

Monroe County Transportation Disadvantaged Service Plan 2011-2012



Prepared for
The Commission for Transportation Disadvantaged
By
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Executive Summary

Chapter 427 of the Florida Statutes establishes the Florida Commission for the Transportation Disadvantaged (CTD) and directs the CTD to “accomplish the coordination of transportation services provided to the transportation disadvantaged”. In accomplishing its purpose, the CTD approves a Community Transportation Coordinator (CTC) for five years for each county of the state which is charged with arranging cost-effective, efficient, unduplicated, and un-fragmented transportation disadvantaged services within its respective service area. Additionally, a designated official planning agency (DOPA) is approved by the CTD and charged with creating the Local Coordinating Board (LCB) and providing technical assistance to the LCB. The LCB acts as an advisory board and as such provides guidance, monitors, evaluates and supports the transportation activities of the CTC.

The Health Council of South Florida has served as DOPA since the spring of 1993 and created the Monroe County LCB the same year. The Guidance Clinic of the Middle Keys was reinstated as CTC effective January 1, 2010 for five years and has served as Monroe County’s CTC since the fall of 1997 and provides majority of TD trips in Monroe County. The remainder of trips are offered by six contracted providers together with incidental use of taxicabs.

The Transportation Disadvantaged Service Plan (TDSP) plan is an annually updated tactical plan that is developed by the CTC and the DOPA under the guidance and approval of the LCB in accordance with requirements set out in Rule 41-2, F.A.C. The first Monroe County TDSP was prepared in 1993 with subsequent updates annually. The TDSP is organized into four major areas: Development of Plan, Service Plan, Quality Assurance, and Cost/Revenue Allocation and Rate Structure Justification Plan.

The CTC, DOPA, and LCB strive to continue partnering with other local entities to implement the TDSP in an effort to meet the growing numbers of unmet needs of the transportation disadvantaged population.

I. Development Plan

A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged Program

Chapter 427 of the Florida Statutes establishes the Florida Commission for the Transportation Disadvantaged (CTD) and directs the CTD to “accomplish the coordination of transportation services provided to the transportation disadvantaged”. As such, the mission of CTD is to ensure the availability of efficient, cost-effective, and quality transportation services for the transportation disadvantaged. In accomplishing its purpose, the CTD approves a Community Transportation Coordinator (CTC) for each area of the state which is charged with arranging cost-effective, efficient, unduplicated, and un-fragmented transportation disadvantaged services within its respective service area. Additionally, a designated official planning agency (DOPA) is approved by the CTD and charged with creating the Local Coordinating Board (LCB) and providing technical assistance to the LCB. The LCB acts as an advisory board and as such provides guidance, monitors, evaluates and supports the transportation activities of the CTC.

The “transportation disadvantaged” in the state of Florida are defined as those individuals who because of age, disability, or income restraints, do not have access to conventional public transportation options. There are two categories of Transportation Disadvantaged (TD) populations in the State of Florida, the difference between which is specifically related to funding arrangements. The first group includes all persons who are elderly, disabled, and/or low-income. These persons are the **Potential TD population**, whom are eligible for trips purchased by social service agencies. The second population group is the **TD population**, which includes persons who are transportation disadvantaged according to the eligibility guidelines in Chapter 427, Florida Statutes (i.e., persons who are unable to transport themselves or to purchase transportation, and children who are “high risk” or “at-risk”). These individuals, are eligible for trips purchased through the state TD Trust Fund as well as for trips purchased by social service agencies. In 2010, the collaborative funding, totaling more just over \$338 million, ensured over 51.6 million transportation trips to about 827,000 Floridians, approximately 11 percent of the state's estimated TD population.

Public transportation within Monroe County is limited to Key West, which contains approximately 43 percent of the county’s population. Therefore, more than half of Monroe County’s residents have no access to public transportation services. Lack of access to public transportation for majority of the residents coupled with various other local challenges creates a great need for TD services in the area. Monroe County’s TD program serves the above mentioned TD populations groups: Potential TD population and the TD population.

2. Agency and Board Designation Dates/History

The Health Council of South Florida, Inc. was appointed as the DOPA for Monroe County at the CTD meeting of April 22, 1993. During that year, the LCB was established, an orientation session was held, by-laws were adopted, and a grievance committee was created. The LCB is the oversight body for the CTC and provides a forum for the Transportation Disadvantaged in the community. The Board advocates for improved transportation and coordination of services to meet the needs of local residents. As an advisory board, the LCB advises, monitors, evaluates and supports the transportation activities of the CTC. After establishment, the LCB underwent the process of selecting a CTC.

The Monroe County Board of County Commissioners was selected to serve as the first CTC for Monroe County in 1994, early in 1995 however, MCSS reversed its decision, and the LCB subsequently put the CTC function out for a bid. An RFP was issued later that year and a selection process resulted in the Evaluation Subcommittee of the LCB recommending that Florida Keys CTC, Inc. be designated as the CTC for Monroe County. The LCB accepted this decision after recommendation by the LCB the CTD appointed Florida Keys CTC, Inc. as CTC for Monroe County in February 1996. They served until 1997 before resigning as CTC and a new RFP process that year resulted in the selection of Guidance Clinic of the Middle Keys (now Guidance Care Inc) being recommended and appointed as Monroe CTC in October 1997 and served until 2009 when a

CTD mandated RFP process was again implemented to establish a new 5-year term for the CTC.

A Request for proposals was issued in June 2009 to which there were to respondents, The Guidance Care Clinic of the Middle Leys and Metropolitan Transportation Management. After much deliberation, the Evaluation Subcommittee of the LCB recommended that Guidance Care, Inc. be designated as the CTC for Monroe County for next five years . The Guidance Care Inc signed a Memorandum of Agreement (MOA) with the CTD on in December 2010 to serve as Monroe County CTC.

The Guidance/Care-Center Inc. (GCC) is a private non-profit organization founded in 1973 in response to the need identified by community leaders for a community facility to provide mental health services to local residents. GCC began operation with 4 detoxification beds and 1 full time counselor; since then it has grown into a multi-service community mental health center providing inpatient, outpatient, residential, day treatment and case management services as well as transportation services. It has a staff of over 100, of these, 5 are full or part-time drivers. GCC has an annual budget of \$6 million funded by state and county grants, client fees, third party payers and grants.

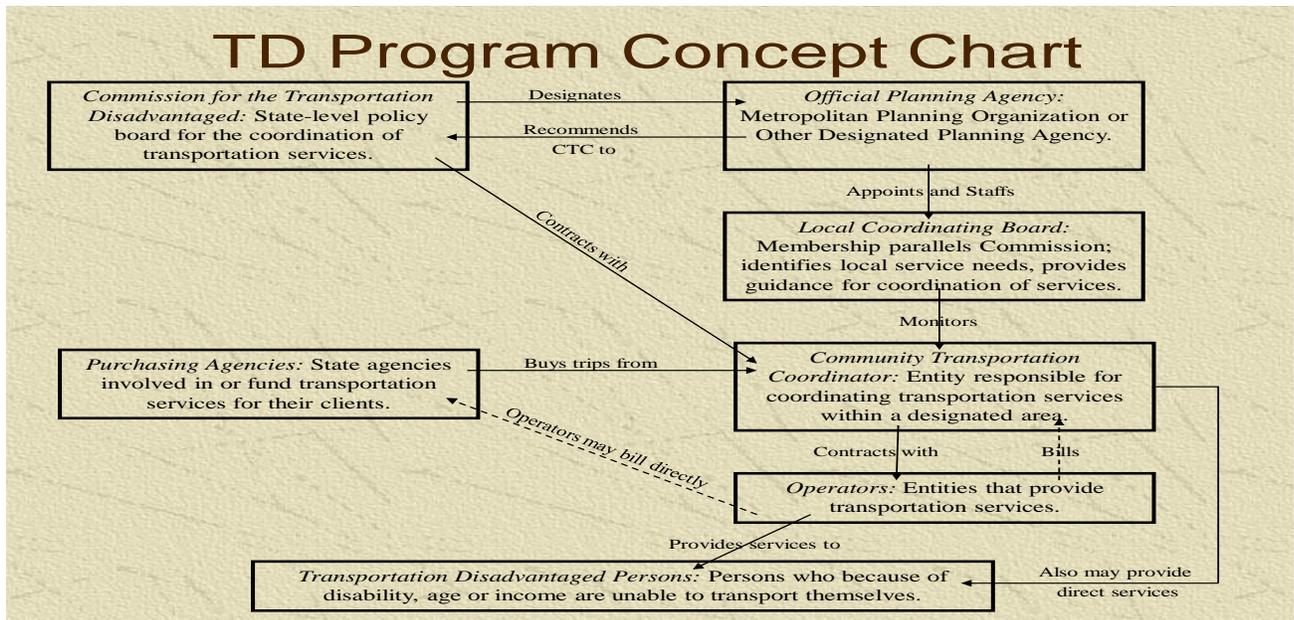
As CTC, GCC is responsible for working with many agencies to provide the best and most cost-efficient services it can deliver to the public it serves. Middle Keys Transportation, a GCC program, is a van service that operates between Marathon and the Lower Keys as well as between Marathon and the Upper Keys. As the CTC, GCC also coordinates trips to Miami-Dade County with two of the local taxi companies. During the past 12 years, GCC, the CTC has executed Standard Coordination/Operator Contracts with six other agencies in Monroe County to deliver services. In

addition, GCC has been the Medicaid Transportation Coordinator since 2000.

3. TD Program Organization Chart

Figure 1. Depicts the relationship between CTD, DOPA, CTC, transportation providers and the Transportation Disadvantaged population.

Figure 1.



Source: Florida Commission for the Transportation Disadvantaged

4. Consistency Review of Other Plans

The Monroe County Transportation Disadvantaged Service Plan (TDSP) is consistent with the goals, objectives and policies of the adopted Monroe County Year 2010 Comprehensive Plan. Within Monroe County's Comprehensive Plan, Goal 401 in section 3.4 (Mass Transit) contains objectives and policies "to provide a coordinated surface transportation system for transportation disadvantaged people within Monroe County and to encourage such a system for all residents and guests." The TDSP is also consistent with the goals of the Key West Transit Development Plan and the CTD's 5 Year/20 Year Plan.

Monroe County does not have any Metropolitan Planning Organization (MPO) Long Range Transportation Plan(s) due to a low population density. However on December 6, 2001, Miami-Dade County adopted its Long Range Transportation Plan (LRTP) to the year 2025. Miami-Dade

County's LRTP contains the objective of enhancing evacuation travel corridors in its goal to improve transportation systems and travel.³ The Monroe County TDSP is consistent with this objective which will have a significant impact on the transportation of all residents and visitors of Monroe County in times of natural and man-made disasters.

The Strategic Regional Policy Plan for South Florida (SRPP), developed by the South Florida Regional Planning Council, originally adopted in 1995 with recent updates in 2004, highlights several human service needs including transportation-related issues. The SRPP contains goals to improve the regional transportation system of Broward, Miami-Dade and Monroe which are consistent with the Monroe County TDSP.⁴

5. Public Participation

Pursuant of Chapter 427.0157, Florida Statutes, LCB Membership consists of stakeholders representing appropriate governmental agencies, present and potential riders and to the maximum degree possible a cross section of the local community including public, private, and non-profit transportation and human services providers (*see Appendix A for current the LCB Roster*). In addition, the LCB invites other stakeholders of interest, on an ongoing basis, to participation on the board and provide additional information or guidance. However, these stakeholders do not have voting privileges.

³ Transportation Plan for the Year 2025. Metropolitan Planning Organization for the Miami Urbanized Area. December 2001.

⁴The Strategic Regional Policy Plan: <http://www.sfrpc.com/ftp/pub/srpp/SRPP%2006-07-04.pdf>

B. Service Area Profile/Demographics

1. Service Area Description

According to the U.S. Census Bureau, the county has a total area of 9,679 km² (3,737 mi²) of which 2,582 km² (997 mi²) is land and 7,097 km² (2,740 mi²) is water (73%). Monroe County is located in the southernmost point of continental United States at the tip of the Florida Peninsula. Monroe County's geography is composed of 822 islands over 120 miles in length, which extend from the southeastern tip of Florida to the Dry Tortugas and lies between the Gulf of Mexico and the Atlantic Ocean. Of these 822 islands, only about 30 of them are actually inhabited. The Keys are separated from the mainland by Biscayne Bay (in Miami-Dade County), Barnes Sound, Blackwater Sound and Florida Bay. The northern end of the Keys start in Key Largo and the southern tip ends in the 2,200 acre (3 miles by 4 miles) island of Key West, which is the County's main population center. The highest point in the Keys, only 18 feet above sea level, lies on Windley Key. The mainland portion of the county is via US-1.

Two thirds of what local residents call "mainland Monroe" is protected by the Everglades National Park, and the remainder by the Big Cypress National Preserve in the northeastern interior. The area, officially named Cape Sable Census County Division, is virtually uninhabited.

3. Demographics

a) Land Use

According to the Monroe County Year 2010 Comprehensive Plan, the total area of Monroe County is approximately 2.4sq million acres (32,737 square miles). An estimated 90.0% of Monroe County's area is located on the mainland which is comprised entirely by the Big Cypress National Preserve and the Everglades National Park. As a designated Area of Critical State Concern due to its diverse natural resources and environment, Monroe County government has created policies in its 2010 Comprehensive Plan to manage a safe and efficient transportation system (policies under 2010 Comprehensive Plan Objectives 301.1-301.8, 401.1-401.3) while maintaining its community and protecting the environment through the regulation of land use (policies found under 2010 Comprehensive Plan Objective 101.4). According to the Monroe County Year 2010 Comprehensive Plan, land use categories are described as follows:

Residential Lands

Residential land uses (which include mixed-use residential areas, mobile homes, multi-family apartments, and single-family detached homes) are found on a majority of the 38 keys along US Highway 1. The most common residential type in the Keys is single-family detached homes which make up 78.0% (8,379 acres) of the residential land use category. Mobile homes account for the second largest residential land area with 1,063 acres. Multi-family residential development (which includes apartments, condominiums and cooperatives) accounts for about 6.0% of the developed residential land area. Mixed residential areas comprise the smallest share of the developed

residential land category with approximately 7.0%.

Commercial Lands

Commercial land uses, which is generally described as those land uses associated with the buying and selling of goods and/or services, include general commercial, commercial fishing, and tourist commercial land uses. General commercial and tourist commercial land uses make up the majority (88.0%) of this category accounting for 2,023 acres.

Industrial Lands

Industrial land uses include light manufacturing and storage areas, cement, rock and gravel operations, and heavily industrial uses. Industrial land uses, which account for less than one percent (515 acres) of Monroe County's total land area, are located mostly (73.0%) in the Lower Keys.

Agricultural/Maricultural Lands

Agricultural activities, which have historically been undertaken in the Keys, no longer exist at a significant level. However, several mariculture operations, which are located in the Middle Keys, have been established and comprise approximately 42 acres.

Institutional Lands

Institutional uses, which include hospitals, churches, cemeteries, and service clubs represent less than 1.0% of Monroe County's total land area.

Educational Lands

Educational land uses (106 acres) contain eight private schools and twelve public schools, comprised of three high schools (grades 9-12), one middle school (grades 6-8), three middle/elementary schools (grades K-8) and five elementary schools (grades K-5) operated by the Monroe County School Board within the County's unincorporated area (*Figure 2*). Monroe County also has four Adult Education Centers including Florida Keys Community College, located in Key West.

Public Buildings/Grounds

All government offices such as county, state and federal offices, post offices, sheriff and jail facilities, Coast Guard stations, fire stations, community clubs and lodges, and cemeteries/crematories are contained in this category. This land use category comprises 61 acres in Monroe County and does not include publicly-owned lands held for conservation purposes.

Public Facilities

Public Facilities account for approximately 1.0% of the total land area. Land owned by public utilities and service providers make up this land category.

Military Lands

Military lands account for approximately 5.0% of the total land area and are located entirely in the Lower Keys, including Boca Chica Naval Air Station on Boca Chica, Rockland and Geiger Keys, and additional facilities on Cudjoe Key and Saddlebunch Key.

