustaining and prioritized by the Local Coordinating Board. (Policy 2.07) 	
Door-to-Door Public Transportation funding (FTA 5310)	<p>Section 5310 operating funds are used to enhance seniors and persons with disabilities with transportation needs. Therefore, trips are provided to seniors and persons with disabilities only. There is a monthly budgeted amount that can be spent and when the funds run out, service is capped.</p> <p>Passengers will be required to complete a registration form to access services, however their disability to access services is only contingent on age and disability status.</p>	\$2 Each Way
Door-to-Door Public Transportation funding (FTA 5311)	<p>There are no restrictions for the types of trips provided with these funds. However, there is a monthly budgeted amount that can be spent and when the funds run out, service is capped.</p> <p>Passengers will be required to complete a registration form to access services, however, their ability to access services is not contingent on any information provided in their application.</p>	\$2 Each Way
Full-Cost Trip	If an individual or trip is not eligible for any of the above programs, a trip may be scheduled and the individual may pay the full cost of the services provided.	Rate Varies - The cost is comparable to taxi service

4. Transportation Operators and Coordination Contractors

Transportation Operators

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.

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

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.

List of Contracts/Contract Carriers for Glades and Hendry Counties:

Community Transportation Coordinator	Hendry County Board of County Commissioners	Contact: Kelly O’Nan, Programs Administrator 99 E. Cowboy Way LaBelle, Florida 33935	Office Hours Monday – Friday 8 AM – 5 PM
Operator	Transitions Commute Solutions	Contact: 877-935-4487 Daphne.myers@transit4u.com	Public Paratransit Service: Ambulatory and Wheelchair Monday – Saturday 6:00 AM – 7:00 PM.
Coordination Contractors	Sunrise Community of Southwest Florida, Inc.		

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 inventory is shown as Appendix D.

- Identification of Vehicles**

“COMMUNITY TRANSPORTATION” in very visible block letters two (2) inches in height, on the rear and or both sides of the vehicle. “PHONE 1-877-935-4487” painted in two (2) inch high very visible block letters directly beneath the COMMUNITY TRANSPORTATION sign.

“Operated by [carrier name]” in very visible block letters, no more than two (2) inches in height on the rear quarter of each of the two long sides of the vehicle. The signs may be magnetic but must be displayed when coming or going to a customer’s location as well as when a customer is on board. “Complaints or Comments? Call 1-877-935-4487” shall be displayed in one (1) inch high very visible block letters inside each vehicle above the windshield. The drivers name must be placed inside the vehicle and be visible from the customer locations. Each vehicle shall have a vehicle number unique to it, painted in two (2) inch high very visible block letters on the back of the vehicle.

Inside of Vehicle:

In accordance with Section 3.2 of the Grievance Procedures, 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 in both English and Spanish:

Questions, Comments, Concerns?

Contact your Community Transportation Coordinator:
Hendry County
Phone: 1-877-935-4487
Email: hgts@hendryfla.net

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

CTD Ombudsman Helpline:
Telephone Number: 1 (800) 983-2435 OR (850) 410-5700
Hearing & Speech Impaired: Call 711 (Florida Only) Florida Relay System
Email: CTDOmbudsman@dot.state.fl.us

8. System Safety Program Plan Certification

The prior year 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:

Tuesdays: East Coast (Palm Beach Area)

Tuesday and Thursdays: West Coast (Fort Myers 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. All accidents shall adhere to the US DOT Post Accident Testing Requirements. 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 Operator must notify the CTC immediately, who shall then notify FDOT within 24 hours.

The Operator 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 Operator 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

Hendry Glades Transportation System has public information brochures. In addition to the brochure, Hendry Glades Transportation System 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 Hendry Glades Transportation System 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. Hendry Glades Transportation System 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 Hendry Glades Transportation System 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.

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

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 must 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.
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-	Vehicle Transfer Points	

2.006 (4)(e), FAC	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.
Local Complaint Process		
Rule 41-2.006(4)(f), FAC	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, 877-935-4487, will be included in the complaint process. This number will be posted on right visor of all vehicles in 3" sized numbers.
Out of Service Area Trips		
Rule 41-2.006(4)(g), FAC	This standard can be evaluated by the inspection of records of out-of-service area trips.	Out of area service trips are scheduled on Tuesday's and Thursday's.
Vehicle Cleanliness		
Rule 41-2.006(4)(h), FAC	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.
Billing Requirements		
Rule 41-2.006((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. If a client fails to provide the information to complete their registration form, services will be denied until such time as a complete registration form is on file. <i>See 2.10 (2.15) for HIPPA Compliance.</i>
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 must have a name badge or uniform with their name clearly 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, using the ramp/lift, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. Other assistance may be provided as needed and accepted. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down any steps; only ramps are to be used.
Rule 41-2.006(4)(n), FAC	Smoking, Eating, Drinking	
	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.
Rule 41-2.006(4)(o), FAC	Passenger No Shows	
	A policy which defines no-shows and establishes a procedure by which the no-shows will be handled should be developed and addressed in the service plan.	<p>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.</p> <p>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 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 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> <p>The LCB has established a No Show Standard of 4% per 1,000 trips.</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 communication devices 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),	First Aid	
	Inspection of the drivers'	All drivers will be trained in First Aid every two years. All

