BROWARD COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN MAJOR UPDATE

November 2012

Prepared for
Broward County, Florida
and the
Florida Commission for the Transportation Disadvantaged
by the
Broward Metropolitan Planning Organization
and the
Broward County Community Transportation Coordinator
(Broward County Transportation Department)

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PREFACE

The Transportation Disadvantaged Service Plan (TDSP) is a coordinated effort between Broward Metropolitan Planning Organization and the Board of County Commissioners, in its role as the Community Transportation Coordinator (CTC) with the guidance and approval of the Broward County Coordinating Board (BCCB). The BCCB facilitates the coordination of transportation services to eligible persons in Broward County, Florida who are transportation disadvantaged. The TDSP was created through a merger of the Coordinated Transportation Development Plan and the CTC's Service Plan. This annually updated tactical plan contains four components. These components are:

- a five-year Development Plan identifying long term goals and objectives
- a one-year Service Plan identifying operational and administrative structure
- Quality Assurance
- Cost/Revenue Allocation and Rate Structure Justification.

The TDSP was developed in accordance with the legislative requirements of Rule 41-2, F.A.C., in conformance with the Florida Commission for the Transportation Disadvantaged (FCTD) "Coordinated Transportation Contracting Instructions" dated June 1996, and incorporating the TDSP criteria as provided by the FCTD.

An important relationship exists between the TDSP and the Memorandum of Agreement (MOA) that is submitted concurrently. The MOA is a "state contract" between the CTC and the Florida Commission for the Transportation Disadvantaged (FCTD). It contains all the standard requirements and expectations of the FCTD and is the basis for uniform statewide passenger transportation services. Submittal of the TDSP following the MOA, and subsequent annual updates is one of those requirements.

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I. DEVELOPMENT PLAN

This component of the Transportation Disadvantaged Service Plan (TDSP) identifies the long term goals and objectives for the Broward County paratransit program. The data presented herein reviews the history, the current status, and the goals of the BCT Paratransit TOPS program.

A. INTRODUCTION TO THE SERVICE AREA

Delivery of transportation services in Broward County continues to evolve into a multi-provider, intermodal, intercounty, and coordinated system. The following background information provides an historical overview of the organization and development of the TD program at the local level.

1. Background of the Transportation Disadvantaged Program

Broward County Government either purchases, subsidizes, or directly provides special transportation to eligible residents. The Board of County Commissioners, in its role as the Community Transportation Coordinator (CTC) for Broward County, serves the needs of transportation disadvantaged persons. The County Commission has designated the Paratransit Services Section of the Transportation Department as the responsible agency for administering all contracts for paratransit services and the management of the CTC program. The Director of the Transportation Department is empowered to act for the County Commission in these matters.

The Florida Commission for the Transportation Disadvantaged (FCTD) Trust Fund subsidizes a portion of the transportation cost for those who are transportation disadvantaged, for trips which are not sponsored by an agency, and only with a cash or in-kind match. These non-sponsored transportation funds are for "...persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation…" and includes children at-risk as defined by Statute 411.202.

The County also provides paratransit services in compliance with the Americans with Disabilities Act (ADA) of 1990. ADA/Paratransit determination is based on a functional disability that prevents an individual from accessing and/or navigating public transit. The ADA requires the Transportation Department/ Broward County Transit (BCT) to offer complementary service to persons with disabilities who are unable to use the fixed-route bus system. The ADA paratransit service offers a level of service comparable to that provided to persons without disabilities who use the fixed-route system.

The CTC maintains a complaint process to address service related complaints and a monitoring program to ensure compliance with applicable federal and state requirements and guidelines. The FCTD maintains an Ombudsman Program through the CTC Helpline that is available and accessible to all registered Broward County TD consumers.

Paratransit (TOPS) Customer Service ... 954-357-6794
Toll-Free Access ... 1-800-599-5432
Hearing-Speech Impaired/TTY ... 954-357-8330(Teletype machine required)

CTD Helpline ... 1-800-983-2435
TTY ... 711(Florida Only) or 850-410-5708

The Broward County Coordinating Board for Transportation Disadvantaged Services (BCCB) provides information, advice, and direction to the CTC on the coordination of TD services and development of service standards that are consistent with the needs and resources of the community. The BCCB has an appointed Grievance Committee to hear and advise the board on grievances by users of transportation disadvantaged services.

The County provides transportation service under the Transportation Department Emergency Preparedness Plan for persons who are mobility impaired, frail, elderly, and wheelchair-users needing round-trip transportation between their dwelling and a special needs shelter in the event of an ordered evacuation. The County also maintains a Vulnerable Population Registry. Transportation service is coordinated through Elderly and Veterans' Services Division and Substance Abuse and Health Care Services Division.

2. Designation Date/History

The Transportation Department is charged with the responsibilities of contract administrator for purchase of service and coordination of contracts providing specialized transportation in Broward County and, as appropriate, to the adjacent counties of Miami-Dade and Palm Beach. The Paratransit Services section of the Transportation Department provides immediate oversight, direction, and liaison with contracted and coordinated entities and consumers.

Specialized service is usually understood to mean door to door transportation including defined assistance for persons who, by due to age, functional disability or economic disadvantage are unable to purchase, provide, or obtain their own transportation. For the purpose of common understanding, specialized service in this report is referred to as paratransit service(s).

In 1989, Florida Statute Chapter 427, created a coordinated system of transportation disadvantaged services in the State of Florida. The Board of County Commissioners, in its role as the Community Transportation Coordinator (CTC) for Broward County, serves the needs of persons who are transportation disadvantaged. Transportation funded by the Florida Commission for the Transportation Disadvantaged (FCTD) Trust Fund provides trips for "persons who by age, or disability, or economic status..." are considered to be transportation disadvantaged.

ADA Civil Rights Legislation requires BCT, as an operator of a fixed route bus system, to offer complementary service to persons with disabilities who are unable to use the fixed route system. A complementary paratransit service operates at a level of service comparable to what is provided to persons without disabilities who are able to use the fixed route system. Since 1996, Broward County Transit has been in full compliance with six service criteria established by the ADA. BCT continues to meet or exceed service requirements mandated in the ADA legislation. Coordinated service delivery with Miami-Dade and Palm Beach Counties is ongoing in order to meet the growing need for inter-county trips.

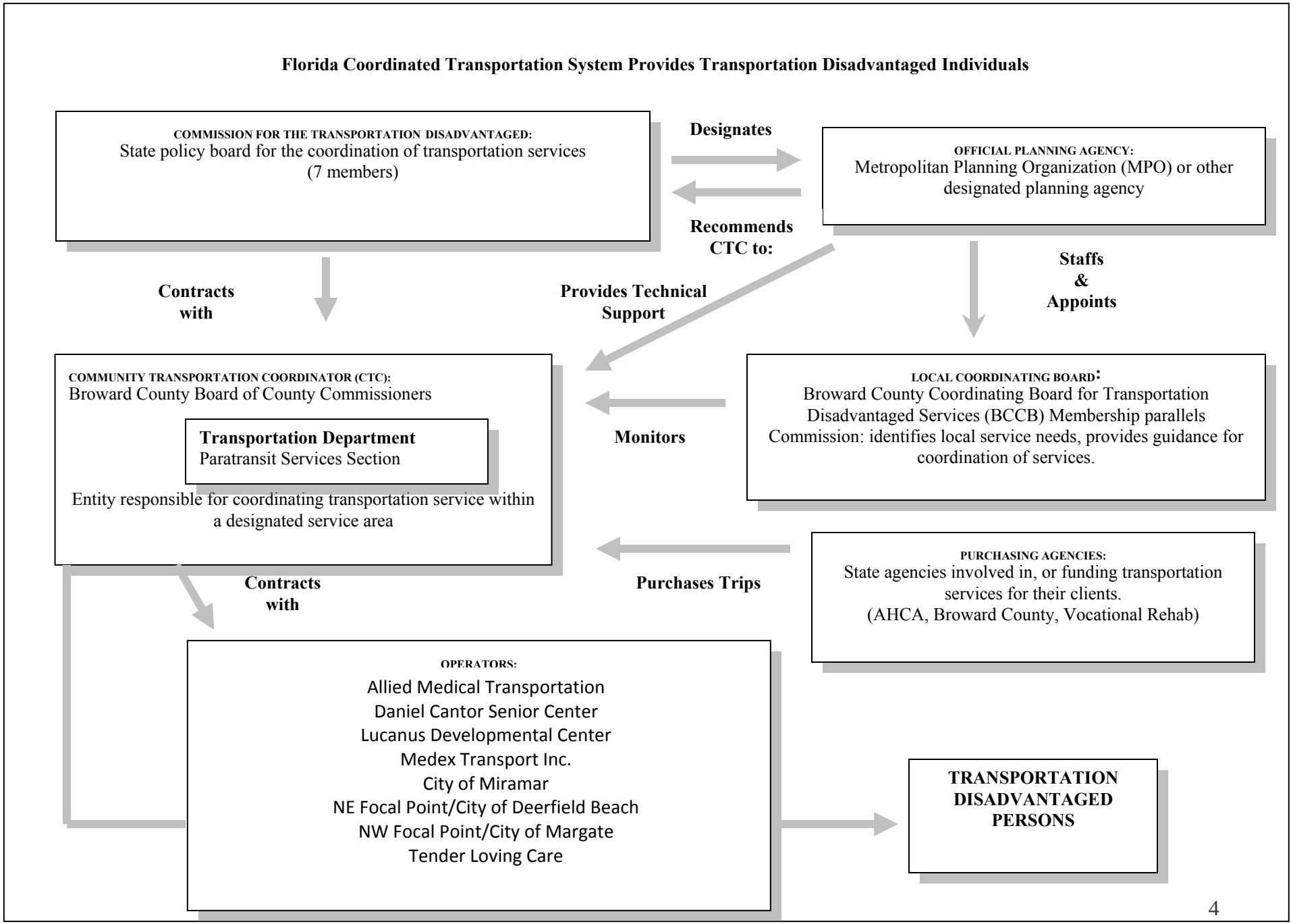
Currently there are 12,176 registered clients in the TOPS program, 1,115 of which are transportation disadvantaged (TD) clients. An average of more than five hundred (500) applications are processed each month for ADA and TD eligibility. Of those applications an average of 362 are approved, with approximately 45 approved for TD. Coordinated agencies maintain their own consumer files.

Broward County paratransit is funded by the Board of County Commissioners and the State Transportation Disadvantaged Trust Fund (TDTF). The existing program is implemented through strict application of eligibility criteria, periodic reassessment of consumer eligibility and availability of free travel training in all aspects of utilizing the accessible fixed route system.

According to Center of Urban Transportation Research (CUTR) forecasts, Broward County currently has more than six hundred eighty thousand (687,000) potential TD consumers, including one hundred twenty five thousand (125,000) potential TD users who are either unable to transport themselves or to purchase transportation.

The Broward County Coordinating Board for Transportation Disadvantaged Services (BCCB) assists the CTC in identifying local service needs and provides information, advice and direction on the coordination of services to the transportation disadvantaged. The BCCB appoints a Grievance Committee and establishes procedures, as required by 41-2 F.A.C., to serve as a mediator to hear and investigate complaints from agencies, users, potential users, and the CTC, and make recommendations for service improvements. The membership of the BCCB is established by law and rule (Chapter 427 FS/41-2 FAC) and appointed by the Metropolitan Planning Organization.

3. Organizational Chart



4. CONSISTENCY REVIEW OF OTHER PLANS

This section documents the mandated and adopted process in which transportation disadvantaged plans are developed in Broward County. The transportation disadvantaged planning process is an integral part of the overall transportation planning process. The planning process is established by federal regulations 23 CFR, Part 450 and 49 CFR, Part 613 which mandate that a Metropolitan Planning Organization (MPO) function as the agency responsible for transportation planning functions in the urbanized area.

Within the Urban Planning and Redevelopment Department, the MPO participates in the review of the Transportation Element of the Comprehensive Plan. The Transportation Department, operating as BCT is responsible for the countywide public transportation system. It prepares the Federal Transit Administration capital and operating grant applications and implements system changes as outlined in the Transit Development Plan. BCT maintains and updates the records of the transit system. The MPO works with BCT in the analysis of transit issues and in the preparation of technical reports.

The development of the Broward County Comprehensive Plan, Long-Range 2040 Transportation Plan, Transit Development Plan, Transportation Improvement Program is based on a well-established process for the planning and programming of transportation/transit system improvements. The process includes adhering to the established transportation/transit goals and policies, monitoring and evaluating existing service and service needs, in developing improvements, public review, and finally, public hearing. The following is a brief summary of the Plans that the TDSP maintains its consistency:

a. The **Broward County Comprehensive Plan** contains fourteen elements. The Transportation Element set levels of service for the implementation of multimodal transportation improvements of the roadway network, mass transit, port and airport, respectively. Transportation's goals, objectives, and policies were developed to comply with concurrency requirements enunciated in the legislation and regulations. In addition, monitoring and updating procedures are incorporated to help evaluate the adequacy of the infrastructure in meeting planned growth.

b. **The Strategic Regional Policy Plan** for South Florida examines the trends and conditions affecting the South Florida Region (including Broward, Dade and Monroe Counties). The South Florida Regional Planning Council has a Strategic Regional Policy Plan (SRPP), which includes the review of institutional roles and activities, and the identification of potential challenges as well as opportunities facing the Region. The trends and condition’s analysis also provide a basis along with input from the regional community for constructing a regional vision. Regional planning consists of processes to define an overall regional vision for South Florida to become a liveable, sustainable and competitive community. Four priority issues guide and focus planning

efforts to support the values of the overall regional vision. These issues, which include affordable housing, school facilities, transportation, and natural resources, are addressed in the context of the SRPP's supporting values: Sustainability, Connectivity, and Responsibility.

c. The **Broward County Transit Development Plan** (TDP) is a Ten-Year mid-range strategic operating and capital financial plan for Broward County's (Mass) Transit System. This includes an assessment of alternatives to improve and expand transit service, a review of current and future multimodal options and current land use codes. State and federal requirements for transportation services for the disadvantaged, including the Americans with Disabilities Act of 1990 are also addressed. This document is developed in a comprehensive and cooperative planning process and is consistent with the Broward County Comprehensive Plan, the 2035 Broward MPO Long-Range Transportation Plan, the South Florida Regional Transit Authority (SFRTA) plan, and other related transit agencies' plans. It also supports the Five-Year Transportation Improvement Program. The TDP is prepared jointly by BCT of the Transportation Department and the Metropolitan Planning Organization Division of the Urban Planning and Redevelopment Department.

d. The **Commission for the Transportation Disadvantaged 5Yr/20Yr Plan** sets forth goals, objectives, and a plan of action for the Transportation Disadvantaged Commission. The action plan is divided into two sections; immediate actions to be completed in the next five years and actions to be completed over the long term (20-year). Also included is an overview of the Florida Coordinated Transportation System that provides projections of the number of persons eligible or potentially eligible for TD service, as well as projections of the unmet demand for TD trips. A description of the vision statements adopted by the Commission for the five-year and long-term planning horizons and a new set of goals and objectives designed to measure the accomplishments of the TD Program is another element of the plan.

e. The **2035 Broward MPO Long-Range Transportation Plan** (LRTP) guides the expenditure of federal, state and local transportation funds. The Plan addresses the transportation system (major pedestrian, bikeways, transit and highways) planning needs for a 20-year horizon. The primary LRTP tasks include: identification of goals and objectives, estimation of financial resources, identification of the future transportation system "needed," development of the Cost Feasible Plan, and the public involvement process in support of plan development. This ensures that planning is taking place far enough in advance to protect transportation resources and design facilities that will satisfy needs for a reasonable length of time, once implemented. The Plan is the primary source for identifying projects that should be considered for inclusion in the Transportation Improvement Program.

f. The **Broward MPO Transportation Improvement Program** (TIP) is an annually updated document that identifies and programmed countywide transportation-related improvements proposed for implementation in the next five years. The TIP

also indicates the area's transportation priorities and includes estimates of total project costs. The TIP is in accordance with federal and state guidelines including SAFETEA-LU. Projects in the TIP originally derived from the Long-Range Transportation Plan.

5. Local Coordinating Board Certification

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

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

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

SIGNATURE: _____ **DATE:** _____

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. CHAIRMAN	Commissioner Varsallone	None	MPO
2. CITIZEN ADVOCATE	Diane Smith	Vera Sharitt	11/30/2013
3. DISABLED COMMUNITY	Harry Kember	Robert Bereolos	11/30/2015
4. ELDERLY (60+) COMMUNITY CONCERNS	Mary Macomber	Robert J. Siedlecki	11/30/2013
5. CITIZEN ADVOCATE/ SYSTEM USER	Tom Ryan	Debbie Ryan	11/30/2015
6. VETERANS' COMMUNITY	Sharon Ross	Tanya Eaves	11/30/2013
7. ECONOMICALLY DISADVANTAGED	Pamela Carre	Annette Wellington-	11/30/2014
8. PUBLIC EDUCATION COMMUNITY	Carolyn German-Edwards	Ruth Masters	12/31/2012
9. FDOT	Jayne Pietrowski	Jaclyn Meli	Agency
10. FDCF	Emilio Maicas	Maria Chiari	Agency
11. FDOE/VOCATIONAL REHABILITATION	Sharon Popejoy	Eva-Lyn Facey	Agency
12. FDEA	Edith Lederberg	Shirley Snipes	Agency
13. AHCA/MEDICAID	Rafael Copa	Karen Porter	Agency
14. CHILDREN AT RISK	Holly Stracquadaine	NadineGregoireJacks	11/30/2014
15. PRIVATE TRANSPORTATION	Karen Caputo	Taumika Jackson	11/30/2014
16. MASS/PUBLIC TRANSIT INDUSTRY	CTC - No Member	None	
17. LOCAL MEDICAL COMMUNITY	Deborah Hill	D. Karen Beam	Agency
18. LOCAL WORKFORCE DEVELOPMENT BOARD	Melanie Magill	Marissa Rivera	Agency

B. SERVICE AREA PROFILE AND DEMOGRAPHICS

Service area profile information and demographics for the urbanized area Broward County are reflected on this page and in the following maps:

Map 1: Existing Transit Routes
Map 2: Tri-County Commuter Rail System

TABLE 1 BROWARD COUNTY PROFILE INFORMATION

Incorporated	1915
County Seat	Fort Lauderdale
Land Area	Planning Area - 409.8 square miles Conservation Area - 787.1 square miles TOTAL - 1,196.9 square miles
Coastal Length	Approximate 25 miles
Width	Approximate 48 miles
Average Annual Temperature	75.4* F
Winter Mean Temperature	66.5* F
Summer Mean Temperature	84.2* F
Average Annual Rainfall	62 inches
Elevation	5-25 feet above mean sea level
Canals	266 linear miles: 126 navigable
Beaches	23 miles of beach frontage

1. Service Area Description

Broward County borders the southeastern coast of Florida between Miami-Dade County and Palm Beach County. The County is approximately 25 miles long by 48 miles wide and totals 1,196.9 square miles (see Map 5). The western two-thirds of the County is in the Everglades National Park and is designated a conservation area. The developable eastern third of the County consists of thirty-one municipalities, one Indian Reservation, and the unincorporated areas.

BROWARD COUNTY Transit

Downtown Fort Lauderdale

Sistrunk Blvd.
NW 6th Ave.
NW 4th St.
NW 7th Ave.
NW 2nd St.
Andrews Ave.
NE 1st Ave.
NE 2nd Ave.
NE 3rd Ave.
NE 5th St.
NE 4th St.
NE 3rd St.
NE 2nd St.
NE 1st St.
Broward Central Terminal
Broward Blvd.
Broward County Government Center
Broward County Main Library
SW 2nd St.
SW 4th Ave.
SE 3rd Ave.
S. Federal Hwy.
SE 2nd St.
Las Olas Blvd.

Broward Central Terminal

BAY D6: WEST 11
BAY C6: 6, 50
BAY B6: 50
BAY A6: 31
BAY D5: 81
BAY C5: 14
BAY B5: 31
BAY A5: 14
BAY D4: 22
BAY C4: WEST 40
BAY B4: WEST 40
BAY A4: 22
BAY D3: 60
BAY C3: EAST 11
BAY B3: EAST 11
BAY A3: 20
BAY D2: 30
BAY C2: 9
BAY B2: 30
BAY A2: 9
BAY D1: 1
BAY C1: EAST 40
BAY B1: 10
BAY A1: EAST 40

West Regional Terminal

Pine Island Rd.
Broward Blvd.
SOUTH 12
NORTH 81
NORTH 88
NORTH & SOUTH 2
EAST & WEST 22
EAST 30

Lauderhill Transfer Facility

EAST 81
NORTH 18
EAST 36
BAY 5
BAY 6
BAY 7
BAY 1
BAY 4
BAY 3
BAY 2
WEST 81
SOUTH 18
WEST 36
State Road 7
NW 12 St.

Northeast Transit Center

Martin Luther King, Jr. Blvd.
SOUTH 20
EAST 42
SOUTH 60
NORTH 50
Orange Community Bus
Green Community Bus
Pompano Beach Community Bus
Red
Blue
Dixie Hwy.
SOUTH 50
NORTH 20
WEST 42
NORTH 60

Legend

- Street
- Interstate
- State Road
- Federal Highway
- Florida's Turnpike
- Bus Route

Commuter Limited Stop Service

- Breeze Stop
- 95 Express Miramar to Miami
- 95 Express Pembroke Pines to Miami
- 595 Express Sunrise to Miami/Brickell
- 595 Express Sunrise to Ft. Lauderdale
- 595 Express Sunrise/Weston to Miami/Civic Center

- Tri-Rail
- Miami-Dade Transit
- Palm Tran
- County Line

PALM BEACH COUNTY
BROWARD COUNTY

PARKLAND
COCONUT CREEK
CORAL SPRINGS
MARGATE
TAMARAC
COCONUT CREEK
DEERFIELD BEACH
POMPANO BEACH
NORTH LAUDERDALE
LAUDERHILL
LAUDERDALE LAKES
SUNRISE
WESTON
PLANTATION
DAVIE
COOPER CITY
SOUTHWEST RANCHES
PEMBROKE PINES
MIRAMAR
FORT LAUDERDALE
OAKLAND PARK
WILTON MANORS
DANIA BEACH
HOLLYWOOD
HALLANDALE BEACH
PEMBROKE PARK
WEST PARK
SEA RANCH LAKES
LAUDERDALE BY THE SEA
HILLSBORO BEACH
LIGHTHOUSE POINT

Deerfield Mall
Quiet Waters Park
Deerfield Island Park
The Cove Shopping Center
Coconut Creek Casino
Tradewinds Park
Festival Flea Market
Butterfly World
Coral Springs Medical Center
Coral Square Mall
Northwest Medical Center
Atlantic Technical Center
Broward College (North Campus)
Fern Forest Nature Center
Broward Community and Family Health Center
Isle Casino & Racing
Everest University
Pompano Beach Fishing Pier
Northeast Transit Center
Pompano Beach Community Bus
Imperial Point Medical Center
Holy Cross Hospital
Anglin's Fishing Pier
Atlantic Shores Hospital
Coral Ridge Mall
Galt Ocean Mile
Sunshine Plaza
Keiser University
North Ridge Shopping Center
Oakland Park Blvd. Flea Market
Easterlin Park
Florida Medical Center
Central Broward Regional Park
Swap Shop
Roosevelt Gardens Park
Franklin Park
Shoppers Haven Mall
Birch Park
Bonnet House Museum & Gardens
Gallery Mall
Sears Town
Holiday Park
Broward Central Terminal
Greyhound Station
Broward College/FAU
Kindred Hospital
E. LAS OLAS BLVD.
Stranahan House
Museum of Art
Broward General Medical Center
Southport Shopping Center
The Art Institute of Fort Lauderdale
International Swimming Hall of Fame
Jungle Queen Cruises
Port Everglades
John U Lloyd State Park
Dania Beach Fishing Pier
West Lake Park
Dania Jai Alai
Ann Kolb Nature Center
Hollywood North Beach Park
Ocean Walk
Young Circle
Mardi Gras Gaming
Diplomat Mall
Gulfstream Park Racing & Casino and The Village at Gulfstream Park
Aventura Mall
Fort Lauderdale-Hollywood International Airport
Sawgrass Mills Mall
BB&T Center
Markham Park
Westgate Square Park & Ride
Cleveland Clinic Hospital
Academic Village Broward College
C.B. Smith Park
Memorial Hospital West
Memorial Hospital Miramar
Pembroke Lakes Mall
Century Village
Miramar Town Center
Calder Casino & Race Course
Sun Life Stadium
Seminole Hard Rock Hotel and Casino
Topeekeegee Yugnee Park
Dania Beach Fishing Pier
Hollywood North Beach Park
Ocean Walk
Golden Glades Park and Ride/ Tri-Rail Station/Greyhound Station
Express routes continue to Miami. See individual timetables for more information.

BROWARD COUNTY FLORIDA
BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS
REVISED SEPTEMBER 2012

SYSTEM MAP

KEY
Metrorail Station
Tri-Rail Station
Tri-Rail/Metrorail Transfer Station
Metrorail
Access to International Airport
Key For Metrorail Service
1. Palmetto
2. Okeechobee
3. Hialeah
4. Tri-Rail/Metrorail Transfer
5. Northside
6. Dr. Martin Luther King, Jr.
7. Brownsville
8. Earlington Heights
9. Allapattah
10. Santa Clara
11. Civic Center
12. Culmer
13. Historic Overtown/Lyric Theatre
14. Government Center (Connects with Metromover)
15. Brickell (Connects with Metromover)
16. Vizcaya
17. Coconut Grove
18. Douglas Road
19. University
20. South Miami
21. Dadeland North
22. Dadeland South
NORTH
Florida Turnpike
95
45th St.
Okeechobee Blvd.
Belvedere Rd.
U.S. 441
Lake Worth Rd.
6th Ave.
Congress Ave.
Gateway Blvd.
Military Trail
U.S. 1
A1A
Atlantic Ave.
Yamato Rd.
Palm Beach County
Broward County
Hillsboro Blvd.
Sawgrass Expressway
Sample Rd.
62nd St./Cypress Creek Rd.
University Dr.
Andrews Ave.
Broward Blvd.
595
Griffin Rd.
Stirling Rd.
75
Sheridan St.
Pines Blvd.
Hollywood Blvd.
Broward County
Miami-Dade County
Palmetto Expressway
826
Opa-locka Blvd.
METRORAIL
Dolphin Expressway
112
836
Palmetto Expressway
Mangonia Park Station
West Palm Beach Station
Lake Worth Station
Boynton Beach Station
Delray Beach Station
Boca Raton Station
Deerfield Beach Station
Pompano Beach Station
Cypress Creek Station
Ft. Lauderdale Station
Ft. Lauderdale/Hollywood Int'l. Airport Station at Dania Beach
Sheridan Street Station
Hollywood Station
Golden Glades Station
Opa-locka Station
Tri-Rail/Metrorail Transfer Station
Hialeah Market/ Miami Airport Station
Look Listen
Tri-Rail trains and stations are accessible to persons with disabilities

2. Demographics

The following table shows general population and various socio-economic characteristics which are pertinent to mass transit utilization and describe the County. Broward County is the second largest county in the State of Florida by population, exceeded only by Miami-Dade County to the south. There are about 2.82 dwelling units per acre in the County.

TABLE 2 BROWARD COUNTY DEMOGRAPHICS

Population (2010)	1,748,066*
Median Age (2010)	39.7*
Dwelling Unit Density (2010)	3.09 d.u./acre*
Population Age 65 and Above (2010)	14.3%*
Per Capita Income (2010)	$ 28,631*
Number of Housing Units (2011)	810,795*
Number of Households (2010)	668,898*
Persons per Household (2010)	2.57*
Unemployment Rate (2011)	8.6%**
Median Household Income (2010)	$51,694*
Median Rent (2010)	$1,133*
Median Value of Housing Unit (2010)	$247,500*

* United States Census, 2010

** Bureau of Labor Statistics, 2011

a. Land Use

Under the Broward County Charter, the Broward County Land Use Plan is the official land use plan within the County and is effective within all jurisdictions. With respect to Land Use and Transportation, the Plan's goals, objectives and policies have been written to address both the requirements of the Charter and Chapter 9J-5, Florida Administrative Code.

b. Population/Composition

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

c. Employment

Broward County is the second largest county in Florida by employment, exceeded only by Miami-Dade County. The pattern of employment density is similar to that of population density, with higher densities in the East-Central and Southeast sectors of the county. The highest pocket of employment is in downtown Fort Lauderdale, while significant concentrations also exist to the north (Cypress Creek area) and west (Sawgrass Mills area). Many major employment centers and/or attractions receive direct service with fixed route service into these locations. Similarly, residential areas with high concentrations of transit users are often directly served by transit routes.

The following information reflects the Broward County TOPS paratransit service distribution from October 2011 to October 2012.

BCT Total Clients by Agency Report

From October 2011 to October 2012

	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
ADA	14,352 85.17%	14,113 85.12%	13,918 85.10%	13,664 85.03%	13,434 85.04%	13,233 85.00%	12,894 84.87%	12,682 85.00%	12,512 85.02%	12,272 85.06%	12,053 85.31%	11,806 85.39%	11,541 85.57%
TD	2,499 14.83%	2,468 14.88%	2,436 14.90%	2,405 14.97%	2,363 14.96%	2,335 15.00%	2,298 15.13%	2,238 15.00%	2,204 14.98%	2,155 14.94%	2,076 14.69%	2,020 14.61%	1,946 14.43%
Total	**16,851 100%**	**16,581 100%**	**16,354 100%**	**16,069 100%**	**15,797 100%**	**15,568 100%**	**15,192 100%**	**14,920 100%**	**14,716 100%**	**14,427 100%**	**14,129 100%**	**13,826 100%**	**13,487 100%**

C. Service Analysis

1. Forecasts of Transportation Disadvantaged Population

Circumstances affecting transportation provision occurring in Broward County include migration, natural increase, and aging of the current population. As the coordinated system evolves, the Transportation Department Paratransit Services Section, along with the Metropolitan Planning Organization staff, will evaluate existing conditions and trends of the TD population.

The Broward County market segment TD forecast was provided by the Center for Urban Transportation Research (CUTR) for the FCTD in the Florida Statewide Transportation Disadvantaged Plan. CUTR was contracted by the FCTD to address potential demand based on population data and market service characteristics. Fiscal Year (FY) 2012-2016 Forecasts of Broward County Transportation Disadvantaged Population are reflected in Tables 3 and 4.

TABLE 3 FORECASTS OF BROWARD COUNTY'S TD POPULATION FY 2012 - 2016					
Market Segment	**2012**	**2013**	**2014**	**2015**	**2016**
Disabled, Non-Elderly, Low Income	9,478	9,536	9,594	9,652	9,711
Disabled, Non-Elderly, Non-Low Income	79,939	80,424	80,913	81,404	81,899
Disabled, Elderly, Low Income	15,615	16,053	16,504	16,967	17,442
Disabled, Elderly, Non-Low Income	155,981	160,357	164,854	169,479	174,234
Non-Disabled, Elderly, Low Income	28,003	28,789	29,595	30,426	31,280
Non-Disabled, Elderly, Non-Low Income	279,719	287,565	295,634	303,926	312,451
Non-Disabled Non-Elderly, Low Income	118,605	119,326	120,050	120,780	121,514
Total	687,340	702,050	717,144	732,634	748,531

SOURCE: Center of Urban Transportation Research
Broward Metropolitan Planning Organization

TABLE 4 FORECASTS OF BROWARD COUNTY'S TD POPULATION FY 2012 - 2016					
Market Segment	**2012**	**2013**	**2014**	**2015**	**2016**
Transportation Disabled Non-Elderly Low Income	3,202	3,222	3,241	3,261	3,281
Transportation Disabled Non-Elderly Non-Low Income	27,006	27,170	27,336	27,501	27,668
Transportation Disabled Elderly Low Income	6,979	7,175	7,376	7,583	7,796
Transportation Disabled Elderly Non-Low Income	69,712	71,667	73,678	75,745	77,869
Non-Transportation Disabled Non-Elderly Low Income	18,155	18,341	18,530	18,722	18,917
Total	125,054	127,575	130,161	132,812	135,531

SOURCE: Center of Urban Transportation Research
Broward Metropolitan Planning Organization

2. Needs Assessment

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

Based on the U.S. Census Bureau 2010 estimates, the disabled and elderly comprise 32% of Broward's population. Including the economically disadvantaged these populations comprise approximately 45% of Broward's population. Due to reduced employment opportunities for the disabled they are also economically disadvantaged. As the "Baby Boomers" get older that percentage will rise, as will the demand for Transportation Disadvantaged services. Transportation alternatives must be readily available and accessible. Florida population is estimated to reach 22.9 million by the year 2020, with one in four Floridians over the age of 65.

Major challenges include:

- Cost of Service
- Funding; proper allocation of funding
- Keeping up with demand
- Medicaid contract requirements and reduced funding
- Regionalization

The unmet needs of the economically disadvantaged and low-income individuals include: jobs that will provide income and benefits; and transportation. The historical patterns of high vehicle ownership, low provision of public transportation and suburban sprawl have combined to create an environment in which not owning a car is a serious barrier to employment and economic self-sufficiency. Almost 98% of Broward County's workers drive to work not only because the car is more convenient and flexible but also because public transportation headways are long and routes do not offer direct connections to where the jobs are.

Job Access Reverse Commute (JARC) Grant Projects approved by the South Florida Regional Transportation Authority (SFRTA), pending Federal Transit Administration (FTA) approval, for Broward in 2011 are:

- City of Lauderhill Shuttle Bus Service by City of Lauderhill;
- Tri-Rail Shuttle Bus Service (Downtown Fort Lauderdale) by SFRTA;
- Trolley Purchase by the Fort Lauderdale Transportation Management Association.
- South Florida Urban Ministries—Ways to Work

New Freedom grant funds will be used for projects that provide transit services beyond the requirements of the Americans with Disabilities Act (ADA) by enhancing access to transit services, information and assistive devices that utilize technology that can be applied to different areas of transportation and community mobility. New Freedom Projects for 2011, pending Federal Transit Administration (FTA) approval, for Broward in 2011 are:

- Pompano Beach Green Station Demonstration Project by SFRTA

Broward MPO successfully applied for the FTA's Veterans Transportation and Community Living Initiative (VCTLI) Grant that will enable our health and human services call center, 2-1-1 Broward, to expand capability to provide comprehensive local transportation and community services information to veterans and their families in Broward, Miami-Dade and Palm Beach Counties.

