



HERNANDO COUNTY, FLORIDA

TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) FY 2024-2028

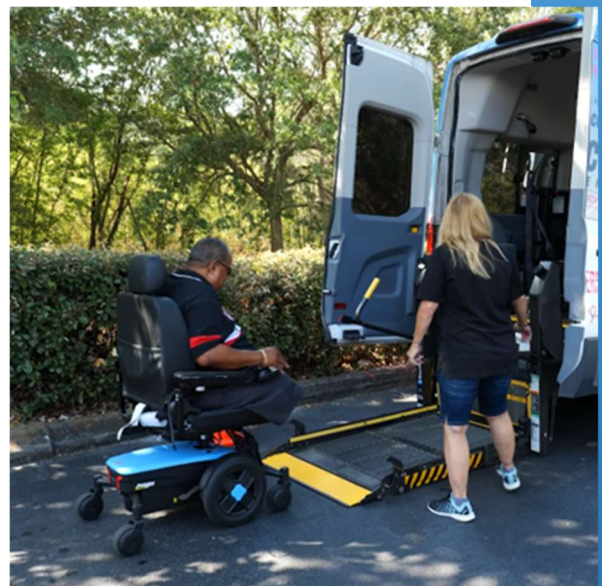
Effective: July 1, 2023 – June 30, 2028

Approved by the Hernando County
Transportation Disadvantaged
Local Coordinating Board on
Approved on August 9, 2023
Updated August 8, 2024
Updated November 13, 2025

Hernando/Citrus Metropolitan
Planning Organization
789 Providence Boulevard
Brooksville, Florida
352-754-4082

[https://www.hernandocounty.us/departments/
departments-f-m/metropolitan-planning-
organization](https://www.hernandocounty.us/departments/departments-f-m/metropolitan-planning-organization)

Mid Florida Community Services, Inc.
DBA You Thrive Florida
1122 Ponce De Leon Boulevard
Brooksville, Florida 34601
352-799-1510
<https://www.mfcs.us.com/>



In Partnership with the Florida Commission for the Transportation Disadvantaged

Contents

Section 1. Development Plan.....	4
Introduction to the Service plan	4
Background.....	4
Hernando County Transportation Disadvantaged Program Organization Chart.....	6
Consistency review of other Plans	7
Public Participation	7
Barriers to Coordination.....	8
Service Area Profile/Demographics.....	10
Service Area Description	10
Land Use 10.....	10
Demographics of Hernando County	11
Service analysis.....	14
Forecasts of Transportation Disadvantaged Population	14
Goals, Objectives, and Strategies	15
Goal 1: Provide paratransit connector service to the fixed-route service whenever possible on a space-available basis to assist with the transportation needs of the citizens of Hernando County.....	15
Goal 2: Ensure that all transportation services are provided in the most cost effective and efficient manner possible.....	17
Goal 3: Ensure that all federal, state and local performance standards and programs are adhered to and provided in a timely ad effective manner	18
Goal 4: Provide sufficient data to ensure program accountability and stability	19
Goal 5: Implement marketing strategies to increase public awareness of and involvement in both the fixed route and paratransit programs.....	20
Implementation Plan.....	21
Section 2. CTC Service Plan.....	22
Operations.....	22
Types, Hours and Days of Service	22
Subscription Trips.....	22
Americans with disabilities – complementary Paratransit Service on the fixed-route.....	22
Accessing Services	23
School Bus Utilization.....	23
Vehicle Inventory.....	24
Inter-county Services.....	24

Emergency Preparedness and Response	24
Insurance, Safety Requirements and Standards.....	24
Contractual Arrangements.....	24
Transportation Operators and Coordination Contractors	24
Alternate Transportation Opportunities	24
For HMO info or to report complaint.....	25
Educational Efforts/Marketing.....	25
Acceptable Alternatives	25
System Safety	26
Rider Responsibilities	27
CTC System Standards.....	28
Accessibility	29
Performance Evaluation Strategies.....	30
Objective 1: Decrease the number of system no-shows.	30
Objective 2: Decrease the number of vehicle breakdowns.....	30
Objective 3: Decrease the number of system complaints.	30
Objective 4: Relieve the overburdened paratransit system by referring riders to the fixed- route/ada complementary system whenever possible.	31
Hernando County Transportation Disadvantaged - Local Complaint and Grievance Process	31
Section 3. Quality Assurance.....	31
Monitoring and Evaluation.....	31
CTC Evaluation Process	31
Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors	32
Coordination Contract Evaluation Criteria.....	32
Planning Agency Evaluation	32
Cost/Revenue Allocation and Rate Structure Justification.....	32
Cost/Revenue Allocation	32
Fare Structure	33
Hernando County Senior Services - Title III.....	33
CTD - Trip Related Grant/Non-Sponsored Trips, One Way (Trip and Equipment).....	33
TD Fund Utilization.....	33
APPENDIX A: RATE MODEL CALCULATION SHEET.....	APPA-1
APPENDIX B: APPLICATIONS FOR SERVICES IN ENGLISH AND SPANISH.....	APP B-1
APPENDIX C: VEHICLE INVENTORY	APP C-1

APPENDIX D: GRIEVANCE PROCEDURES	APP D-1
APPENDIX E: GLOSSARY AND ACRONYM LIST	APP E-1

SECTION 1. DEVELOPMENT PLAN

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program. F.S. Chapter 427 defines transportation disadvantaged as: "...those persons who because of physical or mental disability, income status, or age 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 handicapped or high-risk or at-risk as defined in Chapter 411.202, Florida Statutes.

INTRODUCTION TO THE SERVICE PLAN

The Florida Commission for the Transportation Disadvantaged (CTD) requires that each Community Transportation Coordinator (CTC) submit a comprehensive Transportation Disadvantaged Service Plan or an annually updated plan which includes the following:

- Development Plan
- Service Plan
- Quality Assurance
- Cost/Revenue Allocations and Fare Justification

BACKGROUND

The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427, Florida Statute which defines transportation disadvantaged persons as:

"...those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or at-risk as defined in Chapter 411.202, F. S."

Hernando County Board of County Commissioners initially served as the Designated Official Planning Agency (DOPA) for the Transportation Disadvantaged Program in Hernando County. The Metropolitan Planning Organization (MPO) was established in 1992 and was selected by the Commission for the Transportation Disadvantaged (CTD) in 1993 to serve as the DOPA for the program. In 1999, the MPO became officially known as the Hernando County MPO to recognize the expanded nature of the county and role of the MPO and is responsible for transportation planning for the entire county.

Citrus County became urbanized based upon the 2010 Census and in 2014 merged with the Hernando County MPO thus becoming the Hernando-Citrus MPO. The provision of TD services was still to be conducted by the two separate Community Transportation Coordinators (CTCs), per Ch. 427 F.S., and the planning efforts are coordinated with the MPO.

The purpose of the Designated Official Planning Agency (DOPA) is to perform long-range transportation disadvantaged planning and assist the CTD and the Local Coordinating Board in implementing the TD program within a designated service area. The DOPA is responsible for

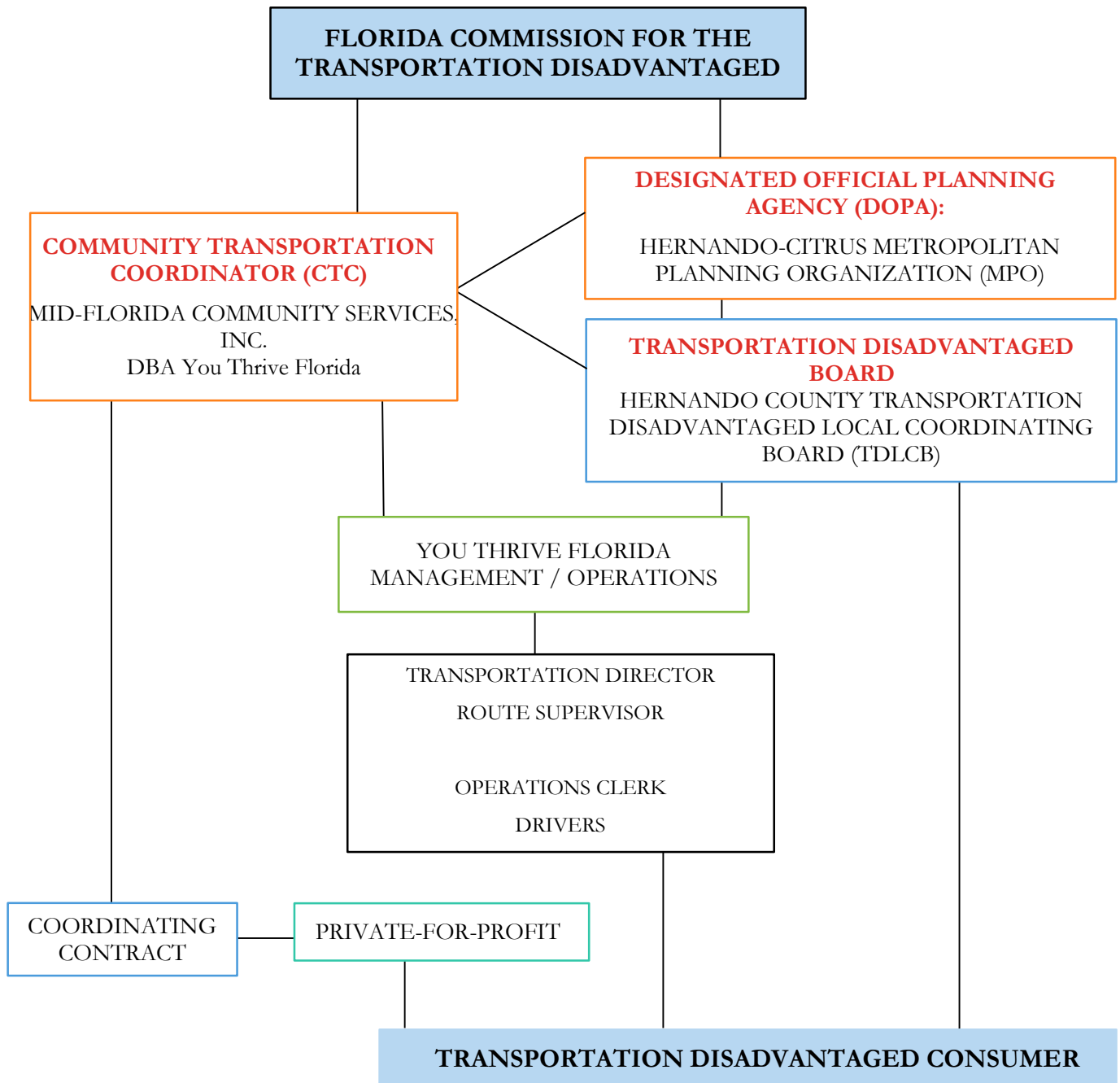
preparing and submitting applications to the CTD for planning grants funded from the Transportation Disadvantaged Trust Fund. In addition, the DOPA is required to certify on an annual basis, compliance with the intent of the CTD that the membership of the Local Coordinating Board represent, to the maximum degree possible, a cross section of the local community.

Community Transportation Coordinator Designation Date/History

In September 1990, Hernando County's Local Transportation Disadvantaged Local Coordinating Board voted to recommend that Trans Hernando, a division of Mid Florida Community Services, Inc., serve as the area's CTC. The MPO subsequently recommended Mid Florida to the CTD, which selected Mid Florida as the county's CTC. Subsequent Request for Proposals have been advertised through the formal bidding process in 2003, 2008, 2013, 2018 and 2023. The current Memorandum of Agreement (MOA) with Mid Florida is in effect until June 30, 2028. In 2024, Mid Florida Community Services replaced the Trans-Hernando brand and is doing business as You Thrive Florida.

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED PROGRAM ORGANIZATION CHART

Figure 1: Hernando County Transportation Disadvantaged Program Organization Chart



CONSISTENCY REVIEW OF OTHER PLANS

Local Government Comprehensive Plans

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando County Comprehensive Plan as stated in Chapter 5, “The County shall coordinate local transit service with the Transportation Disadvantaged Service Plan (TDSP) and with the designated Community Transportation Coordinator.”

Transit Development Plans

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando County Transit Development Plan (TDP) through identification of key populations in need. Guiding policies as part of outlined goals and activities, relevant to the broader TheBus system; adjusting fixed -route schedules to meet demands of TD population, expanding service in areas of Hernando County where no fixed-route service exists; augmenting current fixed-route service gaps; transferring eligible and qualified riders from paratransit service to fixed-route system to improve cost effectiveness and resource efficiency.

A Major Ten-Year Update to the Hernando County Transit Development Plan was approved by the Hernando County Board of County Commissioners on December 3, 2024. A copy of the Major TDP Update is available on the Hernando County Transit Website.

Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The Transportation Disadvantaged Service Plan maintains consistency with the CTD Five-and Twenty-Year Plan as outlined throughout the CTD Five-and Twenty-Year Plans.

MPO Long Range Transportation Plans

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando-Citrus MPO 2050 Long Range Transportation Plan (LRTP) as stated in its Goal and Objectives; providing mobility needs for the community, in particular for provision of mobility services to transportation disadvantaged where fixed-route public transportation is not available.

