

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: Mid Florida Community Services dba Youth Thrive FL

COUNTY (IES): Hernando County

ADDRESS: 1122 Ponce De Leon Blvd., Brooksville, FL 34601

CONTACT: Jeff Cottrell **PHONE:** 352-799-1510

REVIEW PERIOD: SFY 2026 **REVIEW DATES:** 3/3/26-5/14/26

PERSON CONDUCTING THE REVIEW: Robert Esposito and Mary Elwin

CONTACT INFORMATION: 352-754-4082

LCB EVALUATION WORKBOOK

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REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☒ APR Data Pages
- ☒ QA Section of TDSP
- ☒ Last Review (Date: 2025)
- ☒ List of Omb. Calls
- ☒ QA Evaluation
- ☒ Status Report (from last review)
- ☒ AOR Submittal Date
- ☒ TD Clients to Verify
- ☒ TDTF Invoices
- ☒ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☒ SSPP
- ☒ Policy/Procedure Manual
- ☒ Complaint Procedure
- ☒ Drug & Alcohol Policy (see certification)
- ☒ Grievance Procedure
- ☒ Driver Training Records (see certification)
- ☒ Contracts
- ☒ Other Agency Review Reports
- ☒ Budget
- ☒ Performance Standards
- ☒ Medicaid Documents

ITEMS TO REQUEST:

- ☒ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☒ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☒ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☒ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☒ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☒ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☒ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☒ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☒ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☒ Monitoring of contractors.
 - ☒ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☒ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☒ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☒ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☒ RURAL ☒ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
☒ PRIVATE NON-PROFIT
☐ GOVERNMENT
☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☒ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

Not Applicable

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
ARC Nature Cst	15782 Little Ranch	Spring Hill, FL 34610	727-619-0702	Ray Thayer

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
Mid Florida Senior Serv	19%	Melanie Harrison	352-796-1426

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost	0		
Medicaid	0		
Quality of Service	0		
Service Availability	0		
Toll Permit	0		
Other	0		

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: JUNE 20, 2023 (Renewed as CTC 7-1-24)

2. WHAT IS THE COMPLAINT PROCESS?

The complaint process was adopted on 2-13-2025; updated 2-12-26.

IS THIS PROCESS IN WRITTEN FORM? ☒ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☒ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☒ Yes ☐ No
(Make a copy and include in folder)

The complaint process includes adverse incidents and accidents per CTD requirements.

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

☒ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

☒ Yes ☐ No

Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

☒ Yes ☐ No No complaints have been received to forward to TDLCB.

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

Issues that cannot be addressed at the local level will be referred to the TD Helpline or to the Ombudsman per the adopted procedures.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?

☒ Yes ☐ No

No complaints have been received; however, they would be processed according to policy.

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☒ Yes ☐ No If yes, what type?

Written information is contained in brochures, on vehicles, and also on the website.

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☒ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☒ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

An application is required for eligibility of TD service and upon approval is valid for a two-year period. A current application is available on the You Thrive website and is on file in the Planning Agency to support this review.

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?
See attached list.			

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

N/A - No changes in service this period.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

The CTC and MPO coordinate effectively.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

There are no known barriers to the system.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

The CTD is responsive to questions and with assistance when needed.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

The CTC works with the CTD, FDOT, and the MPO effectively to operate its system.

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

The donation of \$1.00 for TD is being updated on the new website and in the new brochures.

GENERAL QUESTIONS

Findings:

No Findings

Recommendations:

The MPO Staff did not have findings for the sampling of random applications reviewed on site. However, during the MPO's on-site review a report was obtained from the FDOT's consultant, Thomas Howell Ferguson, P.A. FDOT's consultant indicated in their review in July of 2025 that the CTC needs to ensure all applicants meet eligibility requirements including provision of required support documentation upon approval of their applications for service, invoices to the CTD utilize the current, correct rate per trip, and monitoring of the contractual relationship with the ARC Nature Coast occur. The CTC has agreed to these performance issues.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☒ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☒ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☒ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
The ARC Nature Coast	6-30-2029	CTC TOP	Combined w CTC	Yes

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report ☒ Yes ☐ No
Any issues that need clarification? ☐ Yes ☒ No

Any problem areas on AOR that have been re-occurring?

List: N/A

- b. Memorandum of Agreement ☒ Yes ☐ No
c. Transportation Disadvantaged Service Plan ☒ Yes ☐ No
d. Grant Applications to TD Trust Fund ☒ Yes ☐ No
e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

Per CTC, ARC Nature Coast provides data to CTC for reporting purposes. Per the contract, the provision of data is to be quarterly. The MPO Staff has recommended that the CTC obtain a quarterly report from ARC Nature Coast that can be furnished to the TDLCB along with the CTC's quarterly report.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Per the CTC's contract with The ARC Nature Coast (Operator), quarterly reports are to be provided by the Operator to the CTC and an annual monitoring is to occur for insurance, safety and reporting requirements for which the CTC shall furnish the Annual Operating Report to the CTD.

Is a written report issued to the operator? ☐ Yes ☒ No

If **NO**, how are the contractors notified of the results of the monitoring?

Monitoring activity is to be documented in the future by the CTC with the Operator (ARC Nature Coast).

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

See above.

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☒ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

School buses are not used in the system.

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☒ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☒ Yes ☐ No

If YES, what is the goal?

1%, TDSP page 30. This goal for the CTC that is separate from the TheBus system operated by Hernando County will be reviewed for the next iteration of the TDSP.

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☒ Yes ☐ No

Comments:

The use of the fixed-route public transit system is encouraged and promoted in the TDSP and service brochures. This goal for the CTC that is separate from the TheBus system operated by Hernando County will be reviewed for the next iteration of the TDSP.

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☒ Yes ☐ No

If Yes, describe the application review process.

The CTC is doing business as You Thrive FL which utilizes TD funding (Section 5310) in its operations. Applications for the Trip Equipment grants, Shirley Conroy Grants, and Innovative Service Development funding are made directly to the CTC with review of the applications by the LCB. The rate calculation workbook is reviewed and approved by the CTC and then by the TDLCB.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☒ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

Policies:

The LCB, CTC and DOPA staff will continue to review the potential for providing connector trips, and the subsequent effect of sponsored and non-sponsored trips more than 3/4 mile of the fixed-route service.

Connector trips will be provided, when possible, on a space-available basis by the CTC. The fixed-route system has ADA Complementary Service.

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

Prioritized services are medical, nutritional, grocery shopping, educational, employment, and social activities, respectively.