Monroe County Private, Public Schools and Centers

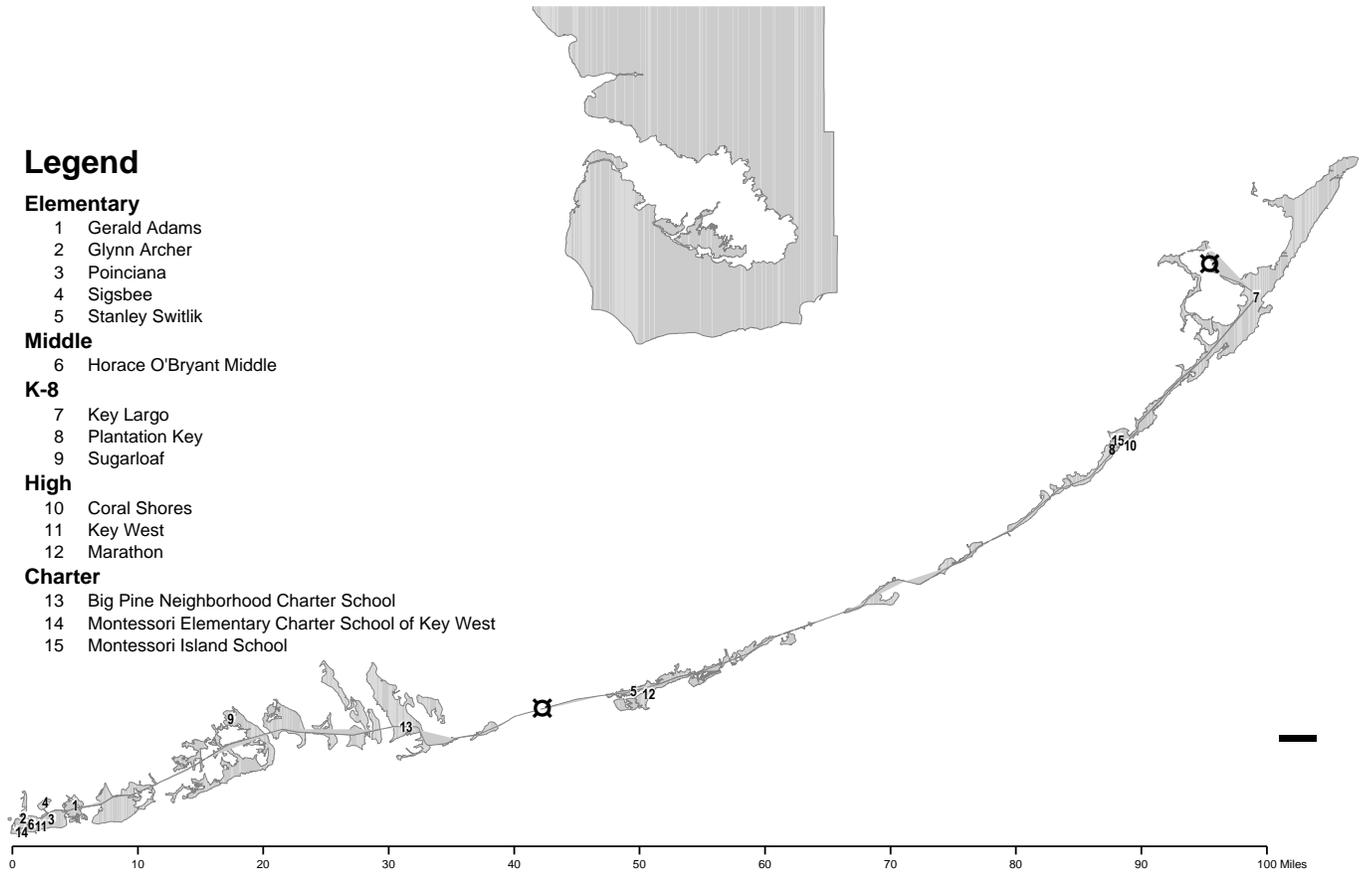


Figure 2.

Historic Lands

Historical lands include approximately 0.5 acres, which is the Bat Tower site located on Lower Sugarloaf Key. Although there are other historic sites and districts in Monroe County, these are located within Conservation or Recreation land use categories or are located on offshore islands.

Recreation Lands

Public recreation lands and facilities as well as some private recreation lands, such as golf courses make up this category. Bahia Honda and Long Key State Recreation Areas are two of the larger

recreation areas in this category.

Conservation Lands

After vacant lands, this is the single largest land use category and accounts for nearly 34% of the total area of the Keys. Public agencies and private organizations have acquired these lands for conservation purposes and conservation lands are primarily located in the Upper and Lower Keys. Federal and state governments have been actively acquiring environmentally sensitive lands and habitats of rare, threatened and endangered species. Conservation lands include Crocodile Lake National Wildlife Refuge, the John Pennekamp Coral Reef State Park, and the National Key Deer Refuge.

Vacant Lands

This category is the largest land use classification in the Keys. The vacant land area is approximately 34% of the total area of the unincorporated portion of the Keys. Vacant lands are mostly in the Lower Keys and represent 44.0% of the Lower Keys.

b) Population Composition

Population Size

According to Sourcebook America, CACI Marketing System for 2010, Monroe County's population size was 73,868 (*Table I.*). Between 2000 and 2010, the total population in Monroe County decreased at a rate of -7.1% or -0.71 annually. Negative growth in the upper keys region (-2%-4.1%) had the greatest impact in the total county population decrease. The Lower Keys and Upper Keys regions experienced a negative growth of -6.6% and -4.1%, respectively.

The majority of Monroe County residents typically reside in the Lower Keys region. In 2010, the total population in the Lower Keys region was 42,468 representing about 57% of the total county population, with majority (74%) of residents in the region residing in Key West. The Upper Keys region has the second largest population. In 2010, the total population in the Upper Keys was 21,115 representing more than one quarter of the total county population with majority (58% of residents in the region residing in Key Largo.

Table I. Monroe County 2010 Population Growth by Zip Code

Zip Code	Area	Population2000	Population2010	Population Growth Rate 2000-10 (%) (present – past/past) x 100 ÷ n)	% of total population (2010)
Monroe County Total Population		79589	73868	-7.1%	
Lower Keys Total Population		45486	42468	-6.6	57.4
33040	Key West	34230	31347	-8.4	42.5
33042	Summerland Key	6088	6158	1.1	8.2
33043	Big Pine Key	5168	4963	-4.0	6.7
Middle Keys Total Population		12029	10242	-14.8	14
33050	Marathon	12029	10242	-14.8	14
Upper Keys Total Population		22014	21115	-4.1	29
33037	Key Largo	12949	12222	-5.6	16.6
33070	Tavernier	5565	5332	-4.2	7.2
33036	Islamorada	3500	3561	1.7	4.8

Source: Sourcebook America, 2010 Edition, ESRI Business Information Solutions.

Population Age and Gender

According to *Sourcebook America, 2010 Edition*, more than three fourths (78.2%) of Monroe County’s population is 25 years of age or older (*Table II.*). Almost 40% of the county population falls in the 45-64 age group while approximately 17% is 65 years of age and older. A similar trend can be seen in individual cities within the county. Countywide, males make up more than 50% of the population, a trend that is mirrored by individual cities across the county.

Given that a larger proportion of the county population resides in Key West, the Key West population contributes in large part to the county average for population groups in the 0 to 44 age range. In particular, Key West has the largest population of adults aged between 20 to 44 years. This group makes up almost 40% of the entire Key West population. Similarly, higher proportions of Key Largo and Tavernier populations fall in the 0 to 19 age range compared to the county average.

While the county median age is 46.4 years, Islamorada has the highest median age of 52.5 years. This is not surprising since the proportions of the population that fall in the 45-64 age group and the 65-84 age group are noticeably higher than the county average (45.7% and 18.4% respectively in Islamorada compared to 36.15and 14.6% respectively at the county level). Summerland Key and Marathon show similar trends. On the other hand, the median age in Key West is noticeably lower than the county average; not surprising since as described above, the Key West population

comprises of a larger proportion of children and young to middle-aged adults compared to countywide averages.

Table II. Population Age and Gender Distribution, Monroe County, 2010

Area	% Age										Median Age	% Males	% Females
	0-4	5-9	10-14	15-19	20-24	25-44	45-64	65-84	85+	18+			
Monroe County	4.2	4.3	4.5	4.5	4.5	25.6	36.1	14.6	1.9	84.4	46.4	53	47
Lower Keys													
Key West	4.9	4.4	4.3	4.5	5.9	30.9	31.7	11.6	1.6	83.6	41.9	54	46
Summerland Key	33.1	3.6	4.3	4.0	2.6	21.1	45.0	14.9	1.2	86.1	49.9	52.2	47.8
Big Pine Key	3.3	3.9	4.7	4.7	2.3	26.3	39.6	13.8	1.5	84.8	47.1	52.9	47.1
Middle Keys													
Marathon	3.5	3.7	4.4	4.3	4.2	22.4	37.3	18.0	2.1	85.7	49.0	52.6	47.4
Upper Keys													
Key Largo	4.2	4.8	5.0	4.7	4.0	22.0	35.8	17.0	2.3	83.0	47.7	51.6	48.4
Tavernier	4.6	4.9	5.0	5.3	3.5	24.5	37.0	13.1	2.0	81.7	46.0	51.3	48.7
Islamorada	2.2	2.9	3.3	3.5	2.9	19.3	45.7	18.4	1.6	89.2	52.5	55	45.0

Source: Sourcebook America, 2010 Edition, ESRI Business Information Solutions

Race and Ethnicity

According to *Sourcebook America, 2010 Edition*, the Monroe County population is predominantly white (88.8%). Additionally, one out of five people (20.6%) are Hispanic (*Table III.*). The data shows that between 2000 and 2010 there has been a slight change in the racial and ethnic composition of the County. In particular, the county has experienced a 21.1% increase in Hispanics (15.8% to 20.6%); the largest growth compared to other racial and ethnic groups in the county. Similar trends can be seen in individual cities across the county. Compared to other Monroe County cities, Key West has the least homogeneous racial and ethnic mix. The proportion of Whites is lower than the county average with concurrently higher proportions of all other groups. In particular, the proportion of Blacks is almost twice (9.3% vs. 5.2%) that of the county. Similar to Key West, Marathon also has a higher than average Hispanic population. On the other hand, Islamorada is the most homogeneous city in the county; 96.3% of the population is White.

Number of Households and Families

According to *Sourcebook America, 2010 Edition*, Monroe County has a total of 31,484 households and the number is projected to fall at a rate of -5.1% by 2015 (*Table IV.*). Countywide, the average household size is 2.3 people. Additionally, families made up approximately 57% of the households in Monroe County. Large proportions (41%) of the households in Monroe County are located in Key West. Likewise, large proportions (37.4%) of Monroe County families reside in Key West. Between 2000 and 2010, all cities have experienced a decrease in rate of growth for both the number of households and the number of families.

Household Income

According to *Sourcebook America, 2010 Edition*, nearly all Monroe County households (HH) reported income earnings in 2010 (*Table V.*). The median HH income in Monroe County was \$53,763 while its per capita HH income was \$29,967. One out of five HHs reported earnings of less than \$25,000 per year while 17.4% reported earnings of \$100,000 or more per year. In addition, 28.7% reported earnings of \$25,000 to \$50,000 per year while 36.5% reported earnings of \$50,000 to \$100,000 per year.

Key West constitutes a large proportion (41.0%) of those reporting HH income. Similar to countywide figures, the median HH income in Key West was \$55,066 while the per capita income was \$29,227. The Key West annual HH income distribution also closely mirrored that at the county level.

Table III. Racial and Ethnic Distribution and Growth, Monroe County, 2010

Area	% White 2000	% White 2010	% Black 2000	% Black 2010	% Asian 2000	% Asian 2010	% Hispanic 2000	% Hispanic 2010	% AM Indian 2000	% AM Indian 2010	% Other 2000	% Other 2010	% 2 or more 2000	% 2 or more 2010
Monroe County	90.7	88.8	4.8	5.2	0.9	1.2	15.8	20.6	0.4	0.4	1.5	2.0	1.8	2.3
Lower Keys														
Key West	85.4	82.6	8.4	9.3	1.3	1.8	19.8	25.9	0.4	0.5	2.1	2.8	2.3	2.9
Summerland Key	95.7	94	1.1	1.4	0.7	1.0	6.2	8.9	0.5	0.7	0.7	1.0	1.2	1.8
Big Pine Key	94.9	93	1.1	1.4	0.6	0.9	6.7	9.7	0.5	0.6	1.2	1.7	1.8	2.4
Middle Keys														
Marathon	92.2	91	4.0	4.1	0.5	0.6	17.9	22.8	0.3	0.4	1.7	2.1	1.2	1.5
Upper Keys														
Key Largo	94.7	93.3	1.9	2.1	0.4	0.6	15.4	20.6	0.3	0.3	0.9	1.2	1.7	2.3
Tavernier	96.5	95.3	0.7	0.9	0.8	1.0	11.8	16.1	0.3	0.4	0.8	1.2	0.9	1.1
Islamorada	97.4	96.4	0.3	0.3	0.4	0.6	6.9	9.7	0.3	0.31%	0.7	0.9	1.0	1.4

Source: Sourcebook America, 2010 Edition, ESRI Business Information Solutions.

Table IV. Number of Households and Families, Monroe County, 2010

Area	HHs 2000	HHs 2010	HHs 2015	HH Rate 00-10 (%)	Avg HH Size 2010	Fams 2000	Fams 2010	Fam Rate 00-10 (%)
Monroe County	35086	31484	29890	-10.3	2.3	20387	17905	-12.2
Lower Keys								
Key West	14527	12841	12114	-11.6	2.37	7717	6661	-13.7
Summerland Key	2737	2686	2625	-0.35	2.29	1793	1723	-4.0
Big Pine Key	2325	2136	2028	-8.1	2.3	1451	1301	-10.3
Middle Keys								
Marathon	5505	4543	4247	-17.5	2.22	3288	2662	-19.0
Upper Keys								
Key Largo	5820	5317	5047	-8.6	2.3	3660	3263	-10.8
Tavernier	2371	2201	2105	-7.2	2.35	1497	1360	-9.2
Islamorada	1765	1735	1700	-1.7	2.03	973	930	-4.4

Source: Sourcebook America, 2010 Edition, ESRI Business Information Solutions

On the other hand, Summerland Key had the highest median HH income in the county, \$62,774 per year. While only 2,686 HHs reported income earnings in Summerland Key in 2010, almost 45.6 % reported earnings of \$50,000 to \$100,000 per year. Additionally, 20% of Summerland Key's HHs reporting income received earnings of \$100,000 or more per year.

Compared to the rest of the county, Marathon reported the lowest median HH income (\$43,788 per year) and \$27,120 per year respectively. Compared to any other city in Monroe County, a larger proportion of HHs reporting earnings in Marathon received earnings of less than \$25,000 per year (26.2% compared to 20.3% countywide). Additionally, compared to the countywide average a smaller proportion of HHs reporting income received earnings of \$100,000 or more (17.4% vs. 13.4%). On the other hand, while Islamorada had the lowest number of HHs reporting income in 2010, a large proportion reported receiving \$150,000 or more per year in income (9.3% versus the county average of 6.2%).

Table V. Household Income Information, Monroe County, 2010

Area	Med HH Inc 2010	Med HH Inc 2015	Per Capita Inc 2010	HH Inc Base 2010	% HHs <\$25K 2010	% HHs \$25K-50K 2010	% HHs \$50K-100K 2010	% HHs \$100K-150K 2010	% HHs \$150K+ 2010
Monroe County	53763	59642	29967	31480	20.3	28.7	36.5	11.2	6.2
Lower Keys									
Key West	55066	60781	29227	12841	19.5	25.6	37.3	11.5	6.1
Summerland Key	62774	65350	32012	2686	15.8	18.6	45.6	13.3	6.7
Big Pine Key	52782	57460	25716	2136	21.5	24.8	41.6	9.6	2.5
Middle Keys									
Marathon	43788	52606	27120	4543	26.2	28.2	30.8	7.1	6.3
Upper Keys									
Key Largo	54383	60061	32622	5317	19.7	25.4	34.8	13.2	6.8
Tavernier	53474	59389	29098	2201	16.1	30.0	37.8	9.7	6.4
Islamorada	51599	58060	39263	1735	20.5	27.8	28.1	14.2	9.3

Source: Sourcebook America, 2010 Edition, ESRI Business Information Solutions.

Owner Occupied Household Units

According to *Sourcebook America, 2010 Edition*, Monroe County has 20,450 owner occupied household units (HU) (Table VI.). Majority (77.9%) of the owner occupied HUs in Monroe County are valued at \$175,000 or more while almost 40% are valued at \$400,000 or more. Countywide, the median owner occupied HU value is \$299,915, attributable to the large proportion of high owner occupied HU values.

Approximately one third (32.8%) of Monroe County’s owner occupied HUs are located in Key West. Similar to countywide averages, majority of Key West owner occupied HUs are valued at \$175,000 or more. However, more Key West owner occupied HUs are valued at \$400,000 compared to the county average (44% vs. 36.6%).. As a result of the higher HU values, Key West has a higher median owner occupied HU value compared to the county average.

Summerland Key and Islamorada also have higher median owner occupied HU value, \$357,219 and \$378,804, respectively. In Summerland Key, 85.3% of owner occupied HU are valued at 175,000 or more.

The owner occupied HU distribution in Islamorada is unique compared to the rest of the county. Islamorada has the largest proportion of owner occupied HUs valued at \$400,000 or more follow by Summerland Key. It also has the largest proportion of HUs valued at less than \$50,000 behind Big Pine Key and Marathon; in addition, it has the smallest proportion of HUs valued between \$175,000 and \$400,000. On the other hand, it is worth mentioning that while Key Largo is listed with the lowest median owner occupied HU value, it boasts the highest proportion of HUs valued between \$90,000 and \$175,000.

