

**Lee County Transportation Disadvantaged
Local Coordinating Board**

**10:00 AM, May 2, 2014
City of Cape Coral Public Works – Green Room
815 Nicholas Pkwy E, Cape Coral FL 33990
239-330-2240**



AGENDA

Call to Order

Pledge of Allegiance

Introductions

New Business

1. Approval of Minutes from March 7, 2014
2. Public Comments on Items on the Agenda
3. Review and Approve Good Wheels' Annual Evaluation (Brian Raimondo)
4. Review and Approve TDSP Minor Update (Brian Raimondo)

Other Business

5. Public Comments on Items not on the Agenda
6. Program Updates and Distribution Items (Brian Raimondo)
 - Calendar of events
7. Good Wheels Updates and Reports (Tom Nolan)
 - Ridership and complaints for January through March 2014
 - Operator Payments
 - Medicaid Update

Adjournment

*Action Items +May Require Action

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**MINUTES OF THE LEE COUNTY LOCAL COORDINATING BOARD
MEETING FOR THE TRANSPORTATION DISADVANTAGED**

Held on December March 7, 2014 @ 10:00 am

City of Cape Coral Annex Building, Conference Room A200, 815 Nicholas Pkwy E, Cape Coral, FL

| A Representative of: | Voting Members | Agency | Alternates to Voting Members | Agency |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------|-------------------------------------|---------------|
| The MPO shall appoint one elected official to serve as the official Chairperson for all Coordinating Board meetings. | Alan Mandel (Present) | Mayor FM Beach | No alternate | |
| A. A local representative of the Florida Department of Transportation (DOT) | Deb Stephens (Present) | FDOT | Richard Shine (Absent) | FDOT |
| B. A local representative of the Florida Department of Children and Families (DCF) | Stacey Lowe (Present) | DCF | Melissa Mickey (Absent) | DCF |
| C. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible | Roger Lloyd (Absent) | Lee County School Board | Vacant | |
| D. In areas where they exist, a local representative of the Division of Vocational Rehabilitation Services or the Division of Blind Services, representing the Department of Education | Mary Watford (Absent) | | Flora Gonzalez (Absent) | |
| E. A person recommended by the local Veterans Service Office, representing Veterans of the county | Jerry Conway (Present) | | Frank Greulich (Absent) | |
| F. A person recognized by the Florida Association for Community Action representing the economically disadvantaged | Kim Hustad (Absent) | Lee County Human Services | Robin Jewett (Absent) | |
| G. A person representing the Elderly in the county | Linda Carter (Present) | | (Vacant) | |
| H. A person with a disability representing the disabled in the county | Brian Powers (Present) | | (Vacant) | |
| I-1. [One of Two] Citizen Advocates in the County | Michael Pierce (Present) | | (Vacant) | |
| I-2. [One of two] Citizen Advocates this one must be a person who uses the transportation service(s) of the system as their primary means of transportation. | David Lane (Present) | | (Vacant) | |
| J. A local representative for children at risk | Vacant | | Vacant | |

| | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------------------|--------------------------------------|---------------------------------------------|
| K. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit Systems Board, except in cases where they are also the Community Transportation Coordinator. | Steve Myers (Absent) | LeeTran | Peter Gajdjis (Present) | LeeTran |
| L. A local representative of the Florida Department of Elder Affairs | Vacant | | Vacant | |
| M. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC. | Michael Griffin (Absent) | SWFL Transportation | Priscilla Hardaway (Absent) | Creative Resources |
| N. A local representative of the Florida Agency for Health Care Administration | Joe Martinez (Present) | Agency for Health Care Administration | Karen Brooks (Absent) | Agency for Health Care Administration |
| O. A representative of the Regional Workforce Development Board established in Chapter 445, <i>Florida Statutes</i> . | Jim Wall (Absent) | Career Source SWFL | Deb Reardon (Present) | Career Source SWFL |
| P. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, hospitals, local health department or other home and community based services, etc. | Sue Maxwell (Absent) | Lee Memorial Health Systems | Teresa Frank- Farhner (Absent) | Lee Memorial Health Systems |

Also in attendance: Tom Nolan, Rob Bowman and Michel Harris - Good Wheels, Inc., Julia Davis – Omnibus, Rosalie Berlin – Citizen, Marcia Stevens – Citizen, Don Scott and Brian Raimondo – Lee MPO.

CALL TO ORDER

The meeting was called to order by Chairman Mandel at 10:01 am. There was a quorum. The Pledge of Allegiance was recited and introductions were made. Chairman Mandel mentioned he would have to leave the meeting early. With guidance from staff the Agenda was rearranged.

Agenda Item #1 – Approval of Minutes from the December 6, 2013 meeting

Motion by Ms. Carter and seconded by Mr. Pierce to approve the minutes. Motion carried unanimously.

Agenda Item #3 – LCB Endorsement of FTA Grant Applications

Regarding the Hope 5310 application, Ms. Carter asked what type of trips they would provide and is it the Pace Center? Ms. Davis said they provide transportation for the elderly and they are under the Pace Center.

Motion by Mr. Lane and seconded by Ms. Carter to approve all three grant applications. Motion carried unanimously.

Agenda Item #6 – Good Wheels Updates and Reports

Mr. Nolan provided handouts on the Medicaid status/update.

As of May 1st managed care will be taking over medical care trips. We are Region 8, effective June 1st it will occur in our area. Post system change the coordinated system will only transport 15 percent of the Medicaid riders. It is moving from a state program to a partnership with HMOs. Mr. Nolan said there are four providers in Region 8. He went on to discuss that recipients can only change providers for a good cause or yearly during open enrollment.

In the past Good Wheels tried to carve out money from the managed care program to keep them as the CTC for Medicaid in Lee County. Mr. Nolan discussed the News-Press article regarding how the Miami area hospitals are losing large funding and are filing a lawsuit.

Pre-letters have been sent out and the large packets are being sent out in March to all recipients.

Ms. Carter asked if the enroll is online only, because that isn't practical for everyone. It was discussed by the Committee that there will be a phone counselor, or they will meet with the recipient.

Mayor Mandel asked how the LCB will be reviewing who is being served, and Ms. Davis said there will be two systems and the LCB will only review coordinated systems issues.

Mr. Martinez said all recipient complaints will go to his office in Fort Myers and then be forwarded to the correct Area Office.

Mr. Scott asked if the 15 percent not eligible are still paid by Medicaid. Mr. Nolan said it's the PEPAC that will be provided from ACHA through the TD Commission to Good Wheels.

Mr. Nolan said the Good Wheels Board will review the budget on March 24th and proceed forward with the Medicaid transition.

Mr. Pierce asked if Good Wheels will be looking to fill gaps and Mr. Nolan said it's possible.

Mr. Nolan went on to discuss that they only had four complaints that came in out of 25,000 trips from October to December 2013. They review them closely. He went on to discuss the ridership numbers and how Medicaid represents about 50 percent of their trips. TD trips are up eight percent from the last quarter. They did receive 10 percent funding increase, but still are exceeding the funding.

Ms. Carter asked what the cancel rate was, and Mr. Nolan said it was the same as last quarter.

Agenda Item #2 – Public Comments on Items on the Agenda

Ms. Stevens said she utilizes the Good Wheels buses, and it is the most despicable service. Drivers are changed daily and the trips are changed daily causing riders to be late. She has been picked up after 5 PM several times as a dialysis patient. She waits over an hour to be picked up at times. Other dialysis patients arrive home several hours after their treatment. Ms. Stevens said there are not enough Saturday buses, and she said she can get more complaints than just the four that they received for last quarter. Inside the buses are filthy. As a Medicaid recipient she feels they are treated awful.

Mr. Pierce asked how many times she had complained. Ms. Stevens said 3 times. She lives 50 minutes from the dialysis center, but can no longer drive and LeeTran can't get her to the appointment on time. She tends to get there an hour early. Lane said scheduling is very difficult, so riders need to respect that.

Ms. Stevens said she would like something in writing stating pick up times. When she calls Good Wheels she never gets a person to call her back, but only a machine.

Ms. Carter said to get with Good Wheels after to discuss this.

Mr. Nolan said for the record, he transports hundreds of dialysis patients and has never heard this complaint before.

Agenda Item #4 – Public Comments Not on Items on the Agenda

None

Agenda Item #5 – Program Updates and Distribution Items

Mr. Raimondo mentioned the Good Wheels Evaluation was done on February 13th and February 21st. The final draft evaluation will come to the May LCB meeting for comments and approval.

Mr. Raimondo said the TDSP minor update is underway, and will also be brought to the May LCB meeting for comments and approval.

Vice-Chair Lane went around the room and asked for Committee news.

Mr. Nolan said the Annual Good Wheels Luncheon will be on March 24th. It recognizes a special person from each agency, and the guest speaker will be Sheriff Scott.

Mr. Pierce asked if the four Medicaid providers will have vehicles or will they contract out? Ms. Stephens said they will subcontract to local transportation providers. Ms. Reardon asked if the four providers will come to the LCB meetings in the future, but Ms. Stephens said no, because they are independent.

Ms. Stephens said she received 39 grants for the 5310 and 5311. Last year's funding is starting to come from FTA. Mr. Conway said he would like to be included in future grant cycles.

Ms. Carter said she was hired on with FEMA for statewide disasters to assist with transportation and housing for those with disabilities.

Mr. Pierce said in July they have a celebration for the American with Disabilities Act. Employment for people with disabilities is the main presentation.

Mr. Conway said Monday the mobile service office is coming from Gainesville at the Elks Lodge in Cape Coral from 9 to 5. March 22nd is their Bowl-a-Thon fundraiser in Cape Coral on Santa Barbara for the DAV. On April 1st at Fosters Grill is a fundraiser for the DAV.

Adjourned at 11:09

CTC Evaluation

RECOMMENDED ACTION: Review and approve the Draft CTC Evaluation

The CTC Evaluation Committee which consisted of Linda Carter, David Lane, Mike Griffin, Priscilla Hardaway and Brian Raimondo along with Julia Davis for Good Wheels, conducted the evaluation at Good Wheels' offices on February 12th and 21st.

The Draft CTC Evaluation Report contains findings, suggestions and recommendations. LCB input will be added prior to the document being sent to the Commission for the Transportation Disadvantaged.

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: Good Wheels, Inc.

COUNTY (IES): Lee

ADDRESS: 10075 Bavaria Road Fort Myers, FL 33913

CONTACT: Tom Nolan **PHONE:** 239-768-7190

REVIEW PERIOD: FY 2012-2013 **REVIEW DATES:** 2-12 & 2-21-2014

PERSON CONDUCTING THE REVIEW: Brian Raimondo & LCB committee

CONTACT INFORMATION: Lee MPO

LCB EVALUATION WORKBOOK

| ITEM | PAGE |
|-------------------------------------------------|-------------|
| REVIEW CHECKLIST _____ | 3 |
| EVALUATION INFORMATION _____ | 5 |
| ENTRANCE INTERVIEW QUESTIONS _____ | 6 |
| GENERAL QUESTIONS _____ | 9 |
| CHAPTER 427, F.S. _____ | 13 |
| RULE 41-2, F.A.C. _____ | 22 |
| COMMISSION STANDARDS _____ | 32 |
| LOCAL STANDARDS _____ | 33 |
| AMERICANS WITH DISABILITIES ACT _____ | 36 |
| FY GRANT QUESTIONS _____ | 42 |
| STATUS REPORT _____ | 43 |
| ON-SITE OBSERVATION _____ | 45 |
| SURVEYS _____ | 47 |
| LEVEL OF COST WORKSHEET # 1 _____ | 52 |
| LEVEL OF COMPETITION WORKSHEET #2 _____ | 53 |
| LEVEL OF AVAILABILITY WORKSHEET #3 _____ | 55 |

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: 9-18-2013)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

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

ITEMS TO REQUEST:

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

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- Measuring Tape Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

Blue Bird

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

| Coordination Contract Agencies | | | | |
|---------------------------------------|-----------------------|----------------------------|-------------------------|----------------|
| Name of Agency | Address | City, State, Zip | Telephone Number | Contact |
| United Cerebral Palsy of SW | 9040 Sunset Drive | Miami Florida 33173 | (305) 273-3055 | James Weeks |
| Light House of SW Florida | 35 West Marianna Ave. | North Fort Myers, FL 33903 | (239) 997-7797 | Doug Fowler |
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6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

| Name of Agency | % of Trips | Name of Contact | Telephone Number |
|-----------------------|-------------------|------------------------|-------------------------|
| AHCA | 48.30% | John Irvine | 850-410-5712 |
| TD Trust Fund (CTD) | 24.78 | John Irvine | 850-410-5712 |
| APD | 20.31 | Jeff Smith | 239-338-1370 |
| FDOT | 0 | Deb Stephens | 239-461-4300 |
| Dept Elder Affairs | 3.45% | Angela Wood | 239-652-6900 |

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

| | Number of calls | Closed Cases | Unsolved Cases |
|----------------------|------------------------|---------------------|-----------------------|
| Cost | 0 | 0 | 0 |
| Medicaid | 6 | 6 | 0 |
| Quality of Service | 1 | 1 | 0 |
| Service Availability | 0 | 0 | 0 |
| Toll Permit | 0 | 0 | 0 |
| Other | 0 | 0 | 0 |

GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC: May 21, 2013 CTD meeting.

2. WHAT IS THE COMPLAINT PROCESS?

See Attached Sheet.

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

Is the process being used? Yes No

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

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

Yes No

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

Yes No

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

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

Yes No

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

Problems are resolved before they get to this level. Phone numbers are posted in Buses and on brochures.

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

Yes No

If no, what is done with the complaint?

It is counted as a TD Ombudsman call and is reviewed, researched, and resolved.

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

Yes No If yes, what type?

Brochure and passenger guides, and FaceBook.

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

Yes No

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

Yes No

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

Please Verify These Passengers Have an Eligibility Application on File:

| TD Eligibility Verification | | | |
|------------------------------------|--------------------------|---------------------|-----------------------------|
| Name of Client | Address of client | Date of Ride | Application on File? |
| [REDACTED] | [REDACTED] | 6/28/13 | yes |
| [REDACTED] | [REDACTED] | 5/02/13 | yes |
| [REDACTED] | [REDACTED] | 6/08/13 | yes |
| [REDACTED] | [REDACTED] | 6/28/13 | yes |
| [REDACTED] | [REDACTED] | 6/26/13 | yes |
| [REDACTED] | [REDACTED] | 6/28/13 | yes |
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13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

Good Wheels began using FaceBook in FY 12/13 as a means to promote its services.

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

Good Wheels feels that coordination could be improved if Medicaid were to stay in the coordinated system.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

The main barrier to coordination is the upcoming departure of Medicaid services. This will fragment the coordinated system, and cause confusion and disruption to the passengers.

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

Good Wheels requests that the Commission for the Transportation Disadvantaged seek additional TD Trust Fund funding, to be distributed to the CTCs as the Medicaid funds are removed by AHCA.

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

The Agency for Health Care Administration (AHCA) could work more closely with the Commission for the Transportation Disadvantaged to keep the Medicaid Program in the coordinated system, and reduce fragmentation of this service.

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

Brochures, FaceBook page (FB). Planning Agency announces it on its print media. Not a very high return on investment of time.

Brochures are placed at the
Lee Memorial Health Park
Rosa Parks
VA Hospital

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.
“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? Yes No

IS THE CTD’S STANDARD CONTRACT UTILIZED? Yes No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?
 Yes No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)
 Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

| Operator Name | Exp. Date | SSPP | AOR Reporting | Insurance |
|-----------------------------|------------------|-------------|----------------------|------------------|
| SW Fla Transportation Group | on-going | Yes | Yes | Yes |
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COMPLIANCE WITH CHAPTER 427, F.S.

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

REPORTING TIMELINESS

Were the following items submitted on time?

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

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

List: n/a

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

An annual audit (review) is conducted. Last one was June 2013.

Is a written report issued to the operator? Yes No

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

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

No official monitoring is conducted. Issues are discussed and addressed as they come up. If something needs to be done in writing, it would be.

Is a written report issued? Yes No

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

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

A written response and corrective action is taken.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]
“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

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

N/A

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

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

N/A

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

Yes No

If YES, what is the goal?

2.2% to be placed with the fixed-route.

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

Per the APR, Good Wheels is placing 5.4% of rides on LeeTran

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

Yes No

If Yes, describe the application review process.

The grant applicants provide their FTA 5310 and FTA 5311 applications to the Planning Agency, who provides them to the LCB for review for coordination purposes. The CTC provides input to the LCB on whether the grant applications would further the goals of coordination. (If approved, would this assist the CTC in providing services in the service area, or not.)

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).
“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”**

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

Reviewed the TDSP 9/2013; will be reviewed again March 2014 and May 2014.