Broward MPO is collaborating with FDOT District 4, and Palm Beach and Miami-Dade MPO's in presenting a Human Services Transportation Regional Summit, sponsored by FDOT District 4 with guidance from FTA and United We Ride to promote coordination strategies, strengthen our TDSP/HHSTP's and address emerging transportation issues facing the South Florida Region.

3. Barriers to Coordination

The identification of barriers is important to the establishment and operation of an efficient system of transportation disadvantaged services. Barriers to coordination and accessibility identified for the Broward County service area include:

- the fragmentation inherent in a service area encompassing thirty-one (31) municipalities,
- the manner in which information is collected, retained, and reported among providers, municipalities, agencies, and the Community Transportation Coordinator (CTC) for Broward County
- regional coordination
- lack of funding

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

The BCTD also provides Paratransit services (TOPS/Transportation Options) for individuals that meet ADA or Transportation Disadvantaged (elderly, disabled, or economically disadvantaged) eligibility requirements, in addition to regular fixed route and Community Bus services.

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

particularly those affected by the outcomes or with special needs. This policy lays the foundation in ensuring the public is a key player in the planning and decision-making process.

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

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

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

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

The Broward MPO's Public Involvement Plan can be found at:
http://www.browardmpo.org/planning/public-involvement

D. Goals, Objectives, and Strategies

The Goals and Objectives of the TDSP, presented on pages 22 to 34, are consistent with Florida legislative and administrative requirements and support the goals and objectives of the Florida Commission for the Transportation Disadvantaged. The TDSP is consistent with the Broward MPO's Long-Range Transportation Plan, BCT's Ten-Year Transit Development Plan, and simultaneously supports other planning efforts. Every effort is made to address regional issues outlined in the Strategic Regional Policy Plan for South Florida produced by the South Florida Regional Planning Council.

Broward County's paratransit service known as TOPS or Transportation Options is one of the nation's largest and most effective paratransit programs. Enhanced service standards, responsiveness to client input and partnering with other local community agencies contribute to continuing improvement in the delivery of services.

E. Implementation Plan

The Five-Year Transportation Disadvantaged Improvement Program and the Implementation Schedule are contained in the TDSP Implementation Plan. These sections are updated on an annual basis and are tied to TDSP Goals and Objectives.

1. Five-Year Transportation Disadvantaged Improvement Program

Broward County Transportation Disadvantaged Improvement Projects are located in Section 6 "County and Local Projects" within the Transportation Improvement Program (TIP), as adopted by the Broward Metropolitan Planning Organization. The Broward County TIP is multi-modal in nature and the TD section is developed through the input and involvement of governmental agencies, the private sector, and citizen advocates. The TD Improvement Program projects are presented on Page 35.

2. Implementation Schedule

The format that Broward County uses to link TDSP Goals, Objectives, and Strategies, with the Schedule of Implementation is reflected on pages 22 to 34.

F. MPO Public Involvement Plan

The Broward MPO's policy on public participation is to create opportunities for all segments of the public to learn and become informed about issues and proposals under its consideration,

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 1: ENSURE AVAILABILITY OF TRANSPORTATION SERVICES TO PERSONS WHO ARE TRANSPORTATION DISADVANTAGED.				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 1: Promote the provision of the most effective mix of transportation services that meets the demands for sponsored and non-sponsored trips.				
Strategy #1: Maximize use of computer software by the CTC and TOPS Reservation Center (Inktel Direct) in the areas of routing, scheduling, and operating data.	#1) Number of non-sponsored trips provided	**Ongoing**	**Ongoing**	**BCT**
	#2) Number of clients and trips allocated to each provider	**Ongoing**	**Ongoing**	**BCT**
Strategy #2: Require Operators to develop and maintain records of pickup / appointment times, referrals to CTC, and trip denials.	#3) Number of non-sponsored trips delivered	**Ongoing**	**Ongoing**	**BCT**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 1: ENSURE AVAILABILITY OF TRANSPORTATION SERVICES TO PERSONS WHO ARE TRANSPORTATION DISADVANTAGED. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Strategy #3: Continue to maintain computerized trip information to monitor and manage the provision of transportation disadvantaged services.	#4) number of sponsored trips	**Ongoing**	**Ongoing**	**BCT**
Strategy #4: Continue to develop an information system for marketing transportation disadvantaged services.	#5) number and kinds of services	**Ongoing**	**Ongoing**	**BCT**
Strategy #5: Expand the transit market by promoting and marketing the BCT "family of services."	#6) An accounting of marketing activities.	**Ongoing**	**Ongoing**	**BCT**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 1: ENSURE AVAILABILITY OF TRANSPORTATION SERVICES TO PERSONS WHO ARE TRANSPORTATION DISADVANTAGED. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 2: Community awareness of Transportation Disadvantaged transportation services.				
Strategy #1: Develop marketing tools to agencies serving individuals who could benefit.	#1) number of new Transportation Disadvantaged clients	**Ongoing**	**Ongoing**	**BCT**
	#2) total amount spent on marketing/public information	**Ongoing**	**Ongoing**	**BCT**
Strategy #2: Continue efforts to market informational materials for riders of the system.	#3) number of informational documents distributed	**Ongoing**	**Ongoing**	**BCT**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 2: **ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER.**				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 1: Implement appropriate methods and procedures to accomplish cost-effective service delivery.				
Strategy #1: Continue the monthly reporting process via computerized trip management system to monitor efficiency and cost effectiveness.	#1) cost to County per passenger trip	**Monthly**	**Ongoing**	**BCT**
	#2) cost to County per vehicle mile	**Monthly**	**Ongoing**	

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 2: ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 2: Ensure effective program administration.				
Strategy #1: Continue the monthly report format to evaluate efficiencies and effectiveness of the TD program.	#1) Annual evaluation of CTC performance by the Local Coordinating Board	**May 2012**	**Ongoing**	**LCB CTC**
Strategy #2: Ensure service plan adherence.	#2) Quality Assurance Performance Evaluation performed by Florida Commission for the Transportation Disadvantaged	**July 2013**	**Complete**	**FCTD**
Strategy #3: Continue the monthly reporting process via computerized trip management system to monitor efficiency, cost effectiveness and quality.	#3) passenger trips per hour	**Monthly**	**Ongoing**	**BCT**
	#4) passenger trips per vehicle mile	**Monthly**	**Ongoing**	

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 2: ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 3: Promote utilization of the most cost-effective transportation mode.				
Strategy #1: Continue the monthly reporting process via computerized trip management system to monitor usage and effectiveness of the TD program.	#1) percent fixed-route trips are of total trips	**Monthly**	**Ongoing**	**BCT**
	#2) percent group-trips (program trips) are of total trips	**Monthly**	**Ongoing**	**BCT**
	#3) percent subscription trips are of total trips	**Monthly**	**Ongoing**	**BCT**
Strategy #2: Promote and continue monthly bus pass program for individuals and large user agencies.	#4) number of TD bus pass sales	**Monthly**	**Ongoing**	**BCT**
	#5) number of valid applicants	**Monthly**	**Ongoing**	**Out Source Contractor (NRC)**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM.				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 1: Encourage courteous service and passenger satisfaction.				
Strategy #1: Conduct transportation evaluations for quality services	#1) number of complaints/grievances filed against the system	**Ongoing**	**Ongoing**	**BCT** **FCTD**
Strategy #2: Utilize surveys to receive feedback from riders and to maintain quality service.	#2) analysis of quality survey results	**May 2013**	**Ongoing**	**LCB**
	#3) percentage of satisfied clients	**May 2013**	**Ongoing**	**LCB** **FCTD**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 2: Promote service that minimizes rider travel and wait times.				
Strategy #1: Adhere to the service plan.	#1) percent on-time (pick-up and/or drop-off)	**Ongoing**	**Ongoing**	**BCT**
	#2) number of trip requests referred to other providers			
	#3) number of complaints filed	**Monthly**	**Ongoing**	**FCTD**
Strategy #2: Update and promote the paratransit riders guide.	#4) number of guides produced and distributed	**Ongoing**	**Ongoing**	**BCT**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 3: Require the provision of safe and reliable service.				
Strategy #1: Maintain accident records for Annual Operating Report.	#1) vehicle accidents per 100,000 vehicle miles	**September 2012**	**Complete**	**BCT**
	#2) road call rate per passenger trip	**September 2012**	**Complete**	
Strategy #2: Conduct FDOT System Safety Plan evaluations for transportation operators.	#3) FDOT Summary Report			**BCT**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 4: SECURE NECESSARY FUNDING TO SUPPORT THE TD PROGRAM.				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 1: Maintain and increase funding to better meet the continued demand for paratransit services.				
Strategy #1: Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding TD transportation services.	#1) total funds received from TD Trust fund	**July 2012**	**Complete**	**LCB MPO BCT**
	#2) total funds received from current sources	**Ongoing**	**Ongoing**	**BCT**
Strategy #2: Continue to pursue funding for non-sponsored trips.	#3) total funds received from new sources			

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 4: SECURE NECESSARY FUNDING TO SUPPORT THE TD PROGRAM. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 2: Encourage public and private agencies to identify and allocate sufficient funds to meet the transportation needs of their program participants. **Strategy #1:** Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding transportation service for their clients.	#1) total funds budgeted by state agencies in the coordinated system #2) total funds spent by state agencies in the coordinated system #3) total funds budgeted to provide sponsored trips by non-state agencies #4) total funds spent to provide sponsored trips by non-state agencies #5) total funds budgeted to provide ADA trips #6) total funds spent to provide ADA trips	**September 2012**	**Complete**	**BCT LCB MPO**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 5: ENSURE TD PROGRAM ACCOUNTABILITY.				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 1: Adhere to state and federal statutes, rules, and regulations for the TD program. **Strategy #1:** Develop and maintain schedules, (monthly, quarterly, and annual) for all pertinent activities related to the TD program in response to TD Commission, Chapter 427 and Federal law.	#1) timely submission of required documentation: i.e., CTC's Annual Operating Report, Service Plan, Coordination Contracts, Operator Contracts, Grant Applications, Memorandum of Agreement, Monthly Billing, Quarterly Planning Grant deliverables, CTC evaluations, Progress Reports, - All accompanied by necessary endorsements and signatures.	**Ongoing**	**Ongoing**	**BCT** **LCB** **MPO**
	#2) compliance with Americans with Disabilities Act of 1990 and other state and federal requirements	**Ongoing**	**Ongoing**	**BCT**

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 5: ENSURE TD PROGRAM ACCOUNTABILITY. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 2: Collect, compile, report, and maintain data necessary for evaluation of the local Transportation Disadvantaged program.				
Strategy #1: Evaluate monthly status reports; quality control reports; provider meetings and marketing activities.	#1) completion of annual CTC performance evaluation performed by the Local Coordinating Board and recommendation by MPO	**May 2012**	**Complete**	**LCB MPO**
Strategy #2: Maintain all records including complaint resolution; TD eligibility list; coordination contracts in orderly manner, facilitating audit and review activities.	#2) review and dissemination of performance evaluations as conducted by Commission staff	**Bi-Annually**	**Complete July 2010**	**FCTD BCT**

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FUNDED PROJECTS LISTING

SECTION 6

TRANSPORTATION DISADVANTAGED

Phase	Fund Source	2012/13	2013/14	2014/15	2015/16	2016/17	Total
FM# 565 (TIP# 565) TRANSPORTATION FOR THE DISADVANTAGED						***Non-SIS***	
Type of Work: TD COMMISSION - OPERATING					**Lead Agency: Transportation**		
Project Type: State Managed					**LRTP#: 09T-Pg138**		
COUNTY COMMISSION CONTRIBUTION TRANSPORTATION OF DISADVANTAGED CLIENTS							
MNTT (LC)	LF	18,000,000	18,000,000	18,000,000	0	0	**54,000,000**
OPS (89)	LF	0	0	0	385,000	0	**385,000**
Total		**18,000,000**	**18,000,000**	**18,000,000**	**385,000**	**0**	**54,385,000**
	Prior Years Cost		*Future Years Cost*			*Total Project Cost*	
FM# 2370361 (TIP# 499) BROWARD CO.						***Non-SIS***	
Type of Work: TD COMMISSION - CAPITAL					**Lead Agency: FDOT**		
					LRTP#: 09TPg220		
TD COMMISSION TRIP AND EQUIPMENT GRANT PTO							
OPS (81)	LF	364,941	0	0	0	0	**364,941**
OPS (81)	TDDR	265,000	0	0	0	0	**265,000**
OPS (84)	TDTF	3,284,467	0	0	0	0	**3,284,467**
Total		**3,914,408**	**0**	**0**	**0**	**0**	**3,914,408**
	Prior Years Cost	*45,004,155*	*Future Years Cost*			*Total Project Cost*	*45,004,155*

Phase	Fund Source	2012/13	2013/14	2014/15	2015/16	2016/17	Total
FM# 2370362 (TIP# 521) BROWARD CO.						***Non-SIS***	
Type of Work: TD COMMISSION - CAPITAL					**Lead Agency: FDOT**		
					LRTP#: 09TPg220		
TD COMMISSION PLANNING GRANT PTO							
PLN (14)	TDTF	52,409	0	0	0	0	**52,409**
Total		**52,409**	**0**	**0**	**0**	**0**	**52,409**
	Prior Years Cost	*671,185*	*Future Years Cost*			*Total Project Cost*	*671,185*
FM# 2370363 (TIP# 1412) BROWARD FROM VOLUNTARY DOLLARS TO COMMISSION TD						***Non-SIS***	
Type of Work: TD COMMISSION - CAPITAL					**Lead Agency: FDOT**		
					LRTP#: 09T-Pg220		
TD COMMISSION - CAPITAL VOLUNTARY DOLLARS COMMISSION TD							
OPS (84)	TDTF	2,443	2,443	0	0	0	**4,886**
Total		**2,443**	**2,443**	**0**	**0**	**0**	**4,886**
	Prior Years Cost	*42,574*	*Future Years Cost*			*Total Project Cost*	*42,574*

II. SERVICE PLAN

A. Operations Element

Broward County Mass Transit Division (BCT) serves residents through a combination of fixed route public transit, paratransit, and community bus services. Within the coordinated paratransit system, 36 agencies offer transportation to their clients.

1. Types, Hours, and Days of Service

Types of Service	Hours and Days of Service
TOPS Reservation Call Center	Available during the published operating hours of BCT (normally 4:40 a.m. to ~~12:40~~ 12:35 a.m., Monday through Saturday; and 6:45 a.m. to 10:15 p.m., Sundays and holidays).
Ambulatory and wheelchair transportation service, fixed route and paratransit	Available during the published operating hours of BCT (normally 4:40 a.m. to ~~12:40~~ 12:35 a.m., Monday through Saturday; and 6:45 a.m. to 10:15 p.m., Sundays and holidays).
Ambulatory and wheelchair accessible feeder service available to Tri-County Commuter Rail	Seven days per week, generally between 5:00 a.m. and 11:00 p.m., Monday through Friday; 6:00 a.m. to 11:30 p.m., Saturdays; and 8:00 a.m. to 6:30 p.m., Sundays and holidays.
Developmental Services provides ambulatory and wheelchair transportation	Generally, from 6:00 a.m. to 6:00 p.m., Monday through Friday, or as warranted by an individually sponsored program.
Local municipalities provide ambulatory and wheelchair accessible service	Usually on a weekday basis, Monday through Friday, from 8:00 a.m. to 5:00 p.m.
Coordinated Agencies	Varies by agency, usually on a weekday basis, Monday through Friday, from 8:00 a.m. to 5:00 p.m.

Cost of Service

See Appendix A “Rate Structure.”

Use of Fixed Route Service

All Broward County buses and community buses are wheelchair-accessible (equipped with lifts and kneelers—this is also helpful for non-wheelchair passengers who cannot navigate steps). Bus fare is $1.75 and increased effective October 1, 2010. BCT offers 31-day bus passes at discounted rates to elderly, youth, college student, and disabled riders. For information on fixed-route bus service and routes, please call 954-357-8400, option 1, or go to http://www.broward.org/bct. Community buses range from free-of-charge to $1.00, depending on the community. For information on community bus services and routes, please go to http://www.broward.org/bct/communitybuses.htm

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

All registered ADA/TD Paratransit clients may ride the Broward County fixed-route buses free of charge without affecting their paratransit eligibility. For information, please call 954-357-8400, option 2.

All registered TD Medical Paratransit clients may ride the Broward County fixed-route buses free of charge without affecting their paratransit eligibility. For information, please call 954-357-8400, option 2.

All registered TD Nutrition Paratransit clients may ride the Broward County fixed-route buses free of charge in lieu of utilizing the paratransit service. Free use of fixed route service will not cancel TD Nutrition Paratransit eligibility. For information, please call 954-357-8400, option 2.

Clients requesting transportation services are directed to the fixed route service. Those who are unable to use fixed route service are encouraged to apply for TOPS Paratransit Service. Disabled clients who can use fixed route bus service for some trips are granted ADA eligibility under “Category 4,” or conditional eligibility, and are encouraged to use paratransit service for only those trips where the bus service is not accessible. BCT continues to offer and has expanded its free “Travel Training” for disabled applicants, including mental health clients, who can use fixed route service after some one-on-one instruction and assistance. This popular program is both beneficial and cost effective. During ~~2010-11~~ 2011-2012, it is estimated that 120 people will be travel trained (~~93~~ 161 travel trained to date).

BCT is dedicated to improving its fixed route bus system on an ongoing basis, and have completed the following improvements to enhance accessibility:

- In the past three years, 976 bus stops have been made fully ADA accessible.
- All bus drivers provide assistance upon request.
- All buses are equipped with voice annunciation systems, which provide on-board automatic voice announcements in English, Spanish and Creole. They announce bus stops, major transfer points and safety advisories.
- All signage, both inside buses and at the bus stops, complies with ADA regulations.

Inter-County Arrangements

Broward County works cooperatively with paratransit clients from other counties who request visitor status and can show proof of current paratransit eligibility. The CTC provides approximately 430 such inter-county trips on a weekly basis. There are currently 290 eligible clients registered as visitors with the TOPS paratransit service.

Other Community Service Sponsored Trips

Various community support agencies (such as United Cerebral Palsy) and other non-profit agencies that participate in the Section 5310 van program provide transportation for eligible clients in Broward County. There are currently 35 local agencies that participate in the Broward County coordinated program. See Appendix B, “Operators and Coordination Contractors”.

Pre-Scheduled Trips

Reservations for pre-scheduled trips must be made between the hours of 8:00 a.m. and 5:00 p.m., seven days a week. Reservations must be made one (1) day in advance.

Same Day Service

Same day service is provided on a very limited basis, at the discretion of the County and the Tops Reservation Center, based upon available vehicle capacity and available time slots in the schedule for that day. The contractor makes every reasonable effort to accommodate same day trip requests on a case by case basis. Broward County TOPS paratransit program does not provide emergency or stretcher transportation.

Subscription Trips

Subscription trips are trips for which an individual goes to and from the same origin and destination, at the same time of day, at least two days per week and requests the trip through a standing reservation rather than a daily request. ADA paratransit clients have priority for subscription trips, when subscription capacity is inadequate to meet all requests for subscription service. Contractors maintain a list of subscription clients documenting the level of subscription service provided by various funding components.

Subscription trips comprise approximately 70% of total trips.

2. Accessing Services

Services provided by Broward County may be reached by calling the BCT Paratransit Services Section, at (954) 357-8400 or 1-800-599-5432 (toll free within Dade, Broward and Palm Beach Counties).

For the hearing impaired, BCT has TTY capability which may be accessed by calling (954) 357-8302.

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

Reservations may be made seven days a week, 8:00 am - 5:00pm, and must be made one day in advance.
TOPS Reservation Number: 1-866-682-2258

Riders with trip questions or concerns can call the reservation number and speak to a reservations agent from M-F 4:40AM to 12:~~40~~35AM, Sundays and Holidays 6:45AM to 10:15PM.

Registration or certification information for other programs' clients may be reached by calling the individual program sponsor. Broward County routinely publishes the availability of transportation disadvantaged services in informational materials widely distributed throughout the community, including the telephone number for BCT and the Paratransit Services Section. The Aging & Disability Resource Center of Broward County, the Agency for Persons with Disabilities, Henderson Mental Health and other community organizations provide similar directories of services available to the general public, including the transportation disadvantaged. BCT publishes a Paratransit Services Rider's Guide, which details how a client can access the service. The Rider's Guide is updated periodically. All of BCT's materials are available in large print, audio cassette, CD, Spanish and Braille upon request. In 2010-2011, the CTC provided 420 large print, 40 audio tape, 52 CD and 3 Braille items.

The Florida Commission for the Transportation Disadvantaged has a TD Hotline that is available Monday through Friday, from 8:00 a.m. to 5:00 p.m. They can be reached at 1-800-983-2435 or TTY 1-800-648-6084. These numbers are posted in all TOPS vehicles and are also included in the Rider's Guide.

Client Pick-Up

Contractor shall provide door-to-door service. Drivers shall go into the lobbies or vestibules of buildings to seek out and/or assist a Client; however, drivers are prohibited

from entering residences. Sounding a horn at the curb is not permitted and is insufficient notification of Contractor's arrival. When the Client boards the vehicle, driver shall complete paperwork, or utilize an alternate automated system, indicating that the pick-up has been made.

Cancellations and "No-Show" Policies

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

When the assigned provider fails to pick up a client for a scheduled trip, with the exception of a trip canceled by a client or a client no-show, it is considered a missed trip. Rides canceled by the assigned provider shall be considered missed trips. Trips in which the assigned provider arrives more than one (1) hour after the scheduled time, and the client was declared a no-show, are considered missed trips.

Procedures for Dispatching Backup or After-Hours Service

Each contractor is responsible for all trips that have been pre-scheduled for a given day. If a vehicle is late, clients can call the TOPS Reservation Center for the estimated time of arrival. The CTC also has client service representatives who are available on weekdays to answer questions. If a pickup does not occur, they may contact the County Paratransit Service Office at (954) 357-8400, or (800) 599-5432 in Broward, Dade and Palm Beach Counties, or TTY for those who are hearing impaired at (954) 357-8302. Clients who have not been picked up by the end of 15 minutes after their scheduled pickup time are to be transported at no cost to the client. The County or the TOPS Reservation Center may also, at its discretion, contact another provider to provide backup service if deemed necessary. BCT also invokes contractual terms specifying financial disincentives for lateness or missed trips.

Eligibility

TD: Transportation Disadvantaged (TD) Trips - Pursuant to Chapter 427 Florida Statutes, Broward County as the Community Transportation Coordinator (CTC) under direction from the Commission for the Transportation Disadvantaged, and in cooperation with the Local Coordinating Board, developed local eligibility guidelines. The CTC requires a written application for all TD eligible clients, of whom there are currently 1,287 registered with the TOPS paratransit service (See Appendix C, "Transportation Disadvantaged Eligibility Application"). The CTC and the Coordinating Board have an established eligibility appeal process for the clients. The CTC, in cooperation with the LCB, may establish a review committee appointed by the LCB for

TD eligibility appeals if so desired by the applicant. The applicant may also request a review of the application by the CTC program manager. TOPS performs over 150,000 TD trips annually.
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ADA: ADA Eligible Trips - BCT is responsible for providing complementary paratransit services under the Americans with Disabilities Act of 1990. Clients under this service are eligible based upon Federal ADA Rules and Regulations. There are currently 17,777 eligible ADA clients registered with the TOPS paratransit service.

ADA eligibility is determined by a client's functional ability to use a fixed route bus and/or navigate the fixed route system. Clients complete a written application. A physician of the client's choice completes the last page. Completed applications are reviewed by a third-party BCT-contracted physician. Those clients not receiving presumptive approval are sent for an assessment to determine the appropriate service - ADA paratransit or fixed route bus service. These assessments are conducted by a professionally trained team of physical and occupational therapists. The assessment comprises of functional, cognitive, visual and respiratory evaluations. When it is determined that a client is not eligible for ADA paratransit service, and fixed route service is indicated, a three-month bus pass is issued and travel training is offered at no cost to the applicant. Clients who qualify and are enrolled in ADA paratransit service must apply for re-certification every three (3) years. The CTC has established an eligibility appeals board that meets on a monthly basis. BCT's Paratransit Services Section staff processed 7,641 applications for ADA and TD Paratransit service in 2010-2011.

Prioritization

At this time in Broward County, there is no prioritization of trips. All pre-scheduled trips requested are performed.

Fare Changes Effective January 1, 2010

- On October 1, 2010 BCT increased its fixed route fare to $1.75 and the Paratransit Rider's Fare increased to $3.50. This increase was also addressed during a formal public hearing. The contracted service providers will continue to retain $3.00, but the County will retain the additional $0.50. Revenue for County Fiscal Year 2010 is expected to exceed $300,000 County Board Approved – Amendment – 08.31.10.
- Implementation of the centralized reservation system and virtual fleet.
- Conduct a more thorough needs assessments - both new and renewal TD applications must be accompanied by documentation verifying monthly income (similar to the process used by other CTC's, such as Palm Beach County).

- Research the possibility of recruiting volunteers to assist with the needs assessment, (e.g., social work graduate students at local universities)
- Formation of a sliding scale to determine an equitable Rider's Fare for nutrition clients that currently travel free-of-charge. BCT will request the assistance of the Aging and Disability Resource Center of Broward County (formerly the Area Agency on Aging of Broward County) on this initiative.

3. Transportation Operators and Coordination Contractors

A new five-year Paratransit contract went into effect January 1, 2010. Four contractors, and five sub-contractors provide approximately 2650 daily trips (see Appendix B, "Operators and Coordination Contractors). There are currently 13,658 eligible clients registered in the system.

TOPS providers are selected under the competitive process established by Florida's Administrative Code. The same process – letters of interest, reviews of responses, selection/negotiation committee, national and international searches, qualifications review, presentations, selection, and, as needed, emergency bid quotation requests according to established criteria – is utilized when a new contract is required or there is a need to expand the number of contracted operators.

4. Public Transportation Utilization

BCT provides service to 410 square miles within Broward County. BCT buses connect to Palm Beach and Miami-Dade transit systems and to Tri-Rail. BCT buses provide connections to our community's multimodal transportation network, as well as system wide connections at three transfer terminals: Broward Central Terminal (downtown Fort Lauderdale); West Regional Terminal (Plantation) and Lauderhill Mall Transfer Facility (Lauderhill). The Northeast Transit Center (Pompano Beach) will open early 2012.

The BCT fleet has 315 fixed-route buses (all of which are 100% accessible via lifts and hydraulic kneelers) providing service on ~~36~~ 42 routes, ~~70~~ 72 community buses operated in partnership with 18 municipalities, and the Tri-Rail feeder shuttles. BCT transports ~~36.7~~ 37.9 million passengers annually. On weekdays ~~36~~ 42 routes are in service, ~~30~~ 30 on Saturdays, and 28 on Sundays.

BCT provides free Wi-Fi on the 441 Breeze and U.S. 1 Breeze routes and at the Broward Central Terminal. As of 2010 BCT has seventeen 40' hybrid buses, five articulated diesel buses and ten hybrid articulated buses in the fleet.

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

BCT launched the addition of Spanish and Creole languages on its Web site. The translated versions can be accessed from the BCT home page at **www.broward.org/bct** by selecting from the "Language Chooser" button. Bus schedules and maps are not translated, as these web pages identify departure and arrival times, bus stop locations, landmarks and other non-translatable terms.

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

A BCT Buz Pass is a credit-card size fare card with magnetic swipe. It is a cost-savings pass for daily, unlimited travel for a specific period of time:

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

Google Transit is a feature of Google Maps™ that provides public transportation trip planning as an alternative to driving directions. Passengers start by entering their starting and ending destination and their expected departure or arrival time. Google Transit will provide them with up to three suggested trip plans, featuring trip maps, any transfer instructions, and estimated arrival times.

BCT has added another customer-friendly feature to its Web site. Bus passengers and authorized vendors can now purchase bus passes online, in the convenience of their home or office. Visit www.broward.org/bct and click on "Purchase Bus Pass."

The new, three-easy-step purchase is available 24-hours-a-day, seven days-a-week, on a confidential and secure Broward County online site that accepts all approved major credit cards. The 10-Ride, 7-Day and 31-Day Adult passes are available.

The 31-Day Reduced Fare passes for youth, seniors, disabled, Medicare recipients and college students cannot be purchased online as valid identification is required. These passes are sold at the main bus terminal, all County libraries and select check cashing store locations throughout Broward County. The All-Day pass is also not available for online purchase as it is sold only on board the bus.

Online bus pass orders are processed at no extra cost using standard shipping via the United States Postal Service (USPS). Online purchasers will receive an email confirming their order and should allow seven to 10 business days to receive their pass.

For more information about the online bus pass purchase, contact the Broward County Transit Communications Section at 954-357-6786.

Effective October 1, 2010, BCT increased its bus fares. The fares are as follows:

Transit Fare Types	Effective October 1, 2010
Regular One-Way Fare (Base Cash)	$1.75
Reduced Youth	$0.85
Reduced Senior/Disabled/Medicare	$0.85
10-Ride Pass	$16.00
All Day Pass	$4.00
Reduced Youth	$3.00
Reduced Senior/Disabled/Medicare	$3.00
7-Day Pass	$16.00
31-Day Adult Pass	$58.00
Reduced Youth	$29.00
Reduced Senior/Disabled/Medicare	$29.00
Reduced College Student	$40.00

Effective May 1st , 2011	
Express Regular one way fare	$2.35
Reduced Youth	$1.15
Reduced Senior/Disabled/Medicare	$1.15
10-Ride Pass	$23.50
31-Day Adult Pass	$85.00

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

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

BCT partners with the Broward County Homeless Initiative Partnership Administration (HIP) to provide discounted bus passes (50%) to those agencies in Broward County that serve homeless individuals.

5. Vehicle Inventory

All Broward County Vehicle Inspections are conducted annually by BCT, in accordance with Chapter 14-90, FAC per the contract for Paratransit Service. See Appendix D, “Vehicle Inventory.”

6. System Safety Program Plan Certification

A Broward County Safety Inspection is conducted annually by BCT with the Florida Department of Transportation in accordance with Chapter 14-90, FAC.

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

7. Intercounty Services

BCT provides service into Miami-Dade and Palm Beach Counties. Fixed route service into Palm Beach County includes Route 18 to Sandalfoot, and Route 10 to Mizner Park. Fixed route service into Miami-Dade County includes Route 18 to the 163rd Street Mall and Golden Glades Park, Route 2 to 207th Street & University Drive and Golden Glades Park, and Routes 1 and 4 to Aventura Mall. The three counties have designated several transfer locations for paratransit clients who need to transfer across service areas. The three counties have an intercounty service agreement for paratransit delivery.

8. Natural Disaster/Emergency Preparedness

As a primary agency (Broward County Emergency Service Function #1), BCT, including the Paratransit Services Section, maintains a special needs transportation capability by means of contractual arrangement with transportation contractors to transport persons with special needs to/from designated shelters. Individuals are required to pre-register with Broward County Elderly & Veterans' Services Division. The rider's fare is waived under such emergency circumstances. Individuals may have the option to contact their service provider for trips.

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

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

In 2010-2011, the following activities were completed or recertified by the Broward CTC staff:

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

9. Marketing

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

Major improvements were made to the website at www.broward.org/bct. Its redesign and a more user-friendly layout have resulted in the continuous increase in monthly hits. Enhancements to the site include 'Transit Flash," a monthly e-newsletter that is sent to a client e-mail database with up-to-date information, online bus pass purchasing, and Spanish and Creole translation.

BCT was the recipient of a Federal Homeland Security Grant to implement a public security and emergency awareness program. A public outreach campaign, "Transit Watch," will educate and encourage the active participation of transit passengers to identify and assist transit officials to maintain a secure transit environment. Promotions will consist of brochures, radio and print advertisements, an instructive web-video on the BCT web site, posters, and a designated call-in telephone line. "Transit Watch" was

introduced in summer 2009.

10. Acceptable Alternatives

Multimodalism is a trend in public transit geared to meet passengers' needs for several methods of accessible and timely transportation. BCT is well on the way to multimodal status with its Bus Your Bike service that allows passengers to take their bicycles on the bus as a secondary transportation option. Bicycles are transported on racks located on the front of all BCT buses.

BCT also has partnerships with Tri-Rail, Transportation Management Association, and Community Buses. By using these many different forms of transportation, Broward County residents can assist in reducing traffic congestion and environmental pollution.

Tri-Rail is South Florida's commuter train, operated by the South Florida Regional Transportation Authority (SFRTA), which runs along a 71-mile corridor parallel to Interstate 95 and services Palm Beach, Broward and Miami-Dade counties. Connecting wheelchair accessible bus service is available from all Tri-Rail stations, and shuttles connect passengers to the area's three international airports: Miami International Airport, Fort Lauderdale/Hollywood International Airport, and Palm Beach International Airport. Representatives from both the CTC and the Planning Agency serve on the SFRTA ADA Advisory Committee.

TMAX EXPRESS: TMAX Express/Sun Trolley connects key downtown locations including Olde Town and Las Olas Riverfront, and also connects downtown to the beach via Las Olas Boulevard. It provides convenient lunchtime shuttle service for downtown employees and now has a new courthouse route. Express also provides a park and ride shuttle service operating between Lauderdale Lakes Marketplace and downtown Fort Lauderdale.

Emergency Ride Home: If you work in downtown Fort Lauderdale for an employer who is a TMA (South Florida Commuter Services) member, and you rideshare, walk or bicycle, and are unexpectedly stranded at work or have a personal or family emergency, the TMA will provide you with a free ride to your home or wherever the emergency dictates.

III. QUALITY ASSURANCE

A. Paratransit Contractual Service Standards

See Appendix G – ADA Paratransit Contract, Section 3.1: SCOPE OF SERVICES AND SERVICE DESCRIPTION

B. Local Grievance Procedures/Process

Throughout the complaint/grievance process the Commission's Ombudsman Program telephone number (1-800 983- 2435; TTY 771(Florida Only) or 850-410-5708) is consistently provided as a referral.

