

Broward County Transportation Disadvantaged Service Plan Update

September 2015

Prepared for: Broward County, Florida and the Florida Commission for the Transportation Disadvantaged

By: Broward Metropolitan Planning Organization and Broward County Community Transportation Coordinator (Broward County Transportation Department)

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X indicates areas that are being updated/amendment

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X indicates areas that are being updated/ amendment

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Introduction

Purpose of the Plan

The Transportation Disadvantaged Service Plan (TDSP)/Coordinated Human Services Transportation Plan (CHSTP) outlines services and service parameters governing coordination of transportation services provided to the transportation disadvantaged. The TDSP/CHSTP addresses requirements of the federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: MAP-21 furthers several important goals, including safety, state of good repair, performance, and program efficiency.

MAP-21 gives Federal Transit Authority (FTA) significant authority to strengthen the safety of public transportation systems throughout the United States. The act puts emphasis on restoring and replacing our aging public transportation infrastructure by establishing a needs-based formula program and asset management requirements. In addition, it establishes performance-based planning requirements aligning Federal funding with key goals and tracks progress these goals. Finally, MAP-21 improves efficiency with administering grant programs by consolidating several programs.

The Section 5310 Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program provides formula funding to increase mobility of seniors and persons with disabilities. The Federal goal of the Section 5310 Program is to provide assistance in meeting the needs of seniors and individuals with disabilities where public transit services are unavailable, insufficient or inappropriate. Funds are apportioned based on each State's share of targeted populations and are apportioned to States (for all areas under 200,000) and large urbanized areas (over 200,000).

Projects selected for Section 5310 funding must be included in a locally developed, coordinated public transit-human services transportation plan. Section 5310 funds may be used for the capital and/or operating expense of transit services to seniors and/or individuals with disabilities. Eligible expenses are limited to buses, vans or other paratransit vehicles (including sedans and station wagons), radios and communications equipment, wheelchair lifts and restraints, vehicle rehabilitation, vehicle overhaul, data processing hardware/software, other durable goods such as spare components with a useful life of more than one (1) year and a per unit cost over \$300, initial installation costs, vehicle procurement/testing, vehicle inspection and vehicle preventative maintenance, passenger facilities related to Section 5310-funded vehicles, support facilities and equipment for Section 5310-funded vehicles, operating costs associated with providing transit service, costs associated with transit service that exceeds the requirements of the Americans with Disabilities Act of 1990, projects that improve access to fixed route service and decrease reliance by individuals with disabilities on complementary paratransit, and alternative to public transportation that assist seniors

and individuals with disabilities with transportation. An applicant applying for preventative maintenance costs must have a District approved preventative maintenance plan and a cost allocation if activities are performed in house. The Federal 5310 share for eligible capital expenses may not exceed eighty percent (80%).

At least 55 percent of program funds must be spent on types of capital projects eligible under the former section 5310. The remaining 45 percent may be used for: public transportation projects exceeding requirements of ADA; public transportation projects improving access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for operating expenses requires 50 percent local match while using these funds for capital expenses (including acquisition of public transportation services) requires 20 percent local match. MAP-21 focuses on improving efficiency of grant program operations by consolidating certain programs and repealing other programs.

Plan Overview and History

TDSP annual update is coordinated between the Broward Metropolitan Planning Organization (MPO), Community Transportation Coordinator (CTC), and Florida Department of Transportation (FDOT) with guidance and approval of the Local Coordinating Board (LCB). This collaboration facilitates delivery of transportation services to persons in Broward County, Florida who are transportation disadvantaged.

Broward County Board of County Commissioners (BCBCC) was officially designated as CTC-the Broward County service area on August 15, 1990, pursuant to Chapter 427, F. S. In its role as CTC, BCBCC has expanded access to transportation disadvantaged (TD) services by means of added programs and service capability. CTC reports performance information and service updates to the LCB at each meeting. Florida Commission for the Transportation Disadvantaged (FCTD) created LCB to enhance local participation in planning and delivery of coordinated transportation services.

This TDSP/CHSTP minor update, required by FCTD, contains development, service and quality assurance components. This TDSP Update addresses the Development Plan, Operation Element of the Service Plan and an update to Cost/Revenue Allocation and Rate Structure Justification. The TDSP operates in accordance with legislative requirements of Rule 41-2, F.A.C., in conformance with FCTD's "Coordinated Transportation Contracting Instructions" dated June 1996, and incorporating TDSP criteria provided by FCTD.

I. Development Plan

This section of the TDSP includes the Organizational Chart, LCB Certification, Service Analysis, Goals, Objectives and Strategies and the Implementation Plan of the Transportation Disadvantaged Improvement Projects.

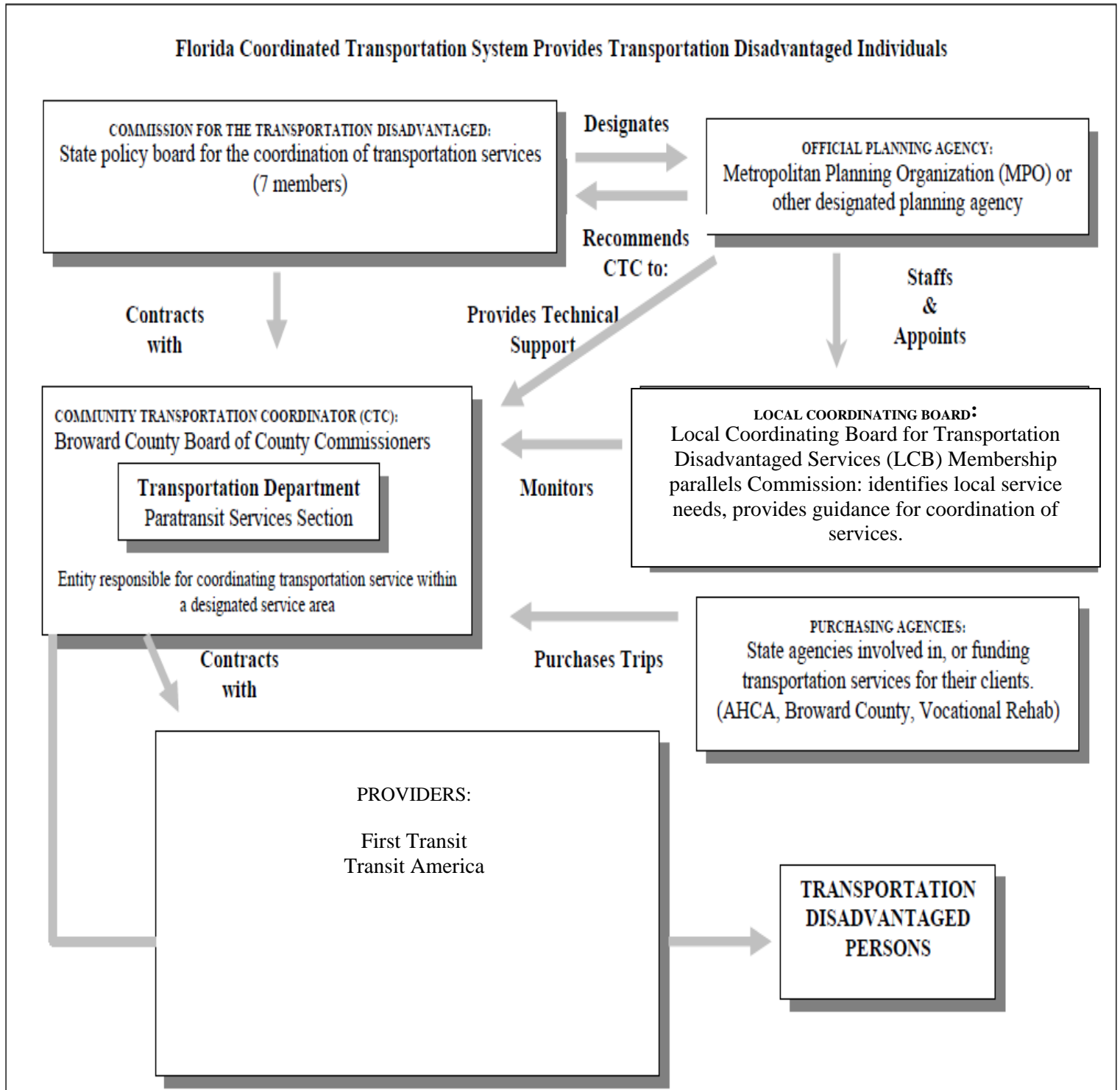
A. Introduction To The Service Area

3. Organizational Chart

5. Local Coordinating Board Certification

Representative membership of the LCB for Transportation Services, established pursuant to Rule 41-2.012(3), F.A.C., is located on page 10.

3. Organizational Chart



LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

NAME (MPO/DOPA): Metropolitan Planning Organization
 ADDRESS: 100 West Cypress Creek Road, Suite 850
 Ft. Lauderdale, FL 33309

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 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

SIGNATURE: _____

DATE: 9/28/15

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. CHAIRMAN	Mayor Joy Cooper	None	MPO
2. FDEA	Edith Lederberg (Vice Chair)	Shirley Snipes	Agency
3. CITIZEN ADVOCATE	Diane Smith	Vera Sharitt	11/30/2016
4. DISABLED COMMUNITY	Harry Kember	Robert Bereolos	11/30/2015
5. ELDERLY (60+) COMMUNITY	Robert J. Siedlecki	Mark Levitt	11/30/2016
6. CITIZEN ADVOCATE/ SYSTEM USER	Tom Ryan	Debbie Ryan	11/30/2015
7. VETERANS' COMMUNITY	Sharon Ross	George Robert	11/30/2016
8. ECONOMICALLY DISADVANTAGED	Pamela Carre	Annette Wellington-Hall	11/30/2017
9. PUBLIC EDUCATION COMMUNITY	Carolyn Brownlee-Fuller	Christine Jenkins	12/31/2015
10. FDOT	Nancy Weizman	Wibet Hay	Agency
11. FDCF	Emilio Maicas	Maria Chiari	Agency
12. FDOE/VOCATIONAL REHABILITATION	S. Lynn Popejoy	Eva-Lyn Facey	Agency
13. AHCA/MEDICAID	Maria Hernandez	Marielisa Amador	Agency
14. CHILDREN AT RISK	Dr. Sue Gallagher	Jose Pinto	12/31/2018
15. PRIVATE TRANSPORTATION	Karen Caputo	Diandre Hernandez	11/30/2017
16. MASS/PUBLIC TRANSIT INDUSTRY	CTC - No Member	None	
17. LOCAL MEDICAL COMMUNITY	Judith C. Elfont	Marie McMillan	Agency
18. LOCAL WORKFORCE DEVELOPMENT BOARD	Melanie Magill	Marisa Rivera	Agency

C. Service Analysis

2. Needs Assessment

Broward County is the second largest county in Florida in terms of population and employment. The County has a larger senior citizen population, with 14.3 percent age 65 or older, than the national average, of 12.6 percent. These factors are key indicators of transit/paratransit use as are automobile availability, income, traffic, urban growth and land use/site planning. These factors contribute to the need for public transit in Broward County.

Based on 2010 U.S. Census Bureau estimates, disabled senior's individuals comprise 32% of Broward's population. Including economically disadvantaged persons, seniors, disabled, and economically disadvantaged populations comprise approximately 45% of Broward's population. Due to reduced employment opportunities for the disabled, they are also economically disadvantaged. As "Baby Boomers" age that percentage will rise as will the demand for TD services. Transportation alternatives must be available and accessible. As a result, Florida's population will reach 23.5 million by 2020 with one-in-four Floridians over the age of 65.

Major challenges include:

- ◆ Cost of Service
- ◆ Proper allocation of funding
- ◆ Keeping up with demand
- ◆ Medicaid contract requirements and reduced funding
- ◆ Regionalization

Unmet needs of economically disadvantaged and low-income individuals include jobs providing at a minimum, living wage income and benefits and transportation. Historical patterns of high vehicle ownership, low provision of public transportation and suburban sprawl have combined to create an environment where not owning a car is a serious barrier to employment and economic self-sufficiency. Almost 98% of Broward's workers drive to work because it is reliable, convenient, and flexible, while public transportation headways are long and routes do not offer direct connections to employment centers.

3. Barriers to Coordination

Identification of barriers is important to establish and operate an efficient system of TD services. Barriers to coordination and accessibility identified for Broward County include:

- fragmentation inherent in a service area encompassing thirty-one (31) municipalities
- how information is collected, retained and reported among Providers, municipalities, agencies
- regional coordination
- lack of funding

Broward County Transit Division operating as Broward County Transit (BCT) is responsible for countywide fixed-route and paratransit transportation services. BCT works closely with the Broward Metropolitan Planning Organization in the development of plans and the analysis of transit issues. This process includes adhering to established transportation goals and policies, monitoring and evaluating existing service and service needs, developing improvements, and public review.

BCT provides Paratransit services known as TOPS! (Transportation Options) for individuals meeting ADA or TD eligibility requirements in addition to regular fixed-route and Community Bus services.

The Commission for the Transportation Disadvantaged (FCTD) is a primary resource for information, guidance, oversight and legislative advocacy on behalf of the statewide coordinated system.

D. Goals, Objectives and Strategies

TDSP Goals and Objectives presented on pages 10 to 21 are consistent with Florida legislative and administrative requirements and support FCTD goals and. TDSP is consistent with the Broward MPO's Long-Range Transportation Plan, BCT's Ten-Year Transit Development Plan and simultaneously supports other planning efforts. Every effort is made to address regional issues outlined in the Strategic Regional Policy Plan for South Florida produced by South Florida Regional Planning Council.

TOPS! is one of the nation's largest and most effective paratransit programs. Enhanced service standards, responsiveness to client input and partnering with local community agencies contribute to continuing improvement in delivery of services.

E. Implementation Plan

The Five-Year TD Improvement Program and Implementation Schedule are contained in the Implementation Plan. Updating these sections occur annually as related to TDSP Goals and Objectives.

1. Five-Year Transportation Disadvantaged Improvement Program

The TD Improvement Projects are located in Section 6 “County and Local Projects” within the Transportation Improvement Program (TIP), as adopted by the Broward MPO Board. Input and involvement received from governmental agencies, private sector and citizen advocates are included as TIP is multi-modal in nature. See TIP projects on pages 23-24.

2. Implementation Schedule

TDSP Goals, Objectives and Strategies with the Schedule of Implementation are on pages 10 to 22.

3. 2040 Long Range Transportation Plan (LRTP)

The LRTP guides the expenditure of federal, state and local transportation funds. The Plan addresses the transportation system (major pedestrian, bikeways, transit and highways) planning needs for a 20-year horizon. Also included in the primary LRTP tasks are: identification of goals and objectives, estimation of financial resources, identification of the future transportation system “needed,” development of the Cost Feasible Plan, and the public involvement process in support of plan development. This ensures that planning is taking place far enough in advance to protect transportation resources and design facilities that will satisfy needs for a reasonable length of time, once implemented. The Plan is the primary source for identifying projects considered for inclusion in the Transportation Improvement Program.

The Commitment 2040 builds on previous efforts by integrating existing ideas, concepts and plans with the latest available information and public opinion. Affordable Projects (Financially Feasible) are specific improvements we can afford to build over the next 26 years. Unfunded Improvements (Illustrative) are identified projects we cannot currently afford, but would implement should additional funding become available. New MPO Programs will utilize eligible funds to accelerate the delivery of projects that support our complete streets and other localized initiatives. For more information, please visit <http://www.browardmpo.org/commitment-2040>.

4. Transit Development Plan (TDP)

The FY 2014-23 TDP serves as the strategic guide for public transportation in Broward County over the next 10 years. The development of the TDP included documenting and analysis of the demographic conditions in the BCT service area. As well as, evaluating existing transit services in Broward County, reviewing market research and receiving extensive public involvement efforts, an analysis of immediate and longer-term transit service and capital project needs and a funding analysis and plan that initiates strategic approaches to maintaining and expanding transit services in Broward County within the next ten years and forward.

To view the complete TDP plan please visit
<http://www.broward.org/BCT/Pages/TransitDevelopmentPlan.aspx>

F. MPO Public Involvement Plan

The Broward MPO's policy on public participation is to create opportunities for segments of the public to learn and become informed about issues and proposals under its consideration, particularly those affected by the outcomes or with special needs. This policy lays the fundamentals in ensuring the public is an important key player participant in the planning and decision-making process.

The MPO maintains public involvement opportunities for transportation plans and projects for impacted communities through a wide range of methods including but not limited to: advisory committees, public meetings and workshops, public workshops on special interest issues, community meetings to reach specific neighborhoods or groups of people, transportation fairs, community events, visits to elementary schools and universities, continuous public comment opportunities at MPO and committee meetings, media stories, and press releases, user satisfaction surveys, displays, periodic mailings including a transportation newsletter, press kits, web pages and e-blasts.

One of the primary goals of the Broward MPO in providing public involvement is to ensure that transportation plans reflect community input and benefit all segments of the community equitably. The Broward MPO's Public Involvement Plan following contains the following objectives reflect to obtain this goal:

1. Informing the Public
2. Educating the Public
3. Involving the Public
4. Reaching Out to Communities
5. Improving Public Involvement

The MPO regularly assesses the effectiveness of its public participation techniques to develop strategies for improving greater progress toward public involvement.

The MPO's Public Involvement Plan website is on the web at:
<http://www.browardmpo.org/planning/public-involvement>

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 1: ENSURE AVAILABILITY OF TRANSPORTATION SERVICES TO PERSONS WHO ARE TRANSPORTATION DISADVANTAGED.

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 1: Promote the provision of the most effective mix of transportation services that meets demands for sponsored and non-sponsored trips.</p> <p>Strategy #1: Maximize use of computer software by CTC and TOPS! Reservation Center in routing, scheduling and operating data.</p> <p>Strategy #2: Require Providers to develop and maintain records of pick-up / appointment times, referrals to CTC and trip denials.</p>	#1) Number of non-sponsored trips provided	Quarterly* reporting	Ongoing**	BCT
	#2) Number of clients and trips allocated to each Provider	Quarterly* reporting	Ongoing**	BCT
	#3) Number of non-sponsored trips delivered	Quarterly* reporting	Ongoing**	BCT

*Quarterly reporting to the LCB board

**Ongoing data recording by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 1: ENSURE AVAILABILITY OF TRANSPORTATION SERVICES TO PERSONS WHO ARE TRANSPORTATION DISADVANTAGED. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Strategy #3: Continue to maintain computerized trip information to monitor and manage the provision of TD services.	#4) Number of sponsored trips	Quarterly* reporting	Ongoing**	BCT
Strategy #4: Continue to develop an information system for marketing TD services.	#5) Number and kinds of services	Quarterly* reporting	Ongoing**	BCT
Strategy #5: Expand transit market by promoting and marketing BCT's "family of services."	#6) Accounting of marketing activities.	Quarterly* reporting	Ongoing**	BCT

*Quarterly reporting to the LCB board

**Ongoing data recording by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 1: ENSURE AVAILABILITY OF TRANSPORTATION SERVICES TO PERSONS WHO ARE TRANSPORTATION DISADVANTAGED. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 2: Community awareness of TD services.</p> <p>Strategy #1: Develop marketing tools for agencies serving individuals who could benefit.</p> <p>Strategy #2: Continue efforts to market informational materials for riders.</p>	#1) Number of new TD clients	Quarterly* reporting	Ongoing**	BCT
	#2) Total amount spent on marketing/public information	Ongoing**	Ongoing**	BCT
	#3) Number of Informational documents distributed	Ongoing**	Ongoing**	BCT

*Quarterly reporting to the LCB board

**Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 2: ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER.

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 1: Implement appropriate methods and procedures to accomplish cost-effective service delivery.</p> <p>Strategy #1: Continue monthly reporting process via computerized trip management system (CTMS) to monitor efficiency and cost effectiveness.</p>	#1) Cost to County per passenger trip	Monthly	Ongoing**	BCT
	#2) Cost to County per vehicle mile	Monthly	Ongoing**	BCT

*Quarterly reporting to the LCB board

**Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 2: ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 2: Ensure effective program administration.</p> <p>Strategy #1: Continue monthly reporting format to evaluate efficiencies and effectiveness of the TD program.</p> <p>Strategy #2: Ensure service plan adherence.</p> <p>Strategy #3: Continue monthly reporting process via CTMS to monitor efficiency, cost effectiveness and quality.</p>	#1) Annual evaluation of CTC performance by the Local Coordinating Board	June 2014	Complete	LCB CTC
	#2) Quality Assurance Performance Evaluation performed by Florida Commission for the Transportation Disadvantaged	Ongoing**	Ongoing**	FCTD
	#3) Passenger trips per hour	Quarterly* reporting	Ongoing**	BCT
	#4) Passenger trips per vehicle mile	Quarterly* reporting	Ongoing**	BCT

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 2: ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 3: Promote utilization of the most cost-effective transportation mode.</p> <p>Strategy #1: Continue monthly reporting process via CTMS to monitor usage and effectiveness of the TD program.</p> <p>Strategy #2: Promote and continue monthly bus pass program for individuals and large user agencies.</p>	#1) Percent fixed-route trips are of total trips	Monthly	Ongoing**	BCT
	#2) Percent group-trips (program trips) are of total trips	Monthly	Ongoing**	BCT
	#3) Percent subscription trips are of total trips	Monthly	Ongoing**	BCT
	#4) Number of TD bus pass sales	Monthly	Ongoing**	BCT
	#5) Number of valid applicants	Monthly	Ongoing**	BCT

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM.