FAC	records.	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 upon fixed route service being established 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
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	
	48 Hours in advance.	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	
	Less than 1.2 preventables per 100,000 miles.	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	
	Less than 1 per 10,000 miles.	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	
	Call Hold Time	The customer should not be put on hold for more than 3 minutes on average. Ninety five percent 95% of calls must be handled within three minutes.

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.

14. Local Standards

2.01 2.01a – Expense 2.01b – Revenue 2.01c – Subsidy 2.01d – Ridership 2.01.e – Service Quality 2.01f – Level of Service 2.01g – Safety	Service Effectiveness	
	These standards will measure how effectively the CTC is operating.	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.
2.02	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 pickup. 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	

	Based on the Sponsoring Agency Criteria	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	
	Based upon Prioritization Policy.	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, <i>Florida Administrative Code</i> . Monitor: files	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.
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 Adopted.	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. The CTC may suspend fares during times of emergency or natural disaster.
2.11	Transportation During Weather Events	
	Based on information from the Emergency Operations Center and severe weather warnings and conditions..	The LCB has a policy regarding provision of transportation to persons during storms. Components of the policy include: 1. The CTC is closed when Hendry County 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	
	Updated Annually in the TDSP.	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) Non-ADA accessible vehicles; 3 Vehicles that have exceeded their useful life and are no longer cost efficient to operate.
2.13	Required Use of Seatbelts	
	CTC will ensure that all appropriate vehicles are equipped with functioning seatbelts.	The use of seatbelts and restraints devices shall be in compliance with State law and the applicable requirements of the Federal Transit Administration.
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	
	Protection of Medical Information	The CTC will adhere to all applicable HIPPA regulations.
2.16	Scooters and Mobility Devices	
	Use of Mobility Devices	The CTC will adhere to the ADA guidelines in reference to transporting clients with mobility devices.
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

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

15. Local Service Complaint and Formal Grievance 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 26, 2024 by a roll call vote. The complete Rate Calculation Worksheets may be found in Appendix G.

Service Rates Summary

Community Transportation Coordinator: Hendry County Board of County Commissioners

Effective Date: July 1, 2024

Type of Service to be Provided	Unit (Passenger Mile or Trip)	Cost Per Unit
Ambulatory	Trip	\$141.32
Wheelchair	Trip	\$242.27

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

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.

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

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

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

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

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

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

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.

(CTD) Commission for the Transportation Disadvantaged (Also referred to as "Commission"): 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.

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.

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.

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

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).

(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.

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

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

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

(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.

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.

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

(OPA) Official Planning Agency: the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The 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 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.

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

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

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

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

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

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

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

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.

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

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

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

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

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

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.

(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.

(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.

(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.

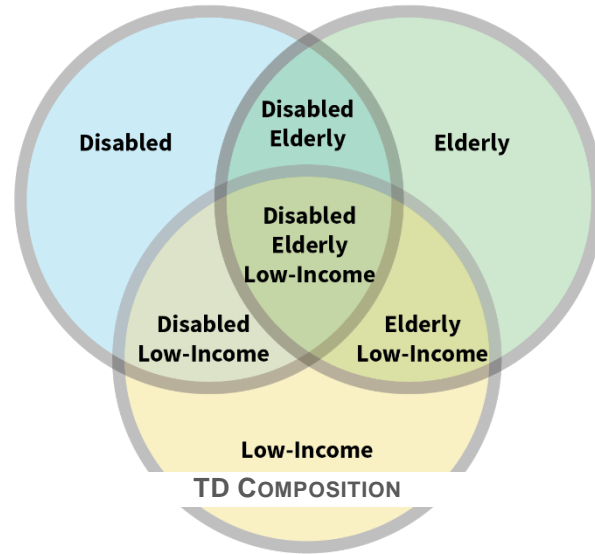
Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

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.

Appendix B: Forecast of Transportation Disadvantaged Population

Utilizing 2019 U.S Census American Community Survey information (the most current data available) the population estimates for the TD population in the service area are shown tables below. As defined by the CTD, the Category I TD population consists of all disabled, elderly, low income, and children who are high risk or at risk.

