

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Florida Commission for the



**Transportation
Disadvantaged**

**Transportation Disadvantaged Service Plan
A Five-year Plan for the Lee County Service Area
Minor Update May 2012**

prepared by:

Lee County Metropolitan Planning Organization, the Designated Official Planning Agency
Lee County Local Coordinating Board for the Transportation Disadvantaged and
Good Wheels, Inc., Lee County Community Transportation Coordinator

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

TRANSPORTATION DISADVANTAGED SERVICE PLAN CONTENTS

GLOSSARY OF TERMS, STATUTES AND ABBREVIATIONS	5
LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION.....	19
ROLL CALL VOTING SHEET	21
I. DEVELOPMENT PLAN	
A. INTRODUCTION TO THE SERVICE AREA	22
1. Background of TD Program.....	22
2. Community Transportation Coordinator Designation Date/History.....	25
3. Organization Chart	26
4. Consistency Review of Other Plans.....	26
a. Local Government Comprehensive Plans	26
b. Regional Policy Plans.....	26
c. Transit Development Plans.....	27
d. Commission for the Transportation Disadvantaged 5 Yr/20 Yr Plan.....	27
e. MPO Long Range Transportation Plan	27
f. Transportation Improvement Programs	27
g. LeeTran TLC Plan Locally Coordinated Human Services Transportation Plan	27
5. Public Participation.....	28
B. SERVICE AREA PROFILE/DEMOGRAPHICS	29
1. Service Area Description	29
2. Demographics	29
a. Land Use	29
b. Population/Composition	31
c. Employment.....	32
d. Major Trip Generators/Attractors	36
e. Inventory of Available Transportation Services	39
f. Homeless Coalition Transportation Data.....	41
C. SERVICE ANALYSIS.....	43
1. Forecasts of Transportation Disadvantaged Populations	44
2. Needs Assessment.....	44
3. Barriers to Coordination	45
D. GOALS, OBJECTIVES AND STRATEGIES.....	45
E. IMPLEMENTATION SCHEDULE	48
II. SERVICE PLAN	
A. OPERATIONS ELEMENT	50

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

1. Types, Hours and Days of Service	50
2. Accessing Services	52
3. Transportation Operators and Coordination Contractors	53
4. Public Transit Utilization	57
5. School Bus Utilization	57
6. Vehicle Inventory	57
7. System Safety Program Plan Certification	57
8. Intercounty Services	57
9. Emergency Preparedness and Response	57
10. Educational Efforts/Marketing	58
11. Acceptable Alternatives	59
12. Service Standards	59
13. Local Complaint and Grievance Procedure/Process	70
14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors	86
15. Coordination Contract Evaluation Criteria	86
 B. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION	 86
 III. QUALITY ASSURANCE.....	 86
 A. ANNUAL EVALUATION OF THE COMMUNITY TRANSPORTATION COORDINATOR	 86

EXHIBIT A – LEE COUNTY COMMUNITY TRANSPORTATION COORDINATOR
DESIGNATION MEMORANDUM OF AGREEMENT TD 0812

EXHIBIT B – TD ORGANIZATIONAL CHART

EXHIBIT C – TRANSPORTATION DISADVANTAGED/MEDICAID NON-EMERGENCY
TRANSPORTATION PROGRAM ELIGIBILITY APPLICATION

EXHIBIT D – VEHICLE INVENTORIES

EXHIBIT E – ANNUAL SAFETY CERTIFICATION

EXHIBIT F – SERVICE COMPLAINT FORM

EXHIBIT G – RATE STRUCTURE

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
GLOSSARY OF TERMS, STATUTES AND ABBREVIATIONS**

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

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

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

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

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

(AHCA) Agency for Healthcare Administration: Our mission is Better Health Care for All Floridians, and together we are responsible for the administration of the Medicaid program, for the licensure and regulation of health facilities and for providing information to Floridians about the quality of the health care they receive in Florida.

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

(APD) Agency for Persons with Disabilities: The Agency Supports Persons with Developmental Disabilities in Living, Learning and Working in their Community. The APD works in partnership with local communities and private providers to assist people who have developmental disabilities and their families. APD also provides assistance in identifying the needs of people with developmental disabilities for supports and services.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

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

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

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

(AWI) Agency for Workforce Innovation: The Agency for Workforce Innovation is Florida's lead state workforce agency and directly administers the state's Labor Market Statistics program, Unemployment Compensation, Early Learning and various workforce development programs.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Lane: a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

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

(CMBE) Certified Minority Business Enterprise: any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

(CDL) Commercial Driver's License: a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Commission: the Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.

(CTD) Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

(CTC) Community Transportation Coordinator: (formerly referred to as “coordinated community transportation provider”) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Complete (or Full) Brokerage: type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

(DCA) Department of Community Affairs: The Department of Community Affairs is the state's land planning and community development agency. Its role is to assist Florida's communities as they meet the needs of Florida's ever-expanding population. Expand use of public transportation including buses, commuter rail, waterborne transit and other alternative transportation modes that provide services for pedestrians, bikers and the transportation disadvantaged and increase its role as a major component in the overall regional transportation system.

(DCF) Department of Children & Families: The Department of Children & Families' Mission is to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency.

Deadhead: the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response: a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. **This service can be either an individual or shared ride.**

(DJJ) Department of Juvenile Justice: Their vision is that the children and families of Florida will live in safe, nurturing communities that provide for their needs, recognize their strengths and support their success. The mission of the DJJ is to increase public safety by reducing juvenile delinquency through effective prevention, intervention and treatment services that strengthen families and turn around the lives of troubled youth.

(DOE) The Department of Education assists with the following programs for those with disabilities: 1) The Division of Blind Services helps to ensure blind and visually impaired persons living in Florida to have the tools, support and opportunity to achieve success; 2) Exceptional Education & Student services administers programs for students with disabilities and for gifted student. Additionally, the bureau coordinates student services throughout the state participates in multiple inter-agency efforts designed to strengthen the quality and variety of services available to students with special needs; 3) The Division of Vocational Rehabilitation serves as an employment resource for businesses and people with disabilities.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Our mission is to enable individuals with disabilities to obtain and keep employment.

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

DOEA Department of Elder Affairs: The Florida Department of Elder Affairs has been constitutionally designated by Florida voters to "serve as the primary state agency" responsible for administering human services programs for the elderly. The Department's purpose, as set out in section 430.03, Florida Statutes, is to serve elders in all possible ways to help them keep their self-sufficiency and self-determination.

DOH Department of Health: Their mission is to promote, protect and improve the health of all people in Florida.

Children's Medical Services (CMS) provides care for children with special health care needs and their families. Through two divisions, CMS Network and CMS Prevention and Intervention, CMS strives to protect the health and safety of Florida's youngest citizens, children. Health care of the sick and disabled is a role that public health undertakes when individuals are too poor or otherwise lack access to health care services.

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

(E&D) Elderly & Disabled Program: provides funding, allocated by a formula, to states for capital projects to assist in meeting the transportation needs of older adults and persons with disabilities.

Economies of Scale: cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

Efficiency Measure: a performance measure that evaluates the level of resources expended

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fund: transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees: the total number of persons employed in an organization.

Fixed Route: (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guideway).

(FAC) Florida Administrative Code: a set of administrative codes regulating the state of Florida.

(FCTS) Florida Coordinated Transportation System: a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

(FDOT) Florida Department Of Transportation: a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.

(FS) Florida Statutes: the laws governing the state of Florida.

(FTE) Full Time Equivalent: a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

(FAC) Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Grievance Process: a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

In Service: the time a vehicle begins the route to provide transportation service to the time the route is completed.

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

(JARC) Job Access and Reverse Commute Program: provides formula funding to states and designated recipients to support the development and maintenance of job access projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment.

Latent Demand: demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

(LCHSTP) Lee County Human Services Transportation Plan: should promote a people-based approach to planning, coordinating, and funding transportation services.

Limited Access: the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

Load Factor: the ratio of use to capacity of equipment or a facility during a specified time period.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan: a plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.

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

(MIS) Management Information System: the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

(MOA) Memorandum of Agreement: the state contract included in the transportation

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community

transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

(MPO) Metropolitan Planning Organization: the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

(NF) New Freedom Program: provides new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (42 USC. 12101 et seq.) that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services.

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

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

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

(OPA) Official Planning Agency: the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Operating Cost per Driver Hour: operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Operating Cost per Passenger Trip: operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile: operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment: describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

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

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

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

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

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

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

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

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

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

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

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

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

(RFB) Request for Bids: a competitive procurement process.

(RFP) Request for Proposals: a competitive procurement process.

(RFQ) Request for Qualifications: a competitive procurement process.

Reserve Fund: transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

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

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

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

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

Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

and are transported to the same location, and then returned to the point of origin in the same manner.

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

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

(TQM) Total Quality Management: a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

(TD) Transportation Disadvantaged: those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

Transportation Disadvantaged Population: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

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

Transportation Disadvantaged Trust Fund: a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

Transportation Operator Contract: the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis: a common technique used to analyze the performance of an organization over a period of time.

Trip Priorities: various methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

(UPHC) Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Demand: the number of trips desired but not provided because of insufficient service supply.

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size of density.

(USDHHS) U.S. Department of Health and Human Services: a federal agency regulating health and human services.

(USDOT) U.S. Department of Transportation: a federal agency regulating the transportation field.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Vehicle Inventory: an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

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

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

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

Will-Calls: these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

LEE COUNTY LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

MPO Name: Lee County Metropolitan Planning Organization; 1926 Victoria Ave.; Ft. Myers, FL 33901
The Lee County Metropolitan Planning Organization named above hereby certifies to the following:

1. The membership of the Lee County 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: *Bob Raymond* Date: December 16, 2011
MPO Chairperson

	The Lee LCB has a Representative of:	Voting Member	Term Expires	Alternate's Name	Term Expires
1	The MPO or DOPA shall appoint one elected official to serve as the official Chairperson for all Coordinating Board meetings.	Brian Bigelow (Chairman)	December 2013	No alternate by law	
2	A. A local representative of the Florida Department of Transportation (FDOT)	Julia B. Davis	Agency	Richard Shine	Agency
3	B. A local representative of the Florida Department of Children and Families (DCF)	Dianne Ledbetter	Agency	Kesley Crawford	Agency
4	C. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible	Randy Teston	December 2013	(Vacant)	
5	D. In areas where they exist, a local representative of the Division of Vocational Rehabilitation Services or the Division of Blind Services, representing the Department of Education	Mary Watford	Agency	Flora Gonzalez	Agency
6	E. A person recommended by the local Veterans Service Office, representing Veterans of the county	Linda Carter	January 2013	James Scollen	September 2013
7	F. A person recognized by the Florida Association for Community Action representing the economically disadvantaged	Kim Husted	Agency	Robin Jewett	Agency
8	G. A person over age 60 representing the Elderly in the county	Vacant		Vacant	

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

	The Lee LCB has a Representative of:	Voting Member	Term Expires	Alternate's Name	Term Expires
9	H. A person with a disability representing the disabled in the county	Brian Powers	April 2012	(Vacant)	
10	I-1. [One of Two] Citizen Advocates in the County	Michael Pierce	May 2012	Vacant	Vacant
11	I-2. [One of two] Citizen Advocates this one must be a person who uses the transportation service(s) of the system as their primary means of transportation.	David Lane (Vice-Chairman)	May 2013	Vacant	
12	J. A local representative for children at risk	Selena Hinsdale	Agency	Lacey Binkley	Agency
13	K. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator.	Steve Myers	Agency	Peter Gajdjis	Agency
14	L. A local representative of the Florida Department of Elder Affairs	Angela Wood	Agency	Sue Clarke	Agency
15	M. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator	Kitty Sayers	February 2012	Mildred Hammer	February 2012
16	N. A local representative of the Florida Agency for Health Care Administration	Joe Martinez	Agency	Karen Brooks	Agency
17	O. A representative of the Regional Workforce Development Board established in Chapter 445, <i>Florida Statutes</i>	Jim Wall	Agency	Joe Belardinelli	Agency
18	P. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, hospitals, local health department or other home and community based services, etc.	Vacant		Vacant	

TRANSPORTATION DISADVANTAGED SERVICE PLAN
LOCAL COORDINATING BOARD

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

ROLL CALL VOTE

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson	Comr Bigelow	X		
2. Elderly	Vacant			
3. Disabled	Brian Power	X		
4. Citizen Advocate	Michael Pierce	X		
5. Citizen Advocate/User	David Lane	X		
6. Children at Risk	Selena Hinsdale			X
7. Community Action	Kim Hustad			X
8. Public Education	Vacant			
9. Dept. of Transportation	Julia Davis	X		
10. Dept. of Children & Families	Dianne Ledbetter	X		
11. Dept. of Elder Affairs	Angela Woods	X		
12. Dept. of Education	Flora Gonzales	X		
13. Agency for Health Care Administration	Joe Martinez	X		
14. Regional Workforce Dev. Board	Jim Wall			X
15. Veteran Services	Linda Carter	X		
16. Local Mass Transit	Peter Gajdjis	X		
17. Transportation Industry	Mildred Hammer	X		
18. Local Medical Community	Vacant			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Transportation Disadvantaged Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on March 9, 2012.

Date Brian Bigelow, Lee County Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged

Date Steven Holmes, Executive Director

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

I. DEVELOPMENT PLAN

A. INTRODUCTION TO THE SERVICE AREA

1. Background of the Transportation Disadvantaged Program

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Lee County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU).

The transportation disadvantaged are defined in Chapter 427, Florida Statutes as:

“those persons who because of physical or mental disability, income status, age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are person with a disability or high-risk or at risk as defined in s. 422.202, Florida Statutes.”

The 1979 Florida Legislature passed the Transportation Services Act, (Chapter 427, *Florida Statutes*), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged." At that time, the Coordinating Council of the Transportation Disadvantaged (CCTD) was formed. Besides overseeing the coordination of state and federally funded programs that provided or purchased transportation for its clients, the Council also provided evaluation and identification of policies, laws, and rule changes to improve mobility for those people in need of access to transportation for their daily living.

In 1989, the Florida Legislature reviewed Chapter 427, *Florida Statutes*, according to the States Regulatory Sunset Act, Chapter 11.61, *Florida Statutes*. During this legislative review, the Legislature reenacted Chapter 427, *Florida Statutes*, with major revisions. As a result, the Commission for the Transportation Disadvantaged is the agency authorized to implement the transportation disadvantaged program in Florida. Through Chapter 427, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*, the Commission for the Transportation Disadvantaged is responsible for accomplishing the coordination of transportation services provided to transportation disadvantaged individuals in the state of Florida.

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

Florida Commission for the Transportation Disadvantaged (CTD)

The Florida Commission for the Transportation Disadvantaged is an independent commission housed administratively within the Florida Department of Transportation and reports to the Governor and the Legislature. The purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged. The Commission is responsible for establishing policies, procedures and standards for the delivery of statewide coordinated transportation disadvantaged services; administering the Transportation Disadvantaged Trust Fund; providing statewide training and technical assistance to local partners in establishing coordinated transportation systems, managing contracts, and developing a five-year plan to address the transportation needs of transportation disadvantaged persons.

The commission works cooperatively with state, local and federal agencies to assure that state agencies purchase transportation services from within the coordinated system unless a more cost-effective provider

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

outside the system can be found. Currently, all of Florida's 67 counties have coordinated systems managed by 49 community transportation coordinators. Some of these community transportation coordinators serve regional areas.

The Florida Commission for the Transportation Disadvantaged (CTD) is comprised of seven (7) members all of whom are appointed by the Governor, five (5) of the members must have significant experience in the operation of a business, and it is the intent of the Legislature that, when making an appointment, the Governor selects persons who reflect the broad diversity of the business community in this state, as well as the racial, ethnic, geographical and gender diversity of the population of this state. Two of the members must have a disability and use the transportation disadvantaged system.

Each member shall represent the needs of the transportation disadvantaged throughout the state. A member may not subordinate the needs of the transportation disadvantaged in general in order to favor the needs of others residing in a specific location in the state.

Members are appointed to a term of four years and may be reappointed for one additional four year term. According to Florida Statute 427.012, at any given time, at least one member must be at least 65 years of age. The Governor may remove any member of the Commission for cause.

The Chairperson shall be appointed by the Governor and the Vice-Chairperson of the Commission shall be elected annually from the membership of the Commission.

Designated Official Planning Agencies (DOPA)

The designated official planning agency is responsible for transportation disadvantaged planning in a given area. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations (MPOs). In the rural areas of the state, organizations which are eligible to serve as planning agencies are:

- County or city governments;
- Regional Planning Council's;
- Metropolitan Planning Organizations;
- Local planning organizations that are currently performing planning activities in the service area.

The planning agency is responsible for:

- * Preparing a Transportation Improvement Program that includes a TD element.
- * Recommending a Community Transportation Coordinator to the TD Commission.
- * Appointing a Local Coordinating Board for the Transportation Disadvantaged.
- * Providing staff support to the Local Coordinating Board.
- * Preparing and submitting grant applications to the Commission.
- * Preparing and submitting the Coordinated Transportation Development Plan, (TDSP) and its annual updates to the Commission.

The Lee County Metropolitan Planning Organization (MPO) was designated by the CTD to oversee the TD planning functions for Lee County.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Local Coordinating Board (LCB)

The designated official planning agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the Community Transportation Coordinator (CTC) concerning the coordination of transportation services. According to Rule 41-2 of the Florida Administrative Code, there are 16 members appointed to the local coordinating board. The designated official planning agency appoints an elected official to serve as the official chairperson for all local coordinating board meetings. The Vice-Chairperson is elected annually by the voting members of the Board.

The duties of the Local Coordinating Board include:

- Review and approve the Memorandum of Agreement and the Transportation Disadvantaged Service Plan drafted by the CTC, prior to submittal to the Commission.
- Evaluate services provided by the CTC under the approved Transportation Disadvantaged Service Plan.
- In cooperation with the CTC, review and provide recommendations to the Commission on funding applications affecting the transportation disadvantaged.
- Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.
- Evaluate multi-county or regional transportation opportunities.
- Appoint a Grievance Committee to serve as a mediator.
- Prepare a consolidated Annual Budget Estimate.
- Review and approve the Coordinated Transportation Development Service Plan (TDSP) and its updates for consistency with approved guidelines, goals and objectives of the Local Coordinating Board.
- Work in conjunction with the planning agencies in the recommended selection of the Community Transportation Coordinator.

Community Transportation Coordinator (CTC)

The Community Transportation Coordinator is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. The Community Transportation Coordinator may provide all or a portion of transportation disadvantaged service in a designated service area. Community Transportation Coordinators may also subcontract or broker services if it is cost effective and efficient. The Community Transportation Coordinator (CTC) is responsible for the short-range operational planning, administration, monitoring, coordination, arrangement and delivery of transportation disadvantaged services originating within their designated service area on a full-time basis. In that context they have the following powers and duties:

- Develop, implement and monitor an approved *Coordinated Transportation Disadvantaged Service Plan*.
- Execute uniform contracts for service.
- Collect annual operating data for submittal to the TD Commission.
- Review annually all transportation operator contracts.
- Maximize the utilization of school bus and public transportation services in accordance with Chapter 427.0158.
- In cooperation with a functioning Coordinating Board, review all applications for local government, federal and state transportation disadvantaged funds, and develop and implement cost effective coordination strategies.
- In cooperation with the Coordinating Board, develop and implement and monitor a one year

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

approved Transportation Disadvantaged Service Plan.

- In cooperation with the Coordinating Board, develop and negotiate a Memorandum of Agreement outlining the services planned for submittal to the Commission.
- Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in Chapter 427.015(2), *F.S.*

Based on either negotiations or a competitive proposal process, the official planning agency selects a Community Transportation Coordinator (CTC) for recommendation to the Florida Commission for the Transportation Disadvantaged which has final approval.

Good Wheels, Inc. is the designated CTC for Lee County. The CTC contracts out some of the service to transportation operators.

2. Community Transportation Coordinator Designation Date/History

Lee County's Transportation Disadvantaged program has a long history. In the late 1970's and early 1980's, service was provided through the Dr. Ella Piper Center and the Senior Friendship Center with assistance from Lee County Transit's "Help Bus." Later, Community Transit was designated the Community Coordinated Transportation Provider, and then their parent company, Care Cab, provided the service. When Care Cab resigned in May of 1990, Goodwill of Southwest Florida, Inc. was appointed the Community Transportation Coordinator. Goodwill formed a separate organization, Good Wheels, Inc., to perform the duties of the TD program. In March 1995, the Lee County Local Coordinating Board completed its Request for Proposal for a Community Transportation Coordinator by selecting COMSIS as the CTC for Lee County. That selection was recommended by the Lee County MPO, and then COMSIS was designated the CTC for Lee County by the Commission for the Transportation Disadvantaged in April 1995. COMSIS began their brokerage operations in Lee County on July 1, 1995. Later in 1995, COMSIS became Comsis Mobility Services, Inc. and, during FY 1996-97, Comsis Mobility Services, Inc, also known as COMSIS, or CMS, became, *Intelitran, Inc.*

During the 1999-2000 FY, the Lee MPO conducted a competitive procurement process for a complete brokerage community transportation coordinator. Through that process, on May 18, 2000 the Commission for the Transportation Disadvantaged designated *Intelitran* to be the CTC for Lee County for a three year contract starting July 1, 2000. (*Intelitran* eventually became ATC-Paratransit.)

During the 2002-03 FY, the Lee MPO conducted a competitive procurement process for a community transportation coordinator. Through that process, on April 25, 2003 the Commission for the Transportation Disadvantaged designated Good Wheels, Inc. to be the CTC for Lee County for a three year contract starting July 1, 2003. In September 2003 that contract was extended through a CTD executive order to June 30, 2008.

During the 2007-08 FY, the Lee MPO conducted a competitive procurement process for a community transportation coordinator. Through that process, on June 20, 2008, the Commission for the Transportation Disadvantaged designated Good Wheels, Inc. to be the CTC for Lee County for a five-year contract for the period of July 1, 2008 through June 30, 2013. A copy of the letter dated July 10, 2008 in which the Commission designated Good Wheels, Inc. as the CTC for Lee County is attached in ***Exhibit A.***

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Existing Conditions

As of December 2011, the unemployment rate in Lee County was 10.2% which is down from 13.3% in August of 2010 but is still slightly higher than the statewide average of 9.7% (U.S. Bureau of Labor Statistics). Lee County was identified as an Economically Distressed County in 2009 as referenced in the American Recovery and Reinvestment Act and the County is still experiencing a high foreclosure rate.

The 2011 population of the County is 618,754 (BEBR) which is a slight increase over the previous year, but a much slower growth than what was experienced in the early to mid 2000's. The unemployment rate for the transportation disadvantaged is much higher than the countywide average and for those prospective workers transportation is a big issue and a barrier for them finding work. At the current time the funding available for the TD program is not even enough to cover all of the necessary medical trips, let alone transportation to work or to the store. Future trends on funding and need are expected to widen as the population of Lee County and Florida gets older and the funding continues to decrease. The percentage of people over 65 years of age in Florida is currently at 17% and this is expected to increase to over 27% by 2030 further exacerbating the problem.