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 1: Encourage courteous service and passenger satisfaction.</p> <p>Strategy #1: Conduct transportation evaluations for quality services.</p> <p>Strategy #2: Utilize surveys to receive feedback from riders and maintain quality service.</p>	#1) Number of complaints/grievances filed against the system	Ongoing**	Ongoing**	BCT FCTD
	#2) Analysis of quality survey results	April 2015	Completed / Ongoing**	LCB
	#3) Percentage of satisfied clients	April 2015	Completed / Ongoing**	LCB FCTD

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

**GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM.
(Continued)**

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 2: Promote service that minimizes rider travel and wait times.</p> <p>Strategy #1: Adhere to service plan.</p> <p>Strategy #2: Update and promote paratransit rider's guide.</p>	#1) Percent on-time (pick-up and/or drop-off)	Quarterly* Report	Ongoing**	BCT
	#2) Number of trip requests referred to other Providers	Ongoing**	Ongoing**	BCT
	#3) number of complaints filed	Quarterly* Report	Ongoing**	FCTD
	#4) Number of guides produced and distributed	Ongoing**	Ongoing**	BCT

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM. (Continued)				
	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 3: Require the provision of safe and reliable service. Strategy #1: Maintain accident records for Annual Operating Report (AOR). Strategy #2: Conduct FDOT System Safety Plan evaluations for transportation Providers.	#1) Vehicle accidents per 100,000 vehicle miles	July 2015	Complete	BCT
	#2) Road call rate per passenger trip	July 2015	Complete	BCT
	#3) FDOT Summary Report			

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 4: SECURE NECESSARY FUNDING TO SUPPORT THE TD PROGRAM.

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 1: Maintain and increase funding meet the continued demand for paratransit services.</p> <p>Strategy #1: Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding TD services.</p> <p>Strategy #2: Continue to pursue funding for non-sponsored trips.</p>	#1) Total funds received from TD Trust fund	June 2016	Ongoing	LCB MPO BCT BCT BCT
	#2) Total funds received from current sources	Ongoing**	Ongoing**	
	#3) Total funds received from new sources	Ongoing**	Ongoing**	

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 4: SECURE NECESSARY FUNDING TO SUPPORT THE TD PROGRAM. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 2: Encourage public and private agencies to identify and allocate sufficient funds to meet transportation needs of their program participants.</p> <p>Strategy #1: Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding transportation service for their clients.</p>	<p>#1) Total funds budgeted by state agencies in the coordinated system</p> <p>#2) Total funds spent by state agencies in the coordinated system</p> <p>#3) Total funds budgeted to provide sponsored trips by non-state agencies</p> <p>#4) Total funds spent to provide sponsored trips by non-state agencies</p>	<p>June 2015</p>	<p>Complete</p>	<p>BCT LCB MPO</p>

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 5: ENSURE TD PROGRAM ACCOUNTABILITY. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 2: Collect, compile, report and maintain data necessary for evaluation of the local Transportation Disadvantaged program.</p> <p>Strategy #1: Evaluate monthly status reports; quality control reports; and Provider meetings and marketing activities.</p> <p>Strategy #2: Maintain all records including complaint resolution; TD eligibility list; coordination agreements and facilitating audit and review activities.</p>	<p>#1) Completion of annual CTC performance evaluation performed by the Local Coordinating Board and recommendation by MPO</p>	<p>June 2015</p>	<p>Completed</p>	<p>LCB MPO</p>
	<p>#2) Review and dissemination Of performance evaluations as conducted by FCTD Commission staff</p>	<p>Ongoing**</p>	<p>Ongoing**</p>	<p>FCTD BCT</p>

*Quarterly reporting to the LCB board

**Ongoing data collection by BCT

FUNDED PROJECTS LISTING

SECTION 6



TRANSPORTATION DISADVANTAGED

Broward MPO Transportation Improvement Program - FY 2016 - 2020

Phase	Fund Source	2016	2017	2018	2019	2020	Total
BROWARD FROM VOLUNTARY DOLLARS TO COMMISSION TD - FM# 2370363 (TIP#)							
Type of Work: TD COMMISSION - CAPITAL							
Project Type: Imported							
TD COMMISSION - CAPITAL							
VOLUNTARY DOLLARS COMMISSION TD							
ADM		1,712	0	0	0	0	1,712
Total		1,712	0	0	0	0	1,712
<i>Prior Years Cost</i>			<i>Future Years Cost</i>			<i>Total Project Cost</i>	
							1,712
BROWARD CO. - FM# 2370361 (TIP#)							
Type of Work: TD COMMISSION - CAPITAL							
Project Type: Imported							
TD COMMISSION TRIP AND EQUIPMENT GRANT							
PTO							
OPS	TDTF	3,745,913	0	0	0	0	3,745,913
OPS	TDDR	265,000	0	0	0	0	265,000
OPS	LF	416,213	0	0	0	0	416,213
Total		4,427,126	0	0	0	0	4,427,126
<i>Prior Years Cost</i>			<i>Future Years Cost</i>			<i>Total Project Cost</i>	
							4,427,126
BROWARD CO. - FM# 2370362 (TIP# 521)							
Type of Work: TD COMMISSION - CAPITAL							
Project Type: Imported							
TD COMMISSION PLANNING GRANT							
PTO							
PLN	TDTF	58,063	0	0	0	0	58,063
Total		58,063	0	0	0	0	58,063
<i>Prior Years Cost</i>			<i>Future Years Cost</i>			<i>Total Project Cost</i>	
							58,063
TRANSPORTATION FOR THE DISADVANTAGED - FM# 565 (TIP# 565)							
Type of Work: TD COMMISSION - OPERATING							
Project Type: Imported							
COUNTY COMMISSION CONTRIBUTION							
TRANSPORTATION OF DISADVANTAGED CLIENTS							
OPS	LF	385,000	0	0	0	0	385,000
Total		385,000	0	0	0	0	385,000
<i>Prior Years Cost</i>		18,000,000	<i>Future Years Cost</i>			<i>Total Project Cost</i>	
							18,385,000

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II. Service Plan

A. Operation Element

BCT serves residents through a combination of fixed-route public transit, paratransit and community bus services. Within the coordinated paratransit system, 27 agencies offer transportation to their clients.

1. Types, Hours, and Days of Service

Types of Service	Hours and Days of Service
TOPS! Reservation Call Center	Available during published BCT operating hours 4:40 a.m. to 12:40 a.m., Monday through Saturday; and 6:45 a.m. to 10:15 p.m., Sundays and holidays
Ambulatory and wheelchair transportation service, fixed-route and paratransit	Available during published BCT operating hours 4:40 a.m. to 12:40 a.m., Monday through Saturday; and 6:45 a.m. to 10:15 p.m., Sundays and holidays
Ambulatory and wheelchair accessible feeder service available to Tri-County Commuter Rail	Seven (7) days-per-week, generally 5:00 a.m. and 11:00 p.m., Monday through Friday; 6:00 a.m. to 11:30 p.m., Saturdays; and 8:00 a.m. to 6:30 p.m., Sundays and holidays.
Developmental Services provides ambulatory and wheelchair transportation	Generally, 6:00 a.m. to 6:00 p.m., Monday through Friday, or as scheduled by individually sponsored programs.
Local municipalities provide ambulatory and wheelchair accessible service	Usually on weekdays 8:00 a.m. to 5:00 p.m.
Coordinated Agencies	Varies by agency, usually on a weekday basis, 8:00 a.m. to 5:00 p.m.

Cost of Service

See Appendix A “Rate Structure.”

Use of Fixed-Route Service

All BCT buses and community buses are wheelchair accessible (equipped with lifts and kneelers—this is helpful for non-wheelchair passengers who cannot navigate steps). Bus fare is \$1.75. BCT offers 31-day discounted bus passes to elderly, youth, college students and disabled riders. For information on bus service and routes, call 954-357-8400, option 1, or go to <http://www.broward.org/bct>. Community bus fares range from free-of-charge to \$1.00, depending on community. For information on community bus services and routes, go to <http://www.broward.org/bct/communitybuses.htm>.

TOPS! Paratransit Service offers free personal travel training services for elderly and disabled riders able to use the bus system but are unfamiliar with it. For travel-training information, call 954-357-7705.

All registered TD Conditional Paratransit clients may ride BCT’s fixed-route buses free-of-charge without affecting paratransit eligibility. For information, call 954-357-8400, option 2.

Clients requesting transportation services receive fixed-route service. Those unable to navigate the fixed-route service independently are encouraged to apply for TOPS! Paratransit Service. Granting ADA/ TD conditional approval allows those Disabled clients who can use the fixed-route bus service for some trips to do so and use paratransit service for only trips where bus service is not accessible or conditions apply..

BCT’s dedication to continue to improve the fixed-route bus service shows in the following listed improvements that enhance accessibility:

- 3,517 bus stops are ADA accessible out of 3,909 ADA eligible stops.
- All bus drivers provide assistance upon request.
- All buses are equipped with voice annunciation systems, which provide on-board automatic voice announcements in English, Spanish and Creole. They announce bus stops, major transfer points and safety advisories.
- All signage inside buses and at bus stops, complies with ADA regulations.

Other Community Service Sponsored Trips

Various community non-profit agencies participating in the Section 5310 program provide transportation for eligible clients currently 27 agencies participate in the Coordination Agreement program. See Appendix B, “Providers and Coordination Contractors”.

Scheduling Trips

Reservations receive trips requests between 8:00 a.m. and 5:00 p.m., seven (7) days-a-week by calling TOPS! Reservation number, 1-866-682-2258 or online twenty-four (24) hours a day. Reservations must be scheduled a minimum of one (1) to a maximum of three (3) days in advance.

Same-Day Service

It is at the discretion of BCT and TOPS! Reservation Center to provide same-day service on a limited basis, based upon available vehicle capacity and time. The Provider makes reasonable efforts to accommodate same-day trip requests on a case-by-case basis. TOPS! Paratransit program does not provide emergency or stretcher transportation.

Subscription Trips

Subscription trips are for an individual going to-and-from the same origin and destination at the same time, at least two (2) days-per-week and requests trips through a standing reservation rather than daily requests. CTC maintains documentation of subscription service provided by funding components. Subscription trips comprise approximately 73% of total trips.

2. Accessing Services

Access BCT services by calling BCT Paratransit Customer Services Section, (954) 357-8400 or 1-800-599-5432 (toll free within Miami-Dade, Broward and Palm Beach Counties) or TTY (954) 357-8302.

Access TOPS! Reservation Center by calling 1-866-682-2258.

Access Tri-County Commuter Rail feeder service by calling 1-800-TRI-RAIL (1-800-874-7245).

Riders with trip questions or concerns may call and speak with a reservation agent Monday - Friday 4:40 a.m. to 12:40 a.m., Saturday, Sunday and Holidays 6:45 a.m. to 10:15 p.m.

Registration or certification information for other programs, clients must call the individual program sponsor. BCT routinely publishes availability of TD services in informational materials widely distributed throughout the community including the telephone number for BCT and Paratransit Customer Services Section. Aging & Disability Resource Center of Broward County, Agency for Persons with Disabilities, Henderson Behavioral Health Center and other community organizations provide similar directories of services available to the public. BCT publishes a *Paratransit Services Rider's Guide* that details how to access service. The *Paratransit Rider's Guide* is current. BCT's materials are available in alternate forms upon request.

The FCTD has a TD Hotline available Monday through Friday 8:00 a.m. to 5:00 p.m at 1-800-983-2435 or TTY 1-800-648-6084. The numbers are posted in all TOPS! vehicles and are included in the *Rider's Guide*.

Client Pick-Up

Providers shall provide door-to-door service. Drivers shall go into lobbies or vestibules of buildings to locate and/or assist a client; however, drivers not to enter residences. Drivers refrain from sounding a horn.. When client boards the vehicle, driver shall update the automated system, indicating the successful pick-up.

Cancellations and “No-Show” Policies

A trip is a “no-show” if client calls to cancel a trip less than two (2) hours before scheduled pick-up time, places a request for service but does not meet the ride upon arrival or is not ready to board within five (5) minutes after arrival of the ride during the pick-up window and vehicle departs without them. An excessive accumulation of “no-shows” may result in suspension of service.

When assigned Provider fails to pick-up a client for a scheduled trip it is considered a missed trip. A missed trip is an arrival of the vehicle by more than one (1) hour after scheduled pick-up time

Procedures for Dispatching Backup or After-Hours' Service

Provider is responsible for all pre-scheduled trips. If a vehicle is late, clients may call TOPS! Reservation Center for the estimated time of arrival. CTC has client service representatives available on weekdays to answer questions. If pick-up does not occur, clients may contact TOPS! Paratransit Customer Service Section, (954) 357-8400 or toll-free (800) 599-5432 in Broward, Miami-Dade and Palm Beach Counties or TTY (954) 357-8302. Clients picked-up after the end of 15 minutes of their scheduled pick-up time may receive no cost transport for that one trip or the TOPS! Reservation Center, contact another Provider at their discretion to provide back-up service if deemed necessary. BCT also invokes contractual terms specifying financial disincentives for lateness or missed trips.

Eligibility

TD - Pursuant to Chapters 411 and 427 of the Florida Statutes, Broward County, as CTC under direction from FCTD, and in cooperation with LCB, developed TD eligibility guidelines for Broward County residents. CTC requires a completed, written application on file for all TD participants (applications are available in alternative formats). In-person or telephone assistance in completing applications is available by request. Applicants requesting door-to-door paratransit service must have the medical page(s) completed and signed by a Florida licensed physician.

CTC eligibility team reviews submitted applications. Staff evaluate each application to ensure compliance with current Federal Poverty Guidelines at the 225 percent level and not eligible/receiving transportation from other source(s) and for Door-to-door

paratransit applicant to ensure physical and/or mental disability criteria is present. Only complete applications receive an eligibility determination. Applicants receive instruction with their returned application on how to make their applicant complete.

If approved to participate in the TD bus pass program, participant will receive an Award Letter and a monthly TD bus pass to ride BCT fixed-route bus system without charge. The TD bus pass will be one of the following:

- A. 31 Day Reduced Pass
- B. 31 Day Adult Pass

Included in the envelope with the monthly TD bus pass is a request card to submit to receive the next month's TD bus pass (request card will not be mailed with last bus pass unless eligibility continuing). Participant shall mail TD Bus Pass request card no more than two (2) weeks prior to current bus pass expiration date. Additionally, CTC Travel Training will be available to train participant how to use fixed-route bus system. Participants must apply for eligibility every year prior to expiration of current eligibility period. Clients receive a ninety (90) day expiration notice and are responsible for either downloading an application or contacting Customer Service and requesting a TD application. Participants seeking certification for TD service must complete full eligibility determination process. Prior eligibility does not guarantee future eligibility.

If approved for door-to-door TD paratransit service, a Letter of Determination will be mailed to participant notifying them of award and a TOPS! *Rider's Guide*. Participants are limited by mileage or facility type to: dialysis facility within five (5) miles of residence; radiation/chemotherapy facility within ten (10) miles of residence; all other trips are limited to closest facility to residence. Participants enrolled in TD door-to-door paratransit program must apply for eligibility every year prior to expiration of their current eligibility period. Clients receive a ninety (90) day expiration notice and are responsible for either downloading an application or contacting Customer Service and requesting a TD application. Participants seeking eligibility for TD service must complete full eligibility determination process. Prior eligibility does not guarantee future eligibility.

Approved TD service for either bus pass or paratransit is effective upon approval. Eligibility will expire annually on the same date the following year.

Appeals to Determinations of TD Eligibility

TD program applicants receive eligibility determinations in writing with the reason(s) for the decision. Ineligible applicants may appeal this determination in writing. Written instructions on how to appeal are included in the Letter of Determination. All appeals are receive consideration on an informal basis with a review for completeness and new or additional information.. Appellants whose appeal requests are complete and not resolved at the informal level, may ask for their case to be reviewed at the formal level by the seven (7) member TD Eligibility Appeals Board (Board).

Applicants for TD Paratransit/Bus Pass or current TD Paratransit riders may appeal the following:

- a. Determination an applicant is not eligible for TD Paratransit/Bus Pass services;
- b. Conditions placed upon eligibility for use of TD Paratransit services;
- c. Suspension of Paratransit/Bus Pass services for any reason

Provision of TD Paratransit service is suspended during the period between receipt of an appeal of initial determination regarding eligibility and determination of the Board Decisions not issued within thirty (30) days of hearing, paratransit are provided from the thirty-first day until a decision to deny appeal is issued.

Trip eligibility appeal - service for trip in question will continue through the conclusion of the appeal hearing.

Suspension of service appeals - for any reason other than violent, seriously disruptive or threatening behavior, service will continue through the conclusion of the appeal hearing.

Suspension of service for violent, seriously disruptive or threatening behavior - service stops until receipt of the appeal decision.

TD Eligibility Determination Appeals Committee

The CTC and the Coordinating Board have an established eligibility appeal process for the clients. The CTC, in cooperation with the LCB, may establish a review committee appointed by the LCB for TD eligibility appeals if so desired by the applicant.

Appeal Procedures

All persons found ineligible to receive services will receive information on how to appeal a decision of denial or suspension.

Filing an appeal

1. All appeals must be in writing to Paratransit Manager, Transit Division, 1 North University Drive, 3100-A, Plantation, Florida 33324.
2. Send appeals in writing within sixty (60) days of receipt of original determination of ineligibility or suspension. The appeal is accepted on the next subsequent business day if the sixtieth day after original determination or trip denial is on a weekend or legal holiday.
3. To receive an overturn of a decision the appellants must state in the written appeal the reason(s) the determination does not accurately reflect their ability to use fixed-route bus service, why suspension is inappropriate or why they are seeking reconsideration of the determination of their application.
4. .
5. To offer the Board information for consideration submit all information about the specific functional ability of the appellant or relating to the general nature of individual's disability and any other additional documentary along with a list of witnesses expected to appear on behalf of appellant.
5. Hearings are as soon as practicable after receipt of appeal but no later than thirty (30) days after receipt of appeal unless otherwise agreed between parties

Appeal Hearing Procedures

1. It is the burden of the Appellant has to establish the reason(s) to determine if eligibility is modified or reversed based upon facts and adherence to the TD Paratransit eligibility standards.

2. Testimony is under oath.
3. Copies of original application submitted by appellant (including medical verification), written determination of eligibility appeal form and any additional material submitted by applicant in filing appeal will be provided to Board at least three (3) days in advance of hearing.
4. Board Members shall not participate in or allow any ex-parte communications concerning substantive issues of appeal with appellant, paratransit section staff or third party consultant involved in decision under appeal.
5. Board may exclude irrelevant, immaterial or unduly repetitious evidence but all other evidence commonly relied upon by reasonably prudent persons in the conduct of their affairs may be ruled admissible, whether or not such evidence would be admissible in proceedings in Florida courts. Any part of evidence may be received in written form.

Hearsay evidence may be used for purpose of supplementing or explaining other evidence but shall not be sufficient in itself to support a finding, unless it would be admissible over objection in civil actions.

6. Board shall hear and consider:
 - (a) Information provided in original application and through medical verification
 - (b) Additional information, written or verbal, received from appellant
 - (c) Report of paratransit staff or third-party eligibility consultant concerning appellant's eligibility
 - (d) Statements of appellant, his-her advocate and other witnesses offered by appellant
 - (e) Information from paratransit staff regarding services, architectural or other barriers impacting access to and use of fixed-route service or other eligibility criteria; and
 - (f) Other material and statements deemed by Board to be germane for consideration of appellant's eligibility/suspension of TD Paratransit services.
7. Board shall render a decision and shall direct Board's counsel to prepare a letter to appellant regarding its determinations. Board will specify and the letter shall explain in detail, rationale for any decision which denies or limits Paratransit service eligibility.

8. Board will normally render its decision immediately. If Board determines it must delay a decision in order to obtain further information regarding appeal, FCTD regulations pertaining to presumptive eligibility shall apply.
9. If appellant decides to appeal any decision by Board, appellant will need a record of the proceedings. It will be appellant's responsibility to ensure a verbatim record of the proceeding is made which record includes testimony and evidence upon which appeal is to be based. Judicial review of this final administrative decision may be pursued through the Circuit Court for the Seventeenth Judicial Circuit, within thirty (30) days of rendition of written determination of Board.
10. Board shall adopt such additional procedures as necessary to carry out its functions.