Table VI. Owner Occupied Household Units, Monroe County, 2010

Area	Owner Occupied HU Base 2010	% Owner Occupied HUs <\$50K 2010	% Owner Occupied HUs \$50K-90K 2010	% Owner Occupied HUs \$90K-175K 2010	% Owner Occupied HUs \$175K-400K 2010	% Owner Occupied HUs \$400K+ 2010	Med Owner Occupied HU Value 2010
Monroe County	20450	6.7	3.7	11.7	41.3	36.6	299915
Lower Keys							
Key West	6713	5.2	5.4	8.8	36.6	44.0	345604
Summerland Key	2191	0.6	2.0	12.1	40.7	44.6	357219
Big Pine Key	1722	6.1	2.3	15.9	55.6	20.1	258614
Middle Keys							
Marathon	3258	6.1	3.1	11.4	39.7	30.6	262343
Upper Keys							
Islamorada	1195	13.1	2.1	4.6	30.5	49.7	378804
Tavernier	1537	3.5	1.8	12.6	47.2	34.8	293316
Key Largo	3837	5.1	4.1	16.8	45.9	28.2	239775

Source: *Sourcebook America, 2010 Edition, ESRI Business Information Solutions*

c) Employment

Employment Status

According to the Labor Market, Local Area Unemployment Statistics Program, the total civilian labor force in Monroe County for 2010 was 45,967 of which 42,862 were employed and 3,105 were unemployed resulting in an unemployment rate of 6.8 percent (*Table VII.*). In addition, the Florida Labor Market Statistics, Quarterly Census of Employment and Wages Program reports that the average weekly wage for Monroe County in 2010 was \$631. This is equivalent to \$15.78 per hour or \$34,069 per year, assuming a 40-hour week worked the year around.

Table VII. Not Seasonally Adjusted Labor Force, Employment and Unemployment data, Monroe County

Time Period	Civilian Labor Force	Employed	Unemployed	Unemployment Rate (%)
Annual 2010	45,967	42,862	3,105	6.8
5 Year Annual Average 2005 - 2009	40,297	38,615	1,682	4.2

Source: Labor Market Statistics, Local Area Unemployment Statistics Program

Employment by Industry

According to the Florida Labor Market Statistics, Quarterly Census of Employment and Wages Program, the total number of employees located in Monroe County in 4th Quarter 2010 was 22,093 (*Table VIII.*). The largest major industry sector was Retail Trade, with 32 percent of the employment, followed by Accommodation and Food Services with 24 percent, and Professional and Business Services with 16 percent.

Table VIII. Top 5 Industry Distributions, Monroe County, 2010

Industry Group	Establishments	Employees
Retail Trade	657	6,267
Accommodation and Food Services	484	9,814
Professional and Business Services	327	1,086
Real Estate and Rental and Leasing	308	808
Other Services (Except Public Administration)	257	1,118
Total	2,033	22,093

Source: FL Labor Market Statistics, Quarterly Census of Employment and Wages Program

Occupations and Type of Employer

According to the American Community Survey in 2009, among the most common occupations were: i) Sales and office occupations (28.3%) ; ii) Management, professional, and related occupations (28%); iii) Service occupations (21.9%); iv) Construction, extraction, maintenance and repair occupations (10.3%); v) Production, transportation, and material moving occupations (8.9%). Majority (74.6) of the people employed were private wage and salary workers; 15.3% was Federal, state, or local government workers; and 9.8% was Self-employed in own not incorporated business workers.

Travel to work

According to the American Community Survey, majority (67.3%) of Monroe County workers drove to work alone in 2009, 8.7% carpooled, 1.6% took public transportation, 5% walked, 5.7% used bicycle and 5.2% used taxicab, motorcycle other means. The remaining 6.5% worked at home. Among those who commuted to work, it took them on average 17 minutes to get to work.

d) Major Trip Generators/Attractors

Major trip generators in Monroe County include local hospitals, medical facilities and convalescent centers including Lower Keys Medical Center on College Road, Mariners Hospital, Fishermen's Hospital in Marathon, Depoo Hospital, the Veteran's Clinic in Key West, the Guidance Clinic of the Middle Keys, Care Center for Mental Health, the Heron House, Bay Shore Manor, and the comprehensive care centers in Key West and Plantation Key. Other trip generators include the Social Security Administration Office, the Monroe County Social Services Program Offices on Stock Island, Rural Health Network of Monroe County, Monroe County Health Department, local doctors, dialysis centers and American Cancer Society. Additional trip generators include educational and training facilities and local grocery and department stores.

C. Service Analysis

Public transportation within Monroe County is provided by the Key West Department of Transportation and includes the Key West Bus Service currently operating six fixed routes and the Lower Keys Shuttle which operates seven days a week (reduced service on weekend) with one northbound and one southbound shuttle from Key West to Marathon. In addition Miami-Dade Transit (MDT) contracted with American Coach Lines to provide bus service for the corridor between Florida City and City of Marathon. The bus service is known as Dade-Monroe Express While a number of private entities in the county provide some transportation services, demand appears to significantly outweigh the availability of such services resulting in a great need for Transportation Disadvantaged services.

As described earlier, there are two categories of TD population in the State of Florida, the difference between which are specifically related to funding arrangements. The first group known as the "potential TD population" or TD Category I includes disabled, elderly, low-income persons, and children who are "high-risk" or "at-risk". The second group known as the TD population or TD Category II includes those persons who are unable to transport themselves or to purchase transportation. This population group is a subset of the Category I group and individuals in this group are eligible to receive the same subsidies as the Category I group in addition to TD Trust Fund monies for non-sponsored general trips.

1. Forecasts for TD Population

Five-Year Forecast of TD Populations in Monroe County, 2011-2015

Table IX

	2011	2012	2013	2014	2015
Potential TD Populations	28,903	28,627	28,353	28,083	27,814
TD Populations	9,111	9,033	8,937	8,851	8,767

Source: Health Council of South Florida, 2012

Table IX illustrates Monroe County TD population projections from 2012 through 2015. During fiscal year 2010-2011, about 52.16% of the county's population (38,123) was designated Potential TD population while 9,111 were designated TD population. At the end of fiscal year 2010-2011, Monroe County had invested over \$2.1 million to provide 117,878 trips to 2047 TD persons, representing approximately 5.37% of the county's Potential TD population. **Currently, the funding allocated to serve the TD population is not sufficient to meet the existing demand for services.**

Tables X and XI reflect the 2011-2015 distribution by disability status, age and income status of the TD population groups in Monroe County. Elderly individuals, who are not disabled or not considered low

income, are the largest consumer group of TD services followed by non-elderly, non-disabled individuals who are designated as low income. This is true for both Potential TD and TD populations. : The methodology utilized to estimate the above figures was the similar to that employed in Hillsborough County and can be found in Appendix I.

Potential Transportation Disadvantaged Population (Category I), Monroe County, 2010-2015

Table X

	Factor	2011	2012	2013	2014	2015
Non-Elderly Population (0-59)		55,165	54,638	54,116	53,600	53,087
Elderly Population (60+)		17,998	17,826	17,656	17,487	17,320
Disabled Non-Elderly	9.75%	5,379	5,327	5,276	5,226	5,176
Disabled Elderly	33.95%	6,110	6,052	5,994	5,937	5,880
Low Income non-Elderly	11.10%	6,123	6,065	6,007	5,950	5,893
Low Income Elderly	10.26%	1,847	1,829	1,812	1,794	1,777
Non-Elderly Disabled Low Income		597	591	586	580	575
Non-Elderly Disabled Non-Low Income		4,782	4,736	4,690	4,646	4,601
Elderly Disabled Low Income		627	621	615	609	603
Elderly Disabled Non-Low Income		5,483	5,431	5,379	5,328	5,277
Elderly Non-Disabled Low Income		1,220	1,208	1,197	1,185	1,174
Elderly Non-Disabled Non-Low Income		10,668	10,566	10,465	10,365	10,266
Low Income Neither Elderly Nor Disabled		5,526	5,474	5,421	5,370	5,318
Total Category I TD Population		28,903	28,627	28,353	28,083	27,814

Source: Health Council of South Florida, 2012

Transportation Disadvantaged Population (Category II), Monroe County, 2011-2015

Table XI

	2011	2012	2013	2014	2015
Transportation Disabled, Non-Elderly, Low Income	262	259	256	254	252
Transportation Disabled, Non-Elderly, Non-Low Income	2,094	2,074	2,054	2,034	2,015
Transportation Disabled, Elderly, Low Income	406	403	399	395	391
Transportation Disabled, Elderly, Non-Low Income	3,554	3,529	3,485	3,452	3,419
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	2,795	2,768	2,743	2,716	2,690
Total Transportation Disadvantaged Population	9,111	9,033	8,937	8,851	8,767

Transportation Disadvantaged Population (Category II), Monroe County, 2011

Table XII

Segments	Population Estimates	% of Total TD
Transportation Disabled, Non Elderly, Low Income	262	2.9
Transportation Disabled, Non Elderly, Non-Low Income	2,094	22.9
Transportation Disabled, Elderly, Low Income	406	4.5
Transportation Disabled, Elderly, Non-Low Income	3,554	39.0
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	2,795	30.7
Total Transportation Disadvantaged Population	9,111	100.0

Source: Health Council of South Florida 2011

2. Trip Demand and Supply

Program Trip Demand and Supply

Individuals designated Potential TD population (Category I) are eligible to receive governmental and social service subsidies for program trips. A *program trip* is one made by a client of a government or social service agency for the purpose of participating in a program of that agency. Examples of program trips are Medicaid trips, trips to congregate meal sites, or trips to job training facilities. Program Trip demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. The demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs. The estimated demand for program trips and supply of program trips is shown in Table XIII for the years 2008 through 2012.

General Trip Demand and Supply

General trips are trips made by the TD population (formerly Category II) to destinations of their choice (not to agency programs). Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. Estimating the demand for general trips is different than for program trips. The methodology developed to forecast demand for general trips involves the use of trip rates derived in a study of paratransit demand conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission by Crain & Associates, Inc. and others (*San Francisco Bay Area Regional Paratransit Plan: Final Report*). The trip rates were developed from the actual experiences of paratransit systems around the country that were meeting most or all of the trip demand in their service areas. The use of these trip rates has been recommended by the Federal Transit Administration for estimating demand for American Disability Act (ADA) complementary paratransit.

Total demand for general trips is simply the TD population multiplied by the trip rates (\$21.33 dollar). The TD population (rather than the Potential TD population) was used to forecast demand, because the TD population is the pool of persons eligible for general trips funded by the state. The estimated demand for general trips and supply of general trips is shown in Table XIII for the years 2008 through 2012.

A gap exists between demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to a variety of factors funding. The projected unmet demand for trips is shown in Table XIII for the years 2008 through 2012.

Table XIII. 5 Year Forecast of TD Demand and Supply, Monroe County, 2008-2012

Year	Demand			Supply			
	Program Trips	General Trips	Total	Program Trips	General Trips	Total	Unmet Demand
2008	131,626	109,685	241,311	131,626	28,927	160,553	80,758
2010	133,337	111,816	245,153	133,337	29,317	162,655	82,499
2010	135,071	114,034	249,104	135,071	29,713	164,784	84,321
2011	136,827	116,280	253,107	136,827	30,114	166,940	86,166
2012	138,605	118,613	257,218	138,605	30,520	169,126	88,093

Source: Center for Urban Transportation Research, University of South Florida, 2008

Tables XIV. further breaks down of the demand for program trips by type of sponsorship and Table XV. further breaks down the supply of trips by type of sponsorship.

Table XIV. Demand for Program Trips by Type of Sponsorship, Monroe County, 2008-2012

Year	Demand	
	Program Trips	
	In System	Out of System
2008	95,543	36,083
2010	96,785	36,553
2010	98,043	37,028
2011	99,318	37,509
2012	100,609	37,997

Source: Center for Urban Transportation Research, University of South Florida, 2008

Table XV. Supply of Trips by Type of Sponsorship, Monroe County, 2008-2012

Year	Supply						
	Program Trips		General Trips			Total In System	Total Out of System
	In System	Out of System	TDTF In System	Other In System	Other Out of System		
2008	95,543	36,083	14,302	10,616	4,009	120,460	40,093
2010	96,785	36,553	14,502	10,754	4,061	122,041	40,614
2010	98,043	37,028	14,705	10,894	4,114	123,642	41,142
2011	99,318	37,509	14,911	11,035	4,168	125,264	41,677
2012	100,609	37,997	15,120	11,179	4,222	126,907	42,219

Source: Center for Urban Transportation Research, University of South Florida

It should be noted that the figures related to the demand and supply of TD general purpose trips in Monroe County include trips that will also fall under the category of ADA complementary paratransit services. The ADA provides for unconstrained delivery of paratransit trips for persons who cannot use the fixed-route bus system due to the nature and/or extent of their disability. Persons may be certified as eligible for ADA paratransit trips, as well as TD general purpose trips. Therefore, the figures for unmet demand included in Table XII may reflect some duplication in the calculation of trip demand.

All of the above estimates were performed by the Center for Urban Transportation Research, University of South Florida and are based on the methodology described in *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, May 1993* using data from the Census American Community Survey 2006 for Monroe County.⁵

⁵ This demand estimate methodology is close to 20 years old and its development predated some significant developments in the Florida public transportation environment, including: The passage of the Americans with Disabilities Act of 1990 (ADA) which resulted in the public transportation industry’s mandate to accommodate the needs of persons with disabilities through purchasing of accessible buses and the development of complementary ADA paratransit services for those passengers unable to access the fixed route transit services. The Center for Urban Transportation Research, University of South Florida is currently implementing research to update the methodology and guidelines for Florida’s paratransit market segments.

3. Passenger One Way Trip Information

Tables XVI through XVIV illustrate the distribution of passenger one-way trips by type of service, trip purpose, passenger type and funding source for FY 2009-2010 and 2010-2011. The distribution of trips by type of service in 2010-2011 varied slightly of 2009-10 particular with the fixed route (monthly passes) trips which increased significantly. Of the total 88,476 trips, majority of trips were “Ambulatory” (75%). The majority of trips provided were for medical (40%), Life-Sustaining/Other activities (26.4%) (encompassing shopping, banking and entertainment) and Education/Training/Daycare (20.2%). While medical trips remained the greatest the highest purpose type, it declined in number and percentage in 2010-2011. The data shows a significant shift in purpose of trips between the two time periods with Life-Sustaining/Other trips increasing by 42% and making up 34.3% of all trips up from 26.4% in 2009-2010. Elderly passengers accounted for majority of trips made, followed by low income persons and low income disabled persons. A look at Monroe County TD funding sources revealed that, the bulk of trips in 2009-2010 and in 2010-2011 were supported by the CTD funds and matching funds from the local government (other). CTD trips increased by 32.0% between 2009-10 and 2010-11.

Table XVI: Passenger One-Way Trip Information by Type of Service, Monroe County, FY 2009-10 and 2010-2011

Service	2009-10		2010-11	
	# of Trips	%	# of Trips	%
Ambulatory	86,803	80.7	88,476	75.0
Non-Ambulatory	6,314	5.9	4,811	4.0
Monthly Pass	14,399	13.4	24,591	21.0
Deviated Fixed Route	0	N/A	0	N/A
Stretcher	1	N/A	0	N/A
School Board Services	0	N/A	0	N/A
Total Trips	107,517	100	117,878	100

Source: Monroe County 2009-10 and 2010-11 Annual Performance Report

Table XVII: Passenger One-Way Trip Information by Trip Purpose, Monroe County, FY 2009-10

Trip Purpose	2009-10		2010-11	
	# of Trips	%	# of Trips	%
Life-Sustaining/Other	28,401	26.4	40,460	34.3
Medical	43,017	40	42,439	36.0
Education/Training/Daycare	21,714	20.2	22,954	19.4
Nutritional	10,768	10	9,066	7.6
Employment	3,617	3.4	2,959	2.5
Total Trips	107,517	100	117,878	100

Source: Monroe County 2009-10 and 2010-11 Annual Performance Report

**Table XVIX: Passenger One-Way Trip Information by Funding Source,
Monroe County, FY 2009-10**

Funding Source	2009-10		2010-11	
	# of Trips	%	# of Trips	%
CTD	46,926	43.7	61,967	52.6
Other (Local Govt./non-Govt./FDOT)	31,245	29.1	29,439	25.0
AHCA	23,256	21.6	24,206	20.5
APD	2,193	2.0	2,266	1.9
Total Trips	107,517	100	117,878	100

Source: Monroe County 2009-10 and 2010-11 Annual Performance Report

4. Barriers to Coordination

The initial barrier to coordination is the unique geography of the Florida Keys. The long, narrow shape of the county results in considerable distances between medical facilities. Monroe County has three community hospitals which are located in Key West (Lower Keys Medical Center with two sister sites the Kennedy Campus and College Campus), Marathon (Fisherman’s Hospital) which is considered a part of the Middle Keys, and Tavernier (Mariner’s Hospital) at the northern end of the county. As a result of the geography and hospital location, more than one-third of the population, lives a distance of five or more miles from a hospital. Only one road allows for travel through the Keys, complicating the planning and delivery of transportation services.