HOW ARE THESE PRIORITIES CARRIED OUT?

All riders must have a Transportation Disadvantaged application on file prior to their first ride. Transportation for Disadvantaged services are provided through a geographical assignment of vehicles based on current trip demand history. Scheduling requires twenty four hour advanced notice and vehicles multi-load medical, nutritional, shopping, education and other riders in a time certain pickup and drop off system. All vehicles begin picking up riders county wide Monday through Friday 7:00 am with guaranteed appointment arrival times. Cross county services require return trip by 2:00 pm The last or latest return available for local traffic, city to same city, is 3:00 pm.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

No comments.

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:

7:00 AM to 4:00 PM

2. Hours of Intake:

7:30 am to 3:00 pm

3. Provisions for After Hours Reservations/Cancellations?

An answering machine is available for after hours reservations/cancellations.

4. What is the minimum required notice for reservations?

24-hour notice by noon of the prior day.

5. How far in advance can reservations be place (number of days)?

14 days/2 weeks

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

N/A

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

CHAPTER 427

Findings:

No findings.

Recommendations:

None.

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

The CTC maintains \$200,000 per person and \$300,000 per occurrence.

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

Per the contract, the requirements are the same as the CTC.

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☒ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Date of last SSPP Compliance Review 2025, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
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COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☒ FTA (Receive Sect. 5307, 5309, or 5311 funding) Receives 5310
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: 2025 FDOT

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

The Drug-Free Work Place Policy is on file.

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

RULE 41-2

Findings:

You Thrive Florida has transitioned from their former business name of Trans-Hernando. Compliance documents and policies per FDOT have been updated as appropriate or are in process.

Recommendations:

Ensure consistency with state and federal requirements by following-up compliance reviews performed by them on Mid-Florida/You Thrive FL.

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	Yes, and per TDSP Page 28 (Item 2), and observation.
Vehicle Cleanliness	Yes, and per TDSP Page 28 (Item 5), and observation.
Passenger/Trip Database	Yes, CTS Software is utilized, and per TDSP Page 17 (Goal 4)

Adequate seating	Yes, and per TDSP (Page 28, Item 6)
Driver Identification	Yes, and per TDSP (Page 28 Item 9) and observation.
Passenger Assistance	Yes, as per TDSP Page 27, Item 2
Smoking, Eating and Drinking	No smoking, eating and drinking are allowed, and addressed per TDSP (Page 28, Item 10)

Two-way Communications	Yes, and per TDSP Page 28 (Item 7)
Air Conditioning/Heating	Yes, and per TDSP Page 28 (Item 7)
Billing Requirements	N/A

COMMISSION STANDARDS

Findings:

No findings.

Recommendations:

None.

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	TDSP Page 26
Use, Responsibility, and cost of child restraint devices	TDSP Page 27
Out-of-Service Area trips	TDSP Page 28
CPR/1st Aid	TDSP Page 27
Driver Criminal Background Screening	TDSP Page 29
Rider Personal Property	TDSP Page 28
Advance reservation requirements	TDSP Pages 20, 21, and 27
Pick-up Window	TDSP Page 27

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i> <i>Period of Review 7/1/25-5/13/26</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC 1%	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance <i>TDSP, Page 29, Item 14</i>	CTC 90%	CTC 96.69%	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows <i>TDSP, Page 28, Item 7</i>	CTC 3%	CTC 2.2%	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents <i>TDSP, Page 29, Item 15</i>	CTC 5 per 100,000 miles	CTC 0	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>TDSP, Page 29, Item 15</i> <i>Average age of fleet: 8 Years</i>	CTC 20 per year	CTC 6 YTD	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Per TDSP and Policy Adopted in February of 2025; Updated 2026</i> <i>Number filed: 0</i>	CTC 0	CTC 0	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time <i>TDSP, Page 30, Item 5</i>	CTC 2 Minutes	CTC 1 Minute	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

No findings.

Recommendations:

Discussion on the conversion of riders from TD or Paratransit Service to Fixed-Route /ADA Complementary service will be a topic to address with the CTD in the next TDSP update.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☒ Yes ☐ No

Also, CTC has spanish speaking employees on staff.

ARE ACCESSIBLE FORMATS ON THE SHELF? ☒ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

☒ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☒ Yes ☐ No

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

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids	Yes	Yes	
Accommodating Life Support Systems (Portable O ₂ Tanks, IV's...)	Yes	Yes	
Passenger Restraint Policies	Yes	Yes	
Standee Policies (persons standing on the lift)	Yes	Yes	
Driver Assistance Requirements	Yes	Yes	
Personal Care Attendant Policies	Yes	Yes	
Service Animal Policies	Yes	Yes	
Transfer Policies (From mobility device to a seat)	Yes	Yes	
Equipment Operation (Lift and securement procedures)	Yes	Yes	
Passenger Sensitivity/Disability Awareness Training for Drivers	Yes	Yes	

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☒ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☒ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor
CTC	11	11	Hernando County

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☒ Yes ☐ No

ADA COMPLIANCE

Findings:

No findings.

Recommendations:

No recommendations.

FY 2024 / 2025 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2024 / 2025 Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 2025)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 2025)

☐ Yes ☐ No Not Applicable; no accidents during period!

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 2025)

☐ Yes ☐ No Not Applicable; no accidents during period!

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? ☐ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☐ Yes ☐ No

Was the driver wearing any identification? ☐ Yes: ☐ Uniform ☐ Name Tag
☐ ID Badge ☐ No

Did the driver render an appropriate greeting?

☐ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☐ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☐ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☐ No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff making call: M Elwin

County: Hernando

Date of Call: 05/13/2026

Funding Source: TD

1) Did you receive transportation service on 4/12/2026 ? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☒ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week **3 Times/Month**

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical

☐ Education/Training/Day Care

☐ Employment

☒ Life-Sustaining/Other

Pharmacy, Bank

☐ Nutritional

6) Did you have a problem with your trip on 4/12/2026 ?

☒ Yes. If yes, please state or choose problem from below **See Next Page**

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☒ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☒ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

7

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Rider indicated that he only spoke English while his driver only spoke Spanish. They had a communication problem when he discovered he left his hearing aids at home and was on the way to the VA to get them checked. He specified his destination as VA on Cortez Boulevard; however, the driver tried to take him to another location. He indicated the service is good, but don't buy an ice cream for the return trip as it will melt by the time the vehicle arrives. He indicated he needs the service as he and his wife are no longer able to drive. He will be requesting an English speaking driver in the future.