Transportation Improvement Program (TIP)

The Transportation Disadvantaged Service Plan maintains consistency with the Hernando/Citrus MPO Transportation Improvement Program (TIP) as outlined in the TD Five Year Work Program in the *Transportation Disadvantaged Section* of the TIP.

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 but the funding is not available for the coordination.
- 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.

**Coordinating Board Membership Certification
Hernando-Citrus Metropolitan Planning Organization (MPO)
789 Providence Boulevard, Brooksville, FL 34601**

The MPO/Designated Official Planning Agency named above certifies the following:

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

Signature: _____ **Date:** _____

Table 1: Hernando County TDLCB Membership

Representation	Member	Alternate	Term
TDLCB Chair	County Commissioner John Allocco		
FL Department of Transportation	Dave Newell	Michelle Sikavitsas Chris Leffert	
FL Department of Children & Family Services	David Knazur	Elizabeth Alacci	N/A
Public Education Community Representative	Anthony Cavaliere, Manager of Operations	Sam Kinnard	N/A
FL Division of Vocational Rehabilitation or Blind Services	Lindsay Braun	Karla Lagos	
Veterans Services	Tony Graham	Robert Werts	
FL Assoc for Community Action – a person representing the economically disadvantaged	Vacant	Vacant	
Person over 60+	Vacant		
Person with a Disability	Gretchen Samter		
Citizen Advocate/Transit User as Primary Transportation	Gerry Whitted		
Citizen Advocate	Melissa Arceneaux		
Local Representative for Children at Risk	Shanika Figueroa Rodriguez		

Table 1: Hernando County TDLCB Membership

Representation	Member	Alternate	Term
Mass Transit or Public Transit Board Representative	Darlene Lollie, Transit Grants Administrator	Georgia Lim, Transit Financial Specialist	
FL Department of Elder Affairs	Casey Ladd		
Private Not-for-Profit Transportation Representative	Vacant		
FL Agency for Health Care Administration		Karen Wessel	
Regional Workforce Development Board	Jose Infante	Miranda Burke	
FL Agency for Persons with Disabilities	Jeannette Estes	Elizabeth Watson	N/A
Local Medical Community Representative	Vacant		N/A

SERVICE AREA PROFILE/DEMOGRAPHICS

SERVICE AREA DESCRIPTION

Hernando County is located on the Gulf Coast of west central Florida. Hernando County is bordered on the west by the coastline along the Gulf of America, the east Sumter County; north Citrus County; and south Pasco County. The county is approximately 37 miles east to west, and 18 miles north to south.

The County includes the incorporated area of the City of Brooksville. The City of Brooksville is centrally located and is the county seat for Hernando County Government. Brooksville serves as a major commercial and employment center. However, most of the population resides in the unincorporated areas of the County, with the largest share being in Spring Hill.

LAND USE

Hernando County Comprises 473 square miles with an estimated population of 212,807 people as of the 2023 data. As described in the Hernando County 2040 adopted Comprehensive Plan, approximately 80% of the population is located in the urbanized area of Spring Hill/Brooksville.

DEMOGRAPHICS OF HERNANDO COUNTY

Table 2: Hernando County Population by Age Range, 2023

Age Range	Population
Under 5 years	9,093
5 to 17 years	34,911
20 to 29 to years	20,444
30 to 44 years	36,780
45 to 64 years	55,624
65 to 85+ years	55,955
Total Population	212,807

Source: 2023 American Community Survey S0101

Table 3: Household Income as a Percentage of the Total Number of Households in Hernando County, 2023

Household Income	Number of Households	Percentage
Less than \$10,000	4,467	5.2%
\$10,000 to \$14,999	2,577	3.0%
\$15,000 to \$24,999	5,842	6.8%
\$25,000 to \$34,999	7,045	8.2%
\$35,000 to \$49,999	11,856	13.8%
\$50,000 to \$74,999	18,127	21.1%
\$75,000 to \$99,999	13,832	16.1%
\$100,000 to \$149,999	12,457	14.5%
\$150,000 to \$199,999	5,756	6.7%
\$200,000 or more	3,952	4.6%
Total Households	85,911	100%

Source: US Census, Hernando County, 2023 American Community Survey S1901

Table 4: Percentage of the Population of Hernando County, 16 Years and Older by Employment Status, 2023

Employment Status		Percentage
Employed	168,464	94.1%
Unemployed	10,563	5.9%
Total Population 16 Years and Older in the Labor Force	179,027	100%

Source: US Census, Hernando County, 2023 American Community Survey S2301

Table 5: Major Employers in Hernando County and Employer Type, 2025

Major Employers	Employer Type	Employer Type	# of Employees
Hernando County Schools	Education	Public Sector Employers	3,063
Wal-Mart Super Centers	Retail Commercial	Top Private Sector-Retail	2,746
HCA Florida Oak Hill Hospital	Service	Top Private Sector, non-Retail	1,518
Publix	Retail Commercial	Top Private Sector-Retail	1,219
Access Health Care Physicians	Service	Top Private Sector, non-Retail	918
Hernando County Board of Commissioners	Government	Public Sector Employers	812
Tampa General Hosp. North (formerly Bravera Health)	Service	Top Private Sector, non-Retail	800
Hernando County Sheriff's Office	Government	Public Sector Employers	598
Rural King	Retail Commercial	Top Private Sector-Retail	568
Winn Dixie	Retail Commercial	Top Private Sector-Retail	437
Lowe's Home Improvement	Retail Commercial	Top Private Sector-Retail	348
Southwest Florida Water Management District	Government	Public Sector Employers	336
Cemex	Industrial	Top Private Sector, non-Retail	330
Barrett Outdoor Living	Retail Commercial	Top Private Sector-Retail	308
Go Health	Service	Top Private Sector, non-Retail	300

Source: Greater Hernando County Chamber of Commerce, 7/18/25

Table 6: Commute to Work by Method of Commuting for the Hernando County Population 16 Years or Older in the Labor Force, 2023

Method Commuting	Population	Percentage of Labor Force
Car/Truck or Van, Drives Alone	58,663	69.8%
Car/Truck or Van, Carpools	9,077	10.8%
Uses Public Transportation	336	0.4%
Walks	756	0.9%
Uses Other Means	1,345	1.6%
Works from Home	13,867	16.5%
Total	84,044	

Source: US Census, Hernando County, 2023 American Community Survey S0801

Table 7: Vehicle Availability per Household by Number of Vehicles Available, Hernando County 2023

Vehicle Availability Status	Percentage	Population
No Vehicles Available	1.51%	1,266
1 Vehicle Available	16.76%	14,076
2 Vehicles Available	44.56%	37,436
3 Vehicles Available	37.18%	31,230
<i>Source: US Census, Hernando County, 2023 American Community Survey B08141</i>		

SERVICE ANALYSIS

FORECASTS OF TRANSPORTATION DISADVANTAGED POPULATION

To project future TD population, the MPO staff utilizes the US Census Bureau's 2023 American Community Survey (ACS) on age, income, and disability.

Age Ranges	Total Population with a Disability by Age	% with a Disability by Age	% with a Disability Below Poverty Level	Total Population with a Disability Below Poverty Level
< 5 years of age	0	0%	0%	0
5-17	3,175	1.51%	.55%	1,158
18-34	4,563	2.17%	0.29%	605
35-64	16,366	7.77%	1.60%	3,368
Total non-elderly	24,104	11.45%	2.35%	5,131
65-74	7,569	3.59%	.93%	1,955
75+	11,743	5.57%	.50%	1,047
Total Elderly	19,312	9.16%	1.43%	3,002
Total	43,416	20.61%	3.78%	8,133

Source: US Census, Hernando County, 2023 American Community Survey B18130

Table 9: Critical Need Transit Disadvantaged Population & Total Daily Trips of Critical Need, Hernando County 2023

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
Total Critical TD Population											
Disabled	9,040	9,133	9,228	9,323	9,420	9,517	9,616	9,715	9,816	9,917	10,020
Low Income Not Disabled No Auto/Transit	6,564	6,632	6,700	6,770	6,840	6,911	6,982	7,054	7,127	7,201	7,276
Total Critical Need TD Population	15,604	15,765	15,928	16,093	16,260	16,428	16,598	16,770	16,943	17,118	17,296
Daily Trips - Critical Need TD Population											
Severely Disabled	443	448	452	457	462	466	471	476	481	486	491
Low Income - Not Disabled - No Access	12,465	12,594	12,724	12,856	12,989	13,123	13,259	13,396	13,535	13,675	13,816
Total Daily Trips Critical Need TD Population	12,908	13,126	13,348	13,573	13,803	14,047	14,296	14,549	14,806	15,068	15,305
Annual Trips	3,188,226	3,242,107	3,296,899	3,352,616	3,409,276	3,469,620	3,531,032	3,593,531	3,657,137	3,721,868	3,780,301

Source: 2013 National Center for Transit Research "Forecasting Paratransit Service Demand – Review and Recommendations" Tool

GOALS, OBJECTIVES, AND STRATEGIES

GOAL 1: PROVIDE PARATRANSIT CONNECTOR SERVICE TO THE FIXED-ROUTE SERVICE WHENEVER POSSIBLE ON A SPACE-AVAILABLE BASIS TO ASSIST WITH THE TRANSPORTATION NEEDS OF THE CITIZENS OF HERNANDO COUNTY.

Objective 1: Paratransit connector service to the fixed-route service will be provided, when possible, on a space-available basis for current and future users of TD service but cannot otherwise connect to the fixed-route.

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.

Actions/Strategies:

Connector trips will be provided, when possible, on a space-available basis by the CTC.

Objective 2: Provide services that meet the demand for transportation services among the general and the transportation disadvantaged population.

Policies

1. DOPA staff shall monitor the consumption of transportation disadvantaged dollars and compare this to the adopted non-sponsored trip priorities to ensure proper trip purpose distribution and program continuity through the grant period.
2. The CTC shall use appropriate vehicles for trip-making to lower trip costs.
3. Maintain paratransit back-up vehicles.

Actions/Strategies:

1. DOPA staff monitors the consumption of transportation disadvantaged dollars as compared to the adopted non-sponsored trip priorities monthly. This ensures proper trip purpose distribution and program continuity through the grant period.
2. The CTC uses appropriate vehicles for trip making to lower trip costs.

Objective 3: The CTC will provide a quarterly report to the LCB that will track the invoicing of the CTD for non-sponsored trips by priority category, client type (age cohort, ambulatory status, and program affiliation).

Policies:

1. The DOPA staff shall assist the CTC as needed to produce reports to the LCB. It is the intent of this action to reduce the reporting workload of the CTC.
2. CTC staff shall provide quarterly updates to include:

- Complaints and/or adverse incidents, via the Grievance process
- Updates on vehicle status
- Unmet trip need synopsis.
- Percent of trips by fund source

Actions/Strategies:

1. The DOPA staff assists the CTC as needed to produce reports to the LCB.
2. CTC staff provides quarterly updates to include:
 - Complaints, via the Grievance process
 - Updates on vehicle status
 - Unmet trip need synopsis
 - Percent of trips by fund source

Objective 4: **Participate in local, regional, and state transportation and comprehensive planning processes to ensure that transportation disadvantaged issues are considered and coordinated.**

Policies:

1. Provide quarterly, a report to the TDLCB detailing the activities of the LCB and the general health of the coordinated transportation system.
2. Coordinate transportation disadvantaged plans with current transit development planning.

Actions/Strategies:

1. A report to the TDLCB is provided quarterly, detailing the activities of the LCB and the general health of the coordinated transportation system.
2. Transportation disadvantaged plans are coordinated with current transit development planning and processes.

Objective 5: **Monitor changes in the health care and other systems used by the transportation disadvantaged to identify potential impacts on the county's coordinated transportation system.**

Policies:

1. Encourage opportunities at LCB meetings for board members and others to discuss changes in both the health care system and the transportation systems available for users.
2. Develop and maintain contacts with the Hernando County Social Service agencies, as well as outside agencies, that are impacted by the paratransit systems for delivery of service.

Actions/Strategies:

1. During Board meetings, opportunities exist for board members and others to discuss changes in both the health care system and the transportation systems available for users.

2. Contact and coordination with the Hernando County Social Service agencies, and other outside agencies, is maintained regarding issues impacted by the paratransit systems for delivery of service.

Goal 2: ENSURE THAT ALL TRANSPORTATION SERVICES ARE PROVIDED IN THE MOST COST EFFECTIVE AND EFFICIENT MANNER POSSIBLE.

Objective 1: Coordinate transportation resources of the paratransit system in relation to the existing and planned service for the service area.

Policies:

1. Continue to upgrade a management information system that aids in identifying opportunities for system improvement and cost savings.
2. Continue to explore all available funding sources via the CTD, FTA, FDOT and any other applicable agencies.
3. Improve communication with nursing home schedulers and staff.

Actions:

1. The CTD, FDOT and FTA continue to alert You Thrive Florida regarding new funding proposals and/or programs as they become available, (i.e., Section 5310).
2. Use of email confirmation and schedules.

Objective 2: Maximize the use of measures that promote effective and efficient service delivery without unduly inconveniencing riders.