Another important barrier to coordination is the fact that there are few specialists particularly in the areas of pediatrics, obstetrics and gynecology, hematology, anesthesiology and diagnostic radiology practicing in Monroe County. This shortage of specialists is indicative of the lack of access to physicians for many health conditions including allergy and immunology, gastroenterology, infectious disease, nephrology, and oncology⁶. As a result, patients requiring specialty procedures or expertise are routinely referred to facilities in adjoining Miami-Dade County.

In Monroe County as across the State, there is more demand for TD services than supply. In recent years fuel costs and inflation rates have soared, not to mention the fast rate at which the population is aging, with 36.1 % between the ages of 45-64 and 16.5% of the population over the age of 65.

⁶ Health Council of South Florida, Inc., 2005 Monroe County Physician Inventory.
<http://www.healthcouncil.org/publications/monroe/inventory.pdf>

D. Goals, Objectives and Strategies

To support the overall goal of assuring the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons the LCB has developed additional short and long term goals deemed necessary for enhancing local TD efforts to meet demand for trips. In 1998, the LCB and the CTC developed ongoing short and long-term goals, which were updated in 2006 and in 2010. The following are the short and long term goals as they appear in the LCB' *Strategic Plan 2011-2014*.

Strategic Plan 2011-2014 - Goals and Objectives

Goal 1: Bring information to all local governments.

Objective 1.1: Create an inventory and analysis of all resources including transportation providers, routes/services and funding streams

Strategy 1.1.1: Develop a set of maps of all providers

Strategy 1.1.2: Secure necessary information to analyze service levels

Strategy 1.1.3 Develop a resource guide to reflect the maps and analysis

Time Frame: Short-Term

Responsible party: CTC/DOPA/LCB

Objective 1.2: Educate and increase government officials' awareness and knowledge of the program

Strategy 1.2.1: Develop a list of target audiences

Strategy 1.2.2: Create necessary information packets and map displays

Strategy 1.2.3: Identify key trusted speakers to convey messages

Strategy 1.2.4: Invite local governments to become partners in the community education process

Strategy 1.2.5: Evaluate results and adjust presentations accordingly

Time Frame: Short-Term

Responsible Party: CTC/DOPA/LCB

Goal 2: Expand and create a fully implemented Local Coordinating Board.

Objective 2.1: Garner the input and participation of new partners for current slots

Strategy 2.1.1: Develop a list of potential candidates from member recommended contacts

Strategy 2.1.2: Provide necessary information on roles and responsibilities and work with the LCB Chair to encourage leadership contact and extend official invitation to participate

Strategy 2.1.3: Ensure formal appointments are made in a timely manner and maintain a current membership roster for website posting and quarterly board packets

Time Frame: Short-Term

Responsible Party: CTC/DOPA/LCB

Objective 2.2: Add stakeholder groups such as city, county, chambers of commerce, and policy makers

Strategy 2.2.1: Develop a list of other key stakeholder groups to provide a forum for

interested parties, expert presentations, and a training ground for future Board Members

Strategy 2.2.2: Provide necessary information on potential roles and areas of contribution

Time Frame: Short-Term

Responsible Party: CTC/DOPA/LCB

Goal 3: Explore development of a comprehensive transportation system that is both seamless and efficient

Objective 3.1: Reduce the duplication of transportation disadvantaged services provided within and to areas outside the county

Strategy 3.1.1: Meet with transportation representatives from neighboring counties

Strategy 3.1.2: Pursue coordination with transportation providers in the municipalities within Monroe County and in other counties (e.g., Miami-Dade County, Broward County)

Time Frame: Short-Term

Responsible Party: CTC/DOPA/LCB

Objective 3.2: Create a countywide transportation system action plan

Strategy 3.2.1: Identify and recruit key stakeholders to participate the process

Strategy 3.2.2: Conduct research on existing MPO models

Strategy 3.2.4: Identify processes and strategies used by existing MPO models to ensure a seamless and efficient transportation system

Strategy 3.2.5: Develop a transportation action plan

Strategy 3.2.6: Submit to the Monroe County Government for consideration

Time Frame: Long-Term

Responsible Party: CTC/DOPA/LCB

Objective 3.3: Facilitate Adoption of the transportation system action plan by Monroe County Government

Strategy 3.3.1: Educate the Monroe County Government about the need for a comprehensive transportation system

Strategy 3.3.2: Educate the community about the need for the transportation system

Strategy 3.3.3: Facilitate advocacy activities for the adoption of the transportation action plan by the Monroe County Government

Time Frame: Long-Term

Responsible Party: DOPA/LCB

Goal 4: Foster strong inter and intra LCB communications and community education.

Objective 4.1: Conduct briefings with stakeholder groups, policy makers, planners

Strategy 4.1.1: Develop a list of stakeholder groups

Strategy 4.1.2: Provide necessary information to each group

Strategy 4.1.3: Launch a series of targeted briefing papers to selected audiences

1. Business Sector: a. Banks b. Food stores c. Hotel industry d. Local chambers

2. Non-Profits/Funders: a. HSAB b. Funded agencies c. United Way

Time Frame: Long-Term

Responsible Party: DOPA/LCB/CTC

Objective 4.2: Create press releases and PSAs

Strategy 4.2.1: Develop media contact list and press release for strategic plan, annual reports, services needs gaps analysis, transportation service alerts

Strategy 4.2.2: Create video PSAs

Time Frame: Long-Term

Responsible Party: DOPA

Objective 4.3: Share minutes from LCB meetings

Strategy 4.3.1: Post on County website

Strategy 4.3.2: Disseminate to key stakeholders via email

Time Frame: Long-Term

Responsible Party: DOPA

Objective 4.4: Create working groups within the LCB

Strategy 4.4.1: Develop a working group focused on membership

Strategy 4.4.2: Create working group action plans

Strategy 4.4.3: Develop regular meeting schedule

Strategy 4.4.4: Make goal objectives assignments to working groups

Time Frame: Long-Term

Responsible Party: DOPA/LCB

Objective 6.1: Create a mechanism for educating the public on services available and how to access the system

Strategy 6.2.1: Develop a list of options to include but not limited to website, cable stations, link to Monroe County website

Strategy 6.2.2: Perform qualitative research on most effective and cost-beneficial means of communication

Strategy 6.1.1: Develop and implement a public awareness campaign Develop collateral materials

Strategy 6.4.2: Centralize the planning, promotion and reporting of transportation disadvantaged services projects to maximize their impact on the intended constituency

Strategy 6.4.3: Maintain records of community awareness contacts

Strategy 6.4.3: Promote positive relationships with local media to help increase coverage of Monroe's CTC

Strategy 6.1.2: Provide necessary information to LCB Board for approval

Time Frame: Long-Term

Responsible Party: CTC/DOPA/LCB

Goal 5: Assure quality, cost-effective client services.

Objective 5.1: Assess the needs of the population

Strategy 5.1.1: Collect transportation disadvantaged need data and projections

Strategy 5.1.2: Identify major trip generators and attractors in the County

Strategy 5.1.3: Develop a profile on transportation disadvantaged population

Time Frame: Short-Term

Responsible Party: DOPA/CTC

Objective 5.2: Track service utilization patterns

Strategy 5.2.1: Develop a section in the profile on service utilization

Strategy 5.2.2: Create an on-line version of the profile with drill down features on utilization

Strategy 5.2.3: Assess/Quantify cost of “no shows” to the overall system in Monroe County and educate the public and clients on this issue.

Time Frame: Short-Term

Responsible Party: DOPA/CTC

Objective 5.3: Measure client satisfaction

Strategy 5.3.1: Explore an annual, independent client satisfaction survey

Strategy 5.3.2: Seek funding to support the research

Strategy 5.3.3: Conduct analysis of results and post on-line

Strategy 5.3.4: Use customer satisfaction feedback to improve service quality

Strategy 5.3.5: Share results with stakeholder audiences

Time Frame: Short-Term

Responsible Party: LCB/DOPA/CTC

Objective 5.4: Minimize costs required to operate and administer transportation disadvantaged services

Strategy 5.4.1: Inventory existing funding streams for CTC trips

Strategy 5.4.2: Involve all levels of staff in the identification of cost reducing and/or efficiency-increasing measures that can be implemented

Strategy 5.4.3: Determine additional data needs and submit request to CTC for analysis

Strategy 5.4.4: Select method for measuring future cost effectiveness and institute data collection process

Strategy 5.4.5: Include baseline results in Profile

Time Frame: Short-Term

Responsible Party: DOPA/LCB/CTC

Goal 6: Identify new funding opportunities and joint venture agreements

Objective 6.1: Explore public/private partnerships

Strategy 6.1.1: Develop a list of possible options, including van pools

Strategy 6.1.2: Research the benefits and challenges of each approach

Time Frame: Long-Term

Responsible Party: DOPA

Objective 6.2: Identification of new grants or other funding sources that can be applied to coordinated systems

Strategy 6.2.1: Develop a list of potential grantees from HHSB

Strategy 6.2.2: Make personal visits to provide pitch

Time Frame: Long-Term

Responsible Party: DOPA

Objective 6.3: Increase involvement by FDOT

Strategy 6.3.1: Develop a list of potential participants

Strategy 6.3.2: Provide necessary information on responsibilities

Time Frame: Long-Term

Responsible Party: DOPA

Objective 6.4: Explore dedicated funding (1/2 cent sales tax)

Strategy 6.4.1: Research passage of 1.2 cent sales tax option for transportation disadvantaged

Strategy 6.4.2: Develop a report on the benefits and challenges

Time Frame: Long-Term

Responsible Party: LCB

Objective 6.5: Create 1-2 Transportation Disadvantaged policy briefs

Strategy 6.5.1: LCB carefully considers each research model

Strategy 6.5.2: LCB takes action on and develops a policy brief with action

Strategy 6.5.3: LCB assumes a leadership role in advancing and educating elected officials and the public on proposed transportation revenue enhancements

Time Frame: Long-Term

Responsible Party: CTC/LCB/DOPA\

E. Implementation Plan

Since the initial development of the above goals and objectives, all the parties involved (LCB, CTC and DOPA) have worked towards achieving the set goals. Efforts have been geared towards promoting awareness about the Transportation Disadvantaged Program in Monroe County through postings, brochures and taglines on correspondence. The CTC has been actively distributing the Rider Handbook that is not only informative about the various services provided within Monroe County but also promotes dollar contributions for the Trust Fund Program. Other advertisement venues have been explored (public television advertisement and ad placement in commercial vehicles).

While all the parties are working hard to promote the local TD program demand continues to surpass revenues. With regards to pursuing additional funding, the CTC and DOPA have been attending regional and local meetings that provide information on available grant opportunities (e.g., CTD regional meetings).

The long-range objective of the CTC is to ensure that all of the existing unmet needs for transportation disadvantaged in Monroe County are addressed. LCB members are working towards facilitating an improved referral system and clearly defining levels of service by each collaborating agency to enable better coordination of transportation services and thus effectively and efficiently meet the needs of the users. Please refer to the implementation timetables described within the above section, which correlates with each of the goals established by the CTC and the LCB.

II. SERVICE PLAN

A. Operations Element

1. Types, Hours, Days of Service

Passengers whose trips are within Key West are required, if they are physically and mentally capable, to use public transit as the preferred transportation choice. CTD funds may be used to provide bus passes. Outside of Key West, the coordinated system offers ambulatory and wheelchair services on an advanced reservation and subscription basis. With the exception of persons issued bus passes for Key West transit, the system tries to utilize transfer services where clients are picked up from their homes, dropped off at a transfer site, and then transferred to their final destination. The spokes-and-wheels program has been implemented for cost-effectiveness/efficiency, and is in compliance with ADA guidelines and makes accommodations for door to door services for clients when evidence of medical necessity is provided. The wait time is usually less than a total 20-minute window period, exceeding expectations of the 40-minute period originally calculated (*see Appendix B for GCC Transportation Fares*).

Scheduled intercommunity transportation is available between Marathon and the Lower Keys and between Marathon and the Upper Keys Monday through Friday. These trips begin at 6:30 and end at approximately 6:00 each day (*see Appendix C for Trip Schedule*). These trips, though regularly scheduled, offer door to door service, and offer ambulatory and wheelchair transportation. With notice of at least 48-hours, trips on weekends or after regular hours may be available. Some coordinator contractors routinely provide transportation for their agency clients on evenings and weekends.

Inter-county and intra-county service is arranged by the coordinator, but other agencies also arrange both inter-county and intra-county transportation for eligible passengers. Objectives for this year include plans to enhance coordination.

Advance reservations are required for all trips on paratransit vehicles. Forty-eight (48) hours notice is required from passengers in order to assure availability of seating for inter-county trips and seventy-two (72) hours for intra-county requests. Requests for transportation are accepted for same day service, subject to availability of service and seating. Service is not guaranteed for passengers attempting to reserve a trip the same day as service is desired. Demand response service is not available for non-ambulance emergencies on evenings, holidays or weekends. For subscription trips (regular scheduled use by the same person to the same destination at least once per week), one call to set up the service suffices until there is a change in schedule or destination.

2. Accessing Services

At present, seven agencies within Monroe County dispatch transportation to TD eligible persons (see *Appendix D for a detailed list of providers*). While there have been modest and moderately successful efforts at coordination of services among the organizations, this arrangement has been adequate to create effective access to transportation for individual users of the services. However, improved coordination efforts, particularly in the area of access and arranging of rides, is among the goals of the CTC for the coming year.

Subscription Service: As noted above individual passengers who make a trip to a particular destination at least once a week at a prearranged time may arrange such a service with a single phone call or written request. Transportation will be provided until such time as the passenger or sponsoring agency requests a change or cancellation. Subscription services must be arranged no later than forty-eight (48) hours before the requested service for in-county trips and no less than seventy-two (72) hours for out-of-county requests.

Advance Reservation Service: Like the subscription service, reservations must be arranged no later than forty-eight (48) hours or seventy-two (72) hours before the requested ride. Some coordinated contractors may be able to provide transportation on a same day request, but such requests cannot always be met. Given the distances involved in intercommunity transport and the relative scarcity of transportation resources in Monroe County, it is not always possible to provide rides after normal operating hours or to provide rides at times other than those offered within the scheduled routes.

Individuals, who regularly use the service of a particular coordinated contractor, work directly with that provider to reserve, change or cancel scheduled rides. Other individuals may schedule, change or cancel rides by calling the CTC phone number (305) 434-9099 between 8:30 and 4:00 Monday through Friday. A toll free number (888) 447-3977 is also available. Both numbers are attended by a 24 hour/7days a week voice mail that may be used by riders to request and schedule trips; a dispatcher will return their call the next working day. Hearing impaired persons may call the Florida Relay Service at (800) 955-8771.

No Show Policy: A No-Show policy is in place to discipline clients who make reservations and then do not make the trip when the vehicle arrives. Any passenger who “no-shows” more than three times in a one month period is subject to a 30-day suspension of services. A written warning will be sent to the rider after the second no show. After the first 30-day suspension there is another 30-day suspension for each additional no show. In 2010-2011, 375 passenger no-shows were recorded and with each paratransit trip averaging \$22.56, we evaluate that the no shows resulted in a loss of more than \$8,000. However, it should be noted that compared to 2006-2007, there has been a 67% drop in passenger no-shows.

Pick-up and Drop-off Windows: On intercommunity scheduled routes there is a 40-minute window. This means a pick-up or drop-off can be 20 minutes before or after the promised time. The long distances, lack of alternative routes and significant seasonal fluctuations in traffic as well as unexpected events, challenge the ability of all providers to provide timely service between

communities. Local residents appreciate the difficulties and schedule their transportation needs with generous margins of error. Providers have different systems to track on time performance, but all share common characteristics. Each provider tells passengers when to expect to be picked up and that information is noted on the reservation form or driver manifest; driver logs or their equivalent note the actual time of the beginning and end of the trip.

Monitoring is accomplished through a sampling of the comparison between promised and actual times of service. This tracking does not apply to transportation to residents of congregate facilities when transportation is provided by the facility as a coordinated contractor.

Eligibility: Transportation service under non-sponsored trip funds is available to all Monroe County residents who meet the criteria defined under F.S. 427 for transportation disadvantaged. Individuals are screened by the dispatcher to determine if they qualify at the time of their first call and if their trip may be eligible for funding under other sources. In 2006, under the advice of the Local Coordinating Board, the Guidance/Care Center developed priorities for community transportation in Monroe County as follows: (1) Medical, (2) Education/Training/Day Care, (3) Employment, and (4) Life-Sustaining and Other. The LCB and CTC are continuously planning and seeking ways to better meet the needs of the Transportation Disadvantaged residing in Monroe County. During 2010-2011 the majority of trips were provided for medical reasons. However, Life-Sustaining and Other trips, which includes shopping and entertainment ranked second reflecting 34% of total trips, versus Education/Training/Day Care at 19%. This is in accordance to the guidelines currently promulgated by the CTD.