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

The Priorities are ranked as shown on Add-In Page. f Good Wheels only has enough TD Trust funds to cover medical trips. The TDTF funds are allocated in a monthly spending plan. Trips are scheduled based on route efficiency and seating availability and available funds.

HOW ARE THESE PRIORITIES CARRIED OUT?

See Attached Sheet.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Review the Operational section of the TDSP

1. Hours of Service:

Office 8AM to 5 PM M-F. General Service, 5AM to 8PM Mon - Sat. Demand Response 6AM to 630 PM Monday-Friday.

2. Hours of Intake:

7AM to 5PM Mon-Friday

3. Provisions for After Hours Reservations/Cancellations?

Phone numbers are provided to call. There's an 800- number and a local number for Fort Myers. BlueBird provides after-hours dispatch.

4. What is the minimum required notice for reservations?

Before noon the day before the trip

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

72 hours for Medicaid.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

The WAGES Board is represented on the Lee LCB

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

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

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$100,000/\$300,000

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

\$100,000/\$300,000

HOW MUCH DOES THE INSURANCE COST (per operator)?

| Operator | Insurance Cost |
|-----------------|--------------------------|
| Blue Bird | \$3,600 per veh per year |
| | |
| | |
| | |

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

Yes No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

Compliance with 41-2.006(2), Safety Standards.

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

Date of last SSPP Compliance Review April - July 2012, Obtain a copy of this review.

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes No

DRIVER REQUIREMENT CHART

| Driver Last Name | Driver License | Last Physical | CPR/1st Aid | Def. Driving | ADA Training | Other-BG - Expires |
|------------------|----------------|---------------|------------------|---------------|--------------|--------------------|
| █ | █ | 11/13/2013 | 9/7/2013 | 6/30/2012 | 9/16/2009 | 2/10/2016 |
| █ | █ | 6/20/2013 | 9/7/2013 | 3/31/2012 | 2/23/2010 | 11/4/2015 |
| █ | █ | 3/9/2012 | 9/7/2013 | 6/30/2012 | 9/16/2009 | 10/20/2015 |
| █ | █ | 1/23/2012* | 9/7/2013 | 3/31/2012 | 9/16/2009 | 4/18/2018 |
| █ | █ | 10/12/2012 | 9/7/2013 | 6/30/2012 | 9/16/2009 | 4/17/2018 |
| █ | █ | 11/20/2013 | 9/7/2013 | 3/31/2012 | 9/16/2009 | 11/8/2016 |
| █ | █ | 4/5/2012 | 9/7/2013 | 6/30/2012 | 9/16/2009 | 11/9/2016 |
| █ | █ | 2/26/2013 | 9/7/2013 | 3/31/2012 | 4/4/2007 | 4/19/2018 |
| █ | █ | 3/9/2013 | 9/7/2013 | 3/31/2012 | 9/16/2009 | 11/4/2015 |
| █ | █ | 4/1/2013 | 9/7/2013 | 3/31/2012 | 9/16/2009 | 4/17/2018 |
| █ | █ | 9/3/2013 | 9/7/2013 | 6/30/2013 | 9/16/2009 | 9/11/2017 |
| █ | █ | 2/7/2014 | 9/7/2013 | 3/31/2012 | 9/16/2009 | 9/14/2016 |
| █ | █ | 5/23/2013 | 9/29/2012 | 3/31/2012 | 10/30/2004 | 4/19/2018 |
| | | | | | | |
| █ | currently | not working | at this time due | to expiration | of DOT | physical. |

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

| Driver Last Name | Driver License | Last Physical | CPR/1st Aid | Def. Driving | ADA Training | Other-BG - Expires |
|-------------------------|-----------------------|----------------------|--------------------|---------------------|---------------------|---------------------------|
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Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: August 2011

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

| | CTC | CC #1 | CC #2 | CC #3 | CC #4 |
|----------------------------------------------------------------------------------------------|------------|-----------------------|-----------------------|--------------|--------------|
| Flat contract rate (s) (\$ amount / unit) | | Sunrise | Light House | | |
| Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group) | | See explanation below | See explanation below | | |
| | | | | | |
| | | | | | |
| Special or unique considerations that influence costs? | | | | | |
| Explanation: no funding changes hands | | | | | |

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards

"...shall adhere to Commission approved standards..."

Review the TDSP for the Commission standards.

| Commission Standards | Comments |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local toll free phone number must be posted in all vehicles. | A local toll free number is posted in all the buses, and is on the brochures. It is (800) 741-1570. |
| Vehicle Cleanliness | All vehicles are cleaned, inside and out, on a regular schedule |
| Passenger/Trip Database | For each passenger transported within the coordinated system, the CTC collects in its database: the passenger's name, address, telephone number, funding source(s), eligibility, and other special requirements. |

| | |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Adequate seating | Vehicle seating does not exceed the manufacturer's recommended capacity. |
| Driver Identification | All drivers have a photo ID badge. All drivers greet passengers. |
| Passenger Assistance | Drivers provide boarding assistance, if requested. Assistance may include holding hands or allowing a passenger to hold an arm; opening the vehicle door; fastening seatbelt or securing the wheelchair; storage of mobility assistive devices; and closing the vehicle door. Drivers do not move wheel chair up or down steps; only ramps are used. |
| Smoking, Eating and Drinking | Smoking is not allowed. Neither is eating or drinking. |

| | |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Two-way Communications | <p>(Good Wheels amended its Wireless Communications Plan on 10/11/2013, to be in compliance with the Department of Transportation's Rule 14-90.004 (FAC) and Florida Ban on Texting While Driving Law" which went into effect October 1, 2013. All Drivers signed the document. But this activity is outside the Evaluation Period.)</p> <p>2-way is also used by drivers and dispatch.</p> |
| Air Conditioning/Heating | All vehicles are equipped with A/C and heating systems |
| Billing Requirements | The CTC pays its carriers on the 15th and the 30th of each month. These are NOT partial payments, but payments do run 45 days behind. For example, on August 30th, they are paid for all trips found to be eligible from June 16th to June 30th. |

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

| Local Standards | Comments |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transport of Escorts and dependent children policy | See Attached Sheet. |
| Use, Responsibility, and cost of child restraint devices | All passengers under the age of 5, or under 45 pounds must use a child restraint device. These must be provided by the parent/guardian, or by Good WHeels upon arrangement. |
| Out-of-Service Area trips | Out of county trips must be verified by contacting the passenger's Medicaid provider. |
| CPR/1st Aid | All drivers are trained in First Aid every two years. All vehicles are equipped with a First Aid kit. All drivers are trained in CPR every two years. |
| Driver Criminal Background Screening | All drivers in the coordinated system have a "favorable" FDLE background, according to Department of Children and Families policies and procedures. |
| Rider Personal Property | Passenger personal property that can be carried onto the bus in one trip by the passenger or the Driver, and that can be safely stowed on the vehicle, is permitted. |
| Advance reservation requirements | See Attached Sheet. |
| Pick-up Window | See Attached Sheet. |

| <i>Measurable Standards/Goals</i> | <i>Standard/Goal</i> | <i>Latest Figures</i> | <i>Is the CTC/Operator meeting the Standard?</i> |
|-------------------------------------------|----------------------|-----------------------|--------------------------------------------------|
| Public Transit Ridership | CTC | CTC | |
| | Operator A | Operator A | Goal is 2.2% |
| | Operator B | Operator B | CTC results is 5.4% |
| | Operator C | Operator C | YES |
| On-time performance | CTC | CTC | |
| | Operator A | Operator A | Goal is 85% |
| | Operator B | Operator B | yes |
| | Operator C | Operator C | |
| Passenger No-shows | CTC | CTC | |
| | Operator A | Operator A | CTC results is 4198. |
| | Operator B | Operator B | (no measurable standard.) |
| | Operator C | Operator C | 26% |
| Accidents | CTC | CTC | |
| | Operator A | Operator A | Goal is 1.2 or fewer Accidents per 100,000 miles |
| | Operator B | Operator B | 36 accidents per 1144887. Divided by 100,000. |
| | Operator C | Operator C | = .31 Yes! |
| Roadcalls <i>Average age of fleet:</i> | CTC | CTC | |
| | Operator A | Operator A | Goal = 10,000 mi between roadcalls |
| | Operator B | Operator B | 34 road calls/ 1144887 miles =33673 |
| | Operator C | Operator C | Yes |
| Complaints <i>Number filed: 80</i> | CTC | CTC | |
| | Operator A | Operator A | Goal = Less Than 1% of trips |
| | Operator B | Operator B | 80 complaints. 1% of 110,951=1109 |
| | Operator C | Operator C | Yes. |
| Call-Hold Time | CTC | CTC | |
| | Operator A | Operator A | 3 min wait or they go to voicemail. |
| | Operator B | Operator B | Yes |
| | Operator C | Operator C | |

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

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

ARE ACCESSIBLE FORMATS ON THE SHELF? Yes No

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

Accessible documents are available upon request.

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

Yes No

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

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

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

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

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

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

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

Bus and Van Specification Checklist

Name of Provider: Good Wheels

Vehicle Number (either VIN or provider fleet number): #462

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

Person Conducting Review: Brian Raimondo and David Lane

Date: 2/12/2014

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

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

Have the driver lower the lift to the ground:

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

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

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

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

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

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

While inside the vehicle:

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

Vehicles under 22 feet must have:

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

Vehicles over 22 feet must have:

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

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

| Name of Service Provider/ Contractor | Total # of Vehicles Available for CTC Service | # of ADA Accessible Vehicles | Areas/Sub areas Served by Provider/Contractor |
|--------------------------------------|-----------------------------------------------|------------------------------|-----------------------------------------------|
| Good Wheels | 54 | 54 | Lee, Glades, Hendry |
| Blue Bird | 40 | 8 | Lee |
| | | | |
| | | | |
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BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

Yes No

ADA COMPLIANCE

Findings:

Recommendations:

FY 12 / 13 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 12 / 13 Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 12/13)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 12/13)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 12/13)

Yes No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: new cycle

STATUS REPORT DATED: n/a

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No

If No, please explain:

CTC: Good Wheels, Inc County: Lee

Date of Ride: 2/12/2014

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

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

Note: Attach the manifest

GOOD WHEELS, LEE COUNTY

Starting Mileage: _____ Ending Mileage: _____ Act Veh: _____

10075 BAVARIA ROAD, SE


Starting Time: _____ Ending Time: _____


FORT MYERS, FL 33913

Deadhead Hours: _____ Deadhead Miles: _____

Gls Fuel Purchased: _____ Fuel Cost: _____

| |
|-----------------|
| Cash Fare Total |
| \$1.00 |

| Client Information | | Pu Tm | Pickup Location & Destination Information | | | |
|---------------------------------------------------|--|-------|------------------------------------------------------------------------------------|----------|----------|------------|
| AMB Agn: TAL Appt Tm: 09:00 Rt Vh: @ | | 08:00 |  | | | |
| | | 09:00 | | | | |
| | | Y N C | Pu Tm: | Pu Odom: | Drop Tm: | Drop Odom: |
| | | | | | | |

| | | | | | | |
|---------------------------------------------------------------------------|--|-------|------------------------------------------------------------------------------------|----------|----------|------------|
| AMB Agn: MAL Collect Fare: \$1.00 Appt Tm: 12:30 Tk Vh: @ | | 12:30 |  | | | |
| | | 13:30 | | | | |
| | | Y N C | Pu Tm: | Pu Odom: | Drop Tm: | Drop Odom: |
| | | | | | | |

RIDER/BENEFICIARY SURVEY

Staff making call: Linda
Date of Call: 04/16 / 2014

County: Lee
Funding Source: _____

1) Did you receive transportation service on 4/11/2014 ? Yes or No

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

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

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

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on 4/11/2014 ?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

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

10

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

Additional Comments:

RIDER/BENEFICIARY SURVEY

Staff making call: Linda
Date of Call: 04/16 / 2014

County: Lee
Funding Source: _____

1) Did you receive transportation service on 4/11/2014 ? Yes or No

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

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

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

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on 4/11/2014 ?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

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

9

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

Additional Comments:

RIDER/BENEFICIARY SURVEY

Staff making call: Linda
Date of Call: 04/16 / 2014

County: Lee
Funding Source: _____

1) Did you receive transportation service on 3/21/2014 ? Yes or No

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

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

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

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on 3/21/2014 ?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

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

9

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

Additional Comments:

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? Yes or No

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

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None

3-5 Times

1-2 Times

6-10 Times

If none, skip to question # 4.

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

Ineligible

Space not available

Lack of funds

Destination outside service area

Other _____

5) What do you normally use the service for?

Medical

Education/Training/Day Care

Employment

Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on _____?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice

Cost

Pick up times not convenient

Late pick up-specify time of wait

Assistance

Accessibility

Service Area Limits

Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

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

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

Additional Comments:

Contractor Survey

Lee County

Blue Bird Taxi

Contractor name (optional)

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

All cancellations and complaint issues go directly to the CTC/Goodwheels.

PURCHASING AGENCY SURVEY

Staff making call: Linda Carter

Purchasing Agency name: Dept of Elder Affairs

Representative of Purchasing Agency: Angela Woods

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

Goodwheels

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

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

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

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

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

Yes

No If no, skip to question 7

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

Advance notice requirement [specify operator (s)]

Cost [specify operator (s)]

Service area limits [specify operator (s)]

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

Vehicle condition [specify operator (s)]

Lack of passenger assistance [specify operator (s)]

Accessibility concerns [specify operator (s)]

Complaints about drivers [specify operator (s)]

Complaints about timeliness [specify operator (s)]

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

Other [specify operator (s)] _____

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

Yes

No If no, why? _____

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

FLCTD
Annual Operations Report
Section I: Face Sheet

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| County: Lee | Fiscal Year: July 1, 2012 - June 30, 2013 |
| Status: Ready | |
| | |
| Report Date: | 09/27/2013 |
| Period Covered: | July 1, 2012 - June 30, 2013 |
| Coordinator's Name: | Good Wheels, Inc. |
| Address: | 10075 Bavaria Rd. |
| City: | Fort Myers |
| Zip Code: | 33913 |
| Service Area: | Lee |
| Contact Person: | Thomas F. Nolan |
| Title: | CEO/CFO |
| Phone: | (239) 768 - 6184 |
| Fax: | (239) 768 - 0334 |
| Email: | tnolan@goodwheels.org |
| Network Type: | Partial Brokerage |
| Organization Type: | Private Non-Profit |
| | |
| CTC Certification: | |
| <p>I, Thomas F. Nolan, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p> | |
| CTC Representative (signature) | |
| TFN - 08/20/2013 | |
| | |
| LCB Statement: | |
| <p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p> | |
| LCB Signature | |
| _____ | |

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

| County: Lee | | Fiscal Year: July 1, 2012 - June 30, 2013 | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------------------------------|------------------------------------|
| Status: Ready | | | |
| Section III: Passenger Trip Information | | | |
| 1a. One-Way Passenger Trips | | | |
| Type of Service | Service Area | | |
| Fixed Route/Fixed Schedule | Within | Outside | Total |
| Daily Trip Tickets | 0 | 0 | 0 |
| Weekly Passes | 0 | 0 | 0 |
| Monthly Passes | 6000 | 0 | 6000 |
| <p>This represents a 100.00% change in the value Monthly Passes Within from last year.</p> <p>Possible resolution: correct the value Monthly Passes Within or add a comment to explain why this change is reasonable.</p> | | Comments | |
| | | CTC: | Other (requires short explanation) |
| | | | |
| Deviated Fixed Route Service | 0 | 0 | 0 |
| Paratransit | | | |
| Ambulatory | 76662 | 2046 | 78708 |
| Non-Ambulatory | 25967 | 116 | 26083 |
| <p>This represents a -40.82% change in the value Non-Ambulatory Outside from last year.</p> <p>Possible resolution: correct the value Non-Ambulatory Outside or add a comment to explain why this change is reasonable.</p> | | Comments | |
| | | CTC: | Other (requires short explanation) |
| | | | |
| Stretcher | 144 | 16 | 160 |
| <p>This represents a -57.14% change in the value Stretcher Within from last year.</p> <p>Possible resolution: correct the value Stretcher Within or add a comment to explain why this change is reasonable.</p> | | Comments | |
| | | CTC: | Other (requires short explanation) |

| | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------------------------|--------------------------------------|
| <p>This represents a 60.00% change in the value Stretcher Outside from last year.</p> <p>Possible resolution: correct the value Stretcher Outside or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Other (requires short explanation) | Six more trips over the entire year. |

| | | | |
|-----------------------|--------|------|--------|
| Other Services | | | |
| School Board Trips | 0 | 0 | 0 |
| Total Trips | 108773 | 2178 | 110951 |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <p>1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?</p> | 3051 |
| <p>1c. How many of the total trips were provided by coordination contractors?</p> | 2880 |

| | |
|-------------------------------------------|-------|
| 2. One-Way Trips by Funding Source | |
| Agency for Health Care Administration | 53593 |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| <p>This represents a 100.00% change in the value Agency for Health Care Administration from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | <p>Issue Resolved - Value: 0 changed to 53593</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|

| | |
|--------------------------------------|-------|
| Agency for Persons with Disabilities | 22534 |
|--------------------------------------|-------|