Contractor Survey

_____County

Form Not Applicable

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? _____

Level of Cost Worksheet 1

Insert Cost page from the AOR.

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?



Transportation Disadvantaged Innovative Service Development Grant

APPLICATION

Legal Name of Applicant	Mid Florida Community Services		
Federal Employer Identification Number	59-1235202		
Registered Address	820 Kennedy Blvd		
City and State	Brooksville, Florida	Zip Code	34601
Contact Person for this Grant	Jeff Cottrell	Phone Number	3527991510
E-Mail Address [Required]	jcottrell@youthrivefl.org		
Project Location [County(ies)]	Hernando, Pasco, Hillsborough	Proposed Project Start Date	7/1/25

Proposed Project Funding Request	
Total Proposed Project Amount (100%)	\$200,000
Local Match [10%]	\$20,000
Requested Funding Amount [90%]	\$180000

As the authorized Grant Recipient Representative, I hereby certify that the information contained in this form is true and accurate and is submitted in accordance with the grant application instructions.

Signature of Grant Recipient Representative

Date

PROJECT SCOPE

Applicants are advised to carefully read the entire program manual for additional guidance. Proposals MUST complete the following sections. Applications that are incomplete or do not follow the instructions will not be considered.

EVIDENCE OF NEED (Required, 10 points):

Define the transportation problem—not the solution.

System Gaps & Existing Services

Describe current gaps or limitations in the existing transportation system and how those gaps impact transportation disadvantaged populations. For current funded projects, describe how the project is addressing service limitations or gaps.

We are currently experiencing limitations in our ability to provide intercounty regional travel. At this time, we can only operate within Hernando County due to our current staffing levels. The TDSP notes that the county's rural geography creates challenges because essential services, including medical and employment trips, result in longer trips, and increasing congestion further affects service efficiency. These conditions create serious barriers for TD-eligible residents who must reach specialty care, regional hospitals, dialysis, behavioral health providers, or employment opportunities located outside Hernando County. Local service falls short because existing in-county service capacity must first meet high-priority local trips, leaving limited ability to dedicate staff time and vehicle hours to cross-county transportation. Out-of-county trips are longer, reduce daily productivity for the system, and can tie up vehicles and drivers for several hours, making it difficult to absorb this demand within the current operating structure. As a result, eligible riders may miss specialty medical care, decline employment opportunities, or rely on unstable informal transportation that is not dependable enough for recurring appointments or regular work attendance.

Impacted Population, Trip Purpose and Scale and Urgency

Identify who is affected and why the need exists. Include the population(s) or trip purpose(s), and the scale and urgency of the need.

The county also has a substantial older adult population, with 30,286 residents ages 65–74 and 22,981 ages 75 and older, and 36,051 residents identified with a disability in the Hernando County TDSP's demographic analysis (see attached), which increases the need for responsive and reliable trip options. Many TD-eligible individuals—including seniors, persons with disabilities, and low-income workers—reside in areas where traditional public transit either does not operate or requires advanced scheduling that does not align with real-time needs such as shift work, urgent medical care, or employment. The priority and purpose of the trips will mirror that of our TD services, with medical and life sustaining trips being the priority, then employment and nutritional services/quality of life trips based on availability.

Supporting Data & Documentation

Provide any documentation that supports the identified need, such as from a locally developed Transportation Disadvantaged Service Plan (TDSP), other planning document, or other supporting information.

The Hernando, Pasco and Hillsborough Counties all have language in their TDSP that demonstrates a significant and immediate need for regional transportation. There is also a map of Hillsborough County & Hernando county included that shows the current limitations of the ADA paratransit coverage and the lack of door to door paratransit service through the county. See Attached

PROJECT DESCRIPTION AND IMPLEMENTATION (Required, 15 points):

Describe what you are proposing—not why it is needed or how it is innovative.

Service Design & Coverage

Provide a detailed description of what is proposed, including the service area, service type(s), days/hours of operation and key destinations. For current funded projects, provide number of trips and riders served to date and any changes to the existing project should be clear and easy to identify.

This project will provide Transportation Disadvantaged eligible riders with reliable transportation from Hernando County to destinations in Citrus, Pasco, and Hillsborough counties for trips prioritizing medical and life sustaining trips, but also having employment and other shopping/quality when available. The need for out-of-county transportation is specifically documented in Hernando County's Transportation Disadvantaged Service Plan, which states that some Hernando County clients need to travel outside county boundaries but funding is not available for that coordination. The days/hours of operation will be Monday-Friday 8am-3pm.

Operational Plan

Describe how riders will access the service (request, scheduling, delivery) and describe how potential riders will be informed of project services.

Riders will access the service by scheduling trips in advance through a centralized office line, where trained staff will handle trip requests, scheduling, and dispatching. This process ensures that rides are coordinated efficiently and tailored to meet each rider's needs, including trips outside of Hernando County.

To inform potential riders about the service, a multi-channel outreach approach will be used. Current clients will be notified directly by drivers and staff, ensuring clear communication about expanded service areas. Information will also be shared through the company's website to reach a broader audience. In addition, targeted, in-person outreach will be conducted at VA Offices, rehabilitation facilities, senior care centers, and other community-based organizations to raise awareness among individuals most likely to benefit from the service.

Rider Eligibility

Describe or define rider eligibility criteria (age, disability, income) and outline a step-by-step process that includes intake, verification, staff roles and recordkeeping.

Identify potential or planned destinations such as a hospital, employment center, educational/training location, or other life-sustaining activities.

The eligibility criteria will directly mirror that of the TD's Trip and Equipment, riders 60 yrs of and older, disabled, or under the 125% of the federal poverty level. In terms of intake there will be a paper application and web form available, we will process within one business day of being received. Verification will be done by the office administrator, who also dispatches the drivers. The applications will be stored on file for a minimum of two years for recordkeeping and application verification.

PROJECT INNOVATION (Required 25 points):

Explain what is different from existing services or what is being “tested.”

Type and Degree of Innovation

Clearly describe new service or significantly different service approach that is not currently available in the service area. Current funded projects should explain how the project continues to provide a new or improved service.

This project is innovative because it responds to a clearly documented service gap by creating a targeted intercounty access model within the existing TD system rather than attempting to absorb long-distance trips through general local service operations. Local service falls short because existing in-county service capacity must first meet high-priority local trips, leaving limited ability to dedicate staff time and vehicle hours to cross-county transportation. The lack of regional intercounty availability for trips is documented in the TDSP for Hernando, Pasco, and Hillsborough Counties and you can see it in the attached.