Prioritization

Currently there is no prioritization of trips.

Fare Changes

- Effective February 1, 2014 the Commission approved allowing honorably discharged veterans a \$1.75 (50%) paratransit fare **to VA clinics only**. Any other paratransit trips taken by a veteran is the normal \$3.50

3. Transportation Providers and Coordination Contractors

A five-year Paratransit contract went into effect January 1, 2015. Four (4) Providers, and five (5) sub-contractors provide approximately 2,653 daily trips (see Appendix B, "Providers and Coordination Contractors) during this reporting period. There are currently 10,827 eligible clients registered. TOPS! Providers are selected under the competitive bid process established by Florida's Administrative Code.

4. Public Transportation Utilization

BCT provides service to 410 square miles within Broward County. BCT buses connect with Palm Beach and Miami-Dade transit systems and Tri-Rail. BCT buses provide connections to the community's multimodal transportation network and system-wide connections at three (3) transfer terminals: Broward Central Terminal (downtown Fort Lauderdale); West Regional Terminal (Plantation) and Lauderhill Mall Transfer Facility (Lauderhill).

BCT has 315 fixed-route buses (all are 100% accessible via lifts and hydraulic kneelers), 110 community buses operated in partnership with 18 municipalities and Tri-Rail feeder shuttles. BCT transports 40.2 million passengers annually. There are 72 routes in service on weekdays, 39 on Saturdays, and 35 on Sundays and holidays.

BCT provides free Wi-Fi on 441, U.S. 1 Breeze routes, and the Broward Central Terminal. Currently BCT has seventeen (17) 40' hybrid buses, nine (9) articulated diesel buses and seven (7) hybrid articulated buses.

All buses are equipped with voice annunciation systems, which provide on-board automatic voice announcements in English, Spanish and Creole. They announce bus stops, major transfer points and safety advisories.

BCT provides English, Spanish and Creole languages on its Web site. Translated versions are located at BCT's home page at www.broward.org/bct by selecting "Language Chooser". Translation is not available at this time for Bus schedules and maps, as these web pages identify departure and arrival times, bus stop locations, landmarks and other non-translatable terms.

BCT issues photo identification cards for fixed-route users deemed eligible for a reduced fare bus pass based on age (students and seniors) and/or disability. Presenting BCT photo ID to bus drivers and bus pass vendors enables user to travel at reduced fare.

BCT Bus Pass is a credit-card size fare card with a magnetic swipe. It is a cost-savings pass for daily, unlimited travel.

Bus passengers who prefer online trip planning assistance for travel on Broward County Transit (BCT) can log on to Google Transit™ at www.google.com/transit.

Google Transit™ is a feature of Google Maps™ providing public transportation trip planning as an alternative to driving directions. Passengers start by entering starting and ending destinations and expected departure or arrival time. Google Transit™ will provide up to three (3) suggested trip plans, featuring trip maps, transfer instructions and estimated arrival times.

Bus passengers and authorized vendors may purchase bus passes online. Visit www.broward.org/bct and click "Purchase Bus Pass." Purchase is available 24-hours-a-day, seven (7) days-a-week, on a confidential and secure BCT online site that accepts all approved major credit cards. Only 10-Ride, 7 and 31-Day Adult passes are available online.

31-Day Reduced Fare passes for youth, seniors, disabled, Medicare recipients and college students cannot be purchased online as valid BCT identification is required. Riders may purchase passes at the Broward Central Terminal, all County libraries and select check cashing store locations throughout Broward County. The All-Day pass is not available online; it is sold only on-board busses.

Online bus pass orders are processed at no extra cost using standard shipping via United States Postal Service. Online purchasers will receive an e-mail confirming the order and should allow seven (7) to ten (10) business days for delivery. For information

about online bus pass purchases, contact the BCT Communications Section, 954-357-6786.

Bus fares effective October 1, 2014:

Transit Fare Types	Effective October 1, 2014
Regular One-Way Fare (Base Cash)	\$ 1.75
Reduced Youth/Senior/Disabled/Medicare	\$ 0.85
10-Ride Pass	\$18.00
All Day Pass	\$ 4.00
Reduced Youth/Senior/Disabled/Medicare	\$ 3.00
7-Day Pass	\$18.00
31-Day Adult Pass	\$65.00
Reduced Youth/Senior/Disabled/Medicare	\$35.00
Reduced College Student	\$50.00
Express Regular One Way Fare	\$2.65
Express Senior/Youth/Disabled/Medicare One Way Fare	\$ 1.30
Express Premium 10-Ride Pass	\$26.50
Express Premium 31-Day Pass	\$95.00

Passengers transferring from BCT to Miami-Dade Transit (MDT), Palm-Tran or Tri-Rail system receive a free transfer and must pay appropriate fare on the other transit system.

Passengers transferring from MDT, Palm Tran or Tri-Rail, will be required to pay \$.50 with a transfer issued by MDT, Palm Tran or Tri-Rail pass.

BCT collaborates with Broward County Homeless Initiative Partnership Administration to provide discounted bus passes, (50%), to agencies in Broward County serving homeless individuals.

5. Vehicle Inventory

All Broward County Vehicle receive an inspection by BCT, in accordance with Chapter 14-90, FAC per the contract for Paratransit Service.

See Appendix D, "Vehicle Inventory."

6. System Safety Program Plan

BCT conducts annual vehicle inspections and system safety reviews of all Paratransit Providers in accordance with chapter 14-90 FAC. FDOT receives a safety certification

for each operator.

Coordination Agreement Providers complete: an annual Automotive Service of Excellence inspection on transportation vehicles; vehicle On-line Preventative Maintenance Planning and Training; A, B or C level vehicle inspections; and FTA Maintenance Plans are updated annually. BCT completes annual monitoring evaluations.

Security Program Plan: In accordance with Chapter 14-90.004, FAC, all TOPS! Providers must develop and maintain a Security Program Plan. This becomes part of the System Safety Program Plan requirements (See Appendix E).

7. Inter-County Services

BCT provides service into Miami-Dade and Palm Beach Counties. Fixed-route service into Palm Beach County includes Route 18 to Sandalfoot and Route 10 to Mizner Park.

Fixed-route service into Miami-Dade County includes Route 18 to 163rd Street Mall and Golden Glades Park, Route 2 to 207th Street and University Drive and Golden Glades Park and Routes 1 and 4 to Aventura Mall.

The three (3) counties have designated transfer locations for paratransit clients transferring across service areas and have an inter-county service agreement for paratransit delivery. BCT provides approximately 807 inter-county trips weekly.

8. Natural Disaster/Emergency Preparedness

As a primary agency (Broward County Emergency Service Function #1), BCT, including Paratransit Services Section, maintains a special needs transportation capability by contractual arrangement with transportation contractors to transport persons with special needs to/from designated shelters. Individuals are required to pre-register with Broward County Elderly & Veterans' Services Division. The rider's do not pay any fare as a waiver under such emergency circumstances is in place.

In order to address issues pertaining to the operation of Special Needs Shelters during emergencies and prepare for future emergency needs of Special Needs Shelter clients, Broward County's Human Services Department initiated the Special Needs Task Force (SNTF). SNTF meets monthly to address issues including client eligibility, registration, transportation services, shelter staffing, inspections and shelter supplies and inventory, electrical, plumbing, and medical and oxygen needs, public awareness, etc.

SNTF consists of representatives from BCT and the following County agencies: Substance Abuse and Health Care Services Division, Elderly and Veterans Services Division, Trauma Management Agency, and Emergency Management Agency. Additionally the following agencies also participate: Florida Department of Health, Children's Medical Services, Memorial Healthcare System, North Broward Hospital District, South Broward Hospital District, and Broward County Public Schools.

CTC staff completed or recertified the following during this period.

- Required NIMS training and certification (ICS-100, ICS-200, ICS-300 (manager), and ICS-700) completed.
- Required training on WebEOC, software program utilized by Emergency Operations Center (EOC) completed.
- CTC staff provided updated training for EOC Call Center staff on policies and procedures for arranging special needs transportation during an emergency.
- Attended training on development and implementation of “Continuation of Operations Plan” (COOP).
- Updated Paratransit Services COOP for inclusion in BCT’s COOP.
- Updated Paratransit Services “Hurricane Evacuation Plan” and Standard Operating Procedures.
- Attended the following:
 - o Workshop on Public Information During Activations
 - o Table Top Exercise Procedure Training
 - o County Emergency Response Team (Emergency Support Function 1 [ESF-1] Table Top Exercise
 - o County ESF-6, ESF-8, ESF-11 and ESF-18 Table Top Exercise
 - o Statewide Hurricane Exercise – EOC Level 1 Full Activation

9. Marketing

BCT’s Customer Relations and Communications Section develops and implements marketing, advertising and public relations programs to provide the public with information about current, new and enhanced bus service, special projects and events and benefits of riding public transportation. The section responds to a myriad of client inquiries and provides personal trip planning through the “client information telephone center” and web-based Google Transit™ accessible on agency’s web site.

The BCT’s website at www.broward.org/bct receives improvements the needed.

10. Acceptable Alternatives

Multimodalism is in use to in public transit to meet passengers’ needs for several methods of accessible and timely transportation. Bus Your Bike service is one multimodal service BCT provides allowing passengers to take bicycles on the bus as a secondary transportation option. Racks are located in the front of all BCT to afford riders an opportunity to store their Bicycles during transport.

BCT has partnerships with Tri-Rail, Transportation Management Association (TMA) and Community Buses. Using these different forms of transportation, County residents may assist in reducing traffic congestion and environmental pollution.

Tri-Rail, South Florida’s commuter train, operated by the South Florida Regional Transportation Authority (SFRTA), which runs along a 71-mile corridor parallel to Interstate 95 and services Palm Beach, Broward and Miami-Dade counties. Connecting

wheelchair accessible bus service is available from all Tri-Rail stations and shuttles connect passengers to three (3) international airports: Miami International, Fort Lauderdale/Hollywood International and Palm Beach International. Representatives from the CTC and Planning Agency serve on SFRTA ADA Advisory Committee.

Emergency Ride Home: Employees working in downtown Fort Lauderdale for an employer who is a TMA member and the employee participates in rideshare, walks or bicycles or has an emergency, TMA will provide a free ride home or emergency location.

III. QUALITY ASSURANCE

Chapter 427, F.S., Rule 41-2, F.A.C. and the Local Coordinating Board Operating Guidelines prescribe the CTC evaluation process that summarizes CTC's strengths and weaknesses over the past year in terms of implementing Chapter and Rule, MOA, and goals and objectives in the TDSP. The LCB has the responsibility to conduct the evaluation of the CTC. The LCB staff completes the evaluation process, utilizing FCTD approved criteria. A copy of the evaluation is provided to the MPO and the FCTD receives a copy of the results of the . The FY 2013-2014 CTC Evaluation received LCB approval on June 22, 2015 and MPO on July 9, 2015 and submitted to the FCTD on July 10, 2015. The FCTD approved the evaluation recommended by LCB board for the Broward County Board of County Commissioners / Transportation Department Continue as the Community Transportation Coordinator (CTC)

A. GRIEVANCE PROCEDURES/PROCESS

Paratransit Service Complaint and Grievance Procedure

Complaint and Grievance procedures provide transportation disadvantaged and general public a forum to address complaints and grievances relative to contract non-compliance.

COMPLAINT AND GRIEVANCE PROCEDURES LOCAL COORDINATING BOARD FOR TRANSPORTATION DISADVANTAGED SERVICES

Posting of the the Complaint and grievance rights of the user is visible to sighted clients and are periodically explained verbally to sight impaired clients.

COMPLAINT PROCEDURES

1. The client or client's advocate contacts the Call Center, using the telephone number posted in the vehicles, and expresses dissatisfaction with the service citing a date and time and the reason for the complaint. If the complaint is related to matters of policy, the CTC explains that the service provided was within the CTC's scope of service and closes the matter.

2. If the complaint is not about a matter of policy, the Call Center records the complaint in the Computerized Transportation Management System (CTMS). The CTMS assigns a tracking number to the complaint.
 - a) After taking the complaint, the call center will ask the client if they want the tracking number and to be advised of the resolution outcome.
 - b) If the client says yes, the call center must note the request on the complaint form that is sent to the CTC; CTC will follow up with the client.
3. The CTC forwards the complaint to the appropriate contractor who is required to respond to safety complaints immediately and other complaints within 24 hours.
4. The contractor responds to the complaint, either acknowledging that the complaint is valid, or disputing the complaint with documentation showing compliance with its contract. If the contractor determines that the complaint is valid, the contractor also informs the CTC that it is taking corrective action.
5. The CTC determines whether or not the documentation is sufficient or that the complaint is valid.
6. The client is contacted by the CTC and advised of the resolution of the complaint and, if valid, the corrective action taken by the contractor.

If the client is not satisfied with the CTC's explanation of the complaint resolution, the CTC should inform the client that it will look further into the matter if the client is willing to forward a written explanation. The following Grievance Procedures would then apply:

GRIEVANCE PROCEDURES

1. A letter stating the problem is sent to the Community Transportation Coordinator (CTC) Program Manager. The letter should outline the nature of the alleged complaint, the transportation operator involved and, where applicable, the date, time and place where the incident occurred.
2. A written response to the complainant on the status of the complaint must be transmitted by the CTC Program Manager within ten (10) working days of the receipt of the letter. In addition, the written response shall advise grievant of the following:
 - a) The existence of the Ombudsman helpline and provide grievant with the helpline's toll free telephone numbers; and
3. If the complainant is not satisfied with the reply or if the complaint has not been settled to the satisfaction of the complainant, the complainant may, within ten (10) working days of receiving the CTC Program Manager's response, request that a meeting be convened by the CTC Program Manager. The CTC Program Manager must schedule the meeting, within ten (10) working days of the notice by the complainant that such a meeting is requested, with the person or agency registering the complaint, the CTC Program Manager, the operator under contract, and the contracting agency.
- 4) If the complaint cannot be resolved as outlined above, the complainant must notify the CTC Program Manager by certified mail, return receipt requested, within ten (10) working days of the date of the meeting, of the complainant's intention to appeal the

decision to the Coordinating Board.

5) Upon receipt of complainant's letter requesting appeal, the CTC Program Manager shall request the Coordinating Board to consider said appeal and to convene the Grievance Committee.

GRIEVANCE COMMITTEE PROCEDURES

1) The Grievance Committee has the power to hold hearings, conduct investigations and take testimony in all matters relating to complaints or grievances brought before the Committee.

2) If the CTC Program Manager receives notice of an appeal, a notice of hearing is served on the operator stating the nature of the complaint and the time and place of the hearing scheduled before the Grievance Committee.

3) Notice provided by the CTC Program Manager must provide the operator of services with no less than ten (10) days, excluding Saturdays, Sundays and legal holidays, written notice of the time, date, and place of the hearing. The said Notice of Hearing must be sent by certified mail, return receipt requested, to the last known address of the operator of the services.

4) In any hearing before the Grievance Committee irrelevant, immaterial or unduly repetitious evidence will be excluded. All other evidence of a type commonly relied upon by reasonably prudent persons in the conduct of their affairs will be admissible whether or not such evidence would be admissible in the courts of Florida.

5) Each party has the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, to examine opposing witnesses on any relevant matter, even though the matter was not covered under direct examination, and to impeach any witness regardless of which party first called the witness to testify.

6) After an evidentiary hearing, the Grievance Committee submits to the Coordinating Board its recommended order consisting of findings of fact, conclusions of law and recommendations.

7) The Coordinating Board may adopt the recommended order as its final order. The Coordinating Board may reject or modify the conclusions of law and recommend final action, but may not reject or modify the findings of fact, unless it first determines from a review of the complete record and states with particularity in its final order, that the findings of fact were not based on competent substantial evidence or that the proceedings in which the findings were based did not comply with the essential requirements of law.

8) All meetings and hearings must be open to the public and advertised, but the public will not be given the opportunity to participate. Minutes will be kept at each hearing.

9) Appeal from the decision of the Coordinating Board is by certiorari to the circuit court in accordance with the Florida Rules of Appellate Procedure.

10) CTC will submit to the LCB board the following reports by the last LCB meeting of the fiscal year:

- Grievance report and the resolution(s).

- A comprehensive annual TD rider's report which includes number of riders and number of trips provided.

B. EVALUATION PROCESS

1. CTC Monitoring Procedures of Providers and Coordination Contractors

Operators:

- Providers are required to BCT with updated Driver Rosters by the twentieth (20)-calendar day of each month. Each roster shall indicate driver's name, date of hire, training dates, last Drug and Alcohol test, Motor Vehicle Record review date and date of latest criminal record check. Providers are required to maintain updated Driver Rosters in CTMS.
- Providers must provide BCT with evidence all drivers have completed the training program offered by BCT prior to the driver providing service and must attend a refresher class or repeat new driver training a minimum of once every two (2) years. This training shall be included as part of the monthly operating summary package. Additionally, drivers are required to participate in driver-training developed by BCT. Providers must require all personnel providing transportation to possess the following, current, valid County Chauffeur's Registration in accordance with the requirements of Chapter 22-1/2, Broward County Code of Ordinances. It is also the providers responsibility to ensure a copy of the above is filed with BCT.
- BCT requests State of Florida Motor Vehicle Reports for Provider's drivers on a periodic basis. If a report shows, evidence of violations BCT will promptly notify Provider and Taxi Section of County Permitting, Licensing and Consumer Protection Division. Provider-must have procedures to review periodically their drivers' Motor Vehicle Reports. BCT staff monitors compliance.
- The training program includes methods for measuring effectiveness of training in developing skill and improving performance. Use methods based on performance indicators that measure proficiency and not solely the Provider-meeting minimum training hours required. Provide measurement procedures are to BCT upon request.
- BCT performs annual evaluations of Providers-ensuring compliance with the System Safety Program Plan, locally approved standards, Florida Commission for the Transportation Disadvantaged (CTD) standards, and Florida Department of Transportation (FDOT) standards, annual operating data and insurance requirements.
- BCT's direct involvement in day-to-day operations of service includes, but is not

limited to: on-street monitoring of drivers and vehicles, inspections of equipment, customer service functions, contract compliance oversight and quality control. The providers will cooperate fully with BCT's monitoring programs. Providers provide full access to all driver records at operating facilities. Providers are required to make available a work station, desk, telephone and chair for use by BCT representative, if so requested. BCT's on-street monitoring shall include, but is not limited to: on-time performance, knowledge of service area and routing, driver assistance, manifest accuracy and completeness, driver appearance, vehicle appearance, wheelchair lift condition and operation, wheelchair securement systems condition and use, safety equipment, driving habits, and compliance with Florida Motor Vehicle Regulations.

- g. Providers provide BCT with service data, via summary reports generated by Computerized Trip Management System (CTMS), and a bi-weekly invoice for each component of service for previous bi-weekly billing period by close of business each Wednesday. This information shall include, but is not limited to, the following: number of one-way passenger trips by type of trip; total hours of vehicle service; copies of daily reports for driver activity or other daily reports showing starting and ending times, and starting and ending mileage for each vehicle used by each driver; copies of trip tickets, log sheets or driver manifests; weekly reimbursement charges for services rendered the previous week and denied trips requests BCT operates with a zero trip denial rate Providers must keep separate denial forms/logs, by component, of all requests for service that cannot be accommodated. Providers shall fill out all information required on the log. A cumulative denial form/log is used , showing all rides denied for the week and shall be included as part of the monthly service summary submitted to BCT.
- h. Pursuant to the Federal Transit Administration's (FTA's) standards for precision, accuracy and accountability, BCT is required to report data to the National Transit Database (NTD). As required by Federal Transit Administration, or BCT, Providers shall collect NTD data and other "service supplied" information or "service consumed" information, as terms are defined in Section 15 of the Federal Transit Administration Regulations. Providers are responsible for collection of financial and operational data. Including on-board operational and passenger-related data, for transmittal to BCT on BCT approved forms as follows:
 - a. operational and passenger-related data shall be submitted to BCT no less than weekly,
 - b. financial data shall be submitted to BCT no less than quarterly,
 - c. and designated "service supplied" data shall be submitted to BCT thirty (30) days prior to the termination of BCT's fiscal year.

All source documents for Section 15 filings is subject to audit and is shall be maintained by Providers for five (5) years following final payment under their agreement with BCT.