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| <p>This represents a -88.14% change in the value Agency for Persons with Disabilities from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | <p>Issue Resolved - Value: 2880 changed to 22534</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|

| | |
|-------------------------------------------------|-------|
| Agency for Workforce Innovation | 0 |
| Commission for the Transportation Disadvantaged | 27489 |

| | | | |
|----------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|--------------------|
| <p>This represents a 21.69% change in the value Commission for the Transportation Disadvantaged from last year.</p> | Comments | | |
| | CTC: | Increased Revenue | 09/27/2013 3:26 PM |

Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.

| | |
|-------------------------------------|------|
| Department of Children and Families | 0 |
| Department of Community Affairs | 0 |
| Department of Education | 0 |
| Department of Elder Affairs | 3829 |

This represents a -23.08% change in the value **Department of Elder Affairs** from last year.
Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.

| Comments | | | |
|----------|-------------------|---------------------------------------------------------------|--------------------|
| CTC: | Decreased Revenue | Senior Friendship Center reduced transportation budget again. | 09/27/2013 3:27 PM |

| | |
|--------------------------------------|------|
| Department of Health | 0 |
| Department of Juvenile Justice | 0 |
| Florida Department of Transportation | 0 |
| Local Government | 0 |
| Local Non-Government | 3506 |

This represents a -28.71% change in the value **Local Non-Government** from last year.
Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.

| Comments | | | |
|----------|-------------------|---------------------------------------------------------|--------------------|
| CTC: | Decreased Revenue | Sunrise Nursing Home reduced its transportation budget. | 09/27/2013 3:28 PM |

| | |
|------------------------|---|
| Other Federal Programs | 0 |
|------------------------|---|

This represents a 100.00% change in the value **Other Federal Programs** from last year.
Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.

| Comments | | | |
|----------|------------------------------------|----------------------|--------------------|
| CTC: | Other (requires short explanation) | No program activity. | 09/27/2013 3:28 PM |

| | |
|---------------|--------|
| Total: | 110951 |
|---------------|--------|

3. One-Way Trips by Passenger Type

| | |
|--------------------------------------------|----|
| Was this information obtained by sampling? | no |
|--------------------------------------------|----|

| | |
|----------------|-------------------|
| Elderly | Low Income: 13455 |
|----------------|-------------------|

| Disabled: | | 5604 | | | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--|--|--|------|-------------------|----------------------------------------|--------------------|
| Low Income and Disabled: | | 12829 | | | | | | | | |
| Other: | | 8152 | | | | | | | | |
| Children | | | | | | | | | | |
| Low Income: | | 4595 | | | | | | | | |
| Disabled: | | 2625 | | | | | | | | |
| Low Income and Disabled: | | 5250 | | | | | | | | |
| Other: | | 1256 | | | | | | | | |
| Other | | | | | | | | | | |
| Low Income: | | 5525 | | | | | | | | |
| Disabled: | | 10097 | | | | | | | | |
| Low Income and Disabled: | | 28941 | | | | | | | | |
| Other: | | 12622 | | | | | | | | |
| Total: | | 110951 | | | | | | | | |
| 4. One-Way Passenger Trips - by Purpose | | | | | | | | | | |
| Was this information obtained by sampling? | | no | | | | | | | | |
| Medical Purpose | | 78274 | | | | | | | | |
| <p>This represents a 100.00% change in the value Medical Purpose from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | | <p>Issue Resolved - Value: 0 changed to 78274</p> | | | | | | | | |
| Employment Purpose | | 0 | | | | | | | | |
| Education/Training/Daycare Purpose | | 29345 | | | | | | | | |
| <p>This represents a -91.72% change in the value Education/Training/Daycare Purpose from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | | <p>Issue Resolved - Value: 2880 changed to 29345</p> | | | | | | | | |
| Nutritional Purpose | | 1014 | | | | | | | | |
| <p>This represents a -70.67% change in the value Nutritional Purpose from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is</p> | | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Decreased Revenue</td> <td>Reduction in agency funding for trips.</td> <td>09/27/2013 3:29 PM</td> </tr> </tbody> </table> | Comments | | | | CTC: | Decreased Revenue | Reduction in agency funding for trips. | 09/27/2013 3:29 PM |
| Comments | | | | | | | | | | |
| CTC: | Decreased Revenue | Reduction in agency funding for trips. | 09/27/2013 3:29 PM | | | | | | | |

| | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------|-------------------------------------------------------------|
| reasonable. | | | | |
| Life-Sustaining/Other Purpose | 2318 | | | |
| <p>This represents a 1831.67% change in the value Life-Sustaining/Other Purpose from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | Comments | | | |
| | <table border="1"> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Coordination contractor (reporting) provided this increase.</td> <td>09/27/2013 3:29 PM</td> </tr> </table> | CTC: | Other (requires short explanation) | Coordination contractor (reporting) provided this increase. |
| CTC: | Other (requires short explanation) | Coordination contractor (reporting) provided this increase. | 09/27/2013 3:29 PM | |
| Total: 110951 | | | | |
| 5. Unduplicated Passenger Head Count | | | | |
| 5a. Paratransit/Deviated Fixed Route/ School Brd | 2217 | | | |
| 5b. Fixed Route | 0 | | | |
| Total: 2217 | | | | |
| 6. Number of Unmet Trip Requests | | | | |
| 18012 | | | | |
| Unmet Trip Requests by Type of Trip | | | | |
| Unmet Medical | 12609 | | | |
| <p>This represents a 135.46% change in the value Unmet Medical from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | Comments | | | |
| | <table border="1"> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>More accurate calculation based on service limitations.</td> <td>09/27/2013 3:31 PM</td> </tr> </table> | CTC: | Other (requires short explanation) | More accurate calculation based on service limitations. |
| CTC: | Other (requires short explanation) | More accurate calculation based on service limitations. | 09/27/2013 3:31 PM | |
| Unmet Employment | 1801 | | | |
| <p>This represents a 100.00% change in the value Unmet Employment from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | Comments | | | |
| | <table border="1"> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Not servicing this need -- definitely unmet demand.</td> <td>09/27/2013 3:32 PM</td> </tr> </table> | CTC: | Other (requires short explanation) | Not servicing this need -- definitely unmet demand. |
| CTC: | Other (requires short explanation) | Not servicing this need -- definitely unmet demand. | 09/27/2013 3:32 PM | |
| Unmet Education/Training/Daycare | 1801 | | | |
| <p>This represents a 6570.37% change in the value Unmet Education/Training/Daycare from last year.</p> | Comments | | | |
| | <table border="1"> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>The need is great.</td> <td>09/27/2013 3:32 PM</td> </tr> </table> | CTC: | Other (requires short explanation) | The need is great. |
| CTC: | Other (requires short explanation) | The need is great. | 09/27/2013 3:32 PM | |

Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.

Unmet Nutritional 1801

This represents a 4639.47% change in the value **Unmet Nutritional** from last year.
Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.

| Comments | | | |
|----------|------------------------------------|------------------------------------------------|--------------------|
| CTC: | Other (requires short explanation) | Service has been reduced, but the need exists. | 09/27/2013 3:59 PM |

Unmet Life-Sustaining/Other 0

Reason Trip was Denied (Optional)

| | |
|-------------------------------|-------|
| Lack of Funding: | 18012 |
| Lack of Vehicle Availability: | 0 |
| Lack of Driver Availability: | 0 |
| Other: | 0 |

7.) Number of Passenger No-shows 4198

This represents a -55.64% change in the value **7.) Number of Passenger No-shows** from last year.
Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.

| Comments | | | |
|----------|------------------------------------|------------------------------|--------------------|
| CTC: | Other (requires short explanation) | Better control of the issue. | 09/27/2013 3:32 PM |

Passenger No-Shows by Funding Source (optional)

| | |
|--------|------|
| CTD: | 609 |
| AHCA: | 2939 |
| AWI: | 0 |
| DCF: | 0 |
| APD: | 630 |
| DOE: | 0 |
| DOEA: | 0 |
| Other: | 20 |

8. Complaints

| | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------|------------------------|
| Complaints by Service | | 51 | |
| <p>This represents a 37.84% change in the value Complaints by Service from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Other (requires short explanation) | 14 more over the year. |
| Complaints by Policy | | 7 | |
| <p>This represents a 250.00% change in the value Complaints by Policy from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Other (requires short explanation) | Finite number. |
| Complaints by Vehicle | | 0 | |
| <p>This represents a 100.00% change in the value Complaints by Vehicle from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Other (requires short explanation) | better maintenance |
| Complaints by Other | | 22 | |
| <p>This represents a 83.33% change in the value Complaints by Other from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Other (requires short explanation) | A finite number. |
| Complaint Total: | | 80 | |
| 9. Commendations | | | |
| Commendations by CTC | | 72 | |
| <p>This represents a 100.00% change in the value Commendations by CTC from last year.</p> <p>Possible resolution: correct entered trips or add a comment to explain why this change is reasonable.</p> | Issue Resolved - Value: 0 changed to 72 | | |
| | | | |

| | |
|-------------------------------------------|-----------|
| Commendations by Transportation Providers | 0 |
| Commendations by Coordination Contractors | 0 |
| Total Commendations: | 72 |
| | |

FLCTD

Annual Operations Report

Section IV: Vehicle Info

| | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| County: Lee | | Fiscal Year: July 1, 2012 - June 30, 2013 | |
| Status: Ready | | | |
| Section IV: Vehicle Information | | | |
| 1. Mileage Information | | | |
| | Vehicle Miles | | Revenue Miles |
| CTC: | 1144887 | | 1059020 |
| <p>This represents a -20.23% change in the value CTC Vehicle Miles from last year.</p> <p>Possible resolution: correct the value CTC Vehicle Miles or add a comment to explain why this change is reasonable.</p> | | Comments | |
| | | CTC: | Other (requires short explanation) Use of Bus Pass program, Taxi subcontracting, and, allocation to Hendry/Glades. |
| <p>This represents a 100.00% change in the value CTC Revenue Miles from last year.</p> <p>Possible resolution: correct the value CTC Revenue Miles or add a comment to explain why this change is reasonable.</p> | | | |
| | | | |
| Transportation Providers: | 39663 | | 39663 |
| <p>This represents a 24.22% change in the value Transportation Providers Vehicle Miles from last year.</p> <p>Possible resolution: correct the value Transportation Providers Vehicle Miles or add a comment to explain why this change is reasonable.</p> | | Comments | |
| | | CTC: | Other (requires short explanation) Added Subcontracting to handle peak work loads. |
| <p>This represents a 24.22% change in the value Transportation Providers Revenue Miles from last year.</p> <p>Possible resolution: correct the value Transportation Providers Revenue Miles or add a comment to explain why this change is reasonable.</p> | | Comments | |
| | | CTC: | Other (requires short explanation) Added Subcontracting to handle peak work loads. |

| | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------|-----------------------------------------|
| Coordination Contractors: 31678 | | 16963 | |
| <p>This represents a 80.53% change in the value Coordination Contractors Vehicle Miles from last year.</p> <p>Possible resolution: correct the value Coordination Contractors Vehicle Miles or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Other (requires short explanation) | New coordination contractor reporting. |
| School Bus Utilization Agreement: 0 | | 0 | |
| Total: 1216228 | | 1115646 | |
| 2. Roadcalls 34 | | | |
| <p>This represents a -24.44% change in the value 2. Roadcalls from last year.</p> <p>Possible resolution: correct the value 2. Roadcalls or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Other (requires short explanation) | better maintenance |
| 3. Accidents | | | |
| | Chargeable | | Non-Chargeable |
| Total Accidents Person Only: | 2 | | 9 |
| <p>This represents a 100.00% change in the value Total Accidents Person Only Chargeable from last year.</p> <p>Possible resolution: correct the value Total Accidents Person Only Chargeable or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Other (requires short explanation) | Corrected data gathering. |
| <p>This represents a 100.00% change in the value Total Accidents Person Only Non-Chargeable from last year.</p> <p>Possible resolution: correct the value Total Accidents Person Only Non-Chargeable or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Program started | Corrected data gathering and reporting. |
| Total Accidents Vehicle Only: | 10 | | 15 |

| | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------|-----------------------------------------|--------------------|
| <p>This represents a 100.00% change in the value Total Accidents Vehicle Only Chargeable from last year.</p> <p>Possible resolution: correct the value Total Accidents Vehicle Only Chargeable or add a comment to explain why this change is reasonable.</p> | Comments | | | |
| <p>This represents a 650.00% change in the value Total Accidents Vehicle Only Non-Chargeable from last year.</p> <p>Possible resolution: correct the value Total Accidents Vehicle Only Non-Chargeable or add a comment to explain why this change is reasonable.</p> | Comments | | | |
| | CTC: | Other (requires short explanation) | Corrected data gathering and reporting. | 09/27/2013 3:39 PM |
| <p>Total Accidents Person & Vehicle: 0</p> | | 1 | | |
| <p>This represents a 100.00% change in the value Total Accidents Person & Vehicle Non-Chargeable from last year.</p> <p>Possible resolution: correct the value Total Accidents Person & Vehicle Non-Chargeable or add a comment to explain why this change is reasonable.</p> | | | | |
| <p style="text-align: right;">Total Accidents: 12</p> | | 25 | | |
| <p style="text-align: right;">Grand Total: 37</p> | | | | |
| <p>4. Total Number of Vehicles 46</p> | | | | |
| <p>This represents a -92.16% change in the value 4. Total Number of Vehicles from last year.</p> <p>Possible resolution: correct the value 4. Total Number of Vehicles or add a comment to explain why this change is reasonable.</p> | Issue Resolved - Value: 4 changed to 46 | | | |
| | Count | Percentage | | |
| <p>a. Total vehicles that are wheelchair accessible:</p> | 41 | 89.00% | | |
| <p>b. Total vehicles that are stretcher equipped:</p> | 1 | 2.00% | | |
| | | | | |

FLCTD

Annual Operations Report

Section V: Employee Info

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------|------------------------------------|
| County: Lee | | Fiscal Year: July 1, 2012 - June 30, 2013 | |
| Status: Ready | | | |
| Section V: Employee Information | | | |
| 1. CTC and Transportation Provider Employee Information | | | |
| | | Hours | |
| Full-Time Drivers | 40 | 74229 | |
| <p>This represents a 100.00% change in the value Full-Time Drivers from last year.</p> <p>Possible resolution: correct the value Full-Time Drivers or add a comment to explain why this change is reasonable.</p> | | 0 was changed to 40. | |
| <p>This represents a 100.00% change in the value Full-Time Drivers Hours from last year.</p> <p>Possible resolution: correct the value Full-Time Drivers Hours or add a comment to explain why this change is reasonable.</p> | | 0 was changed to 74229. | |
| | | | |
| Part-Time Drivers | 1 | 2250 | |
| <p>This represents a 100.00% change in the value Part-Time Drivers from last year.</p> <p>Possible resolution: correct the value Part-Time Drivers or add a comment to explain why this change is reasonable.</p> | | Comments | |
| | | CTC: | Other (requires short explanation) |
| | | Coordination contractor employee | 09/27/2013 4:21 PM |
| <p>This represents a 100.00% change in the value Part-Time Drivers Hours from last year.</p> <p>Possible resolution: correct the value Part-Time Drivers Hours or add a comment to explain why this change is reasonable.</p> | | Comments | |
| | | CTC: | Other (requires short explanation) |
| | | Coordination contractor employee | 09/27/2013 4:21 PM |
| | | | |
| Volunteer Drivers | 0 | 0 | |
| | | Total Hours: 76479 | |

| | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|------------------------------|
| Maintenance Employees | 4 | |
| <p>This represents a 25.00% change in the value Maintenance Employees from last year.</p> <p>Possible resolution:correct the value Maintenance Employees or add a comment to explain why this change is reasonable.</p> | | Resolved: 5 was changed to 4 |
| Dispatchers | 1 | |
| <p>This represents a 100.00% change in the value Dispatchers from last year.</p> <p>Possible resolution:correct the value Dispatchers or add a comment to explain why this change is reasonable.</p> | | Resolved: 2 was changed to 1 |
| Schedulers | 1 | |
| <p>This represents a 100.00% change in the value Schedulers from last year.</p> <p>Possible resolution:correct the value Schedulers or add a comment to explain why this change is reasonable.</p> | | Resolved: 0 was changed to 1 |
| Call Intake/Reserv./Cust. Serv. | 2 | |
| <p>This represents a -50.00% change in the value Call Intake/Reserv./Cust. Serv. from last year.</p> <p>Possible resolution:correct the value Call Intake/Reserv./Cust. Serv. or add a comment to explain why this change is reasonable.</p> | | Resolved: 1 was changed to 2 |
| Other Operations Employees | 1 | |
| <p>This represents a 300.00% change in the value Other Operations Employees from last year.</p> <p>Possible resolution:correct the value Other Operations Employees or add a comment to explain why this change is reasonable.</p> | | Resolved: 4 was changed to 1 |