Connection to Identified Need

Explain how the new service will address the identified transportation gap or need.

To address this unmet need, You Thrive Florida will establish a service dedicated to scheduled intercounty trips for TD riders traveling from Hernando County into Pasco, and Hillsborough counties for employment and medical purposes. This model is especially valuable in Hernando County because many higher-level medical services and some employment opportunities are accessed regionally rather than locally. From the customer's perspective, the value of the new service is direct and practical. Riders will experience greater mobility because they will be able to reach destinations outside Hernando County that are essential to health and income stability. They will experience greater convenience and confidence because transportation will be more dependable for long-distance trips that cannot easily be replaced if missed, especially recurring medical appointments and regular work schedules.

PROPOSED OUTCOMES (Required 15 points):

Define measurable results.

Measurable Outcomes

Describe expected project outcomes, including projected trips and riders and measurable results beyond outputs (e.g., access, reliability, wait times, mobility)

improvements). Clearly distinguish outcomes from outputs. For current projects, include performance to date and how it informs future projections.

We expect to be able to provide 30-50 trips a month in the very beginning, with the goal to grow to a bigger impact as our marketing efforts have success.

Measure	Year 1 Target
Completed intercounty one-way trips	850
Unduplicated riders served	75
Reduction in unmet out-of-county trip requests	3%
On-time performance	97%
Rider satisfaction rating positive or very positive	90%

Reliability of Projections

Explain how projections were developed, including prior data, reports, assumptions, and other supporting documentation. Describe why these estimates are reasonable and how they were derived.

The estimation of trips we will be able to provide from the beginning was based on unmet trip data collected locally and reported to our MPO. The report shows an average of 25-30 requests for regional transportation denied monthly that we hope to be able to fulfill, resulting in 50-60 one way trips.

Evaluation & Data Capacity

Describe how project performance will be tracked, measured, and reported. Include data to be collected, key performance measures, reporting methods and frequency, and whether systems are already in place or will be developed.

We will measure -

- Intercounty trips provided: Number of completed one-way trips from Hernando County to Citrus, Pasco, and Hillsborough counties for medical and employment purposes.
- Unduplicated riders served: Number of TD-eligible individuals using the pilot service for out-of-county access.
- Purposes of trips by percentage to measure the type of impact we are having with the project.
- Unmet trip reduction: Reduction in denied, missed, or unaccommodated out-of-county trip requests compared with baseline demand.
- On-time performance: Percentage of riders arriving on time for work shifts or medical appointments.

We will use the same data collection database that we currently use for our TD program.

- Customer satisfaction: Percentage of riders reporting that the service improved their mobility, convenience, and ability to access essential destinations

PROJECT SUSTAINABILITY/CONTINUATION PLAN (Required, 25 points)

Demonstrate long-term viability

Sustainability Approach

Describe how the project, or elements of it, may and/or will continue beyond the grant period. For current funded projects, summarize progress toward sustainability.

This project is designed with long-term sustainability in mind, and key elements will continue beyond the grant period. The operational framework established through this project—including scheduling, dispatching, and expanded service areas—will remain in place as part of our core services. As awareness grows and ridership increases, revenue from trip fees and reimbursements will help support ongoing operations. Established relationships with healthcare providers, rehabilitation centers, and senior service organizations will continue to generate referrals and reinforce the need for expanded transportation options. Additionally, the project will position us to pursue future funding opportunities and partnerships that support transportation access for underserved populations. By integrating these services into our existing operations and building on community demand, we are confident the program will remain a sustainable and valuable resource beyond the grant period.

Funding Strategy

Identify how the project may and/or will be financially sustained, including specific or potential funding sources or how costs will be absorbed within existing resources.

The project will be financially sustained through a combination of service revenue, strategic partnerships, and integration into our existing operations. As ridership grows, trip fees and reimbursements—such as private pay, Medicaid transportation, and contracts with healthcare providers—will help offset ongoing costs including staffing, fuel, and vehicle maintenance. We will continue to build and strengthen relationships with local hospitals, rehabilitation centers, senior care providers, and community organizations that rely on dependable transportation for their clients. These partnerships not only support consistent referrals but may also lead to contracted services or shared funding opportunities. In addition, we will actively pursue future grant opportunities and local funding sources to expand and maintain service capacity. Where needed, we are committed to absorbing a portion of the costs within our current operational budget to ensure continuity of service. By combining earned revenue, community partnerships, and reinvestment into our existing infrastructure, the project is positioned to remain financially sustainable beyond the grant period.

Integration into Current Operations

Describe how the project may and/or will be integrated into existing systems, operations, or partner systems for long-term continuation.

Implementation will use current CTC scheduling, dispatch, eligibility, and trip documentation systems, with the additional driver assigned to a dedicated schedule for out-of-county service demand. The project will be coordinated through the existing Hernando County TD structure, including the Hernando/Citrus MPO and Local Coordinating Board, to ensure the service aligns with documented need and local planning priorities. This approach allows the project to be launched quickly while maintaining accountability, eligibility verification, and ongoing performance review.

Feasibility

Describe commitments, partnerships, prior progress, or implementation steps that supports the plan is realistic. For current funded projects, include performance to date or documented results supporting continuation.

We will be able to implement this project into our current operational structure to ensure reliability and consistency in service for the clients, and also consistency in terms of data reporting and management for the CTD. We will work with locations in our community that we already have partnerships with to grow awareness of the availability of service as well as continue our efforts to grow impact by finding new partnerships in the community.

Other Required Application Elements (Required, 10 points):

Ensure all required administrative, financial, and staffing components are complete, reasonable, and aligned with the proposed project.

Proposed Project Expense Budget:

Provide a Proposed Project Expense Budget to support the total amount of funding requested. Include a budget table here or use the budget worksheet provided.

See attached Budget Worksheet

Rate Model Worksheet and Proposed Service Rates

Provide a complete Rate Model Worksheet and identify proposed service rates specifically for the project.

See attached worksheet

Project Personnel:

Provide the name, current title and summary of work experience for each key staff member who will work on the project.

Jeff Cottrell, Director, 2 years
Kim Kaye, Driver, 22 years
Matt Guerrieri, 4 years,
Carmen Vazquez 4 years
Janice DeBlasio 20 years
Ray Ford 20+ years
Craig Snyder 1 year

Local Match:

Describe the source of the local match and when such funds will be available.