- i. Providers must provide written monthly reports to BCT by the twentieth (20) day

of the month following month of service. Collect and report all required information individually for each funding component of service. Reports shall be submitted on a form developed by Provider and approved by BCT, and shall include, but not limited to the following:

- j. Brief Narrative: Brief narrative highlighting month's activities, unusual events, trends and other noteworthy observations.
- k. Ridership: Number of one-way passenger trips, Personal Care Attendants, and Companions on a day-by-day basis, for each funding and fare entity and category.
- l. Miles and Hours: Total hours of service and vehicle miles on a day-by-day basis.
- m. Cost of Service: Total service revenue based upon contracted rates, collected fares and net revenue to provide service (total revenue less imputed fares).
- n. Service Quality Measures: On-time performance data, trips completed, missed trips and trip denials with an explanation.
- o. Efficiency Measures: Appropriate measures to include passengers per mile, hour, or vehicle trip.
- p. Fleet Data: Updated fleet listings and status of all vehicles.
- q. Other: Accident/incident reports/briefs/findings, training activities/certifications, including sensitivity training and education, key personnel changes, and suggested improvements.
- r. BCT staff inspect all vehicles, wheelchair lifts or ramps and wheelchair securement devices annually. All vehicles must be approved, inspected and display an inspection sticker issued by BCT prior to providing service. Any complaints received concerning a vehicle or equipment, vehicle must report to BCT's facility the next business day for inspection. Any vehicle found in violation of any contractual standard is removed from service until violation is remedied.
- s. BCT reserves the right, through its agreements with the Providers, in its sole discretion, at any time, to inspect vehicles and maintenance facilities during normal working hours and review Provider's maintenance records.
- t. BCT's Complaint Procedure conducts day to day monitoring. All complaints are referred to BCT's Paratransit Customer Service. Providers shall not respond directly to complainants who desire to file service complaints. BCT personnel make initial contact with Provider to obtain a verbal response and determine validity and resolution of complaint. Enter all complaints into CTMS. Forward a copy of the complaint to the Provider for a written (or electronic) response to BCT. Providers' response are due within three (3) business days of receipt of

complaint. Complaints of a serious nature, such as injury, driver misconduct and client safety issues requires an end of the business day response. Complaints are tallied each month, indicating total number of complaints, and type of complaints for each Provider. The standard for complaint standard is at 2.9 complaints per 1,000 trips monthly.

- u. BCT works closely with FCTD's Ombudsman Program to resolve all service complaints and inquiries. BCT investigates each item as described above, contacts all concerned parties and sends FCTD's Ombudsman Program a report on resolution of the complaint/inquiry.

Coordination Contractors: BCT performs annual evaluations of Coordination Contractors ensuring FCTD standards, annual operating data, drug and alcohol testing programs, vehicle inspections and insurance requirements.

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

TOPS! Paratransit contract went into effect January 1, 2015. Two (2) Providers and seven (7) Subcontractors participate in the five (5) year contract

The rate structure justification is broken down in two (2) sections. The first section details Providers'-functions and the second details CTC's functions. See Appendix A, Rate Structure "TD Trust Fund Service Rates."

Reservation Call Center: Telephone In-take; Scheduling

Provider: Dispatching; Vehicle Maintenance; Trip
 Reconciliation/Billing

CTC: Application Intake Eligibility Screening Eligibility Testing Eligibility Certification Re-certification Client Information Source Systems Client Service	Community Outreach Complaint Processing Daily Service Monitoring Reporting Marketing Vehicle Inspections/Safety Trip Reconciliation/Billing
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APPENDIX A
RATE STRUCTURE



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Broward County Board of County Commissioners d/b/a/ Broward County Mass Transit Administration
Service Rate Effective Date	7/1/2015

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Trip	\$24.85
* Wheel Chair	Trip	\$42.60
ADA Paratransit Fare	Trip	\$3.50
Reduced Fare Bus Pass – Monthly	Pass	\$35.00
Regular Fare Bus Pass – Monthly	Pass	\$65.00
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure.	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
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Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit

*** Ambulatory, Wheel Chair and Stretcher** must all use the same Unit of Measure either **Trip or Passenger Mile**;
Cannot mix, all must be the same regardless of Transportation Mode.

APPENDIX B

PROVIDERS and COORDINATION CONTRACTORS

N/P/M/CA	CORD AGREE	BUSINESS NAME	CONTACT	PHONE	EXT	E-MAIL	STREET ADDRESS	CITY	ZIP	# Veh	
TRANSPORTATION PROVIDERS (2)											
P	N	First Tranist	Catherine DeGray	224-277-1989		catherinedegray@firstgroup.com	1371 SW 30 Avenue	Deerfield Beach	33442	81	
P	N	Transit America	Nev Naiditch	305-502-8252		znaiditch@transportationamerica.com	3300 SW 11 Avenue	Ft. Lauderdale	33315	81	
A.C.T. (4)										Total	162
N	Y	ARC Broward-Achievement & Rehabilitation Ctr.	Marc Burack	954-746-9400		mburack@arcbroward.com	10250 NW 53rd Street	Sunrise	33351	4	
P	N	Cypress Place (AMT)	Rashelle Rowe	954-681-4373		alliedmedicaltransport@yahoo.com	5896 Rodman Street	Hollywood	33023	8	
N	Y	Daniel D Cantor Senior Ctr.	Gayle Willoughby	954-742-2299		gayle@cantorcenter.com	5000 Nob Hill Road	Sunrise	33351	5	
N	Y	Lucanus Developemental Ctr.	Chris Buckley	954-981-4019		cbuckley@lucanuscenter.com	6411 Taft Street	Hollywood	33024	35	
INTERLOCAL (3)										Total	48
M	Y	City of Miramar, MSSC	Marva Ricketts	954-495-3644		maricketts@ci.miramar.fl.us	6700 Miramar Pkwy	Miramar	33023	14	
M	Y	City of Deerfield Beach, NEFP	Frieda Caldes	954-480-4449		fcaldes@deerfield-beach.com	227 NW 2nd Street	Deerfield Beach	33441	8	
M	Y	City of Margate, NWFP	Terry Leiberman	954-973-0300		tleiberman@margatefl.com	6009 NW 10th Street	Margate	33063	18	
COORDINATION AGREEMENTS (20)										Total	40
N	Y	ACTS-Agency for Community Treatment Services	Ken Salzer	813-246-4899	234	ksalzer@actsfl.org	4612 North 56th Street	Tampa	33610	3	
N	Y	Ann Storck Center	Charlotte Taylor	954-584-8000		cmathertaylor@annstorckcenter.org	1790 SW 43rd Way	Ft. Lauderdale	33317	16	
N	Y	Archways, Inc	Aileen Turner-Nestor	954-763-2030		atn@archways.org	919 NE 13th Street	Ft. Lauderdale	33304	2	
N	Y	BARC Housing, Inc.	Marc Burack	954-746-9400		mbureack@arcbroward.com	10250 NW 53rd Street	Sunrise	33351	8	
N	Y	Broward Children's Center, Inc.	Margaret Brummerloh	954-943-7336		margaretB@bcckids.org	200 SE 19th Avenue	Pompano Beach	33060	15	
N	Y	Cerebral Palsy Adult Home	Randall Bishop	954-786-0344	134	randallbishop@woodhouseinc.org	1405 NE 10th Street	Dania Beach	33004	2	
M	Y	City of Hallandale Beach	Victor de Souza	954-457-1460		vdesouza@hallandalebeachfl.gov	750 NW 8th Avenue	Hallandale Beach	33009	5	
M	Y	City of Lauderhill	Jane Sullivan	954-730-3001		jsullivan@lauderhill-fl.gov	7500 W Oakland Park Blvd	Lauderhill	33313	9	
M	Y	City of North Lauderdale	Susanna Laurenti	954-722-0900	487	slaurenti@nlauderdale.org	701 SW 71st Avenue	North Lauderdale	33068	3	
M	Y	City of Tamarac	Dania Maldonado	954-597-3633		dania.maldonado@tamarac.org	6001 Nob Hill Road	Tamarac	33321	5	
N	Y	Douglas Gardens North - DGN	Nancy Zombek	754-217-4003		nzombek@mjhha.org	705 SW 88th Avenue	Pembroke Pines	33025	1	
N	Y	Gulf Coast Jewish Family & Community Serv	Richard Steiner	727-479-1874		rsteiner@gcjfcs.org	14041 Icot Blvd,	Cleanwater	33760	1	
N	Y	Henderson Mental Health	Erica Ricketts	954-777-1623		ericketts@hendersonbehavioralhealth.org	4740 N State Road	Lauderdale Lakes	33319	43	
N	Y	Joseph Meyerhoff Senior Center SEFP	Carmen Porte	954-966-9805		cporte@meyerhoffcenter.org	3081 Taft Street	Hollywood	33021	4	
N	Y	Soref Jewish Community Center	Donald Graw	954-792-6700		dgraw@sorefjcc.org	6501 W Sunrise Blvd.	Plantation	33313	1	
N	Y	Sunrise Community, Inc.	Jorge Viego	954-744-1126		lviego@sunrisegroup.org	5450 Stirling Road	Davie	33314	1	
N	Y	Sunrise Opportunities, Inc	Jorge Viego	954-744-1126		lviego@sunrisegroup.org	5451 Stirling Road	Davie	33314	5	
N	Y	Total Intervention Early Services	Paula Locke	754-204-0312		ties4change@yahoo.com	4699 N State Road 7	Tamarac	33319	2	
N	Y	United Cerebral Palsy of Broward County, Inc.	Patricia Murphy	954-315-4040		pat.murphy@ucpsouthflorida.org	3117 SW 13th Court	Ft. Lauderdale	33312	25	
N	Y	Woodhouse, Inc.	Randall Bishop	954-786-0344	134	randallbishop@woodhouseinc.org	1001 NE 3rd Avenue	Pompano Beach	33060	3	
										Total	154

29 26

M = MUNICIPALITY - 7
N = NON-PROFIT - 16
P = FOR-PROFIT - 2
A = A.C.T. - 4
TOTAL AGENCIES - 29

GRAND TOTAL

404

APPENDIX C

**TRANSPORTATION DISADVANTAGED
APPLICATION**



TRANSPORTATION DISADVANTAGED (TD) BUS PASS PROGRAM

Dear TOPS! Applicant:

Thank you for your interest in TOPS! The Florida Commission for Transportation Disadvantaged (TD) program is one of the transportation programs provided by TOPS! The TD bus pass program is for individuals prohibited from using Broward County Transit's (BCT) fixed-route bus service due to financial limitations.

Bus Pass Program – A monthly BCT fixed-route bus pass is provided at no charge to qualifying individuals who are financially prohibited from using the fixed-route system. Eligible recipients receive bus passes via U. S. mail only. TD bus passes cannot be picked-up at County facilities.

ELIGIBILITY: TD services require applicant to qualify under current Federal Poverty Level Guideline, depending on number of family members in household, at the 225 percent level.

Complete Sections 1 and 2. Completed TD application must contain all requested information, be legible and have all required identification and applicable financial supporting documents when submitted.

Complete application information prior to printing

Mail to: Paratransit Eligibility Services
Broward County Transit
1 N. University Dr., Suite 3100-A
Plantation, FL 33324

(Application may be hand delivered to above address)

Application/supporting document(s) cannot be submitted via fax or e-mail

Information: 954-357-8400

NOTICE OF COLLECTING SOCIAL SECURITY NUMBER (SSN) FOR GOVERNMENT PURPOSE

Broward County collects SSNs for different purposes. The Florida Public Records Law, Section 119.071(5), F.S. (2007) requires County to give you this written statement explaining the purpose and authority for collecting your SSN.

FORM	PURPOSE	AUTHORIZATION
TD Application	Conduct eligibility verification and monitor for system abuse	County policy (See Note)

NOTE: Broward County collects your SSN in the performance of a duty or responsibility County must complete in accordance with law or business necessity. In the event a law does not specifically provide County with the authority to collect your SSN, it is imperative County collect your SSN and this is expressly provided in section 119.081 (5) 2.b.

**Transportation Disadvantaged Application
BUS PASS PROGRAM
Broward County Transit**

Office use only
PIN # _____
Date Approved _____
Date Denied _____

INSTRUCTIONS:

Complete Sections 1 and 2 and attach required documents.

**COPY OF CURRENT / VALID FLORIDA DRIVER'S LICENSE
OR FLORIDA ID IS REQUIRED WITH APPLICATION**

(ID MUST INDICATE BROWARD COUNTY ADDRESS)

SECTION 1 – GENERAL INFORMATION

(PLEASE PRINT)

Name of Applicant:		Phone:	
Home Address:			
Mailing Address (if different):			
If using agency to receive mail, provide agency letter stating they will receive your mail			
Is a vehicle registered in your name? YES NO		Do you drive? YES NO	
Date of Birth:		Social Security Number:	
Are you receiving Medicaid? YES NO		If YES, Medicaid #:	
Emergency Contact:		Phone:	
Number of <u>relatives</u> , including self, living in household:		Total Annual Household Income (Must total lines 1 through 8 below):	

Indicate amount of annual income/benefit received by, or indicated on, each of the following sources for ALL family members of household (list household family members on reverse side):

1. Page #1 of individual tax return or most recent pay stub - - - - - \$ _____
2. DCF Benefit Letter / Cash Assistance / SNAP / Food Stamps - - - - - \$ _____
3. Unemployment Compensation Income Verification - - - - - \$ _____
4. Social Security Income Statement or Proof of Income Letter (SSI / SSDI) - \$ _____
5. Retirement / Pension / Investment Statement - - - - - \$ _____
6. Disabled Veteran's Benefit Letter - - - - - \$ _____
7. Housing benefits (HUD, Section 8) - - - - - \$ _____
8. Other (Specify) - - - - - \$ _____

If \$0 income – Submit signed letter, on agency letterhead, from social service agency verifying \$0 income.

If \$0 income, and you live in a house or apartment, indicate how rent / utilities are paid (this includes balance remaining after rent subsidy).

**CURRENT COPY OF OFFICAL DOCUMENT(S) FOR EACH ITEM(S) COMPLETED ABOVE
(#1 THROUGH #8) MUST BE SUBMITTED WITH APPLICATION OR
APPLICATION WILL NOT BE PROCESSED**

(OVER)

SECTION 1 – GENERAL INFORMATION (CONTINUED)

(PLEASE PRINT)

VETERAN'S INFORMATION

Are you a United States veteran? YES ____ NO ____

If YES, type of Military Discharge:

Honorable ____ General (Honorable Conditions) ____

If YES, attach copy of Discharge.

Need a copy of your Discharge? Contact Broward County Elderly and Veterans Services,
954-357-6622.

SECTION 2 – HOUSEHOLD MEMBERS (RELATIVES)

NAME	DATE OF BIRTH	RELATIONSHIP	SOCIAL SECURITY NUMBER

I attest all information is correct and any changes will be reported to Paratransit Services immediately.
(Original signature only – DO NOT E-MAIL OR FAX)

Signature of Applicant

Date

Signature of Preparer (if other than applicant)

Date

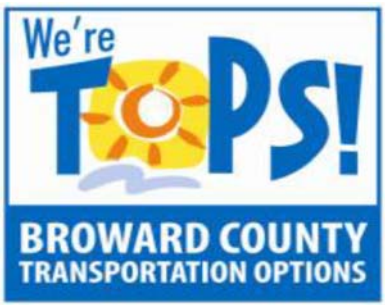
Print Name (Preparer)

Relationship

**Return to: Broward County Transit - Paratransit Services Eligibility
1 N. University Dr. - 3100-A, Plantation, FL 33324**

(Application may be mailed/hand delivered to above address)
Application/supporting document(s) cannot be submitted via fax or e-mail

Information: 954 – 357 - 8400



TRANSPORTATION DISADVANTAGED (TD) DOOR-TO-DOOR PROGRAM

Dear TOPS! Applicant:

Thank you for your interest in TOPS! The Florida Commission for Transportation Disadvantaged program is one of the transportation programs provided by TOPS!

Door-to-Door Paratransit Transportation – Shared-ride paratransit transportation is provided to qualifying individuals who are prohibited from using Broward County Transit (BCT) fixed-route bus service due to financial, physical and/or mental restrictions or children who are handicapped, high-risk or at-risk. Door-to-door paratransit transportation is provided to health care, employment, education, shopping, social activities and other life-sustaining activities.

Transportation is mileage or facility restricted based on trip purpose

Dialysis – Choice of facility within five miles of residence

Radiation/Chemotherapy – Choice of facility within ten miles of residence

All other trips – Closest to residence providing service (i.e. grocery, pharmacy, VA clinic, shopping center)

ELIGIBILITY: TD services require applicant to qualify under current Federal Poverty Level Guideline, depending on number of family members in household, at the 225 percent level. An in-person functional assessment is required to complete the eligibility process.

Complete Sections 1 and 2. Section 3 must be completed and signed by a Florida licensed physician (submit all three sections together).

Completed TD application must contain all requested information, be legible and have all required identification and applicable financial supporting documents included when submitted. Incomplete applications will be returned.

Complete application information prior to printing

Application/supporting document(s) cannot be submitted via fax or e-mail

NOTICE OF COLLECTING SOCIAL SECURITY NUMBER (SSN) FOR GOVERNMENT PURPOSE

Broward County collects SSNs for different purposes. The Florida Public Records Law, Section 119.071(5), F.S. (2007) requires the County to give you this written statement explaining the purpose and authority for collecting your SSN.

FORM	PURPOSE	AUTHORIZATION
TD Application	Conduct eligibility verification and monitor for system abuse	County policy (See Note)

NOTE: Broward County collects your SSN in the performance of a duty or responsibility the County must complete in accordance with law or business necessity. In the event a law does not specifically provide the County with the authority to collect your SSN, it is imperative the County collect your SSN and this is expressly provided in section 119.081 (5) 2.b.

**Transportation Disadvantaged Application
DOOR-TO-DOOR PARATRANSIT SERVICE
Broward County Transit**

Office use only
PIN # _____
Date Approved _____
Date Denied _____

INSTRUCTIONS:

Complete Sections 1 and 2. Section 3 must be completed and signed by a Florida licensed physician (submit all three sections together and attach required documents).

**COPY OF CURRENT / VALID FLORIDA DRIVER'S LICENSE
OR FLORIDA ID IS REQUIRED WITH APPLICATION**

(ID MUST INDICATE BROWARD COUNTY ADDRESS)

SECTION 1 – GENERAL INFORMATION

(PLEASE PRINT)

Name of Applicant:		Phone:	
Home Address:			
Mailing Address (if different):			
Is a vehicle registered in your name?	YES	NO	Do you drive?
			YES
			NO
Date of Birth:		Social Security Number:	
Are you receiving Medicaid?	YES	NO	If YES, Medicaid #:
Emergency Contact:		Phone:	
Number of <u>relatives</u> , including self, living in household:		Total Annual Household Income (Must total lines 1 through 8 below):	

Indicate amount of annual income/benefit received by, or indicated on, each of the following sources for ALL family members of household (list household family members on reverse side):

1. Page #1 of individual tax return or most recent pay stub - - - - - \$ _____
2. DCF Benefit Letter / Cash Assistance / SNAP / Food Stamps - - - - - \$ _____
3. Unemployment Compensation Income Verification - - - - - \$ _____
4. Social Security Income Statement or Proof of Income Letter (SSI / SSDI) - \$ _____
5. Retirement / Pension / Investment Statement - - - - - \$ _____
6. Disabled Veteran's Benefit Letter - - - - - \$ _____
7. Housing benefits (HUD, Section 8) - - - - - \$ _____
8. Other (Specify) - - - - - \$ _____

If \$0 income – Submit signed letter, on agency letterhead, from social service agency verifying \$0 income.

If \$0 income, and you live in a house or apartment, indicate how rent / utilities are paid (this includes balance remaining after rent subsidy).

**CURRENT COPY OF OFFICAL DOCUMENT(S) FOR EACH ITEM(S) COMPLETED ABOVE
(#1 THROUGH #8) MUST BE SUBMITTED WITH APPLICATION OR
APPLICATION WILL NOT BE PROCESSED**

(OVER)

SECTION 1 – GENERAL INFORMATION (CONTINUED)

(PLEASE PRINT)

VETERAN’S INFORMATION Are you a United States veteran? YES _____ NO _____

If YES, type of Military Discharge:

*Honorable _____ *General (Honorable Conditions) _____

* Honorable and General (Honorable Conditions) discharge eligible for 50% fare to/from VA clinics.

If YES, attach copy of Discharge

Need a copy of your Discharge? Contact Broward County Elderly and Veterans Services,
954-357-6622

SECTION 2 – HOUSEHOLD MEMBERS (RELATIVES)

NAME	DATE OF BIRTH	RELATIONSHIP	SOCIAL SECURITY NUMBER

I attest all information is correct and any changes will be reported to Paratransit Services immediately.
(Original signature only – DO NOT E-MAIL OR FAX)

Signature of Applicant

Date

Signature of Preparer (if other than applicant)

Date

Print Name (Preparer)

Relationship

**Return to: Broward County Transit - Paratransit Services Eligibility
1 N. University Dr. - 3100-A, Plantation, FL 33324**

(Application may be mailed/hand delivered to above address)
Application/supporting document(s) cannot be submitted via fax or e-mail

Information: 954 – 357 – 8400

**Transportation Disadvantaged Application
DOOR-TO-DOOR PARATRANSIT SERVICE
Broward County Transit**

APPLICANT NAME: _____ Date of Birth: _____

SECTION 3 – MEDICAL (TO BE COMPLETED BY A FLORIDA PHYSICIAN) (PLEASE PRINT)

Does applicant have Medicaid? YES _____ NO _____

If Yes, Medicaid #: _____ Medicaid Program Code: _____

Indicate mobility aides used and required treatments. Define how indicators in "Other" impact using the fixed-route bus system.