| | | Hours | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--|--|--|------|------------------------------------|------------------|--------------------|
| Other Volunteers | 0 | 0 | | | | | | | | |
| Administrative Support | 3 | | | | | | | | | |
| <p>This represents a 33.33% change in the value Administrative Support from last year.</p> <p>Possible resolution:correct the value Administrative Support or add a comment to explain why this change is reasonable.</p> | | Resolved: 4 was changed to 3 | | | | | | | | |
| Management Employees | 3 | | | | | | | | | |
| <p>This represents a -25.00% change in the value Management Employees from last year.</p> <p>Possible resolution:correct the value Management Employees or add a comment to explain why this change is reasonable.</p> | | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Staff reduction.</td> <td>09/27/2013 4:22 PM</td> </tr> </tbody> </table> | Comments | | | | CTC: | Other (requires short explanation) | Staff reduction. | 09/27/2013 4:22 PM |
| Comments | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Staff reduction. | 09/27/2013 4:22 PM | | | | | | | |
| Total | 56 | | | | | | | | | |
| 2. Coordination Contractors Employee Information | | | | | | | | | | |
| | | Hours | | | | | | | | |
| Full-Time Drivers | 0 | 0 | | | | | | | | |
| Part-Time Drivers | 9 | 1380 | | | | | | | | |
| <p>This represents a -62.50% change in the value Part-Time Drivers from last year.</p> <p>Possible resolution:correct the value Part-Time Drivers or add a comment to explain why this change is reasonable.</p> | | 3 was changed to 9. | | | | | | | | |
| <p>This represents a -55.11% change in the value Part-Time Drivers Hours from last year.</p> <p>Possible resolution:correct the value Part-Time Drivers Hours or add a comment to explain why this change is reasonable.</p> | | 532 was changed to 1380. | | | | | | | | |

| | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------|------------------------------------|------------------|--------------------|
| Volunteer Drivers | 0 | | 0 | | | | |
| | | Total Hours: | 1380 | | | | |
| Maintenance Employees | 0 | | | | | | |
| Dispatchers | 1 | | | | | | |
| <p>This represents a 100.00% change in the value Dispatchers from last year.</p> <p>Possible resolution: correct the value Dispatchers or add a comment to explain why this change is reasonable.</p> | | <p>Resolved: 0 was changed to 1</p> | | | | | |
| Schedulers | 0 | | | | | | |
| Call Intake/Reserv./Cust. Serv. | 0 | | | | | | |
| Other Operations Employees | 0 | | | | | | |
| | | | Hours | | | | |
| Other Volunteers | 0 | | 0 | | | | |
| Administrative Support | 1 | | | | | | |
| Management Employees | 1 | | | | | | |
| <p>This represents a -50.00% change in the value Management Employees from last year.</p> <p>Possible resolution: correct the value Management Employees or add a comment to explain why this change is reasonable.</p> | | <p>Comments</p> <table border="1"> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Staff reduction.</td> <td>09/27/2013 4:22 PM</td> </tr> </table> | | CTC: | Other (requires short explanation) | Staff reduction. | 09/27/2013 4:22 PM |
| CTC: | Other (requires short explanation) | Staff reduction. | 09/27/2013 4:22 PM | | | | |
| Total | 12 | | | | | | |
| | | TOTAL HOURS: | 77859 | | | | |

FLCTD

Annual Operations Report

Section VI: Revenue Sources

| County: Lee | | Fiscal Year: July 1, 2012 - June 30, 2013 | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------|----------------|
| Status: Ready | | | |
| Section VI: Financial Data | | | |
| 1. Detailed Revenue and Trips Provided by Funding Source | | | |
| Revenue Source | CTC and Transportation Providers | Coordination Contractors | TOTAL REVENUES |
| Agency for Health Care Administration | | | |
| Medicaid Non-Emergency | \$1,605,311.00 | \$0.00 | \$1,605,311.00 |
| <p>This represents a 100.00% change in the value Medicaid Non-Emergency CTC and Transportation Providers from last year.</p> <p>Possible resolution: correct the value Medicaid Non-Emergency CTC and Transportation Providers or add a comment to explain why this change is reasonable.</p> | | <p>Resolved: \$0.00 was changed to \$1,605,311.00.</p> | |
| Medicaid Non-Emergency (under fixed fee service with AHCA) | \$0.00 | \$0.00 | \$0.00 |
| Agency for Persons with Disabilities | | | |
| Comm Care for Dis Adults/Aging & Adult Services | \$0.00 | \$0.00 | \$0.00 |
| This represents a 100.00% change in | Comments | | |

the value **Comm Care for Dis Adults/Aging & Adult Services Coordination Contractors** from last year.

Possible resolution: correct the value **Comm Care for Dis Adults/Aging & Adult Services Coordination Contractors** or add a comment to explain why this change is reasonable.

| | | | |
|------|------------------------------------|------------------------------------------------|--------------------|
| CTC: | Other (requires short explanation) | No Coordination contractor activity this year. | 09/27/2013 4:23 PM |
|------|------------------------------------|------------------------------------------------|--------------------|

Developmental Services

\$251,482.00

\$33,265.00

\$284,747.00

This represents a 100.00% change in the value **Developmental Services CTC and Transportation Providers** from last year.

Possible resolution: correct the value **Developmental Services CTC and Transportation Providers** or add a comment to explain why this change is reasonable.

Resolved: \$0.00 was changed to \$251,482.00.

This represents a 80.12% change in the value **Developmental Services Coordination Contractors** from last year.

Possible resolution: correct the value **Developmental Services Coordination Contractors** or add a comment to explain why this change is reasonable.

| Comments | | | |
|----------|------------------------------------|--------------------|--------------------|
| CTC: | Other (requires short explanation) | Increased service. | 09/27/2013 4:04 PM |

Other (specify):

\$0.00

\$0.00

\$0.00

Agency for Workforce Innovation

WAGES/Workforce Board

\$0.00

\$0.00

\$0.00

Other (specify):

\$0.00

\$0.00

\$0.00

Commission for the Transportation Disadvantaged

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------------------------|--------------|
| Non-Sponsored Trip Program | \$630,239.00 | \$0.00 | \$630,239.00 |
| <p>This represents a 100.00% change in the value Non-Sponsored Trip Program CTC and Transportation Providers from last year.</p> <p>Possible resolution: correct the value Non-Sponsored Trip Program CTC and Transportation Providers or add a comment to explain why this change is reasonable.</p> | | Resolved: \$0.00 was changed to \$630,239.00. | |
| Non-Sponsored Cap. Equip. | \$0.00 | \$0.00 | \$0.00 |
| Rural Capital Equip. | \$0.00 | \$0.00 | \$0.00 |
| TD Other (specify): | \$0.00 | \$0.00 | \$0.00 |
| Department of Children and Families | | | |
| Alcohol, Drug Abuse & Mental Health Program | \$0.00 | \$0.00 | \$0.00 |
| Family Safety & Preservation | \$0.00 | \$0.00 | \$0.00 |
| Other (specify): | \$0.00 | \$0.00 | \$0.00 |
| Department of Community Affairs | | | |
| Community Services | \$0.00 | \$0.00 | \$0.00 |
| Other (specify): | \$0.00 | \$0.00 | \$0.00 |
| Department of Education | | | |
| Carl Perkins Vocational Ed. Act | \$0.00 | \$0.00 | \$0.00 |
| Division of Blind Services | \$0.00 | \$0.00 | \$0.00 |
| Vocational Rehabilitation | \$0.00 | \$0.00 | \$0.00 |
| Day Care Programs | \$0.00 | \$0.00 | \$0.00 |

| | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-------------------|
| Other (specify): | \$0.00 | \$0.00 | \$0.00 |
| Department of Elder Affairs | | | |
| Older Americans Act | \$0.00 | \$0.00 | \$0.00 |
| Community Care for the Elderly | \$0.00 | \$0.00 | \$0.00 |
| Other (specify): Senior Friendship Center | \$72,705.00 | \$0.00 | \$72,705.00 |
| <p>This represents a -30.78% change in the value Other (specify) CTC and Transportation Providers from last year.</p> <p>Possible resolution: correct the value Other (specify) CTC and Transportation Providers or add a comment to explain why this change is reasonable.</p> | Comments | | |
| | CTC: | Decreased Revenue | Budget reduction. |
| Department of Health | | | |
| Children's Medical Services | \$0.00 | \$0.00 | \$0.00 |
| Office of Disability Deter. | \$0.00 | \$0.00 | \$0.00 |
| County Public Health Unit | \$0.00 | \$0.00 | \$0.00 |
| Other (specify): | \$0.00 | \$0.00 | \$0.00 |
| Department of Juvenile Justice | | | |
| (specify): | \$0.00 | \$0.00 | \$0.00 |
| Department of Transportation | | | |
| 49 USC 5307 (Section 9) | \$0.00 | \$0.00 | \$0.00 |
| 49 USC 5310 (Section 16) | \$258,935.00 | \$0.00 | \$258,935.00 |
| This represents a 130.50% change in | Comments | | |

the value **49 USC 5310 (Section 16) CTC and Transportation Providers** from last year.

Possible resolution: correct the value **49 USC 5310 (Section 16) CTC and Transportation Providers** or add a comment to explain why this change is reasonable.

| | | |
|------|-------------------|-----------------------|
| CTC: | Increased Revenue | 09/27/2013 4:05 PM |
|------|-------------------|-----------------------|

| | | | |
|--------------------------|------------|--------|------------|
| 49 USC 5311 (Section 18) | \$8,000.00 | \$0.00 | \$8,000.00 |
|--------------------------|------------|--------|------------|

This represents a 100.00% change in the value **49 USC 5311 (Section 18) CTC and Transportation Providers** from last year.

Possible resolution: correct the value **49 USC 5311 (Section 18) CTC and Transportation Providers** or add a comment to explain why this change is reasonable.

| Comments | | | |
|----------|------------------------------------|----------------------|-----------------------|
| CTC: | Other (requires short explanation) | Use of ARRA Revenue. | 09/27/2013 4:05 PM |

| | | | |
|------------------------------|--------|--------|--------|
| 490USC 5311(f) (Section 18i) | \$0.00 | \$0.00 | \$0.00 |
| Block Grant | \$0.00 | \$0.00 | \$0.00 |
| Service Development | \$0.00 | \$0.00 | \$0.00 |
| Commuter Assistance Program | \$0.00 | \$0.00 | \$0.00 |
| Other DOT (Specify): | \$0.00 | \$0.00 | \$0.00 |

Local Government

| | | | |
|---------------------------|--------|--------|--------|
| School Board Service | \$0.00 | \$0.00 | \$0.00 |
| Complementary ADA Service | \$0.00 | \$0.00 | \$0.00 |
| County Cash | \$0.00 | \$0.00 | \$0.00 |
| County In-Kind | \$0.00 | \$0.00 | \$0.00 |
| City Cash | \$0.00 | \$0.00 | \$0.00 |

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------|--------------|
| City In-Kind | \$0.00 | \$0.00 | \$0.00 |
| Other Cash (specify): | \$0.00 | \$0.00 | \$0.00 |
| Other In-Kind (specify): | \$0.00 | \$0.00 | \$0.00 |
| Local Non-Government | | | |
| Farebox | \$40,919.00 | \$0.00 | \$40,919.00 |
| <p>This represents a 100.00% change in the value Farebox CTC and Transportation Providers from last year.</p> <p>Possible resolution: correct the value Farebox CTC and Transportation Providers or add a comment to explain why this change is reasonable.</p> | | <p>Resolved: \$0.00 was changed to \$40,919.00.</p> | |
| Donations, Contributions | \$19,600.00 | \$0.00 | \$19,600.00 |
| In-Kind Services | \$0.00 | \$0.00 | \$0.00 |
| Other Non-Government | \$154,937.00 | \$0.00 | \$154,937.00 |
| <p>This represents a 100.00% change in the value Other Non-Government CTC and Transportation Providers from last year.</p> <p>Possible resolution: correct the value Other Non-Government CTC and Transportation Providers or add a comment to explain why this change is reasonable.</p> | | <p>Resolved: \$0.00 was changed to \$154,937.00.</p> | |
| Other Federal or State Programs | | | |
| (specify): | \$0.00 | \$0.00 | \$0.00 |
| This represents a 100.00% change in | | Comments | |

the value **(specify) CTC and Transportation Providers** from last year.

Possible resolution: correct the value **(specify) CTC and Transportation Providers** or add a comment to explain why this change is reasonable.

| | | | |
|------|------------------------------------|----------------------|-----------------------|
| CTC: | Other (requires short explanation) | No program activity. | 09/27/2013 4:24 PM |
|------|------------------------------------|----------------------|-----------------------|

| | | | |
|---------------------|----------------|-------------|----------------|
| | | | |
| (specify): | \$0.00 | \$0.00 | \$0.00 |
| (specify): | \$0.00 | \$0.00 | \$0.00 |
| | | | |
| GRAND TOTAL: | \$3,042,128.00 | \$33,265.00 | \$3,075,393.00 |
| | | | |

FLCTD
Annual Operations Report
Section VII: Expense Sources

| County: Lee | | Fiscal Year: July 1, 2012 - June 30, 2013 | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|--|--|------|------------------------------------|----------------|--------------------|
| Status: Ready | | | | | | | | | | | |
| Section VII: Financial Data | | | | | | | | | | | |
| 2. Expense Sources | | | | | | | | | | | |
| Expense Item | Community Transportation Coordinator | Coordination Contractor | TOTAL EXPENSES | | | | | | | | |
| Labor (501): | \$1,370,604.00 | \$20,788.00 | \$1,391,392.00 | | | | | | | | |
| <p>This represents a 100.00% change in the value Labor (501) Community Transportation Coordinator from last year.</p> <p>Possible resolution:correct the value Labor (501) Community Transportation Coordinator or add a comment to explain why this change is reasonable.</p> | | | Resolved: \$0.00 was changed to \$1,370,604.00. | | | | | | | | |
| <p>This represents a -77.73% change in the value Labor (501) Coordination Contractor from last year.</p> <p>Possible resolution:correct the value Labor (501) Coordination Contractor or add a comment to explain why this change is reasonable.</p> | | | Resolved: \$4,788.00 was changed to \$20,788.00. | | | | | | | | |
| Fringe Benefits (502): | \$308,130.00 | \$5,300.00 | \$313,430.00 | | | | | | | | |
| <p>This represents a -26.48% change in the value Fringe Benefits (502) Community Transportation Coordinator from last year.</p> <p>Possible resolution:correct the value Fringe Benefits (502) Community Transportation Coordinator or add a comment to explain why this change is reasonable.</p> | | | <table border="1" style="width: 100%;"> <thead> <tr> <th colspan="4" style="text-align: center;">Comments</th> </tr> </thead> <tbody> <tr> <td style="width: 10%;">CTC:</td> <td style="width: 60%;">Other (requires short explanation)</td> <td style="width: 15%;">Costs reduced.</td> <td style="width: 15%;">09/27/2013 4:07 PM</td> </tr> </tbody> </table> | Comments | | | | CTC: | Other (requires short explanation) | Costs reduced. | 09/27/2013 4:07 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Costs reduced. | 09/27/2013 4:07 PM | | | | | | | | |
| <p>This represents a -85.35% change in the value Fringe Benefits (502) Coordination Contractor from last year.</p> <p>Possible resolution:correct the value Fringe Benefits (502) Coordination Contractor or add a comment to explain why this change is reasonable.</p> | | | Resolved: \$718.00 was changed to \$5,300.00. | | | | | | | | |
| Services (503): | \$94,307.00 | \$718.00 | \$95,025.00 | | | | | | | | |
| <p>This represents a 100.00% change in the value Services (503) Community Transportation Coordinator from last year.</p> <p>Possible resolution:correct the value Services (503) Community Transportation Coordinator or add a comment to explain why this change is reasonable.</p> | | | Resolved: \$0.00 was changed to \$94,307.00. | | | | | | | | |
| <p>This represents a 100.00% change in the value Services (503) Coordination Contractor from last year.</p> <p>Possible resolution:correct the value Services (503) Coordination Contractor or add a comment to explain why this change is reasonable.</p> | | | <table border="1" style="width: 100%;"> <thead> <tr> <th colspan="4" style="text-align: center;">Comments</th> </tr> </thead> <tbody> <tr> <td style="width: 10%;">CTC:</td> <td style="width: 60%;">Other (requires short explanation)</td> <td style="width: 15%;">Small change.</td> <td style="width: 15%;">09/27/2013 4:07 PM</td> </tr> </tbody> </table> | Comments | | | | CTC: | Other (requires short explanation) | Small change. | 09/27/2013 4:07 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Small change. | 09/27/2013 4:07 PM | | | | | | | | |
| Materials and Supplies Cons. (504): | \$459,840.00 | \$24,829.00 | \$484,669.00 | | | | | | | | |