Local match is revenue from the farebox, private donations, and cash reserves and will be available immediately

COLLABORATION AND PARTNERSHIP (Encouraged – 5 points):

Demonstrate how formal partnerships strengthen project implementation, performance, and long-term sustainability.

Partners Identified

Identify all partner organizations involved in project. Include the name of each partner and how it aligns with the project goals.

There are no operational partners in this project, onmly community partners to spread awareness.

Roles and Commitments

Describe each partner's role in the project and their specific responsibilities or contributions. Include role in implementation or operation and resources contributed.

There are no operational partners in this project, onmly community partners to spread awareness

Proposed Budget for 26-27 You Thrive Florida Grant Application

EXPENSE SOURCES	
Labor	\$ 81,308.00
Fringe Benefits	\$ 27,480.00
Services	\$ 3,527.00
Materials and Supplies	\$ 39,072.00
Utilities	\$ 4,865.00
Casualty and Liability	\$ 28,503.00
Taxes	
Purchased Transportation	
Miscellaneous (<i>Identify costs included in this line item</i>)	
Leases and Rentals	
Allocated Indirect Cost	\$ 15,245.00
<i>Include any other expense items needed</i>	
Total Budget	\$200,000.00

REASON FOR UNPROVIDED REQUESTS													
% of Trip Requests unable to Provide	2.74%	2.83%	2.79%	2.98%	4.59%	4.92%	4.76%	4.20%	3.72%	#DIV/0!		#DIV/0!	3.66%
Same day Request	15	13	10	8	11	12	14	9	6				98
Out-of-county request	23	26	25	28	27	30	29	24	20				232
Stretcher	1	0	0	3	2	2	1	0	0				9
Holiday/Weekend	9	6	8	12	25	31	24	22	26				163
Before 8 a.m./after 3:00 p.m. appointments	9	7	9	10	11	13	10	11	12				92
Total Unprovided	57	52	52	61	76	88	78	66	64	0		0	594

Table 1: Review of Plans, Policies, and Programs

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
<i>State Plans & Policies</i>						
State of Florida Transportation Disadvantaged 5-Year/20-Year Plan	Florida	2007	State	FCTD	Purpose is to accomplish cost-effective, efficient, unduplicated, and cohesive transportation disadvantaged services within its respective service area.	Develop and field-test model community transportation system for persons who are transportation disadvantaged; create strategy for FCTD to support development of universal transportation system.
<i>Regional Plans & Policies</i>						
Tri-County Access Plan	Hillsborough, Pinellas, and Pasco	2014	Regional Transit Needs Plan	Hillsborough, Pinellas, and Pasco Counties	Addresses the Hillsborough County, Pasco County, and Pinellas County MPOs' partnership with FDOT D7 to promote coordinating services within the tri-county area to benefit the TD population.	The following needs were identified through the Tri-County Access Plan process: • Regional paratransit services • Projects benefiting seniors and individuals with disabilities • Fixed route improvements, including improved frequency, later evening and weekend service • Infrastructure and technology improvements • Additional transportation services to quality of life/social activities • Service connecting to major hospitals and hubs • Regional fixed-route/express services
TBARTA Master Plan	District 7	2015	Regional Plan	TBARTA	Update to Master Plan that serves as regional LRTP. Continues to examine high capacity corridors that deserve attention to improve mobility within region. Also incorporates region's six MPO LRTP adopted Cost Feasible Plans and Needs Plans.	Update acknowledges that growth in Tampa Bay region expected to grow 43% by 2040; as a result, commute times expected to double by 2040. Since a majority of cross-country travel occurs between Hillsborough, Pasco, and Pinellas counties, plan identifies regional and future priority projects to target in coming year(s). Single regional plan necessary to move forward with regional transportation vision that begins with these priority projects: I-275/SR60/Memorial Interchange, SR-54/56 Corridor Improvements, Gateway Express, Howard Frankland Bridge, Tampa Bay Express Starter Projects, and Westshore Multimodal Center and Connections to Downtown Tampa & Airport.
Tampa Bay Regional Transit Feasibility Plan	Hillsborough, Pinellas, and Pasco	2017	Feasibility Plan	HART	Conducted to build on decades of planning and bridge gap between various visions for transit throughout region; defines projects that are most competitive for federal funding, leverage all technology available, and supportive of future growth.	Proposed catalyst project spans from SR-54 in Pasco County, continuing south through Wesley Chapel, USF, Tampa, culminates in St. Petersburg. Recently identified candidate project for corridor is BRT service to operate in mix of dedicated lanes, shoulders, express lanes, and mixed traffic along approximately 41-mile route. A regional transit vision network was also identified.
TBARTA TDP	Hillsborough, Hernando, Manatee, Pinellas, and Pasco	2020	TDP	TBARTA	First regional TDP for the Tampa Bay area that serves as a vision and a strategy to connect Hernando, Hillsborough, Manatee, Pasco, and Pinellas counties with transit services.	Proposed a set of short-term improvements to existing regional routes, and long-term improvements for new regional connections. Some of these improvements relevant to Pasco County include: <u>Short-Term:</u> • GoPasco Route 19 - Increased frequency and additional weekend service • Route 54 & Route 21 - Increased frequency, increased service hours, and additional weekend service <u>Long-Term:</u> • Express service on US 41 from Tampa to Brooksville • Express service on Veterans/Suncoast Expressway from Tampa to Brooksville • Express service on I-75 from SR 52 to Bradenton • Rail service from Tampa to Brooksville • Regional Rapid Transit from Wesley Chapel to Downtown St. Petersburg • Regional TD services • Commuter Services/vanpools • Innovative Transit Technologies

the fixed-route service area and outside of GoPasco's operating hours. Any person who wants to access coordinated transportation services must register by completing an application.

The largest number of residents in need of transportation-related assistance is older adults. Several factors account for their need for public transportation, such as physical or medical limitations, lack of a driver's license, financial constraints, fear of driving, or reluctance to share rides. A large number of physically- and mentally-challenged residents in Pasco County also require assistance, as do low-income residents, including high-risk and at-risk children, primarily because they cannot reasonably afford their own transportation. According to the Annual Operating Report (AOR) for FY 2023/24, GoPasco, in conjunction with the Coordination Contractors, performed a total of 123,500 one-way trips. Of those trips, 35.0 percent were for persons with disabilities and 29.6 percent were for older adults whose primary destinations were general medical office visits, shopping, and special programs.