3. Transportation Operations and Coordination Contractors

The current contracted providers are those who operated under the previous CTC entity. They were chosen on the basis of their response to a Request for Qualifications (RFQ) from the previous CTC. The Guidance/Care Center chose to continue with those existing providers under the same terms in order to affect a smooth transition, though with the understanding that changes in the fare structure and in prioritization of trips may likely occur in the future as the CTC and the LCB continue a systematic analysis of the coordinated system. The Guidance/Care Center as CTC currently contracts with seven transportation providers, four of whom bill the CTC for provision of trips. These organizations are:

- *United Fellowship of Florida (Heron House) of Marathon* is an agency that offers residential housing for adults with mental illness and provides non-sponsored trips for residents of their group home 7 days a week. The contact person is Clare Condra and she can be reached at (305) 743-4129. The address is 1320 Coco Plum Drive, Marathon, Florida 33050.

Hours of operation: Monday through Friday from 8:00 a.m. to 11:00 p.m.

- *Florida Keys Homeless Outreach Coalition in Key West* provides homeless outreach and residential services. It utilizes TD funds to purchase monthly bus passes on Key West transit for residents of the Coalition's transitional residential facility. The contact person is Stephen Braddock and he can be reached at (305) 295-7580. The address is 2221 Patterson Road, Key

West, Florida 33040.

Hours of operation: Monday through Friday from 8:30 a.m. to 5:30 p.m.

- *The Children's Shelter in Tavernier* serves at-risk children and families and offers a community-based counseling program. It contracts with the CTC and provides sponsored trips to the residents of its facility. The contact person is David Bley and she can be reached at (305) 852-4246. The address is 73 High Point Road, Tavernier, Florida 33070.

Hours of operation: 24 hours a day.

- *The Monroe County Social Services Transportation* provides sponsored trips throughout the keys with vans located in Key West, Big Pine, Marathon and Tavernier. Residents are transported within these areas, but not between them. The contact person is Sheryl Graham and she can be reached at (305) 292-4425 for all three areas. The address is 1100 Simonton Street, Room 1-181, Key West, Florida 33040.

Hours of operation: Monday through Friday from 8:00 a.m. to 5:00 p.m. (Transportation and Reservations can be made between these hours)

- *MARC House* is a non-profit organization that serves the disabled. It provides trips to clients and the contact person is Diana Flenard. She can be reached at (305) 294-9526. The address is 812 Southard Street, Key West, Florida 33040.

Hours of operation: Monday through Friday from 8:00 a.m. to 4:00 p.m.

- *Center for Independent Living* is a non-profit organization that provides supportive services to the elderly and disabled. The contact person is Brenda Moore and she can be reached at (305) 453-3491. The address is 103400 Overseas Highway, Suite 243, Key Largo, Florida 33036.

Hours of operation: Monday through Friday from 8:30 a.m. to 5:00 p.m.

- Samuel's House operates an emergency shelter for woman and children. It provides trips to clients and the contact person is Elmira Leo. Samuel's House is located at 1614 Truesdell Court, Key West, Florida 33040. Agency phone number is (305)296-0240.

Hours of operation: Monday through Friday from 8:00 a.m. to 5:00 p.m.

- *The Guidance/Care Center* is an entity that provides both outpatient and inpatient mental health and substance abuse services. The Guidance/Care Center as Middle Keys Transportation in Marathon conducts sponsored and non-sponsored trips for both agency clients and any eligible person needing transportation, primarily those needing to go between Monroe County communities. The contact person is Maureen Grynewicz and she can be reached at (305) 434-9099. The address is 3000 41st Street, Ocean, Marathon, Florida 33050. The Guidance/Care Center provides transportation to the disadvantaged Monday through Friday from 8:30 a.m. to 5:00 p.m. (answering machine 24 hours a day). Hours of transportation: Monday through Friday

from 6:30 a.m. to 6:00 p.m.

The CTC and the LCB must complete the sequence of identifying unmet transportation needs, developing an equitable fare structure, and developing a plan to allocate resources before determining which contracting entities might suitably be added to the overall system. The addition of new entities is through an RFQ or direct negotiation process. In most cases the number of entities qualifying to meet a particular need is small. The LCB may choose to add other criteria, but minimum performance criteria for contracted operators will certainly include the following:

- Organizational capacity to meet the financial, safety, reporting and quality requirements of service provision and contract compliance.
- Ability to provide transportation services to populations or areas identified in the LCB's service plan.
- Organizational experience with the populations to be served.

4. Public Transit Utilization

Monroe County has public transit in the city of Key West. When possible the CTC will use that transit system, require its use for particular riders and form linkages when feasible to enhance the overall transportation system within the County. A representative of Key West transit sits on the LCB; and this individual is regarded as a key resource in developing linkages.

5. School Bus Utilization

The CTC has no agreement with the Monroe County School District that describes the availability or potential utilization of school buses. While the LCB did discuss this option on occasion, a practical use of these buses has not yet been devised.

6. Vehicle Inventory

The vehicle inventory for the Guidance/Care Center, the CTC, in conjunction with its transportation providers is 45 in the year 2011. All vehicles are currently in use. Of these, 40% or 18 are lift equipped.

7. System Safety Program Plan

The System Safety Program Plan was updated by the CTC in July 2011 (*see Appendix E*). The plan describes safety standards that apply to all coordinated contracts operating vehicles under the coordinated transportation disadvantaged system with Monroe County, Florida. The purpose of the plan is to assure the riding public that the drivers, vehicle, and overall management of the coordinated transportation system incorporate the highest standards of safety performance possible.

8. Intercounty Services

Miami-Dade County Transit currently operates a fixed bus route from Miami-Dade County to mile marker 50. Funding transit from Miami-Dade County to mile marker 50 in the Florida Keys will fully benefit the employment of trip makers from and to the Keys. The Key West Department of Transportation has also worked to extend this bus service route to Key West. This route is operated as the Lower Keys Shuttle. This shuttle operates bus service between Key West and Marathon connecting with American Coach in Marathon to provide bus service from Key West to Florida City (mainland Miami). Scheduled stops are made in Key West, Boca Chica, Big Coppitt, Bay Point, Sugarloaf, Cudjoe Key, Summerland Key, Big Pine Key, and Marathon.

9. Natural Disaster/ Emergency Preparedness

The CTC system is not specifically included in the Monroe County disaster response plan. However, the CTC is working towards being included in the Monroe County disaster response plan as a collaborative entity and resource to the community. The Monroe County Department of Social Services maintains an updated roster of individuals with special needs in the event of an evacuation. For hurricane evacuation, the overall vehicle capacity appears likely to suffice only to transport a limited number of program clients, and even that capacity may be diluted if drivers are unavailable. For disasters of more limited scope, CTC coordinated vehicles, while not included in the county response plan, would in many cases be available.

10. Marketing and Customer Satisfaction

Neither the CTC entity nor individual providers have undertaken extensive marketing, having found that the distribution of a brochure and word of mouth have succeeded in generating demand sufficient to use most available resources. The CTC conducts an annual survey of customer satisfaction with a random sample of riders. A Rider Survey was conducted in 2010/2011 with an estimated 100 clients surveyed which showed positive feedback on all levels. Customer satisfaction for the Coordinated Transpirations System, expressed through an on-board survey done 2010/2011 posted a 99% plus satisfaction rating. Of the estimated 100 surveys conducted 98% experienced a comfortable on-time service, compared to 958% percent in 2004/2005.

11. Acceptable Alternatives

Whenever feasible the CTC entity encourages the use of natural supports to provide transportation.

There will continue to be certain situations where transportation alternatives represent a preferred method of transportation for certain individuals. These instances conform with F.S. 427.1016(1)(a) and with F.A.C. 41-2.015(2-3). Such instances include the transportation of foster children or children being removed from parental custody by staff of Department of Children and Families, juveniles being

transported by the Department of Juvenile Justice, individuals being transported for involuntary psychiatric commitment or non-emergency stretcher transportation that is being provided by Monroe County EMS. In each of these cases, issues of safety and confidentiality appear to outweigh the benefits of using transportation disadvantaged modalities to provide transportation.

III. Quality Assurance

A. Service Standards

1. Commission Service Standards

a) Drug and Alcohol Standards

All coordinated contractors agree to abide by the Drug Free Workplace standards; all safety sensitive job positions may be therefore randomly screened for drug or alcohol use. Providers retain discretion as to timing and selection of random screenings, but the CTC strongly recommends drug screens after any reportable accident.

b) Transport of Escorts and Dependent Children

Passengers 18 and younger and individuals requiring special loading assistance are required to be accompanied by an escort. Escorts must be provided by the passenger and be at least 21 years of age. Escorts shall be transported at no cost.

c) Use, Responsibility and Cost of Child Restraint Devices

All passengers under the age of four and/or under 45 pounds shall be required to use a child restraint device. This device shall be provided by the entity providing the transportation if necessary.

d) Passenger Property

Passengers shall be allowed to have personal property that can be safely stowed so as not to present a hazard to passengers in the event of an impact or sudden stop. Passengers must be able to independently carry all items brought onto the vehicle. Drivers shall be allowed to carry packages as individually needed by the passenger. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

e) Vehicle Transfer Points

Vehicle transfer points shall be located in a safe and secure place that provides shelter.

f) Local Toll Free Telephone Number

A local CTC toll-free number, (888) 447-3977, shall be posted in all vehicles transporting TD clients within the transportation system. Customers may call this number to offer comments,

compliments or complaints.

g) Out-of-Service Area Trips

The CTC will provide out-of-service area trips, at a minimum, Monday through Friday as per prearranged schedule.

h) Vehicle Cleanliness

Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

i) Billing Requirements

The CTC shall pay all bills within 7 days to subcontractors after receipt of said payment by the CTC.

j) Passenger/ Trip Database

The Individual Coordination Contractors shall collect the name, telephone number, address, funding source eligibility, and special requirements in a database regarding each passenger. This shall be available to the CTC and the CTD upon request.

k) Adequate Seating

Vehicle seating shall not exceed the manufacturer's recommended capacity.

l) Driver Identification

Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.

m) Passenger (Boarding) Assistance

All drivers shall assist all passengers on and off the vehicles, if necessary or requested, to the seating portion of the vehicle. This assistance shall include: opening the vehicle door, fastening the seat belt or wheelchair safety devices, storage of mobility devices and closing the door. Assistance must be in a dignified manner. Drivers may not assist wheelchairs up or down more than three steps.

n) Smoking, Eating and Drinking

There shall be no smoking or the use of tobacco products on any vehicle in the transportation

system. Eating and drinking on board the vehicle is the decision of the organization providing the transportation and the driver. Stops will be made to accommodate the needs of the passengers as predetermined by the dispatcher. Comfort stops will be determined by the driver.

o) Passenger No-Shows

A No-Show policy is in place to discipline clients who make reservations and then do not make the trip when the vehicle arrives. Any passenger who “no-shows” more than three times in a one month period is subject to a 30-day suspension of services. A written warning will be sent to the rider after the second no-show. After the first 30-day suspension there will be another 30-day suspension for each additional no-show.

p) Communication Devices

All vehicles have communication devices in good working order and be audible to the driver at all times to the base. All CTC vehicles are equipped with 2-way radio/cell phones for its drivers.

q) Air Conditioning/Heating

All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner or heater shall be scheduled for repair or replacement as soon as possible.

r) Cardio-Pulmonary Resuscitation (CPR) Training

All drivers shall be certified in CPR.

s) First Aid Training

All drivers shall be certified in First Aid.

2. Local Service Standards

a) Driver Criminal Background Screening

Coordinated contractors should be in compliance with the guidelines established by the Department of Children and Families.

b) Service Effectiveness

Service effectiveness will be evaluated quarterly by the Monroe County Local Coordinating Board using the criteria set forth in the CTD manuals.

c) Public Transit Ridership

Public transportation in Monroe County is limited to the City of Key West. For trips within Key West, people who are capable of riding the Key West City Bus are not eligible for Transportation Disadvantaged Funds for paratransit.

d) Contract Monitoring

The CTC shall perform an annual evaluation of the Coordinated Contractors using applicable portions of the CTD evaluation process.

e) Pick-up and Drop-off Windows

There is a forty-minute window on intercommunity scheduled routes, which means that pick up or drop off can be 20 minutes before or after the promised time.

f) On-Time Performance

The Coordinated System shall have a 95 percent on-time performance rate for all completed trips.

g) Advance Reservation Requirement

There shall be a minimum of 48-hour notice requirement for all trips scheduled within the coordinated system except under special circumstances.

h) Accidents

Two chargeable accidents per 100,000 vehicle miles shall be the maximum allowable number of accidents for an evaluation period. An accident is defined as more than \$1,000 worth of vehicle damage.

i) Roadcalls

There should be no less than 10,000 vehicle miles between each roadcall.

j) Call-Hold Time

At this time, the CTC's telephone system is not equipped to time calls on hold. Voice Mail answers calls that come in when someone is not available to pick up the phone. Callers are not placed on hold.

k.) Insurance requirements

As required under FAC 41-2.006 transportation disadvantaged providers shall ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident. The CTC shall be listed on the providers' auto insurance policy as "Additional Insured".

B. Local Grievance Procedure/Process

For Monroe County TD services, the CTC follows the complaint and grievance procedures originally developed by the LCB's Grievance Committee and approved by the full board in May, 1996. Subsequently, the procedures were reviewed and approved at the September 2011 LCB meeting to include the Medicaid Grievance process. The procedures provide guidance to individuals wishing to report grievances with regard to any aspect of the TD system.

The Monroe County Grievance Procedures incorporates a multi-level approach to problem resolution. Grievances may take the form of service complaints or formal grievances. The procedures begin with an attempt to resolve the complaint at the provider and/or CTC level. All complaints received by the CTC must be recorded and reported to the LCB and, if applicable, to the provider in question (*see Appendix G for the Grievance Report Form*). In the event that the complainant remains dissatisfied, progressive steps involve the Grievance Committee conducting a review. An appeal to the LCB would follow, if needed, and ultimately, an appeal to the CTD at the statewide level is the final recourse. (*see Appendix H For the full Grievance Procedures document*). Calls can also be placed directly to the nationally designed Ombudsman helpline at (800) 983-2435 or TDD line (800) 648-6084. These numbers are posted in all vehicles and are also included in the Rider's Guide. In 2010-2011, no complaints were reported in comparison to 17 in 2009-2010.

C. Evaluation Process

1. CTC Evaluation Process

A formal evaluation of the CTC is performed annually by the Evaluation Committee of the Local Coordinating Board and the DOPA. The evaluation materials utilized are the *Commission for the Transportation Disadvantaged Evaluation Workbook for Community Transportation Coordinators and Providers in Florida*. The LCB and DOPA may also request additional information from the CTC for the evaluations if necessary.

2. CTC Monitoring Procedures of Operators and Coordination Contractors

The CTC performs quarterly reports and a comprehensive annual evaluation of its coordination contractors using the below listed criteria. Quarterly operating reports including trip and financial information are required to be completed by each coordination contractor and provided to the CTC in order for the CTC to complete its quarterly evaluation worksheets. The annual evaluation of coordination contractors strives to ensure compliance with the System Safety Program Plan, locally approved standards, CTD Standards, annual operating data, and insurance requirements. The reports and annual evaluation are presented to the LCB for review and recommendations.

3. Planning Agency Evaluation Process

DOPA is evaluated by the CTD. The CTD utilizes the *Planning Agency Review Workbook* to conduct scheduled meetings with the DOPA to review planning deliverables. Evaluation of deliverables includes quarterly reports of planning activities with the LCB, CTC evaluation worksheet completion, TDSP development and implementation, and annual budget/expenditure reports.

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

A. Cost/ Revenue Allocation Plan

Assumptions: There are forty five (45) vehicles among Monroe County’s Transportation Disadvantaged Coordinated system and seven (8) Contracted Coordinators which together provided approximately 117,878 trips from July 1, 2010 to June 30, 2011.

Funding: Sponsored trips are those paid for by organizations on behalf of specific transportation disadvantaged individuals. These include Medicaid funded trips.

Non-sponsored trips are those paid (90%) for with Transportation Disadvantaged funds and (10%) local match is not otherwise sponsored by any organization. The CTC receives a coordination fee of \$10.00 for each ambulatory trip, and \$20.00 for each non-ambulatory trip, 90% from the TD funds, and 10% from provider furnished local match.

The Coordination budget is described below.

This cost proposal covers coordination costs only. The Guidance Clinic intends to continue operating as a transportation provider as well; but its accounting system will enable them to avoid commingling the functions of coordination and direct services.