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



TD Population Estimates

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	0	4.20%	0	0
5-17	200	4.20%	8	0.36%
18-34	97	6.30%	6	0.24%
35-64	707	13.84%	98	1.86%
Total Non Elderly	1,004		112	1.04%
65-74	296	27.12%	80	5.86%
75+	590	46.55%	275	21.19%
Total Elderly	886		355	13.31%
Total	1,890		467	3.46%

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	0	4.20%	0	0
5-17	601	4.20%	25	0.36%
18-34	292	6.30%	18	0.24%
35-64	2,120	13.84%	293	1.86%
Total Non Elderly	3,013		337	1.04%
65-74	889	27.12%	241	5.86%
75+	1,771	46.55%	824	21.21%

Total Elderly	2,660		1065	13.32%
Total	5,673		1,403	3.46%

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			
	Not Low Income	Low Income	Totals
Non-Elderly	241	96	337
Elderly	941	125	1,065
TOTAL	1,181	221	1,403
Hendry Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	241	96	337
Elderly	941	125	1,065
TOTAL	1,181	221	1,403

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.

Critical Need Trip Demand

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

Glades County

Critical Need TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
Total Critical TD Population											
Disabled	467	469	472	474	476	478	480	482	485	487	489
Low Income Not Disabled No Auto/Transit	718	721	724	728	731	734	738	741	744	748	751
Total Critical Need TD Population	1,185	1,190	1,196	1,201	1,207	1,212	1,218	1,223	1,229	1,234	1,240
Daily Trips - Critical Need TD Population											
Severely Disabled	23	23	23	23	23	23	24	24	24	24	24

<i>Low Income - Not Disabled - No Access</i>	1,363	1,369	1,376	1,382	1,388	1,394	1,401	1,407	1,413	1,420	1,426
Total Daily Trips Critical Need TD Population	1,386	1,409	1,433	1,457	1,482	1,508	1,535	1,562	1,590	1,618	1,643
Annual Trips	421,348	428,469	435,710	443,074	450,562	458,537	466,653	474,912	483,318	491,873	499,596

Hendry County

Critical Need TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
Total Critical TD Population											
<i>Disabled</i>	1,403	1,414	1,426	1,438	1,450	1,462	1,475	1,487	1,500	1,512	1,525
<i>Low Income Not Disabled No Auto/Transit</i>	1,650	1,664	1,678	1,692	1,706	1,720	1,735	1,749	1,764	1,779	1,794
Total Critical Need TD Population	3,052	3,078	3,104	3,130	3,156	3,183	3,210	3,236	3,264	3,291	3,319
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	69	69	70	70	71	72	72	73	73	74	75
<i>Low Income - Not Disabled - No Access</i>	3,133	3,160	3,186	3,213	3,240	3,267	3,294	3,322	3,350	3,378	3,406
Total Daily Trips Critical Need TD Population	3,202	3,256	3,311	3,367	3,424	3,485	3,546	3,609	3,673	3,738	3,797
Annual Trips	973,403	989,853	1,006,582	1,023,593	1,040,892	1,059,316	1,078,066	1,097,147	1,116,567	1,136,330	1,154,171

Appendix C: Transportation Disadvantaged Registration Form



HENDRY GLADES TRANSPORTATION SYSTEM

Rider Registration

Stream, the Hendry Glades Transportation System, provides door-to-door and fixed-route transportation needed to live a healthy life - medical appointments, employment, education, shopping, social activities, and other life-sustaining services in Hendry and Glades Counties. The service is funded by the Transportation Disadvantaged Trust Fund, rural public transportation grants, and local funds.

This is a shared-ride service which is a door-to-door service. Reservations are required to ensure routes are developed in a cost-efficient manner.

To access the door-to-door transportation services, please complete the following registration form. Incomplete forms will be returned; failure to complete forms will delay your eligibility process. If you have any questions or need help completing this form, please call [\(877\) 935-4487](tel:8779354487) or visit us at the LaBelle United Way House (133 North Bridge Street, LaBelle FL 33935).

WHEN COMPLETED, PLEASE RETURN RIDER REGISTRATION TO:		
By Mail: Hendry Glades Transportation System 133 North Bridge Street LaBelle, FL 33935	By E-Mail: HGTS@hendryfla.net	Drop off: LaBelle United Way House 133 North Bridge Street LaBelle FL 33935
Please allow five business days for processing registration. If by five business days following the submission of a complete registration form, Stream has not <u>made a determination</u> of eligibility, the rider shall be treated as eligible and provided service until a determination is made.		