Future transportation demands will be affected by demographic changes in employment and population, location of urbanized areas, trip destinations, major new roadway construction that opens new areas to development, and funding availability. Demand for transportation from the TD population in the service area will increase for the groups identified above as the county's population grows. Transportation alternatives could include vanpools, ride sharing, assistance in maintaining privately-owned vehicles, purchase of gasoline, and use of public transportation, both fixed-route and advance-reservation. Also, as the employment base in the county expands, demand for commuter services may also increase. The population growth that has occurred in central Pasco County over the last decade has created a demand for feeder commuter service into Hillsborough County or Hernando County. These factors identified will be considered in the future assessment and enhancement of the public transportation system.

Regional transit needs have been identified in the 2014 Tri-County Area Regional Mobility Needs Plan, TBARTA's 2015 Master Plan, and TBARTA's 2020 TDP. These needs include the following:

- Regional paratransit services
- Projects benefiting older adults and individuals with disabilities
- Fixed-route improvements, including improved frequency and later evening and weekend service
- Infrastructure and technology improvements
- Additional transportation services to quality of life/social activities
- Service connecting to major hospitals and hubs
- Regional fixed-route express and premium transit services

Barriers to Coordination

The GoPasco Bus Pass Program is an initiative that has reduced transportation cost while increasing the use of public transit services by TD recipients. The program's goal is to continually move customers from paratransit to the fixed-route transit system when feasible. Development of this program was considered a reasonable solution to GoPasco concerns regarding coordination with the CTD. GoPasco implemented its Bus Pass Program in January 2001 for agency clients who used Medicaid transportation up to five days per week. The goal is to try to move paratransit customers to the fixed-route service,

2.2.7 Inter-County Services

Sunshine Line can provide limited inter-county trips on a case-by-case basis. In addition, HART, Pinellas Suncoast Transit Authority (PSTA), and Pasco County Public Transportation (PCPT) each have cooperative agreements with each other that provide service across county lines.

2.2.8 Natural Disaster/Emergency Preparedness

Sunshine Line is included in Hillsborough County's *Comprehensive Emergency Management Plan* (CEMP) and is assigned to special needs evacuation. In addition, upon activation of the Emergency Operation Center, Sunshine Line, Public Schools transportation, HART, and other partners work collectively to evacuate residents according to the CEMP.

2.2.9 Marketing

In 2002, Hillsborough County hired a marketing firm that conducted focus groups and helped the county to rename the program to Sunshine Line with a new logo and motto, "Hillsborough's Ride on the Bright Side." The goal was and continues to be to market the program as a user-friendly transportation service. The program has been featured several times on Hillsborough County government's television channel. A client-oriented brochure provides information about the available services, applications, and how to access the services. Information about the program is posted on Hillsborough County's website at <https://www.hillsboroughcounty.org/en/residents/social-services/transportation>. Staff participates in public meetings and forums regarding clients or services impacted by transportation issues.

A Ride Guide, developed by the TDCB, is also available from the Hillsborough County TPO website, [2024 Ride Guide.pdf \(planhillsborough.org\)](#), which provides descriptions of other available services including contact names and numbers for requesting transportation. The Ride Guide is also included as part of Appendix D to this document.

2.2.10 Acceptable Alternatives

Any agency purchasing or providing transportation for TD patrons with TD funds is to do so through a contractual arrangement with the CTC. Specifically exempted from this requirement are privately-owned vehicles of an agency volunteer or employee, state-owned vehicles, privately-owned vehicles of a family member or custodian, common carriers such as commercial airlines or buses, emergency medical vehicles, or "when the CTC is unable to provide or arrange the required service."

Due to the nature of the service provided by the Hillsborough County Crisis Center, this falls under the latter category. The Crisis Center provides transportation for persons who are confined under the Baker Act. Due to the special nature of this service and the clients served, the Crisis Center provides for its own transportation outside of the TD Coordinated System.

1.5 Goals, Objectives, Strategies, and Implementation Plan

Program Goal: Meet the life-sustaining and life-enhancing transportation needs of the Transportation Disadvantaged (TD) through providing a coordinated, efficient, reliable, and safe transportation system.

Objective 1: Provide a locally and regionally coordinated transportation system.

Strategy	Responsible Agency(ies)	Implementation Timeline
1.1: Continue coordinating among social service providers, including but not limited to an annual meeting of Section 5310 agencies and other community-based organizations, to facilitate the efficient provision of services, and to develop and implement projects for Transportation Disadvantaged (TD) trips where gaps are identified.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line, Coordination Contractors	Annual, ongoing
1.2: Continue to work with the Florida Department of Transportation (FDOT) District 7, and the Pinellas and Pasco MPO Staff to review, rank, and participate in the United States Code (U.S.C.) Section 5310 grant program. Work to ensure that capital and operating grants meet the needs of seniors and individuals with disabilities and maximizes coordination among public transit providers, human services agencies, and volunteer-based driver programs.	Hillsborough TPO, Pinellas TPO Staff, Pasco TPO Staff, FDOT, Sunshine Line	Annual, ongoing
1.3: Advocate for the needs of the TD Population in the planning and delivery of transportation services and land-use decisions with the four local municipalities, the Hillsborough County Transportation Planning Organization (TPO), and Hillsborough County City-County Planning Commission through the comprehensive planning process, the long-range transportation planning processes, capital improvement programming, and land development regulations updates.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line	Ongoing
1.4: Continue to work with Pinellas and Pasco Transportation Disadvantaged Coordinating Boards (TDCBs) to advocate for the development, funding, and operation of intercounty trip services for the TD.	Hillsborough TDCB, Pasco and Pinellas TDCBs, Hillsborough TPO, TBARTA	Ongoing
1.5: Continue to work with Hillsborough Area Regional Transit to advance the mobility of the transportation disadvantaged. This should include expansion of the fixed-route and paratransit systems in terms of service hours, frequencies, spatial coverage, and access to essential destinations. Participate in HART ADA Committee meetings.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line, HART	Ongoing

PUBLIC PARTICIPATION

Representatives of the public, private, and non-profit transportation, and human service providers, as well as members of the public are provided the opportunity to participate in the development and update of the TDSP through public comment and discussion at the quarterly LCB meetings. Information regarding these meetings and reports are disseminated through various means of communication which include: MPO website, social media, e-mail, newspaper articles and announcements.