3. Organization Chart

Exhibit B identifies all those involved in the provision of transportation disadvantaged service in Lee County.

4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

1. The collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. The formulation of goals for future growth and development;
3. The development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan; and
4. The implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County Comprehensive Plan, "*The Lee Plan 2011 Codification as amended through June 2011.*"

b. Strategic Regional Policy Plan

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the *Strategic Regional Policy Plan* of the Southwest Florida Regional Planning Council, 1995, as amended in September 2001 (as a draft) and as revised in March 2002.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

c. LeeTran Ten-Year Transit Development Plan 2006-2015

The transit development plan (TDP) is the long-range financial and planning document of Lee County's transit system (LeeTran), and must be consistent with local government comprehensive plans. Transit providers must develop and maintain a TDP in accordance with state statutes in order to remain eligible for state transit block grants. The transit agency must provide an annual progress report to the Florida Department of Transportation in September of every year. A major update is required every five years. The current effort for which this TDP has been prepared for is the 2006-2015 TDP major update. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County Transit Development Plan.

d. Commission for the Transportation Disadvantaged 5 yr/20 yr Plan

“Our Mission” – To insure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons.”

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Commission for the Transportation Disadvantaged's 5 year/20 year plan.

**e. 2035 Long Range Transportation Plan for the Fort Myers-Cape Coral Metropolitan Area
Adopted: December 8, 2010**

The purpose of the Lee County Metropolitan Planning Organization's (MPO) 2035 Long Range Transportation Plan (LRTP) is to develop a process and a plan to address the future multimodal transportation needs of the Lee County area. It is a plan which coordinates and guides the capital improvement programs of the Florida Department of Transportation (FDOT) and its member local governments, as well as recognizes the ongoing maintenance and operational activities of these entities. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County MPO Long Range Plan.

f. Transportation Improvement Program (TIP)

The TIP lists those highway, aviation, transportation enhancement, transit, transportation disadvantaged program, and intermodal projects that are currently programmed in the Florida Department of Transportation (FDOT) *Five-Year Work Program*, including the amount and source of funding, the implementation phases for which funds have been allocated (i.e., design, right-of-way acquisition and construction) and the years in which each phase is currently programmed. In order for these projects to be eligible for federal transportation funding, they must appear in this TIP. Projects programmed in the Lee County, City of Cape Coral, City of Fort Myers, City of Bonita Springs, Town of Fort Myers Beach and City of Sanibel capital improvement programs are also included in the TIP, for information purposes only. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County MPO Transportation Improvement Program, TIP.

g. LeeTran TLC Plan Locally Coordinated Human Services Transportation Plan

In 2008, LeeTran together with the Lee County MPO developed the Locally Coordinated Human Services Transportation Plan (LCHSTP) to meet the criteria outlined in the SAFETEA-LU legislation regarding the Federal Transit Administration (FTA) Section 5316 “Job Access Reverse Commute (JARC)” Program, the Federal Transit Administration (FTA) Section 5317 New Freedoms (NF) Program, and Federal Transit Administration (FTA) Section 5310 Special Needs of Elderly and Individuals with Disabilities (E&D) funding programs. The LCHSTP assists the County in taking a broader perspective for

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

coordinating public transportation services in the area and is specifically meant to ensure that public transportation services and improvements benefit elderly, disabled, low income and unemployed populations. The JARC funding allocation was \$147,513 in FY 2006, \$155,494 in FY 2007 \$168,452 in FY 2008, \$197,719 in FY 2009, \$189,042 in FY 2010 and \$188,758 in FY 2011 and the New Freedom funding allocation was \$102,886 in FY 2006, \$117,307 in FY 2007, \$126,721 in FY 2008, \$146,069 in FY 2009, \$143,358 in FY 2010 and \$144,098 in FY 2011.

The LCHSTP was developed using an extensive public involvement process to gain input on transportation deficiencies. Two public workshops were held to help shape the LCHSTP (on May 13, 2008 and June 17, 2008) as well additional public input that was received through the TAC, CAC and MPO Board meetings prior to finalizing the document. A project selection process and scoring criteria was developed using the input that was provided and a selection committee was formed and approved by the MPO Board. The LCHSTP was adopted in August and the entire document can be found on the MPO's website at www.mpo-swfl.org under documents.

Here is a list of the priorities for the TLC Plan:

- Increased Fixed Route Frequencies;
- Increased Fixed Route Weekend Service;
- Subsidized Vanpools; Educational Programs;
- Expand Para-transit Service;
- Later Evening Fixed Route Service;
- Transit Infrastructure;
- Circulator/Flexible Routes;
- Park & Ride Lots; and
- Connection of Service to Collier County.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County MPO Locally Coordinated Human Services Transportation Plan.

Additionally, the coordinated transportation disadvantaged program as coordinated by the Community Transportation Coordinator, (CTC) has identified these funding needs:

- Operating assistance
- Match for operating assistance
- Capital assistance for vehicles
- Match for capital assistance for vehicles
- Capital assistance to upgrade and maintain the CTC facility
- Match for capital to upgrade and maintain the CTC facility

5. Public Participation

The Lee County Transportation Disadvantaged Coordinating Board includes representatives of public, private and non-profit transportation and human services providers as well as the public to participate in the development and update of the Lee County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Lee County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

The Local Coordinating Board meetings are held in ADA accessible locations and open to the public. In addition to the membership listed above, the mailing list for the LCB quarterly agendas include transportation partners, transportation disadvantaged passengers and advocates, human service

TRANSPORTATION DISADVANTAGED SERVICE PLAN
 The Five-year Plan for the Lee County Service Area
 Minor Update 2012

organizations, faith-based and community based organizations, local school districts and others. The Lee County LCB seeks input from the public at all its meetings and makes a concerted effort to include many community partners and advocacy groups in the planning, evaluation and service development processes throughout the year. In addition, an annual public hearing was held on March 9, 2012 and advertised to the public as required under the CTD regulations.

As part of the development of the Transportation Disadvantaged Service Plan, input was solicited from the Lee County Metropolitan Planning Organization (MPO), the MPO's Technical Advisory Committee and the MPO's Citizen Advisory Committee.

B. SERVICE AREA PROFILE/DEMOGRAPHICS

1. Service Area Description

Lee County, Florida was founded on May 12, 1887 and named in honor of General Robert E. Lee. The County, located on the Gulf coast of Florida, encompasses approximately 811 square miles including several small islands in the Gulf of Mexico. The County is bordered by Charlotte County to the north, Hendry County to the east, Collier County to the south and the Gulf of Mexico to the west. Three incorporated municipalities are located on the mainland: Fort Myers (the county seat); Bonita Springs and Cape Coral. Fort Myers Beach, a fourth municipality, is located on Estero Island and a fifth municipality, Sanibel, is situated on the island of the same name. A map showing the municipalities and the unincorporated area is on page 30. The unincorporated communities include Alva, Captiva Island, Estero, Lehigh Acres, Matlacha, North Fort Myers, Pine Island and Tice.

The Table 1 shows the number of square miles within each incorporated municipality and the County:

TABLE 1

Land Area	Square Miles
Fort Myers	48.865
Cape Coral	109.9
Sanibel	15.3
Fort Myers Beach	2.5
Bonita Springs	39.6
Unincorporated Area	603.8
TOTAL SQUARE MILES	819.965

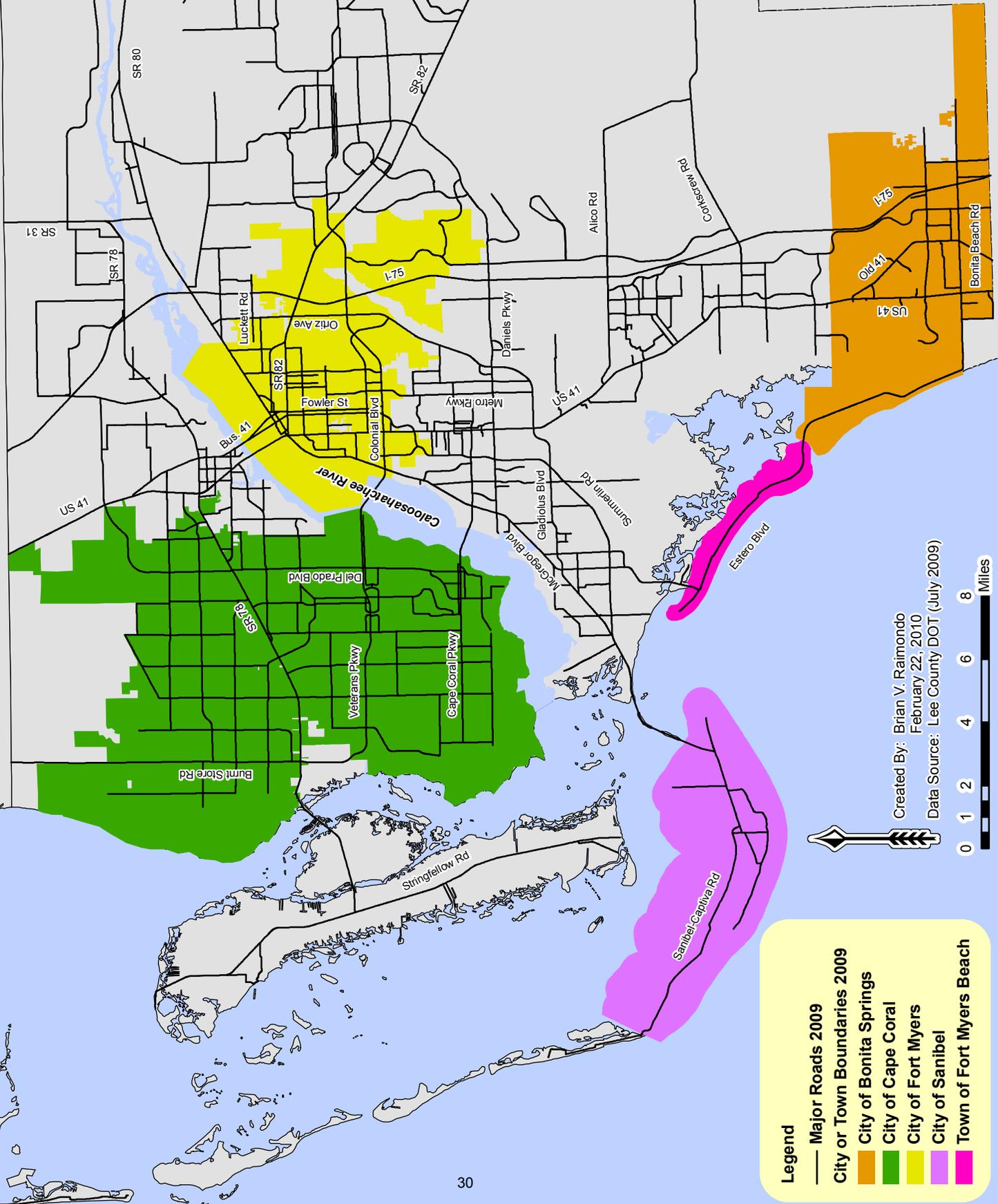
Source: Lee County Property Appraiser's Office GIS Dept. (2010)

Demographics

a. Land Use

Several years ago Lee County ranked as one of the fastest growing areas in the nation. Current large scale developments of regional impact (DRIs) include Coconut Point, Gateway, Pelican Landing, Bonita Bay and Arborwood. The Transportation Disadvantaged program is impacted by development and that is why the locations of DRIs are important. As a DRI comes in, the population increases, and the demand for TD trips may increase.

Lee County City or Town Boundaries



Legend

- Major Roads 2009
- City or Town Boundaries 2009
- City of Bonita Springs
- City of Cape Coral
- City of Fort Myers
- City of Sanibel
- Town of Fort Myers Beach

Created By: Brian V. Raimondo
 February 22, 2010
 Data Source: Lee County DOT (July 2009)

0 1 2 4 6 8 Miles

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Population/Composition

**TABLE 2
POPULATION**

Area	2011 Estimate	2010 Estimate	2009 Estimate	2006 Estimate	2000 Actual	% Change from 2006	% Change from 2000
Florida	18,801,310	18,537,969	18,537,969	18,057,508	15,982,378	4.1%	17.6%
Lee County	618,754	613,546	615,124	570,089	440,888	8.5%	40.3%
Bonita Springs	43,914	44,793	46,425	40,878	32,797	7.4%	33.9%
Fort Myers Beach	6,277	6,767	6,919	6,543	6,561	-4.1%	-4.3%
Fort Myers	62,298	68,190	68,819	60,481	48,208	3.0%	29.2%
Sanibel	6,469	6,211	6,329	5,798	6,064	11.6%	6.7%
Cape Coral	154,305	164,673	162,852	151,044	102,286	2.2%	50.9%

Source: U.S. Census Bureau (February 2011)

**TABLE 3
LEE COUNTY POPULATION PROJECTIONS
2010 THROUGH 2035**

	2010	2015	2020	2025	2030	2035
Low	585,600	620,400	649,800	667,800	673,800	668,500
Medium	622,900	701,000	789,600	875,700	957,100	1,034,400
High	660,300	789,600	935,000	1,089,500	1,251,400	1,420,700

Source: Office of Economic & Demographic Research, the Florida Legislature
<http://edr.state.fl.us> (Demographic Estimating Conference Database – January 2011)

b. Employment

Good Wheels, Inc., Community Transportation Coordinator for Lee County, does not have the funding to provide employment transportation in Lee County. Table 4 provides a listing of the top private employers in Lee County. Some of the companies on the listing have a centralized employment center, e.g., one big office. Other companies have locations throughout the County, for example the Publix Supermarkets have numerous locations in Lee County. In future editions of the TDSP Development Plan component, the locations of these companies will be mapped, in order to show specific areas where work trips are clustered.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Table 4

LEE COUNTY MAJOR EMPLOYERS 2011

RANK	COMPANY	PRODUCT/SERVICE	EMPLOYEES
1	Lee Memorial Health System	Non-profit hospital/healthcare system	9,500
2	Lee County School District	Public schools	9,270
3	Publix Super Markets	Grocer, retail	3,071
4	Lee County Administration	County government	2,364
5	Wal-Mart	General merchandise—retail	1,967
6	Lee County Sheriff's Office	Public safety, sheriff	1,585
7	City of Cape Coral	City government	1,409
8	Chico's FAS, Inc.	Corporate headquarters for women's apparel/customer service	1,388
9	Target	General Merchandise—retail	1,100
10	Florida Gulf Coast University	State university	993
11	Shell Point Retirement Community	Life care facility	900
12	City of Fort Myers	City government	897
13	Hope Health Care Services	Care/services for people at the end of life	880
14	U.S. Postal Service	Postal service	749
15	Comcast	Telecommunications	705
16	21 st Century Oncology, LLC	Corp. Hqs. For radiation facilities across the U.S.	627
17	Lowe's Home Improvement	Building materials	626
18	South Seas (LXR Luxury Resorts)	Resorts, call center	500
19	Century Link	Telephone communications, local service, wireless/PCS, broadband	500
20	Bank of America	Financial institution	500
21	Alorica, Inc.	Customer service provider	459
22	Edison State College	Community college	455
23	Hyatt Regency Coconut Point	Resort hotel	450
24	Crowther Roofing	Roofing company, light gauge truss framing	428
25	The News-Press Media Group	Daily newspaper; weekly community newspaper; web publishing	427
26	Lee County Electric Cooperative, Inc.	Electric utility	388
27	Lee County Clerk of Courts	Constitutional officer	385
28	Lynx Services, LLC	Insurance claims processing center	374
29	Radiology Regional Center	Medical office	350
30	Lehigh Regional Medical Center	Community hospital	350
31	Gartner, Inc.	IT business intelligence, finance & inside sales	350
32	Lee County Port Authority	International airport/port authority	344
33	Sunstream Hotels and Resorts	Hotels and resorts	330
34	G4S Secure Solutions (USA) Inc.	Guard and security service	320
35	Pall Corporation	Aerospace and industrial filtration	300
36	Keepsake Plants	Flower grower	300
37	B&I Contractors, Inc.	Mechanical, electrical & plumbing contractor; mfg. of ducts	300
38	Source Interlink Companies	Corporate HQ, media & leading publisher, sales & service distributor	296
39	Winn Dixie, Inc.	Grocer, retail	287
40	Sam Galloway Ford, Inc.	Auto dealership	286
41	WCI Communities, Inc.	Real estate developer, residential builder	276
42	Bonita Bay Group	Land developer	273

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

43	Florida Power & Light	Electric utility	272
44	Physicians' Primary Care	Multi-specialty medical practice	271
45	Syngenta Flowers	Unrooted chrysanthemum cuttings	270
46	Florida Cancer Specialists	Administration office of Florida cancer specialist	270
47	Fort Myers Toyota Family Store	Automobile sales	267
48	Goodwill Industries-Southwest	Non-Profit Organizations	257
49	Kelly Services, Inc.	Employment services	250
50	Internal Medicine Associates of SWFL	Physicians & surgeons	250
51	Heinz North America	Mfg., frozen food snacks	236
52	Wells Fargo Company	Financial institution	230
53	Southwest Florida College	College of business	225
54	Beall's Department Store	General merchandise—retail	222
55	BB&T	Financial institution	222
56	Miromar Development Corporation	Real estate development (retail & housing)	211
57	Fort Myers Coca-Cola Bottling Co.	Carbonated beverage distribution, non-carbonated beverages	210
58	Cypress Cove	Assisted living	209
59	Apollo Information Services/ECI	Medical billing processing (emergency room billing)	209
60	Lee Sar Regional Service Center	Medical supply distributor, record retention services	200
61	Fifth Third Bank	Financial institution	197
62	Lee County Tax Collector	Constitutional officer	190
63	Waterman Broadcasting	Television broadcasting	185
64	Sam's Club	General merchandise stores	185
65	Pink Shell Beach Club & Resort	Hotel	181
66	Raymond Building Supply Corp.	Lumber & millwork, trusses, storm panels, windows, cabinetry	180
67	J. J. Taylor Distributing Florida, Inc.	Wholesale of beer, wine spirits, water, etc.	178
68	Sun Trust/Southwest Florida, N.A.	Financial institution	168
69	AIM Engineering/Aim Construction	Civil engineering, surveying design, environmental planning	165
70	Fort Myers Broadcasting Company	TV broadcasting & commercial radio-WINK-TV, WINK-FM	162
71	Salvation Army of Lee County	Community Service Organization	161
72	Suncoast Beverage Sales	Beverage distribution	160
73	ABT SRBI	Market and opinion research	158
74	UPS	Package delivery service	152
75	FL Dept. of Environmental Protection	State: Environmental Protection	149
76	Consulate Health Care	Nursing Homes	149
77	Coral Trace Health Care	Skilled nursing care facility	147
78	City of Sanibel	City government	141
79	Securitas Security Services, Inc.	Security services	140
80	Eye Centers of Florida	Eye care clinics	140
81	BB&T Oswald Trippe & Co., Inc.	Insurance	140
82	RE/MAX Realty Group	Real estate-commercial & residential	139
83	Gulf Coast Readers	Magazines	135
84	Tigrent	Avocational education & instruction in financial, investment	133
85	Stilwell Enterprises	Hospitality services	133
86	'Tween Waters Inn	Hotel, resort	130
87	Rehabilitation & Health Care	Nursing home	130
88	Regions Bank	Financial Institution	130

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

89	Good Wheels, Inc.	Transp. For elderly, disabled and disadvantaged	130
90	Henderson, Franklin, Starnes & Holt, P.A.	Law office	128
91	Home-Tech	AC, major appliances, plumbing & electrical contractor	127
92	Scanlon Auto Group	Auto dealership	125
93	Broadway Palm Dinner Theatre	Entertainment/Theatre	125
94	United States Service Inds	Janitorial Service	122
95	Lee County Property Appraiser	Constitutional officer	121
96	JRL Ventures, Inc./Marine Concepts	Fiberglass design, tooling & parts	120
97	GE Global Business Services	Accounting, payroll services & finance for GE businesses	120
98	Pepsi-Cola Company	Carbonated beverage & water distribution	119
99	Shaw Development LLC	Mfg. parts for commercial & military ground vehicles	117
100	DSI Laboratories, A LabCorp Company	Medical & toxicology laboratory	115

Source: Lee County Economic Development Office, February 2012

Table 5

LEE COUNTY MAJOR MANUFACTURERS 2011

RANK	COMPANY	PRODUCT/SERVICE	EMPLOYEES
1	The News-Press Media Group	Daily newspaper, weekly community newspaper, we publication	427
2	Pall Corporation	Aerospace & Industrial filtration	300
3	Heinz North America	Mfg., frozen food snacks	236
4	Raymond Building Supply Corp.	Lumber & millwork, trusses, storm panels, windows, cabinetry	180
5	JRL Ventures, Inc./Marine Concepts	Fiberglass design, tooling & parts	120
6	Shaw Development LLC	Mfg. parts for commercial & military ground vehicles	117
7	Breeze Newspapers (Shoppers)	Newspaper publishing	115
8	Smart Companies	Retain shutter/windows, hurricane screen mfg., impact windows	114
9	West Coast Florida Enterprises, Inc.	Roofing, truss manufacturing	100
10	Cornerstone Kitchens, Inc.	Kitchen cabinet refacing, remodeling & granite counters	80
11	AJAX Paving Industries of Florida, LL	Hot mix asphalt, paving, roadway site development	78
12	Saminco, Inc.	Electric traction drives for vehicles	75
13	Munters Corporation	Humidification/dehumidification equipment mfg.	70
14	Creative Door & Millwork	Hardware, doors, millwork, windows, hollow metal	70
15	Kings Brand LLC	Manufacturing of petra pak aseptic juices	65
16	Forestry Resources, Inc.	Horticultural products, mulch, fertilizers, landscape supplies	62
17	Florida Aluminum & Steel, Inc.	Manufacture of structural steel & ornamental metal works	60
18	Air Science USA, LLC	Import, manufacture, distribution, sales lab equip	60

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

19	Dex One	Publishers of the Century Link yellow pages	59
20	Sure Temp Manufacturing Co., LLC	Solar water heater manufacturing, Photovoltaic systems	55
21	Nor-Tech Hi-Performance Boats	Boat builder, custom high performance	55
22	Dean Steel Buildings, Inc.	Pre-engineered buildings	53
23	Oldcastle Precast East, Inc.	Concrete sanitary storm structures & bldgs.	52
24	Suncoast Aluminum Furniture	Manufacturing of pool and patio furniture	50
25	Preferred Materials	Ready mix, concrete & block	50
26	Fox Electronics	Manufacture of electric crystals, Oscillators, filters	50
27	Ecological Laboratories	Manufacture of natural biological compounds	50
28	TriCircle Pavers, Inc.	Interlocking pavers & pool coping, hardscape materials	45
29	Precision Econowind, Inc.	Manufacture of custom wound electric coils	45
30	Liberty Aluminum Company	Screen enclosures, railing, carports	45
31	Comfort Telecommunications	Telephone headsets & accessories, wireless headsets	45
32	Camp-Rigby Roofing-Sheet Metal	Roofing & sheet metal	45
33	Roadsafe Traffic Systems	Barricade rentals, pavement markings, traffic/custom	43
34	Orotek	Support services for cable and broadband	40
35	HFscientific	Turbidimeters & chlorine measuring instruments for testing water	40
36	Gulf Paving Company, Inc.	Ready mix, emulsified & hot mix asphalt	40
37	Coastal Fire Protection	Fire sprinkler contractors and designers	40
38	Cianos Granite & Marble, Inc.	Countertop Manufacturer	40
39	Cement Industries, Inc.	Manufacturer pre-cast & pre-stressed concrete building product	40
40	All About Closets, Inc.	Wood closet manufacturing & installation	38
41	Crystek Crystals Corporation	Electronic components & quartz crystal oscillators	37
42	CMC Rebar Florida	Steel fabricating	37
43	U.S. Sign & Mill Corporation	Interior & exterior design signs; commercial signage	36
44	Stevens Industries	Cabinetry, casework, solid surface and stone countertops	36
45	Johnson Brothers Precision Precast	Concrete Products Except Block & Brick	36
46	Creative Cabinet Concepts, Inc.	Custom wooden & laminated cabinets	36
47	Dekoron/Unitherm	Heat hose & heat trace bundles equip.mfg.	35
48	Vault Structures, Inc.	Vaults, safes & vault doors, redi mix	33
49	Universal Pipe and Steel Supply, Inc.	Steel pipe manufacturing, road plating distribution	30
50	Southwest Marine, Inc.	Marine outboard engines rebuilding	30

Source: Lee County Economic Development Office, February 2012

Table 6 provides a breakdown of passenger trips by trip purpose and percent change from last year.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

**TABLE 6
2011 TRIPS BY PURPOSE, LEE COUNTY**

Purpose	Number of trips	Percent % change between 2009 and 2010
Medical	71,904	16.27%
Employment	--	-100%
Education/Training/Daycare	48,214	-21.34%
Nutritional	4,154	-22.05%
Life sustaining/Other	107	NA
TOTAL TRIPS	124,379	-4.62%

Source: Commission for Transportation Disadvantaged, Inc. Annual Performance Report 2011

Table 7 provides a breakdown of the total number of trips provided during FY 2010-11.