HOW TO SCHEDULE A TRIP AFTER YOU HAVE REGISTERED:
1) Make a reservation. Once the application is approved, reservations can be made by phone Monday-Friday from 8:00 am until 5:00 pm. Trips must be scheduled at least two (2) days in advance. Trips may be scheduled up to fourteen (14) days in advance.
2) Confirm pick-up time. You will be called the night before to confirm the pick-up time.
3) Be ready to go. Due to multiple pick-ups scheduled during the day, the driver can only wait five (5) minutes for a passenger to board. The driver may assist you to the vehicle if need, however they are not permitted to enter your residence.
4) Pay the Fare. \$2 each way.



HENDRY GLADES TRANSPORTATION SYSTEM

Rider Registration

SECTION 1: GENERAL INFORMATION
PLEASE PRINT CLEARLY OR TYPE

First and Last Name: _____ Date: _____

Street Address: _____

Apartment/ Building #: _____

City: _____ State: _____ Zip Code: _____

Date of Birth: _____ Telephone # (Cell): _____

Telephone # (Daytime): _____ Telephone # (Evening): _____

Primary Language: English Spanish Other:

If someone assisted you in completing this form and you would like them to also be informed of decisions regarding your registration, please provide their contact information below:

Name: _____ Relationship: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone (Home): _____ Telephone (Cell): _____

Emergency Contact

Name: _____ Phone: _____

Relationship to Applicant: _____

I understand that the information about my disability and income contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I certify that, to the best of my knowledge, the information in this registration form is true and correct. I understand that providing false and misleading information could result in my eligibility status being reexamined as well as other actions by Hendry Glades Transportation System.

(Rider's Signature) _____ (Date) _____

HENDRY GLADES TRANSPORTATION SYSTEM OFFICE USE ONLY

Date Received: _____ New Registration Renewal

Reviewed by HGTS Staff: _____ Approved Denied

Reviewed by Hendry County Staff: _____ Approved Denied

Reason for Denial: _____

Approved for TD Services: _____ Age Disability Income

Approved for other funding sources: _____ Section 5310 Section 5311



HENDRY GLADES TRANSPORTATION SYSTEM

Rider Registration

SECTION 2: RIDER'S MOBILITY	
<input type="checkbox"/> I do not use mobility aids or equipment listed below and can climb three 12-inch steps without assistance (Skip to Section 3)	
1. Please indicate if you use any of the mobility aids or equipment listed below.	
<input type="checkbox"/> Cane <input type="checkbox"/> Walker <input type="checkbox"/> Manual Wheelchair <input type="checkbox"/> Power Wheelchair <input type="checkbox"/> Power Scooter/Cart <input type="checkbox"/> Oxygen CO2 <input type="checkbox"/> Other: _____ <input type="checkbox"/> I do not use aids or equipment.	
2. If you use a mobility device, please indicate below the size and weight:	
Wheelchair/scooter/cart more than 48" long?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Wheelchair/scooter/cart more than 30" wide?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Is your weight <u>plus</u> the weight of your mobility device more than 600 pounds?	<input type="checkbox"/> YES <input type="checkbox"/> NO
<i>PLEASE NOTE: Hendry Glades Transportation System may not be able to accommodate you if your wheelchair, scooter, or mobility devices is longer than 48 inches or wider than 30 inches or if your total weight with your mobility device is more than 600 pounds.</i>	
3. Can you get on and off a bus that has a lift?	
<input type="checkbox"/> YES	
<input type="checkbox"/> I don't know because I have never tried	
<input type="checkbox"/> SOMETIMES or NO	
<input type="checkbox"/> My mobility aid will not fit on the lift	
<input type="checkbox"/> I cannot steady myself when the lift is moving	
<input type="checkbox"/> I do not feel secure on the lift	
<input type="checkbox"/> Other, Please Explain: _____	
4. Once inside a bus, can you transfer safely to a seat and back to a wheelchair by yourself?	
<input type="checkbox"/> YES	
<input type="checkbox"/> SOMETIMES or NO	
<input type="checkbox"/> I need someone to help me	
<input type="checkbox"/> I have trouble finding a seat	
<input type="checkbox"/> I have a balance problem	
<input type="checkbox"/> I cannot hold onto the handrails	
<input type="checkbox"/> I need the seat nearest the door	
<input type="checkbox"/> Other, Please Explain: _____	
5. If you use a mobility aid, is your residence accessible (entrance, ramp, paved walkway, etc.)?	
<input type="checkbox"/> YES	
<input type="checkbox"/> NO → List the barriers: _____	
<input type="checkbox"/> N/A	
6. Can you climb three 12-inch steps without assistance?	<input type="checkbox"/> YES <input type="checkbox"/> NO
7. Can you operate a wheelchair up a ramp without assistance?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A



HENDRY GLADES TRANSPORTATION SYSTEM

Rider Registration

SECTION 3: TRANSPORTATION DISADVANTAGED (TD) ELIGIBILITY

Hendry County is the designated Community Transportation Coordinator (CTC) for Hendry and Glades Counties and is responsible for coordinating transportation services to individuals who are transportation disadvantaged as defined in s. 411.202 per F.S. 427.