| <p>This represents a 100.00% change in the value Materials and Supplies Cons. (504) Community Transportation Coordinator from last year.</p> <p>Possible resolution:correct the value Materials and Supplies Cons. (504) Community Transportation Coordinator or add a comment to explain why this change is reasonable.</p> | <p>Resolved: \$0.00 was changed to \$459,840.00.</p> | | | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------|-------------------------------|--------------|------------|--------------|------|------------------------------------|-----------------------------------|--------------------|
| <p>This represents a 197.21% change in the value Materials and Supplies Cons. (504) Coordination Contractor from last year.</p> <p>Possible resolution:correct the value Materials and Supplies Cons. (504) Coordination Contractor or add a comment to explain why this change is reasonable.</p> | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Coordination contractor activity.</td> <td>09/27/2013 4:08 PM</td> </tr> </tbody> </table> | | | Comments | | | | CTC: | Other (requires short explanation) | Coordination contractor activity. | 09/27/2013 4:08 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Coordination contractor activity. | 09/27/2013 4:08 PM | | | | | | | | |
| <table border="1"> <tr> <td>Utilities (505):</td> <td>\$33,452.00</td> <td>\$500.00</td> <td>\$33,952.00</td> </tr> </table> | | | | Utilities (505): | \$33,452.00 | \$500.00 | \$33,952.00 | | | | |
| Utilities (505): | \$33,452.00 | \$500.00 | \$33,952.00 | | | | | | | | |
| <p>This represents a 100.00% change in the value Utilities (505) Community Transportation Coordinator from last year.</p> <p>Possible resolution:correct the value Utilities (505) Community Transportation Coordinator or add a comment to explain why this change is reasonable.</p> | <p>Resolved: \$0.00 was changed to \$33,452.00.</p> | | | | | | | | | | |
| <p>This represents a 100.00% change in the value Utilities (505) Coordination Contractor from last year.</p> <p>Possible resolution:correct the value Utilities (505) Coordination Contractor or add a comment to explain why this change is reasonable.</p> | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Coordination contractor activity.</td> <td>09/27/2013 4:08 PM</td> </tr> </tbody> </table> | | | Comments | | | | CTC: | Other (requires short explanation) | Coordination contractor activity. | 09/27/2013 4:08 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Coordination contractor activity. | 09/27/2013 4:08 PM | | | | | | | | |
| <table border="1"> <tr> <td>Casualty and Liability (506):</td> <td>\$145,563.00</td> <td>\$6,029.00</td> <td>\$151,592.00</td> </tr> </table> | | | | Casualty and Liability (506): | \$145,563.00 | \$6,029.00 | \$151,592.00 | | | | |
| Casualty and Liability (506): | \$145,563.00 | \$6,029.00 | \$151,592.00 | | | | | | | | |
| <p>This represents a 100.00% change in the value Casualty and Liability (506) Community Transportation Coordinator from last year.</p> <p>Possible resolution:correct the value Casualty and Liability (506) Community Transportation Coordinator or add a comment to explain why this change is reasonable.</p> | <p>Resolved: \$0.00 was changed to \$145,563.00.</p> | | | | | | | | | | |
| <p>This represents a 280.86% change in the value Casualty and Liability (506) Coordination Contractor from last year.</p> <p>Possible resolution:correct the value Casualty and Liability (506) Coordination Contractor or add a comment to explain why this change is reasonable.</p> | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Coordination contractor activity.</td> <td>09/27/2013 4:08 PM</td> </tr> </tbody> </table> | | | Comments | | | | CTC: | Other (requires short explanation) | Coordination contractor activity. | 09/27/2013 4:08 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Coordination contractor activity. | 09/27/2013 4:08 PM | | | | | | | | |
| <table border="1"> <tr> <td>Taxes (507):</td> <td>\$2,466.00</td> <td>\$0.00</td> <td>\$2,466.00</td> </tr> </table> | | | | Taxes (507): | \$2,466.00 | \$0.00 | \$2,466.00 | | | | |
| Taxes (507): | \$2,466.00 | \$0.00 | \$2,466.00 | | | | | | | | |
| <p>This represents a 100.00% change in the value Taxes (507) Community Transportation Coordinator from last year.</p> <p>Possible resolution:correct the value Taxes (507) Community Transportation Coordinator or add a comment to explain why this change is reasonable.</p> | <p>Resolved: \$0.00 was changed to \$2,466.00.</p> | | | | | | | | | | |
| <p>Purchased Transportation Services (508)</p> <table border="1"> <tr> <td>Bus Pass Expenses:</td> <td>\$51,600.00</td> <td>\$0.00</td> <td>\$51,600.00</td> </tr> </table> | | | | Bus Pass Expenses: | \$51,600.00 | \$0.00 | \$51,600.00 | | | | |
| Bus Pass Expenses: | \$51,600.00 | \$0.00 | \$51,600.00 | | | | | | | | |
| <p>This represents a 210.28% change in the value Bus Pass Expenses Community Transportation Coordinator from last year.</p> <p>Possible resolution:correct the value Bus Pass Expenses Community Transportation Coordinator or add a comment to explain why this change is reasonable.</p> | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Program expansion.</td> <td>09/27/2013 4:09 PM</td> </tr> </tbody> </table> | | | Comments | | | | CTC: | Other (requires short explanation) | Program expansion. | 09/27/2013 4:09 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Program expansion. | 09/27/2013 4:09 PM | | | | | | | | |

| School Bus Expenses: | \$0.00 | \$0.00 | \$0.00 | | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|--|--|------|------------------------------------|------------------------------------------------------------|--------------------|
| Other: | \$126,634.00 | \$0.00 | \$126,634.00 | | | | | | | | |
| This represents a 100.00% change in the value Other Community Transportation Coordinator from last year. Possible resolution: correct the value Other Community Transportation Coordinator or add a comment to explain why this change is reasonable. | | | Resolved: \$0.00 was changed to \$126,634.00. | | | | | | | | |
| Miscellaneous (509): | \$25,213.00 | \$7,217.00 | \$32,430.00 | | | | | | | | |
| This represents a 100.00% change in the value Miscellaneous (509) Community Transportation Coordinator from last year. Possible resolution: correct the value Miscellaneous (509) Community Transportation Coordinator or add a comment to explain why this change is reasonable. | | | Resolved: \$0.00 was changed to \$25,213.00. | | | | | | | | |
| This represents a 100.00% change in the value Miscellaneous (509) Coordination Contractor from last year. Possible resolution: correct the value Miscellaneous (509) Coordination Contractor or add a comment to explain why this change is reasonable. | | | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Coordination contractor activity</td> <td>09/27/2013 4:09 PM</td> </tr> </tbody> </table> | Comments | | | | CTC: | Other (requires short explanation) | Coordination contractor activity | 09/27/2013 4:09 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Coordination contractor activity | 09/27/2013 4:09 PM | | | | | | | | |
| Interest (511): | \$46,440.00 | \$149.00 | \$46,589.00 | | | | | | | | |
| This represents a 100.00% change in the value Interest (511) Community Transportation Coordinator from last year. Possible resolution: correct the value Interest (511) Community Transportation Coordinator or add a comment to explain why this change is reasonable. | | | Resolved: \$0.00 was changed to \$46,440.00. | | | | | | | | |
| This represents a 100.00% change in the value Interest (511) Coordination Contractor from last year. Possible resolution: correct the value Interest (511) Coordination Contractor or add a comment to explain why this change is reasonable. | | | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Small number change.</td> <td>09/27/2013 4:09 PM</td> </tr> </tbody> </table> | Comments | | | | CTC: | Other (requires short explanation) | Small number change. | 09/27/2013 4:09 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Small number change. | 09/27/2013 4:09 PM | | | | | | | | |
| Leases and Rentals (512): | \$15,155.00 | \$0.00 | \$15,155.00 | | | | | | | | |
| This represents a 100.00% change in the value Leases and Rentals (512) Community Transportation Coordinator from last year. Possible resolution: correct the value Leases and Rentals (512) Community Transportation Coordinator or add a comment to explain why this change is reasonable. | | | Resolved: \$0.00 was changed to \$15,155.00. | | | | | | | | |
| Annual Depreciation (513): | \$336,350.00 | \$0.00 | \$336,350.00 | | | | | | | | |
| This represents a -21.51% change in the value Annual Depreciation (513) Community Transportation Coordinator from last year. Possible resolution: correct the value Annual Depreciation (513) Community Transportation Coordinator or add a comment to explain why this change is reasonable. | | | <table border="1"> <thead> <tr> <th colspan="4">Comments</th> </tr> </thead> <tbody> <tr> <td>CTC:</td> <td>Other (requires short explanation)</td> <td>Fleet aging. Revised split of vehicles with Hendry/Glades.</td> <td>09/27/2013 4:10 PM</td> </tr> </tbody> </table> | Comments | | | | CTC: | Other (requires short explanation) | Fleet aging. Revised split of vehicles with Hendry/Glades. | 09/27/2013 4:10 PM |
| Comments | | | | | | | | | | | |
| CTC: | Other (requires short explanation) | Fleet aging. Revised split of vehicles with Hendry/Glades. | 09/27/2013 4:10 PM | | | | | | | | |
| Contributed Services (530): | \$0.00 | \$0.00 | \$0.00 | | | | | | | | |

| | | | |
|------------------------------|----------------|-------------|----------------|
| Allocated Indirect Expenses: | \$0.00 | \$0.00 | \$0.00 |
| | | | |
| GRAND TOTAL: | \$3,015,754.00 | \$65,530.00 | \$3,081,284.00 |
| | | | |

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

| | Column A Operators Available | Column B Operators Contracted in the System. | Column C Include Trips | Column D % of all Trips |
|--------------------------|------------------------------------|-------------------------------------------------------|---------------------------|----------------------------|
| Private Non-Profit | See TDSP | 3 | added to next item | added to next item |
| Private For-Profit | See TDSP | 1 | 104591 | 94.6% |
| Government | 0 | 0 | | |
| Public Transit Agency | 1 | 1 | 6,000 | 5.40% |
| Total | 1 | 5 | 110,951 | 100% |

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

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

Does the CTC have the ability to expand? Yes

4. Indicate the date the latest transportation operator was brought into the system. June 2008

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

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

| | |
|---|-----------------------------|
| 0 | Low bid |
| 0 | Requests for qualifications |
| 0 | Negotiation only |

| | |
|---|---------------------------------|
| 0 | Requests for proposals |
| 0 | Requests for interested parties |
| | |

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

Continuing contract on a year to year basis.

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

| | |
|-------------------------------------|--------------------------------|
| <input checked="" type="checkbox"/> | Capabilities of operator |
| <input checked="" type="checkbox"/> | Age of company |
| <input checked="" type="checkbox"/> | Previous experience |
| <input checked="" type="checkbox"/> | Management |
| <input checked="" type="checkbox"/> | Qualifications of staff |
| <input checked="" type="checkbox"/> | Resources |
| | Economies of Scale |
| <input checked="" type="checkbox"/> | Contract Monitoring |
| <input checked="" type="checkbox"/> | Reporting Capabilities |
| <input checked="" type="checkbox"/> | Financial Strength |
| | Performance Bond |
| | Responsiveness to Solicitation |

| | |
|-------------------------------------|---------------------------------|
| <input checked="" type="checkbox"/> | Scope of Work |
| <input checked="" type="checkbox"/> | Safety Program |
| <input checked="" type="checkbox"/> | Capacity |
| <input checked="" type="checkbox"/> | Training Program |
| <input checked="" type="checkbox"/> | Insurance |
| <input checked="" type="checkbox"/> | Accident History |
| | Quality |
| <input checked="" type="checkbox"/> | Community Knowledge |
| | Cost of the Contracting Process |
| | Price |
| | Distribution of Costs |
| | Other: (list) |

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

How many responded? _____

The request for bids/proposals was distributed:

X Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)

Worksheet 3

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

Planning is carried out in conjunction with the Planning Agency and the Local Coordinating Board.

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

Public information is distributed through media, brochures, bus-side advertising and FaceBook.

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

Applicants - 1) must have a disability; 2) income below poverty level and no other vehicle available.

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

TD trust fund application is used. State agency relies on passenger authorization. Rely on agency information.

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

There are only 2 reservationists. Telephone messages are checked before noon, and again before the end of the business day. There is also a web-based Goodwheels website located at: www.goodwheels.org.

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

Duplication is prevented because there is only one intake system, and it will identify if a reservation has already been made.

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

If Good Wheels wants Blue Bird to do a trip, they are provided the trip manifest the day before.

Scheduling – How is the trip assignment to vehicles coordinated?

Coordinated through a Task Flow Chart and Timeline. Reservationist records and sends to Scheduler.

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

Trips are assigned to the vehicle type needed (wheel chair or ambulatory.) Most vehicles are wheel chair accessible.

In the Lee County Service area, Good Wheels provides: (types of trips by mode

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

Two-way Radio communication

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

This is done through the Task Flow Chart (Set 3).

Additionally, M.H. maintains a spreadsheet to track SSPP related information.

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

Through dispatch. The VP of Operations handles any trip problems that may arise.

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

Confirmation that trips were taken, is coordinated by using the Trip Manifests, checked by Finance and data entry.

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

See Attached Sheet.

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

Operating information is obtained from the manifests and reported to the VP of Operations.

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

Very few trips are allocated to the subcontractors. The costs are not shared.

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

Through constant telephonic or e-mail communication with the funding/purchasing agencies.

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

N/A.

Add-Ins to Lee LCB Evaluation of CTC's FY 12-13.

Page 9 - Complaint Process

Customers may fill out form or provide verbal input. (Form is in TDSP.) Deb Heck researches and compiles reports. If it needs more resolution D Heck forwards to Rob Bowman. He researches and resolves. If it needs to go higher, R. Bowman forwards to Tom Nolan. All complaints are tabulated by type of problem and funding agency.

Page 18 - Prioritization Policy:

1. Medical.
 - a. Critical trips
 - i. Kidney dialysis
 - ii. Cancer treatment
 - iii. Mental health care
 - b. Other
 - i. General medical appointments
 - ii. Therapy
 - iii. Prescriptions
 - iv. Children at risk
2. Nutritional.
3. Employment.
4. Training/Education.
5. Life sustaining
6. Recreation.

#12. The TD Riders/Beneficiaries are notified through a letter of approval. Everyone is required to complete a form entitled, "Transportation Disadvantaged and/or Medicaid Transportation Determination Form" which is submitted to Good Wheels for processing and approval.

Page 33 - Transport of Escorts and dependent children policy

Escorts are transported at no additional charge, as long as they are picked up and dropped off with the passenger. The need for an escort is determined in advance of the trip. "Traveling companion" is not the same as an escort. An escort who must be picked up/dropped off at places other than the passenger, is not an escort, that's a regular trip.

Page 33 - Advance reservation requirements

There will be a minimum 24 hour notice requirement for all trips scheduled within the coordinated system. (72 business hours for Medicaid trips.) Non-Medicaid reservations must be made before Noon the day before the requested trip. Passengers with an urgent need to travel should call the CTC. Same day trip requests cannot be guaranteed, however, the CTC will attempt to assist the passenger.

Page 33 - Pick up window policy:

Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive up to an hour before their APPOINTMENT time. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. Passengers will be dropped off at their appointment before the appointment with certain exceptions negotiated in advance. Passengers can expect their return trip to take up to 90 minutes from the time they are seated on the vehicle.