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

COMPLAINT AND GRIEVANCE PROCEDURES
BROWARD COUNTY COORDINATING BOARD
FOR TRANSPORTATION DISADVANTAGED SERVICES

The complaint and grievance rights of the user are posted in a location that is generally visible to sighted clients and are periodically explained verbally to sight impaired clients.

COMPLAINT PROCEDURES

1. The client or client's advocate contacts the CTC, using the telephone number posted in the vehicles, and expresses dissatisfaction with the service citing a date and time and the reason for the complaint. If the complaint is related to matters of policy, the CTC explains that the service provided was within the CTC's scope of service and closes the matter.
2. If the complaint is not about a matter of policy, the CTC records the complaint in the Computerized Transportation Management System (CTMS). The CTMS assigns a tracking number to the complaint.
3. The CTC forwards the complaint to the appropriate contractor who is required to respond to safety complaints immediately and other complaints within 24 hours.

4. The contractor responds to the complaint, either acknowledging that the complaint is valid, or disputing the complaint with documentation showing that the contractor was in compliance with its contract. If the contractor determines that the complaint is valid, the contractor also informs the CTC that it is taking corrective action.
5. The CTC determines whether or not the documentation is sufficient or that the complaint is valid.
6. The client is contacted by the CTC and advised of the resolution of the complaint

and, if valid, the corrective action taken by the contractor.

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

GRIEVANCE PROCEDURES

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

GRIEVANCE COMMITTEE PROCEDURES

1) The Grievance Committee has the power to hold hearings, conduct investigations and take testimony in all matters relating to complaints or grievances brought before the Committee.
2) If the CTC Program Manager receives notice of an appeal, a notice of hearing is served on the operator stating the nature of the complaint and the time and place of the hearing scheduled before the Grievance Committee.
3) Notice provided by the CTC Program Manager must provide the operator of services with no less than ten (10) days, excluding Saturdays, Sundays and legal holidays, written notice of the time, date, and place of the hearing. The said Notice of Hearing must be sent by certified mail, return receipt requested, to the last known address of the

operator of the services.
4) In any hearing before the Grievance Committee irrelevant, immaterial or unduly repetitious evidence will be excluded. All other evidence of a type commonly relied upon by reasonably prudent persons in the conduct of their affairs will be admissible whether or not such evidence would be admissible in the courts of Florida.
5) Each party has the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, to examine opposing witnesses on any relevant matter, even though the matter was not covered under direct examination, and to impeach any witness regardless of which party first called the witness to testify.
6) After an evidentiary hearing, the Grievance Committee submits to the Coordinating Board its recommended order consisting of findings of fact, conclusions of law and recommendations.
7) The Coordinating Board may adopt the recommended order as its final order. The Coordinating Board may reject or modify the conclusions of law and recommend final action, but may not reject or modify the findings of fact, unless it first determines from a review of the complete record and states with particularity in its final order, that the findings of fact were not based on competent substantial evidence or that the proceedings in which the findings were based did not comply with the essential requirements of law.
8) All meetings and hearings must be open to the public and advertised, but the public will not be given the opportunity to participate. Minutes will be kept at each hearing.
9) Appeal from the decision of the Coordinating Board is by certiorari to the circuit court in accordance with the Florida Rules of Appellate Procedure.

C. Evaluation Processes

Several evaluation processes are utilized by Broward County to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated, and un-fragmented manner.

1. CTC Evaluation Process

Chapter 427, F.S., Rule 41-2, F.A.C., and the local coordinating board operating guidelines initiate the CTC Evaluation process which summarizes the CTC's strengths and weaknesses over the past year in terms of implementing the Chapter and Rule, the terms of the MOA, and the goals and objectives appearing in the TDSP. The BCCB is charged with the responsibility of conducting this Evaluation of the CTC. The BCCB and staff perform the evaluation process, utilizing FCTD approved criteria. A copy of the Evaluation is provided to the MPO and the FCTD.

- The 2011 CTC Evaluation was approved by the LCB on May 15, 2012 and the MPO on June 14, 2012, and submitted to the Commission for the Transportation Disadvantaged on August 2, 2012. The Evaluation recommended the re-designation of Broward County Board of County Commissioner as the CTC. The CTD approved the MOA with the CTC for five years effective September 1, 2012 – August 31, 2017.

- On June 28- July 2, 2010, the Commission for the Transportation Disadvantaged conducted its Quality Assurance and Program Evaluation (QAPE) of Broward County's CTC. See Appendix H
- On April 24, 2012, the Florida Department of Transportation conducted its Bus Transit System Safety and Security Review of BCT. See Appendix E, "FDOT Bus Transit System Safety and Security Review.

2. CTC Monitoring Procedures of Operators and Coordination Contractors

a. Contractors are required to provide the Broward County Transit Division (BCT) with updated Driver Rosters by the tenth (10) calendar day of each month. Each roster shall indicate driver's name, date of hire, training dates, last Drug and Alcohol test, Motor Vehicle Record review date, and the date of the latest criminal record check. Contractors are also required to maintain updated Driver Rosters in the Computerized Trip Management System (CTMS) supplied to them by BCT.

b. Contractors must provide BCT with evidence that all drivers have completed the training program offered by BCT prior to any such driver providing service, and must attend a refresher class or repeat new driver training at a minimum of once every two years. This training shall be included as part of the monthly operating summary package. Additionally, drivers are required to participate in a driver training program developed by BCT. Contractors must require all personnel providing transportation to possess the following, which shall be filed with BCT prior to such personnel providing paratransit service: a current, valid Broward County Chauffeur's Registration in accordance with the requirements of Chapter 22-1/2, Broward County Code of Ordinances.

c. BCT requests State of Florida Motor Vehicle Reports for contractor's drivers on a periodic basis. In the event such a report shows evidence of any violations, BCT will promptly notify the contractor and the Taxi Section of the Broward County Permitting, Licensing and Consumer Protection Division. The contractor must have procedures in place to periodically review their drivers' Motor Vehicle Reports. Compliance is monitored by BCT staff.

d. The training program includes methods for measuring the effectiveness of the training in developing skill and improving performance. The methods shall be based on performance indicators which measure proficiency and not solely on the contractor meeting minimum training hours required. Such measurement procedure shall be provided to BCT upon request.

e. BCT performs annual evaluations of the contractors ensuring compliance with the System Safety Program Plan, locally approved standards, Florida Commission for the Transportation Disadvantaged (CTD) standards, Florida

Department of Transportation (FDOT) standards, annual operating data and insurance requirements.

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

g. Contractors provide BCT with service data, via summary reports generated by the Computerized Trip Management System (CTMS), and a weekly invoice for each component of service for the previous week (Monday through Sunday) by close of business each Wednesday. This information shall include, but is not limited to, the following: number of one-way passenger trips by type of trip; total hours of vehicle service; copies of the daily reports for driver activity or other daily reports showing starting and ending times, and starting and ending mileage, for each vehicle used by each driver; copies of trip tickets, log sheets, or driver manifests; the weekly reimbursement charges for services rendered the previous week, and trips requests that are denied (Please note that BCT operates with a zero trip denial rate. If one contractor is unable to perform a requested trip due to capacity constraints, another contractor performs the trip).

h. Contractors must keep separate denial forms/logs, by component, of all requests for service that cannot be accommodated. Contractors shall fill out all information required on the log for each ride request that could not be accommodated. A cumulative denial form/log shall be filled out, showing all rides denied for the week, and shall be included as part of the monthly service summary submitted to BCT (Please note that BCT operates with a zero trip denial rate. If one contractor is unable to perform a requested trip due to capacity constraints, another contractor performs the trip).

i. Pursuant to the Federal Transit Administration's standards for precision, accuracy, and accountability, BCT is required to report data to the National Transit Database (NTD). As may be required by the Federal Transit Administration, or BCT, contractors shall collect NTD data and other "service supplied" information or "service consumed" information, as said terms are defined in Section 15 of the Federal Transit Administration Regulations.

Contractors are responsible for the collection of financial and operational data, including on-board operational and passenger-related data, for transmittal to BCT on BCT -approved forms as follows: operational and passenger-related data shall be submitted to BCT no less than weekly, financial data shall be submitted to BCT no less than quarterly, and designated "service supplied" data shall be submitted to BCT thirty (30) days prior to the termination of BCT's fiscal year. All source documents for Section 15 filings shall be subject to audit and shall be maintained by the contractors for five (5) years following final payment under their agreement with BCT.

j. Contractors must provide written monthly reports to BCT by the tenth (10th) day of the month following the month of service. All required information shall be collected and reported individually for each funding component of service. Such reports shall be submitted on a form developed by the contractor and approved by BCT, and shall include, but not be limited to the following:

k. Brief Narrative: A brief narrative highlighting the month's activities, any unusual events, trends and other noteworthy observations.

l. Ridership: Number of one-way passenger trips, Personal Care Attendants, and Companions on a day-by-day basis, for each funding and fare entity and category.

m. Miles and Hours: Total hours of service and vehicle miles on a day-by-day basis.

n. Cost of Service: Total service revenue based upon the contracted rates, collected fares, and net revenue to provide service (total revenue less imputed fares).

o. Service Quality Measures: On-time performance data, trips completed, missed trips, and trip denials with an explanation.

p. Efficiency Measures: Appropriate measures to include passengers per mile, hour, or vehicle trip.

q. Fleet Data: Updated fleet listings and status of all vehicles.

r. Other: Accident/incident reports/briefs/findings, training activities/certifications, including sensitivity training and education, key personnel changes, and suggested improvements.

s. All vehicles, wheelchair lifts or ramps, and wheelchair securement devices are inspected annually by BCT staff. All vehicles must be approved, inspected and display an inspection sticker issued by BCT prior to providing service. If any complaints are received concerning any aspect of a vehicle or its equipment, the

vehicle must report to BCT's facility the next business day for an inspection. Any vehicle found to be in violation of any contractual standard must be removed from service until such violation is remedied.

t. BCT reserves the right, through its agreements with the contractors, in its sole discretion, at any time, to inspect vehicles and maintenance facilities during normal working hours, and to review contractors' maintenance records.

u. Day-to-day monitoring is also conducted through BCT's Complaint Procedure. All client complaints shall be referred to BCT's Paratransit Customer Services. The contractors shall not respond directly to a client who desires to file a service complaint. BCT personnel may make initial contact with the contractors to obtain a verbal response and to determine the validity and resolution of the complaint. All complaints are entered into Computerized Trip Management System (CTMS). A copy of the complaint will be forwarded to the contractor for a written (or electronic) response to BCT. Contractors' responses shall be made within three (3) business days of receipt of the complaint. Complaints of a more serious nature, such as injury, driver misconduct, and client safety issues shall be responded to by the end of that business day. Complaints are tallied each month, indicating the total number of complaints, and type of complaints, for each contractor. The complaint standard (maximum allowed) is established at 2.9 complaints per 1,000 trips in a given month.

v. BCT works closely with the CTD's Ombudsman Program staff to resolve all service complaints and inquiries. BCT investigates each item as described above (see #13), contacts all concerned parties, and sends the CTD's Ombudsman Program staff a report on the resolution of the complaint/inquiry.

3. Coordination Contract Evaluation Criteria

BCT performs annual evaluations of the coordination contractors ensuring CTD standards, annual operating data, drug and alcohol testing programs, vehicle inspections and insurance requirements. Provision of service is reviewed on operating data supplied by the coordination agency and the size of the system. the agency's service is reviewed as to cost effectiveness and efficiency and quality of service provided.

4. MPO Evaluation Process

The MPO evaluation process is accomplished through review and evaluation of the Planning Grant tasks and accomplishments. The FCTD conducts a triennial review, the Quality Assurance and Program Evaluation (QAPE) that consists of an internal evaluation of all grant deliverables, and surveys of the local Coordination Board members and the Community Transportation Coordinator (CTC).

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The TOPS paratransit contract went into effect on January 1, 2010. Four (4) providers, and five (5) subcontractors signed a five-year contract with Broward County.

The rate structure justification can be broken down in two parts. The first details the contractors' functions and the second details the Community Transportation Coordinator's functions. See Appendix A, Rate Structure "TD Trust Fund Service Rates."

TOPS Reservation Call Center: Telephone In-take; Scheduling

Contractor: Dispatching; Vehicle Maintenance; Trip Reconciliation/Billing

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

See Appendix G for Paratransit Contract Scope of Services.
See Appendix I for TOPS Paratransit Rider's Guide

Appendix A

RATE STRUCTURE

APPENDIX A
RATE STRUCTURE

TRANSPORTATION DISADVANTAGED TRUST FUND
SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: **Broward County Board of County Commissioners d/b/a Broward County Mass Transit Administration, 3201 West Copans Road, Pompano Beach, Florida 33069**
EFFECTIVE DATE: 7/1/2011

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT $
ambulatory	passenger trip	24.58
wheelchair	passenger trip	42.14
31-Day Reduced Pass	per pass	29.00

Appendix B

OPERATORS AND COORDINATION CONTRACTORS

	BUSINESS NAME	PHONE	CONTACTS	E-Mail Contacts	STREET ADDRESS	CITY	ZIP	VEHICLES	Rec'vd
1	ACTS-Agency for Community Treatment Services, Inc.	813-246-4899 X234	Ken Salzer	ksalzer@actsfl.org	4612 North 56th Street	Tampa	33610	3	Y
1	AMT - Allied Medical Transport	954-681-4373	Rashelle Rowe	alliedmedicaltransport@yahoo.com	5896 Rodman Street	Hollywood	33023	88	Y
1	Ann Storck Center	954-584-8000x	Charlotte Mather-Taylor	cmathertaylor@annstorckcenter.org	1790 SW 43rd Way	Ft. Lauderdale	33317	16	New 03.19.12
1	ARC Broward-Achievement and Rehabilitation Ctr.	954-746-9400 X4157	Jody Ellis	jellis@arcbroward.com	10250 NW 53rd Street	Sunrise	33351	27	Y
1	Archways, Inc	954-763-2030	Aileen Turner-Nestor	atn@archways.org	919 NE 13th Street	Ft. Lauderdale	33304	2	Y
1	BARC Housing, Inc.	954-746-9400 X4157	Jody Ellis	jellis@arcbroward.com	10250 NW 53rd Street	Sunrise	33351	9	Y
1	Broward Children's Center,Inc.	954-943-7336 X105	Margaret E. Brummerloh	margaretB@bcckids.org	200 SE 19th Avenue	Pompano Beach	33060	14	Y
1	Cerebral Palsy Adult Home, Inc. -linkedw/Woodhouse	954-786-0344	Marsha Linville	mflinville@aol.com	1405 NE 10th Street	Dania Beach	33004	2	Y
1	City of Deerfield Beach, NEFP 2 (reports)	954-480-4449	Frieda Caldes	nefocalpoint@deerfield-beach.com	227 NW 2nd Street	Deerfield Beach	33441	12	Y
1	City of Hallandale Beach, Hepburn Center	954-457-1460	Victor de Souza	vdesouza@hallandalebeachfl.gov	750 NW 8th Avenue	Hallandale Beach	33009	4	Y
1	City of Lauderhill	954-572-1475	Jane Sullivan & Kurt Blaides	jsullivan@lauderhill-fl.gov kblaides@bellsouth.net	7500 W Oakland Park Blvd	Lauderhill	33313	8	Y
1	City of Margate, NWFP (2) reports	954-973-0300	Kelly Diaz & Terri L	kdiaz@margatefl.com	6009 NW 10th Street	Margate	33063	18	Y
1	City of Miramar, MSSC	954-495-3644	Melissa Stuart & Tim Blair	mestuart@ci.miramar.fl.us	6700 Miramar Pkwy	Miramar	33023	13	Y
1	City of Pembroke Pines, SWFP	954-450-6850	Jacque-Ann D Isaacs	jisaacs@ppines.com	301 NW 103rd Avenue	Pembroke Pines	33026	19	Y
1	City of North Lauderdale	954-722-0900 X 487	Susanna Laurenti	slaurenti@nlauderdale.org	701 SW 71st Avenue	North Lauderdale	33068	1	Y
1	City of Tamarac Senior Ctr.	954-597-3633	Dania Maldonado	dania.maldonado@tamarac.org	6001 Nob Hill Road	Tamarac	33321	6	Y
1	Daniel D Cantor Senior Ctr.	954-742-2299	Natalie Grunewald	natalie@cantorcenter.com	5000 Nob Hill Road	Sunrise	33351	6	Y
1	Doughlas Gardens North - DGN, Inc.	954-438-0063 X206	Nancy Zombeck	nzombek@mjhha.org	705 SW 88th Avenue	Pembroke Pines	33025	1	Y
1	Gulf Coast Jewish Family & Community Services	727-479-1874	Richard Steiner & Elizabeth Shaw	rsteiner@gcjfcs.org eshaw@gcjfcs.org	14041 Icot Blvd,	Clearwater, Fl	33760	0	Y
1	Henderson Mental Health /John Aquino	954-777-1623	Erica Ricketts	ericketts@hendersonbehavioralhealth.org	4740 N State Rd	Lauderdale Lakes	33319	40	Y
0	Inktel Direct - Tops Reservation Center	305-523-1137	Alison Hill	allison.hill@inktel.com	13975 NW 58th Court	Miami Lakes	33014	0	Y
1	Joseph Meyerhoff Senior Center SEFP	954-966-9805	Carmen Porte & Dereck Lambert	cporte@meyerhoffcenter.org dlambert@meyerhoffcenter.org	3081 Taft Street	Hollywood	33021	4	Y
1	Lucanus Developemental Ctr. (2) reports	954-981-4019	Chris Buckley	cbuckley@lucanuscenter.com	6411 Taft Street	Hollywood	33024	77	Y
1	Medex Transportation, Inc	954-927-6700	Paula Welch	pwelch@broward.org	2025 Harding Street	Hollywood	33020	28	Y
1	NW Federated Woman's Club	954-714-3500	Sandra Hunter	hunters@elderaffairs.org	2185 NW 19th Street	Ft. Lauderdale	33311	1	Y
1	Quality Community Services, Inc	954-753-7778	Sandra Moreau	sansanmoreau@hotmail.com	3700 Georgia Avenue Ste: 10-C	Palm Beach	33405	0	Y
1	Rayfield Family Literacy	786-426-0113	Senetta Carter	senettacar@aol.com	427 South State Road 7	Hollywood	33023	1	Y
1	Soref Jewish Community Center (Samuel M. & Helene)	954-792-6700	Donald Graw Exec. Dir.	dgraw@sorefjcc.org	6501 W Sunrise Blvd.	Plantation	33313	1	Y
1	St. Elizabeth Gardens	954-941-4597	John A Cameron	stelizabethgarde@bellsouth.net	801 NE 33RD Street	Pompano Beach	33064	1	Y
1	St. Joseph's Tower	954-485-5150	Ann Brown, Asst. Mgn.	abrown@chsfla.com	3475 NW 30th Street	Lauderdale Lakes	33311	1	Y
1	Sunrise Community, Inc.	954-744-1126	Jorge Viego	jviego@sunrisegroup.org	5450 STIRLING ROAD	DAVIE	33314	2	Y
1	Sunrise Opportunities, Inc	954-744-1126	Jorge Viego	jviego@sunrisegroup.org	5450 STIRLING ROAD	DAVIE	33314	4	Y
1	Tender Loving Care Transportation Services, Inc	954-917-8099	Darlene Ponder	tlcadultdaycare@aol.com	611 NW 31st Avenue	Pompano Beach	33069	16	Y
1	TMS Management Group, Inc.	727-828-1641	Dave McDonald	david.mcdonald@tms.com	13825 Icot Boulevard Ste: 613	Clearwater, Fl	33760	0	Y
1	Total Intervention Early Services	754-204-0312	Paula Locke	ties4me@comcast.net	4699 N State Road 7	Tamarac	33319	0	Y
1	United Cerebral Palsy of Broward County, Inc.	954-315-4040	Patricia Murphy	Pat.Murphy@ucpsouthflorida.org	3117 SW 13th Court	Ft. Lauderdale	33312	22	Y
1	Woodhouse, Inc.	954-786-0344	Marsha Linville	mflinville@aol.com	1001 NE 3rd Avenue	Pompano Beach	33060	3	Y
36	Total Coordination Contractors							450	

All of the above operators and coordinators provide paratransit transportation to residents of Broward County. These residents attend various agencies, schools, training facilities, or simply enhance their social abilities as any resident able to use the fixed-route service is able to accomplish. These contractors and coordinators provide the transportation with assistance from local, state, federal and private dollars. Updated 03.29.12

Appendix C

TRANSPORTATION DISADVANTAGED (TD) APPLICATION

Dear TOPS Applicant:

Thank you for your interest in **TOPS**, Broward County's shared-ride, door-to-door transportation program for persons who are prevented from independently using Broward County Transit (BCT) fixed-route bus services due to barriers in combination with their disability(ies) for some or all trips.

With TOPS, we can offer transportation under two separate programs:

Florida Transportation Disadvantaged Program, for eligible persons who cannot access a fixed-route bus service or obtain their own transportation due to disability, age, or income.

ADA Paratransit Service Program, for eligible persons with physical, cognitive, emotional, visual or other disabilities which functionally prevent them from using the BCT fixed-route bus system permanently, temporarily or under certain conditions.

Enclosed are separate applications for each program. Choose the one that best addresses your needs.

Please have the application fully completed by you and your Florida licensed/certified Health Care Provider before returning it to us. The information you provide is confidential and is used to determine eligibility only.

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Florida Commission for the Transportation Disadvantaged

BOARD OF COUNTY COMMISSIONERS
BROWARD COUNTY, FLORIDA

Transportation Disadvantaged Program Application Form

BROWARD COUNTY Transit

Transportation Disadvantaged (TD) eligible customers are those who cannot access a fixed-route bus service or obtain their own transportation due to disability, age, or income. It is a coordinated statewide effort to group customers together for a shared ride service. The Florida Transportation Disadvantaged grant that pays for trips in this category is funded by a $1.50 vehicle registration fee and voluntary donations.

To be considered for our Transportation Disadvantaged (TD) program, please complete every question:

NOTE: A valid **Florida** Driver's License **and/or** a valid **Florida** ID is required.

PLEASE PRINT NEATLY

Last Name: _____ First Name: _____ MI: _____

Street Address: _____ Apt: _____ Bldg.: _____

Bldg. /Subdivision Name: _____ E-mail: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Other Phone: _____

Social Security #: _____ Date of Birth: _____

In case of emergency, who should we notify?

Name: _____ Phone: _____

Relationship: _____ Other Phone or E-mail: _____

Driver's License/Identification Card Number: _____

Do you have Medicaid? ☐ **Yes** ☐ **No** **If yes,** Program Code: _____

Medicaid/Gold Card #: _____ Expiration Date: _____

Are you a "Meals on Wheels" recipient? ☐ **Yes** ☐ **No**

Do you have a disability ☐Yes ☐No. If yes, what is your diagnosis _____and how does this prevent travel on BCT buses? _____

Current means of transportation: ☐TOPS ☐Bus ☐EMT ☐Shuttle ☐Private Car ☐Bicycle ☐Walk ☐Family ☐Friends ☐Residential Facility ☐Taxi ☐Drive Self

Applicant's total monthly income*: _____

Including applicant, total number of persons living at residence: _____ *(N/A if living in Group Home, ALF, etc.)*

Total combined monthly income* of all persons living in the home: _____ *(N/A if living in Group Home, ALF, etc.)*

Number of motor vehicles in your household: _____
Who drives them? _____

***Income includes: wages, tips, pension, disability & SS benefits, etc.**

NOTICE OF COLLECTING SOCIAL SECURITY NUMBER FOR GOVERNMENT PURPOSE

Broward County collects your social security number for a number of different purposes. The Florida Public Records Law (specifically, section 119.071(5), Florida Statutes (2007)), requires the County to give you this written statement explaining the purpose and authority for collecting your social security number.

Form	Purpose	Authorization
TD program eligibility application forms	To conduct eligibility verification, cross-checks, and to monitor for possible abuse.	County policy (See Note 1).

Note: 1. Broward County collects your Social Security Number in the performance of a duty or responsibility the County must complete in accordance with law or business necessity. In the event a law does not specifically provide the County with the authority to collect your Social Security Number, it is imperative that the County collect your Social Security Number and this is expressly provided in section 119.071(5)2.b.

ADA Paratransit Service
Eligibility Criteria
GUIDELINES

Please read this completely before submitting an ADA application

ADA Paratransit Service

Broward County Transportation Department's ADA Paratransit Service is offered in accordance with the Americans with Disabilities Act (ADA) of 1990. The ADA Paratransit Service is for persons with physical, cognitive, emotional, visual or other disabilities which functionally prevent them from using the Broward County Transit (BCT) fixed-route bus system permanently, temporarily or under certain conditions.

Disability alone does not create eligibility for ADA Paratransit Service. The decision is based solely on the applicant's functional ability to use BCT buses. The BCT fixed-route bus system is fully accessible, with wheelchair accessible buses and major transfer facilities. The unavailability of fixed-route service, difficulties using fixed-route or long travel times do not constitute eligibility for Paratransit.

Passenger fare is due each way of the trip. Please use exact change as drivers do not carry cash. Fare is required PRIOR to entering vehicle. Failure to pay the fare may result in loss of transportation privileges.

ADA Eligibility Criteria

The law is specific in defining eligibility for ADA complementary paratransit services. A person must have a physical, cognitive or mental limitation, which prohibits his/her independent use of accessible fixed route public transportation.

Category 1 Individuals who, as the result of a physical (including visual impairments), mental, or emotional impairment, and without the assistance of another individual (except the operator), cannot board, ride, or disembark from an accessible vehicle some or all of the time.

Category 2 An individual who can independently use an accessible vehicle, but none is available on his/her route some or all of the time

Category 3 Individuals who have a specific impairment-related condition that **prevent** getting to/from a stop within the service area some or all of the time.

Eligibility criteria does *not* include: Age, lack of service in your town, beyond ¾ miles from fixed-route bus services, inconvenience, discomfort, financial status, or inability to drive. A diagnosis of a potentially limiting illness or condition is not sufficient; you and your provider must describe how your disability prevents you from **getting to, boarding/disembarking, and/or riding on** fixed-route transit services independently.

When completing your application, assess your potential travel throughout the entire bus system during all seasons, not just those in your immediate neighborhood or those that you normally use.

The Application Process

All applicants seeking eligibility for the ADA Paratransit Service must go through an eligibility determination process. The ADA Paratransit eligibility application process includes, but is not limited to, a medical verification of the disability, a review of the applicant's own assessment of their ability to use BCT buses, and a functional assessment. Information provided by treating health care facilities or medical professionals may also be considered. Incomplete application forms will be returned for completion and additional information may be requested as well during the processing of an eligibility request.

All requested information must be provided and the application process complete before an eligibility determination can be rendered.

Evaluation Procedure and Functional Assessments

An in-person functional evaluation is usually required to determine if the applicant can use the BCT fixed-route system. Transportation assistance is provided as necessary to and from the evaluation appointment. The purpose of the evaluation is to determine when and under what circumstances the applicant can use BCT buses and when Paratransit shared-ride service is required. The functional physical evaluation consists of a simulated bus travel experience, including boarding a bus, maneuvering a curb and a curb cut, and crossing the street. Skills evaluated include balance, strength, coordination and range of motion. The cognitive functional assessment consists of certain standardized tests designed to measure skills such as memory, attention span and route-finding ability. Functional vision and respiratory considerations are reviewed. Variables in the environment, as well as the applicant's ability to perform the tasks required to use the bus, are also considered.

Categories of Eligibility

Once determined eligible for ADA Paratransit service you will be assigned an eligibility category. The eligibility category is consistent with your ability to use fixed-route transit. These categories include:

Unconditional **-** Individual is not able to use accessible fixed-route transit under any circumstances and is eligible for all trips on the paratransit service.

Conditional **-** Individual is able to use BCT buses most of the time, but would, under certain circumstances and for certain trips, be prevented from using BCT buses independently.

Temporary **-** Individual is not able to use accessible fixed-route transit at this time, however the condition or circumstance(s) leading to eligibility is reasonably expected to improve in the future.

Alternative Programs and Appeals

"Travel Training" service is available free of charge to those who need help in learning how to use the BCT bus system.

In addition, other accommodations such as accessible bus stops, route announcements, and easy-to-read signs, make using the BCT bus system possible for many people with disabilities.

Individuals who do not meet the eligibility criteria for ADA Paratransit service or do not complete the ADA eligibility process may be eligible for alternative programs that go to specific destinations such as medical appointments.

Information regarding the ADA eligibility appeals process is available from the BCT ADA Paratransit eligibility unit. Applicants who are determined not eligible, or who do not agree with the conditions established for their use of BCT ADA Paratransit Service, may request a review at an informal or formal hearing level.

Call us at: 954.357.8400 TTY Access: 954-357-8302
Toll Free 1.800.599.5432

This document can be made available in audio cassette or other appropriate alternative formats by request.

BOARD OF COUNTY COMMISSIONERS
BROWARD COUNTY, FLORIDA

ADA PARATRANSIT APPLICATION FORM

All questions must be answered. Incomplete forms will be returned.

INSTRUCTIONS FOR COMPLETING THIS FORM:

The applicant (or someone assisting the applicant) must complete all applicable pages and sign in all places where the applicant signature is required. The Florida licensed medical professional most familiar with your disabling condition(s) must complete and sign the MEDICAL VERIFICATION section on all forms where the medical professional's signature is required.
We must have original signatures as we cannot accept copies or faxes.

All applicants must be at least 13 years old to travel without a parent.
All applicants, whether new or persons applying for recertification, must complete a new application. The **ADA** certification process may involve an in-person functional evaluation to determine if the applicant can use the **BCT** fixed-route bus system. **BCT** will pay for this evaluation.

The application process will not be complete until all forms and any in-person assessments have been completed.

If you have any questions or need assistance completing this form, please contact:

954-357-8400 (Voice) **1-800-599-5432 (Toll Free)**
954-357-8302 (TTY) **www.broward.org/bct/pages/paratransit.aspx**

WHEN COMPLETED, PLEASE MAIL THIS FORM TO:
BROWARD COUNTY TRANSIT, PARATRANSIT SERVICES
1 N. UNIVERSITY DR, PLANTATION, FL 33324
Due to safety, security & other concerns, applications are only accepted by mail.

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Part 1
General Information

DO NOT WRITE IN THIS SPACE
Input Date:_____ 3rd party review:_____
Exp. Date:_____ ADA Category: 1 2 3
ADA Conditions:_____ PCA:_____
Eqip/Disability:_____
Reviewed by:_____ Date:_____

PLEASE PRINT NEATLY

Last Name:_____First name: _____ MI: _____

Street Address:_____Apt:_____Bldg: _____

Bldg./Subdivision Name:_____ E-mail: _____

City:_____ State:_____ Zip Code:_____

Home Phone:_____ Other Phone: _____

Social Security #: _____ Date of Birth: _____

If someone assisted you in completing this form, please identify them below:
Name: _____ Phone: _____

In which format(s) do you require information & material to be sent to you?

☐Large Print ☐Audio Tape ☐Audio CD ☐CD-ROM ☐Other:_____

In case of emergency, who should we notify?

Name:_____ Phone:_____

Relationship: _____

Other Phone or E-mail: _____

Part 2 – Information about Applicant's Disability

1. **Please identify all conditions that *prevent you* from independently using BCT fixed-route bus services some or all of the time.**

☐ Arthritis	☐ Cancer	☐ Arteriosclerosis
☐ Cerebral Palsy	☐ Cognitive (D)	☐ Asthma
☐ Multiple Sclerosis	☐ Diabetes	☐ Chronic Obstructive Pulmonary Disease
☐ Muscular Dystrophy	☐ Epilepsy/Seizure Disorder (C)	☐ Congestive Heart Failure
☐ Parkinson's Disease	☐ Hearing Impairment	☐ Cystic Fibrosis
☐ Paraplegia	☐ HIV/AIDS	☐ Emphysema
☐ Quadriplegia	☐ Kidney Disease/Dialysis	☐ Heart Attack
☐ Stroke/Cerebral Trauma (Date of occurrence)_____	☐ Lupus	☐ Peripheral Vascular Disease
☐ Mental illness	☐ Mental Health (D)	☐ Thrombosis
☐ Developmental delay	☐ Surgery (Date)_____	☐ Other:_____
☐ Other:_____	☐ Visual Impairment (B)	
	☐ Mental retardation /low IQ (if known, provide full scale IQ #)_____ (D)	

A licensed/certified health care provider only needs to complete <u>ONE</u> Provider Verification Form: A-General Medical, B-Visual Impairment, C-Epilepsy or Seizure Disorders, D-Cognitive or Mental Health disabilities. It is optional to submit additional completed verification forms if you want to provide more information.

2. **Is the disability described above temporary or permanent?**

   ☐ Temporary, I expect it to last for another _____ months

   ☐ Permanent ☐ I don't know

3. **Do you use any of the following mobility aids or equipment?**

   ☐ Oxygen ☐ Cane ☐ Powered scooter

   ☐ Leg braces ☐ Walker ☐ Powered wheelchair

   ☐ Long white cane ☐ Crutches ☐ Manual wheelchair

   ☐ Alphabet/Picture Board ☐ Other: _____

   ☐ Service animal - Describe: _____

   ☐ I do not use any of the above aids or equipment

NOTE: Service vehicles are equipped with lifts that will accommodate mobility devices that are no longer than 48-inches and no wider than 30-inches, with the combined weight of the passenger and the device not to exceed 600 lbs. Devices that exceed these standards may not be transportable.

A WC-19 compliant mobility device is the newest part of transit safety technology. Mobility devices built to this standard have suitable points for attaching tie down straps and it is recommended that mobility aids used in Paratransit be WC-19 compliant.

4. Do you require the assistance of a Personal Care Attendant* (PCA) (Someone who must assist you with daily life functions)?

** **Personal Care Attendant (PCA)** shall mean someone who is designated or employed specifically to help the eligible Client meet their personal needs, including traveling. A PCA may always travel with an eligible Client. PCA not provided by BCT and is authorized only when a justifiable need is established.*

☐ YES, I need assistance with:

☐ Eating ☐ Mobility ☐ Reading ☐ Transfers
☐ Medication ☐ Other: _____

☐ NO, I do not need assistance when I travel.