Mobility Aides		Other	Treatments					
Crutches	___ Walker	___	Oxygen	___	Chemo	___ Radiation	___ Dialysis	___
Scooter	___ Cane	___	Hearing	___	Day(s): _____			
PWR W/C	___ AMBI	___	Visual	___	Times: _____			
Leg Brace	___ W/C	___	Acuity	___	Facility Name: _____			
Back Brace	___ None	___	Cognitive	___	Facility Address : _____			

Reason(s)/Condition(s) prevent applicant from using fixed-route bus service:

(Must include specific explanation(s) why applicant cannot ride fixed-route bus)

Diagnostic Code(s) _____ Diagnosis _____

Explanation why condition(s) prohibits use of fixed-route bus: _____

I, the undersigned, certify the medical information provided on this TD application is true and correct. I understand providing false or misleading information constitutes fraud and is considered a felony under the laws of the State of Florida. **RETURN COMPLETED, ORIGINAL DOCUMENT TO PATIENT**

Physician's Signature

FL Medical License Number

Physician's Name (Print)

Telephone Number

APPENDIX D
VEHICLE INVENTORY

	Year	Manufacturer	Model	Desc.	Chassis	VIN	FUEL	Length (FT)	Capacity	Stock #	FUNDING	Delivered	Property #	Tag #	Asset #	Concerns	Rebate	Location	
1 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS9EDB10018	Propane	23'	10 seats, 3 W/C	49008	5307	8/15/2014	P0001	237531	316470		x	FT	
2 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS0E0DB10019	Propane	23'	10 seats, 3 W/C	49009	5307	8/27/2014	P0002	TD3303	316464		x	FT	
3 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS7EDB10020	Propane	23'	10 seats, 3 W/C	49010	5307	8/22/2014	P0003	237532	316461		x	FT	
4 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS9EDB10021	Propane	23'	10 seats, 3 W/C	49011	5307	8/22/2014	P0004	237533	316462		x	FT	
5 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS0E0DB10022	Propane	23'	10 seats, 3 W/C	49012	5307	9/30/2014	P0005	TD86560	316497	1/2 TANK FUEL		FT	
6 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS6EDB17105	Propane	23'	10 seats, 3 W/C	49013	5307	8/22/2014	P0006	237530	316460		x	FT	
7 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS8EDB17106	Propane	23'	10 seats, 3 W/C	49014	5307	8/27/2014	P0007	TD3304	316469		x	FT	
8 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS2EDB17103	Propane	23'	10 seats, 3 W/C	49015	5307	8/20/2014	P0008	237534	316463		x	FT	
9 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS4EDB17104	Propane	23'	10 seats, 3 W/C	49016	5307	8/28/2014	P0009	TA7088	316468		x	FT	
10 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS1EDB17108	Propane	23'	10 seats, 3 W/C	49017	5307	8/20/2014	P0010	237535	316457		x	FT	
11 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS3EDB17109	Propane	23'	10 seats, 3 W/C	49018	5307	8/20/2014	P0011	237537	316459		x	FT	
12 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS7EDB17100	Propane	23'	10 seats, 3 W/C	49019	5307	8/21/2014	P0012	237538	316465		x	FT	
13 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS9EDB17101	Propane	23'	10 seats, 3 W/C	49020	5307	8/21/2014	P0013	237539	316466		x	FT	
14 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS0E0DB17102	Propane	23'	10 seats, 3 W/C	49021	5307	8/28/2014	P0014	TA7089	316467		x	FT	
15 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FSXEDB17107	Propane	23'	10 seats, 3 W/C	49022	5307	9/19/2014	P0015	TD3694	316482		x	FT	
16 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FSXEDB17110	Propane	23'	10 seats, 3 W/C	49023	5307	9/9/2014	P0016	TD3686	316474		x	FT	
17 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS1EDB17111	Propane	23'	10 seats, 3 W/C	49024	5307	9/19/2014	P0017	TD3692	316481		x	FT	
18 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS3EDB17112	Propane	23'	10 seats, 3 W/C	49025	5307	9/9/2014	P0018	TD3695	316473		x	FT	
19 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS5EDB17113	Propane	23'	10 seats, 3 W/C	49026	5307	9/9/2014	P0019	TD3688	316472		x	FT	
20 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS7EDB17114	Propane	23'	10 seats, 3 W/C	49027	5307	9/9/2014	P0020	TD3687	316471		x	FT	
21 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS9EDB17115	Propane	23'	10 seats, 3 W/C	49028	5307	9/23/2014	P0021	TD8644	316491		x	FT	
22 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS0E0DB17116	Propane	23'	10 seats, 3 W/C	49029	5307	9/23/2014	P0022	TD3691	316489		x	FT	
23 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS2EDB17117	Propane	23'	10 seats, 3 W/C	49030	5307	9/30/2014	P0023	TD8657	316496	EMPTY FUEL		FT	
24 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS4EDB17118	Propane	23'	10 seats, 3 W/C	49031	5307	9/12/2014	P0024	TD3690	316475		x	FT	
25 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS6EDB17119	Propane	23'	10 seats, 3 W/C	49032	5307	8/20/2014	P0025	237536	316458		x	FT	
26 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS2EDB17120	Propane	23'	10 seats, 3 W/C	49033	5307	9/23/2014	P0026	TD3689	316493		x	FT	
27 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS4EDB17121	Propane	23'	10 seats, 3 W/C	49034	5307	9/23/2014	P0027	TD85240	316494		x	FT	
28 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS6EDB17122	Propane	23'	10 seats, 3 W/C	49035	5307	9/23/2014	P0028	TD85241	316485		x	FT	
29 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS8EDB17123	Propane	23'	10 seats, 3 W/C	49036	5307	9/12/2014	P0029	TD85242	316476	A/C	x	FT	
30 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FSXEDB17124	Propane	23'	10 seats, 3 W/C	49037	5307	9/12/2014	P0030	TC3827	316477		x	FT	
31 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS1EDB17125	Propane	23'	10 seats, 3 W/C	49038	5307	9/23/2014	P0031	TC3829	316480		x	FT	
32 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS3EDB17126	Propane	23'	10 seats, 3 W/C	49039	5307	10/3/2014	P0032	TD3301	316498			FT	
33 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS5EDB17127	Propane	23'	10 seats, 3 W/C	49040	5307	9/12/2014	P0033	TC3828	316479			FT	
34 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS7EDB17128	Propane	23'	10 seats, 3 W/C	49041	5307	10/31/2014	P0034	TB8037	316513			FT	
35 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS9EDB17129	Propane	23'	10 seats, 3 W/C	49042	5307	11/18/2014	P0035	TD8493	316538			FT	
36 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS5EDB17130	Propane	23'	10 seats, 3 W/C	49043	5307	9/23/2014	P0036	TC3833	316486			FT	
37 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS7EDB17131	Propane	23'	10 seats, 3 W/C	49044	5307	9/23/2014	P0037	TD85243	316490			FT	
38 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS9EDB17132	Propane	23'	10 seats, 3 W/C	49045	5307	11/18/2014	P0038	TD8492	316576			FT	
39 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS0E0DB17133	Propane	23'	10 seats, 3 W/C	49046	5307	11/18/2014	P0039	TD8492	316549			FT	
40 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS2EDB17134	Propane	23'	10 seats, 3 W/C	49047	5307	9/23/2014	P0040	TC3832	316478	WINDOW		FT	
41 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS4EDB17135	Propane	23'	10 seats, 3 W/C	49048	5307	9/23/2014	P0041	TD85243	316488			FT	
42 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS6EDB17136	Propane	23'	10 seats, 3 W/C	49049	5307	9/18/2014	P0042	TC3831	316483			FT	
43 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS8EDB17137	Propane	23'	10 seats, 3 W/C	49050	5307	9/18/2014	P0043	TC3830	316484			FT	
44 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FSXEDB17138	Propane	23'	10 seats, 3 W/C	49051	5307	11/18/2014	P0044	TD8491	316525			FT	
45 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS1EDB17139	Propane	23'	10 seats, 3 W/C	49052	5307	10/3/2014	P0045	TD3302	316499			FT	
46 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS8EDB17140	Propane	23'	10 seats, 3 W/C	49053	5307	9/26/2014	P0046	TC3835	316495			FT	
47 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FSXEDB17141	Propane	23'	10 seats, 3 W/C	49054	5307	9/23/2014	P0047	TC3836	316487			FT	
48 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS1EDB17142	Propane	23'	10 seats, 3 W/C	49055	5307	9/23/2014	P0048	TC3834	316492	MIRROR		FT	
49 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS3EDB17143	Propane	23'	10 seats, 3 W/C	49056	5307	11/18/2014	P0049	TD8494	316539			FT	
50 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS5EDB17144	Propane	23'	10 seats, 3 W/C	49057	5307	11/14/2014	P0050	TD8498	316522			FT	
51 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS7EDB17145	Propane	23'	10 seats, 3 W/C	49058	5310	11/18/2014	P0051	TD8496	316558			FT	first 2013 grant
52 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS9EDB17146	Propane	23'	10 seats, 3 W/C	49059	5310	11/18/2014	P0052	TD8495	316570			FT	first 2013 grant
53 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS0E0DB17147	Propane	23'	10 seats, 3 W/C	49060	5310	12/9/2014	P0053	TD8494	316528			FT	first 2013 grant
54 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS2EDB17148	Propane	23'	10 seats, 3 W/C	49061	5310	11/18/2014	P0054	TD8497	316536			FT	first 2013 grant
55 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS4EDB17149	Propane	23'	10 seats, 3 W/C	49062	5310	11/18/2014	P0055	TD8498	316553			FT	first 2013 grant
56 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS0E0DB17150	Propane	23'	10 seats, 3 W/C	49063	5310	12/15/2014	P0056	TD8499	316582			FT	first 2013 grant
57 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS2EDB17151	Propane	23'	10 seats, 3 W/C	49064	5310	12/15/2014	P0057	TD8500	316567			FT	first 2013 grant
58 of 163	2014	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS4EDB17152	Propane	23'	10 seats, 3 W/C	49065	5310	12/15/2014	P0058	TD8501	316592			FT	first 2013 grant
59 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS1FDA00629	Propane	23'	10 seats, 3 W/C	49066	5307	10/31/2014	P0059	TB8038	316514			FT	
60 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS1FDA00632	Propane	23'	10 seats, 3 W/C	49067	5307	11/3/2014	P0060	TB8039	316512			FT	
61 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS7FDA00635	Propane	23'	10 seats, 3 W/C	49068	5307	11/3/2014	P0061	TB8040	316511			FT	
62 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS5FDA00627	Propane	23'	10 seats, 3 W/C	49069	5307	11/6/2014	P0062	TD8499	316506			FT	
63 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS4FDA00625	Propane	23'	10 seats, 3 W/C	49070	5307	11/6/2014	P0063	TD8500	316507			FT	
64 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFE4FS6FDA00626	Propane	23'	10 seats, 3 W/C	49071	5307	11/18/2014	P0064						

67 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS6FDA02778	Propane	23'	10 seats, 3 W/C	49074	5307	11/6/2014	P0067	TB8043	316500		FT	
68 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS1FDA02770	Propane	23'	10 seats, 3 W/C	49075	5307	11/18/2014	P0068	TD8490	316594		FT	
69 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS3FDA00633	Propane	23'	10 seats, 3 W/C	49076	5307	11/6/2014	P0069	TB8044	316508		FT	
70 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS3FDA02771	Propane	23'	10 seats, 3 W/C	49077	5307	11/6/2014	P0070	TB8475	316503		FT	
71 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS4FDA02777	Propane	23'	10 seats, 3 W/C	49078	5307	11/18/2014	P0071	TD8505	316520		FT	
72 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS2FDA02776	Propane	23'	10 seats, 3 W/C	49079	5307	11/6/2014	P0072	TD8504	316505		TA	
73 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS7FDA02773	Propane	23'	10 seats, 3 W/C	49080	5307	11/6/2014	P0073	TD8503	316504		TA	
74 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS8FDA02779	Propane	23'	10 seats, 3 W/C	49081	5307	11/6/2014	P0074	TD8045	316502		TA	
75 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS4FDA02780	Propane	23'	10 seats, 3 W/C	49082	5307	11/18/2014	P0075	TD8509	316573		TA	
76 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS5FDA02772	Propane	23'	10 seats, 3 W/C	49083	5307	11/6/2014	P0076	TD8508	316510		TA	
77 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS5FDA00634	Propane	23'	10 seats, 3 W/C	49084	5307	11/18/2014	P0077	TD8507	316518		TA	
78 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS3FDA02768	Propane	23'	10 seats, 3 W/C	49085	5307	11/18/2014	P0078	TD8506	316572		TA	
79 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS9FDA02774	Propane	23'	10 seats, 3 W/C	49086	5307	11/18/2014	P0079	TD8510	316577		TA	
80 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FSXFDA00631	Propane	23'	10 seats, 3 W/C	49087	5307	11/18/2014	P0080	TD8511	316529		TA	
81 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS0FDA02761	Propane	23'	10 seats, 3 W/C	49088	5307	11/18/2014	P0081	TD8512	316560		TA	
82 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS6FDA02764	Propane	23'	10 seats, 3 W/C	49089	5307	11/14/2014	P0082	TD8513	316544		TA	
83 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS1FDA02767	Propane	23'	10 seats, 3 W/C	49090	5307	11/14/2014	P0083	TD8514	316519		TA	
84 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS4FDA02763	Propane	23'	10 seats, 3 W/C	49091	5307	11/18/2014	P0084	TD8515	316543		TA	
85 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS8FDA02765	Propane	23'	10 seats, 3 W/C	49092	5307	11/18/2014	P0085	TD8516	316557		TA	
86 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS0FDA06843	Propane	23'	10 seats, 3 W/C	49093	5307	11/14/2014	P0086	TD8517	316530		TA	
87 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS1FDA06849	Propane	23'	10 seats, 3 W/C	49094	5307	11/18/2014	P0087	TD8518	316540		TA	
88 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS9FDA06842	Propane	23'	10 seats, 3 W/C	49095	5307	11/18/2014	P0088	TD8528	316547		TA	
89 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FSXFDA06848	Propane	23'	10 seats, 3 W/C	49096	5307	11/14/2014	P0089	TD8519	316523		TA	
90 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS8FDA06847	Propane	23'	10 seats, 3 W/C	49097	5307	11/18/2014	P0090	TD8529	316568		TA	
91 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS8FDA06850	Propane	23'	10 seats, 3 W/C	49098	5307	11/18/2014	P0091	TD8530	316554		TA	
92 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS8FDA00630	Propane	23'	10 seats, 3 W/C	49099	5307	11/20/2014	P0092	TD8531	316584		TA	
93 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS2FDA02762	Propane	23'	10 seats, 3 W/C	49100	5307	11/14/2014	P0093	TD850	316517		TA	
94 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FSXFDA02766	Propane	23'	10 seats, 3 W/C	49101	5307	11/18/2014	P0094	TD8521	316527		TA	
95 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS7FDA06855	Propane	23'	10 seats, 3 W/C	49102	5307	11/20/2014	P0095	TD8532	316531		TA	
96 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS9FDA06856	Propane	23'	10 seats, 3 W/C	49103	5307	11/20/2014	P0096	TD8537	316552		TA	
97 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS2FDA06858	Propane	23'	10 seats, 3 W/C	49104	5307	11/18/2014	P0097	TD8536	316574		TA	
98 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS0FDA06857	Propane	23'	10 seats, 3 W/C	49105	5307	11/19/2014	P0098	TD8538	316595		TA	
99 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS2FDA00624	Propane	23'	10 seats, 3 W/C	49106	5307	11/14/2014	P0099	TD8522	316521		TA	
100 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS6FDA06846	Propane	23'	10 seats, 3 W/C	49107	5307	11/18/2014	P0100	TD8534	316537		TA	
101 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS3FDA06853	Propane	23'	10 seats, 3 W/C	49108	5310	11/18/2014	P0101	TD8561	316534		TA	2nd 2013 grant
102 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS1FDA06852	Propane	23'	10 seats, 3 W/C	49109	5307	11/18/2014	P0102	TD8523	316541		TA	
103 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS2FDA06844	Propane	23'	10 seats, 3 W/C	49110	5307	11/14/2014	P0103	TD8524	316545		TA	
104 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS4FDA06854	Propane	23'	10 seats, 3 W/C	49111	5307	11/18/2014	P0104	TD8525	316526		TA	
105 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS4FDA06845	Propane	23'	10 seats, 3 W/C	49112	5307	11/14/2014	P0105	TD8526	316515		TA	
106 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FSXFDA06851	Propane	23'	10 seats, 3 W/C	49113	5307	11/18/2014	P0106	TD8527	316555		TA	
107 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS6FDA08404	Propane	23'	10 seats, 3 W/C	49114	5307	11/14/2014	P0107	TD8535	316546		TA	
108 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS8FDA08405	Propane	23'	10 seats, 3 W/C	49117	5310	11/18/2014	P0108	TD8562	316556		TA	2nd 2013 grant
109 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FSXFDA08406	Propane	23'	10 seats, 3 W/C	49116	5307	11/14/2018	P0109	TD8551	316542		TA	
110 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS1FDA08407	Propane	23'	10 seats, 3 W/C	49115	5307	11/24/2014	P0110	TD8552	316533		TA	
111 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS3FDA08408	Propane	23'	10 seats, 3 W/C	49118	5307	11/18/2014	P0111	TD8549	316580		TA	
112 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS5FDA08409	Propane	23'	10 seats, 3 W/C	49119	5307	11/20/2014	P0112	TD8550	316571		TA	
113 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS1FDA08410	Propane	23'	10 seats, 3 W/C	49120	5307	11/18/2014	P0113	TD8553	316548		TA	
114 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS0FDA09564	Propane	23'	10 seats, 3 W/C	49121	5310	11/21/2014	P0114	158747	316583		TA	2nd 2013 grant
115 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS2FDA09565	Propane	23'	10 seats, 3 W/C	49122	5310	11/20/2014	P0115	TD8571	316561		TA	2nd 2013 grant
116 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS4FDA09566	Propane	23'	10 seats, 3 W/C	49123	5310	11/21/2014	P0116	TD8563	316575		TA	2nd 2013 grant
117 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS6FDA09567	Propane	23'	10 seats, 3 W/C	49124	5307	11/24/2014	P0117	TD8555	316559		TA	
118 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS8FDA09568	Propane	23'	10 seats, 3 W/C	49125	5310	12/2/2014	P0118	TD8570	316581		TA	2nd 2013 grant
119 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FSXFDA09569	Propane	23'	10 seats, 3 W/C	49126	5310	11/18/2014	P0119	108748	316535		TA	2nd 2013 grant
120 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS6FDA09570	Propane	23'	10 seats, 3 W/C	49127	5310	11/24/2014	P0120	TD8560	316551		TA	2nd 2013 grant
121 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS8FDA09571	Propane	23'	10 seats, 3 W/C	49128	5310	12/2/2014	P0121	TD8564	316563		TA	2nd 2013 grant
122 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS0FDA10536	Propane	23'	10 seats, 3 W/C	49129	5310	12/2/2014	P0122	TD8565	316586		TA	first 2014 grant
123 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS2FDA10537	Propane	23'	10 seats, 3 W/C	49130	5310	12/2/2014	P0123	TD8566	316590		TA	first 2014 grant
124 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS4FDA10538	Propane	23'	10 seats, 3 W/C	49131	5307	11/24/2014	P0124	TD8554	316596		TA	
125 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4FS6FDA10539	Propane	23'	10 seats, 3 W/C	49132	5310	11/24/2014	P0125	TD8572	316524		TA	first 2014 grant
126 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDDE4												