Policies:

1. Coordinate with all pertinent agencies in the service area to eliminate barriers to increase utilization of vehicles available to the CTC.
2. Maximize the grouping of trips using software (TripMaster).
3. Continue to seek ways to increase system productivity through improvements in trip scheduling/dispatching and multi-loading procedures.
4. The CTC shall comply with established policies and procurement guidelines for acquisition of goods and services with CTD, FTA and FDOT funds.
5. Identify unmet needs in areas with less than daily or multiple trip frequency service that would benefit from coordinated service.

Actions/Strategies:

1. All pertinent agencies in the service are notified to eliminate barriers to increase utilization of vehicles available to the CTC.
2. To the maximum extent possible, trips are grouped using measures such as demand management and advance notice requirements.
3. System productivity is increased through trip scheduling/dispatching and multi-loading procedures.

4. The CTC is following all established policies and procurement guidelines for the acquisition of goods and services through CTD, FTA and FDOT funds.
5. The CTC continues to identify and remedy areas with unmet need by coordinating service to the area and with appropriate vehicles.

GOAL 3: ENSURE THAT ALL FEDERAL, STATE AND LOCAL PERFORMANCE STANDARDS AND PROGRAMS ARE ADHERED TO AND PROVIDED IN A TIMELY AND EFFECTIVE MANNER

Objective 1: Ensure transportation services are provided in a safe, reliable, and courteous manner.

Policies:

1. Follow the CTD's development of performance standards for the delivery of transportation disadvantaged services.
2. Ensure that all transportation operators under contract with the CTC comply with applicable safety, insurance, and drug/alcohol testing requirements. Utilize RFP process for private-for-profit contract providers.
3. Annually ensure that employees of the CTC and transportation operators with the CTC receive training appropriate to their positions regarding the scheduling and provision of transportation services.
4. Utilize training resources available through the CTD, Rural Transit Assistance Program (RTAP), FDOT, FTA, and others as appropriate.

Action/Strategies:

1. Both the CTD's and FTA's performance standards are followed in the delivery of both the TD and fixed-route service.
2. All transportation operators under contract with the CTC fully comply with the applicable safety, insurance, and drug/alcohol testing requirements. The RFP process is always used for private-for-profit contract providers.
3. Appropriate training is provided to all CTC employees and transportation operators under contract, relative to their positions regarding scheduling and provision of services.
4. The CTC utilizes all available training resources through the CTD, RTAP, FDOT, FTA and any others as appropriate.

Objective 2: Monitor and evaluate the performance of the Community Transportation Coordinator.

Policies:

1. Continue to monitor the development of performance standards by the CTD and establish interim standards in lieu of such for goal setting purposes.
2. Explore ways to streamline evaluations to limit the number of evaluations performed by various entities.

Actions/Strategies:

1. Performance standards as set by the CTD are continuously monitored, as evidenced by this update, as are any interim standards for goal-setting purposes.
2. The evaluations performed by the entities requested are easy to use and have been recently streamlined.

GOAL 4: PROVIDE SUFFICIENT DATA TO ENSURE PROGRAM ACCOUNTABILITY AND STABILITY

Objective 1: The CTC and the DOPA shall collect data sufficient to complete the various elements of the Transportation Disadvantaged Service Plan, and operating reports along with the following specific items:

- Trips by trip purpose
- Trips by age category (elderly, adult)
- Trips by traveler status (ambulatory, wheelchair)
- System revenue miles per vehicle
- Trips by funding source

Policies:

1. Follow industry standards to identify other statistical indicators that can improve management information.
2. Assist transportation operators under contract with the CTC with data collection, record keeping and reporting functions.
3. Seek ways to improve data collection, record keeping and reporting functions and advise the LCB, DOPA and CTD of any difficulties encountered.
4. Collect data needed to prepare annual updates to the TDSP.

Actions/Strategies:

1. Industry standards that are used to identify statistical indicators as ways to improve management information are always monitored.
2. The CTC is available to assist transportation operators under contract with data collection, record keeping and reporting functions.
3. The CTC always strives to improve its data collection, record keeping and reporting functions; and timely advises the LCB, DOPA and CTD of any difficulties encountered.
4. Data is collected quarterly and annually as updates to the TDSP.

GOAL 5: IMPLEMENT MARKETING STRATEGIES TO INCREASE PUBLIC AWARENESS OF AND INVOLVEMENT IN BOTH THE FIXED ROUTE AND PARATRANSIT PROGRAMS

Objective 1: The CTC shall include in its annual Service Plan, a marketing element, with identifiable milestones, that details the activities the CTC will undertake to achieve an increased level of community awareness.

Policies:

1. Identify and contact all community groups, agencies, and institutions that would logically have an interest in the provision of coordinated transportation services.
2. Annually review the Grievance Committee and Policy Committee procedures.
3. Conduct an annual evaluation of the effectiveness of marketing goals and techniques.

Actions/Strategies:

1. The CTC maintains a list of all interested community groups, agencies, and institutions that have expressed an interest in the provision of coordinated transportation services.
2. The Grievance Committee and Policy Committee procedures are annually reviewed.
3. Marketing goals and techniques are reviewed on a regular basis.

IMPLEMENTATION PLAN

It is the objective of the CTC to continue to coordinate with FDOT and other public and private agencies (the Commission for the Transportation Disadvantaged, the Hernando-Citrus MPO, and appropriate Hernando County Programs), to provide efficient and effective delivery of transportation to handicapped, elderly and economically disadvantaged residents of Hernando County.

Implementation of TD services will be provided and enhanced by the following activities:

- Provide safe, efficient, and timely transportation to medical care entities, shopping areas, nutrition sites, and other destinations according to established routes and priorities as evidenced and analyzed on a quarterly basis.
- Monitor, evaluate, and provide other service agencies with information relative to legislative requirements concerning the overall transportation program.
- Work with local agencies where service needs are outside the paratransit system hours or its ability to provide service.
- When there is seat availability, provide paratransit connector service to the fixed-route service.
- Continue to act as the local information source for the Florida Department of Transportation, District 7, regarding the 5310 programs. Assist eligible agencies in making application for available funds and developing vehicle specifications to acquire funds to purchase equipment to be used in transporting a part of those participating agencies programs.
- Continue to identify agencies and organizations within the service area that are currently providing transportation disadvantaged services and subcontract with these providers when it is in the best interest of the TD program and will avoid duplication and fragmentation of service.
- Conform to the requirements of the Americans with Disabilities Act (ADA) to eliminate physical barriers impacting the use of transportation services.
- Continue to comply with all state and federal guidelines concerning the submission of grant applications and the receipt and expenditure of grant funds as they become available. These funds will be budgeted to provide the maximum volume of service to the paratransit programs.
- Disseminate pertinent information on the Transportation Disadvantaged Program to residents, agencies, organizations, and business entities by distribution of printed matter, speaking programs at service and social clubs, and media exposure. This effort is coordinated with the marketing of fixed-route connector service which includes internet links via the existing fixed-route website.

SECTION 2. CTC SERVICE PLAN

OPERATIONS

The Community Transportation Coordinator (CTC) for Hernando County, Mid Florida Community Services, Inc. DBA You Thrive Florida, operates a shared ride, door-to-door, non-emergency paratransit system for transportation-disadvantaged citizens in Hernando County. The system provides ambulatory and wheelchair services and requires twenty-four (24) hours advanced reservations. Clients are responsible for supplying their own wheelchairs. Services are designed for seniors, children at risk, disabled individuals, and low-income individuals and general public who do not own an automobile and/or cannot afford private transportation services and/or have no other means of transportation.

As the designated Community Transportation Coordinator with responsibilities for administration and provision of Transportation Disadvantaged Services, You Thrive Florida in conjunction with the Local Coordinating Board will operate and provide transportation disadvantaged services as described in FS 427 and Florida Administrative Rule 41-2.006 F.A.C.

By September 15th of each year, the Community Transportation Coordinator will provide operating statistics to the Commission per the Rule 41-2

TYPES, HOURS AND DAYS OF SERVICE

Hours of service operations are Monday through Friday, 6:00 a.m. until 3:00 p.m. with office hours and scheduling performed from 7:30 a.m. until 4:00 p.m. daily. You Thrive Florida observes the same holiday schedule as Mid Florida Community Services and the listing is posted on the website and available by request to riders.

SUBSCRIPTION TRIPS

Regularly scheduled medical trips are provided for clients with multiple (recurring) appointments.

AMERICANS WITH DISABILITIES – COMPLEMENTARY PARATRANSIT SERVICE ON THE FIXED-ROUTE

In accordance with the Americans with Disabilities Act (ADA) of 1990, ADA paratransit service began in March of 2005. Individuals must qualify and receive an ADA identification card before scheduling trip service. Eligibility certification is being provided by TheBus as the fixed-route operator, and the phone number to schedule an on-site ADA eligibility interview is (352) 754-4890.

ADA service is provided as a complementary service to the fixed-route system, depending on service area. This service is available, by appointment, during the fixed-route hours of service, 6:00 a.m. until 5:00 p.m., Monday thru Saturday, except select holidays, upon certification of a person's disability. Services are provided on a 24-hour advance reservation basis (by 5:00 p.m. the business day before the trip) and the fare is \$2.50 per one-way trip. The ADA service is available to those who qualify and whose trip origin and destination are within 3/4 miles of the fixed-route service area.

Additional information on ADA service is available by brochure, located at County government buildings, the Chamber of Commerce, the Tax Collectors office, as well as TheBus Depot, located at

1525 E. Jefferson Ave., Brooksville, FL 34601. You may also have a brochure mailed to your local address by calling TheBus at (352) 754-4444. Additionally, the website contains information about ADA Complementary Service at www.hernandobus.com.

ACCESSING SERVICES

Contact Information

As a non-emergency system that requires advanced reservations, scheduling services are available during the hours of 7:30 a.m. – 4:00 p.m. by calling (352) 799-1510. Clients utilize a voice over IP system for easy access. The TDD toll-free number is: 1-800-648-6084.

Advanced Notification

24-hour advanced reservation is required for trip scheduling.

Cancellations

Cancellation of a previously scheduled trip is allowed at no charge to the client; however, cancelled trips where a vehicle was dispatched to the client's home and the client was not home or did not make the trip is considered a no-show by You Thrive Florida.

No Show Procedures

After three no-shows in a sixty-day period, the riders' access to services can be suspended for a period up to 30 days: or at the discretion of the CTC. You Thrive Florida has established 3% as the no-show standard based on the percentage of funding source trips.

Program Eligibility

Transportation for Disadvantaged is a specialized service to provide mobility for individuals who are disabled, low income, seniors (over 60), or children at risk (under 16). Supporting documentation to determine eligibility includes: physician statement/letter for disabled individuals, household proof of income, birth certificate and state issued identification. Please see application form in Appendix E. Public individuals can also access the system on a space-available basis.

Service Prioritization

Services are prioritized for medical and nutritional needs; however, educational, employment, and recreation trips are provided as seating and funding allow. Non-prioritized trips are provided to those residents living in the non-urbanized areas of Hernando County.

SCHOOL BUS UTILIZATION

The Hernando County School Board annually provides the State of Florida Department of Education form ESE 567, Semi-Annual Report of Vehicle Availability for Coordinated Disadvantaged Transportation. You Thrive Florida is available to coordinate with the County's EOC and the School Board for vehicle use in the event of emergency evacuation procedures.

VEHICLE INVENTORY

You Thrive Florida currently maintains eleven (11) wheelchair accessible vehicles. Six (6) of these vehicles are in service daily and two (2) vehicles in back-up. Five of the thirteen vehicles are replacement vehicles that will be placed in revenue service by retiring current vehicles and upon qualified drivers being employed. All vehicles can accommodate ten or eleven ambulatory passengers, or two wheelchair passengers.

INTER-COUNTY SERVICES

You Thrive Florida currently has no inter-county contracts for services; but will continue to pursue opportunities for coordination of such services.

EMERGENCY PREPAREDNESS AND RESPONSE

Mid Florida Community Services, Inc. has an established Safety Policy and Procedures Manual

INSURANCE, SAFETY REQUIREMENTS AND STANDARDS

Consistent with Chapter 427, F.S., Rule 41-2006 F.A.C.:

1. You Thrive Florida will ensure minimum liability insurance requirements of \$200,000 per person and \$300,000 per incident for all transportation services purchased or provided for the transportation disadvantaged.
2. You Thrive Florida will ensure purchasers of service that operations and services are following the safety requirements as specified in Chapter 341.061(2)(a), Florida Statutes, and Chapter 14-90, F.A.C.
3. You Thrive Florida will ensure purchasers of continuing compliance with the applicable state or federal laws relating to drug testing (specifically, Chapter 112.0455, Florida Statutes; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41 U.S.C. 701; 49 C.F.R., Parts 29 and 382; and 46 C.F.R., Parts 4, 5, 14, and 16).

CONTRACTUAL ARRANGEMENTS

A coordination contract exists with The ARC of the Nature Coast. Coordination contracts are typically five years and allow the coordinator access to vehicles in emergencies.

TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

You Thrive Florida, a division of Mid Florida Community Services, Inc. is responsible for evaluating their operators and coordination contracts to ensure contractual compliance. This process is conducted on an annual basis to ensure that all contractual elements and delivery services are being met.