TASK FLOW CHART & TIMELINE

| | TASK | TIMELINE |
|--------|----------------|-----------------------|
| Step 1 | Authorization | Trip Day (-) Infinity |
| | ↓ | |
| Step 2 | Reservation | Trip Day – 1 to 30 |
| | ↓ | |
| Step 3 | Scheduling | Trip Day - 1 |
| | ↓ | |
| Step 4 | Execution | Trip Day |
| | ↓ | |
| Step 5 | Reconciliation | Trip Day + 1 to 3 |
| | ↓ | |
| Step 6 | Billing | Trip Day + 5 to 10 |
| | ↓ | |
| Step 7 | Receiving | Trip Day + 10 to 30 |
| | ↓ | |
| Step 8 | Payment | Trip Day + Infinity |

Service Standards

| Lee County CTC – Policies and Standards, Evaluation and Monitoring | | |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Rule | 41-2.006(4)(a), FAC: Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident and reasonable suspicion, return to duty and follow-up as required by Federal Highway Administration (FTA). | Reviews are conducted according to FTA. Conducted by FDOT reps. |
| Compliance | All safety sensitive job positions comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration. | |
| Monitoring | Annual reviews conducted by FDOT, FHWA or FTA will determine compliance with this standard. | |
| Rule | 41-2.006(4)(b), FAC: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the Local Service Plan. | Verified by bus ride |
| Compliance | In order to enhance the safety of passengers and drivers, children under age 15 or other people who, due to age or disabilities may be at risk to themselves or others, must be accompanied by an escort or attended to by an attendant. Escorts must be provided by the passenger or the agency paying for their trip. The escort must be able to provide the necessary assistance to the passenger. Escorts are transported at no additional charge. The CTC reserves the right to refuse to transport a passenger or group of passengers if they need an escort, but do not have one. The need for an escort is determined in advance of the trip. “Traveling companions” are not the same as required. Escorts that have to be picked up or dropped off before/after passengers are not considered escorts, but are regular trips. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(c), FAC: Use of child restraint devices in Florida is a State law. | Verified by bus ride (car seat on bus) |
| Compliance | All passengers under the age of 5 and/or less than 45 pounds will be required to use a child restraint device. This device will be provided by parent or sponsoring agency, or by Good Wheels upon arrangement. | |
| Monitoring | Annual reviews conducted by FDOT, FHWA or FTA will determine compliance with this standard. | |

| | | |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| Rule | 41-2.006(4)(d), FAC: Passenger property that can be carried by the passenger and/or driver in one trip and can safely be bestowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. | Verified by bus ride |
| Compliance | Evaluated at the CTC Annual Review. | |
| Monitoring | Passengers shall be allowed to have four pieces of personal property which they can place on their lap or stow under their seat. Passengers must be able to independently carry all items brought onto the vehicle. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices or intravenous devices. | |
| Rule | 41-2.006(4)(e), FAC: Vehicle transfer points shall provide shelter, security and safety of passengers. | VA Center Rosa Parks Edison Mall Hospitals |
| Compliance | The CTC does not generally use transfers in the coordinated system, but if they are used, vehicle transfer points shall be located in a safe, secured place that provides shelter. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(f), FAC: A local toll-free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the Local Service Plan. This shall include advising the unsatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board. | Verified by bus ride, sticker on bus |
| Compliance | The local toll free phone number will be included in the complaint process. This number will be posted on right visor of all vehicles in 3" sized numbers: (800) 741-1570. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(g), FAC: Out of service area trips shall be provided when determined locally and approved by the Local Coordinating Board, except in instances where local ordinances prohibit such trips. | Verified by bus ride |
| Compliance | The local toll free phone number will be included in the complaint process. This number will be posted on right visor of all vehicles in 3" sized numbers: (800) 741-1570. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(h), FAC: Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. | Verified by bus ride |
| Compliance | All vehicles shall be cleaned and maintained (interior and exterior) on a regular schedule. | |
| Monitoring | Evaluated at the CTC Annual Review. | |

| | | |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Rule | 41-2.006(4)(i), FAC: Billing requirements of the CTC subcontractors shall be determined locally by the Local Coordinating Board and provided in the Local Service Plan. All payments shall be paid to subcontractors within seven calendar days after receipt of said payment by the CTC. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with each subcontractor receiving a prorated portion based on the amount due on the payment. | Verified by operators |
| Compliance | The CTC shall pay all bills to the subcontracted transportation operator within seven days after receipt of payment. Operator payments will be addressed as a standard LCB agenda item. | |
| Monitoring | The LCB will evaluate this at its quarterly meetings. | |
| Rule | 41-2.006(4)(j), FAC: Passenger/trip database must be maintained or accessible by the CTC on each rider being transported within the system. | Verified by review of records |
| Compliance | For each passenger transported within the system, the CTC will collect the name, phone number, address, funding source eligibility and special requirements on each passenger in a database. See 2.10 (2.15) for HIPPA Compliance. | |
| Monitoring | Evaluated at the CTC Annual Review | |
| Rule | 41-2.006(4)(k), FAC: Adequate seating for para-transit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time. | Verified by bus ride |
| Compliance | Vehicle seating will not exceed the manufacturer's recommended capacity. | |
| Monitoring | Evaluated at the CTC Annual Review. | |

| | | |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| Rule | 41-2.006(4)(l), FAC: Drivers for para-transit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle. | Verified by bus ride |
| Compliance | Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers will have a name badge displayed at all times when transporting passengers. Drivers have photo-id on their person that they can show to the passenger upon request. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | Rule 41-2.006(4)(m), FAC: The para-transit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seatbelt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In door-through-door para-transit service categories, the driver shall also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver. | Verified by bus ride |
| Compliance | All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include holding hands, or allowing the passenger to hold an arm; opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. Other assistance may be provided as needed and accepted. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down any steps; only ramps are to be used. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | Rule 41-2.006(4)(n), FAC: Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the Local Service Plan. | Verified by bus ride; signage is on bus |
| Compliance | Smoking, eating and drinking is prohibited on any vehicle in the coordinated system. | |
| Monitoring | Evaluated at the CTC Annual Review. | |

| | | |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Rule | Rule 41-2.006(4)(o), FAC: The CTC and the LCB shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Service Plan. | Committee spoke with Mr. Bowman about this. The frequency is decreasing. |
| Compliance | <p>Passenger no-shows are defined as trips not canceled one hour before scheduled pickup. When a passenger is considered a no-show, the driver will attempt to communicate with them through CTC dispatch. They will be notified through the use of a door hanger which notes the time the driver arrived. For a TD Grant non-sponsored trip, upon the third no-show, the CTC will send a letter to the person to provide notice that their service will be suspended for thirty days.</p> <p>For trips sponsored by other funding sources, the CTC shall contact the agency when a no-show occurs. Agencies should also contact the CTC when they become aware of cancellations or no-show situations.</p> <p>The Policy on no-shows shall be communicated to the passengers and agencies by the CTC when adopted, and thereafter to all newly enrolled passengers. The information shall be distributed in the appropriate format and shall be available in alternative formats upon request.</p> | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | Rule 41-2.006(4)(p), FAC: All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. | |
| Compliance | All vehicles are equipped with two-way radios or cell phones. | Verified by bus ride |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | Rule 41-2.006(4)(q), FAC: All vehicles ordered or put into service after the adoption of this section of the rule and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. | |
| Compliance | All vehicles have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible. Should a vehicle incur a problem, it will be repaired as soon as possible. The priority of the LCB is that the CTC provide transportation. If a vehicle's air conditioning or heating is not functioning properly, and if there are no other vehicles available, the passengers will be transported. | Verified by bus ride |
| Monitoring | Evaluated at the CTC Annual Review. | |

| | | |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Rule | 41-2.006(4)(r), FAC: First Aid policy shall be determined locally and provided in the local Service Plan. | 1 st Aid kit on bus, Verified by bus ride. Also, driver training records were verified. |
| Compliance | All drivers will be trained in First Aid every three years by the National Safety Council. All vehicles are equipped with a First Aid kit. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(s), FAC: Cardiopulmonary Resuscitation [CPR] policy shall be determined locally and provided in the Local Service Plan. | Driver training records were verified. |
| Compliance | All drivers will be trained in Cardiopulmonary Resuscitation [CPR] every two years. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(t), FAC: Driver criminal background screening shall be determined locally, dependent upon purchasing agencies' requirements and provided in the local TDSP. | Driver records were verified. |
| Compliance | All drivers in the coordinated system have a favorable FDLE background, using DCF policies and procedures. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(u), FAC: In areas where fixed route transportation is available, the CTC should jointly establish with the LCB a percentage of total trips that will be placed on the fixed route system. | Per APR the rate is 5.4% on fixed route. |
| Compliance | The LCB has established a goal of 2.2% to be placed with the fixed-route transit system. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(v), FAC: The CTC should establish and address the passenger pick-up window in the local TDSP. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers. | Complaint log was reviewed. |
| Compliance | Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive up to an hour before their destination appointment time. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. Passengers will be dropped off at their appointment with certain exceptions negotiated in advance. All return trips are scheduled in advance. Passengers should expect their return vehicle to arrive at the scheduled time, up to 30 minutes after the scheduled return time. Passengers can expect their return trip to take up to 60 minutes from the time they are seated on the vehicle. | |
| Monitoring | Evaluated from the annual CTC customer complaint surveys. Doesn't apply to ADA trips. | |

| | | |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Rule | 41-2.006(4)(w), FAC: The CTC and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers. | Records verified. |
| Compliance | The CTC will have an 85% on-time performance rate for all completed trips. The Evaluations of the CTC's on-time performance will be measured based upon the time the person is to be dropped off for their appointment and the time the person is to be picked up on a scheduled return trip. These are considered separate trips. | |
| Monitoring | Evaluated from the annual CTC customer complaint surveys. Doesn't apply to ADA trips. | |
| Rule | 41-2.006(4)(x), FAC: The CTC should establish and address in the TDSP a minimum 24 hour advanced notification time to obtain services. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers. | TDSP reviewed |
| Compliance | There will be a minimum 24 hour notice requirement for all trips scheduled within the coordinated system. (72 business hours for Medicaid trips.) Non-Medicaid reservations must be made before Noon the day before the requested trip. Passengers with an urgent need to travel should call the CTC. Same day trip requests cannot be guaranteed, however, the CTC will attempt to assist the passenger. | |
| Monitoring | As established. | |
| Rule | 41-2.006(4)(y), FAC: The CTC and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the CTC evaluation of its contracted operators and the LCB's evaluation of the CTC. | Yes, per AOR and APR |
| Compliance | The standards for crashes will be 1.2, or fewer, accidents per 100,000 miles for the evaluation period, based on the AOR definitions of crashes. | |
| Monitoring | This information is part of the annual AOR. | |
| Rule | 41-2.006(4)(z), FAC: The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles used in the coordinated system. This measure should be used in the CTC evaluation of its contracted operators and the LCB's evaluation of the CTC. | Yes, per AOR and APR |
| Compliance | The standard for road calls will be an average of 10,000 miles or more between each road call (e.g., the system wide total, not each individual vehicle). | |
| Monitoring | This information is part of the annual AOR. | |

| | | |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Rule | 41-2.006(4)(aa), FAC: This performance measure can be used to address the accessibility of the service. The CTC and the LCB should jointly determine if a standard for call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the CTC. | Yes, this has been verified. |
| Compliance | The customer should not be put on hold for more than 3 minutes on average. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(bb), FAC: The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. This measure should be used in the CTC's evaluation of its contracted operators, and the LCB's evaluation of the CTC. | Yes, per AOR and APR |
| Compliance | Complaints shall not exceed 1% of total trips provided during the evaluation period. The LCB should evaluate the CTC based upon the number of complaints that are resolved, versus unresolved. | |
| Monitoring | The LCB will evaluate this at its quarterly meetings. | |

| Lee County CTC – Policies and Standards, Evaluation and Monitoring - Other | | |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Policy | 2.01 Service Effectiveness 2.01a – Expense, 2.01b – Revenue, 2.01c – Subsidy, 2.01d – Ridership, 2.01.e – Service Quality, 2.01f – Level of Service, 2.01g -- Safety | Yes, per AOR and APR |
| Compliance | The CTC shall continually look for methods to: 1. Increase the number of passenger trips per driver hour; 2) Minimize any yearly increase to the cost per passenger trip; and 3) Minimize any yearly increase to the cost per driver hour. | |
| Monitoring | This information is part of the annual AOR. | |
| Policy | 2.02 Contract Monitoring | Monitoring is conducted annually in June |
| Compliance | The CTC will perform an annual evaluation of the contracted operators using the LCB evaluation process, using applicable portions of the evaluation materials, and provide a copy of the annual evaluation of the operators. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Policy | 2.03 Ride time | Yes, per review of complaint log |
| Compliance | The CTC will make every effort to abide by funding agencies stated ride times. Passengers can expect to return home within 60 minutes of their pick up. In situations where it becomes apparent that the ride time will exceed this (crashes or vehicular breakdowns), the CTC will make every effort to contact the families of the passengers by telephone. | |
| Monitoring | The CTC needs to document which agencies have ride time limits and other exceptions. Community Care for the Elderly (CCE) = 90 minutes. This Policy does not apply to ADA trips. | |

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| Policy | 2.04 Voice Mail Changes | Yes, this takes place when needed |
| Compliance | The CTC must ensure that customers are provided with sufficient notification of pending major changes to the phone system for scheduling trips or for reporting complaints. The recording should offer in English and in Spanish, the date of the change and describing the changes that will take place. | |
| Monitoring | Voice mail changes need to be announced in advance and detailed. | |
| Policy | 2.05 Standardization of Transportation Operator and Coordination Contracts. | Yes, the suggested formats are being used. |
| Compliance | The suggested contract format is used. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Policy | 2.06 Eligibility Criteria | Yes, the records were reviewed. |
| Compliance | Persons are eligible for transportation if their trip is sponsored by a funding agency. If no funding agency is available and if the person meets the definitions of transportation disadvantaged, then they are eligible for transportation. The LCB's policy is for the CTC to provide transportation to persons whose household income is at 200% of the poverty levels. Persons to be transported contact the CTC for an application. The CTC will transport the general public who shall be charged the going rate for trips. | |
| Monitoring | As established | |
| Policy | 2.07 Prioritization of Trips | Yes, the records were reviewed. |
| Compliance | The CTC, LCB and planning staff have prioritized trips in the TDSP. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Policy | 2.08 Insurance: The CTD requires that the CTC carry \$100,000 per person/\$200,000 per incident in insurance, pursuant to Rule 41-2.006, FAC. | Yes, the records were reviewed. |
| Compliance | The CTC carries \$1 million per County regulations. The CTC requires its subcontracted operators to carry \$100,000/\$200,000. The subcontractors must have the CTC named as an additional insured. Insurance requirements for subcontractors are covered in more detail in the operators' contracts. The CTC carries \$1 million per County regulations. The CTC requires its subcontracted operators to carry \$100,000/\$200,000. The subcontractors must have the CTC named as an additional insured. Insurance requirements for subcontractors are covered in more detail in the operators' contracts. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Policy | 2.09 System Safety Program Plans (SSPP) | Yes, the records were reviewed. |
| Compliance | Updated annually. | |
| Monitoring | Evaluated at the CTC Annual Review. | |

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| Policy | 2.10 Co-pays: LCB's Policy on the \$2.00 fare co-payment on the non-sponsored trip grant; other copayment issues. | Yes, the records were reviewed. |
| Compliance | The CTC charges a \$2.00 fare on each non-sponsored trip. The monies collected are used for the local match for the trip grant. All co-payments are \$2.00 except Medicaid, which has a \$1.00 copayment. | |
| Monitoring | As established | |
| Policy | 2.11 Inclement Weather | Yes, the records were reviewed. |
| Compliance | The LCB has a policy regarding provision of transportation to persons during storms. Components of the policy include: 1. The CTC is closed when LeeTran is closed; when ADA services stop. The CTC becomes a member of the Lee County Emergency Operations Team. 2. The CTC has the right to not transport clients of a center, if they believe that they will not be able to get a person back. (The CTC has the right to cancel trips.) 3. An agency program director has the right to call the CTC the morning of the trip and cancel trips for the day, if they feel the weather is too severe. This is based on if the Lee County Schools are not transporting that day. (On weekends, or days when schools are shut, the CTC shall use its best judgment.) 4. Centers must work with the CTC to develop a contingency plan that outlines what the center will do with its clients, in the event that the CTC cannot come pick the clients up at the appointed time due to severe storms. The contingency plan should be developed with the understanding that the delay may be for an unknown length of time. Centers should make sure that the family members of clients receive a copy of the contingency plan (or a page that outlines what the family members should expect.) 5. The features in 2, 3 and 4 should free up enough trips to allow the CTC to go get people who were transported out to a location without a contingency plan. 6. Clients at centers will be picked up as soon as it is safe to do so, and as soon as there are trips available. 7. For the purpose of this policy, a storm was defined as "sustained wind of 39 miles per hour or more, and/or major flooding of streets." "Gale force" winds are 39 to 46 mph. | |
| Monitoring | Presence of letters on file; Copies of Agencies' contingency plans on file with the CTC; CTC is to monitor storm warnings and weather conditions. | |