Part 3 – Questions About Using County Buses

5. Have you ever used the BCT buses?

☐ YES, I typically use the BCT buses _____ times a week
☐ YES, I used to but stopped on _____ because: _____
☐ NO

6. What might help you ride the BCT buses? *Check all that apply*

☐ A communication aid
☐ Route and schedule information
☐ Being able to get BCT buses with lifts

☐ Learning to use BCT buses with travel training
☐ If the bus stops were closer to where I live and where I need to go
☐ Other, describe: _____
☐ None of these would help

7. Can you ask for and follow written or oral instructions to use BCT buses?

☐ YES ☐ NO ☐ SOMETIMES

If you choose either NO or SOMETIMES, *check all that apply*

☐ I probably could with instruction
☐ I get confused and might get lost
☐ Other people cannot understand me
☐ Other: _____

8. Are you able to get to and from bus stops on your own?

☐ YES ☐ NO ☐ SOMETIMES.

If you choose either NO or SOMETIMES, *check all that apply*

☐ I feel unsafe traveling alone
☐ I probably could with travel training
☐ I get confused and cannot find my way
☐ I cannot travel outside when it is too hot
☐ I cannot if the street or sidewalk is too steep
☐ I cannot cross busy streets and intersections
☐ I cannot get to places if there are no curb-cuts
☐ I cannot find my way at night because of a vision problem.
☐ Other: _____

9. Using a mobility aid or on your own, how far can you travel?

☐ I cannot get outside my house/apartment
☐ I can get to the curb in front of my house/apartment
☐ I can get up to 3 blocks
☐ I can get up to 6 blocks

☐ I can get up to 9 blocks or more

10. Can you WAIT up to 30 minutes for a county bus at a bus stop?

☐YES
☐YES, but only if the stop has a bench and shelter
☐YES, but I do not like to wait that long
☐NO, explain:_____

_____

11. Are you able to use a bus ramp or lift?

☐YES ☐NO ☐SOMETIMES ☐ I do not know, I have never tried

If you choose either NO or SOMETIMES, *check all that apply*

☐ I am not familiar with bus ramps or lifts ☐ I cannot climb the stairs
☐ I probably could with travel training ☐ I do not want to use the lift
☐Other:_____

12. If you are able to get on and off county buses, can you get to a seat or wheelchair position by yourself and ride the bus?

☐YES ☐NO ☐SOMETIMES ☐ I do not know, I have never tried

If you choose either NO or SOMETIMES, *check all that apply*

☐ I have a balance problem ☐ I need a seat nearest the door
☐ I have trouble finding a seat
☐Other:_____

13. If you are able to get on and off county buses, do you know where to get off the bus or can you find out by yourself?

☐YES ☐NO ☐SOMETIMES ☐ I do not know, I have never tried

If you choose either NO or SOMETIMES, *check all that apply*

☐ I get confused an cannot remember where I am going
☐ I can if the driver calls out the stops
☐ I probably could with travel training
☐ Other: _____

14. What are the barriers in your environment that combined with your disability prevent you from using the BCT independently? Some examples may include:

☐ Busy street to cross ☐ Inclines ☐ Time of day
☐ Lack of curb cuts ☐ No crosswalk light ☐ Distance
☐ Construction
☐ No sidewalk/Sidewalk condition (Describe): _____
☐ Other _____

15. Is your condition affected by weather? ☐ Yes ☐ No
If yes, please explain: _____
_____

16. Provide any additional information that explains your functional level of mobility or the barriers/conditions that prevent you from using fixed route services. (Attach as much documentation as you need)

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

17. Provide the name/address of travel destinations that you currently go to or plan to make _____

Additionally, describe types of activities you engage in and if you do these independently (such as bike riding, working, sports you participate in). If you need assistance, describe what types of assistance you need in order to perform the activity.

Part 4 - Applicant Certification

Sign below to indicate that the information you have given is correct to the best of your knowledge. If you are unable to sign, you may have someone sign for you and indicate their relationship to you.

I understand that the purpose of this application is to determine if there are times when I cannot use BCT fixed-route bus service and must therefore use ADA Paratransit services. I certify, to the best of my knowledge, that the information in this application is true and correct. I understand that providing false or misleading information, or making false statements on behalf of others constitutes fraud and is considered a felony under the laws of the State of Florida.
I understand that providing false or misleading information may result in a reevaluation or revocation of my eligibility.

X_____ Date _____
Applicant's Signature

Sign below to indicate permission for your health provider to release information for the sole purpose of facilitating your eligibility determination or providing you with transportation. If you are unable to sign, you may have someone sign for you and indicate their relationship to you.

I hereby authorize my Health Care Provider to release any information necessary to determine TOPs eligibility to BCT.

X_____ Date _____
Applicant's Signature

Applicant's Checklist:

☐ There is a signature and date in both spaces above.

☐ My completed portion of the application, with the appropriate Provider's Verification Form, has been given to my health care provider.

☐ The Provider's Verification Forms A-General Medical, B-Visual Impairment, C-Epilepsy & Seizure Disorder, and/or D-Mental Health or Cognitive, are complete.

NEXT SECTION TO BE COMPLETED BY LICENSED/CERTIFIED OR HEALTH CARE PROVIDER ONLY

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GENERAL MEDICAL **FORM A**

TOPS PARATRANSIT ELIGIBILITY APPLICATION
TO BE COMPLETED BY FLORIDA LICENSED/CERTIFIED HEALTH CARE PROVIDER ONLY

By completing and signing this document, you the health care professional, certify the truth and accuracy of the information provided on this application, to the best of your professional knowledge. The American with Disabilities Act of 1990 requires that BCT provide services to persons who are unable to use the fixed-route bus system due to a disability. The information you provide will allow the BCT to make an appropriate evaluation of eligibility. To qualify for Paratransit service, an individual must meet at least one of the following criteria:

Category 1 Individuals who, as a result of a physical or mental impairment (including visual impairments), and without the assistance of another individual (except the operator) cannot board, ride, or disembark from an accessible transit vehicle.

Category 2 Individuals who can independently use accessible vehicles, but none are available on their route.

Category 3 Individuals who have a specific impairment-related condition that prevents them from independently getting to/from a stop.

A **Florida** licensed/certified health care provider only needs to complete **ONE Provider Verification Form**: A-General Medical, B-Visual Impairment, C-Seizure or Epilepsy Disorders, D-Cognitive or Mental Health disabilities. It is optional to submit additional completed verification forms, but you may do so if you want to provide more information.

Information which you provide will assist us in determining the applicant's functional ability to use public transportation. It is essential that you be precise and comprehensive. False or misleading information diverts resources away from persons legitimately qualified to use this program.

TOPS Paratransit Eligibility Form A:
Licensed Provider's Form (General Medical)

Applicant's Name:_____Date of Birth: _____
Applicant's Address:_____
Relationship to the applicant: _____
How long have you provided services/treatment for the applicant?_____

1. **What is the medical condition that prevents applicant from accessing, boarding, disembarking, and/or riding on BCT bus system independently?** ***(Note: BCT fixed-route buses are 100% accessible. Eligibility criteria does not include age, inability to drive or that service would "benefit" the applicant.)***

_____

2. **Date of onset?**_____
3. **How does the applicant's disability in combination with any barriers in the environment, prevent the applicant from independent use of the BCT fixed route services?** _____

_____

4. **Does the applicant have the ability to travel in complex, crowded places? Consider the location, time of day and accessibility..** ☐ **Yes** ☐ **No** ☐ **Sometimes**
If no or sometimes, please explain: _____

_____

5. **Is the applicant's functional limitation permanent?**
☐Yes ☐ No **If no, what is the expected duration?**
# of Months_____ # of Years _____ Unsure _____

6. **For safety reasons, should the applicant travel (on TOPS) at all times with a personal care attendant (PCA)?** ☐Yes ☐ No
If yes, please explain._____

7. **For safety reasons can the applicant be left unattended at pickup or drop-off locations?** ☐Yes ☐ No
If no, please explain_____

8. **Do you agree with the applicant's self-assessment?** ☐Yes ☐ No **If no, please explain**

_____
_____
_____

9. **Is there any additional information about conditions/barriers that prevent the applicant from using the fixed route some or all of the time?**

_____

10. **Provider's Checklist:**

☐ I have provided a live signature (not photocopied, or stamped)
☐ I have completed all contact info below, including a State Board License # or Certification # (not NPI, DEA).

I certify that the information given above is correct to the best of my knowledge.
X_____
Signature of Licensed Health Care Provider

Clearly print your contact info below:

NAME_____ CERT # or BOARD LIC#_____ DATE_____
PHONE #_____ FAX # _____
BUSINESS ADDRESS _____
EMAIL _____

When application is fully complete, please return this signed original to your patient, who will then submit the completed package to our offices

THANK YOU FOR YOUR TIME AND INPUT.

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TOPS PARATRANSIT ELIGIBILITY APPLICATION TO BE COMPLETED BY LICENSED/CERTIFIED HEALTH CARE PROVIDER ONLY

By completing and signing this document, you the health care professional, certify the truth and accuracy of the information provided on this application, to the best of your professional knowledge. The American with Disabilities Act of 1990 requires that BCT provide services to persons who are unable to use the fixed-route bus system due to a disability. The information you provide will allow the BCT to make an appropriate evaluation of eligibility. To qualify for Paratransit service, an individual must meet at least one of the following criteria:

Category 1 Individuals who, as a result of a physical or mental impairment (including visual impairments), and without the assistance of another individual (except the operator) cannot board, ride, or disembark from an accessible transit vehicle.

Category 2 Individuals who can independently use accessible vehicles, but none are available on their route.

Category 3 Individuals who have a specific impairment-related condition that prevents them from independently getting to/from a stop.

A **Florida** licensed/certified health care provider only needs to complete **ONE Provider Verification Form**: A-General Medical, B-Visual Impairment, C-Seizure or Epilepsy Disorders, D-Cognitive or Mental Health disabilities. It is optional to submit additional completed verification forms, but you may do so if you want to provide more information.

Information which you provide will assist us in determining the applicant's functional ability to use public transportation. It is essential that you be precise and comprehensive. False or misleading information diverts resources away from persons legitimately qualified to use this program.

TOPS Paratransit Eligibility Form B:
Licensed or Certified OMS Provider's Verification Form
(Visual Impairment)

Applicant's Name: _____Date of Birth:_____
Applicant's Address: _____
Relationship to the applicant:_____
How long have you provided services/treatment for the applicant? _____

1. **Please specify the applicant's Visual Impairment:**_____
2. **Date of onset** _____
3. **Is applicant's functional limitation permanent?** ☐ Yes ☐ No

If no, what is the expected duration?
# of months_____ # of years_____ unknown_____

4. **What is the prognosis?** _____
5. **Please note mobility aids used by applicant:**_____
6. **Has the applicant received mobility/travel training to use the fixed route bus system?** ☐ Yes ☐ No ☐ unknown

If yes, what were the outcomes?

_____

_____

How does the applicant's disability, combined with any environmental barriers, prevent independent use of the BCT fixed route bus service?

_____

_____

7. **Please comment on the applicant's ability to perform the following tasks:**

- Independently use a mobility aid

_____

- Independently cross streets/intersections

_____

- Independently travel in various conditions (lighting, weather, background noise)

_____

- Independently navigate paths of travel, inclines, uneven terrain

_____

- Independently orient oneself to surroundings, and plan or follow a route

_____

- Independently detect stops/bus terminals

_____

- Independently navigate curbs/steps w/mobility device (if applicable)

_____

8. For safety reasons should the applicant travel (on TOPS) at all times with a personal care attendant (PCA)? ☐Yes
☐ No **If yes, please explain** _____

_____

9. For safety reasons is the applicant able to be left unattended at pickup or drop-off locations?
☐Yes ☐ No **If no, please explain** _____

_____

10. Any additional information about conditions/barriers that prevent the applicant from using the fixed route some or all of the time

_____

11. Provider's Checklist:

☐ I have provided a live signature (not photocopied, or stamped)

☐ I have completed all contact info below, including a State Board License # or Certification # (not NPI, DEA).

I certify that the information given above is correct to the best of my knowledge.

X_____

Signature of Licensed Health Care Provider

Clearly print your contact info below: CERT # or
NAME_____STATE BOARD LIC#_____DATE _____
PHONE #_____FAX # _____
BUSINESS ADDRESS_____
EMAIL _____

When application is fully complete, please return this signed original to your patient, who will then submit the completed package to our offices.

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TOPS PARATRANSIT ELIGIBILITY APPLICATION TO BE COMPLETED BY LICENSED/CERTIFIED HEALTH CARE PROVIDER ONLY

By completing and signing this document, you the health care professional, certify the truth and accuracy of the information provided on this application, to the best of your professional knowledge. The American with Disabilities Act of 1990 requires that the BCT provide services to persons who are unable to use the fixed-route bus due to a disability. The information you provide will allow the BCT to make an appropriate evaluation of eligibility. To qualify for Paratransit service, an individual must meet at least one of the following criteria:

Category 1 Individuals who, as a result of a physical or mental impairment (including visual impairments), and without the assistance of another individual (except the operator) cannot board, ride, or disembark from an accessible transit vehicle.

Category 2 Individuals who can independently use accessible vehicles, but none are available on their route.

Category 3 Individuals who have a specific-impairment related condition that prevents them from independently getting to/from a stop.

A licensed/certified or health care provider only needs to complete **ONE Provider Verification Form**: A-General Medical, B-Visual Impairment, C-Epilepsy or Seizure Disorder, D-Cognitive or Mental Health disabilities. It is optional to submit additional completed verification forms, but you may do so if you want to provide more information.

Information which you provide will assist us in determining the applicant's functional ability to use public transportation. It is essential that you be precise and comprehensive. False or misleading information diverts resources away from persons legitimately qualified to use this program.

TOPS Paratransit Eligibility Form C:
Licensed Provider's Verification Form (Epilepsy or Seizure Disorder)

Applicant's Name:_____Date of Birth: _____
Applicant's Address: _____
Relationship to the applicant: _____
How long have you provided services/treatment for the applicant?_____

1. **Type of Seizure:** _____
2. **Seizure Frequency:** _____
3. **Does the seizure alter consciousness or awareness?** ☐ Yes ☐ No
4. **Are the seizures preceded by an aura?** ☐ Yes ☐ No
5. **Are there any triggers to the seizures?** ☐ Yes ☐ No

If yes, what are they? _____
_____

6. **What behaviors are exhibited during/following the applicant's seizure?**_____
_____

7. **Is the applicant taking prescribed seizure medications that affect functional ability to independently use the BCT fixed route bus services?** ☐ Yes ☐ No **If yes, please note the effects of the medication.** _____
Would the applicant be able to travel independently on BCT fixed route buses if they are medication compliant? ☐ Yes ☐ No_____

8. **Is the applicant's functional limitation permanent?** ☐ Yes ☐ No
   If no, what is expected duration?
   # of Months_____ # of Years_____ unknown_____

9. **What advice or limitations on independent travel have you communicated to the applicant?**_____
_____

10. **For safety reasons should the applicant travel (on TOPS) at all times with a personal care attendant (PCA)?** ☐Yes ☐ No

If yes, please explain _____

_____

11. For safety reasons can the applicant be left unattended at pickup or drop-off locations? ☐Yes ☐ No **If no, please explain**_____

_____

12. Please provide any additional information on the applicant's ability to travel independently on the BCT fixed route services._____

_____

_____

13. Provider's Checklist:

☐ I have provided a live signature (not photocopied, or stamped)

☐ I have completed all contact info below including State Board License #Or Certification # (not NPI, DEA).

I certify that the information given above is correct to the best of my knowledge.

X_____

Signature of Licensed Health Care Provider

Clearly print your contact info below:

NAME_____ CERT # or STATE BOARD LIC#_____ DATE_____

PHONE #_____ FAX #_____

BUSINESS ADDRESS_____

EMAIL _____

When application is fully complete, please return this signed original to your patient, who will then submit the completed package to our offices.

THANK YOU FOR YOUR TIME AND INPUT.

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TOPS PARATRANSIT ELIGIBILITY APPLICATION TO BE COMPLETED BY LICENSED/CERTIFIED HEALTH CARE PROVIDER ONLY

By completing and signing this document, you the health care professional, certify the truth and accuracy of the information provided on this application, to the best of your professional knowledge. The American with Disabilities Act of 1990 requires that the BCT provide services to persons who are unable to use the fixed-route bus system due to a disability. The information you provide will allow the BCT to make an appropriate evaluation of eligibility. To qualify for Paratransit service, an individual must meet at least one of the following criteria:

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Category 2 Individuals who can independently use accessible vehicles, but none are available on their route.

Category 3 Individuals who have a specific-impairment related condition that prevents them from independently getting to/from a stop.

A licensed/certified or health care provider only needs to complete **ONE Provider Verification Form**: A-General Medical, B-Visual Impairment, C-Seizure or Epilepsy Disorders, D-Cognitive or Mental Health disabilities. It is optional to submit additional completed verification forms if you want to provide more information.

Information which you provide will assist us in determining the applicant's functional ability to use public transportation. It is essential that you be precise and comprehensive. False or misleading information diverts resources away from persons legitimately qualified to use this program.

TOPS Paratransit Eligibility Form D:
Licensed Provider's Verification Form (Cognitive or Mental Health Conditions)

Applicant's Name: _____ Date of Birth:_____
Applicant's Address: _____
Relationship to the applicant:_____
How long have you provided services/treatment for the applicant?_____

1. **What is the applicant's diagnosis (DSM-IV)?** _____
2. **Date of onset?** _____
3. **What is the prognosis?** _____
4. **Is the applicant taking medications related to this disability that affect functional ability to independently use the BUS fixed route services?**
   ☐ Yes ☐ No
   a. If yes, please describe any side effects the patient has reported.,
   _____
   b. Is this patient med-compliant? ☐ Yes ☐ No

5. **Is the applicant receiving treatment/therapy that affects functional ability to independently use the BUS fixed route services?** ☐ Yes ☐ No
   a. If yes, please specify treatment/therapy and indicate an expected duration.
   Treatment_____Duration_____
   Treatment_____Duration_____

6. **Is the applicant's disability the same every day?** ☐ Yes ☐ No
a. If no, please explain _____
_____
_____

7. **Are any of the following affected by the individual's disability**? Check all that apply.

_____Orientation	_____Concentration	_____ Monitoring time
_____Problem-solving	_____Coping Skills	_____ Judgement
_____Short term memory	_____Communication	_____ Gait or balance
_____Long term memory	_____Consistency	_____ Social behavior
_____Aggression	_____Performance	_____ Anxiety
_____Other		

_____

8. Please explain how the above interferes with safe travel?

_____
_____
_____
_____

9. Describe how the applicant's disability affects his/her ability to independently complete the following travel tasks:

- Orient oneself to environment _____
- Travel alone outside _____
- Leave the house on time _____
- Seek and act on directions _____
- Find way to/from bus stop or station _____
- Cross streets _____
- Wait for a bus _____
- Board correct bus _____
- Ride on a bus _____
- Transfer to a second bus or exit at the correct destination _____
- Understand time and follow a schedule_____
- Know when he/she is lost_____
- Get help if he/she is lost_____
- Recognize and avoid dangers _____

10. Please provide information on how the applicant's disability, combined with any environmental barriers, prevent independent use of the bus fixed route services?

_____
_____
_____
_____

11. For safety reasons should the applicant travel (on TOPS) at all times with a personal care attendant (PCA)? ☐ Yes ☐ No

If yes, please explain. _____

_____

12. For safety reasons is the applicant able to be left unattended at pickup or drop-off locations? ☐Yes ☐ No **If no, please explain**

_____

_____

13. Is there any other information that would be an indication of the applicant's inability to independently use fixed-route public transportation?

_____

_____

14. Provider's Checklist:

☐ I have provided a live signature (not photocopied, or stamped)

☐ I have completed all contact info below including a State Board License # or Certification # (not NPI, DEA).

I certify that the information given above is correct to the best of my knowledge.

X_____

Signature of Licensed Health Care Provider

Clearly print your contact info below: CERT # or

NAME_____STATE BOARD LIC#_____DATE_____

PHONE #_____FAX # _____

BUSINESS ADDRESS_____

EMAIL _____

When application is fully complete, please return this signed original to your patient, who will then submit the completed package to our offices.

THANK YOU FOR YOUR TIME & INPUT.

Appendix D

VEHICLE INVENTORY

Tops 2012 - Vehicle Inventory with Percentile Sub-Report

Provider_Name		Total Vehicles	% of Provider Fleet	% of Virtual Fleet
Allied Medical Transport	Mini-Van	27	30.34%	12.11%
	Passenger Van	16	17.98%	7.17%
	W/C Van	46	51.69%	20.63%
	Total	***89***	***100.00%***	***39.91%***
	Older Vehicles:	**7**	***7.87%***	***3.14%***
Daniel Cantor Center	W/C Body On Chassi	5	100.00%	2.24%
	Total	***5***	***100.00%***	***2.24%***
	Older Vehicles:			
Lucanus	Mini-Van	11	17.19%	4.93%
	Passenger Van	11	17.19%	4.93%
	Sedan	1	1.56%	0.45%
	W/C Body On Chassi	16	25.00%	7.17%
	W/C Mini-Van	1	1.56%	0.45%
	W/C Van	24	37.50%	10.76%
	Total	***64***	***100.00%***	***28.70%***
	Older Vehicles:	**12**	***18.75%***	***5.38%***
Medex Transport Inc.	Mini-Van	3	10.00%	1.35%
	Passenger Van	7	23.33%	3.14%
	Sedan	1	3.33%	0.45%
	W/C Van	19	63.33%	8.52%
	Total	***30***	***100.00%***	***13.45%***
	Older Vehicles:	**14**	***46.67%***	***6.28%***
Miramar (City of)	W/C Body On Chassi	4	100.00%	1.79%
	Total	***4***	***100.00%***	***1.79%***
	Older Vehicles:	**1**	***25.00%***	***0.45%***
NE Focal Point - Deerfield	W/C Body On Chassi	7	100.00%	3.14%
	Total	***7***	***100.00%***	***3.14%***
	Older Vehicles:	**4**	***57.14%***	***1.79%***
NW Focal Point - Margate	Body On Chassis	1	11.11%	0.45%
	Passenger Van	3	33.33%	1.35%
	W/C Body On Chassi	4	44.44%	1.79%
	W/C Van	1	11.11%	0.45%
	Total	***9***	***100.00%***	***4.04%***
	Older Vehicles:	**6**	***66.67%***	***2.69%***

Provider_Name		Total Vehicles	% of Provider Fleet	% of Virtual Fleet
Tender Loving Care	Mini-Van	5	33.33%	2.24%
	Passenger Van	2	13.33%	0.90%
	W/C Van	8	53.33%	3.59%
	Total	***15***	***100.00%***	***6.73%***
	Older Vehicles:	**5**	***33.33%***	***2.24%***

Grand Totals:

Body On Chassis	1	0.4484%
Mini-Van	46	20.6278%
Passenger Van	39	17.4888%
Sedan	2	0.8969%
W/C Body On Chassis	36	16.1435%
W/C Mini-Van	1	0.4484%
W/C Van	98	43.9462%
Grand Total	**223**	**100.0000%**

Newer Vehicles	174	78.0269%
Older Vehicles	49	21.9731%
Grand Total	**223**	**100.0000%**

Appendix E

SYSTEM SAFETY PROGRAM PLAN

SYSTEM SAFETY COMPLIANCE REVIEW

ALLIED MEDICAL TRANSPORT, INC.
BY
BROWARD COUNTY TRANSPORTATION DEPARTMENT

ON-SITE REVIEW DATE: April 24, 2012

SUBMITTED BY:_____ FOR REVIEW YEAR 2012
STEVEN KIDD
Paratransit Supervisor

INTRODUCTION

Allied Medical Transport Inc. is one of four (4) transportation providers contracted by Broward County to perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. On April 24, 2012, BCTD conducted an on-site Safety Compliance Review of Allied Medical Transport Inc, at 5896 Rodman St. Hollywood, FL 33023.The purpose of the review was to determine compliance with the applicable provisions of Rule 14-90, Florida Administrative Code. A brief overview of Allied Medical Transport Inc's operation is described in this introduction.

Allied Medical Transport Inc, hereinafter called AMT dispatched vehicles and conducted operations from 5696 Rodman St. Hollywood, Fl. After this review AMT subsequently moved to 2170 Blount Rd Pompano Beach, where they continue to use an appropriate mix of accessible vans and wheelchair vans for paratransit services. Most operational records are generated and stored at their corporate address. Some records are shared with and are available to BCT via the StrataGen/ADEPT computer system. AMT maintains an acceptable record keeping system, which includes, but is not limited to, hard copy personnel files, vehicle records, maintenance expense records, incident/accident/insurance records, pre-trip vehicle inspection checklists, training records, and vehicle safety and equipment records. Some records are hand-written and some are kept using popular office software, such as Microsoft Word and Excel. StrataGen/ADEPT is currently used for trip monitoring, route review and dispatch functions. Most policies, procedures and plans are maintained by management personnel in hard copy and electronic format. Notice of Policy is posted on-site where appropriate.

This review was conducted by Steven Kidd, Paratransit Supervisor, Craig Collins, BCT Safety & Security Manager and Theresa Basedow, Administrative Assistant with full cooperation and assistance from Diandre Carter, Manager, with several other management/supervisory personnel assisting when needed. Except where noted otherwise, this review consisted of random inspections of all applicable records, and interviews with management personnel. Samples of forms and supporting materials gathered during this review are maintained in the BCT Paratransit office. In appropriate areas, a "cross check" was made with other available record sources, such as monthly reports, BCT inspection records and Stratogen/adept data. While the Counties budget crisis is somewhat under control, all contractors and subcontractors have been advised of continued scrutiny in all areas, including but not limited to, the eligibility process, trip booking, and review of billing records in order to better control costs and increase efficiency. At the same time, providers are being asked to take a fresh look at providing great customer service with on -time performance being a priority.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

AMT has a revised SSPP, which contains all required elements as well as policies/procedures from prior plans and manuals. AMT's SSPP and attachments are kept in both printed and electronic formats to easily change pages when revisions occur. This plan is the basic Paratransit SSPP template, used by BCT providers, and tweaked to AMT's method of operation. AMT staff stated that the plan will continue to take on future updates, with the goal to be compliant with Rule 14-90, Florida Administrative Code, as appropriate. Future years may involve adoption of the applicable portions of BCT's revised SSPP to supplement, enhance and standardize as suitable. Craig Collins recommended some minor changes to the business/personal wireless communication plan.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

During the 2012 vehicle inspection process, approximately 92 vehicles were produced for the required annual inspection. Most vehicles passed on initial inspection or re-inspection. AMT retired some of the older, poorer condition vehicles acquired to meet start-up demands which later proved too costly to repair to TOPS standards. In addition, during this review, it was learned that 1 vehicle had just exceeded 350,000 miles and was removed from service per contract. AMT remains the largest fleet under the current TOPS contract. AMT has been reasonably compliant with the 2 additional inspections in April and September for older vehicles, and has been more aggressive about replacing older, high mileage vehicles. AMT appears to have been more thorough in making sure that no vehicle went out for service without a current inspection sticker.

3. PROOF OF VALID DRIVER'S LICENSE RECORDS

AMT staff reported that motor vehicle reports (MVRs) are run by their insurance carrier when employment starts and as needed. Current MVR's were not available during this review and AMT was required to produce these during post review follow-up via a corrective action notice. Random samples of these records appeared to be in acceptable order. Driver license expirations and Chauffeur Registration expirations can be tracked in StrataGen/Adept, and reports can be run by the provider as often as necessary. AMT Adept reports showed some licensure expirations that appeared to be data entry not being kept up. AMT staff was reminded they should be pro active in monitoring all license & credential expiration dates. In addition spot checks are made by County and providers put on notice when Adept drivers reports suggest a license could be expired.

4. DRIVER TRAINING /QUALIFICATIONS

From the information submitted, it appears that each driver receives an appropriate level of AMT training to meet mandated standards. Driver instruction consists of class and road training with an experienced staff member. During the review, cross checks revealed a fair number of drivers that did not have their training dates documented in the Stratogen database. This issue was addressed and it appears that AMT fully understands the importance of documenting contract compliance. AMT was reminded of the importance to staying on top of all data entry, and specifically training dates. AMT was advised that further spot checks could be done and that they needed to assign training date monitoring to a responsible person, and include supervisory oversight. All driver medical certificates were found to be up to date.

5. DRUG-FREE WORKPLACE POLICY

AMT is an established drug-free workplace. All new employees are advised of this policy and sign a copy of the policy, which is made part of each employee's personnel file. Posters advising employees of this policy are posted in obvious places at the work site. Based on a random review, all drug/alcohol policy & practices appear to be in compliance with applicable standards. Wanda Del Toro, BCT's Drug & Alcohol czar has done follow-up with all providers to assure compliance and offer assistance where needed.

6. PRE-TRIP VEHICLE INSPECTION RECORDS

AMT procedure and the County contract require that all vehicles be inspected by the driver each day prior to starting service. AMT has a check-list type daily pre-trip inspection form for this purpose. The forms are designed to discover problem areas, and help keep an eye on overall vehicle condition. Spot checks of these documents revealed a few errors, but within generally acceptable levels of tolerance. AMT indicated they will take realistic measures to make sure that all pre-trip inspections are done every morning before the vehicle hits the road for service and that all forms are complete

7. VEHICLE PREVENTIVE MAINTENANCE/ REPAIR RECORDS

At 4 week intervals, all vehicles are scheduled for an oil change and preventive maintenance (PM) check which includes such things as: tires, brakes, steering and other safety-sensitive areas. AMT's vehicle maintenance records appear to be acceptable, and PM is performed as scheduled. AMT keeps file folders on each vehicle and that, generally speaking, documentation was in order.

8. ACCIDENT REPORTING/EVALUATION

AMT has an acceptable accident reporting and evaluation plan. Review of applicable files indicates AMT does a satisfactory job of coordinating risk management and loss issues with their insurance carrier. Random review indicates that documentation is obtained and updated as each accident/incident is investigated and processed. AMT's internal accident documentation is compliant, and cross check of the company's accident/incident files maintained at BCTD suggests that events are generally reported in a timely manner. AMT needs to be aware that the County is often the 1st party to hear of a potential accident claim and providers must move quickly to provide claim information as requested. All providers are advised to enter accidents/incidents in the Adept Safety/Security module and give County a heads up on items that involve injury or possible legal action. During the first half of 2012, the required monthly accident/incident summary was submitted to BCTD in a timely manner.

9. OPERATIONAL AND SAFETY PROCEDURES

All drivers receive an appropriate orientation regarding AMT's operational rules, safety expectations and company policy from supervisory personnel. AMT uses outside assistance for some personnel type functions, including payroll. AMT provides employees with updated employee resource materials and continues to revise their employee handbook. One issue that was thoroughly reviewed this year was compliance with driver hour's rules mandated by rule chapter 14-90. AMT was found to have several drivers that exceed the 12 hour wheel time rule during this review period. Suggestions were offered to cure this problem and AMT took steps to make sure this does not occur again. Besides AMT's increased scrutiny, BCT will follow-up as appropriate to insure 14-90 compliance.

10. WHEELCHAIR SECUREMENT PROCEDURES & INSPECTION

During the annual inspection, all wheelchair lift and ramp-equipped vehicles were tested. All lift-equipped vehicles had the required certifications permanently attached to the lift assembly. All tie-down straps, belts, etc., were checked for cleanliness and operation. Lift and ramp operation was checked for each vehicle during the annual inspection process. All the above equipment was found to be in acceptable condition at the time of the inspection or after re inspection for vehicles which had needed repairs or adjustments. AMT's training in the use of lift and securement/restraint equipment appears in order. Repair to the lift equipment is done by M&J Lift Repair, an AMT employee certified in Braun lift repair or under warranty for newer vehicles.

11. SECURITY PLAN

AMT has met all SPP requirements and will update this plan when needed or as appropriate. The plan filed with BCT is comprehensive and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCT's Paratransit Services office.

SUMMARY OF REVIEW AND COMMENTS

AMT has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year agreement as a contractor. Based on this review, AMT has demonstrated a satisfactory level of 14-90 compliance, and it is recommended that they continue as a TOP's Paratransit provider assuming they finalize the items referenced above and in particular the data entry monitoring & driver hour oversight.

It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include, but are not limited to, installation of AVL's and other advanced technologies that will help to better monitor performance and efficiency. In addition to the above, future years are expected to bring further coordination between the SSPP review process done by BCT fixed route, Community bus and Paratransit. Paratransit providers can expect further standardization and refinement of their SSPP documents, and possible visits from other BCT staff involved in the oversight of 14-90.

After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will submitted to FDOT as part of the 14-90 compliance process(see next page).

SAFETY AND SECURITY CERTIFICATION

Name: **Contractor's Name: Allied Medical Transport**
Address:2170 Blount Rd.
City and State: Pompano Beach, Fl. 33069

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2012

4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2012

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public

(SEAL)

SYSTEM SAFETY COMPLIANCE REVIEW

LUCANUS DEVELOPMENTAL CENTER INC.
BY
BROWARD COUNTY TRANSPORTATION DEPARTMENT

ON-SITE REVIEW DATE: April 23, 2012

SUBMITTED BY:_____ FOR REVIEW YEAR 2012
STEVEN KIDD
Paratransit Supervisor

INTRODUCTION

Lucanus Developmental Center is one of Four (4) transportation providers contracted by Broward County to perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. On April 23, 2012, BCTD conducted an on-site Safety Compliance Review of Lucanus Developmental Center, at 6411 Taft St. Hollywood, FL 33024.The purpose of the review was to determine compliance with the applicable provisions of Rule 14-90, Florida Administrative Code. A brief overview of Lucanus Developmental Center's operation is described in this introduction.

Lucanus Developmental Center, hereinafter called LUC dispatches vehicles and conducts operations from the above location. LUC uses an appropriate mix of accessible vans and wheelchair vans for paratransit services. Most operational records are generated and stored at the Taft Street address. Some records are shared with and available to BCTD via the StrataGen/ADEPT computer system. Lucanus Developmental Center maintains a good record keeping system, which includes, but is not limited to, hard copy personnel files, vehicle records, maintenance expense records, incident/accident/insurance records, pre-trip vehicle inspection checklists, training records, and vehicle safety and equipment records. Some records are hand-written and some are kept using popular office software, such as Microsoft Word and Excel. StrataGen/ADEPT is currently used for trip review, routing and dispatch functions. Most policies, procedures and plans are maintained by management personnel in hard copy and electronic format. Notice of Policy is posted on-site where appropriate.