Please read the TD program qualifications and guidelines below. If you have any questions or need assistance, please call 877-935-4487. If you are denied TD eligibility and wish to appeal the decision, you may contact our office. The Transportation Disadvantaged Ombudsman helpline is: 1-(800)-983-2435.

You may qualify for the Transportation Disadvantaged program if you are unable to provide your own transportation and one of the following statements applies to you:

- I am age 18 or younger or age 55 or older
- I have a disability (temporary or permanent) verified by a medical professional
- My gross annual household income does not exceed 200% of the Department of Health and Human Services poverty guidelines (Table I, page 7).

If you checked yes to one of the boxes above, you may enroll in the Transportation Disadvantaged program by providing the documentation requested in this section. Riders who do not meet the eligibility for the Transportation Disadvantaged program or do not provide documentation may still be able to use the Hendry Glades Transportation System, however there may be limited availability based on funding.



HENDRY GLADES TRANSPORTATION SYSTEM

Rider Registration

CURRENT TRAVEL INFORMATION

1. Please list your most frequent destinations and how you get there now.

Destination: _____
How do you get there now? Car Bus Van/Taxi Other _____

Destination: _____
How do you get there now? Car Bus Van/Taxi Other _____

2. What other means of transportation are available for you to use? _____

3. Do you have a valid driver's license? YES NO

4. Do you have access to a vehicle? YES NO
If YES, why are you unable to use the vehicle? _____

ELIGIBILITY CRITERIA (Select One)

I am under the age of 18, or 55 or older, and registering for the Transportation Disadvantaged (TD) program based on age.

Required Documentation:
 Attach a copy of any identification with date of birth (i.e., Birth Certificate, Driver's License, Identification Card, etc.).

I have a disability and registering for the Transportation Disadvantaged (TD) program based on my disability status.

Required Documentation:
 Form A: Disability Status Form
 One of the following:
 Form B: Professional Verification Form
 Social Security Income Verification Letter (includes SSI and SSDI)

My gross annual household income does not exceed 200% of the federal poverty guidelines and I am registering for the Transportation Disadvantaged (TD) program based on income.

Required Documentation:
 Form C: Household Income Form
 One of the following (Please send copies as proof of income will not be returned):
 First page of your tax return with respective Social Security number removed
 Unemployment Compensation Income Verification
 DCF Benefit Letter
 Social Security Income Verification or Proof of Income Letter (SSI and/or SSDI)
 Two most recent pay stubs
 Retirement/Pension Statement (includes VA)
 If no one in your household has income, you must attach proof of Food Stamp eligibility or a signed letter on agency letterhead verifying that you have no income.



HENDRY GLADES TRANSPORTATION SYSTEM
Rider Registration

FORM A | DISABILITY STATUS FORM

1. What type or types of disabilities do you have?

- Physical Disability Visual Impairment/Blindness Developmental Disability
 Mental Illness Other None

Please describe your disability in more detail: _____

2. Is the disability temporary or permanent?

- TEMPORARY DISABILITY. I expect it to last for another _____ months.
 PERMANENT DISABILITY.
 I don't know.

3. Do you use a service animal? If yes, please describe the type of animal.

- YES → Type of animal: _____
 NO

4. Do you travel with a Personal Care Attendant (PCA) who assists you with daily life functions? (Someone you need all or sometimes to assist you. A companion or guest is not considered a PCA).

- YES, always
 I need assistance with mobility
 I need assistance with reading
 YES, sometimes
 I need assistance with mobility
 I need assistance with reading
 No



HENDRY GLADES TRANSPORTATION SYSTEM

Rider Registration

FORM B | PROFESSIONAL VERIFICATION OF DISABILITY STATUS

NOTE: This part must be completed by one of the following currently licensed professionals before returning the registration to our office: Physician (M.D. or D.O. or D.C.), Audiologist, Psychologist, Ophthalmologist, Registered Nurse, Clinical Social Worker, Independent Living Specialist, Occupational Therapist, Psychiatrist, Physical Therapist, or Rehabilitation Specialist.