All figures in this proposal are anticipated revenues/expenses for July 1, 2011 to June 30, 2012. The expense budget represents an assessment of actual coordination costs. The \$28,062 in county funds will enable the provision of the enhanced local coordination function, including compliance with state requirements, without reducing the funds available for rides.

Coordination Revenue (excluding Medicaid coordination)	
Coordination Fees collected	\$ 37,148
Monroe County funding	\$ 28,062
Misc. Fees for Service/Interest	N/A
Total Coordination Revenue	\$ 65,210

Coordination Expenses (excluding Medicaid coordination)	
Personnel w/ Benefits	\$35,521
Fringe Benefits	\$6,784
Building Occupancy	\$227
Travel	N/A
Equipment & Furnishings	13,109
Insurance	N/A
Operating Supplies and Equipment	\$6,965
Misc./Allocations	\$7,393
Total Coordination Expenses	\$70,000

B. Services

1. Passengers who use transportation services on a regular basis need only make one call to arrange the service, but the service is not otherwise distinguishable from single trips. Similarly, non-ambulatory passengers are served within the overall range of transportation services without additional charge.
2. Out of county trips are available when resources permit at the same rates as below.
3. For residents of Key West, CTC funds are used to purchase monthly transit passes for eligible persons able to use the transit system unless a disability prevents them. Non-emergency stretcher transportation is not currently available through the CTC system.

C. Fare Structure

1. CTC funds purchase Key West transit monthly passes for \$15.00 for eligible participants.

For paratransit services, there is an ambulatory flat trip rate of \$10.00 and a non-ambulatory flat trip rate of \$20.00 for each passenger (escorts ride free) plus an additional mileage charge of \$1.41 per mile for trips that extend beyond the core service area for a provider (The core service area is defined differently for each provider depending on what part of the county it is based). This fare applies to all services irrespective of whether a trip has a single passenger or is multi-loaded, and irrespective of whether a passenger is non-ambulatory and irrespective of whether the trip extends out of county.

Middle Keys Transportation (operated by the Guidance/Care Center) and Monroe County Social Services are the only Medicaid transportation providers in the coordinated system.

2. Rates for non-emergency wheelchair and stretcher transportation will be set differently due to the need for attendant and for specialized loading.

3. Coordination fees cover the following activities:
- Contracting, certification and compliance monitoring of contracted providers
 - Dispatching of county wide transportation requests
 - Eligibility screening for all passengers, sponsored or non-sponsored.
 - Scheduling of passengers
 - Completion of all quarterly and annual TD reports
 - Arranging or provision of system wide driver training
 - Billing reconciliation
 - Marketing, complaints, surveys

Approximately 1.2 FTE positions are required to complete these tasks (*without Medicaid coordination*). A coordination budget is incorporated in this service plan (please refer back to Part A). Office hours are Monday through Friday from 8:30 a.m. to 4:00 p.m.

D. Fare Structure Study

As reported in the Annual Operating Report (July 1, 2010– June 30, 2011), the overall Coordinated system’s revenues of \$2,008,872 purchased 117,878 trips for a system-wide average cost of \$17.89 per trip (*see Appendix H*). The summary of financial data on revenue and expenses from the Annual Operating Report is shown below. The difference in total expenses surpassing total revenue is predominately attributed to the operating expenses of TD contractors.

Transportation Disadvantaged Program Financial Summary (7/1/10 – 6/30/11)	
Revenue Source	Amount
Local Non-Government	\$26,413
Local Government	\$799,630
Commission for the Transportation Disadvantaged	\$252,369
Department of Transportation	\$42,830
Agency for Health Care Administration (Medicaid Non-Emergency)	\$864,923
Department of Children and Families	\$22,325
Total Revenue	\$2,008,872
Total Expenses	\$2,109,025
Net Difference	(-100,153)

V. APPENDICES

Appendix A –LCB Roster

1. The Hon. George Neugent

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Email: Brentnall-George@monroecounty-fl.gov
Slot: Veteran Services
Alternate: Peggy Ricciuto
Email: Ricciuto-Peggy@monroecounty-fl.gov
Tel: 305-289-6009

3. Henry Bikofsky

1123 Calle Ensenada
Marathon, FL 33050
Tel: 305-743-8171
Email: hankbflkey@aol.com
**Slot: Agency on Aging, Inc representing
Department of Elder Affairs**

**Vacant - Formerly George Richard
Bromwich**
Slot: Citizen Advocate

4. Stan Darczuk

575 52nd Street Gulf
Marathon, FL 33050
Tel: 305-289-0741
Email: wolfhead1@comcast.net
**Slot: Citizen Advocate for People with
Disabilities**

5. David Rice

133 Mockingbird Lane
Marathon, FL 33050
Tel: (305) 360-3538
Email: dricekeys@yahoo.com

**Slot: Person over 60 representing
Monroe County (Elderly)**

6. Eddie Dutton

8353 Lake Drive, Suite 403
Doral, FL 33166
Tel: 786-953-7124
Fax: 901-339-6912
Email: edutton@sflca.org
Slot: Private Transportation

7. Elena Herrera

Department of Children and Families
1111 12th Street, Suite 310
Key West, FL 33040
Tel: 305-292-6745
Fax: 305-292-6809
Email: Elena_Herrera@dcf.state.fl.us
Slot: FL Dept. of Children & Families

8. Ed Carson

Transit Programs Administrator
Florida Department of Transportation
1000 NW 111th Ave., Rm. 6114
Miami, FL 33172
Tel: 305-470-5255
Fax: 305-470-5179
Conference call # 305-470-5278

Email: edward.carson@dot.state.fl.us

Slot: FL Dept. of Transportation

Alternate: Patti Ivey

Email: patt.ivey@dot.state.fl.us

9. Cindy McKnight

264 Orange Avenue

Grassy Key, FL 33050

Tel: 305-434-9016

Fax: (305) 434-9041

Slot: Citizen Advocate/User

10. Patricia Murphy, RN, BSN, MS

130 Ocean Bay Drive

Key Largo, FL 33037

Tel: 305-451-5141

Cell: 305-394-0359

Fax: 305-451-9239

Email: murphyhouse130@terranova.net

Slot: Monroe County Medical Community

11. Luis Davila

Medicaid Program Office

8355 NW 53rd Street, 2nd Floor

Miami, FL 33166

Tel: (305) 513-3409

Email: davilal@ahca.myflorida.com

Slot: Agency for Health Care Adm.

12. Myra Wittenberg

Key West Dept. of Transportation

627 Palm Avenue

Key West, FL 33040

Tel: 305-809-3910

Alt Tel: 305-797-5482

Fax: 305-292-8285

Email: mwittenb@keywestcity.com

Slot: Mass/Public Transportation

13. Pete Worthington

310 Calzada de Bougainvillea

Marathon, FL 33050

Tel: 305-289-0792

Email: peteworthington@msn.com

Slot: Community Action

14. John Dick

Monroe County School Board

58346 Overseas Highway

Marathon, FL 33050

Tel: 305-289-1553

Email: John.Dick@keysschools.com

Slot: Public Education Community

15. Venita Garvan Valdez

CEO

Domestic Abuse Shelter of the Florida Keys

P O Box 522744

Marathon Shores, FL 33052

Tel: (305) 498-8779

Alt Tel: 305-743-5452

Email: vrgarvin@aol.com

Slot: Children at risk

16. Neil Fitzgerald

Center Director, Key Largo Career Center

103400 Overseas Highway, Suite 239

Marathon, FL. 33037

Tel: 305-853-3540

Alt Tel: 305304-7321

Fax: 305-853-3543

Email:

nfitzgerald@southfloridaworkforce.com

Slot: Regional Workforce Development Board

17. Sheryl Graham

Monroe County Social Services

Gato Building

1100 Simonton Street Room 1-179,

Key West, FL 33040

Tel: 305-289-6016

Fax:

Email: graham-sheryl@monroecounty-fl.gov

Slot: Other

Alternate: Marlene Steckley

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**COMMISSION FOR
TRANSPORTATION DISADVANTAGED
STAFF**

**COMMUNITY TRANSPORTATION
COORDINATOR (CTC) STAFF**

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Appendix B - Fares

Middle Keys Transportation FARES

In County: \$2.00 per trip

Out-of-County: \$5.00 per trip

<u>City</u>	<u>Mile Marker</u>	<u>Miles From Miami</u>
Key Largo	110-89	58
Islamorada	88-66	76
Marathon	65-40	111
Big Pine	39-9	128
Key West	8-0	159

*****Remember to donate \$1 to the Transportation Disadvantaged Trust Fund the next time you renew your car tag!***

Appendix C – CTC Schedule

MIDDLE KEYS TRANSPORTATION

	<i>Departure</i>	<i>Returning Trip</i>
Monday		
Middle to Upper Keys <i>(Up to Key Largo)</i>	6:30 am 2:30 pm	8:30 am 4:00 pm
Middle to Lower Keys	6:30 am 2:30 pm	8:30 am 4:00 pm
Tuesday		
Middle to Upper Keys <i>(Marathon to Marathon)</i>	9:30 am 2:30 pm	10:00 am 4:00 pm
Middle to Lower Keys	6:30 am 2:30 pm	8:30 am 4:00 pm
Wednesday		
Middle to Upper Keys <i>(Up to Key Largo)</i>	6:30 am 2:30 pm	8:30 am 4:00 pm
Middle to Lower Keys	6:30 am 2:30 pm	8:30 am 4:00 pm
Thursday		
Middle to Upper Keys <i>(Marathon to Marathon)</i>	9:30 am 2:30 pm	10:00 am 4:00 pm
Middle to Lower Keys	6:30 am 2:30 pm	8:30 am 4:00 pm
Friday		
Middle to Upper Keys <i>(Up to Key Largo)</i>	6:30 am 2:30 pm	8:30 am 4:00 pm
Middle to Lower Keys	6:30 am 2:30 pm	8:30 am 4:00 pm

Set stops between Marathon & Key West:

Guidance/Care Center
 Dion's Quick mart - BPK
 Burger King – Stock Island
 Corner of Truman & White Sts.
 K Mart (Sears town)
 Peacock Apts.
 VA Clinic
 Waterfront Market
 St. Clare's

Set stops between Marathon & Key Largo:

Dental Clinic –Fisherman's Hospital
 Islamorada Library
 San Pedro's Church – MM 89
 St. Justin's – MM 105

Appendix D – CTC Providers

MONROE COUNTY CTC PROVIDERS

<p><u>Guidance/Care Center (G/CC)</u> Marathon</p>	<p>Community Transportation Coordinator Intra-Community Transportation (Deviated Fixed Route – Marathon to Key Largo and Marathon to Key West) Medicaid Coordinator Transport of Medicaid eligible riders to Medicaid eligible providers (In or Out of County)</p>
<p><u>Florida Keys Outreach Coalition (FKOC)</u> Key West</p>	<p>Transport of own clients - provide homeless individuals and families with the resources and opportunities by which to attain residential, financial and personal stability and self-sufficiency.</p>
<p><u>US Fellowship (Heron House)</u> Marathon</p>	<p>Transport of own clients – chronically mentally ill</p>
<p><u>Florida Keys Children’s Shelter (FKCS)</u> Tavernier</p>	<p>Transport of own clients - children</p>
<p><u>Monroe County Social Services (MCT)</u> Key West</p>	<p>Demand trip Inter-Community Transportation</p>
<p><u>Center for Independent Living (CIL)</u> Key Largo</p>	<p>Transport of own clients - elderly</p>
<p><u>Monroe Association for ReMARCable Citizens Inc.</u> (MARC House) Key West</p>	<p>Transport of own clients - adult clients within Monroe County who have developmental disabilities that include mental retardation (I.Q. 69 or below), cerebral palsy, spina bifida, Prader-Willi Syndrome, and traumatic brain injury sustained prior to age 18.</p>
<p><u>Samuels House</u> Key West</p>	<p>Transport of own clients – emergency shelter for women and children</p>

Guidance/Care Center

Community Transportation Coordinator
Monroe County, Florida



Middle Keys Transportation System Safety Program Plan

Revised/Reviewed

March 1, 2011

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ATTACHMENTS:

1. Florida Statute, Subsection 341.061
2. Chapter 14-90, FAC - Equipment and Operational Safety
3. Preventive Maintenance Inspection Checklist
4. Daily Vehicle Inspection Checklist Form
5. Training Requirements
6. Incident Report
7. Accident Reporting Form
8. New Employee Training/Orientation Checklist
9. Organizational Charts
10. Vehicle Inventory

I. **MANAGEMENT COMMITMENT TO SAFETY**

The Guidance/Care Center, Inc., (G/CC), has the overall responsibility for establishing safety standards for the local coordinated system, for assuring that coordinated contractors are in compliance with this plan and for certifying that the overall coordinated system complies with this plan. The Transportation Director is responsible for the daily oversight of compliance for this plan.

G/CC provides safe, reliable and responsive transportation service to all Transportation Disadvantaged residents of Monroe County. G/CC operates its transportation program under the auspice of Middle Keys Transportation, (MKT).

The CTC will accordingly:

- Certify to the Florida Department of Transportation (DOT), compliance with the System Safety Program Plan
- Inspect all vehicles at least annually in accordance with standards in FAC 14-90.007. This will include a review of inspections, maintenance and repairs. The mechanical inspections will be conducted throughout the year coinciding with the preventative maintenance schedule. Based on those inspections, the CTC will submit a safety certification to DOT verifying the inspections have been completed
- Inspect and monitor all safety areas and all documentation regarding driver training and screening
- Review compliance of coordinated contractors with the drug free workplace requirements, physical exams, work records, and licensing for drivers as required in FAC 14-90
- Establish training standards and procedures for drivers and ensure road tests are being given to all system drivers by a designated person(s) who is competent to evaluate whether the person being tested has demonstrated the capability of operating the vehicle
- Assure that all drivers understand applicable safety procedures, including daily inspection of vehicles and procedures for responding to unsafe operating conditions
- Maintain a comprehensive accident reporting and evaluation system
- Verify that providers have at least the legal minimum of insurance coverage
- Conduct an annual ridership survey for the coordinated system

DOT has the authority to conduct inspections and other reports to determine if the coordinated system is in whole or part compliant with these safety standards and is therefore safe for passenger service. In such an event that DOT determines non-compliance, it will initiate a notification outlining a progressive sequence of sanctions beginning with a requirement for a plan of correction with specific deadlines and may include suspension of service if the coordinated system fails to comply. (14-90.012)

G/CC shall strive to operate as safely as possible. All personnel are charged with the responsibility of ensuring the safety of employees, property, passengers, and those who come in contact with the system.

G/CC shall devise, implement, and administer a comprehensive and coordinated System Safety Program Plan (SSPP) with specific procedures and activities to prevent, control, and resolve unsafe conditions that may occur as a result of service operations. This authority includes the right to suspend an operation which may be determined potentially hazardous or unsafe.

It is the duty of each G/CC employee to cooperate with management and provide them with requested information to help in any investigation or inspection they may undertake.

II. PURPOSE

The SSPP describes the functions and responsibilities necessary to achieve and maintain the highest degree of safety possible. It provides a means of improving communication, documentation, and coordination within the entire system and can reduce actual and potential incidents of injuries, property damage, and delays in service. The SSPP applies to all areas of the transportation system, including design, procurement, administration, operations and maintenance.

A. Goal and Objectives

The overall goal of G/CC is to provide non-emergency transportation services in a safe, effective and efficient manner. The objectives for attaining the safest operating conditions are as follows:

1. Identify unsafe conditions.
2. Develop methods to control or eliminate hazards.
3. Determine the simplest, most effective means in controlling hazards.
4. Estimate the cost to eliminate or control the hazard.
5. Estimate losses as a result of the hazard.
6. Determine or estimate the cost savings or benefits as a result of eliminating or controlling the hazard.

B. Additional Objectives

The following specific objectives are incorporated in managerial and administrative activities to ensure safety requirements are incorporated in all aspects of daily operational tasks:

1. Review SSPP at least annually and update as needed to remain current.
2. Assure the existence of all safety considerations in the SSPP.
3. Direct compliance by the operation with the SSPP.
4. Assure completion of annual safety inspections of all operational vehicles.
5. Assure annual safety certifications are submitted to Florida Department of Transportation (FDOT) by February 15th.
6. Establish guidelines for suspension of any system service not believed safe or which may pose potential danger to public safety.
7. Establish methods to validate commercial driver's licenses with a Passenger Endorsement or other endorsements as required.
8. Require the establishment and completion of training and testing programs for all new employees.
9. Establish written operational and safety procedures to be provided to all employees.
10. Document each driver's work period, including days and hours worked.
11. Require a medical examination for all new employees and current employees.
12. Adhere to policies prohibiting the use of alcoholic beverages or controlled substances by any employee.
13. Establish policies preventing the unsafe operation of any equipment.
14. Require daily written bus safety inspections by all drivers.
15. Facilitate the establishment of a maintenance and preventative maintenance program and establish standards to ensure all buses operated are regularly and systematically inspected, maintained and lubricated, and documentation of all maintenance functions is complete.