This review was conducted by Steven Kidd, Paratransit Supervisor; Craig Collins, BCT's Safety and Security Manager; and Theresa Basedow, Administrative Assistant with full cooperation and assistance from Clifford Buckley, Operations Supervisor, and Chris Buckley, owner. Except where noted otherwise, this review consisted of random inspections of all applicable records, and interviews with management personnel. Samples of forms and supporting materials gathered during this review are maintained in the BCTD Paratransit office. LUC did a better job of supplying pre- inspection materials, as requested, making the actual review less time consuming. In most areas of review a "cross check" was made with other available record sources, such as monthly reports, BCT inspection records and Stratogen/adept data.
While the Counties budget crisis is somewhat under control, all contractors have been advised of continued scrutiny in all areas in order to better control costs and increase efficiency. At the same time, providers are being asked to take a fresh look at providing great customer service with on -time performance being a priority.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

Lucanus Developmental Center has a revised SSPP, which contains all required elements as well as policies/procedures/documents from prior System safety plans. This plan is well organized and addresses all mandated areas. Management staff stated that the plan will receive updates each year, and will continue to be compliant with Rule 14-90, Florida Administrative Code, as appropriate. For 2012, suggestions were offered to clarify the personal and business wireless communication policy for drivers. LUC has done a admirable job in adapting the best practice template to the LUC business model and vowed to make necessary updates. Future years may involve adoption of the applicable portions of BCT's revised SSPP to supplement, enhance and standardize as appropriate.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

During the 2012 vehicle inspection process, 64 vehicles were produced for the required annual inspection. All vehicles passed on initial inspection or re-inspection. The LUC fleet makes up approximately ¼ of the Tops fleet and Luc is the 2nd largest TOPS provider. Overall, the Lucanus Developmental Center fleet was found to be in good condition. LUC acquired quite a few new/newer vehicles during contract startup in January 2010. Running new vehicles has resulted in fewer breakdowns and customer complaints.LUC has a dedicated utility team to make sure the vehicles are kept clean and up to contract standards.

3. PROOF OF VALID DRIVERS LICENSE RECORDS

After a corrective action notice, LUC was able to produce recent Motor Vehicle Reports (MVR's) following the SSPP review. Driver license expirations and Chauffeur Registration expirations can be tracked in ADEPT, and status reports can be produced by LUC as often as necessary. LUC continues to show improvement in driver license data maintenance, and credential monitoring.

4. DRIVER TRAINING & QUALIFICATIONS

From the information submitted, it appears that each driver receives an appropriate level of training to meet mandated standards. Driver instruction consists of classroom and over the road training with an experienced driver.LUC has a supervisor certified to do most of the required training. LUC was still updating recent training information in the Adept computer system at the time of this review. A successful recommendation is contingent upon updating all driver data, keeping it current and monitoring drivers appropriately. All driver medical certificates were found to be up to date as well as distracted driver training.

5. DRUG FREE WORKPLACE POLICY

Lucanus Developmental Center is an established drug-free workplace. All new employees are advised of this policy and sign a copy of the policy, which is made part of each employee's personnel file. Signage advising employees of this policy is posted in conspicuous places at the work site. Based on a random review, all drug/alcohol policies and practices appear to be in compliance with applicable standards. Solantic Inc. does all testing, including but not limited to pre-employment, random, post accident and reasonable suspicion. . Wanda Del Toro, BCT's Drug & Alcohol czar will be doing follow-up with all providers to assure compliance and assistance where needed.

6. PRE-TRIP VEHICLE INSPECTION RECORDS

Lucanus Developmental Center policy and contractual standards require that each vehicle be inspected by the driver each day prior to service. Lucanus Developmental Center has a checklist-type daily pre-trip inspection form for this purpose. The forms are designed to discover problem areas, and help keep an eye on overall vehicle condition. Spot checks of these documents revealed an acceptable level of compliance. LUC indicated they will take realistic measures to make sure that all pre-trip inspections are done; all forms are complete and supervisors immediately follow-up on vehicles with problems during the pre-trip.

7. VEHICLE PREVENTIVE MAINTENANCE/ REPAIR RECORDS

Every 5000 miles all vehicles are scheduled for an oil change and preventive maintenance (PM) check which includes lights, tires, brakes, steering and other safety sensitive areas. Lucanus Developmental Center's vehicle files were in satisfactory order and up-to-date. Random review of repair receipts indicates that preventive maintenance and repairs are performed as required. LUC was advised to use repair facilities with proper licensure and competency.

8. ACCIDENT REPORTING/EVALUATION

LUC has a complete accident reporting and assessment plan. Review of applicable files indicates Lucanus Developmental Center does a satisfactory job of coordinating risk management and loss issues with their insurance carrier. Random review indicates that documentation is obtained and updated as each accident/incident is investigated and processed. LUC insurance certificates were up-dated shortly after the on –site visit. All providers are reminded that it is the provider's responsibility to make sure that new insurance certificates are furnished to BCTD as dates expire or other changes are made.

9. OPERATIONAL AND SAFETY PROCEDURES

All drivers receive a detailed orientation on LUC's operational rules, safety expectations and company policy from company supervisors. LUC handles most of these tasks in-house. Lucanus Developmental Center has a revised employee handbook and other resource manuals to assist drivers and other staff. These materials cover both appropriate safety and operational matters.

10. WHEELCHAIR SECUREMENT PROCEDURES & INSPECTION

During the annual vehicle inspection, all wheelchair lift and ramp equipped vehicles were tested. All lift equipped vehicles had the required certifications permanently attached to the lift assembly. All tie-down straps, belts, etc., were checked for cleanliness and functionality. Lift and ramp operation was checked for each vehicle during the annual inspection process. Some lift repairs are being done under factory warranty; other repairs have been done by M & J lift repair.

11. SECURITY PLAN

Lucanus Developmental Center has met all SPP requirements and will update this plan when needed or as appropriate. The plan filed with BCTD is comprehensive and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCTD's Paratransit Services office.

SUMMARY OF REVIEW AND COMMENTS

LUC has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year agreement as a contractor. Based on this review, LUC has demonstrated a satisfactory level of 14-90 compliance, and it is recommended that they continue as a TOP's Paratransit provider. It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include installation of AVL's and other advanced technologies that will help to better monitor performance and efficiency.
Future years are expected to bring further coordination between the SSPP review process done by BCT fixed route, Community bus and Paratransit. Paratransit providers can expect further standardization and refinement of their SSPP documents, and possible visits from other BCT staff involved in the oversight of 14-90.After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will submitted to FDOT as part of the 14-90 compliance process.(form below).

SAFETY AND SECURITY CERTIFICATION

Name: **Contractor's Name:**
Address:
City and State:

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2012

4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2012

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public

(SEAL)

SYSTEM SAFETY COMPLIANCE REVIEW

MEDEX TRANSPORT, INC.
BY
BROWARD COUNTY TRANSPORTATION DEPARTMENT

ON-SITE REVIEW DATE: April 23, 2012

SUBMITTED BY:_____ FOR REVIEW YEAR 2012
STEVEN KIDD Paratransit Supervisor

INTRODUCTION

Medex Transport Inc. is one of Four (4) transportation providers contracted by Broward County to perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. On April 23, 2012, BCTD conducted an on-site Safety Compliance Review of Medex Transport Inc , at 2025 Harding St. Hollywood, FL 33020.The purpose of the review was to determine compliance with the applicable provisions of Rule 14-90, Florida Administrative Code. A brief overview of Medex Transport Inc's operation is described in this introduction.

Medex Transport Inc, hereinafter called MDX dispatches vehicles and conducts operations from the above location. MDX uses an appropriate mix of accessible vans and wheelchair vans for paratransit services. Most operational records are generated and stored at the Harding Street address. Some records are shared with and available to BCTD via the StrataGen/ADEPT computer system. MDX maintains a good record keeping system, which includes, but is not limited to, hard copy personnel files, vehicle records, maintenance expense records, incident/accident/insurance records, pre-trip vehicle inspection checklists, training records, and vehicle safety and equipment records. Some records are hand-written and some are kept using popular office software, such as Microsoft Word and Excel. StrataGen/ADEPT is currently used for trip monitoring, route generation and dispatch functions. Most policies, procedures and plans are maintained by management personnel in hard copy and electronic format. Notice of Policy is posted on-site where appropriate.

This review was conducted by Steven Kidd, Paratransit Supervisor; Craig Collins, BCT's Safety and Security Manager full with cooperation from Paula Welch, Operations Manager. Except where noted otherwise, this review consisted of random inspections of all applicable records, and interviews with management personnel. Samples of forms and supporting materials gathered during this review are maintained in the BCTD Paratransit office. MDX did a good job of providing pre- inspection materials, making the actual review clear and straight forward. In most areas of review a "cross check" was made with other available record sources, such as monthly reports, BCT inspection records and Stratogen/adept data. While the Counties budget crisis is somewhat under control, all contractors have been advised of continued scrutiny in all areas in order to better control costs and increase efficiency. At the same time, providers are being asked to take a fresh look at providing great customer service with on - time performance being a priority.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

Medex Transport is part of the new provider team that was brought on board starting 1/1/2010 to enhance Broward County's ability to effectively deliver paratransit services at a lower cost. Medex's has a revised SPP, which contains all required elements as well as policies/procedures and directives from prior years SSPP's. This SSPP follows the standard best practice format and will be updated as needed, with the goal to be compliant with Rule Chapter 14-90, Florida Administrative Code. MDX staff has done an acceptable job in preparing the SSPP's "pre visit" documentation for the 2012 review. For 2012, suggestions were offered to clarify the personal and business wireless communication policy for drivers. Future years may involve adoption of the applicable portions of BCT's revised SSPP to supplement, enhance and standardize as appropriate.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

In December 2011, 33 vehicles were produced for the required annual inspection. All vehicles passed on initial inspection or re-inspection. Overall, the Medex fleet improved from last year's substandard inspection performance and MDX appears to be on their way to better compliance in this area.

3. PROOF OF VALID DRIVERS LICENSE RECORDS

MDX staff reported that motor vehicle reports (MVR's) are run by staff twice a year as required by contract. Random samples of these records appeared to be in acceptable order. Driver License expirations and Chauffeur Registration expirations can be tracked in StrataGen, and reports can be run by the provider as often as necessary. Several updates were required on last review and MDX staff was reminded of the importance of keeping data current at all times and to stay on top of credentialing expiration dates.

4. DRIVER TRAINING /QUALIFICATIONS

From the information submitted, it appears that each driver receives an appropriate level of training to meet mandated standards. Driver instruction consists of class and road training with an experienced staff member. It was reported that MDX has updated applicable training records in the Stratogen/ Adept system. All driver medical certificates were found to be up to date & driver hours did not exceed 14-90 rules.

5. DRUG FREE WORKPLACE POLICY

Medex is an established drug free workplace. All new employees are advised of this policy and sign a copy of the policy, which is made part of each employees personnel file. Posters advising employees of this policy are posed in conspicuous places at the work site. Based on a random review, all drug/alcohol policy & practices appear to be in compliance with applicable standards. Wanda Del Toro, BCT's Drug & Alcohol czar will be doing follow-up with all providers to assure compliance and assistance where needed.

6. PRE-TRIP VEHICLE INSPECTION RECORDS

Medex procedure and the County contract require that all vehicles be inspected by the driver prior to service. Medex has a check list type daily pre-trip inspection form that was revised in March 2012 to better capture required information and standardize the way drivers complete the form. Spot checks of these documents prior to March revealed that some forms were missing and others were not complete. While this review shows improvement from the prior year it appears further supervision is needed in this area. Medex was again advised to take proactive measures to continue its improvement in this area.

7. VEHICLE PREVENTIVE MAINTENANCE/ REPAIR RECORDS

At 3500 mile intervals, all vehicles are scheduled for an oil change and preventive maintenance (PM) check which includes such things as: tires, brakes, steering and other safety sensitive areas. Medex's vehicle files were in acceptable order and up to date. In addition, random review of repair records indicates that preventive maintenance and repairs are performed as necessary. Medex has a computerized record keeping system thru its parent company.

8. ACCIDENT REPORTING/EVALUATION

Medex has an acceptable accident reporting and assessment plan. Review of applicable files indicates Medex does a satisfactory job of coordinating risk management and loss issues with their insurance carrier. Random review indicates that documentation is obtained and updated as each accident/incident is investigated and processed. Medex's internal accident documentation is sound, and cross check of the company's accident/incident files maintained at BCTD suggest that events are reported in a timely manner. All providers are reminded that it is the provider's responsibility to make sure that new insurance certificates are furnished to BCTD as dates expire or other changes are made. During the first half of 2012, the required monthly accident/incident summary was submitted to BCTD in a timely manner

9. OPERATIONAL AND SAFETY PROCEDURES

All drivers receive appropriate track on Medex's operational rules, safety expectations and company policy from company supervisors. Medex uses their parent company in New York for some human resource functions, including payroll. MDX has an employee handbook and other resource manuals to assist drivers. Copies of the revised employee handbook and other operational procedures are on file with Broward County.

10. WHEELCHAIR SECUREMENT PROCEDURES & INSPECTION

During the annual inspection, all wheelchair lift and ramp equipped vehicles were tested. All lift equipped vehicles had the required certifications permanently attached to the lift assembly. All tie-down straps, belts, etc., were checked for cleanliness and operation. Lift and ramp operation was checked for each vehicle during the annual inspection process and all were found to be in acceptable order either on initial inspection or re-inspection.

11. SECURITY PLAN

Medex uses the template FDOT Security plan with minor changes for the Medex business model. With Craig Collin's suggested revisions, the Medex SPP will meet requirements. Furthermore MDX will continue to update their plan as appropriate. The plan filed with BCTD is inclusive and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCTD's Paratransit Services office.

SUMMARY OF REVIEW AND COMMENTS

Medex has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year contract. Based on this review, Medex has demonstrated a satisfactory level of 14-90 compliance, and it is recommended that they continue as a TOP's Paratransit provider, provided they stay on top of items requiring corrective action, as per the May 14, 2012 follow-up action report. It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include, but are not limited to, installation of AVL's and other advanced technologies that will help to better monitor performance and efficiency.

In addition to the above, future years are expected to bring further coordination between the SSPP review process done by BCT fixed route, Community bus and Paratransit. Paratransit providers can expect further standardization and refinement of their SSPP documents, and possible visits from other BCT staff involved in the oversight of 14-90

After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will be submitted to FDOT as part of the 14-90 compliance process.(see following page)

SAFETY AND SECURITY CERTIFICATION

Name: **Contractor's Name:**
Address:
City and State:

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2012

4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2012

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public

(SEAL)

SYSTEM SAFETY COMPLIANCE REVIEW

CITY OF DEERFIELD BEACH (SUBCONTRACTOR)
For Medex Transport, Inc.
BY

BROWARD COUNTY TRANSPORTATION DEPARTMENT
ON-SITE REVIEW DATE: April 18, 2012

SUBMITTED BY:_____ FOR REVIEW YEAR 2012 .
STEVEN KIDD
PARATRANSIT SUPERVISOR

INTRODUCTION

The NE FOCAL POINT SENIOR CENTER, (hereinafter called NEFP) is one of five (5) subcontractors, who work under one of the contracted paratransit service providers in Broward County. The providers and their subcontractors perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. NEFP provides transportation to/from their senior center, as well as limited service to other destinations within their service area.
On April 18, 2012, the Broward County Transportation Department (BCTD) conducted an on-site Safety Compliance Review of NEFP at 227 NW 2nd Street, Deerfield Beach, Fl 33441. The purpose of the review was to determine compliance with the applicable provisions of Rule 14-90, Florida Administrative Code. A brief overview of NEFP's operation is described in this introduction.

NEFP performs vehicle and driver related activities, and other operational and management functions at the Deerfield office. All safety and operational records are generated and stored at the above location, or in accordance with the City of Deerfield Beach's policy on record retention. NEFP maintains a meticulous record keeping system, has outstanding documentation of policies and procedures and appropriate manuals for drivers and supervisors. Notice of Policy is posted on-site where appropriate.

This review was conducted by Steven Kidd, Paratransit Supervisor and Craig Collins, Safety/Security Manager, and Theresa Basedow, Administrative Assistant with full cooperation and assistance from Elizabeth "Peaches" Harper, Transportation Coordinator and Frieda Caldes, Deputy Director. Except where noted otherwise, this review consisted of random inspections of all applicable records and documents, and interviews with supervisory and/or administrative personnel. Samples of forms and supporting materials gathered during this review are maintained in the BCTD Paratransit office. The NEFP did an excellent job of providing pre- inspection materials, making the actual review very clear and straight forward. While the County's budget crisis is somewhat under control, all contractors and subcontractors have been advised of continued scrutiny in all areas, including but not limited to, the eligibility process, trip booking, and review of billing records in order to better control costs and increase efficiency. At the same time, providers are being asked to take a fresh look at providing great customer service with on -time performance being a priority

In most areas of review a cross check was made with other available record sources, such as monthly reports and Stratogen/adept data. Described below are the major areas of inspection and review findings.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

NEFP has a revised SSPP, which contains all required elements as well as policies/procedures from the City's Human Resource Department, Risk Management Division, garage (fleet services), and the Senior Center . This plan is well-prepared and addresses all mandated areas. The plan was updated in 2012 and will continue to be updated when changes are introduced or as required. Focal Point transportation staff and supervisors have demonstrated a special effort in putting together this safety plan, and applying the plan to its operation.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

Around December 2011, eight (8) vehicles were produced for annual inspection. All vehicles were in compliance and passed on initial inspection or on re-inspection if a problem area was found. NE Focal Point staff was very cooperative and did an excellent job having the vehicles ready for inspection at the appointed time. NEFP still has a large percent of vehicles older than 2006, however they removed several vehicles that they did not want to install County AVL systems.

3. PROOF OF VALID DRIVER'S LICENSE RECORDS

Random samples of driver files were reviewed. Proof of valid driver's licenses was in superb order. Motor vehicle reports (MVRs) are run every 3 months and spot checks found all to be acceptable. All drivers are city employees, thus exempt from the chauffeur registration requirement. The City's Risk Management section assists in monitoring driver records and coordinates information with Focal Point Transit Staff.

4. DRIVER TRAINING QUALIFICATIONS

Each driver receives an appropriate level of training to meet mandated standards. Focal Point transportation supervisors have implemented an applied training tracking system to document driver training. Instruction primarily consists of hands-on training with experienced staff and refresher training (in-service) documented with sign-in logs and summary reports. Quarterly training reports are prepared to document all training activities. NEFP provided a summary matrix of all driver qualifications and training dates, and will continue to update this as changes occur. All driver medical certificates were found to be up to date and all drivers completed the required distracted driver training.

5. DRUG-FREE WORKPLACE POLICY

NEFP is an established drug-free workplace. All new employees are made aware of this policy and provided with information on drug testing. Pre-employment, random, post-accident and reasonable suspicion drug tests are performed by Dr. Joseph Arena's office as part of the Cities drug test pool. Based on a random review, all drug/alcohol policy & practices appear to be in compliance with applicable standards. Wanda Del Toro, BCT's Drug & Alcohol czar will be doing follow-up with all providers to assure compliance and assistance where needed

6. PRE-TRIP VEHICLE INSPECTION RECORDS

NEFP requires each vehicle to be inspected by the driver prior to leaving the parking lot. NEFP utilizes a checklist-type pre-trip inspection form for this purpose. The form and process currently in use has been successfully utilized for many years. Samples reviewed appeared to be in order with no issues needing resolution in this area.

7. VEHICLE PREVENTIVE MAINTENANCE /REPAIR RECORDS

At three (3) month intervals, all vehicles are scheduled for an oil change and comprehensive preventive maintenance check which includes such things as tires, brakes, steering and other safety-sensitive areas. Vehicles needing immediate attention can be brought into the City garage at 401 SW 4th St. in Deerfield Beach. All maintenance is tracked by a computer program at the City garage, with hard copies on file at the Focal Point. A cross-check indicated that noted deficiencies are promptly prioritized and emergency and/or scheduled repairs are accomplished in a timely manner. A loose-leaf binder is maintained at the Focal Point, documenting the entire maintenance history of every vehicle.

8. ACCIDENT REPORTING/EVALUATION

NEFP's Accident Reporting/Evaluation Program is closely monitored by the City's Risk Management Division. Random inspection indicates that accidents and incidents are carefully tracked through completion including, but not limited, to appropriate action taken by the City's accident review board. All records appear complete with very few accidents or incidents. The City of Deerfield Beach is self-insured and carries excess liability coverage. All providers are reminded that it is the provider's responsibility to make sure that new insurance certificates are furnished to BCTD as dates expire or other changes are made. The City of Deerfield Beach reported no significant accidents during this review period and appears to maintain insurance as required.

9. OPERATIONAL AND SAFETY PROCEDURES

All new drivers receive comprehensive orientation regarding NEFP's transportation rules, safety expectations and City policy. The Focal Point issues its employees an Employee Handbook, Risk Management Manual and Transportation Handbook which detail all safety and operational issues. A review of these documents indicates that the City places a priority on safety and keeping employees up-to-date on important operational and security matters.

10. WHEELCHAIR SECUREMENT PROCEDURES & INSPECTION

During the annual inspection, all wheelchair lift-equipped vehicles were tested and found to be in acceptable working order on inspection or in some cases re inspection, if the lift was not working properly when initially inspected. . All tie-down straps & belts were found to be clean, operational and the required type for Paratransit Service. All drivers receive comprehensive wheelchair lift and securement training. Some of the training is from videos and publications provided by equipment manufacturers, such as Kinnedyne, Q-Straint, Ricon and Braun. Other training is hands on, taught by experienced staffers.

11. SECURITY PLAN

NE Focal Point Staff has met all SPP requirements and will update this plan when needed or as appropriate. The plan filed with BCTD is comprehensive and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCTD's Paratransit Services office.

SUMMARY OF REVIEW AND COMMENTS

NEFP has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year contract as a subcontractor. Based on this review, NEFP has demonstrated a satisfactory level of 14-90 compliance, and it is recommended that they continue as a TOP's Paratransit provider. It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include, but are not limited to, installation of AVL's and other advanced technologies that will help to better monitor performance and efficiency.

After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will submit to FDOT as part of the 14-90 compliance process.(see below).

SAFETY AND SECURITY CERTIFICATION

Name: **Contractor's Name:**
Address:
City and State:

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2012

4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2012

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public
(SEAL)

SYSTEM SAFETY COMPLIANCE REVIEW

CITY OF PEMBROKE PINES, SOUTHWEST FOCAL POINT (subcontractor)
For Lucanus Development Center, Inc.
BY

BROWARD COUNTY TRANSPORTATION DEPARTMENT

ON-SITE REVIEW DATE: April 16, 2012

SUBMITTED BY: _____ FOR REVIEW YEAR 2012
STEVEN KIDD
PARATRANSIT SUPERVISOR

INTRODUCTION

The City of Pembroke Pines/Southwest Focal Point Senior Center, is one of 5 five subcontractors, who work under one of the contracted paratransit service providers in Broward County. The providers and their subcontractors perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. The City of Pembroke Pines/Southwest Focal Point Senior Center, hereinafter called SWFP provides transportation,(through The Transportation Authority) to/from their senior center, as well as limited service to other destinations within their service area.
On April 16, 2012, the Broward County Transportation Department (BCTD) conducted an on-site Safety Compliance Review of the City at the SWFP facility at 301 Northwest 103rd Avenue, Pembroke Pines, Florida 33026.

The purpose of the review was to determine compliance with the applicable provisions of Rule 14-90, FL Administrative Code. A brief overview of SWFP's operation is described in this introduction.

The SWFP performs all transportation-related activities, and other operational and administrative functions at the 103rd Ave. office. All safety and operational records are generated and stored at the above location, or in accordance with the SWFP's policy on record retention. The SWFP maintains a well-organized record-keeping system, updated manuals for drivers and staff, and excellent documentation of policies and procedures. 'Notice of Policy' is posted on-site where appropriate.

This review was conducted by Steven Kidd, BCTD Paratransit Supervisor, Craig Collins, BCT's Safety and Security Manager and Theresa Basedow, Administrative Assistant with full cooperation and assistance from Jacque-Ann Isaacs, SWFP Transportation Supervisor, Mercedes McBay, Transportation coordinator, and Richard Passero, President of The Transportation Authority, Inc.

Except where noted otherwise, this review consisted of random inspections of all applicable records, and consultation with supervisory personnel. Samples of forms and supporting materials gathered during this review are maintained in the BCTD Paratransit office. SWFP/ Transportation Authority staff did an excellent job of providing pre- inspection materials, making the actual review very clear and straight forward. All contractors and subcontractors have been advised of continued scrutiny in all areas, as well as customer service expectations.

In most areas of review a "cross check" was made with other available record sources, such as monthly reports, BCT inspection records and Stratogen/adept data. Described below are the major areas of inspection and review findings.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

SWFP has a revised SSPP, which contains all required elements as well as policies/procedures from the City's Human Resource Division, Risk Management office, garage (fleet services), and the Senior Center /Transportation Authority. This plan is well organized and addresses all required areas of concern. The plan was last updated in April 2012, and will continue to be amended as appropriate. Focal Point transportation staff and supervisors have demonstrated a special effort in putting together this safety plan, and applying the plan to its operation. Future years may involve adoption of the applicable portions of BCT's revised SSPP to supplement, enhance and standardize as appropriate.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

In December 2011 and into early 2012 the entire SW fleet received the requisite annual inspection. Currently, 18 vehicles are approved for TOPS service. It should be noted that several vehicles were later taken out of service by the provider due to provider's decision not to install County AVL technology in these units. Of the vehicles currently approved, some are older than 2006 and must undergo the additional April/September inspections. Several random spot inspections conducted on site during the SSPP suggest that the SWFP vehicles are kept in good condition at all times. Annual inspection results are on file with the BCTD.

3. PROOF OF VALID DRIVERS LICENSE RECORDS

Random samples of driver license records were reviewed and found to be in compliance. SW Focal Point Supervisors receive monthly motor vehicle transcripts and carefully review each driver's record to make sure that all drivers meet program standards. Drivers are employees of Transportation Authority, Inc, the contractor of transit services for the City and hence will adhere to all transportation policies and procedures set forth by the City of Pembroke Pines.

4. DRIVER TRAINING /QUALIFICATIONS

Each driver receives the appropriate level of training to meet mandated standards. SWFP staff tracks training electronically and with hard file copy. Training consists of both on the road and classroom instruction. Transportation supervisors have the benefit of the City resources to assist with training/monitoring. SWFP provided a summary matrix of all driver qualifications and training dates, and will update this as scheduled trainings are completed. All

driver medical certificates were found to be up to date.

5. DRUG FREE WORKPLACE POLICY

SWFP is an established drug free workplace. All new employees are made aware of this policy and provided with detailed information on the drug-testing program. Posters advising employees of this policy are posted in conspicuous places at the work site. All required drug tests are performed by Occupational Medical Centers of America (Occumed). Based on a random review, all drug/alcohol policy & practices appear to be in compliance with applicable standards. Wanda Del Toro, BCT's Drug & Alcohol czar will be doing follow-up with all providers to assure compliance and assistance where needed.

6. PRE-TRIP VEHICLE INSPECTION RECORDS

SWFP requires that each vehicle be inspected by the driver prior to leaving the Transportation Center. SWFP continues to use their recently revised vehicle pre-trip inspection form which was found to be one of the most complete forms of this type in our system. Samples reviewed appeared to be complete and accurate. Identified problem areas were spot-checked against maintenance records and found to be resolved appropriately.

7. VEHICLE PREVENTIVE MAINTENANCE / REPAIR RECORDS

At 3,000 mile intervals, all vehicles are scheduled for a routine oil change service and extensive preventive maintenance check which includes such things as tires, brakes, steering and other safety sensitive areas. Vehicles needing immediate attention are brought to All Star Fleet at 13975 Pembroke Rd. in Pembroke Pines. The City garage tracks all maintenance on a centralized database. In addition, transportation staff maintains a repair summary using Microsoft Excel.

8. ACCIDENT REPORTING/EVALUATION

The SWFP accident reporting/evaluation program is closely monitored by the City's Risk Management Division. Random inspection indicates that accidents and incidents are carefully tracked thru conclusion, including, but not limited to appropriate action taken by an accident review board. All records appear complete with very few accidents or incidents. The City of Pembroke Pines is self insured and performs most accident / insurance functions in house. All providers are reminded that it is the provider's responsibility to make sure that new insurance certificates are furnished to BCTD as dates expire or other changes are made. During the first half of 2012, the required monthly accident/incident

summary was submitted to BCTD in a timely manner.

9. OPERATIONAL AND SAFETY PROCEDURES

All new drivers receive comprehensive orientation on SWFP/The Transportation Authority Inc. rules, safety expectations and City policy. The SW Focal Point issues all drivers a transportation handbook, accident/incident reporting directives and a “Driver Training Manual” with emphasis on all safety and operational issues. A review of these documents indicates that SWFP City places a priority on safety and keeping employees current on key operational and security matters.

10. WHEELCHAIR SECUREMENT PROCEDURES & EQUIPMENT

During the annual inspection, all wheelchair lift equipped vehicles were tested and found to be in good working order. All lift-equipped vehicles had the required certifications permanently attached to the lift assembly. All tie-down straps, belts, and related equipment, were found to be clean, operational and the required type for paratransit service. Drivers receive wheelchair securement training via DVD, video tape, on the job training with experienced drivers, as well as monthly refresher “in-service” training seminars.

11. SECURITY PROGRAM PLAN

SW Focal Point has met all SPP requirements and will update this plan when needed or as appropriate. The plan filed with BCTD is comprehensive and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCTD’s Paratransit Services office.

SUMMARY OF REVIEW AND COMMENTS

SWFP has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year contract as a subcontractor. Based on this review, SWFP has demonstrated a satisfactory level of 14-90 compliance, and it is recommended that they continue as a TOP’s Paratransit provider. It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include, but are not limited to, installation of AVL’s and other advanced technologies that will help to better monitor performance and efficiency.
After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will be submitted to FDOT as part of the 14-90 compliance process.(next page).

SAFETY AND SECURITY CERTIFICATION

Name: **Contractor's Name:**
Address:
City and State:

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2012

4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2012

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public

(SEAL)

SYSTEM SAFETY COMPLIANCE REVIEW

TENDER LOVING CARE INC.
BY
BROWARD COUNTY TRANSPORTATION DEPARTMENT

ON-SITE REVIEW DATE: April 30, 2012

SUBMITTED BY:_____ FOR REVIEW YEAR 2012
STEVEN KIDD
Paratransit Supervisor

INTRODUCTION

Tender Loving Care Inc. is one of four (4) transportation providers contracted by Broward County to perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. On April 30, 2012, BCTD conducted an on-site Safety Compliance Review of Tender Loving Care Inc, (hereinafter called TLC), at 611 NW 31st Ave. Pompano Beach, FL. 33069. The purpose of the review was to determine compliance with the applicable provisions of Rule 14-90, Florida Administrative Code. A brief overview of TLC's operation is described in this introduction.

TLC dispatches vehicles from, and conducts operations at the above location. TLC uses wheelchair vans, passenger vans and minivans to transport their riders. Most operational records are generated and stored at the Pompano Beach address. TLC maintains a satisfactory record keeping system, which includes, but is not limited to hard copy personnel files, vehicle records, maintenance expense accounts, incident/accident records, pre-trip vehicle inspection checklists, training records, and vehicle safety and equipment records. Some records are hand written and some are kept using popular office products such as Microsoft word and excel. TLC uses the Stratogen/Adept software provided by BCT for all trip monitoring, route creation, dispatch, vehicle and driver tracking as well as complaint response and safety/security functions. Most policies, procedures and plans are maintained in electronic and printed formats. Notice of Policy is posted on-site where appropriate.
This review was conducted by Steven Kidd, Paratransit Supervisor; Craig Collins, BCT's Safety and Security Manager and Theresa Basedow, Administrative Assistant, with full cooperation and assistance from Darlene Ponder, CEO and Sharon Brown, Operations Manager. Except where noted otherwise, this review consisted of random inspections of all applicable records, and interviews with management personnel. Samples of forms and supporting materials gathered during this review are maintained in the BCT Paratransit office. TLC's review was started on April 18 but needed to be rescheduled due to TLC's poor preparation and no management person on hand to answer questions. In most areas of review a "cross check" was made with other available record sources, such as monthly reports, BCT inspection records and Stratogen/adept data. While the Counties budget crisis is somewhat under control, all contractors and subcontractors have been advised of continued scrutiny in all areas, including but not limited to, the eligibility process, trip booking, and review of billing records in order to better control costs and increase efficiency. At the same time, providers are being asked to take a fresh look at providing great customer service with on - time performance being a priority. Described below are the major areas of inspection and review findings.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

Tender Loving Care has a revised SSPP, which contains all required elements as well as policies/procedures from past System Safety Program Plans, and other models that have been approved in earlier periods. TLC presented as cooperative and willing to stay compliant with Rule Chapter 14-90, Florida Administrative Code, as appropriate. Management has done an acceptable job of fine tuning the plan for the April 2012 review, and stated they would keep this document updated. Minor revisions that were needed as pointed out by Craig Collins will be followed up on by TLC. As pointed out earlier, after a rough start on April 18th, TLC regrouped and was well organized on April 30th. They had required documentation and the Manager most familiar with the day to day operations available. Future years may involve adoption of the applicable portions of BCT's revised SSPP to supplement, enhance and standardize as appropriate.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

In December 2011, 17 vehicles were submitted for the required annual inspection. All vehicles passed on initial inspection or re-inspection. Overall, the Tender Loving Care fleet was found to be in acceptable condition, however approximately ½ of the vehicles failed on the initial inspection and required the vehicle to be repaired and re-inspected. TLC now has several units that require the extra "older vehicle" inspections in April and September, and this will serve as a reminder that this must be done and proof submitted to County in a timely manner.