RIDER'S AUTHORIZATION

I hereby authorize the following named professional to provide information about my disability and abilities to travel to Hendry Glades Transportation System and/or persons assisting Hendry Glades Transportation System to determine my eligibility for the Transportation Disadvantaged Program. I understand that this information will be used solely for the purpose of determining my eligibility for Transportation Disadvantaged services and that all medical information about my disability will be kept confidential.

Rider's Signature: _____ Date: _____

Dear Medical Professional,

In order to process this rider's request for Hendry Glades Transportation System Transportation Disadvantaged Program eligibility, we require this form to be completed.

Please review the information provided by the rider in Parts 1 - 3 of this application and answer the following questions. (For Licensed Professional Only) Thank you in advance.

- Has the rider been diagnosed with a cognitive, mental, physical or other disability? **Please list disabilities**

- The rider's disability is
 PERMANENT
 TEMPORARY
 Expected duration? Years _____ Months _____
- Does the rider require the assistance of a Personal Care Attendant (PCA) or Escort when traveling on a public vehicle?
 YES NO

MEDICAL PROFESSIONAL COMPLETING FORM

Professional's Signature: _____ Date: _____

Print or Type Name and Title: _____

State of Florida or Other State if applicable () License No.: _____ Business Address:

_____ Phone No.: _____

City: _____ State: _____

For additional information please call Hendry Glades Transportation System at 877-935-4487



HENDRY GLADES TRANSPORTATION SYSTEM

Rider Registration

FORM C | HOUSEHOLD INCOME

- 1. How many **people** total reside at the address provided in Section 1? _____
- 2. Including all wages, disability payments, Social Security payments, pensions, dividends, investments, etc., what is your total gross annual household income? Attach proof of income for you and all members of your household to this completed application. **Please provide copies as proof, they will not be returned.**

Acceptable forms of proof of income include current copies of: the first page of your tax return, Unemployment Compensation Income Verification, DCF Benefit Letter, Social Security Income Verification or Proof of Income Letter (includes SSI and SSDI), minimum of (2) most recent pay stubs, Retirement/Pension Statement (includes VA) and Food Stamp eligibility.

Documentation Attached:

- Tax Return Unemployment Compensation Income Verification
- DCF Benefit Letter Social Security Income (SSI) Social Security Disability Income(SSDI)
- Two most recent pay stubs Retirement/Pension Interest/Dividends
- Workers Compensation Other: _____

- 3. Is your total gross annual household income at or below the 200% of the Federal Health and Human Services Guidelines for low household income? (See Table I, below)
- YES NO

Table I: 200% of the Department of Health and Human Services 2024 Federal Poverty Guidelines

The following totals represent 200% of the Federal Health and Human Services Guidelines for low household income. To register for the TD transportation program, household income may not exceed these guidelines.

	Family Size	200%	
2024 Federal Poverty Guidelines	1	\$30,120	Add \$10,760 for each person over 8
	2	\$40,880	
	3	\$51,640	
	4	\$62,400	
	5	\$73,160	
	6	\$83,920	
	7	\$94,680	
	8	\$105,440	

Appendix D: Vehicle Inventory

Current Vehicle Inventory

Year	Make	Model	VIN	Lift/Ramp	Odometer
2018	Chevrolet	Glaval	1HA6GUBG6JN003332	Lift	168,167
2017	Chevrolet	Glaval	1GB6GUBG7H1183544	Lift	224,434
2016	Chevrolet	Glaval	1GB6GUBGXG1141772	Lift	205,055
2020	Ford	F350	1FDVU4X89LKA26744	Lift	135,788
2020	Ford	F350	1FDVU4X86LKA26751	Lift	109,560
2016	International	Freightliner	4UZADRDU4FCGX5494	Lift	120,669
2015	International	Freightliner	4UZADRDUXFCGR9427	Lift	185,876
2016	Dodge	Grand Caravan	2C7WDGBG8GR202928	Ramp	201,450
2019	Chevrolet	Glaval	1HA6GUBGXJN009893	Lift	135,166
2019	Chevrolet	Glaval	1HA6GUBG2JN009869	Lift	167,593
2020	Ford	E450	1FDFE4FS7KDC56588	Lift	180,982
2020	Ford	E450	1FDFE4FS9KDC56589	Lift	165,707
2017	Chevrolet	Glaval	1GB6GUBG9H1183917	Lift	160,958
2017	Chevrolet	Glaval	1GB6GUBGXH1185644	Lift	127,980
2017	Chevrolet	Glaval	1GB6GUBG7H1184273	Lift	118,850
2019	Chevrolet	Glaval	1HA6GUBG4JN007041	Lift	126,431
2019	Chevrolet	Glaval	1HA6GUBG5KN013285	Lift	94,962
2022	Chrysler	Pacifica	2C4RC1CG0NR224220	Ramp	1,949
2022	Chrysler	Pacifica	2C4RC1CG1NR219639	Ramp	567