BARRIERS TO COORDINATION

- Some Hernando County clients have a need to travel outside of County boundaries.
- Availability of Funding
- Agencies that develop new or expand existing programs without regard to transportation in the planning and/or budget phases. This places reliance on already scarce TD Trust Funds.
- Geographic Location – The rural service area creates a challenge as essential services, i.e. medical, and employment trips result in longer trips. The traffic congestion is increasing as the growth rate continues to climb.
- Capital Purchases – The length of time to order and receive service vehicles to replace aging fleet impacts the current fleet's ability to maintain consistency. Additionally, there is a great need for bus stop shelters which are costly in labor and materials. Florida's rainy season (June-November) impacts riders' ability to board buses where no shelters are currently provided.

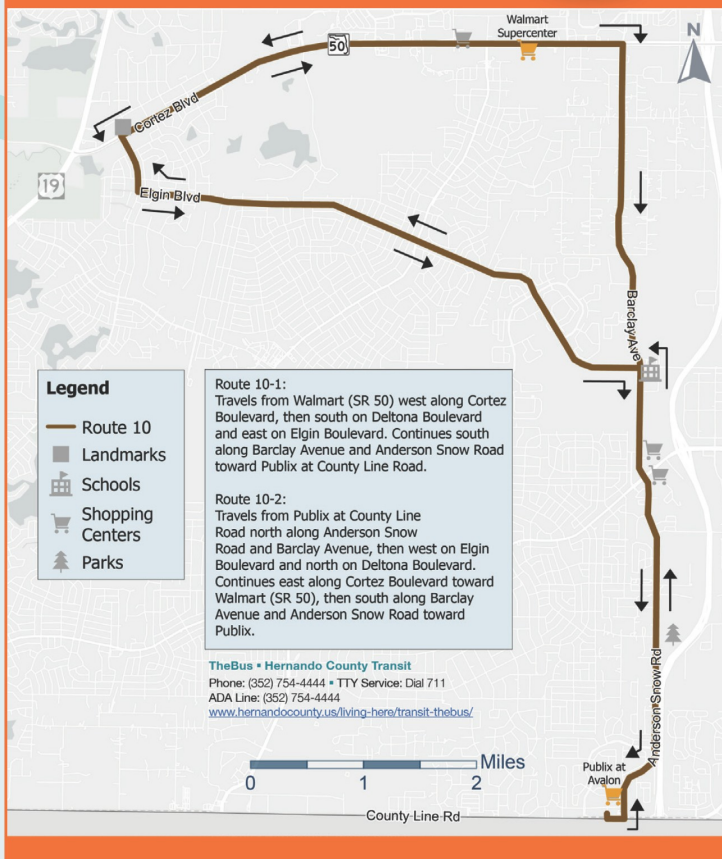
New Routes equals New Connections

We're adding two new routes to make your commute even better.

ROUTE

10

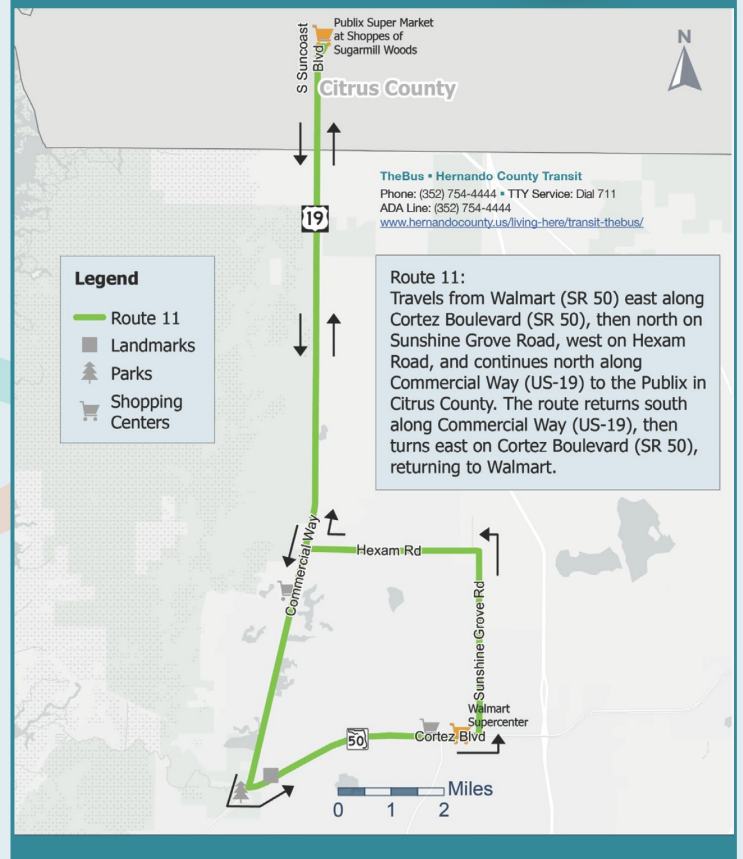
Spring Hill Connector



ROUTE

11

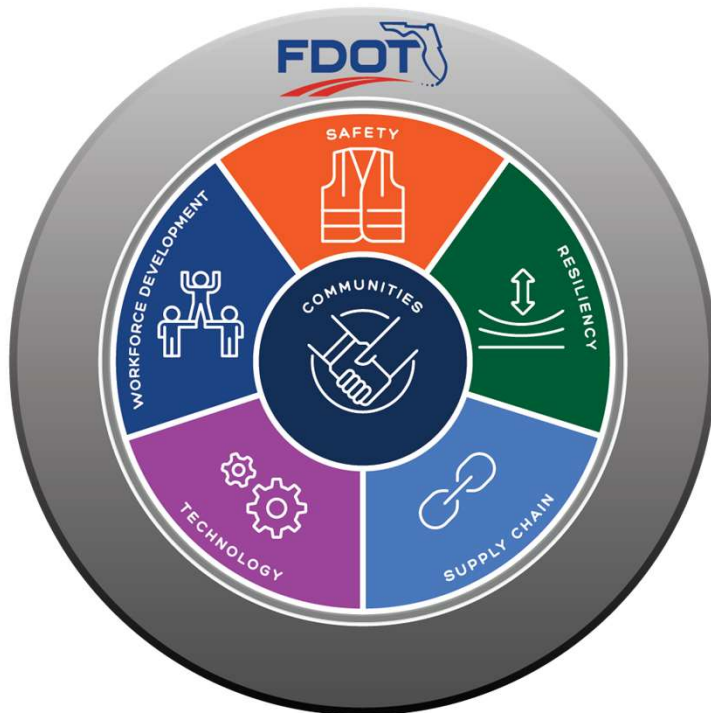
North Hernando Connector



We want to hear from You!