C. System Applicability

These objectives shall be applied to all aspects of the system in an effort to reduce the potential for accidents and will be presented to all employees during training.

III. REGULATORY AGENCIES

State law requires G/CC to develop a transit system safety program plan that complies with the State's minimum equipment and operational safety standards established pursuant to Subsection 341.061, Florida Statutes (FS), (Attachment 1), and to annually inspect all equipment operated in accordance with established standards. Minimum standards are contained in Rule Chapter 14-90, Florida Administrative Code (FAC) (Attachment 2). It is G/CC's intent to comply with these standards and annually certify the following to FDOT:

- G/CC certifies that the SSPP has been reviewed and is current in accordance with Rule Chapter 14-90, FAC
- Compliance by G/CC.
- Safety inspections have been performed on all equipment pursuant to Rule Chapter 14-90, FAC. G/CC shall suspend system operations or any portion thereof that pose an immediate danger to public safety.

IV. SYSTEM DESCRIPTION

A. History

The Guidance/Care Center, Inc., (G/CC), is a nonprofit, charitable organization dedicated to the provision of high-quality and cost-effective behavioral healthcare services for children, youth, and adults throughout the Florida Keys. G/CC provides services in a timely and affordable manner for persons with or at risk of mental health and/or substance use disorders.

The Guidance/Care Center was selected as the Community Transportation Coordinator, CTC, in October 1997 and as the Medicaid Coordinator in January 2000.

This plan describes those safety standards that apply to all coordinated contracts operating vehicles under the coordinated transportation disadvantaged system within Monroe County Florida.

B. Transportation Service

Service is provided Monday through Friday. Service hours vary, but are generally from 6:30 a.m. to 6:00 p.m. Paratransit is provided throughout Monroe County. This directly operated service consists of door-to-door, curb-to-curb, or corner-to-corner, depending on the needs of the passenger and limitations imposed by the geographical layout and/or equipment features. Requests for trip reservations are

made primarily by telephone through the Reservation and Dispatch Assistant between 8:30 a.m. and 4:00 p.m. Reservations for in-county trips require 48-hour notice and requests for out-of-county trips mandate a minimum of 72 hour notice. The CTC for Monroe County is the Guidance/Care Center (G/CC), located at 3000 41st Street, Ocean; Marathon, Florida 33050; (305) 434-9000, or for the Florida Relay Service [TTY] (800) 955-8771. The Transportation Department's direct line is (305) 434-9099 or (888) 447-3977.

Since services are limited to the availability of vehicles and drivers the Guidance/Care Center developed priorities for community transportation in Monroe County as follows:

- (1) Health Care,
- (2) Day Care and Employment,
- (3) Shopping
- (4) Entertainment.

This is in accordance to the guidelines currently promulgated by the Transportation Disadvantaged Commission.

C. Contract and Coordinated Transportation

As the CTC, G/CC coordinates the transportation services to the transportation disadvantaged with seven participating local private profit and nonprofit transportation providers operating in the coordinated system. Trips provided by these companies are funded through several funding sources, including the Transportation Disadvantaged Trust Fund, local government and Medicaid.

This plan describes those safety standards that apply to all coordinated contracts operating vehicles under the coordinated transportation disadvantaged system within Monroe County Florida.

Florida Keys Outreach Coalition

P.O. Box 4767
Key West, FL 33041

US Fellowship

1320 Coco Plum Drive
Marathon, FL 33050

Florida Keys Children Shelter

73 High Point Road
Tavernier, FL 33037

Center for Independent Living

10300 Overseas Hwy., Suite 243A
Key Largo, FL 33037

Monroe County Transportation

1100 Simonton Street
Key West, FL 33040

MARC House

P.O. Box 428
Key West, FL 33041

Samuel's House

1614 Truesdell Ct
Key West, FL 33040

D. Vehicle Maintenance

G/CC has adopted the Florida Department of Transportation's (FDOT) Preventative Maintenance Plan. (Attachment 3) All records of inspections are kept in the Preventative Maintenance binder located in the Transportation office. These records are maintained for a period of 5 years.

Preventive maintenance scheduled inspection interval requirements:

The "A" Inspection is performed every 6,000 miles. It is designed for the inspection, service and replacement of certain items at predetermined times and to identify any possible defects which might have occurred and to make minor adjustments as necessary.

The "B" inspection is performed every 12,000 miles. This inspection repeats the "A" inspection items and includes certain additional items which should be inspected and services as indicated.

The "C" inspection is a technical and performance inspection and is accomplished every 24,000 miles. The "A" and "B" inspection items are repeated and additional scheduled items are required to be accomplished which were not part of the other inspection intervals.

All vehicles must be determined safe and serviceable prior to use in transportation service. All drivers are required to perform a vehicle inspection prior to operating their assigned vehicle using a Daily/Trip Vehicle Inspection Checklist. Defects noted are documented and reported to the Lead Driver, who will determine vehicle status, replace the vehicle, if needed, and arrange for the repairs. The Daily/Trip Vehicle Inspection Checklist can found in Attachment 4.

If a driver experiences equipment failure while enroute, he/she will report the problem by cell phone to the Dispatch Center. When appropriate, the applicable supervisor will arrange for another driver and vehicle to complete the route and notify the maintenance facility of the vehicle's location and problem. However, the driver may be instructed to proceed to the maintenance facility if safety or further mechanical damage is not jeopardized.

Any defects, that may adversely affect operational safety, or which may cause further damage to the vehicle when placed in operation, will not be authorized for use under any circumstances.

E. Safety Training

Each new driver shall meet G/CC training requirements. These training requirements focus on customer service, defensive driving, passenger assistance techniques, substance abuse awareness, operation of special equipment, and applicable policies and procedures.

Additional and refresher training will be provided on safety and relevant topics as needed. Individual and group driver meetings are conducted as needed to discuss safety, vehicle operation and operator maintenance. Training sessions are provided to discuss and review other operational issues including the condition of the equipment and vehicles, customer service and safety, and road and traffic concerns.

Training requirements are contained in [Attachment 7](#).

All vehicles (drivers) are equipped with cell phones, and each driver is trained on proper operation, use and discipline. Through the use of cell phones, drivers are also apprised of road conditions as reported and have the capability to request assistance and report schedule status and accidents or incidents.

F. Adverse Incident/Accident

In the event of an accident drivers must follow these procedures in the described order. Every accident situation will present different circumstances and challenges. The requirements outlined below cannot anticipate every situation that may occur and thus cannot be considered a substitute for good driver judgment. *The highest priority in an accident situation is the safety and well-being of passengers and no other actions should be taken until appropriate measures have assured that passengers are safe or that assistance is on the way.* [Reference Rule 14-90.005(1) and 14-90.005(2)(a)(b)(c)]

1. After an accident has occurred, the driver should identify whether any passengers have been injured, both by visual observation and by their self-report. In the event that passengers report injuries that are not visible the driver must note these in writing.
2. The driver should notify EMS via 911 if any passengers show evidence of injury, report injury, report difficulties with movement or sensation, are trapped in the vehicle or if the passengers in any other involved vehicle are similarly involved.
3. Render appropriate first aid or CPR to injured persons as needed to stabilize

4. Passengers who are not injured should be directed to move to as safe a place as can be achieved.
5. Notify Florida Highway Patrol (*FHP on a cell phone). Identify the location of the accident, the number and seriousness of any injuries.
6. Once FHP and/or 911 are called, notify G/CC and report the location of the accident, the number and seriousness of any injuries.
7. Cooperate with investigating law enforcement officer, give a factual account of the events leading to the accident and supply officer with needed documentation (i.e. Divers license, vehicle registration...)
8. Arrange with G/CC to transport uninjured passengers if vehicle is inoperable.

Any G/CC employee or persons driving an agency vehicle will be subject to a mandatory urinalysis after an accident. Each accident will be reviewed by the Risk Manager, Transportation Director and Area Director and other appropriate management as necessary. Actions may result in disciplinary action and/or termination.

When a G/CC driver/employee or person driving an agency vehicle receives a ticket for a moving violation and/or is held chargeable in an accident they will automatically be placed on a "driving suspension" until such time the Risk Manager, Transportation Director, Area Director, and Human Resources Director can investigate the situation/event. The insurance carrier will also be contacted and apprised to determine future G/CC driving eligibility. If a G/CC driver/employee or person driving an agency vehicle is charged with a ticket and/or accident and chooses to protest in court, the driver may be placed on a "driving suspension" until such time a court decision is rendered. If the driver is cleared of all charges they may resume driving privileges. If the driver is found guilty then the situation/event will be assessed and future G/CC driving eligibility will be assessed and determined by the Risk Manager, Transportation Director, Area Director, Human Resources Director and Insurance carrier. This will be done on a situation by situation basis.

Any G/CC driver or persons listed on G/CC's vehicle insurance policy are responsible for reporting **any** tickets and/or accidents regardless of vehicle driving (personal or agency) to either their direct supervisors or the Transportation Director. Steps from above section B will apply to determine continued eligibility to remain on G/CC's insurance policy.

As stated in FAC 14-90.006(1) ... Bus transit systems [G/CC] shall not permit a driver to drive a bus [agency vehicle] when such driver's license has been suspended, cancelled or revoked.

G/CC must notify the Florida Commission for the Transportation Disadvantaged (CTD) and Department of Transportation (DOT) of any accident (within the coordinated system) involving fatalities and/or with damage of \$500 or more within 24-hours.

The CTC must notify CTD and DOT within 24 hours of any accident within the coordinated system involving fatalities. The CTD and DOT shall be notified by telephone or in person of each accident involving a fatality by the end of regular working hours on the next regular working day following such occurrence. A written copy of local or state accident investigation reports of each accident involving a fatality shall be submitted to the CTD and DOT within 30 days after the accident occurs. If a person dies within 30 days after an accident, the bus transit system shall, within 24 hours after the death, give written notice of the death to the CTD and DOT (FAC 14-90.005).

At a minimum, any incident involving the below situations require the submission of an Incident Report ([Attachment 5](#)).

1. Passenger Illness/Injured
2. Passenger was at risk for injury
3. Incident of unforeseen passenger behavior that posed a risk of injury or harm to self or others
4. Law enforcement contact
5. Accident
6. Any circumstance that resulted in a substantial variation from normal procedures

(When in doubt about the need to complete an Incident Report – Fill in out!)

Incident reports enable us to use infrequent but potentially or actually dangerous circumstances to evaluate whether our overall procedures, policies and practices are as good, as effective and as safe as they can be.

Drivers and any other persons driving an agency vehicle must notify the Risk Manager and Transportation Director in the event of a vehicle accident, must fill out a *Report of Accident* form ([Attachment 6](#)), and submit to a mandatory drug screening. The amount of other documentation following an accident will vary depending on the extent of injuries, the amount of damage and disputes about fault.

G. Emergency Preparedness/Natural Disasters

An emergency is defined as any non-routine event that poses a potential or real hazard to passengers or vehicles or which has the potential or actual effect of disrupting or delaying service. Many transportation emergencies are avoidable with planning, training and effective maintenance, but drivers must be prepared to deal effectively with a range of unexpected situations. Common emergency situations and appropriate driver responses include the following:

1. Weather - Heavy rains or high winds pose hazards by reducing visibility, and impairing effective control of the vehicle. Drivers are expected to exercise sound judgment about what weather conditions preclude safe operation, to pull off the road in a safe manner and to notify the base office.

Routine transportation will not be provided once winds reach 40 mph (as per the Monroe County Comprehensive Emergency Plan). For further duties and responsibilities regarding emergency/disaster preparations consult with the *G/CC Emergency and Disaster Preparedness Plan and Checklist*.

2. Mechanical Failure - At any indication of mechanical difficulty whether through unusual noises or odors, handling problems or warning indicators, a driver should pull off the road in a safe manner and attempt to assess the problem. The driver should notify the base office as to the nature of the problem. A driver should not attempt to drive a vehicle that has the potential to endanger persons or property. Individual providers will have their own procedures indicating how to provide alternative transportation if necessary. Road calls are reportable under the CTC system and should be reported in the quarterly and monthly reports submitted to the CTD.
3. Fire - A vehicle has several sources of high heat and several places where fuel can leak, as well as a substantial (and largely inaccessible) electrical system. Drivers must thus stop and investigate any evidence of fire however minor it may appear. If inspection reveals an active or imminent fire (i.e. Gasoline dripping on the exhaust system), the driver must take immediate steps to evacuate all passengers and move them a safe distance away from the vehicle. They are not to attempt to bring any belongings. The driver's responsibility in an evacuation situation is to enable passengers to make an orderly exit by keeping them calm and giving clear and simple directions.

The driver should render assistance directly to persons who are in wheelchairs or who have difficulty with mobility.

The driver should notify the fire department through 911 on the cell phone and then notify their base office as soon as passengers are safely out of the vehicle.

If the fire appears to be small and confinable, the driver may attempt to use the fire extinguisher to put it out according to the basic practices:

(From 10 feet away)

Pull the pin

Aim at the base of the fire

Squeeze the handle

Sweep side to side

4. Illness/Injury - In the event a passenger becomes seriously ill on the vehicle, the driver should call 911 and provide first aid or CPR as appropriate.

H. Facilities and Locations

G/CC operates from three operational centers located in Key Largo, Marathon and Key West. The G/CC primary operational location providing secure parking and a drivers' preparation facility is located at 3000 41st Street, Ocean, Marathon. This is also the mailing address for transportation related correspondence.

V. PREEMPLOYMENT/OPERATIONS

Prior to employment, a prospective driver will need to file a written application for employment through the Human Resources Department. The application will be reviewed by applicable supervisory personnel to ensure each applicant is qualified to fill the position of driver. The driver also, upon application, presents a valid Commercial Driver's License (CDL), Class "B" or higher as determined applicable, with Passenger "P". Other endorsements will be added as required. G/CC retains a copy of each driver's license on file. Each driver's record is reviewed annually.

After an applicant has been preliminarily selected for a driver position, the Human Resources Department or Transportation Department will obtain a copy of the applicant's driving record for the preceding three years and perform a background check on the applicant prior to employment. G/CC will review the driving record to ensure there is no history of flagrant violations or negative trends.

Each bus driver, prior to final selection, is required to undergo a complete pre-employment physical, including an eye examination and drug-screening test. After selection, each driver shall be required to repeat the physical examination process no less than every two years. The medical and eye examination must indicate that the driver is in such physical condition that compliance with all laws governing standards for driver physical capabilities has been met.

A licensed Doctor of Medicine or Osteopathy will conduct the medical and eye examination. As part of pre-employment examination process, a urine analysis is required to test for the presence of prohibited drugs. The cost of the examination is paid by G/CC.

Full compliance with the Federal Transit Administration Anti-Drug and Alcohol Abuse Program is required.

Documentation on drivers is maintained to include:

1. Total hours worked.
2. On-duty hours.
3. Driving hours.
4. Time reporting on and off duty each day.

A driver receiving notice of license suspension, cancellation, or revocation is required to notify his/her supervisor "of the contents of the notice immediately, or no later than the end of the business day following the day he or she received it" (Chapter 14-90, FAC). Under no circumstances is a driver to operate a vehicle without having the appropriate and valid Commercial Driver's License in their possession.

Each driver receives a copy of the G/CC Transportation policies and procedures, driver handbook, preventative maintenance plan, security plan and system safety plan.

In addition a driver shall be instructed in the use of CPR and basic first aid. Other areas addressed during training include emergency procedures, passenger assistance and vehicle lift and securement operations. The New Employee Training/Orientation Checklist is completed on each driver. A copy of this form is located in [Attachment 7](#).

VI. SYSTEM SAFETY TASKS AND IMPLEMENTATION

A. Hazard Management

The primary task for ensuring operational safety is to properly identify and assess hazards or conditions that result or could result in accidents. The method of identifying, analyzing, assessing, and resolving causes of accidents is done by all sections and areas of the system, using all available information and resources.

Hazards are identified by any one or more of the following means and then assessed relative to the severity and probability of causing an accident:

- Data from operating experiences and previous accidents/incidents
- Facility/Vehicle inspections identifying unsafe conditions
- Observations of unsafe conditions or behavior
- Operating experience
- Development of potential scenarios of how accidents may happen

Immediate efforts shall be made to resolve and avoid the more severe potential hazards that could result in accidents. Assessment of hazards shall result in resolution by either eliminating or negating the hazard through the use of safety

devices and/or new, improved procedures. Safe operations and a reduction in the potential for hazards are accomplished through proper and adequate training of new employees and refresher training courses for incumbent employees. Random inspections of operational functions may be made by management, law enforcement and persons designated by FDOT and Commission for the Transportation Disadvantaged to identify hazards not normally identified in day-to-day activities. The Risk Manager is responsible for developing and implementing appropriate measures to reduce and minimize loss or damage. The Risk Manager reports directly to the Area Director and has duties that include but are not limited to servicing as the agency's contact person for risk management events as well as to investigate significant risk management events. Various staff and committee members are included when needed and appropriate for through investigation of events or hazards and coming up with viable solutions, actions and plans.