ALTERNATE TRANSPORTATION OPPORTUNITIES

The following table lists the transportation services currently available to the public in Hernando County as well as Non-Emergency Transportation provided to Medicaid beneficiaries:

Table 10: Non-Emergency Transportation available to Medicaid Beneficiaries, Hernando County 2023

Agency	Type of Service	Service Area	Contact information
TheBus	Fixed Route System	Spring Hill/ Brooksville	352-754-4444
J and M Limousines 352-688-2999	Taxi/Limo	Hernando/ Surrounding Areas	352-688-2999 800-940-5460
Smooth Connection LLC	Taxi	Spring Hill/ Surrounding Areas	352-515-1049 352-556-4195
Wheelchair/ Stretcher Limo	Medical Transport	Hernando/Pasco/Pinellas	727-845-4454
MedFleet	Medical Transport	Hernando/Pasco	727-849-6849
Crowned Care Transpor	Medical Transport	Hernando/West Pasco	813-461-3900
Uber	Ridehailing	Hernando/ Surrounding Areas	(800)353-UBER
Lyft	Ridehailing	Hernando/ Surrounding Areas	(855)865-9553

FOR HMO INFO OR TO REPORT COMPLAINT

Complaint: 1-877-254-1055

Choice Counseling: 1-877-711-3662

Online: www.flmedicaidmanagedcare.com

EDUCATIONAL EFFORTS/MARKETING

Marketing and public awareness of the transportation disadvantaged system is accomplished via the distribution of the Transportation Disadvantaged Service Brochures and flyers to locations throughout Hernando County and include County buildings, Chamber of Commerce, hospitals, doctor's offices, supermarkets, and Mid Florida Community Services, Inc., organizations as well as on all You Thrive Florida service.

ACCEPTABLE ALTERNATIVES

Any agency that purchases or provides transportation for persons who are transportation disadvantaged with TD funds is to do so through a contractual arrangement with the CTC. Exempt 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 bus; emergency medical vehicles; and in instances where the CTC determines that it is unable to provide or arrange the required services.

Operational service standards have been developed and are the results of joint participation between the TDLCB, the Planning Agency, and the CTC. The TDLCB has approved and supports these standards. Service standards include effectiveness, cost efficiency and effectiveness, vehicle utilization, service availability, system reliability, safety, and training. Service standards are accomplished by system practices and policies and are designed to include ease and availability of client scheduling, the marketing and performance of established pickup with guaranteed delivery days and times for service, 100% vehicle accessibility accommodations for wheelchair users, and driver training is regularly provided on client sensitivity issues as well as vehicle safety requirements.

The following policies are adopted by the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) in order to guarantee the delivery of effective, efficient, safe, and continuing paratransit, fixed-route transit and non-emergency medical transportation services for the transportation disadvantaged as defined in Chapter 427, F.S.

As the demand for paratransit transportation services far exceeds the currently available resources to satisfy that demand, it is necessary to constrain the service to certain trip priorities, geographic areas, and time of service availability to assure the continuation of the service for those that depend upon it for life-sustaining activities. As more resources become available, services will be evaluated for the potential for expansion.

SYSTEM SAFETY

1. Motorized scooters/power chairs will be transported aboard the vehicles. There are limited means to safely contain or stabilize scooters/power chairs on vehicles. Passengers will be required to sign a waiver of liability if they bring a scooter/power chair on transit vehicles. Currently, maximum weight limits (passenger and scooter) cannot exceed 800 lbs. Additionally, the current width and length limits are 30"x 48". Geri chairs and transfer chairs cannot be accommodated due to inability to safely secure.
2. Riders exhibiting evidence of being under the influence or intoxication will not be allowed to board a vehicle.
3. No weapons, (firearms, knives, etc.), flammable or toxic products or pyrotechnics are allowed on vehicles.
4. Only service animals (guide dog, signal dog, or other animal individually trained to aid an individual with a disability) are permitted on the vehicles.
5. Unsafe wheelchairs and walkers are potentially harmful to the client and others and will not be allowed on the transportation system. Unsafe conditions include but are not limited to: unsafe/worn or unstable wheels, broken or bent walkers, and wheelchairs with bad or no brakes. Unsafe conditions are at the drivers' discretion. All wheelchairs must have footrests attached with working brakes. If on oxygen, oxygen must be hand-held portable or attached to wheelchair with holder.
6. A medically necessary escort is permitted to travel with a transportation disadvantaged (TD) client at no charge to the escort. All other escorts are charged at the same rate as the rider. Parents of dependent children are considered escorts and, as such, will be permitted

to travel at no additional charge, unless the parent is traveling as the TD client. If there are additional children, who are not the client, that wish to travel with the parent, they may do so on a space available basis at the rate of \$1.00 per child, per trip.

7. Child restraint devices are required for all trips involving children as required by Florida Statute. Additionally, operators providing these trips are required to inform child escorts of their responsibility to provide an approved child restraint device. Child restraint devices are not provided; it is up to parent/guardian to bring on board and secure.
8. Only self-monitored or self-regulated, easily controlled, hand-held portable oxygen tanks or tanks secured to wheelchair/power chair (with holder) are permitted. Transportation cannot be provided to those requiring monitored oxygen.
9. Riders with open sores/wounds, infectious disease, bleeding, etc., cannot be transported unless adequate precautions are made by the rider (and/or care giver) prior to transport. The driver and/or the system make this determination at time of pick-up.

RIDER RESPONSIBILITIES

1. Paratransit services require that 24-hour advanced reservations be made through the You Thrive Florida office. Reservations can be made by calling 352-799-1510; Monday through Friday between the hours of 7:30 a.m. and 4:00 p.m. Next day travel reservations must be made before 12:00 noon the business day before travel is needed. Reservations for Monday must be made by 12:00 noon Friday.
2. Drivers are sensitivity trained to ensure the rider's comfort. Insurance regulations will not allow, and the system cannot afford to be liable, for injuries sustained by drivers lifting, pushing, pulling, or physically assisting passengers. For those that need assistance, personal care attendants are the responsibility of the rider.
3. Riders may change reservation times; however, this must be done in advance and cannot be done the day of transport.
4. Drivers do not carry change. Riders are required to provide exact fare. When scheduling a trip, the reservationist will state the amount of the rider's fare so that they will be prepared to bring the exact fare when traveling.
5. Vehicles arrive at the pickup point as punctually as possible. Passengers are required to be at the scheduled pick-up location at the scheduled time frame. Out of consideration for other passengers, the vans must leave the pick-up location in a minimal amount of time. The van is not able to wait longer than three (3) minutes for any passenger. Longer waits simply are not possible if other riders are to be delivered to their respective destinations on time. Additionally, the driver cannot honor requests to return at a later time due to scheduling restrictions.
6. Will-call, or pick-up when ready, is only available for medical trips. Pick-ups other than the previously scheduled time are subject to a time and space available priority.
7. A rider who schedules a trip but does not show, cancels at the door, or does not cancel the trip at least an hour before the scheduled pickup time is considered to be a "no-show." After three no-shows in a 60-day period, the rider's access to the system services can be suspended for a period of one month. Those cases where a no-show was out of the passenger's control, will not be counted. A certified letter will be issued to any client that is

potentially under review for suspension, and they may appeal the suspension at that time. You Thrive Florida's no-show standard has been established at 3% of the funding source trip.

8. Verbal or physical abuse of the driver, operation clerks or other passengers will not be tolerated.
9. Due to space limitations, individual passengers are limited to the number of items a passenger can safely carry, and store as determined by the driver. Portable, foldable shopping carts can be accommodated.
10. No eating, drinking, non-prescription drugs, smoking, e-cigarettes, or profanity is allowed on the vehicles. All riders must use seat belts and remained belted in at all times while vehicle is in motion.
11. All clients who receive services are required to complete and sign an application providing name, physical address, and mode of travel.

CTC SYSTEM STANDARDS

1. A drug and alcohol policy has been developed in accordance with the Federal Transit Administration (FTA), 49CFR Part 655, the U.S. Department of Transportation (DOT) 49CFR Part 40 and Drug-Free Workplace Act of 1988 (DFWP) 49 CFR Part 32. You Thrive Florida's Zero Tolerance Substance Abuse Policy is available upon request.
2. A decal, and an FDOT vehicle ID number, is conspicuously displayed on every Section 5310 vehicle listing the phone number for You Thrive Florida, which is 352-799-1510. This number can be used for any issue regarding delivery of service. The CTD Ombudsman number, 1-800-983-2435, and the TDD toll-free number, 1-800-648-6084, is also included.
3. System or service complaints are addressed by the CTC and can be received by telephone or mail at the CTC office. A process for assisting individuals or agencies that do not agree with the complaint resolution can utilize the established Grievance process as outlined in the Grievance Procedures chapter.
4. There are currently no provisions for non-sponsored trips that are outside of the designated service area.
5. Vehicle interiors shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, and/or other objects/materials which could soil items placed in the vehicle or provide discomfort to the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.
6. Vehicle seating shall not exceed the manufacturer's recommended capacity.
7. All vehicles in the Coordinated System are ADA compliant and furnished with operating air and heating systems, as well as two-way communication systems.
8. As part of basic training, all drivers are trained in basic first aid. CPR training is not required, and system policy is to use 911 in situations that require more than basic first aid.
9. All Coordinated System drivers are required to 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 when transporting passengers.

10. All Coordinated System staff are required to complete a FDLE criminal background check, Sexual Predator and local background check, and E-verification before hire.
11. All Coordinated System staff are required to complete a three-year DMV driver background check. Only those with 0 points on license will be considered for employment. DMV checks are run annually after hire date.
12. All Coordinated System safety-sensitive staff are required to complete an FTA drug and alcohol exam as required in 49 CFR Part 655, 49 CFR Part 40 and 49 CFR Part 32, prior to hire and will be included in the quarterly random testing program.
13. All Coordinated System staff are required to complete an FDOT physical evaluation as required by Rule 14-90.0041 Florida Administrative Code and referenced in FDOT 725-030-11 prior to hire and additionally, all Coordinated System drivers will be required to have a physical every two years.
14. The CTC has jointly established with the LCB, an on-time performance standard of having all trips to the scheduled arrival time 90% of the time.
15. The CTC has established a Road Call Performance Standard of no more than twenty (20) road calls per year; and an Accident Performance Standard of no more than five (5) accidents per 100,000 vehicle miles.
16. Nursing home discharges are available during service hours and require advance reservation.

ACCESSIBILITY

1. Vehicles must have safe and easy access to client's home for door-to-door pickup and return. Vehicles cannot provide door-to-door service where low hanging tree branches, steep driveways, or other obstacles block or damage vehicles. It is the rider's responsibility to provide safe and easy access for service, otherwise curbside service only will be provided.
2. Although the geographic coverage for the service is essentially all of Hernando County, certain areas cannot be served because of inaccessibility. Pick-up points on the margins of these inaccessible areas have been identified so that potential patrons can access the service.
3. The service provided by You Thrive Florida is only available to in-county origins and destinations.
4. The actual service is provided at a minimum during the hours of 6:00 a.m. and 3:00 p.m., Monday through Friday.
5. The CTC has set a standard for a maximum call-hold time of two (2) minutes per ride scheduling call.
6. Operators must ensure that clients who transfer from one vehicle to another are assisted to ensure safe transfers.
7. Since all passengers are served in a multi-load environment, with guaranteed arrival times, no passenger will be picked up more than two hours before the appointment time to their

destination.

8. The Operator will continue to direct existing TD system users to the fixed-route system, to the maximum extent possible and has established a conversion goal of 1%.
9. The transportation disadvantaged paratransit system will transport clients that reside within 3/4 miles of the fixed-route transit system, only:
 - a. When determined that the client/rider is able to travel independently but, due to a permanent or temporary debilitating physical or mental condition, cannot use the fixed-route transit system; or
 - b. When determined that the client/rider is traveling to or from a location that is inaccessible by the fixed-route transit system (accessibility is not within 3/4 miles of scheduled stop); or
 - c. To provide access to a fixed-route transit route if the origin or destination is more than 3/4 miles from the fixed-route.

PERFORMANCE EVALUATION STRATEGIES

Mid Florida Community Services/You Thrive Florida measures and evaluates quality of service by logging individual rider times of arrival and departure. Guidelines are based on two-hour wait times for the first pickup and for returns. Currently the system is within the one-hour guidelines 90% of the time. Operational Goals and objectives are as follows:

OBJECTIVE 1: DECREASE THE NUMBER OF SYSTEM NO-SHOWS.

This will be accomplished by developing a rider “Rights and Obligations” pamphlet. The pamphlet will identify rider rights and responsibilities to include advanced scheduling, cancellation policy, and the no-show policy/effects and potential cost to the rider. A no-show standard of 3%, as based on the percentage of funding source trips has now been established.

OBJECTIVE 2: DECREASE THE NUMBER OF VEHICLE BREAKDOWNS.

The average age of the current fleet is eight (8) years old. Out of eleven (11) vehicles, six (6) are used daily. In order to decrease the number of vehicle breakdowns, You Thrive Florida will continue to perform preventative maintenance practices and will train drivers yearly on best practices for completing pre/post trip inspections.

OBJECTIVE 3: DECREASE THE NUMBER OF SYSTEM COMPLAINTS.