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| Policy | 2.12 Distribution of Replacement Vehicles Acquired Through Grants. | All of Good Wheels' vehicles are ADA compliant. The updated Vehicle inventory is supplied to the Planning Agency annually . |
| Compliance | Vehicles received through any grant funding source will be used to replace existing ADA-compliant or non-ADA regulation compliant vehicles currently in the system, according to the following priorities: 1.) Gasoline vehicles with over 175,000 miles, or diesel vehicles with over 225,000 miles, or vehicles over 5 years old; 2.) Non-ADA accessible vehicles; 3.) All other vehicles including sedans, standard vans, and other ADA accessible vehicles. It is the goal to have each vehicle in our system ADA compliant. | |
| Monitoring | The CTC will update the TDSP annually with an inventory of all vehicles used in the coordinated transportation system as Exhibit D. | |
| Policy | 2.13 Required Use of Seatbelts | Yes, all vehicles are equipped with seatbelts and all passengers use them. And, all vehicles have wheel chair securement systems for the common wheel chairs. |
| Compliance | Passengers riding vehicles equipped with seatbelts will be required to use them. Persons utilizing wheelchairs will have the chair restrained, and will be required to utilize a personal securement device to ensure that they stay in the chair. All wheelchairs for transport must be complete and well maintained and in good working order to include fully operational brakes. Section 37.165©(3) of the DOT's ADA regulations allows a transit operator to establish a policy that requires all riders to have their common wheelchairs secured while aboard a transit vehicle. Therefore, service will be denied to a rider who refuses to allow his or her common wheelchair to be secured. Wheelchairs will be adequately secured or stored. If a passenger refuses to be secured, the passenger will not be transported. The CTC is to communicate it to all passengers and funding agencies. Under Section 37.5 of the DOT's ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seatbelts and shoulder harnesses, unless the operator mandates the use of these devices by all passengers, including those sitting in vehicle seats. All passengers are required to use seatbelts. | |
| Monitoring | CTC will ensure that all appropriate vehicles are equipped with functioning seatbelts. | |

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| Policy | 2.14 Disruptive Passengers | The CTC reports this to the LCB on a case by case basis. |
| Compliance | <p>When an agency has an existing policy regarding behavioral problems, the CTC abides by the agencies' existing policy, unless such behavior endangers other passengers, the driver or other motorists. In that case, the CTC may take whatever action is necessary to insure the safety of all concerned. If no policy exists and for TD passengers, the CTC will deal with behavioral problems including, but not limited to: fighting, intoxication and abusive behaviors as follows:</p> <p>First incident, a written warning to advise the person or his/her parent, guardian or responsible agency that an incident has occurred. (Unless the First Incident is of a serious, life threatening nature, then skip immediately to Step 2. It is also understood that the Driver may call 911 if ever needed.</p> <p>Second incident, the CTC will meet with all concerned parties and decide if transportation on the para-transit system is appropriate.</p> <p>Third incident, the CTC will meet with all concerned parties and decide if transportation on the para-transit system is appropriate.</p> | |
| Monitoring | The LCB will evaluate this at its quarterly meetings. | |
| Policy | 2.15 Compliance with HIPPA | CTC is in compliance with HIPPA |
| Compliance | The CTC is compliant with HIPPA regulations. | |
| Monitoring | As required | |
| Policy | 2.16 Use of Scooter Mobility Devices | Monitored during bus rides. Compliant. |
| Compliance | Good Wheels is unable to transport clients in scooters because they cannot be secured safely in our vehicles. Passengers who ride in scooters must be able to transfer to a seat or use an approved wheelchair when being transported by Good Wheels, Inc. This is a safety issue and we are concerned for your safety as well as other passengers and our driver. | |
| Monitoring | As established | |
| Policy | 2.17 Definition of Group Trip | Monitored during bus rides. Compliant. |
| Compliance | A group trip shall be defined as 5 individuals or more. | |
| Monitoring | As established | |

TDSP Minor Update

RECOMMENDED ACTION: Review and approve the Draft TDSP Minor Update

The TDSP Major Update was done and approved during the summer of 2013. Staff made minor updates to the document, which are listed below. The entire draft TDSP was sent out in the March LCB mail out. There have been no changes to the Appendix. Due to the Medicaid transition, additional changes to the TDSP will likely occur in the beginning of the next fiscal year.

- Changed date on the cover page and entire cover page
- Pg 19 – Updated roll call and date.
- Pg 31 and 32 – Updated Table 2 Population and Table 2a
- LeeTran’s changes are highlighted below:

Pg 26

LeeTran Ten-Year Transit Development Plan 2012-2021

The transit development plan (TDP) is the long-range financial and planning document of Lee County's transit system (LeeTran), and must be consistent with local government comprehensive plans. Transit providers must develop and maintain a TDP in accordance with state statutes in order to remain eligible for state transit block grants. The transit agency must provide an annual progress report to the Florida Department of Transportation in September of every year. A major update is required every five years. The current effort for which this TDP has been prepared for is the 2012-2021 TDP major update. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Lee County Transit Development Plan.

Pg 27

LeeTran TLC Plan Locally Coordinated Human Services Transportation Plan

In 2008, LeeTran together with the Lee County MPO developed the Locally Coordinated Human Services Transportation Plan (LCHSTP) to meet the criteria outlined in the SAFETEA-LU legislation regarding the Federal Transit Administration (FTA) Section 5316 “Job Access Reverse Commute (JARC)” Program, the Federal Transit Administration (FTA) Section 5317 New Freedoms (NF) Program, and Federal Transit Administration (FTA) Section 5310 Special Needs of Elderly and Individuals with Disabilities (E&D) funding programs. The LCHSTP assists the County in taking a broader perspective for coordinating public transportation services in the area and is specifically meant to ensure that public transportation services and improvements benefit elderly, disabled, low income and unemployed populations. The JARC funding allocation was \$147,513 in FY 2006, \$155,494 in FY 2007 \$168,452 in FY 2008, \$197,719 in FY 2009, \$189,042 in FY 2010, \$188,758 in FY 2011, \$190,561 in FY 2012, \$19,056 in FY 2013 and the New Freedom funding allocation was \$102,886 in FY 2006, \$117,307 in FY 2007, \$126,721 in FY 2008, \$146,069 in FY 2009, \$143,358 in FY 2010, \$144,098 in FY 2011, \$145,773 in FY 2012 and \$145,773 in FY 2013.

Pg51

LeeTran operates the fixed route public transportation service in Lee County, as a department of

Lee County Government. Lee Tran currently operates 25 bus routes. Twenty-three of the bus routes operate on a scheduled fixed-route system at least six days per week. Four of the routes are either seasonal or are adjusted for seasonal service. Routes 15, 50, 100, 120, 140, 150, 400, 590, 595, and 600 operate on Sundays. The final route, Route 160, provides limited reservation bus service to Pine Island on Thursdays only. LeeTran provides trolley service, branded as The Trollee, along Fort Myers Beach and seasonal trolley service in the Riverfront District of Downtown Fort Myers. There are two park-and-ride trolleys that connect the Town of Fort Myers Beach during season. One provides access to the park-and-ride lots located on the mainland side of the Mantanza Bridge, the other provides service along Estero Blvd on Fort Myers Beach. The trolley system operates as two separate routes during seasonal service and the two routes are combined into one during non-seasonal months. The seasonal Riverfront District Trolley service in the downtown of the City of Fort Myers is also run as seasonal service with one route providing service within the downtown area of the City of Fort Myers and connecting the downtown condominiums with the downtown area and local grocery shopping.

The regular one-way bus fare is \$1.25. Half-fares are available to youths (under 17 years) and to seniors and persons with disabilities, with a LeeTran ID. The bus service is marketed to riders of all age groups. Passengers must be able to board, disembark and carry their own packages on and off the vehicles. Most routes operate between 5:00 a.m. and 10:00 p.m. Monday through Saturday, with limited corridor service and service to the beach areas on Sundays between 6:00 a.m. until 9:45 p.m., as well as service to the Southwest Florida International Airport.

- Updated the Service Standards starting on pg 55:
- **Service Standards**

| Lee County CTC – Policies and Standards, Evaluation and Monitoring | | |
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| Rule | <u>41-2.006(4)(a), FAC:</u> Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident and reasonable suspicion, return to duty and follow-up as required by Federal Highway Administration (FTA). | |
| Compliance | All safety sensitive job positions comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration. | |
| Monitoring | Annual reviews conducted by FDOT, FHWA or FTA will determine compliance with this standard. | |
| Rule | <u>41-2.006(4)(b), FAC:</u> An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the Local Service Plan. | <u>Reviews are conducted according to FTA. Conducted by FDOT reps.</u> |
| Compliance | In order to enhance the safety of passengers and drivers, children under age 15 or other people who, due to age or disabilities may be at risk to themselves or others, must be accompanied by an escort or attended to by an attendant. Escorts must be provided by the passenger or the agency paying for their trip. The escort must be able to provide the necessary assistance to the passenger. Escorts are | |
| | | <u>Verified by bus ride</u> |

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| | transported at no additional charge. The CTC reserves the right to refuse to transport a passenger or group of passengers if they need an escort, but do not have one. The need for an escort is determined in advance of the trip. "Traveling companions" are not the same as required. Escorts that have to be picked up or dropped off before/after passengers are not considered escorts, but are regular trips. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(c), FAC: Use of child restraint devices in Florida is a State law. | |
| Compliance | All passengers under the age of 5 and/or less than 45 pounds will be required to use a child restraint device. This device will be provided by parent or sponsoring agency, or by Good Wheels upon arrangement. | |
| Monitoring | Annual reviews conducted by FDOT, FHWA or FTA will determine compliance with this standard. | <u>Verified by bus ride (car seat on bus)</u> |
| Rule | 41-2.006(4)(d), FAC: Passenger property that can be carried by the passenger and/or driver in one trip and can safely bestowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. | |
| Compliance | Evaluated at the CTC Annual Review. | |
| Monitoring | Passengers shall be allowed to have four pieces of personal property which they can place on their lap or stow under their seat. Passengers must be able to independently carry all items brought onto the vehicle. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices or intravenous devices. | <u>Verified by bus ride</u> |
| Rule | 41-2.006(4)(e), FAC: Vehicle transfer points shall provide shelter, security and safety of passengers. | |
| Compliance | The CTC does not generally use transfers in the coordinated system, but if they are used, vehicle transfer points shall be located in a safe, secured place that provides shelter. | <u>VA Center Rosa Parks Edison Mall Hospitals</u> |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(f), FAC: A local toll-free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the Local Service Plan. This shall include advising the unsatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board. | |
| Compliance | The local toll free phone number will be included in the complaint process. This number will be posted | <u>Verified by bus ride, sticker on bus</u> |

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| | on right visor of all vehicles in 3" sized numbers: (800) 741-1570. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | 41-2.006(4)(g), FAC: Out of service area trips shall be provided when determined locally and approved by the Local Coordinating Board, except in instances where local ordinances prohibit such trips. | |
| Compliance | The local toll free phone number will be included in the complaint process. This number will be posted on right visor of all vehicles in 3" sized numbers: (800) 741-1570. | |
| Monitoring | Evaluated at the CTC Annual Review. | <u>Verified by bus ride</u> |
| Rule | 41-2.006(4)(h), FAC: Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. | |
| Compliance | All vehicles shall be cleaned and maintained (interior and exterior) on a regular schedule. | |
| Monitoring | Evaluated at the CTC Annual Review. | <u>Verified by bus ride</u> |
| Rule | 41-2.006(4)(i), FAC: Billing requirements of the CTC subcontractors shall be determined locally by the Local Coordinating Board and provided in the Local Service Plan. All payments shall be paid to subcontractors within seven calendar days after receipt of said payment by the CTC. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with each subcontractor receiving a prorated portion based on the amount due on the payment. | |
| Compliance | The CTC shall pay all bills to the subcontracted transportation operator within seven days after receipt of payment. Operator payments will be addressed as a standard LCB agenda item. | <u>Verified by</u> |
| Monitoring | The LCB will evaluate this at its quarterly meetings. | <u>operators</u> |
| Rule | 41-2.006(4)(j), FAC: Passenger/trip database must be maintained or accessible by the CTC on each rider being transported within the system. | |
| Compliance | For each passenger transported within the system, the CTC will collect the name, phone number, address, funding source eligibility and special requirements on each passenger in a database. See 2.10 (2.15) for HIPPA Compliance. | |
| Monitoring | Evaluated at the CTC Annual Review | <u>Verified by review of records</u> |
| Rule | 41-2.006(4)(k), FAC: Adequate seating for para-transit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating | <u>Verified by bus ride</u> |

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| | <p>capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.</p> | |
| Compliance | <p>Vehicle seating will not exceed the manufacturer's recommended capacity.</p> | |
| Monitoring | <p>Evaluated at the CTC Annual Review.</p> | |
| Rule | <p>41-2.006(4)(l), FAC: Drivers for para-transit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.</p> | |
| Compliance | <p>Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers will have a name badge displayed at all times when transporting passengers. Drivers have photo-id on their person that they can show to the passenger upon request.</p> | |
| Monitoring | <p>Evaluated at the CTC Annual Review.</p> | <p><u>Verified by bus ride</u></p> |
| Rule | <p>Rule 41-2.006(4)(m), FAC: The para-transit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seatbelt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In door-through-door para-transit service categories, the driver shall also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed</p> | <p><u>Verified by bus ride</u></p> |

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| | safely as determined by the passenger, guardian and driver. | |
| Compliance | All drivers shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include holding hands, or allowing the passenger to hold an arm; opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. Other assistance may be provided as needed and accepted. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down any steps; only ramps are to be used. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | <u>Rule 41-2.006(4)(n), FAC:</u> Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the Local Service Plan. | |
| Compliance | Smoking, eating and drinking is prohibited on any vehicle in the coordinated system. | <u>Verified by bus ride;</u> |
| Monitoring | Evaluated at the CTC Annual Review. | <u>signage is on bus</u> |
| Rule | <u>Rule 41-2.006(4)(o), FAC:</u> The CTC and the LCB shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Service Plan. | |
| Compliance | <p>Passenger no-shows are defined as trips not canceled one hour before scheduled pickup. When a passenger is considered a no-show, the driver will attempt to communicate with them through CTC dispatch. They will be notified through the use of a door hanger which notes the time the driver arrived. For a TD Grant non-sponsored trip, upon the third no-show, the CTC will send a letter to the person to provide notice that their service will be suspended for thirty days.</p> <p>For trips sponsored by other funding sources, the CTC shall contact the agency when a no-show occurs. Agencies should also contact the CTC when they become aware of cancellations or no-show situations.</p> <p>The Policy on no-shows shall be communicated to the passengers and agencies by the CTC when adopted, and thereafter to all newly enrolled passengers. The information shall be distributed in the appropriate format and shall be available in alternative formats upon request.</p> | <u>Committee spoke with Mr. Bowman about this. The frequency is decreasing.</u> |
| Monitoring | Evaluated at the CTC Annual Review. | |

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| Rule | Rule 41-2.006(4)(p), FAC: All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. | |
| Compliance | All vehicles are equipped with two-way radios or cell phones. | |
| Monitoring | Evaluated at the CTC Annual Review. | <u>Verified by bus ride</u> |
| Rule | Rule 41-2.006(4)(q), FAC: All vehicles ordered or put into service after the adoption of this section of the rule and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. | |
| Compliance | All vehicles have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible. Should a vehicle incur a problem, it will be repaired as soon as possible. The priority of the LCB is that the CTC provide transportation. If a vehicle's air conditioning or heating is not functioning properly, and if there are no other vehicles available, the passengers will be transported. | |
| Monitoring | Evaluated at the CTC Annual Review. | <u>Verified by bus ride</u> |
| Rule | 41-2.006(4)(r), FAC: First Aid policy shall be determined locally and provided in the local Service Plan. | |
| Compliance | All drivers will be trained in First Aid every three years by the National Safety Council. All vehicles are equipped with a First Aid kit. | <u>1st Aid kit on bus,</u> <u>Verified by bus ride.</u> <u>Also, driver training</u> <u>records were</u> |
| Monitoring | Evaluated at the CTC Annual Review. | <u>verified.</u> |
| Rule | 41-2.006(4)(s), FAC: Cardiopulmonary Resuscitation [CPR] policy shall be determined locally and provided in the Local Service Plan. | |
| Compliance | All drivers will be trained in Cardiopulmonary Resuscitation [CPR] every two years. | <u>Driver training</u> <u>records were</u> |
| Monitoring | Evaluated at the CTC Annual Review. | <u>verified.</u> |
| Rule | 41-2.006(4)(t), FAC: Driver criminal background screening shall be determined locally, dependent upon purchasing agencies' requirements and provided in the local TDSP. | |
| Compliance | All drivers in the coordinated system have a favorable FDLE background, using DCF policies | <u>Driver records were</u> <u>verified.</u> |