Fill out our virtual comment card by scanning the QR code or visiting:

<https://tinyurl.com/ShareWithTheBus>



Grant Planning & Development

FDOT District Seven
Modal Development
May 14, 2026

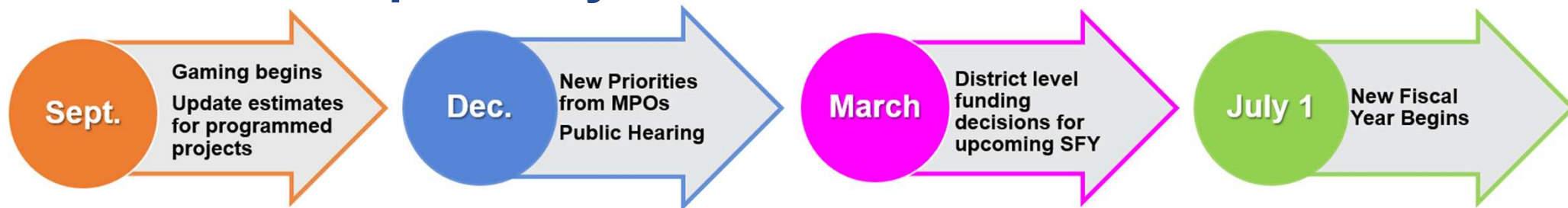
Agenda



- **FDOT Work Program**
- **Matching Share Requirements**

Work Program

- Adopted Five Year Work Program
- Annual Update Cycle

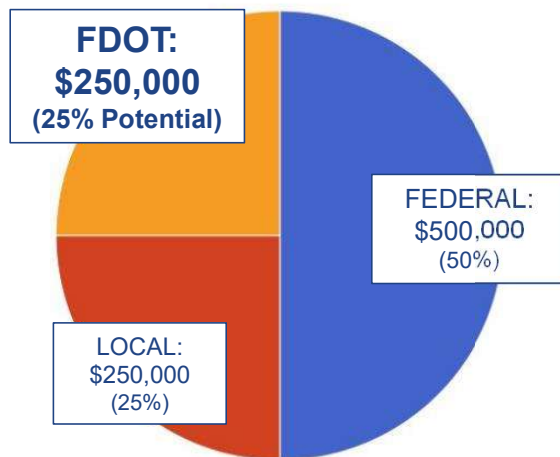


- Updated Annually
- Focus on "New 5th Year"
- Project funding shown by grantee and/or project

Non-Federal Share

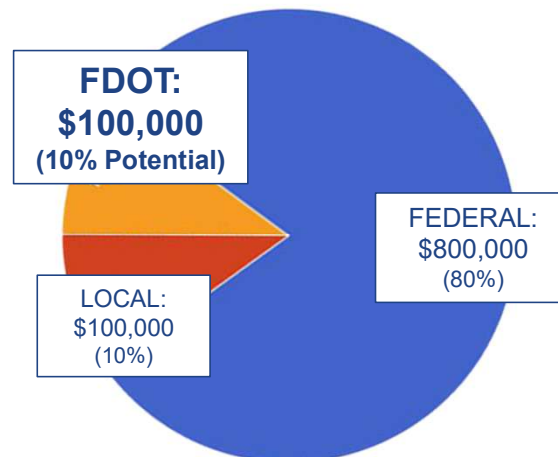
Example #1:

**\$1 million project with
\$500,000 Federal funds**



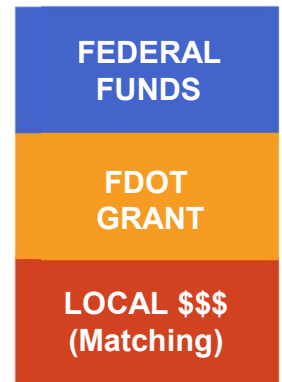
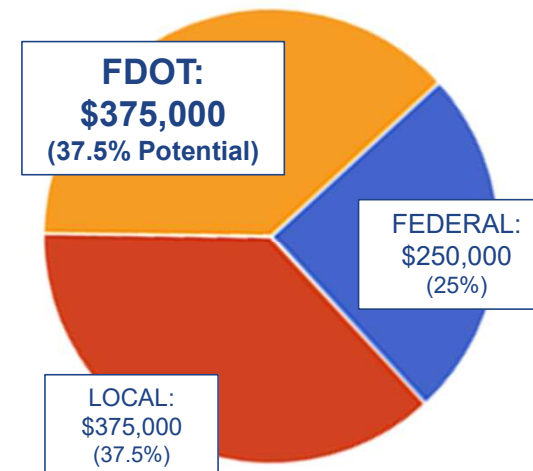
Example #2:

**\$1 million project with
\$800,000 Federal funds**

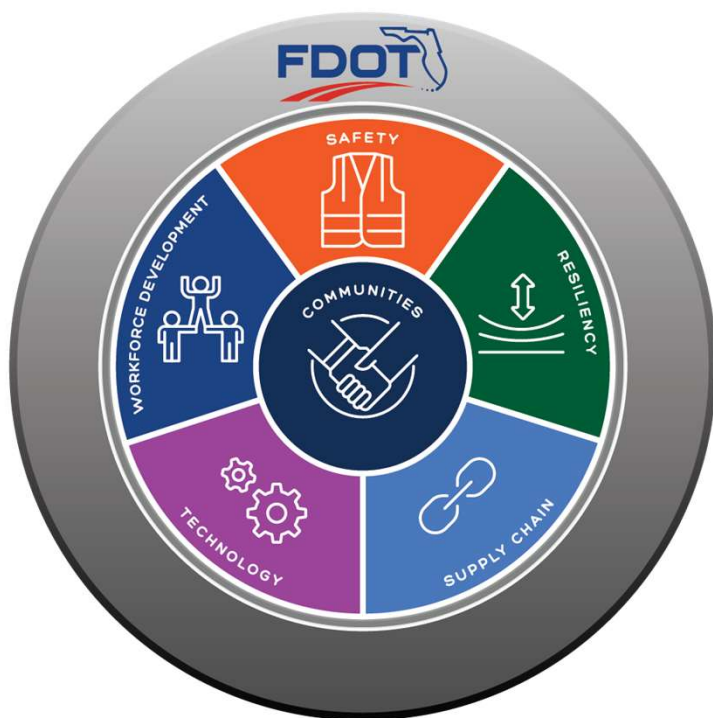


Example #3:

**\$1 million project with
\$250,000 Federal funds**



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