Rider education is a key component in the effort to decrease the number of informal and formal complaints. A telephone script has been developed to accompany the rider Rights and Obligations pamphlet to assist in educating riders about how the coordinated system works. Complaints can be submitted to the Transportation Director or Route Supervisor for resolution. If a resolution is not met, the passenger may file a grievance with the LCB with the procedures listed in the grievance section of the TDSP.

OBJECTIVE 4: RELIEVE THE OVERBURDENED PARATRANSIT SYSTEM BY REFERRING RIDERS TO THE FIXED-ROUTE/ADA COMPLEMENTARY SYSTEM WHENEVER POSSIBLE.

Programs are in place to direct current and ambulatory paratransit users who reside within 3/4-mile radius of fixed-route service to utilize TheBus.

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED - LOCAL COMPLAINT AND GRIEVANCE PROCESS

The Grievance Procedures differentiate between “hearing a grievance” and “hearing and determining a grievance.” There is no bar to a person or entity hearing a grievance. An entity may investigate a grievance if it does not impose requirements on third parties that are not supported by statute or contractual agreement. The LCB is not granted determinative or adjudicative powers through the legislature; however, the LCB does retain certain powers of influence through its contractual relationship with the CTC and thereby can be an effective arbiter in the resolution of complaints. System riders and providers are strongly encouraged to utilize the CTC’s Grievance Process first as the CTC should be able to resolve most grievances. See Appendix D for current policy.

SECTION 3. QUALITY ASSURANCE

MONITORING AND EVALUATION

The Transportation Disadvantaged Local Coordinating Board utilizes the CTD evaluation workbook to evaluate the Community Transportation Coordinator. The following system standards have been developed based on service effectiveness, cost efficiency and effectiveness, vehicle utilization, service availability, reliability and safety and training.

Rule 41-2.012(5)(b) F.A.C., provides that the Metropolitan Planning Organization or Designated Official Planning Agency must conduct an annual evaluation of the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in Rule 41-2.006 and the completion of the current Transportation Disadvantaged Service Plan elements.

CTC EVALUATION PROCESS

The evaluation of the CTC’s performance shall be both general, and specific with regard to the criteria contained in the CTC service plan. The results of the annual evaluation and recommendations relative to performance are forwarded to the Commission for final disposition.

Records and areas of review include:

- A. General Information - about the agency, its operations and last review.
- B. Compliance with Chapter 427, F.S. - ensures that the CTC complies with the performance standards and requirements of the statute.
- C. Compliance with Rule 41-2, F.A.C. - ensures that the CTC complies with the insurance requirements, safety plan, and drug and alcohol policies.

- D. Compliance with ADA - ensures that persons with disabilities are not discriminated against, and that all ADA requirements are being met.
- E. Bus/Van ride – the PA staff rides a paratransit vehicle, details of the ride.
- F. Surveys (Contractor-Purchasing Agency-Rider) – conducted by the PA an on-board survey of the riders for a particular day.
- G. Follow-up from previous review (if applicable).
- H. Additional Observations – describes the CTC’s innovations and or opportunities to change.
- I. Current year Trip and Equipment Grant (if applicable).

A Triennial Review was conducted in 2022 by the Federal Transit Authority (FTA) for the fixed-route system. While not directly impacting the TD system, there is coordination between the two systems, especially with the continued efforts to refer as many TD trips as possible to the fixed-route system.

COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

You Thrive Florida, a division of Mid Florida Community Services, Inc., is responsible for evaluating their operators and coordination contractors to ensure contractual compliance. This process is conducted on an annual basis to ensure that all contractual elements and delivery of service are being met.

COORDINATION CONTRACT EVALUATION CRITERIA

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) receives input from the CTC regarding coordination contracts to advise whether the continuation of said contract management is the most cost-effective and efficient utilization of all available resources.

PLANNING AGENCY EVALUATION

TDLCB members and the CTC will be asked their opinion of the support provided by the Planning Agency regarding the performance. The opinions are obtained through the circulation of an annual questionnaire.

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

COST/REVENUE ALLOCATION

The Cost/Revenue Allocation and Fare Structure Element is intended to provide information about the overall costs of the CTC’s operations, as identified in the upcoming year of the Memorandum of Agreement (in this instance, FY26). The column of the Financial Element will be allocated to the different Transportation Disadvantaged Service segments arranged or provided by the CTC.

BUDGETED COST PER UNIT OF SERVICE

- Administrative Costs: \$ 5.00 per person/trip
- Operating Costs: \$74.92 per person/trip
- Cost per Unit of Service: \$79.92 per person/trip

FARE STRUCTURE

Transportation Disadvantaged Trip Rates are derived from the most current available approved Transportation Disadvantaged Rate Model.

HERNANDO COUNTY SENIOR SERVICES - TITLE III

Rates for transporting clients to various meal sites in congregate dining programs are a contracted cost of \$11.00.

CTD - TRIP RELATED GRANT/NON-SPONSORED TRIPS, ONE WAY (TRIP AND EQUIPMENT)

The Commission for the Transportation Disadvantaged (CTD) reimburses the CTC for 90% of the Fully Allocated System Costs (FASC) after the service is provided.

- Ambulatory: \$23.39
- Wheelchair FASC: \$40.10

TD FUND UTILIZATION

This section provides detail regarding how CTD funds allocated for the transport of non-sponsored persons/trips will be utilized.

Fund Distribution Rate Mechanism (Fare-box)

As approved by the Local Coordinating Board (LCB), CTD funds are for individual transportation services identified as non-sponsored individuals who because of physical or mental disability, income status, or age are unable to transport themselves or are unable to purchase transportation for themselves. They are instead dependent upon others to obtain transportation in order to access health care, employment, education, shopping, social activities, or other life-sustaining activities and/or children who are handicapped or high risk per Chapter 411.202, F.S.

Prioritized services are medical, nutritional, grocery shopping, educational, employment, and social activities, respectively. Individual fares for these services are based on the individuals' economic ability to pay as determined through an application for funding process. This application process is based on Federal Poverty Guidelines (FPG) and is broken down as follows:

- Fare:
- \$1.00 - for clients, whose household income is below 100% of Federal Poverty Guidelines
 - \$3.00 - for clients, whose household income is above 100% of Federal Poverty Guidelines
 - \$5.00 - for clients, whose household income is above 200% of Federal Poverty Guidelines

APPENDIX A: RATE MODEL CALCULATION SHEET

Preliminary Information Worksheet

Version 1.4

CTC Name:
County (Service Area):
Contact Person:
Phone #

Mid Florida Community Services, Inc DBA
You Thrive Florida
Hernando
Jeff Cottrell
352-799-1510

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: Mid Florida Community Services, Inc DBA You Thrive Florida
County: Hernando

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

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox	\$ 43,993	\$ 45,000	\$ 46,500	2.3%	3.3%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 262,135	\$ 418,295	\$ 418,295	59.6%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)	\$ 90,637			-100.0%		
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307		\$ 196,975	\$ 196,975		0.0%	
49 USC 5310						
49 USC 5311 (Operating)	\$ 511,988			-100.0%		
49 USC 5311(Capital)			\$ 162,000			
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

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

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Mid Florida Community Services, Inc DBA You Thrive Florida
County: Hernando

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

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

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

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
Insurance Recovery	\$ 46,181			-100.0%		
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ 9,130	\$ 158,609	\$ 159,542			
---------------------------------------	----------	------------	------------	--	--	--

Balancing Revenue is Short By =		None				
Total Revenues =	\$964,064	\$818,879	\$983,312	-15.1%	20.1%	

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

Operating Expenditures

Labor	\$ 367,558	\$ 321,101	\$ 329,736	-12.6%	2.7%	
Fringe Benefits	\$ 125,636	\$ 100,304	\$ 101,851	-20.2%	1.5%	
Services	\$ 15,035	\$ 14,852	\$ 14,607	-1.2%	-1.6%	
Materials and Supplies	\$ 134,046	\$ 214,229	\$ 170,859	59.8%	-20.2%	
Utilities	\$ 23,149	\$ 21,025	\$ 21,145	-9.2%	0.6%	
Casualty and Liability	\$ 216,501	\$ 65,000	\$ 108,734	-70.0%	67.3%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other	\$ -	\$ -	\$ -			
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund	\$ 18,199	\$ 20,000	\$ 20,000	9.9%	0.0%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 63,939	\$ 62,368	\$ 54,380	-2.5%	-12.8%	
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ -	\$ -	\$ 162,000			
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
	\$0					
Total Expenditures =	\$964,063	\$818,879	\$983,312	-15.1%	20.1%	

See NOTES Below.

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

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Comprehensive Budget Worksheet

Version 1.4

CTC: Mid Florida Community Services, Inc DBA You Thrive Florida
County: Hernando

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

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% 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

CTC: Mid Florida Community Services, Inc DBA You Thrive Florida
County: Hernando

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

[illegible]

Amount of Budgeted
Operating Rate
Subsidy Revenue

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

APP A - 7

Worksheet for Program-wide Rates

CTC: Mid Florida Comm Version 1.4
County: Hernando

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 188,554

Rate Per Passenger Mile = \$ 2.22

Total Projected Passenger Trips = 13,388

Rate Per Passenger Trip = \$ 31.24

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length = 14.1 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 5.22

Rate Per Passenger Trip = \$ 73.45

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: Mid Florida Cor^o Version 1.4
County: Hernando

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

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

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

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

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

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Mid Florida Comm Version 1.4
County: Hernando

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No

**Skip #2 - 4 and
Section IV and
Go to Section V**

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR

per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

Leave Blank

3. If you answered Yes to # 1 and completed # 2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

Leave Blank

4. How much will you charge each escort?.....

Leave Blank

SECTION IV: Group Service Loading

**Do NOT
Complete
Section IV**

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank).....

..... And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate
0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles
and trips for contracted services IF the rates were calculated in the Section II above

* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 188,554 =

RATES FOR FY: 2025 - 2026				
Ambul	Wheel Chair	Stretcher	Group	
99,933	88,620		Leave Blank	0
\$1.66	\$2.85	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 13,388 =

Ambul	Wheel Chair	Stretcher	Group	
7,095	6,293		Leave Blank	
\$23.39	\$40.10	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Trip =

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

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	\$0.00
\$1.66	\$2.85	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$3.90	\$6.69	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$54.99	\$94.26	\$0.00	\$0.00	\$0.00
			per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services

CTC: Mid Florida Comm Version 1.4
County: Hernando

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

APPENDIX B: APPLICATIONS FOR SERVICES IN ENGLISH AND SPANISH



You Thrive Florida Paratransit

RIDER GUIDELINES

Please read the following list of guidelines carefully and keep this page for your records. By signing this application, you acknowledge that you have received and understand these guidelines.

Due to availability of program funds, trips may be denied based on trip purpose. Medical appointments and life sustaining trip are the highest priority.

Origin and destination locations must be within Hernando County.

Applications will remain active for 730 calendar days (two years). After such time, applicants must reapply to continue services.

Proof of Household Income is required (SSI, SSDI, Pension, Bank Statement etc.) to apply for a reduced fare. Regular Fare is \$5.00 each way. The special fare for our veterans is \$1.00 each way, with proof of service (DD214, Veteran's ID, etc.). If you're recertifying, you must provide updated proof of income to continue to qualify for a reduced fare. We do not need proof of veterans status for recertification.

Reservations can only be made up to 2 weeks in advance and no later than 12:00 pm the business day before the appointment.

Our office hours are 7:30 am—4:00 pm. Reservations may be canceled after hours via voicemail without penalty, however; reservations will not be taken after hours.

Cancellations should be made at least 1 hour before your scheduled pick-up time. If a cancellation is not received in that time it is considered a no show. When more than 3 no shows in a 60 day period occur, the rider will be suspended from transport for 30 days.

We operate in a 2 hour window. Passengers may be picked up as early as 2 hours before their appointment and must be ready to go at any time within that time frame. Passengers will call when they are ready to return home, and the driver has up to 2 hours to pick them up. If passenger is not ready to leave when the driver arrives, it is considered a no show.

The first guaranteed appointment time is 8:00 am. The final pick up time is no later than 3:00 pm and in some areas 2:00 pm. Any rider later than that will NOT have a return home. Their ride will be canceled, and they will receive a no show.

Driver can only wait 3 minutes for passengers after arriving for their pick up.

All scheduled escorts may ride free of charge, however; the escort is responsible for bringing passenger to the vehicle and taking them to the appointment from the vehicle.

Drivers will only be able to provide passengers with stabilizing assistance. They cannot provide weighted support.

Drivers cannot assist clients to treatment sites inside buildings or from one test site to another.

Wheelchairs must have foot rests, brakes, be able to be tied down in the vehicle and weigh under 600lbs including passenger. We do not accept transport chairs. All motorized wheelchairs must be checked by management before it can be transported.

Shopping will only occur on designated days, and to stores closest to passenger's home or on drivers route. Shoppers may only bring up to 3 bags on the vehicle. Wheeled, foldable shopping carts are permitted.

No food or drinks are allowed on the vehicle unless medically necessary.