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| | and procedures. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | <u>41-2.006(4)(u), FAC:</u> In areas where fixed route transportation is available, the CTC should jointly establish with the LCB a percentage of total trips that will be placed on the fixed route system. | <u>Per APR the rate is 5.4% on fixed route.</u> |
| Compliance | The LCB has established a goal of 2.2% to be placed with the fixed-route transit system. | |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | <u>41-2.006(4)(v), FAC:</u> The CTC should establish and address the passenger pick-up window in the local TDSP. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers. | <u>Complaint log was reviewed.</u> |
| Compliance | Passengers are not given a set pick-up time. Instead, they are told to be ready for their ride to arrive up to an hour before their destination appointment time. The CTC may negotiate special pick-up arrangements with the customer, in advance, as the situation dictates. Passengers will be dropped off at their appointment with certain exceptions negotiated in advance. All return trips are scheduled in advance. Passengers should expect their return vehicle to arrive at the scheduled time, up to 30 minutes after the scheduled return time. Passengers can expect their return trip to take up to 60 minutes from the time they are seated on the vehicle. | |
| Monitoring | Evaluated from the annual CTC customer complaint surveys. Doesn't apply to ADA trips. | |
| Rule | <u>41-2.006(4)(w), FAC:</u> The CTC and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers. | <u>Records verified.</u> |
| Compliance | The CTC will have an 85% on-time performance rate for all completed trips. The Evaluations of the CTC's on-time performance will be measured based upon the time the person is to be dropped off for their appointment and the time the person is to be picked up on a scheduled return trip. These are considered separate trips. | |
| Monitoring | Evaluated from the annual CTC customer complaint surveys. Doesn't apply to ADA trips. | |
| Rule | <u>41-2.006(4)(x), FAC:</u> The CTC should establish and address in the TDSP a minimum 24 hour advanced notification time to obtain services. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers. | <u>TDSP reviewed</u> |
| Compliance | There will be a minimum 24 hour notice requirement for all trips scheduled within the coordinated system. (72 business hours for Medicaid trips.) Non-Medicaid reservations must be made before Noon the day before the requested trip. Passengers with an urgent need to travel should call the CTC. Same day trip requests cannot be guaranteed, however, the | |

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| | CTC will attempt to assist the passenger. | |
| Monitoring | As established. | |
| Rule | <u>41-2.006(4)(y), FAC:</u> The CTC and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the CTC evaluation of its contracted operators and the LCB's evaluation of the CTC. | |
| Compliance | The standards for crashes will be 1.2, or fewer, accidents per 100,000 miles for the evaluation period, based on the AOR definitions of crashes. | <u>Yes, per AOR and APR</u> |
| Monitoring | This information is part of the annual AOR. | <u>APR</u> |
| Rule | <u>41-2.006(4)(z), FAC:</u> The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles used in the coordinated system. This measure should be used in the CTC evaluation of its contracted operators and the LCB's evaluation of the CTC. | |
| Compliance | The standard for road calls will be an average of 10,000 miles or more between each road call (e.g., the system wide total, not each individual vehicle). | <u>Yes, per AOR and APR</u> |
| Monitoring | This information is part of the annual AOR. | <u>APR</u> |
| Rule | <u>41-2.006(4)(aa), FAC:</u> This performance measure can be used to address the accessibility of the service. The CTC and the LCB should jointly determine if a standard for call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the CTC. | |
| Compliance | The customer should not be put on hold for more than 3 minutes on average. | <u>Yes, this has been verified.</u> |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Rule | <u>41-2.006(4)(bb), FAC:</u> The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. This measure should be used in the CTC's evaluation of its contracted operators, and the LCB's evaluation of the CTC. | |
| Compliance | Complaints shall not exceed 1% of total trips provided during the evaluation period. The LCB should evaluate the CTC based upon the number of complaints that are resolved, versus unresolved. | |
| Monitoring | The LCB will evaluate this at its quarterly meetings. | <u>Yes, per AOR and APR</u> |

| Lee County CTC – Policies and Standards, Evaluation and Monitoring - Other | | |
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| Policy | 2.01 Service Effectiveness 2.01a – Expense, 2.01b – Revenue, 2.01c – Subsidy, 2.01d – Ridership, 2.01e – Service Quality, 2.01f – Level of Service, 2.01g -- Safety | |
| Compliance | The CTC shall continually look for methods to: 1. Increase the number of passenger trips per driver hour; 2) Minimize any yearly increase to the cost per passenger trip; and 3) Minimize any yearly increase to the cost per driver hour. | |
| Monitoring | This information is part of the annual AOR. | <u>Yes, per AOR and APR</u> |
| Policy | 2.02 Contract Monitoring | |
| Compliance | The CTC will perform an annual evaluation of the contracted operators using the LCB evaluation process, using applicable portions of the evaluation materials, and provide a copy of the annual evaluation of the operators. | |
| Monitoring | Evaluated at the CTC Annual Review. | <u>Monitoring is conducted annually in June</u> |
| Policy | 2.03 Ride time | |
| Compliance | The CTC will make every effort to abide by funding agencies stated ride times. Passengers can expect to return home within 60 minutes of their pick up. In situations where it becomes apparent that the ride time will exceed this (crashes or vehicular breakdowns), the CTC will make every effort to contact the families of the passengers by telephone. | |
| Monitoring | The CTC needs to document which agencies have ride time limits and other exceptions. Community Care for the Elderly (CCE) = 90 minutes. This Policy does not apply to ADA trips. | <u>Yes, per review of complaint log</u> |
| Policy | 2.04 Voice Mail Changes | |
| Compliance | The CTC must ensure that customers are provided with sufficient notification of pending major changes to the phone system for scheduling trips or for reporting complaints. The recording should offer in English and in Spanish, the date of the change and describing the changes that will take place. | |
| Monitoring | Voice mail changes need to be announced in advance and detailed. | <u>Yes, this takes place when needed</u> |
| Policy | 2.05 Standardization of Transportation Operator and Coordination Contracts. | |
| Compliance | The suggested contract format is used. | <u>Yes, the suggested formats are being used.</u> |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Policy | 2.06 Eligibility Criteria | |
| | | <u>Yes, the records were</u> |

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| Compliance | Persons are eligible for transportation if their trip is sponsored by a funding agency. If no funding agency is available and if the person meets the definitions of transportation disadvantaged, then they are eligible for transportation. The LCB's policy is for the CTC to provide transportation to persons whose household income is at 200% of the poverty levels. Persons to be transported contact the CTC for an application. The CTC will transport the general public who shall be charged the going rate for trips. | <u>reviewed.</u> |
| Monitoring | As established | |
| Policy | 2.07 Prioritization of Trips | |
| Compliance | The CTC, LCB and planning staff have prioritized trips in the TDSP. | <u>Yes, the records were reviewed.</u> |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Policy | 2.08 Insurance: The CTC requires that the CTC carry \$100,000 per person/\$200,000 per incident in insurance, pursuant to Rule 41-2.006, FAC. | |
| Compliance | The CTC carries \$1 million per County regulations. The CTC requires its subcontracted operators to carry \$100,000/\$200,000. The subcontractors must have the CTC named as an additional insured. Insurance requirements for subcontractors are covered in more detail in the operators' contracts. The CTC carries \$1 million per County regulations. The CTC requires its subcontracted operators to carry \$100,000/\$200,000. The subcontractors must have the CTC named as an additional insured. Insurance requirements for subcontractors are covered in more detail in the operators' contracts. | <u>Yes, the records were reviewed.</u> |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Policy | 2.09 System Safety Program Plans (SSPP) | |
| Compliance | Updated annually. | <u>Yes, the records were reviewed.</u> |
| Monitoring | Evaluated at the CTC Annual Review. | |
| Policy | 2.10 Co-pays: LCB's Policy on the \$2.00 fare co-payment on the non-sponsored trip grant; other copayment issues. | |
| Compliance | The CTC charges a \$2.00 fare on each non-sponsored trip. The monies collected are used for the local match for the trip grant. All co-payments are \$2.00 except Medicaid, which has a \$1.00 copayment. | <u>Yes, the records were reviewed.</u> |
| Monitoring | As established | |
| Policy | 2.11 Inclement Weather | <u>Yes, the records were reviewed.</u> |
| Compliance | The LCB has a policy regarding provision of | <u>reviewed.</u> |

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| | <p>transportation to persons during storms. Components of the policy include: 1. The CTC is closed when LeeTran is closed; when ADA services stop. The CTC becomes a member of the Lee County Emergency Operations Team. 2. The CTC has the right to not transport clients of a center, if they believe that they will not be able to get a person back. (The CTC has the right to cancel trips.) 3. An agency program director has the right to call the CTC the morning of the trip and cancel trips for the day, if they feel the weather is too severe. This is based on if the Lee County Schools are not transporting that day. (On weekends, or days when schools are shut, the CTC shall use its best judgment.) 4. Centers must work with the CTC to develop a contingency plan that outlines what the center will do with its clients, in the event that the CTC cannot come pick the clients up at the appointed time due to severe storms. The contingency plan should be developed with the understanding that the delay may be for an unknown length of time. Centers should make sure that the family members of clients receive a copy of the contingency plan (or a page that outlines what the family members should expect.) 5. The features in 2, 3 and 4 should free up enough trips to allow the CTC to go get people who were transported out to a location without a contingency plan. 6. Clients at centers will be picked up as soon as it is safe to do so, and as soon as there are trips available. 7. For the purpose of this policy, a storm was defined as “sustained wind of 39 miles per hour or more, and/or major flooding of streets.” “Gale force” winds are 39 to 46 mph.</p> | |
| Monitoring | Presence of letters on file; Copies of Agencies’ contingency plans on file with the CTC; CTC is to monitor storm warnings and weather conditions. | |
| Policy | 2.12 Distribution of Replacement Vehicles Acquired Through Grants. | |
| Compliance | <p>Vehicles received through any grant funding source will be used to replace existing ADA-compliant or non-ADA regulation compliant vehicles currently in the system, according to the following priorities: 1.) Gasoline vehicles with over 175,000 miles, or diesel vehicles with over 225,000 miles, or vehicles over 5 years old; 2.) Non-ADA accessible vehicles; 3.) All other vehicles including sedans, standard vans, and other ADA accessible vehicles. It is the goal to have each vehicle in our system ADA compliant.</p> | <p><u>All of Good Wheels’ vehicles are ADA compliant. The updated Vehicle inventory is supplied to the Planning Agency annually .</u></p> |

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| Monitoring | The CTC will update the TDSP annually with an inventory of all vehicles used in the coordinated transportation system as Exhibit D. | |
| Policy | 2.13 Required Use of Seatbelts | |
| Compliance | <p>Passengers riding vehicles equipped with seatbelts will be required to use them. Persons utilizing wheelchairs will have the chair restrained, and will be required to utilize a personal securement device to ensure that they stay in the chair. All wheelchairs for transport must be complete and well maintained and in good working order to include fully operational brakes. Section 37.165©(3) of the DOT’s ADA regulations allows a transit operator to establish a policy that requires all riders to have their common wheelchairs secured while aboard a transit vehicle. Therefore, service will be denied to a rider who refuses to allow his or her common wheelchair to be secured. Wheelchairs will be adequately secured or stored. If a passenger refuses to be secured, the passenger will not be transported. The CTC is to communicate it to all passengers and funding agencies. Under Section 37.5 of the DOT’s ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seatbelts and shoulder harnesses, unless the operator mandates the use of these devices by all passengers, including those sitting in vehicle seats. All passengers are required to use seatbelts.</p> | <p><u>Yes, all vehicles are equipped with seatbelts and all passengers use them. And, all vehicles have wheel chair securement systems for the common wheel chairs.</u></p> |
| Monitoring | CTC will ensure that all appropriate vehicles are equipped with functioning seatbelts. | |
| Policy | 2.14 Disruptive Passengers | |
| Compliance | <p>When an agency has an existing policy regarding behavioral problems, the CTC abides by the agencies’ existing policy, unless such behavior endangers other passengers, the driver or other motorists. In that case, the CTC may take whatever action is necessary to insure the safety of all concerned. If no policy exists and for TD passengers, the CTC will deal with behavioral problems including, but not limited to: fighting, intoxication and abusive behaviors as follows:</p> <p>First incident, a written warning to advise the person or his/her parent, guardian or responsible agency that an incident has occurred. (Unless the First Incident is of a serious, life threatening nature, then skip immediately to Step 2. It is also understood that the Driver may call 911 if</p> | <p><u>The CTC reports this to the LCB on a case by case basis.</u></p> |

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| | <p>ever needed.</p> <p>Second incident, the CTC will meet with all concerned parties and decide if transportation on the para-transit system is appropriate.</p> <p>Third incident, the CTC will meet with all concerned parties and decide if transportation on the para-transit system is appropriate.</p> | |
| Monitoring | The LCB will evaluate this at its quarterly meetings. | |
| Policy | 2.15 Compliance with HIPPA | |
| Compliance | The CTC is compliant with HIPPA regulations. | <u>CTC is in compliance with HIPPA</u> |
| Monitoring | As required | |
| Policy | 2.16 Use of Scooter Mobility Devices | |
| Compliance | Good Wheels is unable to transport clients in scooters because they cannot be secured safely in our vehicles. Passengers who ride in scooters must be able to transfer to a seat or use an approved wheelchair when being transported by Good Wheels, Inc. This is a safety issue and we are concerned for your safety as well as other passengers and our driver. | <u>Monitored during bus rides. Compliant.</u> |
| Monitoring | As established | |
| Policy | 2.17 Definition of Group Trip | |
| Compliance | A group trip shall be defined as 5 individuals or more. | <u>Monitored during bus rides. Compliant.</u> |
| Monitoring | As established | |

Program Updates and Distribution Items

1. An updated calendar of upcoming LCB meetings is provided.

Calendar of Upcoming Events for the Lee County Local Coordinating Board

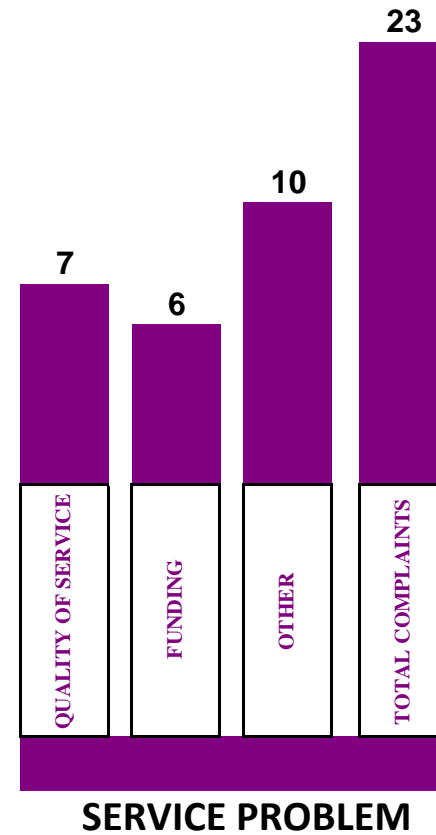
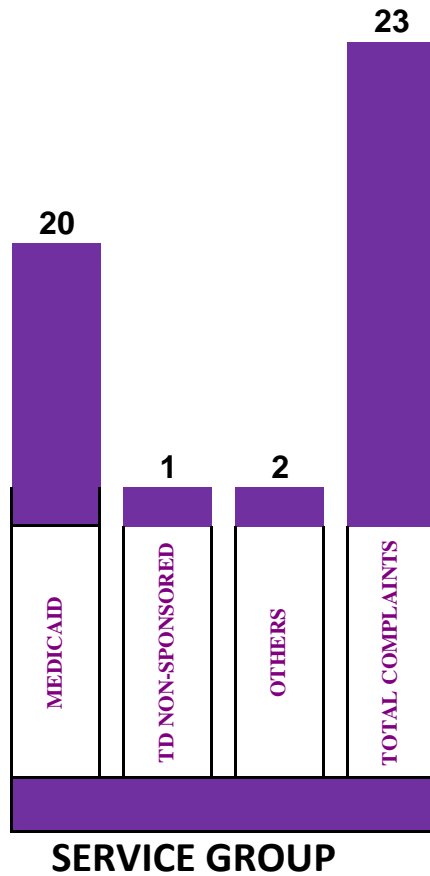
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| February 2014 | Evaluation Committee meets at Good Wheels to conduct CTC evaluation. |
| March 2014 | LCB Regular Business meeting March 7 th at 10:00 a.m. Planning Agency submits TDSP minor update draft to LCB board for review and FTA grants. |
| April 2014 | Planning Agency updates the TDSP and finalizes the draft CTC evaluation. |
| May 2014 | Planning Agency submits TDSP minor update draft to LCB board for approval. Draft minor update of TDSP submitted to Lee County MPO Technical Advisory Committee, Citizen Advisory Committee and Lee County MPO Board for their endorsement. LCB Meeting May 2 nd . |
| June 2014 | June 6, 2014 (if necessary) Planning Agency staff submits final approved TDSP to the Commission for the Transportation Disadvantaged. |
| July 2014 | TD Conference (Details will be forthcoming) |
| August 2014 | Prepare AER. |
| September 2014 | LCB Meeting September 5 th at 10:00 am. Review AOR, AER and Bylaws. TDSP update. |
| December 2014 | LCB Meeting December 5 th at 10:00am. Election of Vice-Chair and appointment of CTC Evaluation Committee. Begin draft TDSP preparation. |

GOOD WHEELS UPDATES AND REPORTS

1. Ridership and complaints for January through March 2014
2. Operator Payments
3. Medicaid Update



COMPLAINTS RECEIVED JANUARY 2014 - MARCH 2014 LEE COUNTY





LEE COUNTY RIDERSHIP JANUARY 2014 - MARCH 2014