**TABLE 7
PASSENGER TRIPS PROVIDED BY FUNDING SOURCE:**

SOURCE	Number of Passenger Trips	Percent
CTD	19,946	8.70%
AHCA	47,026	10.35%
APD	43,798	-23.44
DOEA	6,772	-9.10%
DOE	--	NA
Other	6,837	42.94%
TOTAL PASSENGER TRIPS	124,379	-4.62%

Source: Commission for Transportation Disadvantaged, Inc. Annual Performance Report 2011

Major Trip Generators/Attractors

Tables 8, 9, 10 and 11 and the map on the next page show the major trip generators and attractors in Lee County, Florida.

When the TDSP is annually updated, that is the opportunity for the Local Coordinating Board, the

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Community Transportation Coordinator, as well as the Designated Official Planning Agency, to identify new facilities that have been opened, or are in the planning stages and to identify whether it is feasible for the CTC to provide service to these locations.

TABLE 8

SHOPPING/ENTERTAINMENT	
Edison Mall	Page Field Commons
Gulf Coast Town Center	Coconut Point Mall
Miromar Outlets	Wal-Mart (US 41 North)
Coral Point Mall (Cape Coral)	Coralwood Mall (Cape Coral)
Lee County Sports Complex	Lakes Regional Park
City of Palms Park	Lovers Key State Park
Lee Civic Center	Koreshan State Park
Greyhound Track	Lynn Hall Park
Bonita Beach Park	Ding Darling Refuge
Sunsplash Water Park (Cape Coral)	Harborside Convention Center
Edison Home	Southwest Florida International Airport
jetBlue Park (Not shown on map).	

Source: Lee County MPO 2012

TABLE 9

RECREATION FACILITIES	
Regional Parks (including 11 beach parks and 4 sports complexes)	29
Community parks (including 14 recreation centers or community centers)	28
Neighborhood parks	8
Large boat ramps	7
School shared park sites	21
Pools	11
TOTAL	104

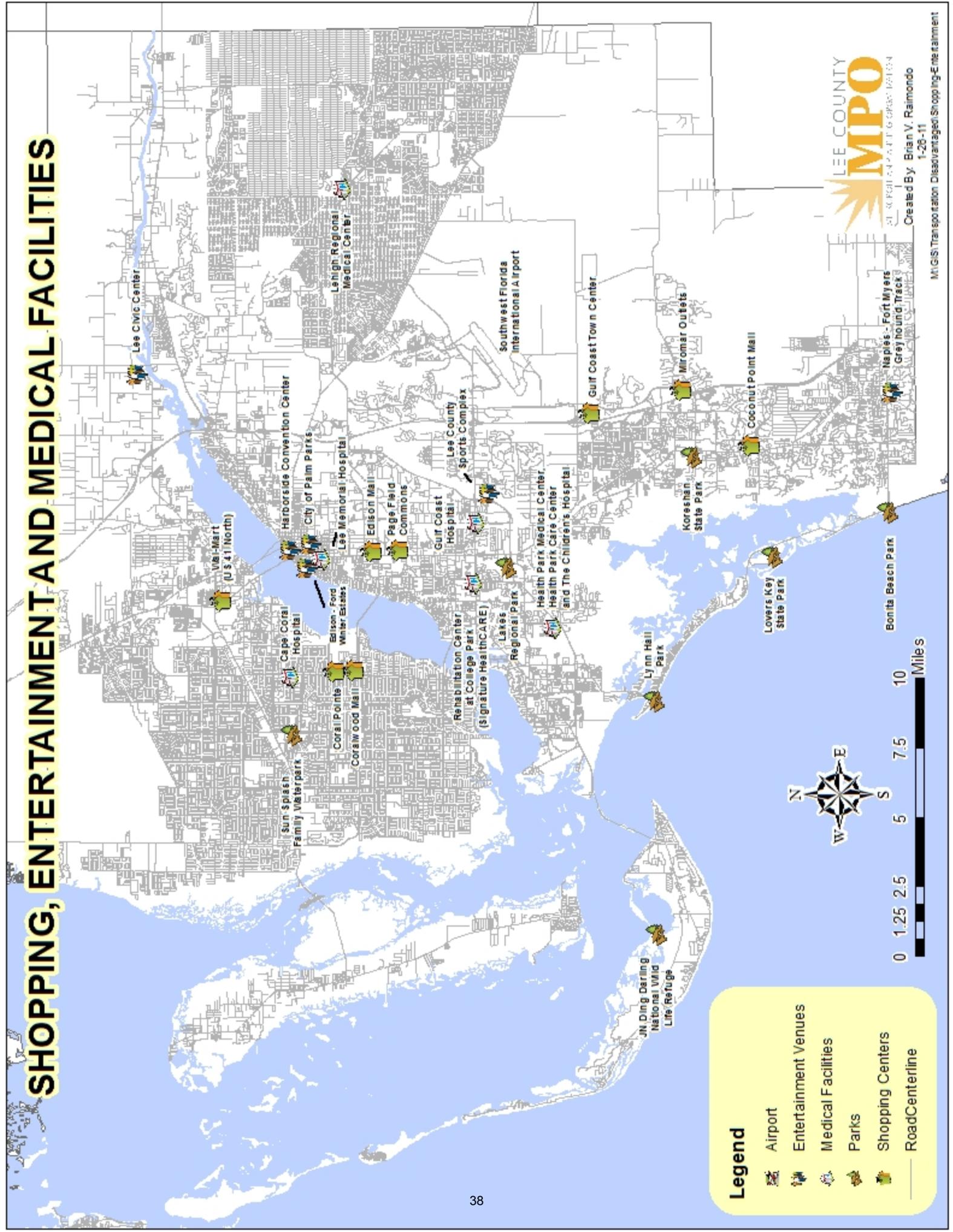
Source: Lee County Office of Economic Development 2008

TABLE 10

MEDICAL FACILITIES	
Lee Memorial Hospital	Health Park Medical Center
Cape Coral Hospital	Rehabilitation Center
Children's Hospital	Health Park Care Center
Lehigh Regional Medical Center	Gulf Coast Hospital

Source: Economic Development Office of Lee County 2008

SHOPPING, ENTERTAINMENT AND MEDICAL FACILITIES



Legend

- Airport
- Entertainment Venues
- Medical Facilities
- Parks
- Shopping Centers
- Road Centerline



LEE COUNTY
MPO
Metropolitan Planning Organization
 Created By: Brian V. Raimondo
 1-26-11

MGIS/Transportation Disadvantaged Shopping-Entertainment

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Education

The Lee County school system operates 106 schools, 43 elementary, 16 middle, 4 Kindergarten to Grade 8, 1 Grade 6 to 12, 12 high schools, 14 special centers, 2 High Tech Centers and 14 charter schools. For the 2007-2008 school years, a total of 80,526 students were enrolled. Sixty-nine (69) private schools are also located in the County.

The following colleges and universities serve the region: Edison State College, Florida Gulf Coast University, Barry University, Hodges University, Southwest Florida College, Rasmussen College, Keiser University and Nova Southeastern University. Florida Gulf Coast University offers bachelor and graduate degrees while Edison State College offers certificate, associate and bachelor degrees. Barry University offers certificates, bachelor degrees and master degrees. Hodges University offers associate, bachelor and master degrees while Southwest Florida College offers certificates and associate degrees. Rasmussen College offers bachelor, associate and certificates. Keiser University offers certificates, associate, bachelor and master degrees. Nova Southeastern University offers bachelor, master and professional degrees.

**TABLE 11
Universities**

Edison State College	Florida Gulf Coast University
Barry University	Hodges University
Southwest Florida College	Rasmussen College
Keiser University	Nova Southeastern

Source: Economic Development Office of Lee County 2011

e. Inventory of Available Transportation Services

TABLE 12

Metro Cab 1685 Target Ct, Fort Myers, FL33905 (239) 274-5000	Porter's Taxi 18442 Fern Rd., Fort Myers, FL 33967 (239) 822-7688	Bluebird Taxi 3252 Palm Ave, Fort Myers, FL33901 (239) 275-8294
Yellow Cab Fort Myers, FL33901 (239) 332-1055	Airport Taxi Inc 15501 Old McGregor Blvd, Fort Myers, FL 33908 (239) 768-5400	Cape Cab 1538 NW 16th Pl, Cape Coral, FL 33993 (239) 841-0000
Cape Cab 1538 NW 16th Pl, Cape Coral, FL 33993 (239) 841-0000	Aaron Airport Limo & Taxi 13233 Greywood Cir, Fort Myers, FL 33966 (239) 768-1898	Errol's Taxi Svc 15560 McGregor Blvd # 6, Fort Myers, FL33908 (239) 275-0333
Paradise Taxi 260 Fairweather Ln, Fort Myers Beach, FL 33931 (239) 470-7500	Parrot Taxi Inc 14600 S Tamiami Trl # 80, Fort Myers, FL 33912 (239) 200-5306	Yellow Group 14261 Jetport Loop W Ste 1, Fort Myers, FL33913 (239) 939-5700
Amber Taxi Fort Myers, FL 33901 (239) 243-0900	Hawks Transportation Fort Myers, FL 33901 (239) 645-2138	Pine Island Taxi and Limo Inc 5576 Doug Taylor Cir, Saint James City, FL 33956 (239) 283-7777

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

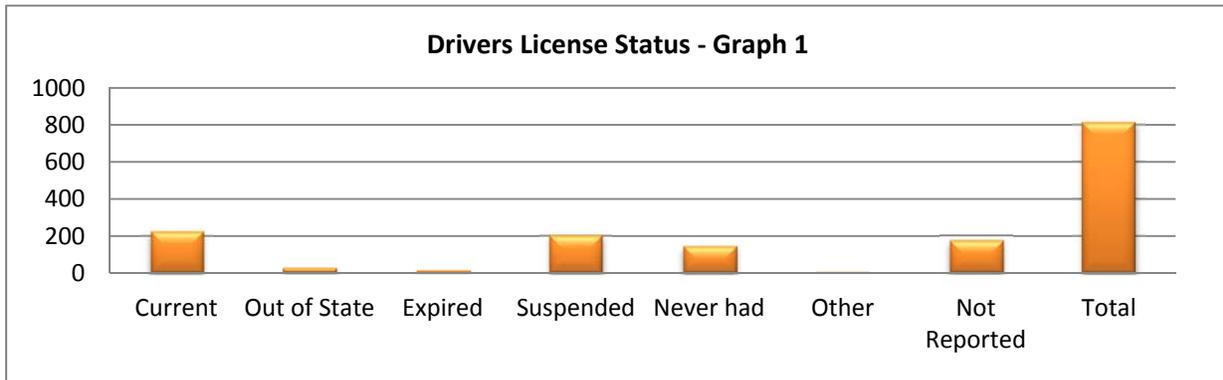
<p>Coconut Cab Taxi 201 Primo Dr, Fort Myers Beach, FL 33931 (239) 765-6666</p>	<p>Aaa Palm Taxi Svc 11921 Seabreeze Cove Ln # 104, Fort Myers, FL33908 (239) 590-0014</p>	<p>Sanibel Limo Fort Myers, FL 33901 (239) 258-9420</p>
<p>Uschi's Gulfcoast Trnsprtn Fort Myers, FL33907 (239) 671-7386</p>	<p>Caribbean Taxi 2861 Work Dr, Fort Myers, FL 33916 (239) 226-0190</p>	<p>Bluebird Checker Yellow 3252 Palm Ave, Fort Myers, FL 33901 (239) 275-8294</p>
<p>Orange Taxi 3252 Palm Ave, Fort Myers, FL 33901 (239) 454-8294</p>	<p>Cuffley Cars 3252 Palm Ave, Fort Myers, FL 33901 (239) 995-1122</p>	<p>Union Cab Inc 3252 Palm Ave, Fort Myers, FL 33901 (239) 334-6366</p>
<p>Only Way To Go Transport LLC 13141 Corbel Cir Apt 412, Fort Myers, FL 33907 (239) 878-9473</p>	<p>Aaa Airport Causeway Cab Co 11708 Pointe Cir, Fort Myers, FL 33908 (239) 433-1122</p>	<p>A-1 Cadillac Transportation 9001 San Carlos Blvd # 1, Fort Myers, FL 33967 (239) 566-7600</p>
<p>C & C Taxi of Lehigh Fort Myers, FL 33912 (239) 810-2828</p>	<p>Orange Taxi Fort Myers, FL 33911 (239) 454-8294</p>	<p>C-4 P's Inc 7070 Watts Rd, Fort Myers, FL 33905 (239) 337-0268</p>
<p>Local Motion Taxi 12601 Watercress Ln, Fort Myers, FL 33908 (239) 463-4111</p>	<p>Airport Express 24/7 Fort Myers, FL 33919 (239) 565-9994</p>	<p>Metro Cars 2459 Market St, Fort Myers, FL 33901 (239) 463-8888</p>
<p>Royal Taxi Service USA 10150 Metro Pkwy, Fort Myers, FL 33966 (239) 243-3071</p>	<p>Fort Myers Express Taxi Service 2101 Crystal Drive, Fort Myers, FL 33907 (260) 301-6277</p>	<p>Naples Florida Airport Shuttle & Taxi 6900 Daniels Pkwy Ste 29, Fort Myers, FL 33912 (239) 961-7100</p>
<p>AAA Palm Taxi Service 16208 Mercury Way, Fort Myers, FL 33908 (239) 590-0014</p>	<p>Pine Island Taxi & Limo Inc 2922 York Rd, Saint James City, FL 33956 (239) 283-6400</p>	<p>Manuel Jesus Taxi 1043 Lovely Ln, North Fort Myers, FL 33903 (239) 362-8047</p>
<p>Preferred Platinum Limousine 265 Ohio Ave, Fort Myers Beach, FL 33931 (239) 687-8585</p>	<p>John's Where U Wantta Go 2830 Garden St, North Fort Myers, FL 33917 (239) 997-8294</p>	<p>Porter's Taxi Serving the Fort Myers Area (239) 822-7688</p>
<p>Christopher Graham Taxi Service Serving the Fort Myers Area (239) 895-5475</p>	<p>Above All Airport Rides, LLC Serving the Fort Myers Area (239) 330-1854</p>	<p>Maxi Transportation Serving the Fort Myers Area (239) 598-2600</p>
<p>A Aardvark Svc Serving the Fort Myers Area (239) 542-4396</p>	<p>Lou's Taxi & Airport Transportation Serving the Fort Myers Area (239) 549-5272</p>	<p>TopLimo, Inc Serving the Fort Myers Area (239) 352-9538</p>
<p>A OnTime Ride OR 30% OFF LLC Lehigh Acres, FL 33936 (888) 910-6221</p>	<p>Skyline Taxicabs Inc 23346 Gellert Ave, Punta Gorda, FL 33950 (941) 639-0957</p>	<p>Captiva Limousine Svc Inc 6055 Macbeth Ln, Fort Myers, FL 33908 (239) 994-0167</p>
<p>Naples Luxury Taxi Transportation Services Serving the Fort Myers Area (239) 444-4300</p>	<p>Airport Express Transportation 1106 SW 37th St, Cape Coral, FL 33914 (239) 597-9001</p>	<p>A Flat Rate Airport Taxi Inc. 3825 Cleveland Ave, Fort Myers, FL 33901 (239) 707-1969</p>

TRANSPORTATION DISADVANTAGED SERVICE PLAN
 The Five-year Plan for the Lee County Service Area
 Minor Update 2012

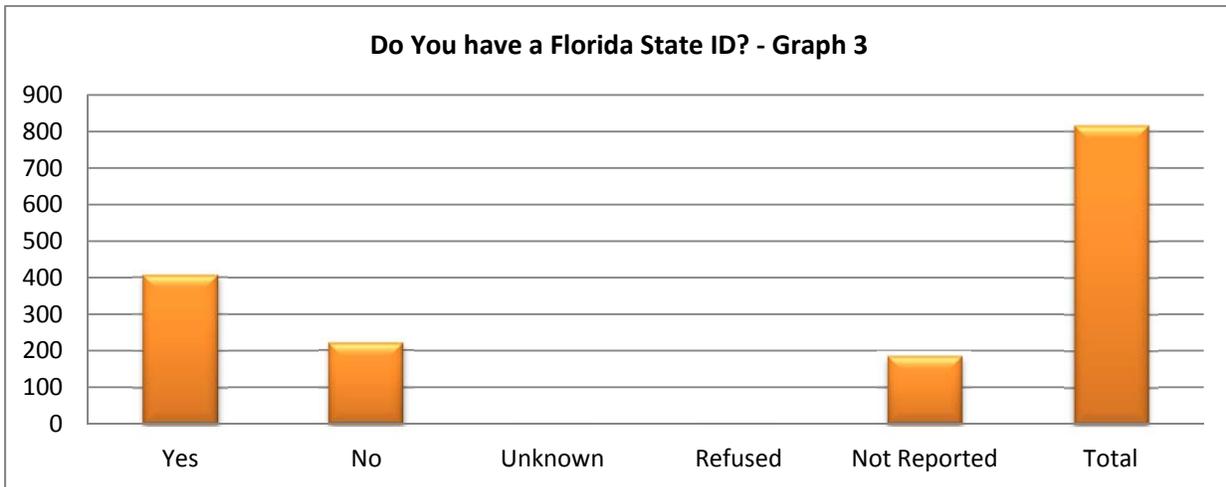
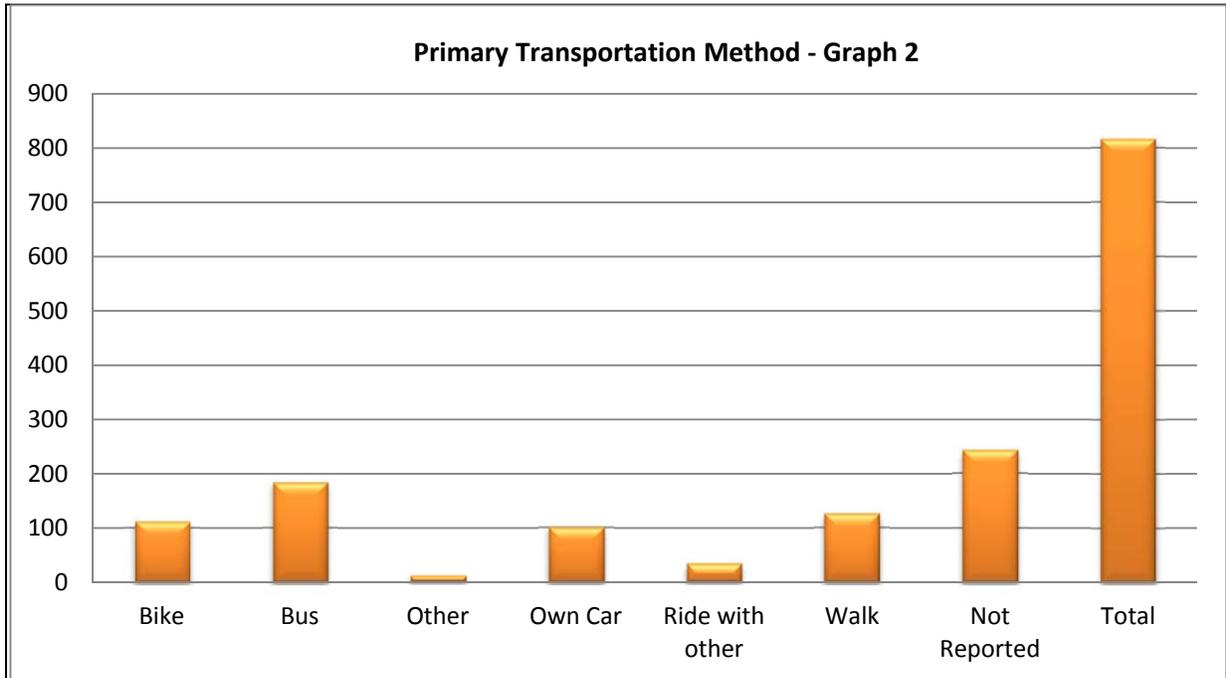
Perfect Gentlemen Taxi & Airport Shuttle Service 9450 Ivy Brook Run, Fort Myers, FL 33913 (239) 768-6888	Angel Transportation Service Fort Myers, FL 33911 (239) 410-4800	Ron's Airport Transportation 3530 SW 14th Pl, Cape Coral, FL 33914 (239) 541-8536
DannyBoys Transportation 3748 Richard Road, Fort Myers, FL 33903 (239) 823-3144	Ambassador Transportation Fort Myers, FL 33907 (239) 204-0783	Airport Taxi 15501 McGregor Blvd, Fort Myers, FL 33908 (239) 489-4473
BEACH TAXI INC Fort Myers Beach, FL 33931 (239) 314-8693	1st Class Limousine Service Serving the Fort Myers Area (239) 440-3448	A Platinum Ride Serving the Fort Myers Area (239) 810-5654
Veterans Car Service Cape Coral, FL 33914 (239) 810-6178	24/7 Airport Transportation 3252 Palm Ave, Fort Myers, FL 33901 (239) 204-4487	