134 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFF4FS9FDA11958	Propane	23'	10 seats, 3 W/C	49141	5310	12/4/2014	P0134	158746	316569			TA	first 2014 grant
135 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFF4FS0FDA11959	Propane	23'	10 seats, 3 W/C	49142	5310	12/2/2014	P0135	158748	316589			TA	first 2014 grant
136 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFF4FS7FDA11960	Propane	23'	10 seats, 3 W/C	49143	5310	12/2/2014	P0136	158745	316588			TA	first 2014 grant
137 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFF4FS9FDA11961	Propane	23'	10 seats, 3 W/C	49144	5310	12/4/2014	P0137	108747	316564			TA	first 2014 grant
138 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFF4FS0FDA11962	Propane	23'	10 seats, 3 W/C	49145	5310	12/4/2014	P0138	158749	316562			TA	first 2014 grant
139 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A62EM100739	Fuel	14	Deluxe	48734	5307	3/31/2015	P0139	TB8095	316669			TA	
140 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A60EM100738	Fuel	14	Deluxe	48735	5307	3/31/2015	P0140	TB8093	316670			TA	
141 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A6XEM100746	Fuel	14	Deluxe	48736	5307	3/31/2015	P0141	TB8092	316671			TA	
142 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A64EM100743	Fuel	14	Deluxe	48737	5307	4/6/2015	P0142	TB8096	316672			TA	
143 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A69EM100740	Fuel	14	Deluxe	48738	5307	3/31/2015	P0143	TB8094	316673			TA	
144 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A68EM100745	Fuel	14	Deluxe	48742	5307	5/6/2015	P0144	TB8101	316692			TA	
145 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A69EM100737	Fuel	14	Deluxe	48743	5307	5/6/2015	P0145	TB8102	316691			TA	
146 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A66EM100744	Fuel	14	Deluxe	48744	5307	5/6/2015	P0146	TB8104	316690			TA	
147 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A61EM100747	Fuel	14	Deluxe	48745	5307	5/6/2015	P0147	TB8103	316689			TA	
148 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A64EM100855	Fuel	14	Deluxe	48777	5307	5/12/2015	P0148	TD9811	316686			TA	
149 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A66EM100856	Fuel	14	Deluxe	48778	5307	5/12/2015	P0149	TD9813	316687			TA	
150 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A68EM100857	Fuel	14	Deluxe	48779	5307	5/12/2015	P0150	TD9812	316688			TA	
151 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A64EM100810	Fuel	14	Deluxe	48773	5307	5/14/2015	P0151	TE0382	316674			FT	
152 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A60EM100853	Fuel	14	Deluxe	48775	5307	5/28/2015	P0152	TE0388	316679			FT	
153 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A62EM100854	Fuel	14	Deluxe	48776	5307	5/14/2015	P0153	TD9814	316676			FT	
154 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A66EM100940	Fuel	14	Deluxe	48786	5307	5/14/2015	P0154	TE0383	316677			FT	
155 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A62EM100742	Fuel	14	Deluxe	48741	5307	5/14/2015	P0155	TD9815	316675			FT	
156 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A68EM100812	Fuel	14	Deluxe	48774	5307	6/15/2015	P0156	TE0393	316684			FT	
157 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A63EM100927	Fuel	14	Deluxe	48780	5307	5/28/2015	P0157	TE0390	316680			FT	
158 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A61EM100926	Fuel	14	Deluxe	48781	5307	5/28/2015	P0158	TE0391	316685			FT	
159 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A6XEM100925	Fuel	14	Deluxe	48782	5307	5/28/2015	P0159	TE0389	316682			FT	
160 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A68EM100924	Fuel	14	Deluxe	48783	5307	5/28/2015	P0160	TE0387	316683			FT	
161 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A66EM100923	Fuel	14	Deluxe	48784	5307	5/28/2015	P0161	TE0392	316678			FT	
162 of 163	2015	MV1	Deluxe	Mobility	Ventures	57WMD1A61EM100943	Fuel	14	Deluxe	48785	5307	5/28/2015	P0162	TE0982	316681			FT	
163 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFF4FS2FDA27600	Propane	23'	10 seats, 3 W/C	5307	5307	7/10/2015	P0163	TE0983	316696			TA	
164 of 163	2015	Champion Bus	Challenger	CH230FP	Ford E-450	1FDFF4FS3FDA27606	Propane	23'	10 seats, 3 W/C	5307	5307	7/10/2015	P0164	TE0396	316695			TA	

APPENDIX E

SYSTEM SAFETY PROGRAM PLAN

Transportation Operating Procedure Template

As an FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant recipient, (insert agency name) agrees to comply with the following rules and guidelines set forth by the Department of Transportation regarding vehicle maintenance and transit operations described in the Transportation Operating Procedure (TOP).

Vehicle Maintenance

The following is a summary of the vehicle fleet inventory maintained by (insert agency name):

Unit ID	VIN	Year	Make/Model	W/C Lift	Total Vehicle Mileage	Annual Vehicle Mileage

(insert agency name) maintains the vehicles by performing the following regularly scheduled preventative maintenance inspections:

Pre-Trip Inspections

Vehicles receive a daily or pre-operational inspection that includes the following safety sensitive items:

- Steering System
- Service and Parking Brake
- Suspension and Undercarriage
- Tires, Wheels, and Wheel End Components
- Fuel and Exhaust Systems
- All Lights, Mirrors, Wipers and Warning Devices
- Interlock Systems
- Interior Controls, Gauges, and Safety Equipment
- Wheelchair Lifts
- Air System
- Emergency Exits (doors, windows, etc.)
- Equipment for Transporting Wheelchairs
- Safety, Security and Emergency Equipment

These inspections are performed by the driver by completing an agency form with items on the list for pre and post trip inspection. Forms are documented with the operator's signature and a check in each box to ensure whether items are "OK" or a defect is found. Details of the defect are noted in the comments section. Completed pre-trip inspection forms are submitted to Transportation Manager or other designated staff and reviewed before the vehicle begins service. If a defect is found during the pre-trip inspection, the vehicle is repaired before returning to service. Once a defect is repair it will be acknowledged in one of the following ways:

- The repair is noted on the pre-trip inspection form, along with a signature and date of repair; or
- A completed work order form describing the repair is attached to the pre-trip inspection form.

Pre-trip inspection forms are kept on file for a minimum of 14 days.

During scheduled trips and at the conclusion of transportation service the operator will note any defects on a post-trip inspection checklist to be turned in to (Transportation Manager or other staff) at the end of the day. Defects that are consistent with the safety sensitive items listed on the pre-trip inspection are repaired before the vehicle returns to service. Defects that are not safety related are scheduled for repair at a later date.

Preventative Maintenance Inspections

Vehicles receive scheduled preventative maintenance inspections every (insert agency determined interval) miles. Vehicle mileages are tracked using (enter method used. I.e. manual or electronic?) to schedule upcoming preventative maintenance inspections. When a vehicle is due for inspection, it is taken out of service until the inspection and all necessary repairs are completed. A preventative maintenance inspection checklist is used to inspect components in a progressive method. See attached. The inspections are performed in an A,B,A,C sequence every (insert agency determined interval) miles to ensure vehicle safety.

(insert agency name) uses the following outsource maintenance facilities to conduct the preventative maintenance inspections and repairs:

Name:

Address:

Phone number:

(insert agency name) has provided the maintenance facilities performing the preventative maintenance inspections with the Preventative Maintenance Standards Manual to use as guidelines for performing these inspections. See attached.

Upon completion of the preventative maintenance inspection, the maintenance facility provides (insert agency name) with a completed preventative maintenance inspection checklist form and a receipt for purchased services. This information is filed in the vehicle history file located (insert file location).

All repairs that are considered to be safety related are made before the vehicle returns to service. Cosmetic repairs and repairs that are not safety related are scheduled for repair at a later date.

Maintenance Policies and Procedures

Vehicle History Files

Vehicle history files are maintained for each vehicle for the life of that vehicle. Each file includes the following:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle;
- The name and address of any business firm performing an inspection, maintenance, repair or lubrication;
- List additional documents that appear in vehicle history files, if applicable

Lift Maintenance

As part of the preventative maintenance on wheelchair lifts, a complete cycle of the lift is performed during the operators' pre-trip inspection. The operators report, by the most immediate means available, any lift failures.

The lifts are serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operation of the lift or ramp are carried or displayed in every accessible vehicle.

Information Management

Maintenance activities are regularly monitored and analyzed by the (Transportation Manager or other staff). This information is used to adjust the preventative maintenance program as needed. (If agency uses computerized maintenance software program or PrMPT online maintenance database, describe the program's capabilities and how they are used to monitor the maintenance program).

Warranty

A warranty recovery system, or warranty records of claims submitted and received, are maintained by (insert agency name). All warranty paperwork is filed (insert file location).

Warranty repairs are identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it is checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program are kept on file to guarantee the cost of the defects under warranty is paid by the equipment manufacturer and not the agency. All warranty claims are pursued until the claim is settled.

Transit Operations

Driver Qualifications and Training

(insert agency name) requires the following qualifications when hiring drivers to operate transit vehicles:

- Applicant must have a valid driver license, and a CDL if necessary.
 - For current/quick status of a driver license, the agency/driver could use the following site at no cost: <https://services.flhsmv.gov/dlcheck/>
 - To obtain a copy of a driving record (background check) please visit the following site for "Driver License Record Request Form" and appropriate "Driver History Records fee": <http://www.flhsmv.gov/ddl/abstract.html>
- Describe how it is determined whether your agency requires a CDL license and how the CDL license is monitored
 - Based of vehicle, please visit the following site to determine if and what type of commercial driver license is required, to include qualification requirements. <http://www.flhsmv.gov/ddl/cdl.html>
- Applicant must receive a background check, if applicable
- List additional requirements if applicable

(insert agency name) will ensure that all drivers continue to have a valid driver license while operating vehicles. (insert agency name) shall not permit a driver to drive transit vehicle when such driver's license has been suspended, cancelled, or revoked. (insert agency name) shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice. (Describe how this is verified)

Training is provided to ensure the driver has adequate skills and capabilities to safely operate each type of vehicle being operated. This training includes:

- Bus equipment familiarization
- Basic operations and maneuvering

- Boarding and alighting passengers
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving

Vehicle and equipment inspections (Describe how training is obtained and how often drivers receive refresher training)

Emergency Situations

(Describe how drivers are trained to respond to various emergency situations away from the property. This should also include agency policies and procedures regarding emergencies involving vehicles.)

Drug Free Workplace

(insert agency name) has established and maintains a drug-free workplace policy according to Section 112.0455, Florida Statutes. NEED TO REVIEW - SEE 49 CFR PART 32

(Describe agency policies and procedures put in place to ensure that this policy is upheld. Your agency must comply with the Federal Motor Carrier Safety Administration (FMCSA) Controlled Substances and Alcohol Use and Testing rule for your employees who hold Commercial Driver’s Licenses (49 Code of Federal Regulations (CFR) part 382).

(Describe how agency procedures put in place to ensure that these federal requirements are met)

Safety

Drivers are not permitted to drive more than 12 hours in a 24 hour period and are not permitted to be on duty more than 72 hours in any period of 7 consecutive days. (Describe how agency ensures or monitors this policy)

Drivers are not permitted to operate a vehicle when his or her ability is impaired, or likely to be impaired by fatigue, illness, or other causes. (Describe how agency ensures or monitors this policy)

Vehicles are operated in compliance with applicable traffic regulations, ordinances, and the laws of jurisdiction in which they are being operated. (Describe how agency ensures or monitors this policy)

(Describe agency’s policy for the use of wireless communication devices while occupying the vehicle.

Agency Policy must assure that:

The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and that all personal wireless communications devices are turned off with any earpieces removed from the driver’s ear while occupying the driver’s seat.)

(insert agency name) investigates events involving vehicles and resulting in:

- a. fatalities, where an individual is confirmed dead within 30 days of an agency related event, excluding suicides and deaths from illnesses
- b. Injuries requiring immediate medical attention away from the scene for two or more individuals,
- c. Property damage equal to or exceeding \$25,000.

When these events occur, (insert agency name) completes reports describing the event and documents corrective action plans when necessary. This information is submitted to the Department of Transportation along with additional requested documentation.

Accidents

All accidents are tracked by the frequency, type, and which party was at fault through incident reports that are completed within 12 hours of the time of the incident. (Attach a copy of the agency's incident report form).

Accident Investigation Reports are completed with the following information:

- Events are investigated and documented in a final report
- Description of investigation activities
- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions

In the event of an accident the primary responsibility of all staff is to ensure the safety of the passengers. (Describe accident procedures that include how accidents are reported to the agency, which staff report to the scene of the accident if applicable, who records the accident on the incident report, if the agency is determined to be at fault for the accident – who will investigate whether a vehicle defect or failure caused the accident?, what corrective actions are taken?)

TRANSPORTATION OPERATING PROCEDURE TEMPLATE

As an FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant recipient, (insert agency name) agrees to comply with the following rules and guidelines set forth by the Department of Transportation regarding vehicle maintenance and transit operations described in the Transportation Operating Procedure (TOP).

Vehicle Maintenance

The following is a summary of the vehicle fleet inventory maintained by (insert agency name):

Unit ID	VIN	Year	Make/Model	W/C Lift	Total Vehicle Mileage	Annual Vehicle Mileage

(insert agency name) maintains the vehicles by performing the following regularly scheduled preventative maintenance inspections:

Pre-Trip Inspections

Vehicles receive a daily or pre-operational inspection that includes the following safety sensitive items:

- Steering System
- Service and Parking Brake
- Suspension and Undercarriage
- Tires, Wheels, and Wheel End Components
- Fuel and Exhaust Systems
- All Lights, Mirrors, Wipers and Warning Devices
- Interlock Systems
- Interior Controls, Gauges, and Safety Equipment
- Wheelchair Lifts
- Air System
- Emergency Exits (doors, windows, etc.)
- Equipment for Transporting Wheelchairs
- Safety, Security and Emergency Equipment

These inspections are performed by the driver by completing an agency form with items on the list for pre and post trip inspection. Forms are documented with the operator's signature and a check in each box to ensure whether items are "OK" or a defect is found. Details of the defect are noted in the comments section. Completed pre-trip inspection forms are submitted to Transportation Manager or other designated staff and reviewed before the vehicle begins service. If a defect is found during the pre-trip inspection, the vehicle is repaired before returning to service. Once a defect is repair it will be acknowledged in one of the following ways:

- The repair is noted on the pre-trip inspection form, along with a signature and date of repair; or
- A completed work order form describing the repair is attached to the pre-trip inspection form.

Pre-trip inspection forms are kept on file for a minimum of 14 days.

During scheduled trips and at the conclusion of transportation service the operator will note any defects on a post-trip inspection checklist to be turned in to (Transportation Manager or other staff) at the end of the day. Defects that are consistent with the safety sensitive items listed on the pre-trip inspection are repaired before the vehicle returns to service. Defects that are not safety related are scheduled for repair at a later date.

Preventative Maintenance Inspections

Vehicles receive scheduled preventative maintenance inspections every six months. Vehicle mileages are tracked using (enter method used. I.e. manual or electronic?) to schedule upcoming preventative maintenance inspections. When a vehicle is due for inspection, it is taken out of service until the inspection and all necessary repairs are completed. A preventative maintenance inspection checklist is used to inspect components in a progressive method. See attached. The inspections are performed in a B and C sequence every year to ensure vehicle safety. "B" level inspections are performed by June 30th of each calendar year. "C" level inspections are performed by December 31st of each calendar year.

(insert agency name) uses the following outsource maintenance facilities to conduct the preventative maintenance inspections and repairs:

Name:

Address:

Phone number:

(insert agency name) has provided the maintenance facilities performing the preventative maintenance inspections with the Preventative Maintenance Standards Manual to use as guidelines for performing these inspections. See attached.

Upon completion of the preventative maintenance inspection, the maintenance facility provides (insert agency name) with a completed preventative maintenance inspection checklist form and a receipt for purchased services. This information is filed in the vehicle history file located (insert file location).

All repairs that are considered to be safety related are made before the vehicle returns to service. Cosmetic repairs and repairs that are not safety related are scheduled for repair at a later date.

Maintenance Policies and Procedures

Vehicle History Files

Vehicle history files are maintained for each vehicle for the life of that vehicle. Each file includes the following:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle;
- The name and address of any business firm performing an inspection, maintenance, repair or lubrication;
- List additional documents that appear in vehicle history files, if applicable

Lift Maintenance

As part of the preventative maintenance on wheelchair lifts, a complete cycle of the lift is performed during the operators' pre-trip inspection. The operators report, by the most immediate means available, any lift failures.

The lifts are serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operation of the lift or ramp are carried or displayed in every accessible vehicle.

Information Management

Maintenance activities are regularly monitored and analyzed by the (Transportation Manager or other staff). This information is used to adjust the preventative maintenance program as needed. (If agency uses computerized maintenance software program or PrMPT online maintenance database, describe the program's capabilities and how they are used to monitor the maintenance program).

Warranty

A warranty recovery system, or warranty records of claims submitted and received, are maintained by (insert agency name). All warranty paperwork is filed (insert file location).

Warranty repairs are identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it is checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program are kept on file to guarantee the cost of the

defects under warranty is paid by the equipment manufacturer and not the agency. All warranty claims are pursued until the claim is settled.

Transit Operations

Driver Qualifications and Training

(insert agency name) requires the following qualifications when hiring drivers to operate transit vehicles:

- Applicant must have a valid driver license, and a CDL if necessary.
 - For current/quick status of a driver license, the agency/driver could use the following site at no cost: <https://services.flhsmv.gov/dlcheck/>
 - To obtain a copy of a driving record (background check) please visit the following site for "Driver License Record Request Form" and appropriate "Driver History Records fee": <http://www.flhsmv.gov/ddl/abstract.html>
- Describe how it is determined whether your agency requires a CDL license and how the CDL license is monitored
 - Based of vehicle, please visit the following site to determine if and what type of commercial driver license is required, to include qualification requirements.
<http://www.flhsmv.gov/ddl/cdl.html>
- Applicant must receive a background check, if applicable
- List additional requirements if applicable

(insert agency name) will ensure that all drivers continue to have a valid driver license while operating vehicles. (insert agency name) shall not permit a driver to drive transit vehicle when such driver's license has been suspended, cancelled, or revoked. (insert agency name) shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice. (Describe how this is verified)

Training is provided to ensure the driver has adequate skills and capabilities to safely operate each type of vehicle being operated. This training includes:

- Bus equipment familiarization
- Basic operations and maneuvering
- Boarding and alighting passengers
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving

Vehicle and equipment inspections (Describe how training is obtained and how often drivers receive refresher training)

Emergency Situations

(Describe how drivers are trained to respond to various emergency situations away from the property. This should also include agency policies and procedures regarding emergencies involving vehicles.)

Drug Free Workplace

(insert agency name) has established and maintains a drug-free workplace policy according to Section 112.0455, Florida Statutes. NEED TO REVIEW - SEE 49 CFR PART 32

(Describe agency policies and procedures put in place to ensure that this policy is upheld. Your agency must comply with the Federal Motor Carrier Safety Administration (FMCSA) Controlled Substances and Alcohol Use and Testing rule for your employees who hold Commercial Driver's Licenses (49 Code of Federal Regulations (CFR) part 382).

(Describe how agency procedures put in place to ensure that these federal requirements are met)

Safety

Drivers are not permitted to drive more than 12 hours in a 24 hour period and are not permitted to be on duty more than 72 hours in any period of 7 consecutive days. (Describe how agency ensures or monitors this policy)

Drivers are not permitted to operate a vehicle when his or her ability is impaired, or likely to be impaired by fatigue, illness, or other causes. (Describe how agency ensures or monitors this policy)

Vehicles are operated in compliance with applicable traffic regulations, ordinances, and the laws of jurisdiction in which they are being operated. (Describe how agency ensures or monitors this policy)

(Describe agency's policy for the use of wireless communication devices while occupying the vehicle.

Agency Policy must assure that:

The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and that all personal wireless communications devices are turned off with any earpieces removed from the driver's ear while occupying the driver's seat.)

(insert agency name) investigates events involving vehicles and resulting in:

- a. fatalities, where an individual is confirmed dead within 30 days of an agency related event, excluding suicides and deaths from illnesses
- b. Injuries requiring immediate medical attention away from the scene for two or more individuals,

- c. Property damage equal to or exceeding \$25,000.

When these events occur, (insert agency name) completes reports describing the event and documents corrective action plans when necessary. This information is submitted to the Department of Transportation along with additional requested documentation.

Accidents

All accidents are tracked by the frequency, type, and which party was at fault through incident reports that are completed within 12 hours of the time of the incident. (Attach a copy of the agency's incident report form).

Accident Investigation Reports are completed with the following information:

- Events are investigated and documented in a final report
- Description of investigation activities
- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions

In the event of an accident the primary responsibility of all staff is to ensure the safety of the passengers. (Describe accident procedures that include how accidents are reported to the agency, which staff report to the scene of the accident if applicable, who records the accident on the incident report, if the agency is determined to be at fault for the accident – who will investigate whether a vehicle defect or failure caused the accident?, what corrective actions are taken?)

APPENDIX F

PARATRANSIT CONTRACT and AMENDMENTS

All the Paratransit Coordination Contractors agreements are listed on the Broward MPO website. To view the contacts, click on the link:

<http://www.browardmpo.org/userfiles/files/Appendix%20F.pdf>

APPENDIX G

TOPS! PARATRANSIT RIDER'S GUIDE



Rider's Guide



Paratransit Services
Transit Division
Department of Transportation
Broward County Board of County Commissioners



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TOPS!