You Thrive Florida Paratransit

ELIGIBILITY APPLICATION FOR SHARED RIDE PARA TRANSIT (DOOR-TO-DOOR) SERVICE

Applicant(s) name (please print legibly)

**All applications are accepted Monday - Friday from 7:30 am—4:00 pm by
either Online submission or Mail to:**

You Thrive Paratransit

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

352-799-1510

Website: www.youthrivefl.org

Are you requesting transportation services for Dialysis or Chemo Treatment?

☐ Yes ☐ No

Are you requesting transportation services for employment or education?

☐ Yes ☐ No

Are you or your spouse a veteran?

☐ Yes ☐ No

For Office Use Only

Date Received: _____ New Application ☐ Recertification ☐

Approved ☐ Date: _____ Supporting Docs: _____

Criteria: Age 60+ ☐ Below 200% Poverty ☐ Disabled ☐ Other: _____

Denied ☐ Date: _____

Reason For Denial: _____ Pending: _____

Reviewed By: _____ Approved Funding Sources: TD ☐

TDR ☐

TDV ☐



You Thrive Florida Paratransit

NON DISCRIMINATION ON THE BASIS OF DISABILITY

You Thrive Paratransit will provide reasonable modifications to policies, practices, or procedures when the modifications are necessary to avoid discrimination unless the modifications (1) would fundamentally alter the nature of the service, program, or activity, or (2) would result in undue financial and administrative burdens. All request for modifications should be made in advance whenever possible. Emergency modifications will be made on a case by case basis. Request for modifications can be obtained by calling or writing the office of You Thrive Paratransit at:

Phone Number: (352)799-1510

Mailing Address: You Thrive Paratransit

1122 Ponce De Leon Blvd

Brooksville, FL 34601

All customers have the ability to appeal any reasonable modification request denial made by You Thrive Paratransit . If you wish to appeal this decision by You Thrive Paratransit , call or write the office of You Thrive Paratransit at the address or phone number listed above.



You Thrive Florida Paratransit

INSTRUCTIONS FOR COMPLETING THIS APPLICATION

When completing the application, please type or print legibly and sign where indicated. Illegible, incomplete, or unsigned applications will not be accepted and will be returned.

Proof of eligibility must be provided with application.

Application must include a copy of either your drivers license or government issued photo ID.

In order to qualify for a reduced fare, you must provide proof of household income, employment, or veteran status. Otherwise your fare will remain \$5.00 each way.

Processing of this application takes 1 business day and begins after a completed application is received.

All applicants must call the office for application status.

Completing this application does not automatically certify the applicant for services

First Name _____ Last Name _____ Social Security # _____

Street Address _____ Apt # _____

City _____ State _____ County _____ Zip _____

Name of Apt, Sub Division, or Mobile Home Park _____ Gate Code _____

Primary Phone _____ Secondary Phone _____ Date of Birth _____

Please indicate below if you use any of the following mobility aides or equipment:

Wheelchair ☐ Powered Wheelchair ☐ Service Animal: ☐
Walker ☐ Portable Oxygen Other: ☐
Cane ☐ Requires Escort ☐

Are you able to travel alone? ☐ No ☐ Yes

If you use a mobility aid, is the doorway, entrance of your residence, and driveway accessible? Yes ☐ No ☐

*Driver cannot assist passengers or mobility devices into or out of a residence, up and down stairs or steep driveways, through grass, sand or mud.

Do you authorize anyone to assist you with future travel arrangements? (please provide names and phone numbers) _____

Are you able to transfer from your wheelchair to a car easily? ☐ Yes ☐ No

Are you able to climb three 12 inch steps to board a vehicle that has handrails? ☐ Yes ☐ No

You Thrive Florida Paratransit



Please indicate the reason you are seeking services. Proof of eligibility must be provided. Check all that apply:

- ☐ I am 60 years or older
- ☐ My income falls below current federal poverty guidelines
- ☐ I am disabled
- ☐ Other _____

MONTHLY INCOME:

Please include all wages, disability payments, social security payments, pensions, dividends, investments, etc.. Please include your total gross annual household income. In order to process your request for a reduced fare, you must provide proof of household income with your application. If no proof of household income, veterans status or employment is received, your fare will remain \$5.00 each way.

Salary: \$ _____ SSI: \$ _____ SSDI: \$ _____ Pension: \$ _____

Interest/Dividends: \$ _____ Workman's Comp: \$ _____

Other: \$ _____

Other Household Members (please list each person)	Name	Date of Birth	SS#	Relationship

Acceptable forms of proof of income. Provide proof of all that your household receives:

- Social Security Income Verification
- Retirement/ Pension Statement
- Current Bank Statement
- Unemployment Compensation Verification
- First page of your Tax Return
- Current Pay Check Stubs (minimum of 2)

You Thrive Florida Paratransit



Please provide the names and phone number of your emergency contact.

Name: _____

Phone: _____

I understand that the information obtained in the certification process will only be used to determine eligibility for paratransit services. Information contained in this application is private, confidential, and protected under the "Right to Privacy Act" and will not be shared or utilized for any other purpose. The provision of your social security number is mandatory and your information will remain confidential and protected under penalty of law. We will not use or distribute your social security number for any reason, including referrals to other agencies. I certify that all of the above information is true to the best of my knowledge.

Applicant Signature: _____ Date: _____

You Thrive Florida Paratransit
Phone: 352-799-1510



Usted prospera en Florida Paratransit

PAUTAS PARA CICLISTAS

Lea atentamente la siguiente lista de pautas y guarde esta página para sus registros. Al firmar esta solicitud, usted reconoce que ha recibido y comprende estas pautas.

Debido a la disponibilidad de fondos del programa, los viajes pueden ser denegados según el propósito del viaje. ¡Médica! Las citas y el viaje de soporte vital son la máxima prioridad.

Las ubicaciones de origen y destino deben estar dentro del condado de Remando.

Las solicitudes permanecerán activas durante 730 días calendario (dos años). Después de ese tiempo, los solicitantes deben volver a presentar una solicitud para continuar con los servicios.

Se requiere comprobante de ingresos familiares (SSI, SSDI, pensión, extracto bancario, etc.) para solicitar una tarifa reducida. La tarifa regular es de \$ 5.00 por trayecto. La tarifa especial para nuestros veteranos es de \$1.00 por trayecto, con comprobante de servicio (DD214, identificación de veterano, etc.). Si está recertificando, debe proporcionar un comprobante de ingresos actualizado para continuar calificando para una tarifa reducida. No necesitamos prueba de estado de veteranos para la recertificación.

Las reservas solo se pueden hacer con hasta 2 semanas de anticipación y a más tardar a las 12:00 p.m. del día hábil anterior a la cita.

Nuestro horario de oficina es de 7:30 a.m. a 4:00 p.m. Sin embargo, las reservaciones se pueden cancelar fuera del horario de atención a través del correo de voz sin penalización; Las reservas no se tomarán fuera del horario de atención.

Las cancelaciones deben realizarse al menos 1 hora antes de la hora de recogida programada. Si no se recibe una cancelación en ese tiempo, se considera un no show. Cuando ocurran más de 3 ausencias en un período de 60 días, el pasajero será suspendido del transporte durante 30 días.

Operamos en una ventana de 2 horas. Los pasajeros pueden ser recogidos tan pronto como 2 horas antes de su cita y deben estar listos para partir en cualquier momento dentro de ese período de tiempo. Los pasajeros llamarán cuando estén listos para regresar a casa y el conductor tiene hasta 2 horas para recogerlos. Si el pasajero no está listo para irse cuando llega el conductor, se considera que no se presenta.

La primera hora de cita garantizada es a las 8:00 am. La hora final de recogida es a más tardar a las 3:00 pm y en algunas áreas a las 2:00 pm. Cualquier ciclista posterior a eso NO tendrá que regresar a casa. Su viaje será cancelado y no se presentarán.

El conductor solo puede esperar 3 minutos a los pasajeros después de llegar para su recogida.

Sin embargo, todos los acompañantes programados pueden viajar gratis; El acompañante es responsable de llevar al pasajero al vehículo y llevarlo a la cita desde el vehículo.

Los conductores solo podrán proporcionar a los pasajeros asistencia estabilizadora. No pueden proporcionar apoyo ponderado.

Los conductores no pueden ayudar a los clientes a los sitios de tratamiento dentro de los edificios o de un sitio de prueba a otro.

Las sillas de ruedas deben tener reposapiés, frenos, poder atarse al vehículo y pesar menos de 600 libras, incluido el pasajero. No aceptamos sillas de transporte. Todas las sillas de ruedas motorizadas deben ser revisadas por la gerencia antes de que puedan ser transportadas.

Las compras solo se realizarán en días designados y en las tiendas más cercanas a la casa del pasajero o en la

ruta del conductor. Los compradores solo pueden traer hasta 3 maletas en el vehículo. Se permiten carritos de compras plegables con ruedas.

No se permiten alimentos ni bebidas en el vehículo a menos que sea médicamente necesario.



Usted prospera en Florida Paratrans

SOLICITUD DE ELEGIBILIDAD PARA EL SERVICIO DE TRANSPORTE COMPARTIDO (PUERTA A PUERTA)

Nombre del solicitante (s) (escriba en letra legible)

Las solicitudes de Ali se aceptan de lunes a viernes de 7:30 a.m. a 4:00 p.m.
por envío en línea o por correo a:

Prospera el paratransito
1122 Ponce De Leon Blvd., Brooksville FL, 34601
Teléfono: 352-799-1510
Sitio web: www.youthrivefl.org

¿Está solicitando servicios de transporte para tratamiento de diálisis o quimioterapia?

Sí

No

¿Está solicitando servicios de transporte para empleo o educación?

Sí

No

¿Usted o su cónyuge son veteranos?

Sí

No

Para Office use solo

Fecha de recepción: _____ Nueva aplicación Recertificación

Homologado Fecha: _____ Apoyo Docs: _____

Criterios: Edad 60+ Por debajo del 200% de Deshabilidad Otro: _____

Denied Fecha: _____

Motivo de la denegación: _____ Pendiente: _____

Revisado por: _____ Fuentes de financiación

TDV ☐ TDR ☐

Usted prospera en Florida Paratransit



NO DISCRIMINACIÓN POR MOTIVOS DE DISCAPACIDAD

You Thrive Paratransit proporcionará modificaciones razonables a las políticas, prácticas o procedimientos cuando las modificaciones sean necesarias para evitar la discriminación, a menos que las modificaciones (1) alteren fundamentalmente la naturaleza del servicio, programa o actividad, o (2) resulten en cargas financieras y administrativas indebidas. La solicitud de modificaciones debe hacerse con anticipación siempre que sea posible. Las modificaciones de emergencia se realizarán caso por caso. La solicitud de modificaciones se puede obtener llamando o escribiendo a la oficina de You Thrive Paratransit al:

Número de teléfono: (352)799-1510

Dirección postal: You Thrive Paratransit

1122 Ponce De Leon Blvd

Brooksville, FL 34601

Los clientes de Ali tienen la capacidad de apelar cualquier denegación de solicitud de modificación razonable realizada por You Thrive Paratransit. Si desea apelar esta decisión de You Thrive Paratransit, llame o escriba a la oficina de You Thrive Paratransit a la dirección o número de teléfono que figura anteriormente.

Usted prospera en Florida Paratransit



INSTRUCCIONES PARA COMPLETAR ESTA SOLICITUD

Al completar la solicitud, escriba o escriba en letra legible y firme donde se indique. No se aceptarán solicitudes ilegibles, incompletas o sin firmar y serán devueltas.

Se debe proporcionar prueba de elegibilidad con la solicitud.

La solicitud debe incluir una copia de su licencia de conducir o identificación con foto emitida por el gobierno.

Para calificar para una tarifa reducida, debe proporcionar prueba de ingresos familiares, empleo o estado de veterano. De la siguiente manera, su tarifa seguirá siendo de \$ 5.00 por trayecto.

El procesamiento de esta solicitud demora 1 día hábil y comienza después de recibir una solicitud completa. Todos los solicitantes deben llamar a la oficina para conocer el estado de la solicitud.

Completar esta solicitud no certifica automáticamente al solicitante de servicios

Primero Nombre _____ Último Nombre _____ Seguridad social # --- --

Calle Address _____ Apt# _____

City _____ State _____ County _____ Zip _____

Primaria Phone _____ secundaria Phone _____ Fecha de Birth _____

Indique a continuación si utiliza alguno de los siguientes dispositivos de ayuda a la movilidad o equipos:

Silla de ruedas: Silla de ruedas eléctrica Servicio para animales:

Caminante: Oxígeno portátil Other:

Caña: Requiere escolta

¿Puedes viajar solo? Sí No

Si usa una ayuda para la movilidad, ¿es accesible la puerta, la entrada de su residencia y el camino de entrada?

Sí No

*El conductor no puede ayudar a los pasajeros o dispositivos de movilidad a entrar o salir de una residencia, subir y bajar escaleras o entradas empinadas, a través de hierba, arena o barro.