f. Homeless Coalition Transportation Data

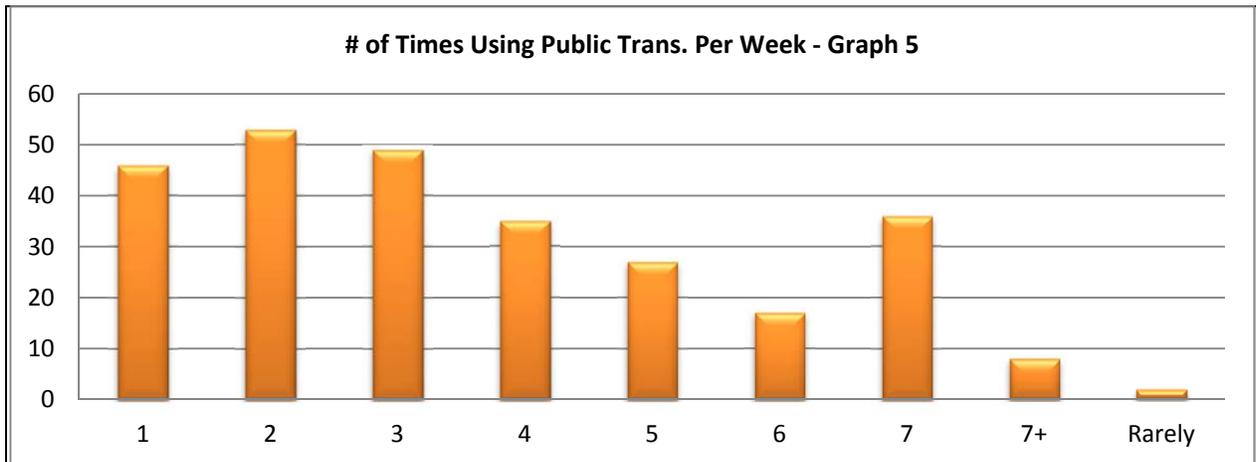
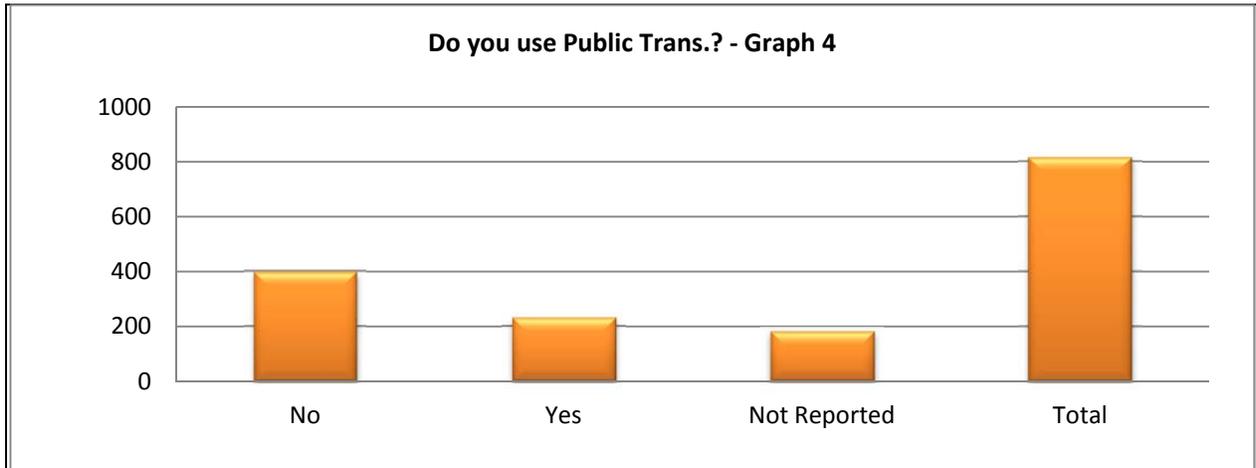
The Lee County Homeless Coalition conducted a survey in January 2011 to obtain homeless statistics. Part of the data collected included transportation data from the 2011 Point In Time Count. The following graphs depict the results showing only the transportation data.



TRANSPORTATION DISADVANTAGED SERVICE PLAN
 The Five-year Plan for the Lee County Service Area
 Minor Update 2012



TRANSPORTATION DISADVANTAGED SERVICE PLAN
 The Five-year Plan for the Lee County Service Area
 Minor Update 2012



C. SERVICE ANALYSIS

This section provides estimates of the need and demand for transportation services within the Transportation Disadvantaged (TD) population in Lee County, Florida.

1. TD Population Forecasts

There are two categories of TD population in the State of Florida – “Potential TD Population” also known as TD Category I. This category includes disabled, elderly, low-income persons and children who are “high-risk” or “at risk”. TD Category II includes persons who are unable to transport themselves or to purchase transportation. These individuals are eligible to receive the same subsidies as those in Category I, plus they’re eligible to receive TD Trust Fund monies for non-sponsored general trips. Tables 12, 13 and 14 break down the two categories of the TD population in the State of Florida.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

TABLE 13
Forecasts of TD Population in Lee County, Florida

TD Population Figures	Year					
	2010	2011	2012	2013	2014	2025
Category I	225,063	231,448	237,461	234,646	250,011	333,480
Category II	40,313	41,298	42,309	43,348	44,417	58,375

Source: <http://www.dot.state.fl.us/ctd> 2012

TABLE 14
2012 Lee County Potential Transportation Disadvantaged Population (Category I) Estimates

Segments	Population Estimates
Disabled, Non-Elderly, Low Income	2,408
Disabled, Non-Elderly, Non-Low Income	20,524
Disabled, Elderly, Low-Income	2,990
Disabled, Elderly, Non-Low Income	44,470
Non-Disabled, Elderly, Low Income	8,379
Non-Disabled, Elderly, Non-Low Income	124,616
Non-Disabled, Non-Elderly, Low Income	34,074
Total Potential Transportation Disadvantaged Population	237,461

Source: <http://www.dot.state.fl.us/ctd> 2012

TABLE 15
2012 Lee County Potential Transportation Disadvantaged Population (Category II) Estimates

Segments	Population Estimates
Transportation Disabled, Non-Elderly, Low Income	1,021
Transportation Disabled, Non-Elderly, Non-Low Income	8,708
Transportation Disabled, Elderly, Low Income	1,785
Transportation Disabled, Elderly, Non-Low Income	26,546
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	4,249
Total Transportation Disadvantaged Population	42,309

Source: <http://www.dot.state.fl.us/ctd> 2012

2. Needs Assessment

The purpose of this section is to assess the transportation needs and demand for individuals with disabilities, elderly, low income and high risk and at risk children. This section attempts to identify any gaps in transportation services that are needed in the service area.

The Community Transportation Coordinator, (CTC) has identified these funding needs:

- Operating assistance

TRANSPORTATION DISADVANTAGED SERVICE PLAN
 The Five-year Plan for the Lee County Service Area
 Minor Update 2012

- Match for operating assistance
- Capital assistance for vehicles
- Match for capital assistance for vehicles
- Capital assistance to upgrade and maintain the CTC facility
- Match for capital to upgrade and maintain the CTC facility

PROJECT	LOCATION	ESTIMATED COST	FUNDING SOURCE
Purchase 6 replacement vehicles for high level service to the elderly and persons with disabilities.	Glades, Hendry, Lee Counties	\$497,818	U.S.C. Section 5310

3. Barriers to Coordination

The main Barrier to Coordination in Lee County is the Medicaid and Agency for Persons with Disabilities funding restrictions. Those funding restrictions cause extreme stress on the system and hinder the CTC’s ability to coordinate transportation.

A significant Barrier to Coordination is the responsibility of the various social services agencies (both federally and State of Florida funded) to coordinate and purchase their transportation through the CTC, Good Wheels. The social service agencies should have enough funding to ensure that transportation is properly included in their cost for agency sponsored programs. Transportation for agency programs is currently being shifted to the Lee County ADA Program, or the TD non-sponsored system. This shifting degrades the efficiency of the overall community transportation system and serves as a barrier.

Another barrier to coordination is that caused by the separation of services provided by purchasing agencies. This separation by purchasing agencies, including the provision of funds, trips or reporting activities, and the duplicative nature of reports, monitoring efforts and evaluations is a problem. If these practices were rolled together and streamlined, then the Community Transportation Coordinator could devote more of its resources to the day-to-day job of providing trips. The Lee County Local Coordinating Board recommends that the Commission for the Transportation Disadvantaged re-examine this issue.

Equal program knowledge and development among the Local Coordinating Board, Planning Agencies, CTC, the purchasers of services, and operators is one of the keys to coordinated transportation. Education and training must be made available to all entities and they must, in turn, take full advantage of these opportunities if coordinated transportation is to be achieved. The CTC, LeeTran and the Cape Coral Mini Bus System must partner in order to help educate all parties and stakeholders concerned.

D. GOALS, OBJECTIVES AND STRATEGIES

Goal 1: Coordination of Service

Strategy 1: Coordinate all public transportation services funded with local, state or federal funds.

1.1 The CTC will on a quarterly basis, provide the local TD planning staff with a monthly report that includes the number of sponsored and non-sponsored passenger trips coordinated by the CTC which shows the number of passenger trips delivered for each funding source. Local TD planning staff will provide these reports to the LCB at their next meeting.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

1.2 Continue to utilize wheelchair accessible, air-conditioned, comfortable vehicles in order to better serve all riders.

1.3 Continue the TD Bus Pass Program, to move eligible TD passengers on to the County fixed-route transportation system, pursuant to the LCB's policy on fixed-route utilization.

1.4 The CTC together with the LCB and the DOPA shall conduct an ongoing monitoring of the service area, in order to ensure that routes and services are expanded to the areas of the County where growth is occurring.

1.5 The CTC will monitor subcontracted operators on a continuous basis and evaluate annually, according to the CTC's Evaluation process, contained in the TDSP.

1.6 The CTC, as the CTC's subcontracted Medicaid non-emergency transportation provider ("MED-NET STP") will comply with the LCB's adopted compromise agreement for provision of services involving Lee Tran and the ADA program.

Goal 2: Provision of Service

Strategy 2: Provide a comfortable, cost-efficient and cost-effective coordinated transportation service that meets the needs of the transportation disadvantaged within funding limitations.

2.1 Should the need arise for additional capacity arise, as determined by the LCB, the CTC will initiate a competitive procurement process and subcontract with qualified operators to provide needed service.

2.2 Provide on-time service as defined in the Lee TDSP standards.

2.3 Deploy sufficient quantity of vehicles each day to meet the demand for scheduled trips, mindful of the peak periods.

Goal 3: Service Quality

Strategy 3: Assure that quality transportation service is being provided.

3.1 The CTC will conduct random sample ridership surveys in order to evaluate customer satisfaction with transportation service. The CTC will provide the surveys to the planning agency, within a month after the survey is conducted. Planning staff will (with assistance from the LCB committee, if necessary) tabulate the surveys and provide the report to the LCB's at their next meetings.

3.2 The CTC will handle complaints and grievances in a timely fashion as detailed in the CTC's complaint and Grievance Procedures.

3.3 The CTC will, on a quarterly basis, provide monthly, quarterly and cumulative reports to the local TD planning staff of the number of complaints and grievances received, the nature of the complaints and grievances, and a summary of how they were resolved.

Goal 4: Training about and Marketing of Service

Strategy 4: Continue to market and promote transportation service that can be provided within the limits of available resources.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

4.1 Carry out a public information program to assist current and prospective riders in the proper use of the transportation system.

4.2 Have brochures, reservation information, complaint and grievance procedures and other useful information available to riders on all vehicles and at agencies.

4.3 Provide opportunities designed to educate the community regarding the need for sponsored transportation, the services available and the need for the expansion of services, by speaking to clubs and other networks.

4.4 Investigate and implement new training programs and topics, as appropriate, such as Passenger Travel training.

Goal 5: Resource Management

Strategy 5: Maximize the use of human and financial resources and equipment.

5.1 Increase revenue by identifying and taking advantage of existing and new private and public funding sources.

5.2 To reduce and/or control expenses, continue to monitor and analyze the cost of administration and operations.

5.3 Plan for the acquisition of air conditioned, comfortable and ADA accessible vehicles to replace an aging fleet or to expand services.

5.4 Continue to monitor the price of fuel per gallon and make adjustments to the Per Trip Fuel Surcharge as needed.

Goal 6: Safety

Strategy 6: Continue to operate a safe transportation system as set forth in the CTC's Systems Safety Program Plan (SSPP).

6.1 Update the SSPP at least on an annual basis.

6.2 Continue to make safety and loss prevention the responsibility of all personnel.

6.3 Continue to conduct annual safety checks on all equipment.

6.4 Continue to provide a hazard-free environment and a safe, drug and alcohol free workplace.

6.5 Require physical examinations for all personnel as set forth in the SSPP.

6.6 Continue drug and alcohol testing as set forth in the Substance Abuse Policy (an addendum to the SSPP, *Appendix A*).

6.7 To improve its awareness of accidents, the CTC shall contact the subcontractors quarterly to obtain reports including any police reports as appropriate.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

6.8 The subcontractors should have Good Wheels be a named insured in their insurance policies.

6.9 Monitor subcontracted transportation operators to ensure that vehicles are maintained in accordance with Florida Department of Transportation’s recommended Preventive Maintenance and Safety Programs. Invite FDOT or its designated representatives along when CTC conducts their inspections of subcontractors.

6.10 Ensure that subcontracted transportation operators carry out appropriate training programs for all driving personnel including sensitivity training, basic First Aid and CPR.

E. IMPLEMENTATION SCHEDULE

The Implementation Schedule is tied directly into the goals, objectives and strategies. The implementation schedule is updated annually.

STRATEGY	IMPLEMENTATION DATE
1.1 Provide the number of trips coordinated by the CTC by funding source to the LCB monthly.	Monthly
1.2 Continue to utilize wheelchair accessible, air-conditioned, comfortable vehicles in order to better serve all riders.	Ongoing
1.3 Continue the TD Bus Pass Program to move TD passengers to the County fixed-route transportation system.	Ongoing
1.4 Conduct an ongoing monitoring of the service in order to ensure that routes and services are expanded to the areas of the County where growth is occurring.	Ongoing
1.5 Monitor subcontracted operators on a continuous basis and evaluate annually according to the CTC’s evaluation process contained in the TDSP.	Annually
1.6 The CTC as the subcontracted Medicaid non-emergency transportation provider shall comply with the LCB’s adopted compromise agreement for provision of services involving Lee Tran and the ADA Program.	Ongoing
2.1 If the LCB and CTC determine a need for additional capacity in the system, the CTC shall initiate a competitive procurement process and subcontract with qualified operators to provide needed service.	As Needed
2.2 The CTC shall provide on-time service as defined in the TDSP standards.	Ongoing
2.3 The CTC shall deploy a sufficient quantity of vehicles each day to meet the demand for scheduled trips being mindful of peak periods.	Ongoing
3.1 The CTC will conduct random sample ridership surveys in order to evaluate customer satisfaction with transportation service. The surveys will be provided to the Planning Agency and the LCB.	Monthly
3.2 The CTC will handle complaints and grievances in a timely fashion as detailed in the CTC Complaint and Grievance Procedures.	Ongoing
3.3 The CTC will, on a quarterly basis, provide monthly, quarterly and cumulative reports to the Planning Agency staff of the number of complaints and grievances received the nature of the complaints and grievances and a summary of how they were resolved.	Quarterly

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

STRATEGY	IMPLEMENTATION DATE
4.1 Carry out a public information program to assist current and prospective riders in the proper use of the transportation system.	Ongoing
4.3 Provide opportunities designed to educate the community regarding the need for sponsored transportation, the service available and the need for the expansion of services, by speaking to clubs and other networks.	Ongoing
4.4 Investigate and implement new training programs and topics, as appropriate, such as passenger travel training.	Ongoing
5.1 Increase revenue by identifying and taking advantage of existing and new private and public funding sources.	Ongoing
5.2 To reduce and/or control expenses, continue to monitor and analyze the cost of administration and operations.	Annually
5.3 Plan for the acquisition of air conditioned, comfortable and accessible vehicles to replace and aging fleet or to expand services.	Annually
5.4 Continue to monitor the price of fuel per gallon and make adjustments to the per trip fuel surcharge as needed.	As Needed
6.1 Update the SSPP at least on an annual basis.	Annually
6.2 Continue to make safety and loss prevention the responsibility of all personnel.	Ongoing
6.3 Continue to conduct annual safety checks on all equipment.	Ongoing
6.4 Continue to provide a hazard-free environment and a safe drug and alcohol free workplace.	Ongoing
6.5 Require physical examinations for all personnel as set forth in the SSPP.	Ongoing
6.6 Continue drug and alcohol testing as set forth in the Substance Abuse Policy.	Ongoing
6.7 To improve its awareness of accidents, the CTC shall contact the subcontractors quarterly to obtain reports including any police reports as appropriate.	Quarterly
6.8 The subcontractors should have Good Wheels be named insured in their insurance policies.	As Needed
6.9 Monitor subcontracted transportation operators to ensure that vehicles are maintained in accordance with Florida Department of Transportation's recommended preventative maintenance and safety programs.	Annually
6.10 Ensure that subcontracted transportation operators carry out appropriate training programs for all driving personnel including sensitivity training, basic First Aid and CPR.	As Needed

Source: Good Wheels, Inc. (2011)

5-Year Transportation Disadvantaged Capital Improvement Program

The TD Transportation Capital Improvement Program identifies transportation improvements in the way of purchases, such as vehicles and communications equipment. It groups improvements into staging periods and includes realistic estimates of costs and revenues for the program period. This section will be updated on an annual basis.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Implementation Date	Estimated Cost	Description of Purchase	Anticipated funding source	New or replacement	Date Priority established
2011-12	\$511,037	5 Wide Body	FTA 5310 funds	Replacement	June 2011
2012-13	\$562,140	5 Wide Body	FTA 5310 funds	Replacement	June 2012
2013-14	\$618,354	5 Wide Body	FTA 5310 funds	Replacement	June 2013
2014-15	\$680,190	5 Wide Body	FTA 5310 funds	Replacement	June 2014
2015-16	\$748,209	5 Wide Body	FTA 5310 funds	Replacement	June 2015

Source: Good Wheels 2012

II. SERVICE PLAN

A. Operations Element

1. Types, Hours and Days of Service

a) Types of Service

Provider	Ambulatory	Wheelchair	Stretcher	Advance Reservation	Subscription	Door to Door	Curb to Curb	Door through Door
Good Wheels	√	√		√	√	√		√
Lee Tran	√	√		√	√		√	

1) Group Trips

A group trip is defined as five or more individuals traveling on a vehicle at the same time.

2) Subscription Service

Subscription service is defined as a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner.

Passengers must submit requests for subscription service no later than noon the day before service is to start (72 hour advance notification is required for Medicaid Program sponsored trips). The purchaser or passenger shall submit timely revisions to the subscription service

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

request in writing to Good Wheels. Standing orders are encouraged for regularly scheduled Medicaid trips.

3) Demand Responsive Service

Demand response trips are trips scheduled on the day of service. Demand responsive service is generally available from 6:00 a.m. until 6:30 p.m. Monday through Friday.

4) Non-Emergency Medical Stretcher Service

Requests for non-emergency medical stretcher service must be made at least two hours before the required time of travel. Those accessing service can expect to be picked up from 1 to 2 hours before their appointment time depending on travel distance.

5) Wheelchair Service

Wheelchair service is offered countywide. Drivers are not permitted to assist persons in wheelchairs up or down any steps. When a wheelchair, scooter or other assistance device is needed, passengers must notify the reservationist making the trip reservation.

6) Florida Agency for Health Care Administration Medicaid Program Trips

Good Wheels is the designated Medicaid Subcontracted Transportation Provider to the Florida Commission for the Transportation Disadvantaged (CTD). The Florida Commission for the Transportation Disadvantaged, is the designated vendor to The Florida Agency for Health Care Administration Medicaid Program. Under this arrangement, Medicaid pays the CTD to make sure that Medicaid trips are provided, according to Medicaid policies.

b) Hours and Days of Service

Office Hours: 9:00 a.m. to 6:00 p.m. Monday through Friday excluding holidays (see below).

General Service hours are 5:00 a.m. to 8:00 p.m. Monday through Saturday. Passengers are advised to be ready for pickup one hour before their scheduled appointment time. All return trips are scheduled in advance. There is a 30 minute pickup window for return trips. Passengers should expect their return trip to arrive at the scheduled time or up to 30 minutes after their scheduled pickup time. Passengers can expect their return trip to take up to 90 minutes from the time they are seated on the vehicle.

Demand responsive service is generally available from 6:00 a.m. to 6:30 p.m. Monday through Friday.

Non-emergency medical stretcher service is available under the Medicaid Program 24 hours per day, seven days per week.

After hours service is provided to Medicaid Program sponsored individuals. Phone numbers to call for after hours service are: 239-768-2900 (Ft. Myers residents) or 1-800-741-1570. Bluebird is contracted by Good Wheels to provide after hours dispatch service. Bluebird is able to determine passenger eligibility and authorize transportation.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

2. Accessing Services

Reservations:

Requests for transportation are made with Good Wheels. Trip reservations must be made Monday through Friday from 8:00 a.m. to 5:00 p.m. Special arrangements may be made for trips outside of these hours of operation. Trips must be scheduled by noon the day before service is provided. 72 hour advance notification is required for Medicaid Program sponsored service.

Return trips must be scheduled in advance. Passengers should also be advised that some trips cannot be picked up before 10:00 a.m., and “take homes” are based on when the vehicle is available (not when the person is ready). Passengers should be advised there will be extended waits for their return pickups.

Peak travel times are 7:30 a.m. to 9:30 a.m. and 3:30 p.m. to 5:30 p.m. Good Wheels has limited capacity to transport passengers during these times. Therefore, passengers are encouraged to schedule their reservations for trips during these times as soon as possible.

Holidays:

Service will not be provided on the following days: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

No-Shows:

When the passenger fails to cancel their pick-up arrangement more than an hour prior to a driver’s arrival, then their trip is defined as a no-show. No-shows effect the provision of service, because the no-show takes up resources (of time, fuel, vehicles, etc.) that could be otherwise used to transport an actual client.

Cancellations:

Trip cancellations must be made to Good Wheels at least one hour prior to the driver’s arrival. If a passenger needs to cancel a trip, they should call Good Wheels as soon as they know this, at 239-768-2900 in Fort Myers or 800-741-1570, to make a cancellation. Cancellations affect the efficiency that can be achieved through coordination. A cancellation is defined as a trip reservation made but canceled more than an hour, prior to the drivers’ arrival. If a passenger does not call to cancel their trip, they may be fined.