Paratransit *Rider's Guide*

TOPS! Service

TOPS! (**T**ransportation **OP**tion **S**) Paratransit *Rider's Guide* is designed to assist riders become acquainted with Broward County Transit's award-winning paratransit program. The *Rider's Guide* also provides necessary guidelines to use the service effectively and safely.

This Rider's Guide is not intended to create a contract and violation or deviation of any of the goals, objectives and practices contained in this guide will not give rise to a cause of action nor create any presumption a legal duty has been breached. In addition, TOPS! may change the goals, objectives and policies set forth in the Rider's Guide at any time without liability to anyone.

Phone Numbers

Call Center:**1-866-682-2258**

(general questions, update rider information, eligibility,
compliments, complaints, "Where's my Ride")

Monday – Saturday, 4:40 a.m. – 12:40 a.m.

Sunday - 6:45 a.m. – 10:15 p.m.

Trip Reservations:**1-866-682-2258**

Sunday – Saturday, 8 a.m. – 5 p.m.

Customer Service:..... **954-357-8400**

Monday – Friday, 8:30 a.m. – 7:00 p.m.

Holidays, 9:00 a.m. – 4:00 p.m.

Fixed-Route Travel Training:..... **954-357-8405**

TD Helpline:**1-800-983-2435**

TD Helpline TTY:**1-800-648-6084**

Monday – Friday, 8 a.m. – 5 p.m.

Hearing Impaired may contact any of the above telephone numbers, during the indicated times, through the Florida Relay Service.....**Dial 711 or 1-800-955-9771**

Mailing Address

Paratransit Services

1 N. University Dr., Suite 3100-A

Plantation, FL 33324

Web Address

<http://www.broward.org/BCT/Riders/Pages/Paratransit.aspx>

Service Information

Broward County provides door-to-door paratransit service. This is one of the services provided through TOPS!

TOPS! provides transportation to eligible individuals. Service provided in accordance with the Americans with Disabilities Act of 1990 (ADA) and the Commission for the Transportation Disadvantaged (TD) guidelines. Paratransit service provides transportation service to individuals who have a functional disability and/or are financially disadvantaged and cannot travel fixed-route bus service.

TOPS! is a shared ride service

TOPS! requires a fare

TOPS! does not provide emergency or stretcher transportation

TOPS! does not provide Personal Care Attendants (PCA)

TOPS! does not provide wheelchairs or other mobility aids







Service Hours

TOPS! operates during the same days and hours as the County's fixed-route bus service, early morning until late at night. Please contact Customer Service for specific hours and holiday schedules.

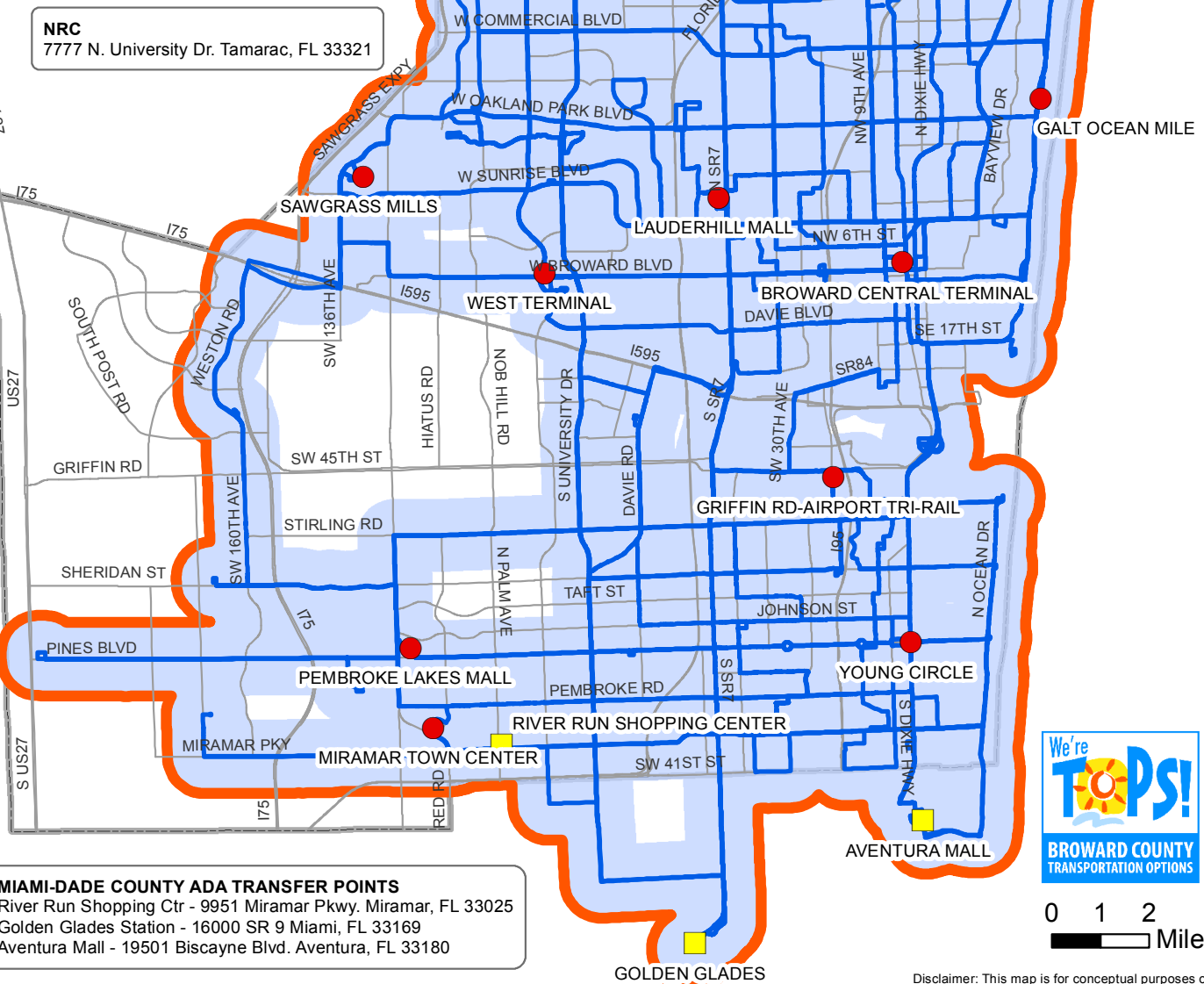
Paratransit Service Area Map

PALM BEACH COUNTY ADA TRANSFER POINTS
 Sandalfoot Plaza - 22073 Sandalfoot Plaza Dr. Boca Raton, FL 33428
 Mizner Park - 433 Plaza Real Boca Raton, FL 33432

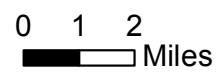
Legend

-  NRC
-  BCT Transfer Point
-  ADA Transfer Point
-  BCT Bus Routes
-  Paratransit Service Area
-  3/4 Mile Fixed Route Buffer

NRC
 7777 N. University Dr. Tamarac, FL 33321



MIAMI-DADE COUNTY ADA TRANSFER POINTS
 River Run Shopping Ctr - 9951 Miramar Pkwy. Miramar, FL 33025
 Golden Glades Station - 16000 SR 9 Miami, FL 33169
 Aventura Mall - 19501 Biscayne Blvd. Aventura, FL 33180



Disclaimer: This map is for conceptual purposes only and should not be used for legal boundary determination
 Created By: BCT Service and Capital Planning, March 2015

Origin to Destination Service

Door-to-Door service is the standard for all passengers. Door-to-Door refers to main entrance locations only. Passengers are not escorted beyond the ground floor lobby of any public building or threshold of a residence. Drivers do **not** go upstairs, into houses, nursing homes or doctor's offices, etc. to locate riders. If the pick-up address is located inside a gated community or requires special access, it is the rider's responsibility to arrange entry for the vehicle. If a vehicle is unable to enter the pick-up area and the rider fails to meet the vehicle, the trip is considered "No-Show" (see "No-Show" section).

Reservations and Scheduling

Reservation - Telephone

To make a telephone reservation, contact the Call Center. Reservations accepted a maximum of three (3) days prior to the travel date. Next day reservations **must be completed before 5 p.m.**

Same day service is not available. Contact the Call Center and inquire if they can accommodate your request on a "space-available" basis.

A minimum sixty (60) minute wait is required between your appointment time and your next pick-up time.

When reserving a ride, provide the following information:

- Client ID Number
- First and Last Name
- Telephone Number
- Requested appointment or pick-up time
- Complete pick-up address (apartment/suite number, gate/security code, building identification and zip code)
- Complete destination address (apartment/suite number, gate/security code, building identification, zip code and telephone number)
- Indicate if rider will be accompanied by a PCA and/or companion (see Personal Care Attendant/Companion sections)

After you provide reservation information, the reservationist will enter your trip request into the scheduling system. You will be informed your reservation has been accepted. A Service Window is **not** assigned at this time (see "Service Window" section).

Reservation – On-line

Reservations can be completed online at:

<http://www.broward.org/bct/pages/paratransit.aspx>

Look for "To Make a Reservation" and select "My TOPS! Trips." You are presented with your account *Dashboard*. From here, book a trip, view your past trip information or account details.

Select "Schedule a New Trip" and prompts guide you through the reservation process. The system tracks your trips so future reservations to the same locations will be faster and

easier to schedule. You will **not** be given a Service Window at this time (see "Service Window" section). Next day reservations **must be completed before 5 p.m.**

If you need assistance, contact the Call Center.

Subscriptions

Subscriptions (also known as "standing orders") are trips provided at least twice a week, to and from the same locations, at the same time, on the same days of the week. Examples of subscription trips: work, school, dialysis, therapy, etc. Subscription trips are scheduled for a minimum of one (1) month. Once arranged, subscription trips are automatic and additional telephone calls are not necessary. To place a subscription order, contact the Call Center.

It is the rider's responsibility to cancel specific subscription trips not needed

Subscription trips are cancelled on Federal holidays

Riders needing service on Federal holidays must make a reservation with the Call Center. Contact the Call Center for a list of observed holidays.

Subscription service is a privilege and may be discontinued for due cause

Travel Time

TOPS! travel time should be comparable to fixed-route travel times, including the time necessary to travel to the bus stop, wait for the bus, ride time, transfers and travel from the final stop to the ultimate destination. Travel times may increase due to inclement weather, traffic or diverting to pick up another customer who missed a return pick-up.

Service Window

The Service Window is the thirty (30) minute time-period when your ride will arrive. For example, if your Service Window is 9:00 to 9:30, the earliest time your ride will arrive will be 9:00 and the latest is 9:30. It may arrive any time in between, so you must be ready and waiting for the vehicle's arrival.

You will receive your Service Window for each trip the night before travel, between 5 p.m. and 9 p.m., through an automated system. If the Service Window provided is not convenient and you would like to negotiate a different time or you wish to cancel the trip, you must contact the Call Center. The system will call you via the most current phone number(s) on file; therefore keep your telephone number(s) current. If you have an answering machine or voice mail, the system will leave a message.

On the day of travel, your ride will arrive within the Service Window. When the vehicle is approximately ten (10) minutes away from your location, you will receive an automated Advanced Arrival Reminder Notification call.

Drivers operate on a schedule allowing a maximum five (5) minute wait after arriving at the pick-up location in the Service Window. If you are not ready to board within five (5) minutes of the vehicle's arrival, you are considered "No-Show" (see "No-Show" section) and the vehicle will depart without you.

Riders are not required to board a vehicle prior to the start of the Service Window.

If the vehicle did not arrive during the scheduled Service Window, contact the Call Center for assistance.

Using TOPS! Service

Paratransit Fares

Fare is required **UPON** entering vehicle. Failure to pay may result in loss of transportation privileges

- One-way fare per trip is currently \$3.50 (Subject to change)
- One-way fare per trip for honorably discharged veterans to VA clinics is \$1.75 (Subject to change)
- Riders going to/from designated nutrition sites for nutrition purposes only may qualify for reduced fares
- Have exact fare, drivers **do not** make change

Mobility Devices

It is recommended all wheelchair and scooter devices are WC-19 compliant to ensure proper securement in the vehicle.

TOPS! vehicles are equipped with lifts accommodating wheelchairs or scooters less than 52 inches long and 33 inches wide. The combined weight of the rider and mobility aid cannot exceed 1,000 lbs.

Mobility devices exceeding these standards may not be transported

Drivers will assist individuals in manual wheelchairs over one (1) curb and/or step and may not carry an individual or mobility device. All drivers are trained to operate vehicle lifts. All wheelchairs and scooters are secured with four (4) point tie-downs.

Riders without mobility devices may board the vehicle using the lift upon request. Only drivers may operate the lift.

Companions

One (1) companion may accompany an ADA paratransit rider. Both must be picked-up and dropped-off at the same address, at the same time. TOPS! must know in advance that a companion is traveling with you. When making your reservation indicate a companion will accompany you. **Companions pay full fare.**

Personal Care Attendants

A PCA is a person designated or employed specifically by the rider, traveling as an aide to assist with life-functions, facilitate safe travel or meet the rider's personal needs. PCAs must be approved to be eligible to travel with a rider. If your PCA has not been approved, they may travel as a companion (see "Companions" section). Both must be picked-up and dropped-off at the same address, at the same time. TOPS! must know in advance that a PCA is traveling with you. When making your reservation indicate a PCA will accompany you. Approved PCAs do not pay a fare.

Transporting Children

Children younger than four (4) years of age must be transported in an appropriate child safety seat. All clients and companions, including children, must pay the one-way fare. **TOPS! does not provide child safety seats.**

Children thirteen (13) years of age or younger must be accompanied by an adult.

Transporting Packages

Drivers are **not required** to assist with rider's packages or personal belongings. Other riders share vehicles: many of whom travel with large mobility devices such as power scooters. Space is not available for bulky or numerous items. Riders may not transport explosives, illegal substances, flammable liquids or materials hazardous to themselves, driver or other riders. Riders may transport self-carrying portable oxygen containers. Riders possessing or using illegal drugs will be denied paratransit transportation.

Transporting Service Animals

All service animals must be properly controlled. Service animals must ride on the floor or, if appropriate, in the lap of the rider and may not use vehicle seats. Riders are responsible for behavior and hygiene of service animals. Service may be refused or discontinued if a service animal is disruptive. All other animals may travel only in a properly secured cage or travel container. There is no additional charge for animals.

Other Considerations

For comfort and safety, the following policies apply:

- 1) Seat belts must be worn at all times
- 2) No eating or drinking unless required for dietary/medical purposes and documentation is on file with TOPS!
- 3) No smoking (including electronic smoking devices)
- 4) No riding under the influence of alcohol or illegal drugs
- 5) No littering
- 6) No physical and/or verbal abuse of others
- 7) Specific providers and drivers cannot be requested
- 8) Requests for specific vehicle type cannot be accommodated
- 9) No sound-generating equipment is to be played aloud. Riders must use earphones or headphones
- 10) Disruptive, physically or verbally abusive riders will be subject to **service suspension**
- 11) Riders may not allow their paratransit privileges to be utilized by others
- 12) Riders cannot change schedules or locations while being transported
- 13) Drivers are limited and/or restricted in parking, waiting and levels of assistance, while loading and unloading at the airport/seaport. We suggest alternative arrangements be considered for airport/seaport locations.

Drivers Requirements

- Drivers offer assistance to all riders and assist riders when entering and debarking the vehicle. This includes offering aid when walking, assistance in bringing rider's wheelchair or other mobility device to/from the main door and, if requested, assisting with unlocking or opening a main entrance door of a building or residence.
- Drivers shall exit the vehicle to assist in boarding or debarking at each pick-up and drop-off location over a maximum of one (1) curb and/or one (1) step if the rider is in a wheelchair (several steps if passenger is ambulatory).
- Drivers must follow assigned service schedule

Drivers are **not** allowed to:

- lift or carry riders except in emergency evacuations
- enter residence
- accept tips or gratuities
- play loud music
- maneuver wheelchairs up/down stairs consisting of two (2) or more steps
- perform any personal care assistance for riders, including assistance to dress, give medications, operate medical equipment, etc.
- smoke in vehicles (includes electronic smoking devices)
- chew tobacco
- use telephone while driving
- text while driving
- eat while driving

Cancelations

Cancelation - Telephone

To cancel a reservation contact the Call Center

Indicate if one-way or round-trip service is to be cancelled. Reservations cancelled less than two (2) hours before the start of the service window are considered "Late Cancels."

Cancelation – On-line

From the TOPS! website, go to "To Make a Reservation" and select "Book A Trip." You are presented with your account *Dashboard*. You are able to cancel any scheduled trip that is a minimum of two (2) hours before the start of the Service Window. If you need to cancel a reservation less than two (2) hours before the start of the Service Window, you must contact the Call Center.

"No-Show"

An accumulation of "No-Show" incidents may result in **suspension of service or other corrective action**.

"No- Show" is a rider that:

- Cancels a trip less than one (1) hour before the scheduled pick-up time

- Places a request for service and does not meet the vehicle upon arrival
- Is not ready to board within five (5) minutes after arrival of vehicle during the Service Window and vehicle departs without them

Visitor

ADA visitors to Broward County who want to use TOPS! should call Customer Service. ADA allows travel as a visitor for twenty-one (21) days in a twelve (12) month period. Please provide a copy of your ADA Paratransit Certificate of Eligibility from your home transit agency along with your local contact information.

Compliment or Complaint

Compliments, complaints and suggestions are welcomed!

Contact the Call Center or Customer Service to file a compliment or complaint.

Provide specific, relevant details regarding the event. Share concerns about specific rides or incidents as soon as possible after the occurrence.

TOPS! investigates all complaints and will:

- Record the description of the problem
- Research the complaint
- Resolve all complaints within a reasonable time frame
- Resolution of safety sensitive complaints will occur within twenty-four (24) hours (when possible)
- Complainant will be notified by letter of the resolution within five (5) days

Fixed-Route Service

Fixed-route transit buses provide access for individuals with disabilities on more than 315 buses operating throughout Broward County with connections to Miami-Dade and Palm Beach counties transit systems and Tri-Rail.

Fixed-route transit operates on timetables and does not require advanced reservations. Riders may travel individually and/or in groups spontaneously without concern regarding available space or advanced notice. All routes are wheelchair accessible.

Fares for regular fixed-route bus service are lower than paratransit service. Seniors, youth, students and riders with disabilities may qualify for reduced fare. For information on reduced fares or bus pass programs, contact Customer Service.

Travel Training

TOPS! provides travel training to assist individuals to use fixed-route bus service. A professional travel trainer provides personal and group lessons at no charge to instruct riders how to use the County fixed-route bus system.

Contact Fixed-Route Travel Training for information.

TOPS!

Paratransit *Rider's Guide*



Paratransit Services
Transit Division
Department of Transportation
Broward County Board of County Commissioners

Paratransit Services
1 N. University Dr.
Suite 3100-A
Plantation, FL 33324

FREE MATTER
FOR THE BLIND
OR DISABLED

Transportation Operating Procedure Template

As an FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant recipient, (insert agency name) agrees to comply with the following rules and guidelines set forth by the Department of Transportation regarding vehicle maintenance and transit operations described in the Transportation Operating Procedure (TOP).

Vehicle Maintenance

The following is a summary of the vehicle fleet inventory maintained by (insert agency name):

Unit ID	VIN	Year	Make/Model	W/C Lift	Total Vehicle Mileage	Annual Vehicle Mileage

(insert agency name) maintains the vehicles by performing the following regularly scheduled preventative maintenance inspections:

Pre-Trip Inspections

Vehicles receive a daily or pre-operational inspection that includes the following safety sensitive items:

- Steering System
- Service and Parking Brake
- Suspension and Undercarriage
- Tires, Wheels, and Wheel End Components
- Fuel and Exhaust Systems
- All Lights, Mirrors, Wipers and Warning Devices
- Interlock Systems
- Interior Controls, Gauges, and Safety Equipment
- Wheelchair Lifts
- Air System
- Emergency Exits (doors, windows, etc.)
- Equipment for Transporting Wheelchairs
- Safety, Security and Emergency Equipment

These inspections are performed by the driver by completing an agency form with items on the list for pre and post trip inspection. Forms are documented with the operator's signature and a check in each box to ensure whether items are "OK" or a defect is found. Details of the defect are noted in the comments section. Completed pre-trip inspection forms are submitted to Transportation Manager or other designated staff and reviewed before the vehicle begins service. If a defect is found during the pre-trip inspection, the vehicle is repaired before returning to service. Once a defect is repair it will be acknowledged in one of the following ways:

- The repair is noted on the pre-trip inspection form, along with a signature and date of repair; or
- A completed work order form describing the repair is attached to the pre-trip inspection form.

Pre-trip inspection forms are kept on file for a minimum of 14 days.