¿Autoriza a alguien a ayudarlo con los arreglos de viaje futuros? (proporcione nombres y números de teléfono) _____

¿Puede pasar fácilmente de su silla de ruedas a un automóvil? Sí No

¿Puede subir tres escalones de 12 pulgadas para abordar un vehículo que tiene pasamanos? Sí No

Usted prospera en Florida Paratransit



Indique la razón por la que está buscando servicios. Se debe proporcionar prueba de elegibilidad. Marque todo lo que corresponda:

- ☐ Tengo 60 años o más
- ☐ Soy discapacitado
- ☐ Mis ingresos están por debajo de las pautas federales de pobreza
- ☐ Otro: _____

INGRESOS MENSUALES:

Incluya todos los salarios, pagos por discapacidad, pagos de seguridad social, pensiones, dividendos, inversiones, etc. Incluya su ingreso familiar bruto anual total. Para procesar su solicitud de tarifa reducida, debe proporcionar un comprobante de ingresos familiares con su solicitud. Si no se recibe prueba de ingresos familiares, estado de veteranos o empleo, su tarifa seguirá siendo de \$ 5.00 por trayecto.

Salario: \$ _____ SSI: \$ _____ SSDI: \$ _____ Pensión: \$ _____

Intereses/Dividendos: \$ _____ Compensación del trabajador: \$ _____

Otros: \$ _____

Otros miembros del hogar	Fecha de nacimiento	SS#	Relación
--------------------------	---------------------	-----	----------

Nomb

re

(por favor, enumere a cada persona)

Formas aceptables de comprobante de ingresos. Proporcione prueba de todo lo que recibe su hogar:

- Verificación de ingresos del Seguro Social
- Declaración de jubilación / pensión
- Estado de cuenta bancario actual

- Verificación de compensación por desempleo
- Primera página de su declaración de impuestos
- Talones de cheque de pago actuales (mínimo de 2)

Usted prospera en Florida Paratransit



Teléfono: _____

Entiendo que la información obtenida en el proceso de certificación solo se utilizará para determinar la elegibilidad para los servicios de paratransito. La información contenida en esta solicitud es gratuita, confidencial y está protegida por la "Ley de Derecho a la Privacidad" y no se compartirá ni utilizará para ningún otro propósito. La provisión de su número de seguro social es obligatoria y su información permanecerá confidencial y protegida bajo pena o ley. No usaremos ni distribuiremos su número de seguro social por ningún motivo, incluidas las referencias a otras agencias. Yo certificar que toda la información anterior es verdadera a mi leal saber y entender.

Solicitante Firma: _____ Fecha: _____

You Thrive Florida Paratransit
Teléfono: 352-799-1510

APPENDIX C: VEHICLE INVENTORY

MID FLORIDA COMMUNITY SERVICES, INC.
You Thrive Florida
2025
CURRENT VEHICLE INVENTORY

DOT	VEH NO	VEHICLE TYPE	VIN NUMBER	PLATE	YR	SPEC EQUIP	COND	FUEL	Current Mileage 9/09/2024	SEATING CAPACITY	W/C POS	Grant Source	Date Acquired	% of Federal Participation	Average annual miles	Title Holder	Cost
70771	2	TURTLE TOP	1HA3GRCG5HN006165	X0119D	2017	WC LIFT	EXC	GAS	131,014	6	2	5310	2/20/2018	90%	30000	FDOT	\$ 67,030.00
70774	3	TURTLE TOP	1HA3GRCG2HN006379	X0122D	2017	WC LIFT	EXC	GAS	162,141	6	2	5310	3/13/2018	90%	30000	FDOT	\$ 68,304.00
70760	4	TURTLE TOP	1GB3GRCL9G1273272	X0105D	2017	WC LIFT	EXC	DIESEL	170,960	6	2	5310	11/6/2017	90%	30000	TD COMMISSION	\$ 81,049.00
99777	6	TURTLE TOP-3500	1GB3G2CL4F1240573	X9526C	2016	WC LIFT	EXC	DIESEL	183,856	5	2	5310	5/31/2016	90%	30000	TD COMMISSION	\$ 78,093.00
	8	TURTLE TOP	1GB3GRCL9G1274499	X0088D	2016	WC LIFT	EXC	DIESEL	156,814	6	2		6/12/2017	90%	30000	TD COMMISSION	\$ 88,639.00
	11	FORD TRANSIT 350	1FDVU4X89LKB61870	02AJBS	2020	WC LIFT	EXC	GAS	121,969	6	2	CTD	8/5/2021	90%	30000	TD COMMISSION	\$ 61,397.00
99776	21	TURTLE TOP	1FD4E4FS2FDA35275	X6409E	2016	WC LIFT	GOOD	GAS	80,083	9	1	FDOT	4/6/2023		20000	FDOT	\$ 30,000.00
98790	22	TURTLE TOP	1GB6G5BL9E1118273	X7811E	2014	WC LIFT	GOOD	DIESEL	93,563	9	1	FDOT	4/6/2023		20000	FDOT	\$ 30,000.00
98791	23	TURTLE TOP	1GB6G5BGE1117341	X7813E	2014	WC LIFT	GOOD	GAS	98,870	9	1	FDOT	4/6/2023		20000	FDOT	\$ 30,000.00
99774	24	TURTLE TOP	1GB6G5CL5F1252021	X7812E	2016	WC LIFT	GOOD	DIESEL	71,036	9	1	FDOT	4/6/2023		20000	FDOT	\$ 30,000.00
99775	25	TURTLE TOP	1FD4E4FS0FDA35274	X6410E	2016	WC LIFT	GOOD	GAS	71,036	9	1	FDOT	4/6/2023		20000	FDOT	\$ 30,000.00

APPENDIX D: GRIEVANCE PROCEDURES



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD FOR HERNANDO COUNTY, FLORIDA

COMPLAINT AND GRIEVANCE PROCESS

Effective: February 13, 2025

**Community Transportation Coordinator (CTC):
Mid Florida Community Services, Inc. DBA You Thrive Florida
1122 Ponce De Leon Boulevard
Brooksville, Florida 34601
352-799-1510
<https://www.mfcs.us.com/>**

**Hernando/Citrus Metropolitan Planning Organization
789 Providence Boulevard
Brooksville, Florida 34601
352-754-4082
<https://www.hernandocounty.us/departments/departments-f-m/metropolitan-planning-organization>**

**In partnership with the Florida Commission for the
Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399
1-800-383-2435**

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) has reviewed and approved this Grievance Process which is included and a part of the Transportation Disadvantaged Service Plan.

Adopted in regular session the 13th day of February 2025.



John Attocco, Chair
Hernando County Local Coordinating Board

Gretchen Samter, Co-Chair

Dated: 2-13-25

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY Victoria Anderson
MPO Attorney

Table of Contents

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED - LOCAL COMPLAINT AND GRIEVANCE PROCESS.....	4
DEFINITIONS	4
ADVERSE SERVICE INCIDENTS/COMPLAINTS.....	4
GRIEVANCE COMMITTEE	5
PROCEDURES	5
CONSIDERATION OF A GRIEVANCE BY THE GRIEVANCE COMMITTEE.....	6
OTHER GRIEVANCE PROCESSES AND FORUMS	7

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED - LOCAL COMPLAINT AND GRIEVANCE PROCESS

The Grievance Procedures differentiate between “hearing a grievance” and “hearing and determining a grievance.” There is no bar to a person or entity hearing a grievance. An entity may investigate a grievance if it does not impose requirements on third parties that are not supported by statute or contractual agreement. The Transportation Disadvantaged Local Coordinating Board (TDLCB) is not granted determinative or adjudicative powers through the legislature; however, the TDLCB does retain certain powers of influence through its contractual relationship with the Community Transportation Coordinator (CTC), and thereby can be an effective arbiter in the resolution of complaints. System riders and providers are strongly encouraged to utilize the CTC’s Grievance Process first as the CTC should be able to resolve most grievances.

DEFINITIONS

“Agency” as defined in Rule 41-2.002(1) Florida Administrative Code (F.A.C.), 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. For purposes of these procedures, the definition of “agency” also includes a private-for-profit provider of transportation services.

“Complaint” means an issue brought to the attention of the CTC either verbally or in writing by a system user/advocate, agency and/or community service provider/subcontractor which addresses an issue, or several issues concerning transportation services of the CTC or operators used by the CTC.

Adverse service incidents may occur during service provided to Transportation Disadvantaged users including those Persons with Disabilities, and are reported to the driver, dispatcher or others involved in the daily operation of the system. An adverse service incident may include but not be limited to: late pick-ups; no-show by transit operator; client or driver behavior; passenger discomfort; or denial of service.

“Grievance” means a circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance. Grievances may include but are not limited to recurring or unresolved complaints; violations of specific laws governing the provision of Transportation Disadvantaged (TD) services, i.e., Chapter 427, Florida Statutes (F.S.), Rule 41-2 Florida Administrative Code (F.A.C.), Sunshine Law and Americans with Disabilities Act (ADA); contract disputes (agencies/operators); conflicts of interest; billing and/or accounting procedures.

“Parties” means the complainant and all persons and entities other than the complainant named or referred to in a grievance.

ADVERSE SERVICE INCIDENTS/COMPLAINTS

An Adverse Service Incident shall be reported on an Adverse Incident Form available from the bus operator, from the Transportation Disadvantaged Services office, or via the website at www.youthrivefl.org and submitted within three-to-five business days of the occurrence to the

YouThriveFL office at 820 Kennedy Boulevard, Brooksville, Florida 34601. Any adverse service complaint submitted at any time will be processed. An investigation by the Adverse Incident Manager (Paratransit Director Supervisor, or Designee) will commence within 48 hours of the receipt of the written complaint form.

The Paratransit Director, Supervisor, or Designee shall be responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, and closing the investigation. It will include the review of any available video, recordings, or photographs to establish facts surrounding a reported adverse incident and may call upon any eyewitnesses. Identification of any causal and contributing factors that led to the adverse incident will be included in the investigation report. The CTC will implement necessary written internal procedures to process, monitor, and resolve service/adverse service complaints including training and expectations of personnel.

The Paratransit Director, Supervisor, or Designee will properly document actions taken by the provider's personnel involved in the adverse incident including corrective action timelines if applicable. A unique tracking number shall be assigned to each written incident and a tracking log of each submitted Adverse Incident/Complaint shall be kept by the agency. Open investigations will be monitored every two weeks to allow for resolution and closure.

For adverse incidents that involve Persons with Disabilities, the Commission for Transportation Disadvantaged's form "Adverse Incident Report Form Related to a Paratransit Service Provided to a Person with Disabilities" as attached must be completed by the Paratransit Director, Supervisor, or Designee and reported on the last day of the month following the end of a quarter. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

Additional service information may be found in the Hernando County Transportation Disadvantaged Local Coordinating Board's Transportation Disadvantaged Service Plan (TDSP).

GRIEVANCE COMMITTEE

The Grievance Committee shall be composed of three regular voting members, and at least one alternate voting member, all being current members of the Coordinating Board. The Coordinating Board shall appoint the Grievance Committee during its annual organizational meeting and shall elect a Grievance Committee Chair and Vice Chair. Members appointed shall serve until the next organizational meeting. If a Grievance Committee member has a personal interest in a grievance, he or she shall not participate in the Grievance Committee's consideration of that grievance. No member of the Local Coordinating Board may appear before the Grievance Committee in a representative capacity.

PROCEDURES

Filing a Grievance with the Grievance Committee

A grievance must be presented in writing and include the following:

1. The complainant's name, address, and telephone number.
2. The name of a contact person if the complainant is an agency.
3. A concise but complete statement of the grievance (and relief sought) which is signed, dated, and supplemented by supporting documentation, as appropriate.

4. A copy of the Adverse Incident Form and all documents considered and produced in connection with the complainant's utilization of the CTC's complaint and grievance process, if applicable.
5. Phone calls will not be an acceptable means of conveying a grievance. Calls may be directed to the CTC to register complaints (not grievances) during normal business hours.
6. The grievance should identify any statutes, rules or contractual obligations alleged to have been violated, if applicable. Grievances should be mailed to:

Coordinating Board Grievance Committee
Hernando County Transportation Disadvantaged Program
c/o Hernando/Citrus MPO
789 Providence Boulevard
Brooksville, FL 34601

Copies of the state statutes and rules governing transportation disadvantaged programs can be obtained from the Hernando/Citrus Metropolitan Planning Organization (MPO). Forms will be available at the following locations:

1. You Thrive Florida vehicles and offices
2. Hernando/Citrus MPO

CONSIDERATION OF A GRIEVANCE BY THE GRIEVANCE COMMITTEE

Processing and Investigation

Upon receipt of a grievance by the MPO, staff shall distribute a copy of the grievance to the CTC within two (2) working days of receipt. MPO Staff will immediately proceed to investigate and shall prepare a written report on their findings of fact to the Grievance Committee and the CTC. Upon the Committee's receipt of the report, the Committee shall give appropriate notice and schedule a public meeting to hear the grievance.

Notice of Meeting

The MPO staff shall mail a notice of the meeting to all interested parties at least ten (10) days prior to the meeting date. Notices shall also be mailed to the other persons who have expressed an interest in attending the meeting. The notice shall:

1. State the date, time, and location of the meeting.
2. Include a brief description of the grievance(s).
3. Describe the procedures that will be followed during the meeting.

Meeting Procedures

The meeting shall commence with a presentation of the grievance by the Hernando/Citrus MPO staff. Following this presentation, the parties shall have an opportunity to give testimony, present documents, and other relevant materials, and call and question witnesses. Members of the Grievance Committee may ask questions at any time during the proceedings. Also, they may call for a period of discussion following the presentation of all testimony and materials. The meeting

will be informal in the sense that rules of evidence will not be applied, and parties may represent themselves.