3. PROOF OF VALID DRIVERS LICENSE RECORDS

Motor vehicle reports (MVR's) for each driver are run by Tender Loving Care's insurance carrier when employment starts and thru an on line data service after hire and between chauffeurs registration renewal. The MVR's submitted were outdated so as part of the post inspection follow-up action, TLC was asked to provide recent MVR's. Random samples of these records appeared to be in good order. Driver License expirations and Chauffeur Registration expirations are tracked via Stratogen. An improvement was noted in the area of keeping driver information up to date in Stratogen/adept. Cross checks of various data sources were all reliable and random files pulled for review were all up to date.

4. DRIVER TRAINING /QUALIFICATIONS

From the information submitted, it appears that each driver receives an appropriate level of TLC training to meet mandated standards. Driver instruction consists of classroom and over the road training with an experienced driver. TLC no longer has Logistacare to assist with training mandates, and handles many training functions in-house. TLC has taken steps to get Sharon Brown certified to train in several areas. All driver medical certificates were found to be up to date.

5. DRUG FREE WORKPLACE POLICY

Tender Loving Care is an established drug free workplace. All new employees are advised of this policy and sign a copy of the policy, which is made part of each employees personnel file. Posters advising employees of this policy are posed in conspicuous places at the work site. Based on a random review, all drug/alcohol policy & practices appear to be in compliance with applicable standards. An informal review of these records indicates that US Healthworks does their entire drug testing, and there is satisfactory evidence of compliance in this area. Wanda Del Toro, BCT's Drug & Alcohol czar will be doing follow-up with all providers to assure compliance and assistance where needed.

6. PRE-TRIP VEHICLE INSPECTION RECORDS

Tender Loving Care procedure requires that all vehicles be inspected by the driver prior to service. Tender Loving Care has a check list type daily pre-trip inspection form for this purpose. Spot checks of these documents revealed an acceptable level of tolerance. TLC indicated they will take reasonable measures to make sure that all pre-trip inspections are done, all forms are complete and needed repairs are prioritized and performed.

7. VEHICLE PREVENTIVE MAINTENANCE/ REPAIR RECORDS

Management suggested that every 3000 miles, all vehicles are scheduled for an oil change and preventive maintenance (PM) check which includes such things as: tires, brakes, steering and other safety sensitive areas. Maintenance records indicate that PM's are done monthly or every other month rather than by mileage. TLC's vehicle files were in less than satisfactory order and not up to date. Additional follow-up was required in this area and suggestions provided on best practices to document vehicle repair and be proactive about identifying potential problems. TLC was also advised that if they do use a date based tracking system that it should not only document which vehicles were seen on which date, but also have clear, well organized invoices and records.

8. ACCIDENT REPORTING/EVALUATION

Tender Loving Care has an acceptable accident reporting and assessment plan. Review of applicable files indicates Tender Loving Care has a satisfactory plan in place to coordinate risk management and loss issues with their insurance carrier. Random review indicates if an accident occurs, documentation will be obtained and reported to appropriate stakeholders in an appropriate and timely manner. Tender Loving Care's internal accident/incident planning steps are sound, and loss experience appears small. TLC appears to have resolved insurance coverage issues from prior years and was able to provide acceptable documentation. All providers are reminded that it is the provider's responsibility to make sure that new insurance certificates are furnished to BCTD as dates expire or other changes are made. During the first half of 2011, the required monthly accident/incident summary was submitted to BCTD in a timely manner.

9. OPERATIONAL AND SAFETY PROCEDURES

All drivers receive an extensive orientation on Tender Loving Care's operational rules, safety expectations and company policy from company supervisors, videos and other appropriate sources. In addition, TLC appears to put emphasis on safety considerations and stresses this in their business model. Tender Loving Care has an employee handbook that is appropriate in size and scope for the scale of their operation. These materials cover both proper safety and operational matters.

10. WHEELCHAIR SECUREMENT PROCEDURES & INSPECTION

During the annual inspection, all wheelchair lift and ramp equipped vehicles were tested. All lift equipped vehicles had the required certifications permanently attached to the lift assembly. All tie-down straps, belts, etc., were checked for cleanliness and operation. Lift and ramp operation was checked for each vehicle during the annual inspection process. Some lift repairs are being done under factory warranty, however most repairs are being done by M&J lift repair.

11. SECURITY PLAN

TLC has met all SPP requirements and will update this plan when needed or as appropriate. The plan filed with BCT is inclusive and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCT's Paratransit Services office. TLC updated their plan in April 2012 and made changes requested by the BCT Safety and Security Manager.

SUMMARY OF REVIEW AND COMMENTS

Tender Loving Care Inc. has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year agreement as a contractor. Based on this review, TLC has demonstrated a satisfactory level of 14-90 compliance, and it is recommended that they continue as a TOP's Paratransit provider assuming they continue with their efforts outlined in the follow-up action plan.

It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include, but are not limited to, installation of AVL's and other advanced technologies that will help to better monitor performance and efficiency.

After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will submitted to FDOT as part of the 14-90 compliance process.(form attached)

SAFETY AND SECURITY CERTIFICATION

Name:	**Contractor's**	**Name:**	**Tender Loving Care, Inc.**
		Address:	**611 NW 31 Ave.**
		City and State:	**Pompano Beach, Fl 33069**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2012

4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2012

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public

(SEAL)

SYSTEM SAFETY COMPLIANCE REVIEW

DANIEL D. CANTOR SENIOR CENTER (SUBCONTRACTOR)
For Lucanus Developmental Center, Inc.

BY

BROWARD COUNTY TRANSPORTATION DEPARTMENT
ON-SITE REVIEW DATE: April 17, 2012

SUBMITTED BY:_____ FOR REVIEW YEAR 2012
STEVEN KIDD
PARATRANSIT SUPERVISOR

INTRODUCTION

The Daniel Cantor Senior Center, is one of 5 five subcontractors, who work under one of the contracted paratransit service providers in Broward County. The providers and their subcontractors perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. The Daniel Cantor Senior Center, (hereinafter called CTR) provides transportation to/from their senior center, as well as limited service to other destinations within their service area On April 17, 2012, BCTD conducted an on-site Safety Compliance Review of CTR at 5000 Nob Hill Rd. Sunrise, FL 33351.

The purpose of the review was to determine compliance with the applicable provisions of Rule 14-90, Florida Administrative Code. A brief overview of CTR's operations is described in this introduction.

CTR performs all vehicle and driver related activities, and other operational and management functions at 5000 Nob Hill Rd. All safety and operational records are generated and stored at the above location. CTR maintains a practical recordkeeping system, has good documentation of policies and procedures, and appropriate manuals for drivers and other personnel. Notice of Policy is distributed to staff, as appropriate.

This review was conducted by Steven Kidd, Paratransit Supervisor, and Craig Collins, BCT Safety and Security Manager and Theresa Basedow, Administrative Assistant with full cooperation and assistance from Victoria Young, Transportation Coordinator. Samples of forms and supporting materials gathered during this review are maintained in the BCTD Paratransit office. CTR did an acceptable job of providing pre- inspection materials, making the actual review clear and straight forward. While the Counties budget crisis is somewhat under control, all contractors and subcontractors have been advised of continued scrutiny in all areas, including but not limited to, the eligibility process, trip booking, and review of billing records in order to better control costs and increase efficiency. At the same time, providers are being asked to take a fresh look at providing great customer service with on -time performance being a priority.

In most areas of review a "cross check" was made with other available record sources, such as monthly reports, BCT inspection records and Stratogen/adept data. Described below are the major areas of inspection and review findings.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

CTR's has a revised SSPP, which contains all required elements as well as policies/procedures from their employee handbook, actions mandated by the Area agency on Aging and guidelines from the funding sources. This plan is useful for CTR's type of operation and the revisions include use of the standard FDOT template, and wireless communications updates. The plan also has some internal documents that are unique to CTR, and will continue to be amended, as appropriate. Transportation staff and supervisors have demonstrated a special effort in putting together this safety plan, and applying the plan to its operation. Future years may involve adoption of the applicable portions of BCT's revised SSPP, and use of a generally accepted model to supplement, enhance and standardize as appropriate.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

In December, 2011, six (6) vehicles were produced for annual inspection. All vehicles were in compliance and passed on initial inspection or re inspection if minor repairs were needed. As in past years, the transportation staff was careful in making sure that the inspection process went quickly and that the vehicles were in road worthy condition. Inspection results are on file with BCTD. Several vehicles were spot checked while on site, and all were found to be in acceptable condition.

3. PROOF OF VALID DRIVER'S LICENSE RECORDS

MVR's were not available during the onsite visit. During follow-up investigation, current motor vehicle reports (MVRs) were obtained and reviewed and found to be acceptable. Proof of valid driver's licenses and Chauffeur's Registrations were found to be in compliance, based on samples reviewed. CTR has made some changes to their procedure to insure that MVR's are run at least twice a year, and that the records are carefully reviewed by supervisory personnel.

4. DRIVER TRAINING /QUALIFICATIONS

CTR indicated that all drivers receive the acceptable level of training to meet mandated standards. CTR staff uses an Excel training tracking system and Adept reports to document driver training activity. Instruction consists of both on-the-road and classroom training. CTR was reminded that documentation of all training is a provider responsibility. All driver medical certificates were found to be up to date and all drivers completed the required distracted driver training.

.5. DRUG-FREE WORKPLACE POLICY

CTR is an established drug-free workplace. All new employees are made aware of this policy and provided with comprehensive information on CTR's drug testing program. Posters advising employees of this policy are posted in conspicuous places at the work site. All required drug tests are performed by ASAP Programs, and their local collection sites. Based on a random review, all drug/alcohol policies & practices appear to be in compliance with applicable standards. Wanda Del Toro, BCT's Drug & Alcohol czar will be doing follow-up with all providers to assure compliance and assistance where needed in this area.

6. PRE-TRIP VEHICLE INSPECTION RECORDS

CTR requires each vehicle to receive a thorough inspection by the driver prior to leaving the center's parking lot. CTR continues to utilize a 5-day checklist type "Vehicle Pre-trip Inspection" report for this function. The form was revised several years ago to be more comprehensive and similar to our best practices model. Samples reviewed appeared to be complete, accurate and filed in an orderly manner.

. 7. VEHICLE PREVENTIVE MAINTENANCE/REPAIR RECORDS

At 3,000 mile intervals, all vehicles are scheduled for an oil change and extensive preventive maintenance/safety check which includes such things as tires, brakes, steering and other safety-sensitive areas. Vehicles needing immediate attention can be brought into Preferred Automotive, Inc, or Bob's Automotive for any repair. All wheelchair lift repair is done by Jeff Williams of M&J Lift Repair. All maintenance is tracked on a spreadsheet using Microsoft Excel and reviewed by transportation supervisors.

8. ACCIDENT REPORTING/EVALUATION

CTR's accident reporting and evaluation program continues to be closely monitored by their insurance company. CTR has a good overall safety record, and minimal loss history. Good training and adherence to best practices appear to be contributing factors to reducing CTR's liability exposure. All providers are reminded that it is the provider's responsibility to make sure that new insurance certificates are furnished to BCTD as dates expire or other changes are made. During the first half of 2012, most required monthly accident/incident summaries were submitted to BCTD in a timely manner.

9. OPERATIONAL AND SAFETY PROCEDURES

All new drivers receive comprehensive orientation on CTR's transportation rules, safety expectations and operational policy. CTR issues its employees a employee handbook and provides appropriate training which emphasizes all safety and operational issues. A review of these documents indicates that CTR places a concern on safety and keeping employees current on important operational, safety and security issues.

10. WHEELCHAIR SECUREMENT PROCEDURES & INSPECTION

During the annual inspection, all wheelchair lift-equipped vehicles were tested and found to be in good working order. All lift-equipped vehicles had the required certifications permanently attached to the lift assembly. All tie-down straps, belts, etc., were found to be clean, operational and the required type for paratransit service. Wheelchair lift/securement training is done by experienced drivers during the initial 6-8 weeks of on-the-job training. CTR indicated that drivers receive refresher training in lift operations & securement / restraint on an annual basis.

11. SECURITY PROGRAM PLAN

CTR staff has met all SPP requirements and will update this plan when needed or as appropriate. The plan filed with BCTD is complete and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCTD's Paratransit Services office.

SUMMARY OF REVIEW AND COMMENTS

CTR has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year contract as a subcontractor. Based on this review, CTR has demonstrated a satisfactory level of 14-90 compliance, and it is recommended that they continue as a TOP's Paratransit provider. It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include, but are not limited to, installation of AVL's and other advanced technologies that will help to better monitor performance and efficiency.

After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will submit to FDOT as part of the 14-90 compliance process.(see below)

SAFETY AND SECURITY CERTIFICATION

Name: **Contractor's Name:**
Address:
City and State:

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2012

4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2012

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public

(SEAL)

SYSTEM SAFETY COMPLIANCE REVIEW

NORTHWEST FOCAL POINT SENIOR CENTER (SUBCONTRACTOR)
For Allied Medical Transportation, Inc.

BY

BROWARD COUNTY TRANSPORTATION DEPARTMENT
ON-SITE REVIEW DATE: April 17, 2012

SUBMITTED BY:_____ FOR REVIEW YEAR 2012
STEVEN KIDD
PARATRANSIT SUPERVISOR

INTRODUCTION

The NW FOCAL POINT SENIOR CENTER, is one of 5 five subcontractors, who work under one of the contracted paratransit service providers in Broward County. The providers and their subcontractors perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. The NW FOCAL POINT SENIOR CENTER, (hereinafter called NWFP) provides transportation to/from their senior center, as well as limited service to other destinations within their service area. The NWFP is described as an unincorporated, not-for-profit organization that is included as a dependent district of the City of Margate.

On April 17, 2012, BCTD conducted an on-site Safety Compliance Review of the NWFP at 6009 NW 10 St. Margate, Fl 33060.

The purpose of the review was to determine compliance with the applicable provisions of Rule, Chapter 14-90, Florida Administrative Code. A brief overview of NWFP'S operation is described in this introduction.

The NWFP performs vehicle and driver related activities, and other operational and management functions at the Margate headquarters. All safety and operational records are created and stored at the above location, or in accordance with the City of Margate's policy on record retention. The NWFP maintains an systematized record keeping system, has excellent documentation of policies and procedures and appropriate manuals for staff and management. Notice of Policy is posted on-site where appropriate.

Steven Kidd, Paratransit Supervisor, Craig Collins, BCT Safety and Security Manager and Theresa Basedow, Administrative Assistant conducted this review, with full cooperation and assistance from; Kelly Diaz, Project Director and Terry Lieberman, Operations Manager. Except where noted otherwise, this review consisted of random inspections of all applicable records, and interviews with administrative personnel. Samples of forms and supporting materials gathered during this review are maintained in the BCT Paratransit office. The NWFP did an outstanding job of providing pre- inspection materials, making the actual review very clear and straight forward. While the Counties budget crisis is somewhat under control, all contractors and subcontractors have been advised of continued scrutiny in all areas, including but not limited to, the eligibility process, trip booking, and review of billing records in order to better control costs and increase efficiency. At the same time, providers are being asked to take a fresh look at providing great customer service with on -time performance being a priority.

In most areas of review a "cross check" was made with other available record sources, such as monthly reports, BCT inspection records and Stratogen/adept data. Described below are the major areas of inspection and review findings.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

NWFP has a revised SSPP for 2012, which contains all required 14-90 particulars as well as policies/procedures from the City's Human Resource Department, Risk Management Division, Senior center and garage (fleet services). This plan is well organized and addresses all required areas of concern. The plan is updated when changes are introduced, and will continue to be amended as appropriate. NW Focal Point transportation staff and supervisors have done an excellent job in putting together this SSPP, and applying the plan to its operation. Future years may involve adoption of the applicable portions of BCT's revised SSPP to supplement, enhance and standardize as appropriate.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

In December 2011, 9 vehicles were produced for annual inspection. All vehicles were in compliance and passed on initial inspection. As in past years, NW Focal Point Staff was tremendously cooperative and did an excellent job having the vehicles staged and ready for inspection at the appointed time. All vehicles present a clean, safe and well maintained appearance. It was noted that some vehicles were older than 2006 and require the additional inspections in April and September as per the contract for Paratransit Services.

3. PROOF OF VALID DRIVERS LICENSE RECORDS

Random samples of driver files and motor vehicle reports (MVR's) were reviewed and found to be in compliance. Proof of valid drivers licenses were also in full compliance. Drivers all had current Broward County Chauffeurs Registrations. The City's Risk Management office closely monitors driver records and networks critical information with Focal Point Program Staff to make sure driver licensure is current and meets contract and/or 14-90 standards.

4. DRIVER TRAINING & QUALIFICATIONS

Each driver receives an appropriate level of training to meet mandated standards. NWFP transportation staff has implemented a tracking system to document driver qualifications as well as the tracking tools provided by County thru its Adept software. Training consists of "in service" and on the job training and documented with sign in logs and summary reports. Transportation staff utilizes the City of Margate's Human Resources office to support, assist and monitor as necessary. All driver medical certificates were found to be up to date and all drivers completed the new distracted driver training.

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5. DRUG FREE WORKPLACE POLICY

The NWFP is an established drug free workplace. All new employees are made aware of this policy and provided with written information regarding drug testing. Posters advising employees of the drug/alcohol policy are posed in conspicuous places at the work site. All required Pre employment drug tests are performed by Total Compliance Network. Other drug tests are done by Solantic medical centers. Based on a random review, all drug/ alcohol practices appear to be in compliance with applicable standards. Wanda Del Toro, BCT's Drug & Alcohol czar will be doing follow-up with all providers to assure compliance and assistance where needed.

6. PRE-TRIP VEHICLE INSPECTION RECORDS

The NWFP requires each vehicle to be inspected by the driver prior to leaving the agency's parking lot. The NWFP utilizes a checklist type "vehicle inspection sheet "for this purpose. Samples reviewed appeared to be complete and correct.

7. VEHICLE PREVENTIVE MAINTENANCE / REPAIR RECORDS

At 3,000 mile intervals, all vehicles are scheduled for an oil change and extensive preventive maintenance check which includes such things as tires, brakes, steering and other safety sensitive areas. Vehicles needing immediate attention are brought to the City of Margate's Public Works garage. All maintenance is tracked by the Public Works garage using City mandated record keeping procedures. Based on random review, all maintenance and repair activities were in compliance with applicable state mandates and Tops contract standards.

8. ACCIDENT REPORTING/EVALUATION

The City of Margate's Risk Management Division closely monitors the NWFP's accident reporting/evaluation program. Random inspection indicates that accidents and incidents are carefully tracked thru conclusion, including, but not limited to appropriate action taken by the City's Safety Officer, if necessary. All records appear complete with documentation of several randomly selected incidents in order. The Northwest Focal Point Senior Center carries appropriate excess liability coverage, and the City of Margate is self insured. All providers are constantly reminded that it is the provider's responsibility to make sure that new insurance certificates are furnished to BCTD as dates expire or other changes are made. During the first half of 2012, the required monthly accident/incident summary was submitted to BCTD in a timely manner.

9. OPERATIONAL AND SAFETY PROCEDURES

All drivers receive a complete orientation on NW FOCAL POINT SENIOR CENTER's transportation rules, safety expectations and operational policy, as well as monthly refresher "in services". The NWFP issues all drivers a Driver Manual and a Transportation Handbook which describe all safety and operational expectations. A review of these documents indicates that this contractor places a high priority on safety and keeping employees current on important operational and security matters.

10. WHEELCHAIR SECUREMENT PROCEDURES & INSPECTION

During the annual inspection, all wheelchair lift equipped vehicles were tested and found to be in good working order. All lift equipped vehicles had the required certifications permanently attached to the lift assembly. All tie-down straps, belts, etc., were found to be clean, operational and the required type for paratransit service. All Drivers receive comprehensive wheelchair lift and securement training from qualified staff and 80 hours of on-the-job training with an experienced driver. The NWFP continues to provide refresher training on lift operation and use of securement/restraint devices at least once per year.

11. SECURITY PLAN

NW Focal Staff has met all SPP requirements and will update this plan when needed or as appropriate. The plan filed with BCTD is complete and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCTD's Paratransit Services office.

SUMMARY OF REVIEW AND COMMENTS

NWFP has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year contract as a subcontractor. Based on this review, NWFP has demonstrated a above average level of 14-90 and contract compliance, and it is recommended that they continue as a TOP's Paratransit provider. It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include, but are not limited to, installation of AVL's and other advanced technologies that will help to better monitor performance and efficiency.

After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will submit to FDOT as part of the 14-90 compliance process. (next page).

SAFETY AND SECURITY CERTIFICATION

Name: **Contractor's Name:**
Address:
City and State:

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2011

4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2011

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public

(SEAL)

SYSTEM SAFETY COMPLIANCE REVIEW

CITY OF MIRAMAR (SUBCONTRACTOR)
For Allied Medical Transportation, Inc.
BY

BROWARD COUNTY OFFICE OF TRANSPORTATION

ON-SITE REVIEW DATE: April 16, 2012

SUBMITTED BY:_____ FOR REVIEW YEAR 2012
STEVEN KIDD
PARATRANSIT SUPERVISOR

INTRODUCTION

The City of Miramar Senior Center, is one of 5 five subcontractors, who work under one of the contracted paratransit service providers in Broward County. The providers and their subcontractors perform paratransit service to persons with disabilities in accordance with the Americans with Disabilities Act, and the State of Florida's Transportation Disadvantaged program. The City of Miramar Senior Center, (hereinafter called MSSC) provides transportation to/from their senior center, as well as limited service to other destinations within their service area.

On April 16, 2012, BCTD conducted an on-site Safety Compliance Review of MSSC at 6700 Miramar Parkway, Miramar, Fl 33023.

The purpose of the review was to determine compliance with the applicable provisions of Rule, Chapter 14-90, Florida Administrative Code. A brief overview of Miramar / ADRC's operation is described in this introduction.

MSSC performs all transportation related activities, and most other operational and administrative functions at their office on Miramar Parkway. All safety and operational records are generated and stored at the above location, or in accordance with the City of Miramar's policy on record retention. MSSC maintains an appropriate record keeping system, has acceptable documentation of policies and procedures and updates materials for drivers and staff. 'Notice of Policy' is posted on-site where suitable.

This review was conducted by Steven Kidd, Paratransit Supervisor, Craig Collins, BCT's Safety and Security Manager and Theresa Basedow, Administrative Assistant with cooperation and support from Melissa Stuart, Transportation Clerk

Except where noted otherwise, this review consisted of random inspection of all applicable records, and consultation with supervisory personnel. Samples of forms and supporting materials gathered during this review are maintained in the BCTD Paratransit office. While the Counties budget crisis is somewhat under control, all contractors and subcontractors have been advised of continued scrutiny in all areas, including but not limited to, the eligibility process, trip booking, and review of billing records in order to better control costs and increase efficiency. At the same time, providers are being asked to take a fresh look at providing great customer service with on -time performance being a priority.

In most areas of review a "cross check" was made with other available record sources, such as monthly reports, BCT inspection records and Stratogen/adept data. Described below are the major areas of inspection and review findings.

1. SYSTEM SAFETY PROGRAM PLAN (SSPP)

MSSC has a revised SSPP, which contains all required elements as well as policies/procedures from the City's Human Resource Department, Risk Management Division, garage (fleet services), and the Senior Center uses a combination of policies/procedures from the City of Miramar/Social Services Department, the Cities Human Resource Department, Risk Management Division, and Fleet Services office to form the basis for their SSPP. This combination of documents meets standards and addresses all required areas of concern. A large loose leaf notebook with SSPP materials is handy and updated as needed. Future years may involve adoption of the applicable portions of BCT's revised SSPP to supplement, enhance and standardize as appropriate.

2. ANNUAL VEHICLE INSPECTION COMPLIANCE

During the 2012 inspection period, 6 vehicles were produced for annual inspection. All passed on initial inspection. 2 vehicles are 2006 and require the additional April/September inspections. MSSC continues to improve in the area of inspection preparation and the overall vehicle condition. Inspection results are on file with BCTD.

3. PROOF OF VALID DRIVERS LICENSE RECORDS

Random samples of driver license photocopies were reviewed and were found to match expiration dates in adept. Miramar was unable to produce recent MVR's at the time of review however did supply them after a corrective action notice was issued. Miramar was reminded of contract requirements for MVR review. Drivers are city employees, thus exempt from the chauffeur registration requirement.

4. DRIVER TRAINING /QUALIFICATIONS

Based on random review, it appears that each driver receives the proper level of training to meet mandated standards. Miramar transportation staff has implemented an well-organized training tracking arrangement to document driver credentials. Training consists of both on the road and classroom instruction. MSSC is still learning the Stratogen/Adept program and will need to make sure all contractually required training is entered, including, but not limited to Sunsational Service. MSSC has the benefit of City resources to assist in training and monitoring driver performance and qualifications. All driver medical certificates were found to be up to date and all drivers completed the required distracted driver training.

5. DRUG FREE WORKPLACE POLICY

MSSC is an established drug free workplace. All new employees are made aware of this policy and provided with detailed information on the drug-testing program. Posters advising employees of this policy are posted in conspicuous places at the work site. All required drug tests are performed by Occupational Medical Centers of America (Occumed). Based on a random review, all drug/alcohol policy & practices appear to be in compliance with applicable standards. Wanda Del Toro, BCT's Drug & Alcohol czar will be doing follow-up with all providers to assure compliance and assistance where needed.

6. PRE-TRIP VEHICLE INSPECTION RECORDS

MSSC requires each vehicle to be inspected by the driver prior to leaving the Transportation Center. MSSC has an acceptable vehicle pre-trip inspection form and procedures in place to assure that inspections are performed and the records filed. Vehicle pre-trip issues identified by drivers were cross-checked against maintenance records and found to be resolved in a timely fashion. All providers were asked to update their pre trip form to include checking the inspection sticker.

7. VEHICLE PREVENTIVE MAINTENANCE / REPAIR RECORDS

At 5,000 mile intervals, all vehicles are scheduled for a routine oil change service and extensive preventive maintenance check which includes such things as tires, brakes, steering and other safety sensitive areas. Vehicles needing immediate attention are brought into the City garage for expedited service. The City garage tracks all maintenance on a centralized database. All samples reviewed randomly appeared to be in good order. In addition, transportation staff maintains a repair summary of all repairs. Unique to Miramar is the use of a Pro Key system that lets drivers and supervisory staff know when preventative maintenance is nearing.

8. ACCIDENT REPORTING/EVALUATION

MSSC's Accident Reporting/Evaluation Program is closely monitored by the City's Risk Management Division. Random inspection indicates that accidents and incidents are carefully tracked thru conclusion, including, but not limited to appropriate action taken by safety staff. Prior to the onsite review, Miramar produced all insurance documentation in a timely manner. The City of Miramar is partly self insured and performs most accident / insurance functions in house. All providers are reminded that it is the provider's responsibility to make sure that new insurance certificates are furnished to BCTD as dates expire or other changes are made.

9. OPERATIONAL AND SAFETY PROCEDURES

All new drivers receive a comprehensive orientation on MSSC's transportation rules, safety expectations and City policy. MSSC's issues all drivers appropriate transportation procedure resources and accident/incident reporting directives which call attention to all safety and operational issues. A review of these documents indicates that the City places a priority on safety and keeping employees current on key operational and security matters. Transportation staff is fortunate to have the support of other City Departments to assist in policy making, training and documentation.

10. WHEELCHAIR SECUREMENT PROCEDURES & EQUIPMENT

During the annual inspection, all wheelchair lift equipped vehicles were tested. It appears that all lift issues from past years have been resolved and lifts were found to be in good condition for 2012. All lift-equipped vehicles had the required certifications permanently attached to the lift assembly. All tie-down straps, belts, etc., were found to be clean, operational and the required type for paratransit service. Drivers receive wheelchair securement training via video tape, on the job training with experienced drivers, as well as monthly refresher trainings.

11. SECURITY PLAN

MSSC Transit staff has met all SPP requirements and will update this plan when needed or as appropriate. The plan filed with BCTD is comprehensive and covers all required areas. Due to the nature of this document, it is kept separate and secure at BCTD's Paratransit Services office.

SUMMARY OF REVIEW AND COMMENTS

MSSC has been an important part of the Paratransit provider team and is well on their way to successfully completing their 3rd year under a five (5) year contract as a subcontractor. Based on review, his provider has demonstrated a satisfactory level of 14-90 compliance, and it is recommended that they continue as a TOP's Paratransit provider. It should be noted that a number of changes have been made in 2012 which should bring more stability and efficiency in the future. These include, but are not limited to, installation of AVL's and other advanced technologies that will help to better monitor performance and efficiency.

After completion of this review, the last step will be for each provider to submit a signed and notarized Safety and Security Certification form to BCT, which in turn will submit to FDOT as part of the 14-90 compliance process. (See next page).

SAFETY AND SECURITY CERTIFICATION

Name: **Contractor's Name:**
Address:
City and State:

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.

2. Compliance with the adopted standards of the SSPP and SPP.

3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2012

4. That the Transit Division staff has performed all required Safety Plan inspections and security reviews at the address listed above, for 2012

Signature: _____
Title: Owner or Manager Name and Title

_____
Company Name

NOTARY PUBLIC

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____20__, by, _____, who is personally known to me.

_____
Notary Public

(SEAL)

Appendix F

PARATRANSIT EMERGENCY TRANSPORTATION PLAN

PARATRANSIT SERVICES SECTION

BROWARD COUNTY TRANSPORTATION DEPARTMENT

EMERGENCY TRANSPORTATION PLAN

I. PURPOSE

To prescribe duties and responsibilities, establish lines of authority, and provide administrative procedures for the provision of special needs transportation in the event of hurricanes or other natural disaster, or when the Broward County Emergency Action Plan is implemented.

II. DUTIES AND RESPONSIBILITIES

Paratransit Services, a section within the Transportation Department (ESF-1), is responsible for:

A. Maintaining a special needs transportation capability through contractual arrangement with transportation operator(s) for persons with special needs (PSNs) who, because of a disability or medical condition, are unable to transport themselves, arrange private transportation, or use regular mass transportation to/from a shelter site.

B. Notifying and mobilizing all assigned staff necessary to implement this Emergency Action Plan. Designating and assigning staff to appropriate facilities in which special needs transportation emergency activities may be conducted.

C. Coordinating special needs transportation requests received from the Human Services Department (ESF-8 and ESF-18), or received through the Communications Center (ESF-2) by telephone or other referral process in accordance with prescribed standards.

D. Identifying to competent authority all resource segments required to perform assigned functions which are in excess of Paratransit Services Section capabilities.

E. Performing special needs transportation coordination duties appropriate to each alert phase described below, and/or as directed by the Director of the Transportation Department.

III. PHASE I - WATCH STATUS

Upon notification of a Phase I Watch Status alert by the Director of the Transportation Department, it will be the responsibility of the Transit Manager, Paratransit Services Section to activate Phase I of this Emergency Transportation Plan. Activation of a Phase I Watch Status consists of the following action steps:

A. Notifying the Paratransit Services staff, utilizing the alert assignment list (included as Attachment I), that a Phase I Watch Status has been declared. Ensure that Paratransit Services Section staff is informed that they are considered <u>essential</u> to emergency operations during Phases I, II, and IV, and they should immediately report to work bringing personal supplies sufficient for a 96-hour period. In the event that family members wish to spend Phase III at a Broward County Government facility, bring necessary changes of clothing, blankets, medications and other personal supplies, etc. It is expected that full staffing will be accomplished within 120 minutes of a Phase I alert notification.

B. Maintaining a sufficient staff presence at the Emergency Operations Center, 201 NW 84th Avenue, Plantation, Communications Center, and other staff as required implementing this Emergency Transportation Plan. A staffing profile is contained in Attachment I.

C. Reviewing emergency transportation procedures with Paratransit Services staff, Transportation Department staff, and other Emergency Operations Center/Communications support personnel involved with emergency transportation operations.

D. Providing necessary technical support as required by the Emergency Operations Center staff for evaluating and monitoring the provision of special needs transportation activities.

E. Coordinating the orderly suspension of regular paratransit services with the transportation operator(s), in accordance with the Americans with Disabilities Act of 1990 and Title 49, Subtitle A, Subpart A, Section 37 of the Code of Federal Regulations (49CFR37) and providing for the implementation of emergency transportation procedures, following telephone notification of an emergency evacuation situation.

1. If Phase I occurs during or extends into normal business hours, already scheduled paratransit services shall continue to be provided until such time as the Emergency Operations Center directs that regular fixed-route and paratransit operations are suspended. At this time, the transportation operator(s) will be notified that emergency evacuation procedures will commence. If the Phase I alert occurs after hours, Paratransit Services staff will immediately take position at their designated stations and set up a communications capability with the transportation operator(s), who will notify its staff of the imminent requirement to initiate emergency evacuation transportation.
2. Upon notification by Paratransit Services staff that emergency evacuation procedures have commenced, the transportation operator(s) will inform its drivers by radio to return all passengers home and proceed to implement the transportation operator's emergency evacuation plan.
3. Transportation operator staff will telephone clients who have transportation scheduled for the remainder of the day or expected duration of the emergency situation that regular paratransit services are being temporarily suspended. The clients will additionally be informed that should they require special needs transportation to the nearest available shelter that the clients should call (866) 682-2258 or (954) 831-4000.
4. Transportation operators will be notified that an evacuation list is being prepared and that they should take appropriate steps to schedule the appropriate number of vehicles and drivers, including the appropriate number of accessible and lift/ramp equipped vehicles. The evacuation list is comprised of two parts:
   a. Part One is a list, prepared by the Broward County Elderly and Veterans Services, of clients who require evacuation transportation to a designated Special Needs Shelter by a paratransit service vehicle. This list shows the total number of persons to be transported, including the clients, Personal Care Attendants, service animals, other companions, such as family, and any necessary aids. A copy is provided to the Paratransit Services Section for use in coordinating the overall evacuation program and for subsequent billing purposes.
   b. Part Two is a Paratransit Services Section-prescribed form completed by other ESFs during Phase I operations, with one copy forwarded by fax or courier to a transportation operator(s) and the other copy retained by the Paratransit Services Section for record-keeping purposes and for subsequent billing purposes. These forms are usually completed by staff at ESF-2 (Communications), ESF-8 (Health and Medical), and ESF-18 (Special Needs Shelters). These forms identify those disabled and frail elderly individuals that have contacted the EOC and require paratransit transportation services to Special Needs Shelters, Red Cross Shelters, hospitals, or other safe havens.
5. When directed by the Director of the Transportation Department, the Paratransit Services Section Manager will authorize emergency transportation of PSN's and will continue to coordinate the overall provision of special needs transportation.