During scheduled trips and at the conclusion of transportation service the operator will note any defects on a post-trip inspection checklist to be turned in to (Transportation Manager or other staff) at the end of the day. Defects that are consistent with the safety sensitive items listed on the pre-trip inspection are repaired before the vehicle returns to service. Defects that are not safety related are scheduled for repair at a later date.

Preventative Maintenance Inspections

Vehicles receive scheduled preventative maintenance inspections every (insert agency determined interval) miles. Vehicle mileages are tracked using (enter method used. I.e. manual or electronic?) to schedule upcoming preventative maintenance inspections. When a vehicle is due for inspection, it is taken out of service until the inspection and all necessary repairs are completed. A preventative maintenance inspection checklist is used to inspect components in a progressive method. See attached. The inspections are performed in an A,B,A,C sequence every (insert agency determined interval) miles to ensure vehicle safety.

(insert agency name) uses the following outsource maintenance facilities to conduct the preventative maintenance inspections and repairs:

Name:

Address:

Phone number:

(insert agency name) has provided the maintenance facilities performing the preventative maintenance inspections with the Preventative Maintenance Standards Manual to use as guidelines for performing these inspections. See attached.

Upon completion of the preventative maintenance inspection, the maintenance facility provides (insert agency name) with a completed preventative maintenance inspection checklist form and a receipt for purchased services. This information is filed in the vehicle history file located (insert file location).

All repairs that are considered to be safety related are made before the vehicle returns to service. Cosmetic repairs and repairs that are not safety related are scheduled for repair at a later date.

Maintenance Policies and Procedures

Vehicle History Files

Vehicle history files are maintained for each vehicle for the life of that vehicle. Each file includes the following:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle;
- The name and address of any business firm performing an inspection, maintenance, repair or lubrication;
- List additional documents that appear in vehicle history files, if applicable

Lift Maintenance

As part of the preventative maintenance on wheelchair lifts, a complete cycle of the lift is performed during the operators' pre-trip inspection. The operators report, by the most immediate means available, any lift failures.

The lifts are serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operation of the lift or ramp are carried or displayed in every accessible vehicle.

Information Management

Maintenance activities are regularly monitored and analyzed by the (Transportation Manager or other staff). This information is used to adjust the preventative maintenance program as needed. (If agency uses computerized maintenance software program or PrMPT online maintenance database, describe the program's capabilities and how they are used to monitor the maintenance program).

Warranty

A warranty recovery system, or warranty records of claims submitted and received, are maintained by (insert agency name). All warranty paperwork is filed (insert file location).

Warranty repairs are identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it is checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program are kept on file to guarantee the cost of the defects under warranty is paid by the equipment manufacturer and not the agency. All warranty claims are pursued until the claim is settled.

Transit Operations

Driver Qualifications and Training

(insert agency name) requires the following qualifications when hiring drivers to operate transit vehicles:

- Applicant must have a valid driver license, and a CDL if necessary.
 - For current/quick status of a driver license, the agency/driver could use the following site at no cost: <https://services.flhsmv.gov/dlcheck/>
 - To obtain a copy of a driving record (background check) please visit the following site for "Driver License Record Request Form" and appropriate "Driver History Records fee": <http://www.flhsmv.gov/ddl/abstract.html>
- Describe how it is determined whether your agency requires a CDL license and how the CDL license is monitored
 - Based of vehicle, please visit the following site to determine if and what type of commercial driver license is required, to include qualification requirements. <http://www.flhsmv.gov/ddl/cdl.html>
- Applicant must receive a background check, if applicable
- List additional requirements if applicable

(insert agency name) will ensure that all drivers continue to have a valid driver license while operating vehicles. (insert agency name) shall not permit a driver to drive transit vehicle when such driver's license has been suspended, cancelled, or revoked. (insert agency name) shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice. (Describe how this is verified)

Training is provided to ensure the driver has adequate skills and capabilities to safely operate each type of vehicle being operated. This training includes:

- Bus equipment familiarization
- Basic operations and maneuvering

- Boarding and alighting passengers
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving

Vehicle and equipment inspections (Describe how training is obtained and how often drivers receive refresher training)

Emergency Situations

(Describe how drivers are trained to respond to various emergency situations away from the property. This should also include agency policies and procedures regarding emergencies involving vehicles.)

Drug Free Workplace

(insert agency name) has established and maintains a drug-free workplace policy according to Section 112.0455, Florida Statutes. NEED TO REVIEW - SEE 49 CFR PART 32

(Describe agency policies and procedures put in place to ensure that this policy is upheld. Your agency must comply with the Federal Motor Carrier Safety Administration (FMCSA) Controlled Substances and Alcohol Use and Testing rule for your employees who hold Commercial Driver's Licenses (49 Code of Federal Regulations (CFR) part 382).

(Describe how agency procedures put in place to ensure that these federal requirements are met)

Safety

Drivers are not permitted to drive more than 12 hours in a 24 hour period and are not permitted to be on duty more than 72 hours in any period of 7 consecutive days. (Describe how agency ensures or monitors this policy)

Drivers are not permitted to operate a vehicle when his or her ability is impaired, or likely to be impaired by fatigue, illness, or other causes. (Describe how agency ensures or monitors this policy)

Vehicles are operated in compliance with applicable traffic regulations, ordinances, and the laws of jurisdiction in which they are being operated. (Describe how agency ensures or monitors this policy)

(Describe agency's policy for the use of wireless communication devices while occupying the vehicle.

Agency Policy must assure that:

The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and that all personal wireless communications devices are turned off with any earpieces removed from the driver's ear while occupying the driver's seat.)

(insert agency name) investigates events involving vehicles and resulting in:

- a. fatalities, where an individual is confirmed dead within 30 days of an agency related event, excluding suicides and deaths from illnesses
- b. Injuries requiring immediate medical attention away from the scene for two or more individuals,
- c. Property damage equal to or exceeding \$25,000.

When these events occur, (insert agency name) completes reports describing the event and documents corrective action plans when necessary. This information is submitted to the Department of Transportation along with additional requested documentation.

Accidents

All accidents are tracked by the frequency, type, and which party was at fault through incident reports that are completed within 12 hours of the time of the incident. (Attach a copy of the agency's incident report form).

Accident Investigation Reports are completed with the following information:

- Events are investigated and documented in a final report
- Description of investigation activities
- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions

In the event of an accident the primary responsibility of all staff is to ensure the safety of the passengers. (Describe accident procedures that include how accidents are reported to the agency, which staff report to the scene of the accident if applicable, who records the accident on the incident report, if the agency is determined to be at fault for the accident – who will investigate whether a vehicle defect or failure caused the accident?, what corrective actions are taken?)

TRANSPORTATION OPERATING PROCEDURE TEMPLATE

As an FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant recipient, (insert agency name) agrees to comply with the following rules and guidelines set forth by the Department of Transportation regarding vehicle maintenance and transit operations described in the Transportation Operating Procedure (TOP).

Vehicle Maintenance

The following is a summary of the vehicle fleet inventory maintained by (insert agency name):

Unit ID	VIN	Year	Make/Model	W/C Lift	Total Vehicle Mileage	Annual Vehicle Mileage

(insert agency name) maintains the vehicles by performing the following regularly scheduled preventative maintenance inspections:

Pre-Trip Inspections

Vehicles receive a daily or pre-operational inspection that includes the following safety sensitive items:

- Steering System
- Service and Parking Brake
- Suspension and Undercarriage
- Tires, Wheels, and Wheel End Components
- Fuel and Exhaust Systems
- All Lights, Mirrors, Wipers and Warning Devices
- Interlock Systems
- Interior Controls, Gauges, and Safety Equipment
- Wheelchair Lifts
- Air System
- Emergency Exits (doors, windows, etc.)
- Equipment for Transporting Wheelchairs
- Safety, Security and Emergency Equipment

These inspections are performed by the driver by completing an agency form with items on the list for pre and post trip inspection. Forms are documented with the operator's signature and a check in each box to ensure whether items are "OK" or a defect is found. Details of the defect are noted in the comments section. Completed pre-trip inspection forms are submitted to Transportation Manager or other designated staff and reviewed before the vehicle begins service. If a defect is found during the pre-trip inspection, the vehicle is repaired before returning to service. Once a defect is repair it will be acknowledged in one of the following ways:

- The repair is noted on the pre-trip inspection form, along with a signature and date of repair; or
- A completed work order form describing the repair is attached to the pre-trip inspection form.

Pre-trip inspection forms are kept on file for a minimum of 14 days.

During scheduled trips and at the conclusion of transportation service the operator will note any defects on a post-trip inspection checklist to be turned in to (Transportation Manager or other staff) at the end of the day. Defects that are consistent with the safety sensitive items listed on the pre-trip inspection are repaired before the vehicle returns to service. Defects that are not safety related are scheduled for repair at a later date.

Preventative Maintenance Inspections

Vehicles receive scheduled preventative maintenance inspections every six months. Vehicle mileages are tracked using (enter method used. I.e. manual or electronic?) to schedule upcoming preventative maintenance inspections. When a vehicle is due for inspection, it is taken out of service until the inspection and all necessary repairs are completed. A preventative maintenance inspection checklist is used to inspect components in a progressive method. See attached. The inspections are performed in a B and C sequence every year to ensure vehicle safety. "B" level inspections are performed by June 30th of each calendar year. "C" level inspections are performed by December 31st of each calendar year.

(insert agency name) uses the following outsource maintenance facilities to conduct the preventative maintenance inspections and repairs:

Name:

Address:

Phone number:

(insert agency name) has provided the maintenance facilities performing the preventative maintenance inspections with the Preventative Maintenance Standards Manual to use as guidelines for performing these inspections. See attached.

Upon completion of the preventative maintenance inspection, the maintenance facility provides (insert agency name) with a completed preventative maintenance inspection checklist form and a receipt for purchased services. This information is filed in the vehicle history file located (insert file location).

All repairs that are considered to be safety related are made before the vehicle returns to service. Cosmetic repairs and repairs that are not safety related are scheduled for repair at a later date.

Maintenance Policies and Procedures

Vehicle History Files

Vehicle history files are maintained for each vehicle for the life of that vehicle. Each file includes the following:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle;
- The name and address of any business firm performing an inspection, maintenance, repair or lubrication;
- List additional documents that appear in vehicle history files, if applicable

Lift Maintenance

As part of the preventative maintenance on wheelchair lifts, a complete cycle of the lift is performed during the operators' pre-trip inspection. The operators report, by the most immediate means available, any lift failures.

The lifts are serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operation of the lift or ramp are carried or displayed in every accessible vehicle.

Information Management

Maintenance activities are regularly monitored and analyzed by the (Transportation Manager or other staff). This information is used to adjust the preventative maintenance program as needed. (If agency uses computerized maintenance software program or PrMPT online maintenance database, describe the program's capabilities and how they are used to monitor the maintenance program).

Warranty

A warranty recovery system, or warranty records of claims submitted and received, are maintained by (insert agency name). All warranty paperwork is filed (insert file location).

Warranty repairs are identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it is checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program are kept on file to guarantee the cost of the

defects under warranty is paid by the equipment manufacturer and not the agency. All warranty claims are pursued until the claim is settled.

Transit Operations

Driver Qualifications and Training

(insert agency name) requires the following qualifications when hiring drivers to operate transit vehicles:

- Applicant must have a valid driver license, and a CDL if necessary.
 - For current/quick status of a driver license, the agency/driver could use the following site at no cost: <https://services.flhsmv.gov/dlcheck/>
 - To obtain a copy of a driving record (background check) please visit the following site for "Driver License Record Request Form" and appropriate "Driver History Records fee": <http://www.flhsmv.gov/ddl/abstract.html>
- Describe how it is determined whether your agency requires a CDL license and how the CDL license is monitored
 - Based of vehicle, please visit the following site to determine if and what type of commercial driver license is required, to include qualification requirements.
<http://www.flhsmv.gov/ddl/cdl.html>
- Applicant must receive a background check, if applicable
- List additional requirements if applicable

(insert agency name) will ensure that all drivers continue to have a valid driver license while operating vehicles. (insert agency name) shall not permit a driver to drive transit vehicle when such driver's license has been suspended, cancelled, or revoked. (insert agency name) shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice. (Describe how this is verified)

Training is provided to ensure the driver has adequate skills and capabilities to safely operate each type of vehicle being operated. This training includes:

- Bus equipment familiarization
- Basic operations and maneuvering
- Boarding and alighting passengers
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving

Vehicle and equipment inspections (Describe how training is obtained and how often drivers receive refresher training)

Emergency Situations

(Describe how drivers are trained to respond to various emergency situations away from the property. This should also include agency policies and procedures regarding emergencies involving vehicles.)

Drug Free Workplace

(insert agency name) has established and maintains a drug-free workplace policy according to Section 112.0455, Florida Statutes. NEED TO REVIEW - SEE 49 CFR PART 32

(Describe agency policies and procedures put in place to ensure that this policy is upheld. Your agency must comply with the Federal Motor Carrier Safety Administration (FMCSA) Controlled Substances and Alcohol Use and Testing rule for your employees who hold Commercial Driver's Licenses (49 Code of Federal Regulations (CFR) part 382).

(Describe how agency procedures put in place to ensure that these federal requirements are met)

Safety

Drivers are not permitted to drive more than 12 hours in a 24 hour period and are not permitted to be on duty more than 72 hours in any period of 7 consecutive days. (Describe how agency ensures or monitors this policy)

Drivers are not permitted to operate a vehicle when his or her ability is impaired, or likely to be impaired by fatigue, illness, or other causes. (Describe how agency ensures or monitors this policy)

Vehicles are operated in compliance with applicable traffic regulations, ordinances, and the laws of jurisdiction in which they are being operated. (Describe how agency ensures or monitors this policy)

(Describe agency's policy for the use of wireless communication devices while occupying the vehicle.

Agency Policy must assure that:

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(insert agency name) investigates events involving vehicles and resulting in:

- a. fatalities, where an individual is confirmed dead within 30 days of an agency related event, excluding suicides and deaths from illnesses
- b. Injuries requiring immediate medical attention away from the scene for two or more individuals,

- c. Property damage equal to or exceeding \$25,000.

When these events occur, (insert agency name) completes reports describing the event and documents corrective action plans when necessary. This information is submitted to the Department of Transportation along with additional requested documentation.

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Accident Investigation Reports are completed with the following information:

- Events are investigated and documented in a final report
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- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions

In the event of an accident the primary responsibility of all staff is to ensure the safety of the passengers. (Describe accident procedures that include how accidents are reported to the agency, which staff report to the scene of the accident if applicable, who records the accident on the incident report, if the agency is determined to be at fault for the accident – who will investigate whether a vehicle defect or failure caused the accident?, what corrective actions are taken?)

APPENDIX H

RATE MODEL

Preliminary Information Worksheet

Version 1.4

CTC Name:	Broward County Board of County Commissioners
County (Service Area):	Broward
Contact Person:	Paul Strobis
Phone #	954-357-8321

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Broward County Board of County Commissioners
County: Broward

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

	Prior Year's ACTUALS from July 1st of 2013 to June 30th of 2014	Current Year's APPROVED Budget, as amended from July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2015 to June 30th of 2016	% 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						County Cash = Cash Overmatch and paid at the rates in the rate model. County In-Kind, Contributed Services = Required In-Kind match for Voluntary Program Dollars. Other Cash = Required Cash match, from County cash. All County funds are to purchase services at the rates calculated by this spreadsheet. Note: County cash contributions significantly dropped.
Compl. ADA Services						
County Cash	\$ 955,993	\$ 131,142		-86.3%	-100.0%	
County In-Kind, Contributed Services	\$ 244	\$ 184	\$ 171	-24.6%	-7.1%	
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 405,761	\$ 416,154	\$ 280,036	2.6%	-32.7%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue	\$ -					

CTD

Non-Spons. Trip Program	\$ 3,651,851	\$ 3,747,045	\$ 2,265,863	2.6%	-39.5%	Used the dollar amounts from the Grants Program Distribution FY 2013- 2014
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue	\$ 90,000		\$ 534,500	-100.0%		

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
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						

Comprehensive Budget Worksheet

Version 1.4

CTC: Broward County Board of County Commissioners
County: Broward

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

	Prior Year's ACTUALS from July 1st of 2013 to June 30th of 2014	Current Year's APPROVED Budget, as amended from July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2015 to June 30th of 2016	% 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

APD

Office of Disability Determination					
Developmental Services					
Other APD (specify in explanation)					
Bus Pass Program Revenue					

DJJ

(specify in explanation)					
Bus Pass Program Revenue					

Other Fed or State

xxx					
xxx					
xxx					
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			
Total Revenues =	\$5,103,849	\$4,294,525	\$3,080,570	-15.9%	-28.3%

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

Operating Expenditures

Labor	\$ 124,722	\$ 150,137	\$ 157,362	20.4%	4.8%
Fringe Benefits	\$ 32,712	\$ 35,264	\$ 38,716	7.8%	9.8%
Services	\$ 155,197	\$ 75,649	\$ 84,157	-51.3%	11.2%
Materials and Supplies	\$ 4,457	\$ 980	\$ 870	-78.0%	-11.2%
Utilities					
Casualty and Liability	\$ 1,540	\$ 212	\$ 416	-86.2%	96.2%
Taxes	\$ 9,540	\$ 4,454	\$ 8,114	-53.3%	82.2%
Purchased Transportation:					
X Purchased Bus Pass Expenses	\$ 90,000	\$ 138,012		53.3%	-100.0%
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 4,335,437	\$ 2,078,407	\$ 2,328,318	-52.1%	12.0%
Other	\$ 350,000	\$ 168,000	\$ 456,569	-52.0%	171.8%
Miscellaneous		\$ 189,000	\$ 5,878		-96.9%
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ 244	\$ 184	\$ 171	-24.6%	-7.1%
Allocated Indirect					

Capital Expenditures

Equip. Purchases with Grant Funds		\$ 1,454,226			-100.0%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

Total Expenditures =	\$5,103,849	\$4,294,525	\$3,080,570	-15.9%	-28.3%
-----------------------------	--------------------	--------------------	--------------------	---------------	---------------

ERROR: In at least one of the 3 columns, bus pass program revenue does not equal expenses

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Broward County Board of County Commissioners
 County: Broward

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

	Prior Year's ACTUALS from July 1st of 2013 to June 30th of 2014	Current Year's APPROVED Budget, as amended from July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2015 to June 30th of 2016	% 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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Broward County Board of County Commissioners

County: Broward

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

	Upcoming Year's BUDGETED Revenues
	from July 1st of 2015 to June 30th of 2016
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

APD	
Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -
DJJ	
DJJ	\$ -
Bus Pass Program Revenue	\$ -
Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
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 =	\$ 3,080,570

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 2,265,863	\$ 814,707	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 157,362
Fringe Benefits	\$ 38,716
Services	\$ 84,157
Materials and Supplies	\$ 870
Utilities	\$ -
Casualty and Liability	\$ 416
Taxes	\$ 8,114
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 2,328,318
Other	\$ 456,569
Miscellaneous	\$ 5,878
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ 171
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 3,080,570
<i>minus EXCLUDED Subsidy Revenue =</i>	<i>\$ 814,707</i>
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 2,265,863
Rate Base Adjustment ¹	\$
Adjusted Expenditures Included in Rate Base =	\$ 2,265,863

\$ 814,707

Amount of Budgeted Operating Rate Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the **Actual** period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹The Difference between Expenses and Revenues for Fiscal Year: **2013 - 2014**

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

Worksheet for Program-wide Rates

CTC: Broward County Board
 County: Broward

Version 1.4

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

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	835,477
Rate Per Passenger Mile = \$	2.71
Total Projected Passenger Trips =	77,359
Rate Per Passenger Trip = \$	29.29

Fiscal Year

2015 - 2016

Avg. Passenger Trip Length =	10.8 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	3.05
Rate Per Passenger Trip = \$	32.91

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Broward County Version 1.4
 County: Broward

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

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<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?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III 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?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<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?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank
Leave Blank	Leave Blank	Leave Blank	Leave Blank
Leave Blank	Leave Blank	Leave Blank	Leave Blank

Effective Rate for Contracted Services:

per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
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

Worksheet for Multiple Service Rates

CTC: **Broward County** Version 1.4
 County: **Broward**

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

SECTION 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).....

Do NOT Complete Section IV

..... 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: 2015 - 2016			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	835,477	= 568,125	+ 267,352	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =		\$2.21	\$3.78	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	77,359	= 58,020	+ 19,340	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =		\$24.85	\$42.60	\$0.00	\$0.00
				per passenger	per group

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.21	\$3.78	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.48	\$4.25	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$27.93	\$47.87	\$0.00	\$0.00
				per passenger	per group

Worksheet for Multiple Service Rates

CTC: Broward County Version 1.4
County: Broward

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

Program These Rates Into Your Medicaid Encounter Data