Passenger Fares:

Coordinated transportation is offered to the general public. Any individual may call Good Wheels to schedule a trip, and pay the full cost of the services provided. Generally, the cost of this service is comparable to taxi service.

Passengers sponsored by Florida’s Transportation Disadvantaged Program must pay a \$2.00 passenger fare. Medicaid Non-Emergency Program sponsored passengers must pay a \$1.00 per trip fare.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Transportation Disadvantaged Program Eligibility:

- No other means of transport
- Age
- Disability
- Income *The LCB's policy is for the CTC to provide transportation to persons' whose household income is at 80% of the poverty levels.*

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Good Wheels shall implement the application/eligibility process. *Exhibit C* is an example of the application used for Transportation Disadvantaged Program eligibility.

Transportation Disadvantaged Program Trip Priorities Policy:

Only medical trips are provided with the Transportation Disadvantaged Trust Funds.

Service Complaints:

People with complaints can call either the Good Wheels 1-800-741-1570 phone number or the Florida Commission for the Transportation Disadvantaged's Ombudsman Hotline number at 1-800-983-2435. Both numbers are posted in the vehicles.

3. Transportation Operators and Coordination Contractors

According to Rule 41-2, F.A.C., the CTC shall jointly develop and enter into a coordination contract with agencies who receive government transportation disadvantaged funds and who, from a total system approach, can meet more effectively and efficiently their own transportation needs than the CTC. The contract shall include the requirements of reporting, insurance, safety, and other terms outlined in the MOA that apply equally to any transportation operator. The contract also shall include any relevant information regarding joint utilization and cost arrangements for the provision of transportation services to and from the coordinator.

The CTC may provide the trips itself, or subcontract them to qualified operators. The rates paid to transportation operators are negotiated between each transportation provider and the CTC. The rates are covered in the sample carrier contract, a copy of which can be obtained from the CTC.

Lee County Transit (LeeTran)

Lee County Transit, known as LeeTran, is operated by Lee County and is responsible to the Lee County Board of County Commissioners. The County assumed official ownership of the transit service in February of 1977. At that time, the system consisted of several fixed-route bus lines connecting the City of Cape Coral, the City of Fort Myers and the unincorporated County. Since the beginning of transit service operations in Lee County, many improvements and service expansions have been implemented that have assisted in improving the public transportation services provided within the county.

Lee Tran operates a fixed route public transportation service in Lee County, through its transit division. Lee Tran currently operates 22 bus routes. Twenty of the bus routes operate on a scheduled fixed-route system at least six days per week. Routes 15, 50, 100, 120, 140, 400, 590,

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

595, and 600 operate on Sundays. The final route, Route 160, provides limited reservation bus service to Pine Island on Thursdays only. LeeTran provides trolley service, branded as The Trollee, along Fort Myers Beach and also provides two park-and-ride trolleys that connect to the Fort Myers Beach trolley, during season. One of the park-and-ride lots is located at the mainland side of the Mantanza Bridge, the other is located at Summerlin Square to the north of Estero Island (Fort Myers Beach) and the last is in Bonita Springs to the south of Estero Island. The trolley system operates as separate routes during the peak season and during the off-peak season the two routes are combined into one.

The regular one-way bus fare is \$1.25. Half-fares are available to youths (under 17 years) and to seniors and persons with disabilities, with a LeeTran ID. The bus service is marketed to riders of all age groups. Passengers must be able to board, disembark and carry their own packages on and off the vehicles. Most routes operate between 5:00 a.m. and 9:45 p.m. Monday through Saturday, with limited corridor service and service to the beach areas on Sundays between 6:00 a.m. until 9:45 p.m., as well as service to the Southwest Florida International Airport.

ADA Paratransit Service

The ADA (American Disabilities Act) requires that operators of federally subsidized fixed-route transit service also provide complementary door-to-door paratransit service for people living within $\frac{3}{4}$ mile of fixed bus routes who are unable to use the fixed-route service due to a disability. To meet the requirements of the ADA, LeeTran has created Passport, LeeTran's ADA paratransit service. This service is available to ADA-eligible persons in Lee County during regular fixed bus route service hours seven days a week. Passport is used to complement the fixed-route system by serving ADA-eligible elderly and persons with a disability who live within the prescribed distance from a fixed bus route.

Up until February 2005, LeeTran met its provision of the complementary paratransit service by subcontracting it out to a series of different contractors. The last of these was the County's CTC, Good Wheels, Inc., which had been operating the ADA service since July 2003. In February 2005, LeeTran began managing its own ADA program trips. LeeTran now takes reservations, schedules and provides its own transportation for all ADA-related trips.

Senior Friendship Centers of Southwest Florida

Services provided by Senior Friendship Centers of Southwest Florida include adult day care and health care, personal care, case management, home making, respite care, medical transportation, and emergency alert response services. The agency was one of the major specialized transportation providers in Lee County before Chapter 427, *F.S.* took effect. Currently, SFC purchases approximately 7,337 trips a year through the CTC.

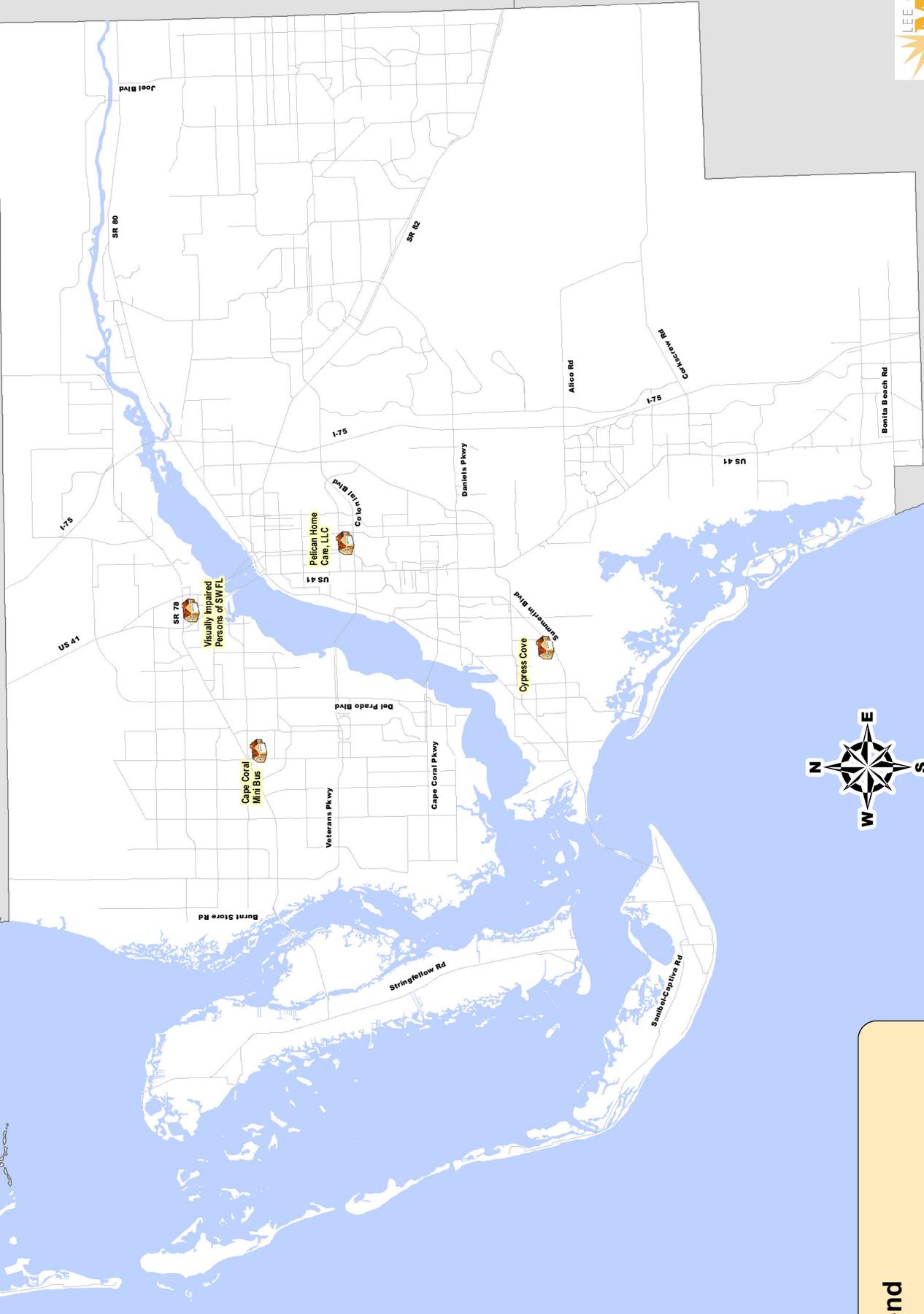
The agency's clients come mainly from South and North Fort Myers and the Lehigh area. The destination of the Fort Myers residents is the main Senior Friendship Center in Fort Myers, while the clients in the Lehigh area receive services at the Senior Friendship Center in Lehigh.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
Cypress Cove @ Health Park Florida, Inc.	10200 Cypress Cove Drive	Fort Myers, FL 33908 888-497-1334	888-497-1334	Timothy D. Ficker, Ex. Director
City of Cape Coral DBA Cape Coral Mini Bus Service	PO Box 150027	Cape Coral, FL 33915	239 242-3972	Kitty Sayers
Pelican Home Care, LLC	2733 Oak Ridge Ct #103	Fort Myers, Fl 33901	239-424-9137	Yvonne Julmeus, CEO
United Cerebral Palsy of SW Florida (Clewiston) Previously Sunrise of Clewiston Sunrise Community of SW FL (Cape Coral)	9040 Sunset Drive	Miami, Fl 33173	305-273-3055	James Weeks
Visually Impaired Persons of SW Florida	35 West Marianna Ave	North Fort Myers, Fl 33903	239 997-7797	Douglas Fowler, Ex Dir

At the time of the development of the 2012 TDSP, Good Wheels, Inc. had Coordination Contracts with the above mentioned agencies. A map showing the location of these agencies is on the next page.

COORDINATION CONTRACT AGENCIES



Legend

- Coordination Contract Agencies
- Major Roads



Created By: Brian V. Raimondo
1-26-12
M:\GIS\Transportation Disadvantaged\Coordination Contract Agencies\Coordination Contract Agencies TDSP 2011

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

4. Public Transit Utilization

The CTC initiated a bus pass program during November, 1996. This means that when appropriate, the CTC will arrange for a person to travel on Lee Tran's Fixed Route system rather than on the door-to-door system. The passenger is issued a monthly bus pass. This saves money for the Transportation Disadvantaged Non-sponsored Trip Grant.

LeeTran – fixed route
Mr. Steve Myers, Director
Lee Tran
6035 Landing View Road
Fort Myers, FL 33907

LeeTran – ADA paratransit / "Passport" system
Peter Gajdis
LeeTran Passport
5711-1 Independence Circle
Fort Myers, FL. 33912

5. School Bus Utilization

School buses are not currently utilized in the coordinated system. LeeTran is working with the School District to address joint use topics.

6. Vehicle Inventory

Vehicle inventories are shown as *Exhibit D*.

7. System Safety Program Plan Certification

Good Wheels Annual Safety Certification is shown as *Exhibit E*.

8. Intercounty Services

Intercounty services are provided by local carriers. Medicaid passengers traveling to medical appointments may arrange transportation by contacting the CTC. The necessity to travel out of the service area will be verified by the CTC. In the past, Good Wheels operated an intercounty service between the cities of Clewiston, LaBelle and Fort Myers from September 1995 to April 1999. This was discontinued in April 1999.

Good Wheels is presently operating a Dial-A-Ride program. This service is funded through FTA 5311 funds. A passenger calls Good Wheels to schedule a trip. This service operates in the Hendry/Glades service area and passengers can arrange trips to Lehigh Acres. The Dial-A-Ride flyer is provided at the end of the Service Plan component.

Good Wheels receives federal and state grant funds to operate a regularly scheduled route from Clewiston in Hendry County to Belle Glade in Palm Beach County. This service connects to routes operated by Palm Tran.

9. Emergency Preparedness & Response

Procedures for transportation in the time period before an evacuation due to natural disasters and/or emergencies are addressed by the LCB's Standard/Policy 2.11.

Good Wheels, Inc. takes an active role in Lee County's Emergency Transportation Operations Plan during emergencies. (A copy of the Plan is available upon request.)

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

The CTC, through contractual agreements with carriers and in the System Safety Program Plan (SSPP) establishes policies for the handling of emergencies, accidents and delays. Carriers are required to notify the CTC and appropriate emergency personnel immediately if an emergency, accident or delay occurs. Appropriate emergency personnel can include police, fire or ambulance. Solicit appropriate medical or emergency assistance, if an accident or other emergency occurs. The CTC must also be notified of schedule delays. The carrier must also submit a written accident or incident report and management analysis, within 24 hours. If bodily injury and/or property damage exceeds levels outlined in U.S. DOT, the driver is required to undergo drug and alcohol testing as per Federal guidelines. If delays occur, the CTC may reassign trips. Where possible, passengers will be notified of extended delays and alternate arrangements.

In the event of an accident, the carrier must follow up with a written accident report and a management analysis within 24 hours. In the event of bodily injury or property damage in excess of U.S. DOT guidelines, the driver must submit to drug and alcohol testing in accordance with U.S. DOT and Federal Transit Administration (FTA) guidelines. To handle delays, each carrier is required to have one back-up vehicle for every six vehicles in service. If delays occur, the CTC may reassign trips to other service providers. If an extended delay results, the passenger will be notified and a satisfactory resolution will be reached.

10. Educational Efforts/Marketing:

Good Wheels has an extensive marketing plan, which includes public information brochures and “Passenger’s Guide Transportation Disadvantaged and Medicaid”. In addition to the brochure, the Good Wheels Director makes frequent public appearances at various government, community and social service agency meetings. Passenger newsletters are distributed. Good Wheels also utilizes media sources such as radio advertisements to inform the public about transportation services.

The LCB has identified the need for Good Wheels to keep the community informed. Reaching out to the customary user groups of the coordinated system will continue to be an important part of this effort. Good Wheels and the LCB will need to work together to keep the passengers, the sponsoring agencies and the public informed regarding changes in service delivery.

Along with continually educating the users and the LCB, another important aspect of training will be for Good Wheels to maintain its program to train its employees. The types of training required will be for new employees, continuing driver education for current staff, and on-going operations training for current staff.

Brochures describing the coordinated transportation system briefly discussing eligibility criteria and the scope of the services provided, have been distributed to social service agencies within the service area. The CTC meets with social service agencies' staff and advocacy groups on a frequent basis, to ensure that those individuals eligible for service use it.

The CTC is now utilizing social media such as Facebook and their website is: <http://www.goodwheels.org/index.html>

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

11. Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Lee County.

12. Service Standards

TABLE ONE: Lee County TDSP – Policies and Standards, Evaluation and Monitoring			
Rule 41-2.006 (4)(a), F.A.C.	Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding preemployment, randomization, post-accident and reasonable suspicion, return to duty and follow-up as required by Federal Highway Administration (FTA).	A review conducted by FDOT, FHWA or FTA will determine compliance with this standard.	All safety sensitive job positions comply with the preemployment, randomization, post accident and reasonable suspicion testing requirements of the Federal Transit Administration.
Rule 41-2.006 (4)(b), F.A.C.	An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.	This can be evaluated by vehicle inspection.	In order to enhance the safety of passengers and drivers, children under age 15 or other people who, due to age or disabilities may be at risk to themselves or others, must be accompanied by an escort or attended to by an attendant. Escorts must be provided by the passenger or the agency paying for their trip. The escort must be able to provide the necessary assistance to the passenger. Escorts are transported at no additional charge. The CTC reserves the right to refuse to transport a passenger or group of passengers if they need an escort, but do not have one. The need for an escort is determined in advance of the trip. "Traveling companions" are not the same as required. Escorts that have to be picked up or dropped off before/after passengers are not considered escorts, but are regular trips. {See notes to this policy, at end of Table One.}
Rule 41-2.006(4)(c), F.A.C.	Use of Child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan	Evaluated by inspection of the vehicle.	All passengers under the age of 5 and/or under 45 pounds will be required to use a child restraint device. This device will be provided by parent or sponsoring agency, or by Good Wheels upon arrangement.
Rule 41-2.006(4)(d), FAC	Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen,	Evaluated by inspection of the vehicle.	Passengers shall be allowed to have four pieces of personal property which they can place in their lap or stow under their seat. Passengers must be able to independently carry all items brought onto the vehicle. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices or intravenous devices.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

	personal assistive devices or intravenous devices.		
Rule 41-2.006 (4)(e),FAC	Vehicle transfer points shall provide shelter, security and safety of passengers	This standard can be evaluated by the inspection of transfer points.	The CTC does not generally use transfers in the coordinated system, but if they are used, vehicle transfer points shall be located in a safe, secured place that provides shelter.
Rule 41-2.006(4)(f), FAC	A local toll-free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the Local Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.	This standard can be evaluated by inspection of the vehicle.	The local toll free phone number will be included in the complaint process. This number will be posted on right visor of all vehicles in 3" sized numbers. It is (800) 741-1570. [See <i>Component III of the TDSP for the Service Complaint and Formal Grievance Procedures.</i>]
Rule 41-2.006(4)(g), FAC	Out of service area trips shall be provided when determined locally and approved by the Local Coordinating Board, except in instances where local ordinances prohibit such trips.	This standard can be evaluated by the inspection of records of out-of-service area trips.	The CTC will provide out of service area trips as necessary for specified reasons. Out of county trips must be verified by contacting the passengers' Medicaid provider.
Rule 41-2.006(4)(h), FAC	Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger; (Vehicle cleanliness)	Inspection of the contracted operators and CTC vehicles will determine if this standard is being met.	Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.
Rule 41-2.006(4)(i), FAC	Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the Local Coordinating Board and provided in the local Service Plan. All payments shall be paid to subcontractors within seven (7) calendar days after receipt of said payment by the Community Transportation Coordinator. If the contractor (CTC) receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with each subcontractor receiving a prorated portion based on the amount due on the payment. A Vendor Ombudsman within Commission of Banking and Finance has been established to advocate for vendors. (Except in instances where the Community Transportation Coordinator is a non-governmental entity)	The LCB will be able to evaluate this standard based on the evaluation of [records of] payments made to operators.	The CTC shall pay all bills to the subcontracted transportation operator within seven days after receipt of payment. Task I-C of the TD Planning Grant states that the Planning Agency shall ensure that operator payments are addressed as a standard LCB agenda item.
Rule 41-2.006(4)(j), FAC	Passenger/trip database must be maintained or accessible by the Community Transportation Coordinator	Review of random sample of records.	For each passenger transported within the system, the CTC will collect the name, phone number, address, funding

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

	on each rider being transported within the system.		source eligibility and special requirements on each passenger in a database. <i>See 2.10 (2.15) for HIPPA Compliance.</i>
Rule 41-2.006(4)(k), FAC	Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.	Random inspection of vehicles.	Vehicle seating should not exceed the manufacturer's recommended capacity.
Rule 41-2.006(4)(i), FAC	Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.	This standard may be measured at the time of vehicle inspection (Route supervision).	Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers will have a name badge displayed at all times when transporting passengers. Drivers have photo-id on their person that they can show to the passenger upon request.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

<p>Rule 41-2.006(4)(m), FAC</p>	<p>The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seatbelt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In door-through-door paratransit service categories, the driver shall also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.</p>	<p>This standard may be evaluated upon inspection of the vehicle.</p>	<p>All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include holding hands, or allowing the passenger to hold an arm; opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. Other assistance may be provided as needed and accepted. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down any steps; only ramps are to be used.</p>
<p>Rule 41-2.006(4)(n), FAC</p>	<p>Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Service Plan.</p>	<p>This standard may be evaluated upon inspection of the vehicle.</p>	<p>There will be no smoking on any vehicles in the coordinated system. Eating and drinking on board the vehicles is prohibited.</p>
<p>Rule 41-2.006(4)(o), FAC</p>	<p>The Community Transportation Coordinator and the Local Coordinating Board shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Service Plan.</p>	<p>A policy which defines no-shows and establishes a procedure by which the no-shows will be handled should be developed and addressed in the service plan.</p>	<p>Passenger no-shows are defined as trips not canceled one hour before scheduled pickup. When a passenger is considered a no-show, the driver will attempt to communicate with them through CTC dispatch. They will be notified through the use of a door hanger which notes the time the driver arrived. For a TD Grant non-sponsored trip, upon the third no-show, the CTC will send a letter to the person to advise that their service will be suspended for thirty days.</p> <p>{See copy of CTC's "no-show" letter.} For trips sponsored by other funding sources, the CTC shall contact the agency when a no-show occurs. Agencies should also contact the CTC when they become aware of cancellations or no-show situations.</p> <p>----- The Medicaid policy on no-shows is incorporated into this policy by reference.</p> <p>----- The Policy on no-shows shall be communicated to the passengers and agencies by the CTC when adopted, and thereafter to all newly enrolled</p>

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

			passengers. The information shall be distributed to all newly enrolled passengers. The information shall be distributed in the appropriate format and shall be available in alternative formats upon request.
Rule 41-2.006(4)(p), FAC	All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after May 1, 1996.	This standard can be evaluated by inspection of the vehicles.	All vehicles are equipped with two-way radios or cell phones.
Rule 41-2.006(4)(q), FAC	All vehicles ordered or put into service after the adoption of this section of the rule and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance after May 1, 1996.	This standard can be evaluated at the time of vehicle inspection.	All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible. Should a vehicle incur a problem, it will be repaired as soon as possible. The owner/operator is responsible for repair. The priority of the LCB is that the CTC provide transportation. If a vehicle's air conditioning or heating is not functioning properly, and if there are no other vehicles available, the passengers will be transported.
Rule 41-2.006(4)(r), FAC	First Aid policy shall be determined locally and provided in the local Service Plan.	Inspection of the drivers' records.	All drivers will be trained in First Aid every two years. All vehicles are equipped with a First Aid kit.
Rule 41-2.006(4)(s), FAC	Cardiopulmonary Resuscitation [CPR] policy shall be determined locally and provided in the local Service Plan.	This standard can be evaluated by an inspection of the drivers' records.	All drivers will be trained in Cardiopulmonary Resuscitation [CPR] every two years.
Rule 41-2.006(4)(t), FAC	Driver criminal background screening shall be determined locally, dependent upon purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.	This standard can be evaluated by an inspection of the drivers' records.	All drivers in the coordinated system have a favorable FDLE background, ("favorable" according to the Department of Children and Families policies and procedures.)
Rule 41-2.006(4)(u), FAC	In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system. (Fixed-Route Utilization)	In areas where fixed route transportation is available, the performance indicator will be used to measure the effective use of public transit	The LCB has established a goal of 2.2% to be placed with the fixed-route transit system.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

		systems within the coordinated system.	
Rule 41-2.006(4)(v), FAC	The Community Transportation Coordinator should establish and address the passenger pick-up window in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.	This can be measured by a sampling of trips and through a review of customer complaints. This Policy does not apply to ADA trips.	Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive up to an hour before their APPOINTMENT time. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. Passengers will be dropped off at their appointment before the appointment with certain exceptions negotiated in advance.
			All return trips are scheduled in advance. There is a 30-minute window. Passengers should expect their return vehicle to arrive at the scheduled time, up to 30 minutes after the scheduled return time. Passengers can expect their return trip to take up to 90 minutes from the time they are seated on the vehicle. (Policy amended 04-02-2004)
Rule 41-2.006(4)(w), FAC	The Community Transportation Coordinator and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers.	This can be measured by a sampling of trips and through a review of customer complaints. This Policy does not apply to ADA trips.	The CTC will have an 85% on-time performance rate for all completed trips. The Evaluations of the CTC's on-time performance will be measured based upon the time the person is to be dropped off for their appointment and the time the person is to be picked up on a scheduled return trip. These are considered separate trips.
Rule 41-2.006(4)(x), FAC	The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.	Not identified.	There will be a minimum 24 hour notice requirement for all trips scheduled within the coordinated system. (72 business hours for Medicaid trips.) Non-Medicaid reservations must be made before Noon the day before the requested trip. Passengers with an urgent need to travel should call the CTC. Same day trip requests cannot be guaranteed, however, the CTC will attempt to assist the passenger. (See Procedures for (1.x), at Notes on Table One).