At a minimum the following items are required in all G/CC vehicles at all times:

First Aid Kit	Jumper Cables
Bodily Fluid Kit	Fix-a-Flat
Protective goggles	Drivers Handbook
Gloves	Copies of Rider Handbook
Fire Extinguisher	No Smoking Signs
Reflective Triangles	ID Badges
Flash Light	Ombudsman Hotline Number
Waste Basket	Accident Report Forms
Garbage bags (liners)	Incident Report Forms
Paper Towels	Handicapped Parking Signs
Insurance Card	Registration
Camera	

B. Implementation

The requirements of this SSPP are consistently and continuously applied as required. It is the responsibility of Transportation Director to maintain, update, and make the necessary revisions to the SSPP on a recurring basis and at a minimum, review annually. The plan is submitted to FDOT for review of appropriate compliance with Chapter 14-90, FAC.

VII. ORGANIZATIONAL STRUCTURE

There are two organizational charts, which appear in [Attachment 8](#). The first depicts the overall operations of G/CC and the other illustrates the structure of the Transportation Department.

VIII. SERVICE DESCRIPTION

G/CC provides transportation services throughout Monroe County, serving the transportation disadvantaged. Services are available on a "fee-for-service" or fare basis. Specialized transportation, as provided to those requiring a higher level of assistance or unique scheduling, is primarily subsidized in whole through agreement or contract with the sponsoring agency. In addition, because of eligibility criteria, client registration and accountability are necessary program requirements.

G/CC is also the Community Transportation Coordinator (CTC) and a designated provider of disadvantaged transportation operating under a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged. The vehicle fleet is appropriately equipped to meet the needs of individuals with disabilities in the operating area. Private nonprofit agencies that are members of the coordinated transportation system primarily provide transportation service to meet the needs of their program participants. Private operators are used to augment transportation.

Currently, private, nonprofit and public providers are participating in the provision of transportation within the service area.

The G/CC transportation system delivery structure consists of transit, paratransit, subscription service, and specialized or individual transportation to include ADA transportation. Service characteristics include:

- Local transit routes.
- Route transfer connections.
- Advance registration/reservation.
- Door-to-door accessibility.

- Designated route stops are:

Set stops between Marathon & Key West:

Guidance/Care Center - Marathon	Peacock Apts.
Dion's Quick-Mart - BPK	VA Clinic
Burger King – Stock Island	Waterfront Market
Corner of Truman & White Streets	Guidance/Care Center - Key West
K Mart (Sears town)	

Set stops between Marathon & Key Largo:

Islamorada Library	San Pedro's Church – MM 89
	Guidance/Care Center – Key Largo

This service is provided on a fixed schedule, operating over fixed routes, Monday through Friday. Paratransit service is prearranged to provide sponsored transportation in those locations outside the transit service area and for those persons within the service area who cannot access the transit service because of a certified disability.

In order for an individual to access sponsored transportation, the customer must register by telephone. The applicant is asked to provide information as required by the sponsoring agency to assist in registering the person properly. Some eligibility information may need to be documented, certified, and/or provided to G/CC prior to determining service eligibility. In addition, special needs, to include wheelchair use, car seat requirements, and service animals, are determined and noted to ensure appropriate accommodation. Once a sponsored client is registered, he/she can ultimately schedule transportation immediately.

IX. BASIC OPERATIONAL REQUIREMENTS

1. Any driver receiving a notice of license suspension, cancellation, or revocation, or a moving traffic violation (on or off duty), shall report such action to their supervisor immediately, but not later than the beginning of the first day of duty following the day received.
2. Drivers shall not operate a transit vehicle with a suspended, canceled, or revoked CDL.
3. Drivers shall not drive more than 12 hours in any one 24-hour period, drive after being on-duty for 16 hours in any one 24-hour period, or drive more than 70 hours in any period of seven consecutive calendar days.
 - Drivers shall have a minimum of eight hours of cumulative off-duty time within any one 24-hour period.
 - The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions resulting from weather, road, traffic, or medical emergencies and disasters.
 - One additional driving hour may be allowed to reach a regularly established relief point.
4. A driver shall not drive if their ability is impaired by fatigue, illness, or medication making it unsafe for the driver to drive or continue driving.
5. No driver shall operate their vehicle in darkness without providing interior lighting for boarding or exiting the bus.
6. G/CC enforces a no-standing policy for paratransit service while the vehicle is in motion.

7. Buses shall not be refueled in a closed building. The fueling of vehicles, when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.
8. Drivers shall make a daily inspection of the assigned vehicle which shall include the following information:

Inspection and check of the following for satisfactory operating conditions:

Service Brakes	Windshield Wipers	Parking Brakes
Rear Vision Mirrors	Tires and Wheels	Passenger Doors
Steering	Exhaust System	Horn
Fire Extinguisher	Lightening Devices	Cell phone
Emergency Equipment		

9. All drivers shall be secured by the driver's restraining belt while operating the vehicle.
10. Drivers shall request permission from the Dispatch Center to depart their vehicle for any reason when in revenue service, with or without passenger aboard and when there is a need to deviate from route.
11. Drivers shall not leave their vehicle unattended for an extended period of time - no longer than ten minutes with passengers aboard.
12. Vehicles shall not be left unattended in an unsafe condition with passengers aboard at any time.
13. All drivers shall comply with the provisions of Chapter 316, Florida Statutes, in regard to stopping at railroad crossings.
14. Drivers shall display the proper reflective lights and warning devices when disabled on the highway.
15. Drivers shall assure all emergency exit doors that can be locked by a key are unlocked during passenger operations.
16. During darkness, wheelchair lifts shall be properly lighted when in use.
17. Drivers shall assure that wheelchair passengers are properly secured in the appropriate positions whenever the bus is in motion.

- 18. Drivers shall be instructed that when in doubt about any aspect of a procedure or process, they are not to proceed until they have requested and received instructions from an authorized supervisor.

X. MAINTENANCE OF EQUIPMENT AND DEVICES

- A. All vehicles operated shall be regularly inspected by means of a preventive maintenance program to ensure that all vehicles are properly equipped with all required parts and accessories in good, safe working order.
- B. All preventive maintenance and repair actions shall be documented and include a positive means of vehicle identification, date, mileage, type, and description of maintenance or inspection.
- C. All records shall include the name and address of the entity performing any maintenance action and be kept on file for at least four years.
- D. A safety compliance inspection, under the provisions of Chapter 14-90, FAC, will be performed on the following equipment:

Horn	Directional Signals
Door/Interlock Devices	Exhaust System
Windshield Wipers	Hazard Warning Signals
Step-Wells and Flooring	Safety Belts/Restraint Systems
Mirrors	Lighting System
Emergency Exits	Safety Equipment
Wiring/Battery(s)	Signaling Devices
Tires and Wheels	Wheelchair Lift Equipment
Service/Parking Brakes	Handrails
Suspension System	Standee Line/Warning
Warning Devices	Steering System

- E. Management shall ensure applicable vehicle safety inspections are performed and documented by qualified entities or persons in compliance with Chapter 14-90, FAC.
- F. Law enforcement officers or persons designated by FDOT shall be permitted to perform system reviews for compliance with Chapter 14-90, FAC.

Appendix F – Grievance Report Form

**MONROE COUNTY LOCAL COORDINATING BOARD
FOR TRANSPORTATION DISADVANTAGED SERVICES
GRIEVANCE REPORT**

(PLEASE PRINT CLEARLY)

CALL (305) _____ - _____ IF YOU NEED ASSISTANCE

NAME: _____

ADDRESS: _____

DAY TIME PHONE: _____

DATE OF TRIP: _____

TRIP DESTINATION: _____

DESCRIBE THE SITUATION:

TIME CALL RECEIVED:

TIME RECEIVED MESSAGE:

RETURNED CALL/LEFT MESSAGE:

Appendix G – Grievance Procedures

GRIEVANCE PROCEDURES FOR THE MONROE COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Appendix H – Annual Performance Report

County: Monroe
 CTC: Guidance Clinic of the Middle Keys, Inc.
 Contact: Maureen Grynewicz
 3000 41st Street, Ocean
 Marathon, FL 33050
 305-434-9000
 Email: maureen.grynewicz@westcare.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	0	0.00%
Potential TD Population / Percent of County Total	0	0.00%
UDPHC / Percent of TD Passengers Served	2,047	0.00%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	14,399	24,591	70.78%
Deviated FR	-	-	NA
Ambulatory	86,803	88,476	1.93%
Non-Ambulatory	6,314	4,811	-23.80%
Stretcher	1	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	107,517	117,878	9.64%

Vehicle Data	2010	2011
Vehicle Miles	955,852	1,036,008
Revenue Miles	867,017	931,418
Roadcalls	12	10
Accidents	5	5
Vehicles	52	54
Driver Hours	113,360	90,480

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	43,017	42,439	-1.34%
Employment	3,617	2,959	-18.19%
Ed/Train/DayCare	21,714	22,954	5.71%
Nutritional	10,768	9,066	-15.81%
Life-Sustaining/Other	28,401	40,460	42.46%
TOTAL TRIPS	107,517	117,878	9.64%

Financial and General Data	2010	2011
Expenses	\$2,098,744	\$2,109,025
Revenues	\$1,903,912	\$2,008,872
Commendations	18	6
Complaints	17	-
Passenger No-Shows	566	375
Unmet Trip Requests	-	-

Passenger Trips By Funding Source	2010	2011	% Change
CTD	46,926	61,967	32.05%
AHCA	23,256	24,206	4.08%
APD	2,193	2,266	3.33%
DOEA	-	-	NA
DOE	-	-	NA
Other	35,142	29,439	-16.23%
TOTAL TRIPS	107,517	117,878	9.64%

Performance Measures	2010	2011
Accidents per 100,000 Miles	0.52	0.48
Miles between Roadcalls	79,654	103,601
Avg. Trips per Driver Hour	0.82	1.03
Avg. Trips per Para Pass.	36.43	50.87
Cost per Trip	19.52	17.89
Cost per Paratransit Trip	22.5	22.56
Cost per Driver Hour	18.48	23.26
Cost per Total Mile	2.19	2.03

Appendix I - TD Population Forecasting Methodology

Sources:

1. American Community Survey. Retrieved from http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_10_3YR_D_P05&prodType=table
2. Planning Analysis: Calculating Growth Rates. (2002). Retrieved from <http://pages.uoregon.edu/rgp/PPPM613/class8a.htm>
3. American community Survey. Retrieved from http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_10_3YR_S_1810&prodType=table
4. Hillsborough County Transportation Disadvantaged Service Plan 2011 Update. (2011). Retrieved from http://hillsboroughmpo.org/pubmaps/pubmaps_folders/transportation-disadvantaged-plans-evaluations/Appendix%20B-C.pdf
5. American Community Survey, 2008-2010. Retrieved from http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_10_3YR_B_22003&prodType=table
6. U.S. Department of Transportation, Bureau of Statistics. (2002). National Transportation Availability and Use Survey. Retrieved from http://www.bts.gov/publications/freedom_to_travel/pdf/entire.pdf

Note: The American Community Survey (ACS) provides data derived from three-year estimates (e.g., 2008-2010); these figures have been utilized to estimate the percentage of elderly and non-elderly population for Monroe County (i.e. 24.6% and 75.4%, respectively). In order to maintain the consistency of the data utilized throughout the estimation process, the team at the HCSF employed 2010-2015 population projections provided by other members at the HCSF. These projections were utilized to estimate the interim years (2010-2015) of the elderly and non-elderly populations of Monroe County. In addition, we applied the same methodology put forth by Hillsborough County to estimate the transportation disadvantaged populations (please refer to citation above).

2010-2015 Population Projections: Non-Elderly and Elderly

The ACS provides 3-year estimates of the number of people in Monroe County, by age, according to the new definition of elderly and non-elderly populations (i.e. 60+ and 0-59, respectively). In order to estimate the Monroe County population of the interim years, the population growth rate needed to be calculated. The following formula has been applied,

$$\text{Population}_{\text{future}} = \text{Population}_{\text{present}} * (1 + i)^n, \text{ where}$$

i= growth rate

Population_{present}= Present Population

n= the number of periods/number of years

Using the formula above and the 2010 and 2015 projections,

Population_{future} (2015)= 70,408
 Population_{present} (2010)= 73,868
 i= -.00955 or -.955%

We can conclude that the population of Monroe County decreased at a rate of -.00955 or -.955% between the years 2010 and 2015. The following tables depict how the interim years of the Monroe County population were estimated. As mentioned above, based on the 3-year estimates of the ACS, 24.6% of the Monroe population are elderly, while 75.4% are non-elderly.

Year	2010	2011	2012	2013	2014	2015
Rate	n/a	-.00955	-.00955	.00955	-.00955	.00955
Increase	n/a	-705.44	-698.70	-692.03	-685.42	-678.88
Amount	73,868	73,163	72,464	71,772	71,087	70,408

Year	2010	2011	2012	2013	2014	2015
Elderly Pop. (60 +)	73,868 * .246 =	73,163 * .246=	72,464 * .246=	71,772 * .246= 	71,087 * .246=	70,408 * .246=
Non-elderly Pop. (0-59)	73,868 * .754=	73,163 * .754=	72,464 * .754=	71,772 * .754= 	71,087 * .754=	70,408 * .754=

Year	2010	2011	2012	2013	2014	2015
Elderly Pop. (60 +)	18,172	17,998	17,826	17,656	17,487	17,320
Non-elderly Pop. (0-59)	55,696	55,165	54,638	54,116	53,600	53,087

Potential Transportation Disadvantaged Populations (Category I), 2010-2015

Disability as well as poverty status data were two crucial components needed for the estimation of the Potential Transportation Disadvantaged Populations in Table 1. The disability factor was estimated as follows: the 3-year estimates of the ACS provided the numerator (i.e. number of non-elderly population, 5 and 64 years of age, and the number of elderly populations, 65+, who are disabled in Monroe County); and the denominator (i.e. total elderly and non-elderly population). The result was the percentage of non-elderly and elderly population who are disabled (9.75% and 33.95%, respectively). The same procedure was employed to estimate the poverty status factor in Monroe County: the ACS provided data on persons under 18 years of age, between 18 and 64, and 65 and over who considered “below poverty level”; these figures represented the numerator, while the total population in the respective categories (0-64 and 65 +) represented the denominator. The result was the proportion of elderly and non-elderly population considered low-income (10.26% and 11.10, respectively). The team at the HCSF followed the methodology employed by Hillsborough County to estimate the other components of table for Monroe County (please refer above).

Transportation Disadvantaged Populations (Category II), 2010-2015

The first step is to estimate the number of transportation disabled elderly and non-elderly people in Monroe County for 2010 through 2015. Using the 3-year estimates from the ACS (using ambulatory difficulty as a

topic search in the American Fact Finder), we conclude that 4.27% of the non-elderly population and 22% of the elderly population are transportation-disabled in Monroe County (the ACS provides the number of people between ages of 5 and 64 and over 65 who have some type of ambulatory difficulty). The following table depicts the elderly and non-elderly population in Monroe County who are transportation disabled from 2010 to 2015 (i.e. these percentages have been multiplied by the elderly and non-elderly populations, estimated in table 1, across years 2010 through 2015).

	Factor	2010	2011	2012	2013	2014	2015
Non-Elderly Population with Public Transportation Disability	4.27%	2,378	2,356	2,333	2,310	2,288	2,267
Elderly Population with Public Transportation Disability	22%	3,997	3,960	3,932	3,884	3,847	3,810

In addition, according to the methodology applied by Hillsborough County, the proportion of low-income persons that do not have access to a vehicle needed to be estimated. According to the ACS (2008-2010 year estimates), 1,964 households in Monroe County do not have access to a vehicle, and there are a total of 2,983 households in Monroe County below poverty level. Therefore, 66% of low-income households in Monroe County do not have access to a vehicle. From Table 1, we estimated that in 2010 there were 8,046 low-income persons (6,182 low-income non-elderly plus 1,864 low-income elderly); therefore, 5,230 low-income persons, in 2010, did not have access to a vehicle (.66 * 8,046). Once, we had compiled these pieces of information from 2010 to 2015, we were able to complete the remaining segments of Table 2. Hillsborough County cited the 1990 National Personal Transportation Study as the source that provided the proportion of non-transportation disabled, low-income persons, without access to a vehicle, and without a fixed route transit (58%). The team at the HCSF wanted to confirm if the proportion provided in this study was the national average or county-specific. A publication by the U.S. Department of Transportation, Bureau of transportation Statistics, provided the same proportion of the population in question at the national level (58%). This figure was utilized to complete the last segment of Table 2 (i.e., non-transportation disabled, low-income persons, without access to a vehicle, and without a fixed route). Once this segment of Table 2 was estimated for each year (2010 to 2015), all other segments of Table2 were added, and the result was the total TD population.