6. Remain active under the Emergency Operations Center direction until such time as properly relieved, when all known requests for transportation have been satisfied, or when otherwise directed by the Director of the Transportation Department or the Emergency Operations Center.

IV. PHASE II - WARNING STATUS

Upon notification of a Warning Status alert by the Director of the Transportation Department, it will be the responsibility of the Paratransit Services Section Manager to activate Phase II of the plan. Activation includes:

A. Upon the specific direction of the Transportation Department, notifying the transportation operator(s) to suspend special needs transportation operations.

B. Stationing a minimum of one accessible vehicle and driver at each shelter listed in Attachment II for accommodating the need for inter-shelter transfers of PSN's, non-emergency and non-stretcher transport of PSN's to hospitals, and for other special needs transportation requirements.

C. Securing transportation logs, computer diskettes and other records in safe storage areas of the facility.

D. With clearance from the Emergency Operations Center, releasing Paratransit Services Section personnel staff that is nonessential for Phase III emergency activities.

V. PHASE III - EVENT

Upon notification of a Phase III alert by the Director of the Transportation Department, operation of transportation services will cease. Efforts at this time will be to provide for the safety and security of staff personnel. During Phase III, the Paratransit Services Section Manager will remain cognizant of Emergency Operations Center activities and receive directions or instructions from the Director of the Office of the Transportation Department or Emergency Operations Center staff.

A. An "Evacuation Kit" containing office supplies required to continue paratransit service operations in another location is stored in the supply area of the Emergency Operations Center and available at Transportation Department administration. If the need to relocate staff operations to an alternative site is considered necessary, personnel will use the telephone system's "Call Forwarding" feature to ensure incoming calls will be received at the alternate locations.

B. If the Emergency Operations Center has not been activated and an evacuation order is received during regular working hours, telephones will be forwarded to an extension provided by ESF-2.

C. If the emergency occurs during non-working hours and the Emergency Operations Center has not been activated, forward telephones to ESF-2, or as otherwise instructed. Calls will be forwarded to the Emergency Operations Center once operational.

D. In the event of an electrical power disruption, Paratransit Services Section staff will remain at their telephone stations and answer calls on a frequent basis even though no lights may be operating on the telephone instrument. Should telephone service be interrupted, a staff person should stand by and continue related clerical assignments until communications are reestablished.

VI. PHASE IV - RECOVERY

Upon conclusion of the emergency and when directed by the Director of the Transportation Department, the Paratransit Services Section Manager will commence Phase IV recovery operations as follows:

A. Consult with the Director of the Transportation Department to determine when to implement

a return movement of evacuees.

B. Establish a specific time as to when return movement of evacuees is to commence.

C. Direct Paratransit Services Section staff to designated facilities in order to reestablish communication links, field inquiries, schedule return transportation for PSN's, and perform special needs transportation related recovery duties as assigned.

D. During recovery operations, maintain close and continuing liaison with a transportation operator(s) and maintain appropriate records and logs to document return transportation operations.

E. Process transportation operator's billings for transportation services provided during Phases I, II, and IV.

F. Notify transportation operators to restore routine paratransit service operations and schedules to coincide with the resumption of fixed-route bus service

VII. LOCATION AND COMMUNICATIONS INFORMATION

Paratransit Services Section operational activities during a Phase I alert will relocate to the Emergency Operations Center, 201 NW 84th Avenue, Plantation, or as otherwise noted.

A. The Paratransit Services Section Manager (or designated alternate) will take up an appropriate position at the Emergency Operations Center, a Paratransit Service Section supervisor (s) will be posted inside the Emergency Operations Center as a liaison between the Paratransit Service Section Manager and the Communications Center staff, and the remaining Paratransit Services Section staff will report to either the Communications Center, or as assigned. Staff will generally remain in place during Phases II and III. Phase IV staffing is contingent upon accessibility following the emergency action and/or as directed by the Paratransit Services Section Manager.

B. The following telephone numbers are designated for accessing Paratransit Services staff and staff operations.

Transportation Requests:	866-682-2258 or 831-4000
Paratransit Services Section Manager:	357-8321
Paratransit Service Section Supervisor:	357-8328
EOC	831-3840Shelter Sites:

C. Telephone calls requesting evacuation transportation, or general information concerning emergency paratransit service requirements which arrive at the Emergency Operations Center or other staff offices should be transferred or directed to 866-682-2258 or 831-4000. Do not transfer calls to Paratransit Administration or any other extension. These telephone numbers must be left open so that Paratransit Services staff may remain in contact with its transportation operator(s) and with the EOC.

D. If emergency evacuation of the Paratransit Services office becomes necessary, the Paratransit Services Section Manager will designate an alternate site after first coordinating relocation with the Emergency Operations Center. Telephone service will continue uninterrupted, using the call-forwarding feature, prior to moving to the alternate site.

Appendix G

PARATRANSIT CONTRACT SCOPE OF SERVICES

a. The percentage of Trips set forth on Exhibit "B" is not a guarantee and CONTRACTOR shall not have any claim for compensation of any kind or nature if CONTRACTOR shall not receive the percentage of Trips set forth on Exhibit "B"; and

b. The percentage of Trips may be adjusted by COUNTY as stated elsewhere in this Agreement.

ARTICLE 3
SCOPE OF SERVICES AND SERVICE DESCRIPTION

3.1 Program Objectives: The purpose of this program is to provide transportation services to qualified individuals with disabilities in accordance with the mandates of the ADA and TD, in accordance with the mandates of Chapter 427, Florida Statutes and to those persons meeting the criteria as defined by COUNTY, all of whom are hereinafter referred to as "Clients." It is COUNTY's intent that these services be provided in a method that is cost effective and provides the best possible quality service to the Clients. COUNTY reserves the right to enroll additional service providers into the program to meet these Program Objectives.

3.1.1 Additional Service Providers: The COUNTY may enroll additional Paratransit service providers (beyond those with which the County contracts contemporaneously herewith) for the reasons outlined below:

A. In the event that four percent (4%) of all requested Trips system wide remain wait listed at the start of the day of service for more than five (5) days in any consecutive ten (10) day period, this shall be deemed evidence that the current resources of the system are not sufficient to handle the demand of the system and COUNTY shall have the right, in its sole discretion, to enroll additional service providers to meet the Program Objectives.

B. In the event that additional service elements are added to the Paratransit program, and the addition of these service elements has the effect of increasing Trips, COUNTY shall have the right, in its sole discretion, to meet that additional trip demand in any manner it determines appropriate which may include enrolling additional service providers in order to meet additional Trip demand.

C. In the event of a natural disaster, act of God, act of war or national emergency, COUNTY may enroll additional service providers as necessary to meet the Program Objectives which additional providers shall remain until COUNTY determines that the Paratransit contractors have the ability to meet the Program Objectives. Upon such determination, COUNTY shall provide Paratransit Contractors or CONTRACTOR with not less than 30 days notice prior to the reassignment of trips back to CONTRACTOR.

3.1.2 Redistribution of Trips: COUNTY, as outlined below, retains the right to modify the percentage of Trips and to make other adjustments in the level of service assigned to CONTRACTOR as set forth on Exhibit "B."

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A. COUNTY may exercise this right in the event that a current Paratransit contractor is removed from the Paratransit Program either voluntarily or involuntarily. In the event COUNTY exercises this right, the Trips formerly assigned to the removed Paratransit contractor shall be redistributed to the remaining Paratransit contractors. The Paratransit contractor with the lowest blended per Trip reimbursement rate shall have first preference, with any remaining Trips assigned to the Paratransit contractor with the next lowest blended per trip reimbursement rate. This method of redistribution shall continue until all of the Trips have been redistributed. However, upon redistribution of Trips, no individual CONTRACTOR's Trips may exceed forty-five percent (45%) of the overall Program Trips.

B. COUNTY may exercise this right in the event that a current Paratransit contractor or CONTRACTOR lacks sufficient vehicle capacity, as determined by COUNTY, to properly provide its assigned percentage of Trips. In the event that COUNTY exercises this right, any Trips determined by COUNTY to exceed a Paratransit contractor's vehicle capacity shall be redistributed to the remaining Paratransit contractors. The Paratransit contractor with the lowest blended per Trip reimbursement rate shall have first preference, with any remaining Trips assigned to the Paratransit contractor with the next lowest blended per trip reimbursement rate. This method of redistribution shall continue until all of the Trips have been redistributed. However, upon redistribution of Trips, no individual CONTRACTOR's Trips may exceed forty-five percent (45%) of the overall Program Trips.

C. The COUNTY may exercise this right in the event that a current Paratransit contractor or CONTRACTOR is unable to satisfactorily perform its percentage of assigned Trips, as determined by COUNTY, for any reason other than vehicle capacity. In the event that the COUNTY exercises this right, the Paratransit contractor with the lowest blended per Trip reimbursement rate shall have first preference, with any remaining Trips assigned to the Paratransit contractor with the next lowest blended per trip reimbursement rate. This method of redistribution shall continue until all of the Trips have been redistributed. However, upon redistribution of Trips, no individual CONTRACTOR's Trips may exceed forty-five percent (45%) of the overall Program Trips.

D. Any adjustments shall be preceded by notice detailing such changes. All adjustments may be temporary or permanent. Notice shall be provided thirty (30) days prior to service component or Trip assignment adjustments and CONTRACTOR shall comply with said changes. COUNTY and CONTRACTOR may agree to implement such changes based on a shorter notice period.

E. The foregoing notwithstanding, the COUNTY shall not be under any obligation to redistribute Trips or make other adjustments in the level of service for any Paratransit contractor or CONTRACTOR that is failing to comply with their obligations under this Agreement and COUNTY may exercise any and all legal rights available, including, but not limited to Termination as set forth in Article 15 herein.

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3.2 Memorandum of Agreement (MOA): CONTRACTOR agrees to comply with all of the requirements of local, state, and federal laws relating to the provisions of transportation services and to perform all services hereunder in accordance with all of the terms and conditions of the MOA, attached hereto as Exhibit "C" and incorporated herein by reference, as currently existing or as may be amended from time to time.

3.3 CONTRACTOR Services: CONTRACTOR shall furnish at its sole cost and expense all facilities, labor, materials, and equipment required to provide all necessary service in the manner and form provided herein with the exception of those facilities, labor, materials, and equipment provided for by COUNTY pursuant to specific provisions of this Agreement. Paratransit services shall be governed by this Agreement, the MOA, the TDSP, and the ADA Paratransit Service Plan as currently enacted and as may be amended from time to time.

3.4 Trip Types and Requirements: Pursuant to the mandates of the ADA, CONTRACTOR agrees that it shall not discriminate as to trip purpose and shall comply with all local, state, and federal laws and regulations that apply to the provision of transportation under the ADA, Transportation Disadvantaged Services required by Chapter 427, Florida Statutes, Chapter 41-2, Florida Administrative Code, and specific policies and procedures which relate to local sponsor agency requirements. COUNTY, in its sole discretion retains the right to adjust the assignment of any and all Trip types. Trip types shall consist of the following:

3.4.1 COUNTY Event Trips: CONTRACTOR shall provide trips on request from COUNTY staff to individuals involved with COUNTY activities such as, but not limited to, advisory board meetings, public hearings, ADA Eligibility and Appeals transportation, special activities, natural disasters, act of God, act of war or national emergency, and special events. No per trip rider's fare shall be collected. These Trips may include evacuation and reverse evacuation transportation for special needs Clients, as well as other transportation deemed necessary by COUNTY. Service may be provided on an on-demand or will-call basis and may be provided to individuals who are not Clients.

COUNTY reserves the right to require additional service including the use of vehicles and drivers to meet demand of special events and/or situations. Such service may include large public events and Special Needs transportation for other COUNTY agencies. Reimbursement rates may be made by the trip, by the hour, by the mile, or a combination thereof, depending on the circumstances. No per trip rider's fare shall be collected.

3.4.2 Demand Trips: CONTRACTOR shall provide, if scheduled, Demand Trips which are prescheduled trips in which an individual calls to request a trip.

3.4.3 Group Trips: CONTRACTOR shall provide, if scheduled, Group Trips in which a vehicle is used to transport four or more clients and/or companions from a common origin address to a common destination address. A Group Trip is priced per trip and not by individual Client.

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3.4.4 Miami Special Trips: CONTRACTOR, if selected by COUNTY to provide Miami Special Trips, shall provide Miami Special Trips each Tuesday and Thursday to individuals from various locations in Broward County to and from the Downtown Miami Central Medical District. Clients receiving this service shall be transported from the County Service Area to the Downtown Miami Central Medical District at a prescheduled group time and shall return at a prescheduled group time. Miami Special Trips shall accommodate both ambulatory and wheelchair Clients and shall be considered non-ADA service. CONTRACTOR shall provide a maximum of two vehicles each Tuesday and Thursday and the vehicles shall accommodate wheel chairs if requested. Reservations shall be accepted on a space available basis.

3.4.5 Multi-Load Trips: CONTRACTOR, shall provide, if scheduled Multi Load Trips in which three or more Clients are picked up at multiple origin addresses and dropped at a common destination address, or trips in which three or more Clients are picked up at a common origin address and dropped at multiple destination addresses.

3.4.6 Nutrition Trips: CONTRACTOR shall provide, if scheduled Nutrition Trips which are group trips to congregate meal sites and day programs for seniors as designated by the Agency and Disability Resource Center/Meals-On-Wheels program. Nutrition trips are considered non-ADA service.

3.4.7 Subscription Trips: CONTRACTOR shall provide, if scheduled Trips that have been reserved by the subscription method.

3.4.8 Same Day Service: Requests for service made on the same day may be provided at the discretion of CONTRACTOR based upon available vehicle capacity and available time slots within the schedule for that day. CONTRACTOR shall make every reasonable effort to accommodate same day trip requests.

3.4.9 Back-Up Service: COUNTY may order back-up service when the original or back-up provider responsible for transporting a Client is over thirty (30) minutes late. COUNTY reserves the right to use other transportation resources to meet trip demand, such as the limited use of other available vehicles for overflow trips. In the event that a Client shall be a no-show for a back up provider, the back-up provider shall be paid for the trip.

Back-Up Service Disincentive: In the event that back-up service is required, CONTRACTOR shall be subject to three (3) disincentives: the lost revenue from the trip which was not provided, a Late Arrival disincentive of one ($1.00) for each minute the passenger(s) had to wait past the end of their scheduled Pick-up Window and the Missed Trip disincentive as described in Section 4.6.2 of this Agreement.

3.4.10 Will Call Service: CONTRACTOR shall provide, if scheduled, Will Call Service. Will Call Service is a return trip with an undetermined Pick-up Window at the time the reservation was made.

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3.5 Funding Agencies: Various local agencies may participate in the purchase of Paratransit services under this Agreement by entering into agreements with COUNTY. CONTRACTOR shall ensure that all procedures of the various funding agencies are complied with and that a sensitive and responsive working relationship is maintained with these agencies.

3.6 Client Eligibility: Up-to-date Client eligibility and certification information shall be maintained by COUNTY in the CTMS database, which shall include any limitation or conditions on the services the Client may receive. If an individual is provided service for which they are not eligible according to the documentation in CTMS, COUNTY shall not reimburse CONTRACTOR for such Trip(s).

3.7 Provision of Service: CONTRACTOR shall provide transportation services as follows:

3.7.1 Dispatching of Trips: All Trips shall be scheduled by the Reservation Center on COUNTY supplied CTMS. All CONTRACTOR Trips shall be dispatched through CONTRACTOR's local dispatch facility on COUNTY supplied CTMS.

A. CONTRACTOR shall not restrict or prioritize dispatching based upon trip purpose unless specifically directed by COUNTY.

B. CONTRACTOR shall use its best efforts to regularly assign drivers to routes in order to provide the best continuity of service to Clients.

C. Any changes made to an existing reservation shall be accompanied by supporting documentation in the form of a CTMS log entry and notice to the Reservation Center.

D. CONTRACTOR shall be responsible for routing vehicles in stop order (discharge order).

E. In the event a Client arrives late for an appointment, CONTRACTOR shall inform the Reservation Center and the Client will be scheduled for a prioritized Will-Call.

3.7.2 Daily Service Hours: COUNTY has an obligation to provide Paratransit transportation throughout the County Service Area during the regular hours of COUNTY's fixed route operations. The first pick-up shall begin at the start of the service hours and the last pick-up shall not be later than 45 minutes prior to the end of the service hours. The hours listed below are based on the current fixed route service hours and may be changed from time to time at sole discretion of COUNTY:

Monday through Saturday	4:40 a.m. to 12:40 a.m.
Sundays and Holidays	6:45 a.m. to 10:15 p.m.

Paratransit service shall be provided per COUNTY's holiday schedule for fixed route service on: New Year's Day, Labor Day, Memorial Day, Independence Day, Thanksgiving Day and Christmas Day.

CONTRACTORs that provide Demand Response Trips shall provide Paratransit transportation throughout the COUNTY Service Area during the regular hours of COUNTY's fixed route operations.

3.7.3 Client Pick-Up: CONTRACTOR shall provide door-to-door service as defined in Article 1 herein. Drivers shall go into the lobbies or vestibules of buildings to seek out and/or assist a Client; however, drivers are prohibited from entering residences. Sounding a horn at the curb is not permitted and is insufficient notification of CONTRACTOR's arrival. When the Client boards the vehicle, driver shall complete paperwork, or utilize an alternate automated system, indicating that the pick-up has been made. The following information, at a minimum, shall be recorded by the driver:

A. Actual pick-up time.

B. Actual vehicle odometer mileage.

C. Actual fare collected from the Rider.

D. Client signature on the ride ticket, manifest, or route sheet.

E. Other information as may be required by COUNTY.

3.7.4 Failure to Respond upon Vehicle Arrival: If the Client does not respond upon the vehicle's arrival at the pick-up point, the driver shall immediately radio the dispatcher to assist in making reasonable attempts to contact the Client. If the Client does not appear, the driver shall request instructions from the dispatcher. After waiting the contractual required amount of time (See Dwell Time, Section 4.2.1), the dispatcher may direct the driver to continue on to the next scheduled pick-up. Reasonable attempts should be made to reach the Client by telephone. For the purpose of this paragraph, "reasonable attempt" shall mean that CONTRACTOR shall call the Client if there are telephone numbers available in the CTMS.

3.7.5 Notification, No-Shows, Denials:

3.7.5.1 Notification: CONTRACTOR shall notify COUNTY of:

A. Clients who refuse to pay the per trip rider's fare.

B. Clients that the CONTRACTOR recommends be suspended due to violent, seriously disruptive, or illegal behavior.

C. Other violations of COUNTY issued Rider's Guide.

3.7.5.2 No-Shows: CONTRACTOR shall record no-shows in the CTMS within thirty (30) minutes of the occurrence.

3.7.5.3 Denial/Refusal of Service:

A. CONTRACTOR may refuse to provide Paratransit service to Clients if vehicle fleet capacity is insufficient to accommodate the users at the time they wish to travel. When service is refused for vehicle capacity reasons, CONTRACTOR shall immediately contact the Reservation Center so transportation may be arranged with another CONTRACTOR.

B. CONTRACTOR may not deny a Trip assignment based upon trip length, mobility device used by the Client, geographic location within the service area, or time of day within the hours of service. All requests made within County Service Area, during service hours, and with vehicle capacity shall be honored.

C. CONTRACTOR may refuse to provide Paratransit service to Clients who engage in violent, seriously disruptive or illegal conduct.

CONTRACTOR shall document and record all refusals in the CTMS as they occur and provide the appropriate notice to the Reservation Center so alternative service may be provided in a timely manner. In addition to logging the denial in the CTMS, CONTRACTOR may be requested to submit to COUNTY a denial form/log that shall detail specifically the reason for the trip denial, the alternatives offered to the caller, and all other information pertaining thereto.

Any pattern or practice of trip denial or referral of trips which negatively impacts the Paratransit service may be cause for corrective action including, but not limited to, the redistribution of Trips and may be considered a breach of contract subject to the provisions of Article 15 herein.

3.7.6 Drugs, Alcohol, Smoking: Driving while under the influence of drugs and/or alcohol or smoking, shall be strictly prohibited. A Client's use of drugs, the consumption of alcoholic beverages, or the smoking of any substance shall be strictly prohibited while on board as a passenger utilizing Paratransit service. CONTRACTOR shall:

A. Establish such anti-drug and alcohol programs as may be required by federal regulations.

B. Establish and implement a drug and alcohol testing program that complies with Federal Transit Administration regulations 49 CFR part 655, as may be amended from time to time; to produce documentation necessary to establish its compliance with 49 CFR part 655; and permit any authorized representative of the U.S. Department of Transportation or its operating administrations, the FDOT, or Broward County Mass Transit Division, to inspect facilities and records associated with the implementation of the drug and alcohol testing program required by 49 CFR part 655. It is understood that failure to comply with any requirement outlined in 49 CFR part 655, or failure to submit to any required certification or documentation shall be considered a material breach of contract and grounds for contract termination under for-cause provisions.

C. Report applicable testing summaries annually, or as may be prescribed by COUNTY's Contract Administrator and/or COUNTY's Program Manager for Drug and Alcohol Testing.

3.7.7 Permissible Client Transportation Accompaniment, Requirements, Reimbursable Expenses: The following is a list of categories which sets forth permissible accompaniments for Paratransit Clients during transportation, the requirements related thereto, and reimbursable expenses for such accompaniments:

3.7.7.1 Personal Care Attendant (PCA): Clients that are coded in CTMS as "PCA" may bring one PCA with them during transportation subject to the following:

A. Personal Care attendants may include, but are not limited to, nurses, caretakers, or parents of Clients.

B. Clients that are coded "PCA" shall self-determine the need for a PCA at the time of travel, whether occasionally or for every trip, and shall not be required to bring a PCA; provided, however, a PCA shall be required in the event a Client would otherwise be suspended from service and the presence of a PCA would mitigate the need for a suspension.

C. A Client shall indicate, at the time of reservation, whether or not he or she travels with a PCA.

D. PCAs may only ride at the same time(s) and to and from the same destination(s) as the Client.

E. A PCA does not pay the per trip rider's fare when riding with a Client, and PCA travel is not reimbursable as a separate trip.

F. A PCA shall comply with all of CONTRACTOR's ride requirements including signing the ride manifest.

3.7.7.2 Companion: ADA Paratransit Clients shall be allowed to reserve space for one companion when they make their reservation(s).

A. One companion may travel with ADA Paratransit Client in addition to a PCA.

B. A Companion may only ride at the same time(s), and to and from the same origin(s) and destination(s) as the ADA Paratransit Client.

C. A Companion shall pay the same per trip rider's fare as the Client. Only one companion trip per client is a reimbursable Trip.

D. A Companion shall comply with all of CONTRACTOR's ride requirements including signing the ride manifest.

3.7.7.3 Service Animals: Any animal which is identified and trained to be a service animal needed by a Client, PCA, or companion to help with daily activities shall be transported. Service animals are not allowed to occupy seats. They must be leashed and either kept on the floor of the vehicle or carried on the lap of the Client. Service animals are not reimbursable as a service trip. Drivers shall not assist service animals.

3.7.7.4 Personal Belongings: Personal Belongings as defined in Article 1 herein may be transported with a Paratransit Client. Drivers may not assist Clients with any personal belongings. Clients may transport only belongings that they can reasonably carry at one time without assistance. Excessive grocery bags, luggage or the moving of belongings, furniture, and other large personal items are not appropriate for this service. CONTRACTOR shall not be responsible for items left on vehicle except as set in Section 3.8.9.

3.7.8 Driver Trip Tickets/Log Sheets: CONTRACTOR shall use driver trip tickets, manifests, or log sheets as directed and approved by COUNTY, to record trip information. These forms shall be specifically completed and maintained as documentation of service provided. CONTRACTOR shall not be reimbursed, in the event that COUNTY receives an incomplete trip ticket/log sheet, until such document is completed to the satisfaction of COUNTY. No reimbursement shall be processed, or paid, after sixty (60) days of the actual trip date. In the event that automated swipe-card procedures are installed by COUNTY, such procedures shall replace any use of written trip tickets/log sheets.

3.7.9 Drivers: CONTRACTOR is required to keep a daily record for each driver indicating:

A. Driver's name.

B. Date of service.

C. Vehicle number.

D. Time the driver leaves for in-service transportation (pull-out time).

E. Odometer reading at start of in-service transportation.

F. Time of first pick-up.

G. Time of last drop-off.

H. Odometer reading at end of in-service transportation.

I. Time of arrival back at the terminal (pull-in time).

Any form utilized by CONTRACTOR for this purpose shall be approved by COUNTY and may be incorporated into CONTRACTOR's driver's log.

3.7.10 Identification Cards: In the event that COUNTY implements a policy regarding identification cards which would require a Client to present such card while using the service, CONTRACTOR agrees to cooperate with COUNTY in the enforcement of said policy. COUNTY reserves the right to change the Client identification cards at any time; such change may include, but not be limited to, cards encased in plastic sealers, swipe card format, or picture identification cards.

3.7.11 Telephone Services:

3.7.11.1 Courteous and Polite Dealings: CONTRACTOR shall ensure that personnel assigned to service telephone lines maintain a courteous and polite attitude in all dealings relating to the provision of services. All personnel assigned to service telephone lines shall announce their names in all telephone calls related to the services addressed within this Agreement.

3.7.11.2 Hotline: CONTRACTOR shall provide a "hotline" telephone number (unpublished), for exclusive use by COUNTY and Reservation Center. The telephone hotline shall provide for direct communication in resolving day-to-day operational issues and shall be active and functioning during all hours of service delivery. The hotline shall be answered within five (5) rings and on-hold time shall be kept at a minimum. The maximum on-hold time shall not exceed ninety (90) seconds. The hotline telephone number shall be supplied to COUNTY and Reservation Center prior to initiating service and shall not be provided to any other parties.

Telephone Service Disincentive: A CONTRACTOR Disincentive in the amount of Fifty Dollars ($50.00) per incident of any improper Telephone Service under this section shall be assessed for each incident.

3.7.12 Unauthorized Service: CONTRACTOR shall not be reimbursed for service provided to unauthorized Clients, to unauthorized locations, or service which is provided by unauthorized vehicles.

3.7.13 Wheelchair to Seat Transfer: CONTRACTOR may ask Clients who use wheelchairs if they wish to transfer from wheelchair to seat once aboard a vehicle. Such transfer is entirely at the discretion of the Client and service may not be refused or denied based upon the decision of the Client. The use of any special equipment or assistance from the driver is not permitted. Wheelchairs must be safely secured in the vehicle after Client has transferred to a seat.

3.7.14 Client Seatbelt and Safety: All Clients, including those who use a wheelchair, are required to be secured by a seatbelt, either fastened by themselves or with assistance from the driver CONTRACTOR shall ensure that all Clients utilize safety belts. CONTRACTOR shall

immediately report to COUNTY any incident of a Client's failure to comply with this policy. Any report of unsafe driving and unsafe or uncomfortable vehicles shall be acted upon, and corrective action shall be taken by CONTRACTOR and COUNTY so as to achieve a solution consistent with satisfactory performance of the objectives of this Agreement.

Client Seatbelt and Safety Disincentive: Any reported violation of this safety standard determined to be valid by COUNTY shall be subject to a disincentive assessment of Ten Dollars ($10.00) per incident.

3.7.15 Grievance Procedure: A formal grievance procedure, set forth in Exhibit "D" attached hereto and incorporated herein by reference, pertaining to the provision of service, has been established by the BCCB in accordance with Florida Commission for the Transportation Disadvantaged requirements as per Chapter 41 of the Florida Administrative Code. CONTRACTOR, upon execution of this Agreement, acknowledges that CONTRACTOR has been provided with a copy of the procedures.

3.7.16 Equal Access to Service: CONTRACTOR shall provide all services addressed herein to all Clients without regard to location or without regard to or consideration of race, age, religion, color, gender, sexual orientation (Broward County Code and Ordinance Chapter, Chapter 16-1/2), national origin, marital status, physical or mental disability, political affiliation, or any other factor which cannot be lawfully used as a basis for service delivery. COUNTY reserves the right to require CONTRACTOR to provide full documentation of all trips provided within these classifications. Failure to provide full and equal access of Paratransit services to Clients may result in termination of this Agreement as per Article 15 herein.

3.7.17 Subcontractors: CONTRACTOR may utilize direct service subcontractors only with the prior written consent and approval of Broward County Board of County Commissioners. Names and qualifications of all subcontractors shall be submitted to COUNTY prior to contract award, or at any point where a change (addition or deletion) of subcontractor(s) is to be considered. Any subcontractor utilized by CONTRACTOR shall be subject to all terms and conditions of this Agreement.

3.7.18 Confidentiality: CONTRACTOR shall maintain as confidential all Client information, whether provided by COUNTY or otherwise obtained by CONTRACTOR. Information concerning a COUNTY Paratransit Client shall not be disclosed unless directly related to the administration of COUNTY's or CONTRACTOR's responsibilities with respect to services provided under this Agreement and/or in accordance with applicable public records laws, rules, and regulations, by Court Order, or by written consent of the Client, his/her attorney, responsible parent, or guardian.

3.7.19 Solicitation Prohibited: Names and addresses of COUNTY Paratransit Clients shall not be distributed for any purpose without prior COUNTY approval. CONTRACTOR may not solicit or entice Clients with incentives, discounts, or gifts.

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3.7.20 TD Operating Standards: CONTRACTOR shall adhere to all TD Operating Standards, as currently enacted or as may be amended from time to time. The TD Operating Standards include, but are not limited to the following:

A. Drug and Alcohol testing policy.

B. A policy on transporting escorts and children.

C. A policy on usage of child restraint devices.

D. A policy regarding the personal property a passenger may bring along on a trip.

E. Established vehicle transfer points, as appropriate.

F. Posting in vehicles of a local toll-free telephone number for complaints and the TD helpline phone number.

G. Out-of-service area trips.

H. Vehicle cleanliness, safety and comfort.

I. Billing requirements and invoice processing standards.

J. Maintenance of a passenger/trip database by the CTC.

K. Adequate seating in vehicles, as described herein.

L. A driver identification policy.

M. A policy on driver assistance.

N. A "no smoking, eating and drinking in vehicle" policy.

O. A passenger no-show policy.

P. A two-way communication system.

Q. Functioning vehicle air conditioning and heating systems.

3.8 Vehicle Requirements: Appropriate type vehicles to be used in providing service under this agreement include mid-size or larger sedans, minivans, and vans. Sedans used in TOPS service must have four doors and be mid-size/intermediate class or larger. COUNTY staff shall have the final determination on appropriateness of any vehicle and CONTRACTOR is strongly encouraged to verify the acceptability of any vehicle before purchasing it.

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All vehicles, including demand-response sedans used in this service shall be governed by and must comply with the requirements of the Broward County Code of Ordinances. CONTRACTOR shall have all vehicles inspected by COUNTY and shall bear the cost of such inspections, if any. The vehicle inspection requirement does not require permitting or licensing by Broward County NEMT ("Non Emergency Medical Transportation") because the vehicles utilized to provide the services pursuant to this Agreement are exempt from the licensing requirements set forth in Chapter 3½, Medical Services and Nonemergency Medical Transportation Services, Broward County Code of Ordinances. All vehicles shall have windows in all passenger seating locations. Retro-fitted/conversion "cargo" vans without added windows are not acceptable.

3.8.1 Vehicle Availability: CONTRACTOR shall maintain a fleet of vehicles adequate to perform each and every obligation herein. In addition, CONTRACTORs providing general service trips shall provide no less than fifty percent (50%) of the dedicated fleet to be equipped with lift/ramp and wheelchair securement devices. CONTRACTOR shall maintain an additional ten percent (10%) of the total vehicles in service as spare vehicles. CONTRACTOR shall inform COUNTY, in a timely manner, of fleet availability and CONTRACTOR's inability to efficiently perform all requested trips. In cases where CONTRACTOR is unable to perform all requested trips, procedures as outlined in Section 3.7.5.3A shall be followed.

3.8.2 Vehicle Location and Contact: It shall be the responsibility of CONTRACTOR to have knowledge of, and be able to report on, the status of every pick-up and drop-off. The driver shall also immediately notify the dispatcher of all breaks, lunches, breakdowns, accidents, or any other event that may impact on-time performance.

3.8.3 Vehicle Inspection: All vehicles, wheelchair lifts or ramps, and wheelchair securement devices used for Paratransit service shall meet all applicable ADA regulations, be approved by COUNTY, and are subject to annual and random COUNTY inspection. All vehicles must be approved, inspected and display an inspection sticker issued by COUNTY prior to providing service. A manual operating pole is required for emergency backup lift operation, as required by ADA regulations. CONTRACTOR shall meet or exceed the standards and requirements for accessible vehicles set forth in Architectural and Transportation Barriers Compliance Board (ATBCB) as published in 49 CFR Sections 37.161, 37.163, 37.167, 37.169, 38.21, and 38.23-38.33, as currently enacted, and as may be amended from time to time. Failure to provide adequate vehicles to meet the terms and conditions of this Agreement may result in termination of the Agreement as provided by Article 15 herein.

Vehicle Inspection Disincentive: Any vehicle providing TOPS service without a current inspection sticker will be assessed Two Hundred Fifty Dollars ($250.00) per day contract disincentive.

3.8.4 Vehicle Signage: All vehicles used in TOPS service shall display two (2) COUNTY-issued program (TOPS) signs affixed on the exterior: one sign on each vehicle side; and a minimum of one service (complaint) telephone number sign(s) posted in the interior of the vehicle. COUNTY reserves the right to require the exact placement of all signs on a vehicle. Each vehicle shall have CONTRACTOR's fleet vehicle number posted on the vehicle. TOPS signs must be

removed from a vehicle upon the sale or removal of a vehicle from TOPS service.

Vehicle Signage Disincentive: Violation of the signage requirements shall result in a Fifty Dollars ($50.00) per incident contract disincentive.