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

<p>Rule 41-2.006(4)(y), FAC</p>	<p>The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of its contracted operators and the LCB's evaluation of the Community Transportation Coordinator. This measure should be used in the Community Transportation Coordinator's evaluation of its contracted operators and the LCB's evaluation of the Community Transportation Coordinator.</p>	<p>This information can be gathered from the AOR.</p>	<p>The standards for accidents will be 1.2, or fewer, accidents per 100,000 miles for the evaluation period, based on the AOR definitions of accidents.</p>
<p>Rule 41-2.006(4)(z), FAC</p>	<p>The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles used in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of its contracted operators and the LCB's evaluation of the Community Transportation Coordinator.</p>	<p>This information can be obtained from the AOR.</p>	<p>The standard for road calls will be an average of 10,000 miles or more between each road call (e.g., the system wide total, not each individual vehicle).</p>
<p>Rule 41-2.006(4)(aa), FAC</p>	<p>This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator.</p>	<p>The Call Hold Time standard can only be evaluated with computerized phone systems.</p>	<p>The customer should not be put on hold for more than 3 minutes on average.</p>
<p>Rule 41-2.006(4)(bb), FAC</p>	<p>The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. This measure should be used in the CTC's evaluation of its contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.</p>	<p>Complaint files. Service Complaints are defined in the Quality Assurance Component; Service Complaint and Formal Grievance Procedures Section of the TDSP.</p>	<p>Complaints shall not exceed 1% of total trips provided during the evaluation period. The LCB should evaluate the CTC based upon the number of complaints that are resolved, versus unresolved. A noticeable increase in the number of complaints as reported in the quarterly report to the LCB, shall be discussed by the LCB.</p>

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

TABLE TWO – Standards			
2.01	Service Effectiveness 2.01a – Expense 2.01b – Revenue 2.01c – Subsidy 2.01d – Ridership 2.01.e – Service Quality 2.01f – Level of Service 2.01g -- Safety	The data for measuring these standards can be found in the CTC's Annual Report (AOR)	CTC: The CTC shall continually look for methods to: 1. Increase the number of passenger trips per driver hour; 2) Minimize any yearly increase to the cost per passenger trip; and 3) Minimize any yearly increase to the cost per Driver Hour.
2.02	Contract Monitoring	Review of the CTC's operators monitoring files.	The CTC monitors its contracted operators. The CTC will perform an annual evaluation of the contracted operators using the Local Coordinating Board evaluation process, using applicable portions of the evaluation materials, and provide a copy of the annual evaluation of the operators, to the DOPA.
2.03	Ride time	The CTC needs to document which agencies have ride time limits and other exceptions. Community Care for the Elderly (CCE) = 90 minutes. This Policy does not apply to ADA trips.	The CTC will make every effort to abide by funding agencies stated ride times. Passengers can expect to return home within two hours of their pick up. In situations where it becomes apparent that the ride time will exceed two hours (accidents and vehicular breakdowns), the CTC will make every effort to contact the families of the passengers by telephone.
2.04	Voice Mail Changes	Voice mail changes—make sure the recording says, “We have recently changed “xyz” or “we will be changing xyz on a date in the future.”	Voice Mail Changes – The CTC must ensure that customers are provided with sufficient notification of pending MAJOR changes to the phone system for scheduling trips or for reporting complaints. The recording should offer in English and in Spanish, the date of the change (and providing a thirty-day notice, if possible) and describing the changes that will take place.
2.05	Contracts – standardization of transportation operator and coordination contracts. Transportation Operator Contracts: Rule	Contract file will be reviewed during the annual review of the CTC.	The suggested contract format is used.
2.06	Eligibility Criteria	Not addressed	The CTC will transport the general public who shall be charged the going rate for trips. Persons are eligible for transportation if their trip is sponsored by a funding agency. If no funding agency is available, and if the person meets the definitions of transportation disadvantaged, then they are eligible for transportation. The LCB's policy is for the CTC to provide transportation to persons whose household income is at 80% of the poverty levels. Persons wishing to be transported shall contact the CTC.
2.07	Prioritization of Trips	Evaluated by review of records on file	See Prioritization Policy at the end of Table 2.
2.08	Insurance	The CTC requires that the Community Transportation	The CTC carries \$1 million per County regulations. The CTC only requires its

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

		Coordinators carry \$100,000 per person/\$200,000 per incident in insurance, pursuant to Rule 41-2.006, <i>Florida Administrative Code</i> . Monitor: files	subcontracted operators to carry \$100/\$200. The subcontractors must have the CTC named as an additional insured. Insurance requirements for subcontractors are covered in more detail in the operators' contracts.
2.09	System Safety Program Plans (SSPP)	See Chapter 341.061(2)(a) <i>Florida Statutes</i> , and Rule 14-90, <i>Florida Administrative Code</i> .	Updated annually.
2.10	LCB's Policy on the \$2.00 fare co-payment on the non-sponsored trip grant; other copayment issues.	Not addressed.	The CTC charges a \$2.00 fare on each non-sponsored trip. The monies collected are to be used for the local match for the trip grant, to in effect purchase more trips. All co-payments are \$2.00 except Medicaid, which has a \$1.00 copayment.
2.11	LCB's Policy on Transportation during "storms."	Presence of letters on file; Copies of Agencies' contingency plans on file with the CTC; CTC is to monitor storm warnings and weather conditions.	The LCB has a policy regarding provision of transportation to persons during storms. Components of the policy include: 1. The CTC is closed when Lee Tran is closed; when ADA services stop. The CTC becomes a member of the Lee County Emergency Operations Team. 2. The CTC has the right to not transport (out) clients of a center, if they believe that they will not be able to get a person back. [The CTC has the right to cancel trips.] 3. The program director (at a center) has the right to call the CTC the morning of the trip, and cancel trips for the day, if they feel the weather is too severe. Their signal shall be if the Lee County Schools are not transporting that day. [On weekends, or days when schools are shut, the CTC shall use its best judgment.] 4. Centers must work with the CTC to develop a Contingency Plan that outlines what the center will do with its clients, in the event that the CTC cannot come pick the clients up at the "normal time," due to severe storms. The contingency plan should be developed with the understanding that the delay may be for an unknown length of time. Centers should make sure that the family members of clients receive a copy of the contingency plan (or a page that outlines what the family members should expect.) 5. The features in 2, 3 and 4 should free up enough trips to allow the CTC to go get people who were transported out to a location without a contingency plan. 6. Clients at centers will be picked up as soon as it is safe to do so, and as soon as there are trips available. 7. For the purpose of this policy, a storm was defined as "sustained wind of 39 miles per hour or more, and/or major flooding of streets." "Gale force" winds are 39 to 46 mph.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

2.12	Distribution of replacement vehicles acquired through grants.	The CTC will provide the TDSP with an annually updated vehicle inventory of all vehicles used in the coordinated transportation system.	02-09-2001: Vehicles received through any grant funding source will be used to replace existing ADA-compliant or non-ADA regulation compliant vehicles currently in the system, according to the following priorities: 1.) Gasoline vehicles with over 175,000 miles, or diesel vehicles with over 225,000 miles, or vehicles over 5 years old; 2.) Non-ADA accessible vehicles; 3.) All other vehicles including sedans, standard vans, and other ADA accessible vehicles. It is the goal to have each vehicle in our system ADA compliant.
2.13	Required use of seatbelts	CTC will ensure that all appropriate vehicles are equipped with functioning seatbelts.	Adopted 05-11-2001. Passengers riding vehicles equipped with seatbelts will be required to use them. Persons utilizing wheelchairs will have the chair restrained, and will be required to utilize a personal securement device to ensure that they stay in the chair. All wheelchairs for transport must be complete and well maintained and in good working order to include fully operational brakes. Section 37.165©(3) of the DOT's ADA regulations allows a transit operator to establish a policy that requires all riders to have their common wheelchairs secured while aboard a transit vehicle. Therefore, service will be denied to a rider who refuses to allow his or her common wheelchair to be secured. Wheelchairs will be adequately secured or stored. If a passenger refuses to be secured, the passenger will not be transported. The CTC is to implement this policy immediately, and communicate it to all passengers and funding agencies. Under Section 37.5 of the DOT's ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seatbelts and shoulder harnesses, unless the operator mandates the use of these devices by all passengers, including those sitting in vehicle seats. All passengers are required to use seatbelts.
2.14	CTC's right to refuse to transport persons with disruptive behavior.	This is monitored through a review of accident records.	When an agency has an existing policy regarding behavioral problems, the CTC abides by the agencies' existing policy. Unless such behavior endangers other passengers, the driver or other motorists. In that case, the CTC may take whatever action is necessary to insure the safety of all concerned. If no policy exists, the CTC will deal with behavioral problems including, but not limited to: fighting, intoxication and abusive behaviors as follows: 1. First incident, a written warning to advise the person or his/her parent, guardian or

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

			responsible agency that an incident has occurred. (Unless the First Incident is of a serious, life threatening nature, then skip immediately to Step #3. It is also understood that the Driver may call 911 or the Police as needed.). 2. Second incident shall be reported to the person or his/her parent, guardian or sponsoring agency in writing for possible corrective action.
			3. Third incident, the CTC will meet with all concerned parties and decide if transportation on the paratransit system is appropriate.
2.15	Compliance with HIPPA	(Not addressed)	The CTC is compliant with HIPPA regulations.
2.16	Use of “scooter” type mobility devices	Daily Observation	Good Wheels is unable to transport clients in scooters because they cannot be secured safely in our vehicles. Passengers who ride in scooters must be able to transfer to a seat or use an approved wheelchair when being transported by Good Wheels, Inc. This is a safety issue and we are concerned for your safety as well as other passengers and our driver.
2.17	Definition of “group trip”		A group trip shall be defined as 5 individuals.

Notes about Table Two of the CTD Standards/LCB Policies

Standard/Policy (2.07) LEE COUNTY LCB PRIORITIZATION POLICY FOR NON-SPONSORED TRIPS BY TRIP PUPOSE – Updated April 2006

In an effort to reduce ridership demand on the current Transportation Disadvantaged system, a prioritized ridership policy for trips funded through the TD Trust Fund “non-sponsored trip equipment grant”, has been developed. Although prioritizing non-sponsored trips based solely on trip purpose seems to be a rational solution to providing transportation to those who most need it and avoiding gross misuse of the system, it does allow for maximum system efficiency or coordination of trips. By scheduling most of the trip routes around medical and work trips and then filling in the empty seats with shopping or recreational trips whose origins and destinations are along the same routes, maximum coordination and efficiency can be obtained. The goal of the program is to provide the most riders with the most number of trips while utilizing the least amount of mileage. However, the importance of medical, work or personal business trips in the TD system cannot be overlooked.

The LCB endorsed a general prioritization policy, which emphasizes the necessity of carrying out the medical and work trips on a timely basis without excluding recreational or shopping trips. The Coordinator shall to the maximum extent feasible fulfill the medical, employment and nutritional trips without significant delay and place less significance on the shopping and recreational trips while maintaining maximum system efficiency. This discretionary policy allows the Coordinantor more flexibility in coordinating trips while acknowledging the LCB’s commitment to ensuring that the most essential trips are provided. The Coordinator shall place the highest priority on the following trips in the appropriate order:

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Priority Order	Trip Purposes – Categories and Definitions
1	MEDICAL - medical, dental, or therapeutic services including hospital appointments; clinic visits; dialysis; health department; mental health centers; speech, occupational, physical therapies; psychiatric, psychological services, pharmaceuticals, etc.
2	NUTRITIONAL – adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
3	EMPLOYMENT – work or employment related education
4	SOCIAL – agency related support services, churches, senior citizen programs (excluding nutritional programs.)
5	PERSONAL BUSINESS – non-agency activities essential to maintenance of independence including banking, shopping (non-food shopping), legal appointments, etc.
6	RECREATION – non-essential, non-employment related trips to activities such as: bowling, bingo, beach, parks, restaurants, libraries, theaters, etc.

13. LOCAL SERVICE COMPLAINT AND FORMAL GRIEVANCE PROCEDURE/PROCESS

This section was reviewed by the LCB and approved March 9, 2012.

The LCB has a service complaint procedure, and a formal grievance procedure. This section of the TDSP has four parts, and is reviewed annually:

- A summary of the Service Complaint process is provided.
- A summary of the Formal Grievance Procedures is provided.
- The summaries are designed to fit on brochures. The CTC must make its brochures available in alternative formats, upon request.
- The Service Complaint Process is provided in full, and
- The Formal Grievance Procedures is provided in full.

The LCB’s complete Service Complaint and Formal Grievance Procedures as contained in the TDSP, are consistent with the Commission for the Transportation Disadvantaged’s *Uniform Service Reporting*; January 1996; this document is available upon request from the Commission for the Transportation Disadvantaged.

Existence of Complaint Policy and Procedures:

The Lee County Local Coordinating Board for the Transportation Disadvantaged has adopted procedures for the Community Transportation Coordinator to use to address complaints from agencies, users, potential users, subcontractors, and other interested parties. The policies are to be followed by the Community Transportation Coordinator (CTC) – Good Wheels, Inc. and any of its operators. These procedures provide definitions of terms used in the process, identify how complaints are received by the CTC; provide a process and forms for the CTC to record complaints, and how the complaints were resolved; explains how the CTC is to collect monthly and annual data for reporting to the LCB, and explains what to do when a complaint cannot be resolved. The procedures also provide contact names and addresses.

Definitions:

Service inquiries are requests for information about the service and can occur once or several times in the course of a day’s service. An example of a service inquiry is when a customer calls

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

the CTC and says, “My bus is a few minutes late, where is it?” Service inquiries are reported to the driver or dispatcher or to other individuals involved with the daily operations, and are usually resolved by the CTC immediately or within the course of a reasonable time period suitable to the complainant. Service inquiries do not have to be ‘recorded’ as a complaint.

Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service complaints should be recorded as ‘complaints.’ The CTC is to total these service complaints on a yearly basis for the CTD’s Annual Operating Report, (AOR). Service Complaints may include but are not limited to:

- “My bus is late.” [beyond the On-Time Policy for the service area.] Late trips (late pickup and or late drop-off;)
- No-show by transportation operator;
- No-show by client;
- Client behavior;
- Driver behavior;
- Passenger discomfort;
- Service denial (refused service to client without an explanation as to why, e.g. may not qualify, lack of TD funds, etc.)

If unresolved, a routine service complaint can result in a **formal grievance**. [The Local Coordinating Board has a separate “Formal Grievance Procedure,” contained in the TDSP. Please review it for additional information.] Local service complaints are driven by the inability of the community transportation coordinator or transportation operators to meet local service standards established by the CTC and local coordinating board.

Introduction

The Lee County Local Coordinating Board for the Transportation Disadvantaged has established rules and procedures to address grievances from agencies, users, potential users, subcontractors, and other interested parties relating to the coordination of non-emergency transportation services.

A Formal Grievance is a concern regarding the operation or administration of coordinated Transportation Disadvantaged services by transportation operators, the CTC, the Designated Official Planning Agency, or the LCB. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days. A sample of this form is attached in **Exhibit F**.

The LCB shall “appoint a Grievance Committee to serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide ... opportunities for issues to be brought before such committee and to address them in a timely manner...”

The LCB does not have “adjudicative” or “determinative” powers.

The Formal Grievance Procedures as contained in the LCB’s TDSP contains the following sections:

Section 1: Creation

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Section 2:	Definitions
Section 3:	Objectives
Section 4:	Membership
Section 5:	Terms of Members
Section 6:	Grievance Procedures
Section 7:	Filing the formal grievance
Section 8:	If Mediation is not successful:
Section 9:	A meeting of the ad hoc grievance resolution committee is held
Section 10:	If the grievance is not resolved through the meeting of the ad hoc grievance resolution committee
Section 11:	Prohibition against Retaliation Appeals to the Commission for the Transportation Disadvantaged

Forms to Use to record a complaint:

The CTC shall utilize the form below to log complaints. This form is consistent with that provided by the **Commission for the Transportation Disadvantaged's Uniform Service Reporting [for Service Complaints] January 1996**. This document, which is available upon request from the Commission for the Transportation Disadvantaged, is a guide to the proper method to identify a complaint, determine its validity, complete a service report, and achieve customer satisfaction. Carriers are to use the same forms. Each complaint shall be assigned a Log Number to assist in tracking the resolution of each complaint. All service complaints should be recorded.

Letting the Consumer know how to complain:

The Community Transportation Coordinator shall make reasonable efforts to ensure that its customers know how to complain. The CTC should announce the existence of its complaint process in its brochures and other printed material, in its telephone recordings, and in signs posted inside of the vehicles. The CTC should ensure that its information on how to complain is provided to persons in accessible formats as needed.

Posting Of Contacts in the Vehicles:

The CTC must ensure that the contact numbers for the CTC, for the CTD's Ombudsman Hotline, are posted in each vehicle.

Reporting Complaints:

A monthly summary of all complaints and their status of resolution should be provided by the Community Transportation Coordinator to the Designated Official Planning Agency (see sample below). The Designated Official Planning Agency will then provide the most current summaries to the Local Coordinating Board for its next meeting. The Community Transportation Coordinator shall collect service complaint statistics by operator, and by county.

Monthly Summary of Service Complaints received by the CTC [or other Doorways] and how they were resolved.

Service (ride time, schedules, timeliness, attitude/conduct)

Policy (fares, co-payments, operation hours, prioritization, "won't go to...")

TRANSPORTATION DISADVANTAGED SERVICE PLAN
 The Five-year Plan for the Lee County Service Area
 Minor Update 2012

Vehicle (safety, equipment, cleanliness)

Log #	Date of Contact	Involved What? Service Policy Vehicle	Which Contracted Operator?	Status of Resolution

Surveying customers to determine satisfaction levels and to make route improvements based on future demand:

The LCB requires the CTC to conduct periodic surveys of consumers in order to determine their level of satisfaction with services. These surveys are also used by the LCB to evaluate the CTC on factors associated with customer satisfaction. The surveys also can be used to determine where the demand for service is. The CTC is to conduct random surveys of consumers each year. It is suggested that they conduct some surveys each month. The CTC is to ‘send out’ enough surveys, in order to obtain 150 responses. These surveys shall be On-Board surveys conducted by drivers, and telephonic surveys conducted by LCB members. In addition to this, the Commission for the Transportation Disadvantaged’s Quality Assurance team conducts random sample surveys of passengers telephonically, during the biannual review of the CTC’s.

The CTC will provide the surveys to the Designated Official Planning Agency within a month after the survey is conducted. And, the DOPA will request the CTC’s QAPE to provide the DOPA with results of its surveys. Planning staff, with assistance from the LCB’s appropriate committee will tabulate the surveys and provide a report to the Local Coordinating Board for its next meeting.

Agency Surveys:

The DOPA will conduct mailed out surveys of the agencies each September to determine their levels of satisfaction with the County TD Program. The CTC shall provide the DOPA with current mailing list of agencies they provide transportation to by September 15th.

Standards & Policies:

The Local Coordinating Board sets performance standards for the Community Transportation Coordinator. The Local Coordinating Board evaluates the Community Transportation Coordinator’s performance based upon these standards and policies.

Commission’s Ombudsman Hotline:

The Commission for the Transportation Disadvantaged has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is-1-800-983-2435.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

**LEE COUNTY LOCAL COORDINATING BOARD FOR THE TRANSPORTATION
DISADVANTAGED CONTACTS FOR SERVICE COMPLAINTS**

ENTITY	CONTACT NAME & ADDRESS	PHONE
Community Transportation Coordinator	Gary Bryant, President Good Wheels, Inc.	(239) 768-6184 customer service (239) 768-2900 reservations (800) 741-1570
MPO -- Designated Official Planning Agency (DOPA)	Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Local Coordinating Board Chairperson	Hon. Brian Bigelow c/o Mr. Brian Raimondo Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Commission for the Transportation Disadvantaged	Ombudsman Hotline	Phone: (800) 983-2435 TDD (800) 648-4084

The Lee County Local Coordinating Board for the Transportation Disadvantaged has established the following rules and procedures to address grievances from agencies, users, potential users, subcontractors, and other interested parties.

Authority

According to Rule 41-2.012(5)(c), *Florida Administrative Code*, the Local Coordinating Board shall “appoint a Grievance Committee to serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide ... opportunities for issues to be brought before such committee and to address them in a timely manner...”

It should be noted that there is a difference between “hearing” a grievance and “hearing and determining” a grievance. Neither the Grievance Resolution Committee nor the Local Coordinating Board has the authority to “hear and determine” a grievance. They only have the authority to “Hear” and advise. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. Deciding a grievance between two independent parties

may fall within these parameters, depending on the nature of the grievance. Chapter 427, *Florida Statutes*, grants no adjudicative powers to anyone.

Even though the Local Coordinating Board does not have determinative authority, the recognition of problems by the various members of the Local Coordinating Board is a very useful method to resolve many issues. In addition, it should be noted that since the Local Coordinating Board is involved in the development and approval of the Community Transportation Coordinator’s Transportation Disadvantaged Service Plan, and since the Local Coordinating Board also conducts the annual evaluation of the Community Transportation Coordinator, there are significant opportunities for the Local Coordinating Board to make changes where needed.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Formal Grievance Policy and Procedures:

Section 1: Creation

1.1 There is hereby created a formal grievance procedure for the Lee County transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged pursuant to Chapter 427, *Florida Statutes*, and Rule 41-2.012, *Florida Administrative Code*, hereinafter referred to as the Grievance Process. The following rules and procedures shall constitute the grievance process to be utilized in the Coordinated Community Transportation System in Lee County.

Section 2: Definitions

2.1 As used in these rules and procedures the following words and terms shall have the meanings assigned therein. Additional transportation disadvantaged program definitions can be found in Chapter 427, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*.