Any party may request a follow-up meeting of the Grievance Committee if one is needed to ensure a fair and complete hearing of a grievance. If a follow-up meeting is requested, it shall be scheduled before the meeting is adjourned. Any party not present at the meeting shall be notified in writing of the date, time, and location of the follow-up meeting by the Hernando/Citrus MPO staff. No more than two follow-up meetings will be convened to process a grievance.

Written Report to Coordinating Board

Following the final meeting on a grievance, the Grievance Committee shall prepare a written report, which shall include, at a minimum:

1. A copy of the grievance submitted by the complainant.
2. A copy of all meeting notices.
3. A list of the names and affiliations of those giving testimony during the processing and investigation phase.
4. A list of all documents and other materials reviewed as a part of the Grievance Committee's consideration of the grievance.
5. A summary of the issues addressed.
6. Findings and a recommendation or recommendations for improvement of service, if appropriate.

The Grievance Committee shall complete its report no later than 30 days after the date the final meeting on a grievance is held. A copy of the report shall be mailed to the parties, the CTC if it is not a party, and any other persons who have requested a copy.

Coordinating Board Review, Use and Dissemination of Grievance Committee Reports

At each regular Local Coordinating Board meeting, the Coordinating Board shall review any reports completed by the Grievance Committee since its last meeting. The Coordinating Board shall utilize the findings and recommendations included in the reports as appropriate when executing its various duties. Also, the Coordinating Board shall provide the Florida Commission for the Transportation Disadvantaged with copies of any reports that address contractual or systemic issues of potential interest to the Commission.

OTHER GRIEVANCE PROCESSES AND FORUMS

Utilization of the Coordinating Board's grievance procedures does not preclude complainants from utilizing other processes and forums to pursue their grievances as appropriate.

Contacting the Ombudsman.

An Ombudsman is a person who works to resolve complaints and grievances at the office of the Commission for Transportation Disadvantaged. Written grievances may also be submitted to the State of Florida, Commission for the Transportation Disadvantaged Ombudsman Program at 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450, sponsored by the Commission for the

Transportation Disadvantaged. The email for the Ombudsman is:
CTDOmbudsman@dot.state.fl.us.

At any time, an aggrieved party with proper standing may elect to seek recourse apart from the grievance process through Chapter 120, F.S., the administrative hearing process or the judicial court system.

Hernando County Transportation Disadvantaged Service

SERVICE COMPLAINT/ADVERSE INCIDENT FORM

Submit this service complaint/adverse incident form within three-to-five business days of the occurrence to the bus driver or You Thrive FL office at 820 Kennedy Boulevard, Brooksville, Florida 34601. All reported incidents will be investigated. For assistance, please call 352-799-1510.

(Please print in ink only)

DATE: _____

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

AGENCY CONTACT (If Applicable): _____

COMPLIMENT OR COMPLAINT: _____

IF COMPLAINT, WAYS TO REMEDY SITUATION: _____

Signature: _____

For Office Use Only

Date Received: _____

Employee Receiving Complaint: _____

Tracking ID # _____

Hernando County Transportation Disadvantaged Service

GRIEVANCE FORM

Additional information may be obtained from the Hernando/Citrus MPO at 352-754-4082. Please print in ink only.

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

AGENCY CONTACT (If Applicable): _____

STATEMENT OF GRIEVANCE: _____

RELIEF SOUGHT: _____

STATUTE, RULES, ETC. (If Applicable): _____

Grievances may be mailed to:

Transportation Disadvantaged Program
C/O Hernando/Citrus MPO
789 Providence Boulevard
Brooksville, Florida 34601

Grievant Signature: _____

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

**ADVERSE INCIDENT REPORT FORM
RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES**

This form must be completed by a transportation service provider upon receipt of a report of an adverse incident. The form must be submitted to the Commission for the Transportation Disadvantaged for each incident no later than the last day of the month following the end of the quarter, beginning January 1, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

REPORT STATUS:

<input type="checkbox"/>	Preliminary Report	<input type="checkbox"/>	Under Investigation	<input type="checkbox"/>	Investigation Closed
--------------------------	---------------------------	--------------------------	----------------------------	--------------------------	-----------------------------

TRANSPORTATION SERVICE PROVIDER INFORMATION:

Organization Name:	
Local Government Name: (Contracting for Paratransit Services)	
Name of Person Completing Report:	
Phone Number:	
Email Address:	
Date of Report:	

DESCRIPTION OF ADVERSE INCIDENT:

Who, what, when, where, how, injury(ies). Exclude names and personal information, providing only information regarding the incident.

--

FOLLOWUP ACTIONS:

Briefly describe follow-up measures taken, including mitigation or corrective actions. At a minimum, this description must include a summary of investigation activities taken by the transportation service provider.

--

APPENDIX E: GLOSSARY AND ACRONYM LIST

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.

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.

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.

Bus

Rubber-tired passenger vehicles powered by diesel, gasoline, battery or alternative fuel engines contained within the vehicle. Vehicles in this category do not include articulated, double-decked, or school buses. Includes cutaway/body-on-chassis vehicles for urban reporting.

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.

Complaint

Means an issue brought to the attention of the CTC either verbally or in writing by a system user/advocate, agency and/or community service provider/subcontractor which addresses an issue, or several issues concerning transportation services of the CTC or operators used by the CTC. Service complaints are routine incidents that occur daily and are reported to the driver, dispatcher or others involved in the daily operation of the system. A complaint may include but is not limited to late trips (pick-up and/or drop-off); no-show by transit operator, no-show by client; client or driver behavior; passenger discomfort; denial of service.

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 15 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission

The Commission for the Transportation Disadvantaged as authorized in Chapter 427.013, Florida Statutes.

CTD Commission for the Transportation Disadvantaged

The Commission for the Transportation Disadvantaged is an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. This agenda 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 Community Transportation Coordinator.

Coordinating Board

An entity in each designated service area composed of representatives who aid 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 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.

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.

DOPA Designated Official Planning Agency

The official body or agency designated by the Commission 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. The DOPA for Hernando County is the Hernando/Citrus Metropolitan Planning Organization Board.

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 oneself, 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 workload on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

Driver Hour

The period of one hour that a person works whose main responsibility is to drive vehicles.

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 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.” That service in which the vehicle(s) repeatedly follow a consistent time schedule over the same route (i.e., conventional city bus, fixed guideway). In Hernando County, it is called TheBus.

Florida Coordinated Transportation System

A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, F.S.

FTE Full Time Equivalent

A measure used to determine number of employees based upon a 40-hour workweek. One FTE equals 40 work hours per week.

FASC 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 operations or provide 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.

Grievance

Means a circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance. Grievances may include but are not limited to: recurring or unresolved complaints; violations of specific laws governing the provision of TD services, i.e., Chapter 427 F.S., Rule 41-2 F.A.C., Sunshine Law and ADA; contract disputes (agencies/operators); conflicts of interest; billing and/or accounting procedures.

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 (Revenue Service)

The time when a vehicle is available to the general public and there is an expectation of carrying passengers. These passengers either:

- Directly pay fares;
- Are subsidized by public policy; or
- Provide payment through some contractual arrangement.

Vehicles operated in fare free service are considered in revenue service. Revenue service includes:

- Layover / recovery time.

Revenue service excludes:

- Deadhead;
- Vehicle maintenance testing;
- School bus service; and
- Charter service.

In-Take Clerk/Reservationist

An individual whose primary responsibility is to accept requests for trip, enter date on the requests, determine eligibility, and provide customer services.

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).

Limited Access

The inability of a vehicle, facility, or equipment to permit entry or exit to all persons, or the lack of associability of vehicle, facility, or other equipment.

Load Factor

The ratio of use to capacity of equipment or a facility during a specified period.

Local Government

Elected and/or appointed public bodies existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

LCB Local Coordinating Board

An entity in each designated service area composed of representatives appointed by the planning agency. Its purpose is to aid the CTC concerning the coordination of transportation disadvantaged services.

Local Government Comprehensive Plan

A plan that meets the requirements of Chapters 163.3177 and 163.3178, F.S.

MOA Memorandum of Agreement

The state contract for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the CTC and recognizes the CTC as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

MPO Metropolitan Planning Organization

The organization responsible for carrying out transportation planning and programming in accordance with the provision of 23 U.S.C. §. 134, as provided in 23 U.S.C. s. 104(f)(3). Also, serves as the planning agency referred to in Chapter 427, F.S.

Network Type

Describes how a CTC provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-Coordinated Trip

Means 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 a coordination/operator contract with the local CTC.

Non-Sponsored Trip

Means a trip that is not subsidized in part or in whole by any local, state, or federal government funding source.

Objective

Specific, measurable conditions that the organization establishes to achieve its goals.

Operating Cost

The sum of all expenditures that can be associated with the operation and maintenance of the system during the 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.

Operating Cost per Passenger Trip

Operating costs divided by the total number of passenger trips, a measure of the efficiency of transportation 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 CTC provides service in an urban or rural service area.

Operating Revenue

All revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics

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

Organization Type

Describes the structure of a CTC, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit

Elements of public transit that provide services 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 taxis, limousines, dial-a-ride buses, and other demand responsive operations that are characterized by their non-scheduled, non-fixed route nature and may include deviated fixed routes.

Partial Brokerage

A type of CTC network in which the CTC provides part of the transportation service and contracts with other providers to operate the remaining service including coordination contractors.

Parties

The complainant and all persons and entities other than the complainant named or referred to in a grievance.

Passenger Miles

The number of miles each individual fare paying, sponsored, or non-sponsored passenger rides on the vehicle. This is a duplicated mileage count. For example, if 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip

A unit of service, which is measured from the time a passenger enters the vehicle to the time when the passenger 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.

Peer Group Analysis

A common technique used to evaluate the general performance of a single operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.

Performance Measure

Statistical representation of how well an activity, task, or function is being performed. It is usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Planning Agency

The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization (MPO). The MPO shall serve as the planning agency in areas covered by such organizations.

Potential TD Population

(Formally referred to as the 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

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.

QAPE Quality Assurance and Program Evaluation.

Commission staff that evaluates the performance, policies, and procedures of both the CTC and the planning agency, on an annual basis.

RFB Request for Bids

A solicitation to obtain written competitive proposals to be used for making an acquisition or entering a contract.

RFP Request for Proposals

A solicitation to obtain written competitive proposals to be used for making an acquisition or entering a contract.

RFQ Request for Qualifications, a competitive bid process.

A solicitation requesting potential suppliers or vendors to detail their background and experience providing a specific good or service.

Reserve Fund

Transportation disadvantaged trust fund monies set aside each budget year to ensure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours

The hours (miles) those are comprised of running time and layover/recovery time.

Revenue Miles

The number of miles driven while passengers are on the vehicle. This figure is an unduplicated mileage count and is also referred to as loaded miles. For example, if 1 passenger rode 10 miles together, there would be 10 revenue miles.

Road-Call

Any in-service interruptions caused by failure of some mechanical element of the vehicle, regardless of whether the interruption interferes with the schedule or on-time performance measure. Road-calls 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 based on passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Service Plan

A one-year implementation plan that contains the goals the CTC plans to achieve and how they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the CTC.

Sole Provider

Network type in which the CTC provides all 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 for example.

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

TD Transportation Disadvantaged

Those persons who because of physical or mental disability, income status, or age 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, F.S.

TDSP Transportation Disadvantaged Service Plan

A one-year implementation plan developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and how they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

TDP Transit Development Plan

The strategic guide for public transportation over the next five years. The TDP includes an evaluation of existing services, a review of demographic and travel behavior characteristics of the service area, a summary of local transit policies, the development of proposed transit enhancements, and the preparation of a five-year financial plan.

TDTF Transportation Disadvantaged Trust Fund

The Transportation Disadvantaged Trust Fund authorized in Chapter 427.0159, F.S., and administered by the Commission.

TIP Transportation Improvement Plan

A staged multi-year program of transportation improvements, including an annual element, which will be developed by the planning agency.

Transportation Disadvantaged Funds

Any local government, state, or available federal fund that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

Transportation Disadvantaged Population

Formally referred to as TD category II, the transportation disadvantaged population are persons who, because of disability, income, status, or age are unable to transport themselves, and children who are high-risk or at-risk.

Transportation Disadvantaged Trust Fund

A fund administered by the Commission for the transportation disadvantaged in which all fees collected for the transportation 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 that are not sponsored by an agency.

Transportation Operator

One or more public, private-for-profit, or private non-profit entities engaged by the CTC to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Transportation Operator Contract

The Commission's standard coordination/operator contract between the CTC 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 a 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.

Unmet Demand

The number of trips desired but not provided because of insufficient service supply.

Urbanized Area

An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census.

The Census Bureau delineates urban areas after each decennial census by applying specified criteria to decennial census and other data.

Vehicle Hour

The hours (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. It is often called platform time.

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 number of miles driven by a vehicle within a specified period, with or without passengers aboard. This includes deadhead, maintenance, and non-revenue 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.

Will Call

Return trip requests on a demand-response basis.