Appendix E: System Safety Program Plan Certificate of Compliance



HENDRY COUNTY
Board of County Commissioners
P.O. Box 2340
LaBelle, Florida 33975-2340
863-675-5220

Jennifer Davis
County Administrator

Kimberley Barrineau
Clerk of the Courts

Bus Transit System Annual Safety and Security Certification
*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

Certification Date (Current): February 8, 2024
Certification Year: (Previous): January 1, 2023 to December 31, 2023
Name and Address of Bus Transit System: Hendry County BOCC
99 E Cowboy Way
LaBelle, FL 33935

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

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

Blue Ink Signature:  *Date:* 02/08/2024
(Individual Responsible for Assurance of Compliance)

Name: Kelly A. O'Nan *Title:* Programs Administrator

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

Name: Transitions Commute Solutions, LLC
Address: P. O. Box 770820
Winter Garden, FL 34777

Name of Qualified Mechanic who Performed Annual Inspections: Quality One Auto Care
19 Hardee Street
LaBelle, FL 33935

Emma Byrd
District 1

Emory Howard
District 2

Mitchell Wills
District 3

Ramon Iglesias
District 4

Karson Turner
District 5

This institution is an equal opportunity provider and employer.

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 Hendry County Board of County Commission.

(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.

(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 one (1) 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:

Hendry County Board of County Commission
 99 E. Cowboy Way
 LaBelle, Florida 33935
 Contact: Kelly A. O'Nan, Project Administrator
 Phone: 1-863-612-4727

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)

Hendry County Board of County Commission
1103 U. S. 27, South
Sebring, Florida 33870
Contact: Kelly O'Nan, Project Administrator
Phone: 1-863-612-4727

Designated Official Planning Agency

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

Grievance Committee Chair

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

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 23rd day of August 2023.



Tim Stanley, on behalf of Donna Storter-Long, 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:

Hendry County Board of County Commission
Phone: 1-863-612-4727
Email: Konan@hendryfla.net

Need additional assistance? Contact the Local Coordinating Board:

Heartland Regional Transportation Planning Organization
Phone: 1-800-297-8041
Email: info@heartlandregionaltpo.org

Or

CTD Ombudsman Helpline

Telephone Number: 1 (800) 983-2435 OR (850) 410-5700
Hearing & Speech Impaired: Call 711 (Florida Only) Florida Relay System
Email: CTDOmbudsman@dot.state.fl.us

Preguntas, comentarios, inquietudes?

Póngase en contacto con su coordinador de transporte comunitario:

Hendry County Board of County Commission
Teléfono: 1-863-612-4727
Correo Electrónico: Konan@hendryfla.net

¿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

O

CTD Ombudsman Helpline

Teléfono: 1 (800) 983-2435 o (850) 410-5700
Problemas de audición y habla: llame al 711 (solo en Florida) Florida Relay System
Correo Electrónico: CTDOmbudsman@dot.state.fl.us

Appendix G: Trip Rate Calculator

Preliminary Information Worksheet Version 1.4

CTC Name: Hendry County BOCC
County (Service Area): Hendry and Glades County
Contact Person: Kelly O'Nan
Phone # 8636124727

Check Applicable Characteristic:

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

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Hendry County BOCC
County: Hendry and Glades County

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

	Prior Year's ACTUALS from July 1st of 2022 to June 30th of 2023	Current Year's APPROVED Budget, as amended from July 1st of 2023 to June 30th of 2024	Upcoming Year's PROPOSED Budget from July 1st of 2024 to June 30th of 2025	% 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						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						Local Match Requirements (10% on CTD and 50% on 5310 and 5311)
Compl. ADA Services						
County Cash	\$ 231,709	\$ 200,000	\$ 250,000	-13.7%	25.0%	
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	\$ 443,023	\$ 411,404	\$ 369,030	-7.1%	-10.3%	Trip & Equipment Grant funds to be used for the purchase of trips (90%)
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 138,500	\$ -	\$ 75,000	-100.0%		
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						5310 and 5311 to be used for the purchase of trips (50%)
49 USC 5310	\$ 67,587	\$ 150,000	\$ -	121.9%	-100.0%	
49 USC 5311 (Operating)	\$ 924,709	\$ 1,026,458	\$ 1,440,970	11.0%	40.4%	
49 USC 5311(Capital)						
Block Grant						
Service Development						

Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid						
Other AHCA (specify in explanation)						
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						
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						
Community Care for Elderly						
Other DOEA (specify in explanation)						
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						

DJJ					
(specify in explanation)					
Bus Pass Program Revenue					
Other Fed or State					
XXXX					
XXXX					
XXXX					
Bus Pass Program Revenue					
Other Revenues					
Interest Earnings					
XXXX					
XXXX					
Bus Pass Program Revenue					
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve					
Balancing Revenue is Short By =					
	None	None			
Total Revenues =	\$1,805,529	\$1,787,862	\$2,135,000	-1.0%	19.4%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)					
Operating Expenditures					
Labor	\$ 53,867	\$ 55,000	\$ 60,000	2.1%	9.1%
Fringe Benefits					
Services					
Materials and Supplies					
Utilities					
Casualty and Liability					
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 1,613,162	\$ 1,732,862	\$ 2,000,000	7.4%	15.4%
Other					
Miscellaneous					
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					
Capital Expenditures					
Equip. Purchases with Grant Funds	\$ 138,500		\$ 75,000	-100.0%	
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
	(50)				

Total Expenditures =	\$1,805,529	\$1,787,862	\$2,135,000	-1.0%	19.4%
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See NOTES Below.

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Block Grant	\$ -	\$ -	\$ -	
Service Development	\$ -	\$ -	\$ -	
Commuter Assistance	\$ -	\$ -	\$ -	
Other DOT	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
AHCA				
Medicaid	\$ -	\$ -	\$ -	
Other AHCA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DCF				
Alcohol, 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	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
DJJ				
DJJ	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

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.

Other Fed or State	
XXXX	\$ -
XXXX	\$ -
XXXX	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
XXXX	\$ -
XXXX	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 2,135,000

Operating Expenditures		
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
Capital Expenditures		
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 1,089,515	\$ 1,045,485	\$ 75,000

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 60,000
Fringe Benefits	\$ -
Services	\$ -
Materials and Supplies	\$ -
Utilities	\$ -
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 2,000,000
Other	\$ -
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 75,000
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
	\$ -
Total Expenditures =	\$ 2,135,000
minus EXCLUDED Subsidy Revenue =	\$ 1,045,485
Budgeted Total Expenditures INCLUDED	
in Rate Base =	\$ 1,089,515
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in	
Rate Base =	\$ 1,089,515

\$ 970,485
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

¹ The Difference between Expenses and Revenues for Fiscal Year: 2022 - 2023

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

Worksheet for Program-wide Rates

CTC: **Henry County B** Version 1.4
 County: **Henry and Glades County**

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 <u>Projected</u> Passenger Miles =	300,000	2024 - 2025
Rate Per Passenger Mile = \$	3.63	
Total <u>Projected</u> Passenger Trips =	13,500	
Rate Per Passenger Trip = \$	80.70	Avg. Passenger Trip Length = 22.2 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	7.12
Rate Per Passenger Trip = \$	158.15

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

Worksheet for Multiple Service Rates

CTC: **Henry County** Version 1.4
 County: **Henry and Glades County**

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

SECTION I: Services Provided				
	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service
SECTION II: Contracted Services				
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
	Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service? How many of the total projected Passenger Miles relate to the contracted service? How many of the total projected passenger trips relate to the contracted service?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Effective Rate for Contracted Services: per Passenger Mile =	Ambulatory	Wheelchair	Stretcher	Group

per Passenger Trip =

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

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

Rate per Passenger Mile for Balance =

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

SECTION III: Escort Service

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

Yes
 No

Skip #2 - 4 and Section IV and Go to Section V

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

Pass. Trip **Leave Blank**
 Pass. Mile

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

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

SECTION IV: Group Service Loading

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

..... And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate** 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

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

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

		RATES FOR FY: 2024 - 2025			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	300,000	= 250,000	+ 50,000	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =		\$3.25	\$5.56	\$0.00	\$0.00 \$0.00
					per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	13,500	= 11,250	+ 2,250	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =		\$72.12	\$123.63	\$0.00	\$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,...

...INPUT the Desired Rate per Trip (but must be **less** than per trip rate above) =

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile for Balance =		\$72.00	\$72.00	Leave Blank	Leave Blank \$0.00
		\$0.01	\$2.32	\$0.00	\$0.00 \$0.00
					per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$6.36	\$10.90	\$0.00	\$0.00 \$0.00
					per passenger per group
Rate per Passenger Trip =		\$141.32	\$242.27	\$0.00	\$0.00 \$0.00
					per passenger per group

Program These Rates Into Your Medicaid Encounter Data