- A) **Community Transportation Coordinator:** (CTC) Means a transportation entity recommended by a Metropolitan Planning Organization or by the appropriate designated official planning agency as provided for in Chapter 427 *Florida Statutes*, in an area outside the purview of a Metropolitan Planning Organization and approved by the Commission for the Transportation Disadvantaged, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.
- B) **Designated Official Planning Agency (DOPA)** means the official body or agency designated by the Commission for the Transportation Disadvantaged to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.
- C) **Transportation Disadvantaged (TD)** user of the system, means, 427.0__ “Those persons who because of physical or mental disability, income status, or age, or who for other reasons are unable to transport themselves or to purchase transportation, and are therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are disabled or high risk or at risk as defined in Chapter 411.202, *Florida Statutes*.
- D) **Agency:** Means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter.
- E) **Transportation Operator:** Means one or more public, private for-profit or private non-profit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a Transportation Disadvantaged Service Plan, (TDSP).
- F) **Service Complaint:** events that may occur on a daily basis and are reported to the driver or dispatcher or other individuals involved with the daily operations, and are resolved

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

within the course of a reasonable time period suitable to the complainant. For more information, see the Local Coordinating Board's policy on Complaints, [elsewhere in the TDSP].

- G) **Formal Grievance** documents any concerns regarding the operation or administration of Transportation Disadvantaged services by the transportation operator, the Community Transportation Coordinator, the Designated Official Planning Agency, or the Local Coordinating Board. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days. The formal grievance should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include but are not limited to:
- Recurring or unresolved **Service Complaints**. (See above definition ;)
 - Violations of specific laws governing the provision of TD services i.e. Chapter 427 *F.S.*, Rule 41-2 *F.A.C.* and accompanying documents, Sunshine Law, Americans with Disabilities Act, (ADA;)
 - Coordination disputes;
 - Agency compliance;
 - Conflicts of interest;
 - Supplanting of funds;
 - Billing and/or accounting procedures;
 - Policies of the Local Coordinating Board (LCB), particularly the Prioritization Policy.
- H.) **Administrative Hearing process:** Chapter 120, *Florida Statutes*.
- I.) **Ombudsman Program** means a toll free phone number established and administered by the Commission for the Transportation Disadvantaged to enable persons to access information and /or file complaints or grievances regarding transportation services provided under the coordinated effort of the community transportation coordinator. See contact information for phone numbers.

Section 3: Objectives

- 3.1 The objective of the local coordinating board's grievance process shall be to process, investigate and make recommendations in a timely manner on formal grievances that are not resolved between the grievant and the other party (or parties.) It is not the objective of the grievance process to have "adjudicative" or "determinative" powers.
- 3.2 The community transportation coordinator and its service operators and other transportation subcontractors must post the contact person's name and telephone number regarding the reporting of complaints [and the reporting of grievances] in each vehicle.
- 3.3 The grievance procedures and all documents pertaining to the grievance process will be made available to the grieving party.
- 3.4 The grievance procedures and all documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

- 3.5 Other than this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, *Florida Statutes*, the Administrative Hearing Process, or through the judicial court system.

Section 4: Membership

- 4.1 The local coordinating board's ad hoc grievance resolution committee shall be composed of a minimum of three (3) voting members or alternates of the local coordinating board. Members shall be appointed to the ad hoc grievance resolution committee by the LCB chairperson or his/her designee. The ad hoc grievance resolution committee membership shall include a representative of users of the coordinated transportation system. The LCB chairperson or his/her designee reserves the right to make reappointments to the ad hoc grievance resolution committee should any conflicts of interest arise.
- 4.2 The LCB chairperson or his/her designee shall appoint one member of the Ad hoc grievance resolution committee to serve as its chairperson.
- 4.3 The LCB chairperson's designee shall be a member of the TD planning staff from the designated official planning agency. The TD planning staff serves as facilitators to the grievance process. Every effort shall be made by the participants of the ad hoc grievance resolution committee to conduct the process as diplomatically as possible.
- 4.4 In cases where a grievance involves the private or personal or professional interests of a member of the ad hoc grievance resolution committee, such member shall be disqualified from hearing such a grievance.
- 4.5 Local Coordinating Board members who represent affected agencies will be invited to grievance hearings as advisors.
- 4.6 No member of the Local Coordinating Board shall appear before the Grievance Committee as an agent or attorney for any person.

Section 5: Terms of Members

- 5.1 The members of the ad hoc grievance resolution committee shall serve at the pleasure of the LCB chairperson or his/her designee, for the duration of the grievance for which they are appointed.
- 5.2 The members of the ad hoc grievance resolution committee may be removed for cause by the LCB chairperson or his/her designee.
- 5.3 The quorum shall be a simple majority. Meetings shall be held at such times as the ad hoc grievance resolution committee may determine and/or as necessitated by the formally filed grievance.

Section 6: Grievance Procedures

- 6.1 Grievance procedures have been developed by the Local Coordinating Board, based upon guidelines from the Commission for the Transportation Disadvantaged.
- 6.2 The Local Coordinating Board's grievance procedures are for the purposes of listening to the grievance, providing advice and making recommendations to the affected parties of the grievance.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

The Local Coordinating Board may not exercise adjudicative powers. Aggrieved parties with proper standing may also have recourse through Chapter 120, *Florida Statutes*, Administrative Hearing Process, or the judicial court.

- 6.3 When necessary, the designated official Planning agency's Transportation Disadvantaged Program staff shall provide assistance to individuals to prepare written grievances.
- 6.4 The formal grievance process shall be open to any person or agency wishing to address concerns involving: purchasing agencies, users, potential users, private for-profit operators, private non-profit operators, the Coordinator, the Designated Official Planning Agency, elected officials, and drivers.
- 6.5 The administrators of the grievance process shall make every effort to ensure that the grieving party has exercised the other procedures in place, including the LCB's Complaint procedures or the CTC's internal complaints procedures for its subcontractors.

Note: If it is an unresolved service complaint, the grievant will be asked if they have contacted the CTC for assistance in resolving their complaint. The grievant should have made reasonable effort to have their service complaint resolved by the CTC. The community transportation coordinator is responsible for resolving service complaints.

If the CTC has an internal grievance policy, appropriate grievances will be forwarded back to the CTC for resolution, prior to being considered as a formal grievance for the local coordinating board.

Section 7: Filing the formal grievance

- 7.1 The grievant should demonstrate or establish their concerns as clearly as possible. The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from the Designated Official Planning Organization's Transportation Disadvantaged Program staff.
- 7.2 The grievance must be filed to the Grievance Committee within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Lee County Metropolitan Planning Organization
PO BOX 150045, Cape Coral, FL 33915

- 7.3 The grievance shall include:
 - a. the name and address and telephone number of the grievant; They do not have to have an address or phone in order to file a grievance, but they need a place which will receive mail for them, and a phone where we may contact them.
 - b. a statement of the grounds for the grievance, supplemented by supporting documentation, made in a clear and concise manner. This shall include a description of the efforts taken by the grievant to resolve the issue; and
 - c. an explanation by the relief desired by the grievant.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

If the grievant does not supply the above information to substantiate the grievance(s) no further action will be taken. [See section 6.3, above, about assistance in getting formal grievances reduced to writing,]

- 7.4 The date the formal grievance containing items a, b, and c, above, is received in writing shall be the date the formal grievance was filed.
- 7.5 Upon receipt of the formal grievance, the designated official planning agency transportation disadvantaged planning staff will have 10 working days to contact the grievant by telephone*, to discuss the materials received, and ask for additional information which may be necessary in order to file the grievance. (* when the designated official planning agency makes or attempts to make these telephonic contacts, they will enter records of the calls into a log for that grievance.)
- 7.6 If the designated official planning agency transportation disadvantaged planning staff is unable to establish contact by telephone within the ten (10) working days; they will write a letter to the grievant, and send it by certified mail to the grievant. The letter will indicate that the formal grievance has been received, and that telephonic contact was unsuccessful, and that the grievance has either been filed, or that additional information is necessary in order to file the grievance.
- 7.7 The designated official planning agency will have ten (10) working days from the date the grievance was filed to contact the chairperson of the local coordinating board, telephonically to inform of the receipt of the formal grievance, and proceed with the selection of the ad hoc grievance resolution committee. If the chairperson is not available, the DOPA staff may then contact the vice-chairperson.
- 7.8 The designated official planning agency will have ten (10) working days from the date the grievance was filed to contact the CTC (if the grievance involves the CTC,) to inform that a formal grievance has been filed.
- 7.9 The designated official planning agency will have 10 working days from the date the LCB chair was contacted about the grievance [in Section 7.7] to contact members of the LCB to establish the membership of the ad hoc grievance resolution committee. Pursuant to Section 4.2 of this Process, the chairperson of the ad hoc grievance resolution committee will be established at this time.
- 7.10 After the designated official planning agency has received an agreement to serve as a member of the ad hoc grievance resolution committee from the sufficient amount of LCB members, the designated official planning agency will have ten (10) working days to set up a meeting to mediate the grievance. The grievant, the chairperson of the ad hoc grievance resolution committee, and the designated official planning agency staff will attend the mediation. (The CTC will be included in this meeting, if the grievance involves the CTC.)
- 7.11 After the mediation meeting, the DOPA shall prepare a report regarding the meeting outcome. The report shall be sent to the grievant, the LCB chairperson, and the chairperson (and all members) of the ad hoc grievance resolution committee within 10 working days of the date of the meeting.
- 7.12 The Chairperson of the ad-hoc Grievance Committee or DOPA staff will check with the grieving party in 10 working days, to determine whether they are resolved.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

7.13 If mediation is successful, the grievance is closed.

Section 8: If Mediation is not successful:

- 8.1 If the grievance is not resolved through mediation the grievant may request in writing that their grievance be heard by the ad hoc grievance resolution committee. The grievant has 10 days from their receipt of the report (mentioned in Section 7.11) to notify the chairperson of the ad hoc grievance resolution committee through the DOPA.
- 8.2 Upon receipt of the written notice described in Section 8.1, the designated official planning agency has 15 working days to contact the chairperson and other members of the ad hoc grievance resolution committee, the grievant, and the involved parties, to set a grievance meeting date and location.
- 8.3 The grievant and all involved parties shall be notified of the meeting date and location at least seven (7) working days prior to the meeting date by certified mail, return receipt requested.

Section 9: A meeting of the ad hoc grievance resolution committee is held:

- 9.1 All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence.
- 9.2 The Grievance Committee may at any time during the course of the meeting question the parties and their witnesses on any facts which it deems material to the alleged improper action.
- 9.3 The entire meeting shall be recorded electronically, on tape. Any party requesting a copy of the transcription shall pay all costs incurred in furnishing the copy of the transcription.
- 9.4 The Grievance Committee will follow a meeting agenda in accordance with the procedures herein set forth:
- A. Call to Order;
 - B. Presentation of Grievance;
 - 1. Presentation of Grievance by Grievant, which will also include witnesses, if applicable
 - 2. Response of concerned parties, which will include witnesses, if applicable.
 - C. Discussion of grievance, which shall take place in accordance with Roberts Rules of Order amongst the Grievance Committee, staff, the grievant and other interested parties. Discussion shall focus solely on the grievance as filed by the grievant;
 - D. Following discussion of the grievance, the Grievance Committee may submit a recommendation to the Coordinating Board in response to the grievance; and
 - E. Close meeting.
- 9.5 Upon conclusion of the grievance meeting, the ad hoc grievance resolution committee must submit a written report of the meeting proceedings to the chairperson of the local coordinating board within 10 working days. The report must outline the grievance, and provide the

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

findings/recommendations of the ad hoc grievance resolution committee.

- 9.6 If the grievance is resolved through the Meeting process, the grievance process will end. The final report will be forwarded to the members of the local coordinating board.

Section 10: If the grievance is not resolved through the meeting of the ad hoc grievance resolution committee

- 10.1 If the grievance is not resolved through the meeting of the ad hoc grievance resolution committee, the grievant may request in writing that their grievance be heard by the local coordinating board. This request shall be sent to the Chairperson of the Local Coordinating Board, through the designated official planning agency, and must be made within 10 working days of their receipt of the ad hoc grievance resolution committee's report (in Section 9.5) Immediately following the meeting of the ad hoc grievance resolution committee, the grievant may make their request that their grievance be heard by the Local Coordinating Board, however, the time frame will "wait" until the ad hoc grievance resolution committee's report is prepared and received, as described in 9.5.
- 10.2 The Local Coordinating Board chairperson shall have 15 working days to set a meeting date. Members of the Local Coordinating Board shall have at least 10 working days notice of such meeting. The meeting of the local coordinating board shall be advertised appropriately.
- 10.3 The grievance shall be presented at the meeting of the local coordinating board. The Local Coordinating Board will follow a meeting agenda in accordance with the procedures herein set forth:
- A. Call to Order;
 - B. Presentation of Grievance;
 - 1. Presentation of Grievance by Grievant, which will also include witnesses, if applicable
 - 2. Response of concerned parties, which will include witnesses, if applicable.
 - C. Discussion of grievance, which shall take place in accordance with Roberts Rules of Order amongst the Local Coordinating Board, staff, the grievant and other interested parties. Discussion shall focus solely on the grievance as filed by the grievant;
 - D. Following discussion of the grievance, the Local Coordinating Board may submit a recommendation to the appropriate parties in response to the grievance; and
 - E. Close meeting.
- 10.4 The results, findings and recommendations of the LCB shall be outlined in a final report to be completed within 10 working days of the meeting. The report shall be forwarded to the grievant, members of the Local Coordinating Board, the Community Transportation Coordinator, and all other persons/agencies directly involved in this grievance process.
- 10.5 If the grievance has not been resolved through these LCB procedures, the grievant may request that their grievance be heard by the Commission for the Transportation Disadvantaged.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

Section 11: Prohibition against Retaliation

11.1 No individual shall be unlawfully denied Transportation Disadvantaged services because such individual has filed a grievance related to the Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to the Transportation Disadvantaged Program. (This shall be monitored by the DOPA.)

Appeals to the Commission for the Transportation Disadvantaged

Should a grievant remain dissatisfied with the Local Coordinating Board or Community Transportation Coordinator's recommendation, he or she may contact the Commission for the Transportation Disadvantaged at the following address:

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

The Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The CTD's toll-free Ombudsman Hotline is-1-800-983-2435.

Chapter 427, *F.S.* does not expressly confer the power or authority for the Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two third parties. The Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within the system.

However, if the grievance showed that one of the parties with whom the Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem. Accordingly, the Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

LEE COUNTY LCB GRIEVANCE RESOLUTION CONTACTS

ENTITY	CONTACT NAME & ADDRESS	PHONE
Community Transportation Coordinator	Gary Bryant, President Good Wheels, Inc.	(239) 768-6184 customer service (239) 768-2900 reservations (800) 741-1570
MPO -- Designated Official Planning Agency (DOPA)	Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Local Coordinating Board Chairperson	Hon. Brian Bigelow c/o Mr. Brian Raimondo Lee Metropolitan Planning Org. 815 Nicholas Pkwy, Cape Coral, FL 33915	(239) 244-2220
Commission for the Transportation Disadvantaged	Ombudsman Hotline	Phone: (800) 983-2435 TDD (800) 648-4084

CTD's Medicaid Complaint & Grievance Procedures

1. To issue a complaint, a customer must first contact the local transportation provider. The complaint may be made verbally over the telephone or may send the complaint in writing. All complaints, even if the problem is resolved while on the phone, must be recorded. The customer may obtain the local provider's contact information for filing a complaint from their local Rider's Guide or by calling the toll free TD Helpline 1-800- 983-2435 or from the website www.dot.state.fl.us/ctd. All complaints will be documented by the provider to include the date/time, customer's name & contact information, Medicaid ID number, subject of the concern, provider's findings, response, and actions taken to resolve the concern. These complaint records will be forwarded to the Commission for the Transportation Disadvantaged on a quarterly basis.

2. After the local transportation provider receives the complaint, the provider will investigate the complaint and inform the customer of the findings, including any actions taken (either verbally or in writing, or both.) If the customer is not satisfied with the findings/actions, the customer may request to file a formal grievance with the Local Coordinating Board. The local provider will be responsible for providing the customer with the Local Coordinating Board's contact information and an accessible copy of the local Grievance Procedures.

3. The Local Coordinating Board will hear all customer grievances not resolved satisfactorily by the provider. If the LCB does not resolve the grievance, the customer will be informed of his/her right to file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Commission through the TD Helpline at 1-800-983-2435 or via mail at: Florida Commission for the Transportation Disadvantaged; 605 Suwannee St., MS-49; Tallahassee, FL 32399-0450 or by email at www.dot.state.fl.us/ctd. Upon request of the customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

4. If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

All of the steps above must be attempted in the listed order before a complaint or grievance will move to the next step. The customer should be sure to try and have as many details as possible, when filing a complaint, such as dates, times, names, vehicle numbers, etc.

There is an Ombudsman Program, provided by the Commission for the Transportation Disadvantaged, which is available to anyone who requests assistance in resolving complaints. The Ombudsman Program may be reached through the toll free TD Helpline at 1-800-983-2435 or via email at www.dot.state.fl.us/ctd. By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed above. The Ombudsman will document each complaint and upon request of the customer, file the complaint with the local provider on the customer's behalf, to begin the local complaint process. If the customer has already filed the complaint locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process.

The customer has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

Medicaid Fair Hearing Requirements

In addition, the customer has the right to request a Medicaid fair hearing. A Medicaid compensable service provider acting on behalf of the customer and with the customer's written consent may request a Medicaid fair hearing. Parties to the Medicaid fair hearing include the Commission, as well as the customer and his or her representative or the representative of a deceased customer's estate.

A. Request Requirements

The customer or provider may request a Medicaid fair hearing within ninety (90) calendar days of the date of the notice of action. The customer or provider may request a Medicaid fair hearing by contacting:

Department of Children and Families
Office of Public Assistance Appeals Hearings,
1317 Winewood Boulevard, Building 1, Room 309
Tallahassee, Florida 32399-0700

B. General Plan Duties

The Commission for the Transportation Disadvantaged will:

1. Continue the customer's benefits while Medicaid fair hearing is pending if:
 - a. The Medicaid fair hearing is filed timely, meaning on or before the later of the following:
 - Within 10 workdays of the date on the notice of action (Add 5 workdays if the notice is sent via U.S. mail); and
 - The intended effective date of the plan's proposed action.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

- b. The Medicaid fair hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
 - c. The services were ordered by an authorized provider;
 - d. The authorization period has not expires; and
 - e. The customer requests extension of benefits.
2. Ensure that punitive action is not taken against a provider who requests a Medicaid fair hearing on the customer's behalf or supports a customer request for a Medicaid fair hearing. If the Commission for the Transportation Disadvantaged continues or reinstates customer benefits while the Medicaid fair hearing is pending, the benefits must be continued until one of the following occurs:
- a. The customer withdraws the request for a Medicaid fair hearing.
 - b. 10 workdays pass from the date of the Commission's adverse decision and the customer has not requested a Medicaid fair hearing with continuation of benefits until a Medicaid fair hearing decision is reached. (Add 5 workdays if the notice is sent via U.S. mail.)
 - c. A Medicaid fair hearing decision adverse to the customer is made.
 - d. The authorization expires or authorized service limits are met.

The Commission must authorize or provide the disputed services promptly, and as expeditiously as the customer's health condition requires, if the services were not furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services. The Commission must pay for disputed services, in accordance with state policy and regulations, if the services were furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services.

Medicaid Beneficiary Appeals Notice

(Section 10B.2.14)

When the Vendor or its subcontracted transportation provider denies eligibility of transportation services to a beneficiary, the beneficiary must be informed of his/her right to appeal by sending, by mail, an initial decision letter outlining the reason the Vendor or subcontracted transportation provider is denying transportation services. This letter shall be provided to the beneficiary no later than seven (7) calendar days following such decision to deny.

The Vendor must establish, as part of its implementation plan, a formal beneficiary appeals process whereby a beneficiary may bring his/her complaint for resolution prior to the beneficiary beginning the formal Medicaid grievance procedures.

Beneficiary transportation cannot be limited or suspended during the review period while the appeal is being reviewed. Beneficiaries must be allowed to schedule and receive transportation services throughout the appeal process.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

[Medicaid document received February 2005]

14. CTC Monitoring Procedures of Operators and Coordination Contractors

The Community Transportation Coordinator will perform an annual evaluation of contracted operators ensuring compliance with the System Safety Program Plan, locally approved standards, Commission for the Transportation Disadvantaged standards, annual operating data and insurance requirements.

15. Coordination Contract Evaluation Criteria

Good Wheels in cooperation with the LCB will determine whether agencies, from a total system approach, can perform more effectively and more efficiently their own transportation.

B. Cost/Revenue Allocation and Rate Structure Justification

Good Wheel's rate structure is shown in *Exhibit G*.

III. QUALITY ASSURANCE

A. ANNUAL EVALUATION OF THE COMMUNITY TRANSPORTATION COORDINATOR

The purpose of this section is to identify process used by the Local Coordinating Board and the planning agency in the evaluation of the Community Transportation Coordinator. This section will address what steps the Local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Coordinator, based on the locally established service standards, and consistent with those of the Florida Commission for the Transportation Disadvantaged Commission.

Pursuant to Chapter 427 *Florida Statutes* 427.015(2), the performance of the coordinator shall be evaluated based on the commission's approved evaluation criteria by the coordinating board at least annually.

Although a committee is not required by Rule 41-2, *Florida Administrative Code (FAC)* in order to conduct the required annual evaluation, sometimes the LCB makes use of a committee to carry out the evaluation. In those cases this is the process the committee follows:

At the December LCB meeting, the LCB appoints two or three members to a Committee for the Evaluation of the CTC, composed of voting and advisory members of the LCB. The Committee will be assisted by DOPA Planning staff and the staff of the CTC.

DOPA planning staff is responsible for providing the committee with the materials needed to conduct the evaluation. This includes gathering documents such as the annual operating reports, previous evaluation reports, system safety plan reports, lists of contacts, and other documents from the CTC.

The CTC's staff is responsible for conducting surveys of passengers and of agency representatives twice during the course of their fiscal year. The CTC is also responsible for providing the results of these surveys to the planning staff. The CTC is encouraged to sample a random 10% of the passengers in each survey.

Planning staff and the CTC also work together on preparing the blank evaluation booklet for the committee to use. Planning staff locates the last evaluation report and updates it so that the previous year contains the most current information, and the evaluation year is blank. Planning staff also locates the

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

most current reports with recommendations and accompanying status reports, and updates the blank evaluation report in those sections.

The Evaluation Committee meets initially to conduct the following tasks: Review the evaluation process, agree to a schedule of events, review the evaluation resources and distribute the work-load fairly among the participants. The Evaluation Committee can meet any time for this initial briefing and could do so in the 10 minutes just after the December LCB meeting. However, there are some significant constraints to when the evaluation must be completed: Keeping in mind that the TDSP must be annually updated by the end of May, and that the Evaluation process feeds into the TDSP update, the Evaluation process must be completed in time for the draft evaluation report to go to the LCB in March. Since much of the data for the evaluation year column in the Evaluation Report is taken from the CTD's *Annual Performance Report*, which is not published until January, the Evaluation must be completed in February.