3.8.5 Vehicle Age/Mileage: All Vehicles utilized in performing the services hereunder shall comply with the following age/mileage requirements. A Vehicle may be utilized to provide TOPS service provided it does not exceed Three Hundred Fifty Thousand miles (350,000). In the event that a vehicle performing services hereunder is six years old (a 2003 model year vehicle would exceed six years of model age on January 1, 2010) but under 350,000 miles, the vehicle may remain in service provided the vehicle passes an inspection performed by an ASE certified mechanic at a properly licensed auto repair facility in Broward County every April and September. The inspection report/results must be received by the Transportation Department no later than April 30th and September 30th. No vehicle may remain in service if the mileage exceeds 350,000 regardless of the age of the vehicle.

Vehicle Age Disincentive: Reimbursement for trips shall be withheld for trips provided by non-authorized vehicles and a financial disincentive of Two Hundred Fifty Dollars ($250.00) per incident shall apply.

3.8.6 Vehicle Breakdowns: If a vehicle breaks down in service, CONTRACTOR shall dispatch a backup vehicle to the site of the breakdown. The backup vehicle shall be dispatched and placed en route within thirty (30) minutes of notification of the break down.

Backup Vehicle Disincentive: Violation of the Backup Vehicle requirement shall result in a Fifty Dollars ($50.00) per incident contract disincentive.

3.8.7 Computerized Information Tracking System: COUNTY may, and reserves the right to, require CONTRACTOR to install automatic vehicle locators (AVL), global positioning systems (GPS), mobile data computers (MDC), interactive voice response systems (IVR), and/or like technology in CONTRACTOR's vehicles and at CONTRACTOR's facility. The cost of equipment, installation and training shall be at COUNTY's expense. CONTRACTOR agrees to make its vehicles and facility available for the installation of any necessary equipment and further agrees to operate the equipment in compliance with all direction from COUNTY. CONTRACTOR shall be solely responsible for securing and paying for any recurring wireless (cellular) data and voice service, deemed necessary by COUNTY, from vendors approved by the COUNTY.

3.8.8 Wheelchair Restraint System: An ADA-compliant four-point tie-down system with shoulder strap, such as "Q'Straint," "Kennedyne," or a COUNTY-approved equivalent, shall be located at each wheelchair area. All wheelchair tie-downs (wheelchair securement devices) shall be oriented to allow the Client to ride facing forward in the vehicle. Securement of a wheelchair in a side-facing manner is strictly prohibited. A separate passenger seat belt is required for each passenger. Tie-downs are to be fully adaptable so as to fit all ADA-compliant wheelchairs. All vehicles shall be equipped with operable seat belts and/or ADA approved tie-downs at all seating and wheelchair locations. CONTRACTOR shall strongly encourage Clients to utilize

their mobility devices as regulated by the ADA in vehicles.

3.8.9 Personal Property in Vehicles: Any personal property of a Client found in a vehicle shall be retained by CONTRACTOR for a minimum of sixty (60) days after which, with the prior approval of COUNTY, CONTRACTOR may dispose of said property pursuant to law. During the sixty (60) day period CONTRACTOR shall make reasonable efforts to identify the owner of the property and return the property.

3.8.10 Vehicle Insect Extermination: All vehicles shall undergo insect extermination as necessary to eliminate the presence of insects. The vehicle shall not be placed in service while any noxious fumes or detectable odors remain.

3.8.11 Vehicle Standards: It is the responsibility of CONTRACTOR to ensure that each vehicle meets all standards and requirements as established in the TDSP, MOA, FCTD, and Chapter 341, Florida Statutes, Chapter 14-90 Florida Administrative Code, as currently enacted or as may be amended from time to time. In addition, the following are the minimum standards that must be met by CONTRACTOR at all times while providing the services hereunder:

A. All vehicles must have one operational seatbelt per passenger available for use at all times.

B. All vehicles must carry an effective fire extinguisher aboard whenever passengers are onboard.

C. All vehicles must have a rear view mirror and dual side mirrors.

D. All vehicles must have a functioning speedometer indicating speed in miles per hour and a functioning odometer indicating distance in miles to the nearest tenth of a mile.

E. All vehicles must have a functioning interior light within the passenger compartment.

F. The vehicles are to be equipped with an operable air-conditioning and heating system. If the air-conditioning system becomes inoperable during the day, the vehicle may continue to provide service only for the remainder of that day.

G. Vehicle exterior is to be free of grime, oil, or other substance, and be free from cracks, breaks, dents, and damaged paint that noticeably detracts from the overall appearance of the vehicle.

H. Body molding shall be in place, or if removed, holes filled and painted.

I. The interior shall be free from dirt, grime, oil, trash, or other material that could soil items placed therein and shall be free of protruding metal or other objects that could damage items placed therein.

ATTACHMENT "A"

SPECIFICATIONS

J. Passenger compartment is to be clean, free of torn upholstery or floor coverings, damaged or broken seats, and protruding sharp edges.

K. Broward County Operating Permits, if required, shall be displayed properly. CONTRACTOR shall bear the production cost of the sticker or tag.

L. Vision shall be unobstructed on all four (4) sides of vehicles.

M. Vehicle shall be equipped with a two-way mobile radio and/or cellular telephone in good working order which shall be audible to the driver at all times.

N. All vehicles, except sedans, shall have an attached running board or lowered fixed step as part of the body.

O. No smoking in the vehicle.

P. All vehicles shall be cleaned, inside and out, daily.

Q. Each vehicle shall have COUNTY's telephone number for complaints and CONTRACTOR's telephone number posted in a conspicuous place in the vehicle, and given verbally by the driver upon request.

Vehicle Standard Disincentive: A contract disincentive of Fifty Dollars ($50.00) per incident shall apply for each and every violation of the vehicle standards.

3.8.12 Vehicle Maintenance: CONTRACTOR shall maintain all vehicles and equipment used in COUNTY's Paratransit service in optimal working condition so as to minimize breakdowns and decrease the possibility of accidents.

COUNTY will conduct an annual System Safety review of each CONTRACTOR to comply with safety requirements of Chapter 14-90, Florida Administrative Code, as currently enacted or as may be amended from time to time.

COUNTY reserves the right, in its sole discretion, at any time, to inspect vehicles and maintenance facilities during normal working hours, to review CONTRACTOR's maintenance records and inspect vehicles.

Any vehicle found not to be in conformance with the above standards set forth in this Agreement, must be removed from service until correction of the deficiency. COUNTY further reserves the right to inspect vehicles to be used in the program at any time, and order its removal from service if not found to be in conformity with this Agreement. Vehicles shall be subject to an annual inspection performed by COUNTY or its agent.

Non-Authorized Vehicle Disincentive: Failure to comply with these requirements shall be cause for disallowance of compensation for service rendered in the noncompliant vehicle.

3.8.13 Vehicle Registration: CONTRACTOR shall provide COUNTY with updated vehicle (fleet) listings by making entries into the Vehicle Registration screen of the CTMS. Vehicles must be registered in the CTMS prior to providing service.

Vehicle Registration Disincentive: A contract disincentive in the amount of Two Hundred Fifty Dollars ($250.00) shall be deducted for each failure to comply with the Vehicle Registration requirement.

3.8.14 Dedicated Fleet: CONTRACTOR shall dedicate vehicles to be used for performing TOPS services as described in this agreement. All vehicles that bear the inspection sticker described in paragraph 3.8.3 above shall be limited to transporting eligible Clients, companions, and escorts of the TOPS program while performing the services herein. CONTRACTOR may not transport persons not receiving the services hereunder at any time there is a TOPS passenger in the vehicle.

3.9 Accidents: The following are the standards relating to reporting accidents and repairing damage.

3.9.1 Accident Reporting: Every accident, or any incident involving a Client, with or without bodily injury or property damage, shall be verbally reported to a member of COUNTY's Paratransit staff immediately upon CONTRACTOR's discovery, or within that period of time CONTRACTOR should have discovered the accident or incident upon the use of prudent business practices. In addition, CONTRACTOR shall submit a written report within two (2) business days of the accident or incident. CONTRACTOR shall also be required to submit the pertinent information via the CTMS. A summary of monthly accident occurrences shall be part of the monthly operating summary. The contract standard for vehicle accidents is 2.5 per 100,000 miles.

Accident Reporting Disincentive: Failure to report an accident/incident within the required time period shall result in CONTRACTOR being assessed a per accident contract disincentive of Two Hundred Fifty Dollars ($250.00) for the first day, and Fifty Dollars ($50.00) for each additional day that the report is late.

3.9.2 Accident Damage Repairs: CONTRACTOR shall repair all accident damage to vehicles within sixty (60) days from the date of the accident; provided however, that no vehicle shall be used in service, if the vehicle does not meet all the vehicle standards set forth in the Agreement.

Accident Damage Repair Disincentive: In the event that COUNTY determines that CONTRACTOR failed to repair a vehicle within the time requirements set forth herein, the vehicle shall be removed from active service until such repairs are completed. Compensation for service rendered in the violating vehicle shall be disallowed.

Appendix H

Quality Assurance and Program Evaluation (QAPE) of the CTC

Independent Accountants' Report on Compliance Consulting Services

2009-10 Compliance Monitoring Report

Broward County Community Transportation Coordinator

Thomas Howell Ferguson P.A.

Compliance Consulting Services
Broward County Community Transportation Coordinator
2009-10 Compliance Monitoring Report

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Thomas Howell
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July 8, 2010

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Broward County Community Transportation Coordinator
Pompano Beach, Florida

We have performed specific compliance consulting services as enumerated in FCTD's 2009-10 monitoring tool. These services were contracted by the Florida Commission for the Transportation Disadvantaged (FCTD) to comply with its programmatic oversight and monitoring responsibilities related to:

- *Florida Statutes Chapter 427*
- *Florida Administrative Code Rule 41.2*
- *Florida Administrative Code Rule 14.90*
- *The Transportation Disadvantaged Service Plan (TDSP)*
- *The System Safety Program Plan (SSPP)*
- *The FCTD Memorandum of Agreement (MOA)*

These consulting services were conducted in accordance with the Statements on Standards for Consulting Services established by the American Institute of Certified Public Accountants. The sufficiency of the consulting services is solely the responsibility of FCTD. Consequently, we make no representations regarding the sufficiency of the consulting services performed, either for the purpose for which this report has been requested or for any other purpose.

On June 28, 20120 through June 30, 2010, we visited Broward County Community Transportation Coordinator (CTC) and performed compliance consulting services as summarized in FCTD's 2009-10 compliance monitoring tool for the period of July 1, 2009 through May 31, 2010. The procedures performed and our related findings begin on page 2 of this report.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the CTC's compliance with the statutes, plans, and agreements identified above. Accordingly, we do not express such an opinion.

This report is intended solely for the information and use of FCTD, the CTC governing board and management, and is not intended to be and should not be used by anyone other than these specified parties.

Thomas Howell Ferguson P.A.

Thomas Howell Ferguson P.A.

Broward County Community Transportation Coordinator
2009-10 Compliance Monitoring Report

Executive Summary

Organization Environment: Urban
Organization Type: Government
Network Type: Partial Broker

Findings

We performed specific compliance consulting services based on the detailed testing tasks identified in the FCTD's 2009-10 monitoring tool. Our procedures were performed using firm and professional standards. A summary of the testing categories used during this engagement and the related monitoring results are provided as follows:

Monitoring Results/Issues	Prior Year Findings - Resolved	Prior Year Findings - Unresolved	Current Year Findings
General Information	-	-	-
Florida Statutes Chapter 427	-	-	-
Florida Administrative Code Rule 41-2	1	1	-
Florida Administrative Code Rule 14-9	-	-	-
Americans with Disabilities Act	-	-	-
Bus/Van Ride	-	-	-
Medicaid Activities	-	-	-
Internal Control Survey	-	-	-
Financial Activity Analysis	-	-	-
TD Rate Calculation	-	-	-
Rider, Contractor, and Purchasing Agent Surveys	-	-	-
TOTAL	**1**	**1**	-

Detailed information about these findings is provided in the attached Schedule of Findings. If the CTC has current year findings, it must submit a Corrective Action Plan response to FCTD within 30 days of receipt of this report. If you have questions about the Corrective Action Plan process, please contact your FCTD Area Program Manager.

Suggestions

Other matters or circumstances may have been noted by us as we completed the indicated monitoring tasks. Detailed information about these observations and our related suggestions is provided in the attached Suggestions Letter. The suggestions resulting from our site visit are summarized as follows:

- Suggestion #1 – Measurable Goals Reporting and Analysis
- Suggestion #2 - FCTD Rate Calculation Documented Procedures

This correspondence, including all attachments, is intended solely for the information and use of the FCTD, CTC management, and the CTC's governing board and is not intended to be and should not be used by anyone other than these specified parties.

Broward County Community Transportation Coordinator
2009-10 Compliance Monitoring Report

Schedule of Findings continued)

Findings

We performed specific compliance consulting services based on the detailed testing tasks list in FCTD's 2009-10 monitoring tool which is available on the Commission's website. The monitoring procedures performed included sufficient tests of details of transactions, file inspections and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support the current year findings and recommendations. Detailed information for these items is disclosed in the following section of this report.

Prior Year Findings

C-1 (Rule 41-2 FAC)

Finding: Driver files have not been updated with current driver training certifications. CTC to ensure that driver's files are updated with required information as completed.

Current Status: *Resolved*

C-2 (Rule 41-2 FAC)

Finding: The standard for road calls is not measurable. The CTC should develop a standard for road calls that can be measured.

Current Status: *Unresolved*-See Suggestion #1 of Suggestions Letter.

Current Year Findings

There were no findings in the current monitoring period.

Other Testing Categories:

General Information – No findings were noted during monitoring period.

Florida Statutes Chapter 427 – No findings were noted during monitoring period.

Florida Administrative Code Rule 41-2 - No findings were noted during monitoring period.

Florida Administrative Code Rule 14-9 - No findings were noted during monitoring period.

Americans with Disabilities Act - No findings were noted during monitoring period.

Bus/Van Ride - No findings were noted during monitoring period.

Medicaid Activities - No findings were noted during monitoring period.

Internal Control Survey - No findings were noted during monitoring period.

Financial Activity Analysis - No findings were noted during monitoring period.

TD Rate Calculation - No findings were noted during monitoring period.

Rider, Contractor, and Purchasing Agent Surveys - No findings were noted during monitoring period.

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Suggestions Letter

July 23, 2010

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Broward County Community Transportation Coordinator
Pompano Beach, Florida

In planning and performing the specific compliance consulting services for Broward County Community Transportation Coordinator (CTC) for the period July 1, 2009 through May 31, 2010, we considered the CTC's program activities, its operating model, and disclosed internal controls in order to complete the tasks identified in FCTD's monitoring tool and not to provide assurance on the entity's internal control.

However, during this monitoring engagement, we became aware of certain matters that are opportunities for strengthening internal control and/or operating efficiency. In our report dated July 8, 2010, we reported on the CTC's instances of noncompliance with the types of compliance requirements that could have a significant effect on the state programs monitored by FCTD. This letter does not affect that report.

We recommend FCTD review the status of these comments during the next monitoring cycle. We have discussed these comments and suggestions with Andrea Busada, Paratransit Manager for Broward County CTC and Patrick Cavanaugh, Community Transit Officer for Broward County CTC. We would be pleased to discuss these comments, which are described below, in further detail at your convenience, to perform any additional study of these matters, or to assist you with implementation of the recommendations.

Suggestions from 2009-10 On-site Monitoring Visit

Suggestion #1 – Measurable Goals Reporting and Analysis

Monitor obtained the Broward County CTC's 2009 Annual Performance Report (APR) from the FCTD to perform measurable goals testing. Although the CTC does not have a measurable goal percentage for road calls, monitor noted an 83% decrease in the number of road calls as compared to 2008. We recommend the CTC review its APR process to ensure that the data reporting is complete and accurate. In addition, we recommend that the CTC, in conjunction with the Local Coordinating Board, set measurable goals for road calls, track the data to determine compliance with the goal, and implement corrective action when not in compliance with the measurable goals.

Suggestion #2 - FCTD Rate Calculation Documented Procedures

During testing of the TD rate calculation, monitor was unable to obtain documents from the CTC to support the numbers used in the rate calculation model and noted that the CTC does not have a formal process for performing the TD rate calculation documented in its policies and procedures. We suggest that the CTC maintain the documents used to complete the calculation and update its policies and procedures to specifically describe the calculation procedures including internal CTC documents needed in the process.

Thomas Howell Ferguson P.A.

Thomas Howell Ferguson P.A.

Broward County Community Transportation Coordinator
2009-10 Compliance Monitoring Report

Summary of Survey Results

Rider Surveys

We surveyed 15 riders that utilized the transportation services on February 22, 2010. The average rating from 1 to 10 (10 being the most satisfied) was 8.2. The detail of each survey has been presented as Appendix A.

Contractor Survey

We surveyed one operator that has been contracted by the CTC. The result of this survey did not identify any matters that require communication.

Purchasing Agency Survey

The only purchase of nonsponsored services from the CTC is the FCTD; therefore, the purchasing agency survey was not applicable.

Appendix A

Broward County Community Transportation Coordinator
2009-10 Compliance Monitoring Report
Rider Survey Results Table

QUESTIONS ASKED	RESPONSES RECEIVED							
	Rider 1	Rider 2	Rider 3	Rider 4	Rider 5	Rider 6	Rider 7	Rider 8
1 Did you receive transportation services on February 22, 2010?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2 Were you charged an amount in addition to the co-payment?	No	No	No	No	No	No	No	No
3 How often do you normally obtain transportation services?	3-5/week	1-2/week	3-5/week	3-5/week	1-2/week	3-5/week	Other	1-2/week
4 Have you ever been denied of transportation services? If Yes see A and B below. If No, skip to item 5.	Yes	Yes	No	No	No	No	No	No
A. How many times in the last 6 months have you been denied transportation services?	None	Multiple since status was changed	N/A	N/A	N/A	N/A	N/A	N/A
B. What was as the reason given for refusing you transportation services?	ineligible	Change in status	N/A	N/A	N/A	N/A	N/A	N/A
5 What do you normally use the service for?	Medical	Medical	Medical	Medical	Medical	Community Center	Medical	Medical
6 Did you have a problem with your trip on February 22, 2010? If yes, see below , if No, skip to question 7.	No	No	No	No	Yes	No	No	No
Please state the problem(s) you encountered.	N/A	N/A	N/A	N/A	Late pick up	N/A	N/A	N/A
7 On a scale from 1 to 10 (10 being most satisfied) rate the transportation services you have been receiving.	8	3	9	7	8	8	10	10
If rating is 7 or below, what could be done to improve your rating of the transportation services.	N/A	Changed transportation status has a hard time getting around. Late pick ups	N/A	Late pick ups	N/A	N/A	N/A	N/A

QUESTIONS ASKED	RESPONSES RECEIVED						
	Rider 9	Rider 10	Rider 11	Rider 12	Rider 13	Rider 14	Rider 15
1 Did you receive transportation services on February 22, 2010?	Yes	Yes	Yes 2/23/2010	Yes 2/23/2010	Yes 2/23/2010	Yes 2/23/2010	Yes 2/23/2010
2 Were you charged an amount in addition to the co-payment?	No	No	No	No	No	No	No
3 How often do you normally obtain transportation services?	3-5/week	Other	3-5/week	1-2/week	Other	Other	1-2/week
4 Have you ever been denied of transportation services? If Yes see A and B below. If No, skip to item 5.	No	No	No	No	No	No	No
A. How many times in the last 6 months have you been denied transportation services?	N/A	N/A	N/A	N/A	N/A	N/A	N/A
B. What was as the reason given for refusing you transportation services?	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5 What do you normally use the service for?	Medical	Medical	Medical	Medical	Medical	Medical	Medical
6 Did you have a problem with your trip on February 22, 2010? If yes, see below , if No, skip to question 7.	No	No	Yes	No	No	No	Yes
Please state the problem(s) you encountered.	N/A	N/A	Late pick up	N/A	N/A	N/A	Assistance
7 On a scale from 1 to 10 (10 being most satisfied) rate the transportation services you have been receiving.	10	10	7	9	8	8	8
If rating is 7 or below, what could be done to improve your rating of the transportation services.	N/A	N/A	Late pick ups	N/A	N/A	N/A	N/A

Appendix I

TOPS Paratransit Rider's Guide

TOPS Paratransit Rider's Guide

Broward County Board of County Commissioners
Transit Division
Paratransit Section

This TOPS Paratransit Rider's Guide is designed to help new riders become acquainted with Broward County Transit's award-winning Paratransit program. It also provides new and current riders the necessary guidelines to effectively use the service.

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

Important Contact Information

PHONE: To receive information, general assistance, eligibility, register compliments or complaints call: **1-866-682-2258**
Monday-Saturday..... 4:40 a.m. – 12:40 a.m.
Sunday .....6:45 a.m. – 10:15 p.m.

For Ride Reservations, call: **1-866-682-2258**
Sunday - Saturday .....8:00 a.m. – 5:00 p.m
Hearing-Speech Impaired/TTY: . **954-357-8302**

BCT & Paratransit C.S.: **954-375-8400**
Mailing Address:
3201 W Copans Rd Pompano Beach, Fl 33069
www.broward.org/bct/pages/paratransit.aspx

TOPS Service

In accordance with the Americans With Disabilities Act (ADA), Paratransit service is provided by Broward County for the purpose of delivering transportation services to individuals who, because of a functional disability (physical, cognitive, other), cannot access or use the public transportation system. Broward County's Paratransit program is called **TOPS** - referring to the many **t**ransportation **op**tion**s** that are available.

Broward County Transit (BCT) contracts with multiple service providers.

Service Hours

Paratransit operates during the same days and hours as Broward County's fixed route bus service which is generally from early morning until late at night. Please contact customer service for specific hours and holiday schedule.

Service Area

Federal regulations define the ADA Paratransit service area as being within three-quarters of a mile on either side of a fixed route bus. Generally, this includes the urbanized area of Broward County, and portions of northern Miami-Dade County and southern Palm Beach County. Service is available from Broward County to limited destinations in Palm Beach and Miami-Dade counties by fixed bus route and Paratransit. Connections to Tri-Rail commuter trains are available by both fixed route and Paratransit services.

Door-To-Door Service

Service is "Door-To-Door" for all passengers. "Door-To-Door" refers to main entrance locations. Passengers will not be escorted beyond the ground floor lobby of any residence or public building. Drivers do not go upstairs, into houses, nursing homes, or doctor's offices to locate riders. If the pickup address is located inside a gated community or requires special access, it is the rider's responsibility to arrange entry for the vehicle. If a vehicle is unable to enter the pickup area and the rider fails to meet the vehicle outside, you will be considered a No-Show for the trip.

Paratransit Eligibility

To use Broward County's TOPS service, you must complete an application which is available on the TOPS website or by contacting Customer Service. Applications are also available in large print. Assistance in completing applications is available by request. Please complete the entire application including your signature on page 2. The last page must be completed and signed by a Florida licensed physician. We cannot accept faxes/copies nor stamps of signatures. All signatures must be originals**. Incomplete applications will be returned without an eligibility determination**. To be Paratransit eligible, an applicant must complete all steps in the application process, be at least 13 years old and able to travel unsupervised.

A functional ability assessment and/or medical record review may also be required as part of the eligibility application process. If an in-person functional assessment is required, free transportation to and from the evaluation appointment can be provided within Broward County.

ADA eligibility is generally valid from 3 months up to three years. Riders must reapply prior to the expiration of eligibility. Prior eligibility does not automatically mean recertification. If a renewal notice is not received within 30 days of eligibility expiration please call Customer Service at 954-357-8400.

Other transportation may be available for riders who do not meet ADA eligibility

requirements. The State of Florida's TD (Transportation Disadvantaged) Program may be available to qualified applicants.

Making a Reservation

Upon eligibility approval, you will be assigned a Personal Identification Number (PIN). To make a trip reservation, please call: **1-866-682-2258**. Reservations must be made the day before you plan to travel. Same day service is not available but you may contact the Call Center and request that they accommodate you on a "space-available" basis.

Paratransit transportation is comparable to fixed route bus for return trips. A minimum 60 minute wait is required between your appointment time and your next pickup time.

When reserving a ride, please provide the following information:

- Your PIN (Personal Identification Number)
- First and Last names
- Telephone number
- Requested appointment or pickup time
- The complete pickup address including an apartment, suite number, gate/security code, building identification & zip code
- The complete destination address, building, suite or apartment number, zip code and telephone number
- Whether the rider will be accompanied by a PCA (Personal Care Attendant) and/or a companion.

TOPS does **not** provide Personal Care Attendants (PCA's) or wheelchairs. We do not provide emergency or stretcher transportation.

Travel Time

When scheduling an appointment, tell the call-taker the appointment time. The pickup time will be provided to you. To specify a pickup time, remember that all service is "shared ride" and others will be boarding and exiting the vehicle. The call-taker may suggest other possible times, up to one hour before or one hour after the pickup time requested, especially during peak travel times. Estimated travel time is similar to the same trip, including transfers, if made by fixed route bus or approximately twice the time a direct trip would take. Remember, when you give the scheduler your appointment time we'll be sure to schedule your ride to get you there well before the appointment time arrives. When you give them your pickup time, we will make sure the van arrives well after that pickup time to make sure you have completed your appointment.

Subscriptions

Subscriptions (also known as "standing orders") are used for trips that are made at least twice a week, to and from the same locations, at the same time, on the same days of the week. Examples of subscription trips are trips to work, school, dialysis or physical therapy. Subscription trips are placed for a minimum of one month. Once arranged, a subscription trip is automatic and additional telephone calls are not necessary. To place a subscription order, please inform the call-taker that you wish to do so. Riders must cancel individual subscription trips that not needed. Subscription service is considered a privilege and may be discontinued for due cause.

Standing orders are automatically cancelled on Federal holidays. Riders who need service on a Federal holiday must make a trip reservation with the call center. Contact our reservations center at 1-866-682-2258 for a list of observed holidays.

Cancellation and "No-Show" Policies

A trip is a "no-show" if the rider:

- Cancels a trip less than two hours before the scheduled pickup time
- Places a request for service but does not meet the ride upon its arrival
- Is not ready to board within five minutes after the arrival of the vehicle (during the pickup window) and the ride departs without them.

To cancel a ride, call **1-866-682-2258 at least two hours before** the scheduled pickup time. Indicate if one-way or complete round-trip service is being cancelled. An excessive accumulation of "no-shows" may result in **suspension of service, or other corrective actions as appropriate**.

Riding TOPS Paratransit Vehicles

For easy identification all vehicles in the TOPS program display a TOPS logo. Since there are several different companies servicing the TOPS program, it is important to ensure the TOPS vehicle is for you, and not another rider. Vans and wheelchair vans are the most common vehicle types. Providers are not required to honor specific vehicle type requests. Taxicab service is **not** part of the TOPS program.

Paratransit Fares

Co-pay is required PRIOR to entering vehicle. Failure to make co-pay may result in loss of transportation privileges.

- The one way fare per trip is **$3.50**
- Fares are to be paid to the driver prior to boarding vehicle
- Please have the exact fare since drivers do not make change
- Riders going to/from designated nutrition site locations for <u>nutrition purposes only</u> ride free
- Pickups made later than 15 minutes after the end of the scheduled pickup window are free.

The Pickup Window

TOPS vehicles should arrive, and riders should be ready to board, during the 30-minute pickup window. Drivers operate on a schedule that allows a maximum five-minute wait for a rider after arriving at the pickup location. If you are not ready to board within five minutes of the vehicle's arrival, you will be considered a "no-show" and the vehicle will depart. If the vehicle has not arrived during the scheduled pickup window, call: **1-866-682-2258** for assistance. You may also file a service complaint to report the late pickup. Passengers are not required to board earlier than 15 minutes before the scheduled pickup window. Riders should be prepared to sign the driver's manifest upon entering the vehicle. For those unable to sign the manifest, the driver will indicate "unable to sign."

Boarding With a Mobility Device

Vehicles used in this service are equipped with lifts that will accommodate wheelchair or scooter devices no longer than 48-inches or wider than 30-inches with the weight of the passenger and the mobility aide not to exceed 600 lbs. Mobility devices that exceed these standards may not be transportable. Please be sure that wheelchairs or other mobility devices are maintained according to manufacturer's specifications. *All wheelchair and scooter devices need to be WC-19 compliant so they can be properly secured.* All drivers are trained to operate the vehicle lifts. Drivers will assist wheelchair users and the driver will operate the lift. Riders may also board the vehicle while standing on the lift.

Companions

One companion may accompany an ADA Paratransit eligible rider. Both must be picked up and dropped off at the same address, at the same time. Accompanying companions pay the same fare as the eligible rider. TOPS must know in advance if a companion is traveling with you. When making the reservation, indicate at that time that a companion will accompany you on the trip.

Personal Care Attendants

A Personal Care Attendant (PCA) is a person traveling as an aide to assist with life-functions and to facilitate safe travel. A PCA must be approved on the initial application in order to be eligible to travel with a rider. If your functional status changes after the application is approved without a PCA being authorized, and one is now required, a letter must be submitted from your physician. The letter must state what functional limitations are now making it necessary for the additional assistance. Both the PCA and the rider must be picked up and dropped off at the same address, at the same time. Both a companion and a PCA may accompany the rider. PCA's pay no fare.

Transporting Children

All children younger than four years old must be transported in an appropriate car seat. A11 clients and companions, including children, must pay the one way fare. TOPS **does not provide child safety seats.** No one under the age of 18 is permitted to ride in the front seat of a TOPS vehicle.

Transporting Packages

Drivers are **not required** to assist riders with personal belongings. Remember that TOPS vehicles are shared by other riders, many of whom travel with large mobility devices, such as power scooters. Space is not available for bulky or numerous items. Riders may not transport explosives or acids, flammable liquids, or materials hazardous to themselves, the driver or other riders. Riders may transport self-carrying portable oxygen containers. Riders possessing or using illegal drugs will be denied Paratransit transportation.

Transporting Service Animals

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

Out-of-Area Visitor Riding Privileges

Paratransit provides service for persons with disabilities who are visiting from outside the service area, and who have been certified ADA Paratransit-eligible from another jurisdiction. Proof of ADA Paratransit eligibility must be provided to obtain visitor status within the Broward County program. Twenty-one days of visitor service may be used during one year. At the end of that time, the visitor must complete the local eligibility process to continue using the service.

Other Considerations

For comfort and safety, the following policies apply:

1) Seat belts <u>must</u> be worn at all times while riding in a vehicle
2) No eating, drinking or smoking in the vehicle at any time
3) No riding under the influence of alcohol or illegal drugs
4) No littering in the vehicle

5) No physical/verbal abuse of others
6) Particular drivers cannot be requested
7) Particular vehicle types such as sedans or rear-loading vans cannot be accommodated
8) For certain clients attending day programs, a responsible person must be home to receive the client. Failure to adhere will result in progressive disciplinary measures.
9) No sound-generating equipment is to be played aloud aboard the vehicles. Riders must use ear phones or head phones.
10) Please be aware that drivers may be limited and/or restricted in parking, waiting and levels of assistance, while loading and unloading at the airport/seaport. We suggest alternative travel arrangements be considered for airport/seaport transportation.
11) Please contact the Call Center with changes of address or telephone number(s) so that our records are kept current.
12) Disruptive, physically/verbally abuse riders will be subject to **suspension of service**.
13) Drivers offer assistance to all riders and will assist riders when entering and leaving the vehicle. This includes offering a steadying arm when walking, assistance in bringing a rider's wheelchair or other mobility device to and from the main door and, if requested, assisting with unlocking or opening a main entrance door of the building or residence.
14) Drivers must follow the assigned service schedule for the safety and convenience of all riders.
15) Riders cannot change schedules or locations while being transported.

Drivers Requirements:

Drivers are not allowed to…

- …lift/carry riders or enter residences
- …accept Tips or Gratuities
- …play loud music in the vehicle
- ...maneuver wheelchairs up/down steps
- …perform any personal care assistance for riders, including assisting riders to dress, giving medications, operating medical equipment such as oxygen and I.V. units
- …smoke in the vehicles at any time

Filing a Compliment or Complaint

Compliments, complaints and your suggestions are welcomed. Call:
"The Call Center".....**1-866-682-2258**
Hearing-speech Impaired TTY....954-357-8302

When calling, give specific and relevant details regarding the trip. Share concerns about specific rides or incidents as soon after the actual occurrence as possible. Every complaint will be investigated.

When a complaint is filed, TOPS will:

- Record the description of the problem
- Research the complaint
- Resolve all complaints within a reasonable time frame
- Resolution of safety sensitive complaints will occur within 24 hours (when possible)
- Upon request, rider will be notified of the complaint's resolution

TOPS Paratransit is committed to protecting rider's confidentiality.

Public Transit - Fixed Route Buses

Fixed route public transit offers access for individuals with disabilities on more than 290 buses operating throughout Broward County, with connections to transit systems in the two adjacent counties and to Tri-Rail.

Fixed route public transit operates on timetables and requires no advance reservations. Riders may travel together and in groups spontaneously without concern regarding available space or advance notice. All routes are wheelchair accessible.

Fares for fixed route regular service are lower than fares for Paratransit service. Additionally, seniors and riders with disabilities may qualify for a reduced fare. For information on reduced fares or passes, you may contact Broward County's Fixed Route Customer Service at **954-357-8400**.

Several different bus pass programs are also available to qualified individuals. Call Broward County's Fixed Route Customer Service for details.

Travel Training to Use Regular Fixed Route Transit Service

Paratransit has developed a **free** program to help you use fixed route buses. A professional travel trainer provides personal and group lessons at no charge to teach riders how to use county buses.

Fixed route transit allows you the freedom to travel at **your** best time, to go **when** you want to go, **where** you want to go, without Personal Identification Numbers or advance notice. Learn to travel the fixed route bus service by calling 954-357-7705 for more information about travel training.

TD HELPLINE: 1-800-983-2435

TTY 1-800-648-6084 Mon - Fri 8am - 5pm

Sponsored by *the Florida Commission for the Transportation Disadvantaged*

The TD Helpline is a service of the Florida Commission for the Transportation Disadvantaged, whose mission is to ensure the availability of efficient, cost effective and quality transportation services for Florida's transportation disadvantaged persons.

Broward County is an equal opportunity employer and provider of services.

Due to anticipated Program changes, this is a temporary publication. Cost estimate to inform the public about Broward County Transit's Paratransit program is not available at this time.

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