The Evaluation Committee makes use of several resources in order to conduct the Evaluation. These resources include standardized worksheets and reports from the Commission for the Transportation Disadvantaged; material from different sections of the TDSP, including the goals and objectives and standards and policies, and passenger surveys compiled by the CTC, and, previous evaluations.

Committee members and Planning staff conduct interviews with the CTC's staff to complete the Worksheets. Then the Committee evaluates the CTC based on the findings obtained during these interviews. The Committee communicates findings, suggestions, and develops recommendations which are forwarded through planning staff to the LCB as draft final report.

The Draft Evaluation Report contains findings, suggestions and recommendations. These are distributed to the Local Coordinating Board, for its review and approval. If the LCB has additional recommendations, planning staff adds these to the Report, and then Planning staff sends the LCB's approved evaluation report on the Coordinator to the CTD, and uses the recommendations to prepare the annual update of the *Transportation Disadvantaged Service Plan*.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

EXHIBIT A

LEE COUNTY COMMUNITY
TRANSPORTATION COORDINATOR
DESIGNATION MEMORANDUM OF
AGREEMENT TD 0812



July 10, 2008

RECEIVED

BY: SB

Charlie Crist
Governor

JR Harding Ed.D.
Chairperson

Lawrence Forman
Vice Chairperson

Lisa M. Bacot
Executive Director

Mr. Gary Bryant
Good Wheels, Inc.
10075 Bavaria Road, SE
Ft. Myers, FL 33913

Ms. Deborah Kooi
Southwest Florida Regional Planning Council
1926 Victoria Avenue
Ft. Myers, FL 33901

Dear Mr. Bryant and Ms. Kooi:

RE: Lee County Community Transportation Coordinator Designation
Memorandum of Agreement TD 0812

Congratulations! At the June 20, 2008, Commission for the Transportation Disadvantaged meeting, the Commission approved Good Wheels, Inc., to serve as the Community Transportation Coordinator for Lee County. This designation is effective July 1, 2008 through June 30, 2013. Enclosed is a Memorandum of Agreement. Please have this signed and returned to our office as soon as possible.

The Commission for the Transportation Disadvantaged appreciates your continued support and participation in the coordinated transportation system of Lee County. If you have any questions or need any additional information, please contact Sheri Powers at 850-410-5710 or sheri.powers@dot.state.fl.us.

Sincerely,

Lisa Bacot
Executive Director

LB/ks

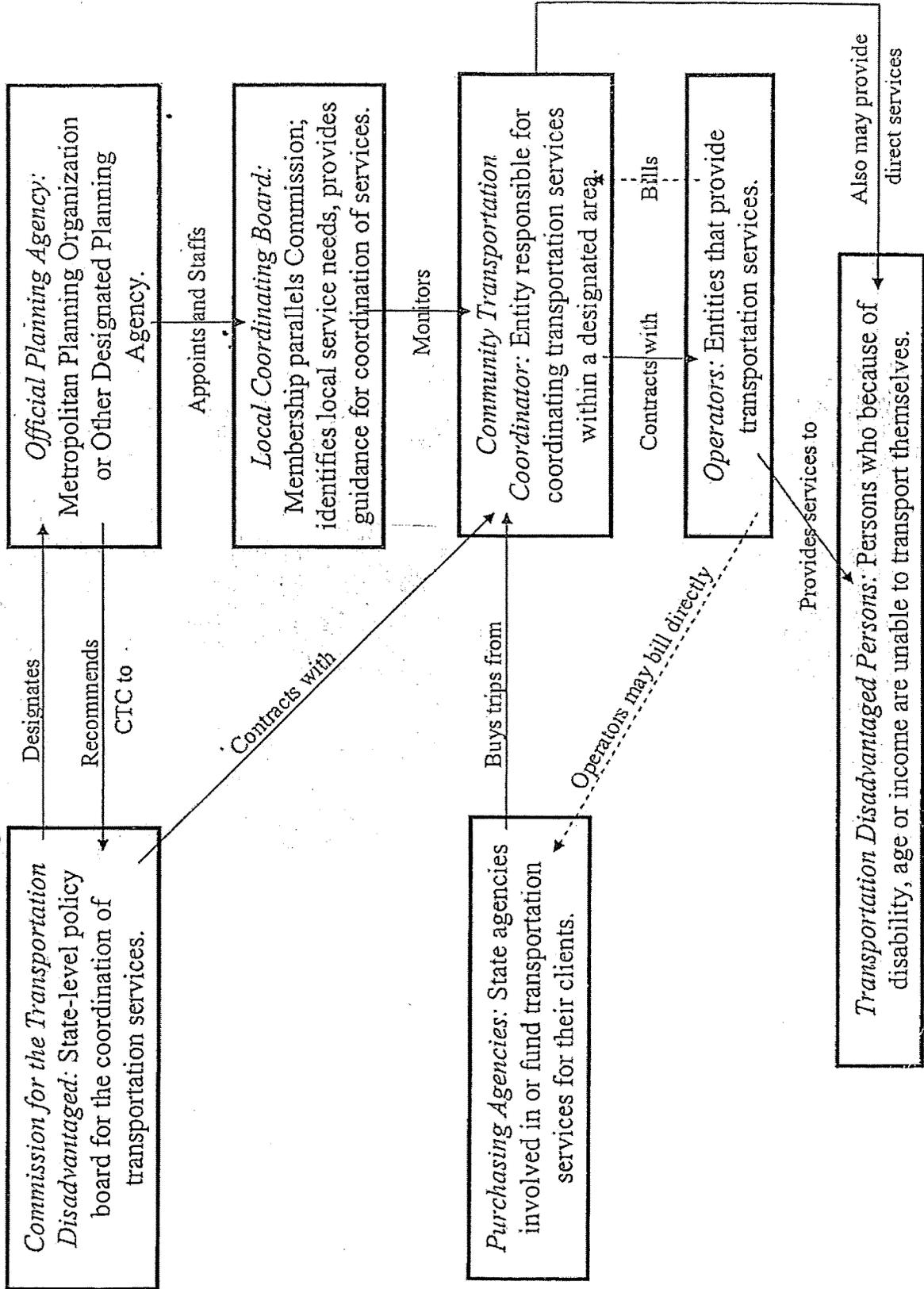
Enclosures: Memorandum of Agreement

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

EXHIBIT B

TD ORGANIZATIONAL CHART

TD Program Concept Chart



TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

EXHIBIT C

Transportation Disadvantaged/Medicaid Non-Emergency Transportation Program Eligibility Application

SECTION III - DISABILITY

Are you currently receiving Supplemental Security Income (SSI)? Yes No
Are you currently receiving Social Security Disability? Yes No
Do you consider yourself to be disabled? Yes No

If YES, what is the nature of your disability? (Check all the apply)

- Blind/Legally Blind Wheelchair User Difficulty Walking
- Arthritis Cerebral Palsy Multiple Sclerosis
- Neuromuscular Disease Alzheimer's Disease Stoke
- Epilepsy Respirator or Oxygen Dependent Other (describe)
- Muscular Dystrophy Mentally Challenged _____

Do you require mobility aids? Yes No

If YES, which aids do you require? (Check all that apply)

- Walker Guide Dog Personal Care Attendant
- Scooter Cane Wheelchair
- Other _____

SECTION IV - FREQUENCY OF USE/DESTINATIONS

What doctors or medical clinics do you visit on a regular basis?

**NAME AND ADDRESS OF HOSPITAL,
DOCTOR OR CLINIC** _____

**NUMBER OF VISITS
EACH MONTH OR WEEK**

SECTION V - SIGNATURE, PREPARER AND WITNESS

I affirm that the information provided in this application for services is true and correct and understand that making false statements, having others make false statements, or making false statements on behalf of others constitutes welfare fraud and is considered **a felony under the laws of the State of Florida.**

Medicaid and/or Transportation Disadvantaged Recipient's

Signature: _____ Date: ____/____/____

Preparer's Signature: _____ Date: ____/____/____

RETURN COMPLETED FORM TO:

Good Wheels, Inc.
Community Transportation Coordinator
10075 Bavaria Rd., SE
Fort Myers, FL 33913
1-239-768-2900
1-800-741-1570 (Toll Free)

Florida Relay System:
1-800-955-8770 - Voice
1-800-955-8771 - TTY

ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

EXHIBIT D

Vehicle Inventories

A	B	C	D	E	F	G	H	J	K	L	M	N	2/15/2012
Unit #	Assigned To	Location	Model Year	Vehicle Make and Type	Manufacturer Vehicle Identification Number	Tag Number	EXP. Date	GVWR	Current Odometer	Fuel Type	FDOT Control No. / GWI	Passengers Amb. - W/C	
38	445	ParaTrans	Clew	2008	Chevy/Glaval Bus	1GBE4V1987F426065	X0367B	06/30/12	17,500	148,189.0	Diesel	95188	12&2 or 10&3
39	446	ParaTrans	Clew	2008	Chevy/Glaval Bus	1GBE4V1967F426095	X0366B	06/30/12	17,500	129,863.0	Diesel	95189	12&2 or 10&3
40	447	ParaTrans	Clew	2008	Chevy/Glaval Bus	1GBE4V1917F426263	X0369B	06/30/12	17,500	135,681.0	Diesel	95190	12&2 or 10&3
41	448	ParaTrans	Clew	2009	Chevy/Glaval Bus	1GBE4V1939F402355	X6473B	06/30/12	17,500	94,067.0	Diesel	80109	12&2 or 10&4
42	449	ParaTrans	Clew	2009	Chevy/Glaval Bus	1GBE4V19X9F403647	X6475B	06/30/12	17,500	81,607.0	Diesel	80113	12&2 or 10&5
43	450	ParaTrans	Clew	2009	Chevy/Glaval Bus	1GBE4V1939F403716	X6474B	06/30/12	17,500	97,651.0	Diesel	80110	14 or 10&2
44	451	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1979F403802	X6477B	06/30/12	17,500	105,949.0	Diesel	80112	14 or 10&2
45	452	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1959F403653	X6476B	06/30/12	17,500	92,095.0	Diesel	80111	14 or 10&2
46	453	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1949F403983	X6478B	06/30/12	17,500	90,680.0	Diesel	80119	14 or 10&2
47	454	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1939F403960	X6479B	06/30/12	17,500	72,786.0	Diesel	80118	14 or 10&2
48	455	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1939F403991	X7140B	06/30/12	17,500	68,571.0	Diesel	96116	14 or 10&2
49	456	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1959F404513	X7141B	06/30/12	17,500	86,820.0	Diesel	96117	14 or 10&2
50	457	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1919F407814	X2880B	06/30/12	17,500	71,644.0	Diesel	96118	14 or 10&2
51	458	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V19X9F407696	X2881B	06/30/12	17,500	76,380.0	Diesel	96119	14 or 10&2
52	459	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1999F407737	X2882B	06/30/12	17,500	101,574.0	Diesel	96120	14 or 10&2
53	460	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V19X9F407620	X2883B	06/30/12	17,500	72,382.0	Diesel	96121	14 or 10&2
54	461	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1969F408005	X2884B	06/30/12	17,500	82,094.0	Diesel	96122	14 or 10&2
55	462	ParaTrans	Lee	2009	Chevy/Glaval Bus	1GBE4V1999F413294	X2885B	06/30/12	17,500	74,889.0	Diesel	96123	14 or 10&2
56	496	ParaTrans	Lee	2011	Titan II Gaval Bus	1GB9G5BL9A1173037	X2926B	06/30/12	14,200	27,862.0	Diesel		12 / 2
57	497	ParaTrans	Lee	2011	Titan II Gaval Bus	1GB9G5BL5A1173620	X2927B	06/30/12	14,200	30,753.0	Diesel		12 / 2
58	498	ParaTrans	Lee	2011	Titan II Gaval Bus	1GB6G5BL8B1144259	X9893B	06/30/12	14,200	10,334.0	Diesel	96172	12 / 2
59	501	Sch-Bus	Lee	1992	Ford S.B.	1FDXJ75C4PVA07095	X68673	06/30/12	26,500	298,487.0	Diesel	GWI	65
60	701	Sch-Bus	Lee	2007	GMC/TITAN	1GBJ5V1937F418838	X1388A	06/30/12	26,500	73,396.0	Diesel	GWI	33
61	702	Sch-Bus	Lee	2008	Blue Bird	1BAKFCPAO8F254107	310IAK	06/30/12	26,500	39,568.0	Diesel	GWI	65
62	703	Sch-Bus	Lee	2008	Blue Bird	1BAKFCPA28F254108	311IAK	06/30/12	26,500	49,631.0	Diesel	GWI	65
63	704	Sch-Bus	Lee	2008	Blue Bird	1BAKFCPA18F254116	589JQW	06/30/12	26,500	37,909.0	Diesel	GWI	65

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

EXHIBIT E

Annual Safety Certification



10075 Bavaria Road • Fort Myers, Florida 33913

FDOT
FEB 03 2012

BUS TRANSIT SYSTEM

ANNUAL SAFETY AND SECURITY CERTIFICATION

Gary Bryant
President/CEO

Board of Directors

Steve Shimp
Chairman of the Board

Heather Mazurkiewicz
Vice Chairman

Joni Logan
Secretary

Fred Atkins

Rosalie Berlin

Gen. James L. Dozier

Glee Duff

Janet Getchel

Alan Katzman

Date: January 31, 2012
Name: Good Wheels, Inc.
Address: 10075 Bavaria Road
Fort Myers, FL 33913

IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

1. The adoption of a Safety System Program Plan (SSPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code, revised March 2011.
2. The adoption of a System Hazard and Security Program Plan (SHSPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code, revised October 2011.
3. Compliance with adopted safety standards in the SSPP and SHSPP.
4. Performance of annual safety inspections on all operational buses in accordance with Rule 14-902.009.



Partner Agency



Signature:

Name: Gary L. Bryant
Title: President/CEO

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

EXHIBIT F
SERVICE COMPLAINT FORM

SERVICE REPORT

County _____ Log # _____

Date of contact: _____ Time: _____ Received by: _____

Commendation [] Suggestion [] Complaint [] Valid?: Yes [] No []

Name: _____ Phone: _____

Address: _____

Contact: _____

WHERE? Fixed Route: _____ ADA _____ Paratransit: _____ Operator: _____
Vehicle Number _____. Other (Medicaid, dispatcher, scheduler, etc.): _____

WHAT? _____ **Service** (ride time, schedules, timeliness, attitude/conduct, drivers skill)
_____ **Policy** (fares, co-payments, operation hours, prioritization, denied services)
_____ **Vehicle** (safety, equipment, cleanliness)

Date of Occurrence: _____ Time: _____ Location: _____

Statement of Reported Circumstances: _____

Resolution: No [] Yes [] (If yes, complete section on Back.)

Intake Signature: _____; Date: _____

Critical Issue? No [] Yes [] & REFER TO SUPERVISOR IMMEDIATELY
critical issues include: physical, verbal, or substance abuse; any life threatening situation (reckless driving, passenger abandonment, accidents/incidents.)

Has this person reported this same problem before? No []. Yes [] When?

Log # _____

Log # _____

Follow up Date: _____ Comments: _____

Signature: _____ Date: _____

Findings: (attach statements of all parties involved.) _____

Signature: _____ Date: _____

Resolution

Action Taken/Date: _____

Was Corrective action necessary? No Yes Explain: _____

Is customer satisfied with resolution? Yes No Unknown

If **NO**, inform the customer of Local Coordinating Board's **Formal Grievance Procedures**.

[They may contact Julia B. Davis at (239) 338-2550. X 219]

Did customer file a formal grievance? Yes No Unknown

Provide the Customer with the Commission for the Transportation Disadvantaged's Ombudsman

Hotline Phone Number which is: Phone: (800) 983-2435; TDD (800) 648-4084

Signature: _____ Date: _____

Carriers are to use these forms to record complaints. Please use one form per complaint, do not group complaints onto one form. Use the Log # when responding to inquiries about each complaint.

TRANSPORTATION DISADVANTAGED SERVICE PLAN
The Five-year Plan for the Lee County Service Area
Minor Update 2012

EXHIBIT G
RATE STRUCTURE

Preliminary Information Worksheet

Version 1.4

CTC Name: Good Wheels, Inc

County (Service Area): Lee County

Contact Person: Thomas F. Nolan

Phone # 239-768-2900 x209

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Good Wheels, Inc
County: Lee County

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

1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 37,385	\$ 40,000	\$ 42,500	7.0%	6.3%	Fares, donations, and \$7k United Way (Other) are TD match. Balance of Other (all United Way) covers additional trips.
Medicaid Co-Pay Received						
Donations/ Contributions	\$ 16,000	\$ 15,000	\$ 15,500	-6.3%	3.3%	
In-Kind, Contributed Services						
Other	\$ 114,800	\$ 98,000	\$ 90,000	-14.6%	-8.2%	
Bus Pass Program Revenue						

Local Government

District School Board						Lee Tran New Freedom Program - per trip basis at model rates.
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 88,000	\$ 88,000	\$ 88,000	0.0%	0.0%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 548,000	\$ 580,712	\$ 585,000	6.0%	0.7%	FY 11-12 funding level continued into FY 12-13.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						\$33k Other (advertising) is match for \$300 5310 vehicle investment. Other DoT FY10-11 is 5316 Program with advertising match in Local other.
49 USC 5310			\$ 300,000			
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 151,532			-100.0%		
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 1,505,885	\$ 1,332,358	\$ 1,502,540	-11.5%	12.8%	Med monthly allocation level established Jan '12 continued thru Jun '13.
Other AHCA (specify in explanation)						
Bus Pass Program Revenue	\$ 38	\$ 6,800	\$ 8,500	17794.7%	25.0%	

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						Senior Friendship Ctr contracted based on model group rates - reduced business
Other DCA (specify in explanation)	\$ 130,542	\$ 111,800	\$ 114,000	-14.4%	2.0%	
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Good Wheels, Inc
County: Lee County

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

1	2	3	4	5	6	7

APD

Office of Disability Determination						agency rates based on model rates - reductions have leveled off
Developmental Services						
Other APD (specify in explanation)	\$ 366,006	\$ 324,000	\$ 324,000	-11.5%	0.0%	
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings	\$ 80	\$ 25	\$ 25	-68.8%	0.0%	
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$2,958,268	\$2,596,695	\$3,070,065	-12.2%	18.2%	

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

Operating Expenditures

Labor	\$ 1,597,033	\$ 1,384,145	\$ 1,459,550	-13.3%	5.4%	No contribution to Capital Equipment Replacement Fund, No Allocated Indirect Charges. No in kind contributed services. Purchased Transportation Other is local taxi service - Bluebird.
Fringe Benefits	\$ 409,783	\$ 353,178	\$ 370,285	-13.8%	4.8%	
Services	\$ 112,269	\$ 103,876	\$ 108,935	-7.5%	4.9%	
Materials and Supplies	\$ 415,397	\$ 384,340	\$ 402,960	-7.5%	4.8%	
Utilities	\$ 36,488	\$ 33,760	\$ 36,705	-7.5%	8.7%	
Casualty and Liability	\$ 137,530	\$ 127,248	\$ 138,350	-7.5%	8.7%	
Taxes	\$ 2,808	\$ 2,597	\$ 2,825	-7.5%	8.8%	
Purchased Transportation:						
Purchased Bus Pass Expenses	\$ 38	\$ 6,800	\$ 8,500	17794.7%	25.0%	
School Bus Utilization Expenses						
Contracted Transportation Services						
Other	\$ 8,420	\$ 112,000	\$ 120,000	1230.2%	7.1%	
Miscellaneous	\$ 19,647	\$ 21,628	\$ 19,940	10.1%	-7.8%	
Operating Debt Service - Principal & Interest	\$ 44,908	\$ 45,000	\$ 45,000	0.2%	0.0%	
Leases and Rentals	\$ 22,415	\$ 22,123	\$ 23,715	-1.3%	7.2%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 151,532		\$ 300,000	-100.0%		
Equip. Purchases with Local Revenue			\$ 33,300			
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$2,958,268	\$2,596,695	\$3,070,065	-12.2%	18.2%	

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Good Wheels, Inc
County: Lee County

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

	Prior Year's ACTUALS from July 1st of 2010 to June 30th of 2011	Current Year's APPROVED Budget, as amended from July 1st of 2011 to June 30th of 2012	Upcoming Year's PROPOSED Budget from July 1st of <input type="text" value="2012"/> to June 30th of 2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Worksheet for Program-wide Rates

CTC: Good Wheels, Inc Version 1.4
County: Lee County

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

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

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,151,640
Rate Per Passenger Mile = \$	2.37
Total <u>Projected</u> Passenger Trips =	95,970
Rate Per Passenger Trip = \$	28.43

Fiscal Year

2012 - 2013

Avg. Passenger Trip Length = 12.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.66

Rate Per Passenger Trip = \$ 31.90

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Good Wheels, Jr Version 1.4
 County: Lee County

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

SECTION I: Services Provided

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

Ambulatory <input checked="" type="radio"/> Yes <input type="radio"/> No Go to Section II for Ambulatory Service	Wheelchair <input checked="" type="radio"/> Yes <input type="radio"/> No Go to Section II for Wheelchair Service	Stretcher <input checked="" type="radio"/> Yes <input type="radio"/> No Go to Section II for Stretcher Service	Group <input checked="" type="radio"/> Yes <input type="radio"/> No Go to Section II for Group Service
---	---	---	---

SECTION II: Contracted Services

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

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

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

<input type="radio"/> Yes <input checked="" type="radio"/> No			
--	--	--	--

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

Leave Blank	Leave Blank	Leave Blank	Leave Blank
Ambulatory Go to Section III for Ambulatory Service	Wheelchair Go to Section III for Wheelchair Service	Stretcher Go to Section III for Stretcher Service	Group Go to Section III for Group Service

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

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

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Leave Blank and Go to Section III for Group Service

Worksheet for Multiple Service Rates

CTC: Good Wheels, IR Version 1.4
 County: Lee County

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

SECTION III: Escort Service

- Do you want to charge all escorts a fee?.....
 Yes
 No
Skip # 2 - 4 and Go to Section IV
- If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip
 Pass. Mile
Leave Blank
- If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?
Leave Blank
- How much will you charge each escort?.....
Leave Blank

SECTION IV: Group Service Loading

- If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
You Must Complete This Section!
- And what is the projected total number of Group Vehicle Revenue Miles?
 Loading Rate 5.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

RATES FOR FY:		2012 - 2013	
Ambul	Wheel Chair	Stretcher	Group
586,640	282,000	3,000	280,000
\$2.26	\$3.87	\$8.06	\$1.03
Rate per Passenger Mile =		per passenger	
1,151,640 =		\$5.16	
280,000		per group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		per passenger	
47,170 + 23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$27.30		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 300 =		\$12.48	
95,970 =		\$12.48	
Rate per Passenger Trip =		per passenger	
\$46.80		\$97.49	
23,500 + 3			