

2013 - 2014

*Transportation Disadvantaged Service Plan  
and  
Human Service Transportation Coordinated Plan*



PALM BEACH COUNTY, FLORIDA

COMMUNITY TRANSPORTATION COORDINATOR

*Prepared by Palm Tran Connection and  
Palm Beach Metropolitan Planning Organization*

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**I. Contents**

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II. FOREWORD..... 3

III. DEVELOPMENT PLAN..... 3

    A. History and Overview ..... 3

        1. Background of the Transportation Disadvantaged (TD) Program ..... 3

        2. Background of the Human Services Transportation Coordination Plan (HSTCP) ..... 4

        3. Designation Date/History of the County’s Program ..... 6

        4. Organizational Charts ..... 8

        5. Transportation Disadvantaged Local Coordinating Board Certification ..... 8

        6. Consistency Review of Other Plans ..... 9

    B. Service Area Profile and Demographics..... 11

        1. Service Area Description..... 11

        2. Demographics ..... 11

        3. Service Analysis..... 14

        4. Goals, Objectives, Strategies and Implementation Schedule ..... 17

IV. SERVICE PLAN ..... 18

    A. Operations Element ..... 18

        1. Types, Hours and Days of Service ..... 18

        2. Accessing Services..... 20

        3. Transportation Operators and Coordination Contractors..... 26

        4. Public Transit Utilization ..... 27

        5. School Bus Utilization ..... 28

        6. Vehicle Inventory ..... 28

        7. System Safety Program Plan Certification (SSPP) ..... 29

        8. Inter-County Services..... 29

        9. Emergency Preparedness and Response ..... 29

        10. Marketing..... 29

        11. Acceptable Alternatives..... 30

        12. Service Standards..... 30

        13. TD Trip Rates..... 36

V. QUALITY ASSURANCE ..... 36

VI. APPENDIXES..... 35

    A. Appendix A - Coordinated Contracts Contact Information ..... 36

    B. Appendix B - Income Guidelines ..... 37

    C. Appendix C - Bus Pass Program Policies ..... 38

    D. Appendix D - System Safety Program Plan Certification ..... 41

    E. Appendix E - Organizational Charts ..... 42

<b>F.</b>	Appendix F - Local Grievance Guidelines .....	44
<b>G.</b>	Appendix G - CTC Evaluation .....	49
<b>H.</b>	Appendix H - Glossary of Terms and Acronyms.....	56
<b>I.</b>	Appendix J - Memorandum of Agreement .....	63
<b>J.</b>	Appendix L - Action Plan Report 2010 Update .....	75
<b>K.</b>	Appendix M - Submittal Letter .....	161
<b>L.</b>	Appendix N - Goals, Objectives, Strategies and Implementation Schedule .....	162
<b>M.</b>	Appendix O - TDSP Approval Letter .....	165
<b>N.</b>	Appendix P - Local Transportation Disadvantaged Coordinating Board Certification.....	166
<b>O.</b>	Appendix Q - Map One – Seniors by Census Block .....	167
<b>P.</b>	Appendix R - Map Two – Persons Below Poverty Level and Transit Routes .....	168
<b>Q.</b>	Appendix S - Map Three - Distribution of Minority Population by Census Block .....	169
<b>R.</b>	Appendix T - Vehicle Inventory.....	170
<b>S.</b>	Appendix U - Inventory of Available Transportation Services .....	175

## II. FOREWORD

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*Access to transportation for the disabled community is a basic civil right. ~ Ross Brereton, New Zealand's First Disabled Human Rights Commissioner ~*

The Transportation Disadvantaged Service Plan (TDSP) and Human Services Coordinated Transportation Plan (HSCTP) serves as a comprehensive operational guidebook outlining the services and service parameters that govern the public transportation in Palm Beach County, Florida. This document is continually refined and updated as new or enhanced policies, rules and procedures are adopted and implemented into daily operations.

Palm Tran provides the fixed-route bus service and Palm Tran Connection is responsible for meeting the paratransit needs for the citizens of Palm Beach County. Under the direction of the Board of County Commissioners in conjunction with the Palm Beach Metropolitan Planning Organization (MPO) and the Palm Beach County Transportation Disadvantaged Local Coordinating Board (LCB) with input from the user community, service is provided to eligible riders within Palm Beach County.

Palm Tran Connection provides client registration, eligibility verification, trip reservation, monitoring of complaints and commendations, trip scheduling and carrier contract management responsibilities. This coordinated effort allows for increased efficiencies across the board. Most clients are able to call one phone number for all of their paratransit needs.

The MPO is the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3).

SAFETELU (Safe, Accountable, Flexible, Efficient Transportation Act – A Legacy for Users), a Federal Surface Transportation Law, requires that a plan for a unified comprehensive strategy for transportation service be prepared throughout the country. The State of Florida has been in the forefront of such efforts. In

1979, Florida's Transportation Disadvantaged Program was created and reenacted in 1989. The Florida Transportation Disadvantaged Commission, now called the Florida Commission for the Transportation Disadvantaged, created Local Coordinating Boards (LCB) to enhance local participation in the planning and delivery of coordinated transportation services. Since both the State and Federal Laws require coordination of human transportation services, the following document incorporates the specific requirements of both.

[Appendix H](#) includes a Glossary of Terms and Acronyms to help better understand the terms used by Palm Tran Connection.

## III. DEVELOPMENT PLAN

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*Transportation for the disabled is a method of empowerment. ~ Rhoades Browning, Disabled Advocacy Trainer ~*

### A. History and Overview

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#### 1. Background of the Transportation Disadvantaged (TD) Program

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

In 1989, Chapter 427, Florida Statutes, was amended and reenacted. A Commission for the Transportation Disadvantaged (CTD) was established to meet the Florida Statutes requirement of coordinated transportation services for the transportation disadvantaged throughout Florida. The Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA) in each County was involved in the planning activities of their county programs. Each MPO would designate a county Community

2013 – 2014

Transportation Coordinator (CTC) in charge of their County's TD services. At that time, the MPO of Palm Beach County was designated the CTC.

Palm Tran's Memorandum of Agreement with the Commission for the Transportation Disadvantage is included as [Appendix J](#).

### **a) Chapter 427, Florida Statutes**

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From 1974 through 1979, two agencies, the Department of Transportation (DOT) and the Department of Health and Rehabilitative Services (HRS), created an interagency agreement to begin coordination of transportation activities. By 1978, the Legislature was very much supportive of the concept of coordinated transportation. The Legislature created Chapter 427, Florida Statutes, in 1979. Created within the Florida Department of Transportation (FDOT) was a Coordinating Council who oversaw and reviewed what every state agency was doing and the TD funds expended in the area.

The Commission for the Transportation Disadvantaged was created by the Florida Legislature in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency located in the Department of Transportation for administrative and fiscal purposes. In all respects, the Commission operates independently with rule-making and budget authority. It also administers the Transportation Disadvantaged Trust Fund, which is currently generating \$44,203,290 annually for the Commission's operations and a statewide local grants program for the delivery of transportation services. Over \$2.6 million is allocated for Palm Beach County.

### **b) Florida Administrative Code 41-2**

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To implement the provisions of Chapter 427, Florida Statutes, a series of rules and regulations were developed and adopted in 1989 and amended and adopted in 1992 and 1993, as Rule 41-2, Florida Administrative Code. This code details the day-to-day requirements and responsibilities for activities mandated under Chapter 427, F.S.

### **c) Americans with Disabilities Act**

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On July 26, 1990, Federal Civil Rights Legislation was signed into law. The Americans with Disabilities Act of 1990 (ADA) mandated equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. The ADA had a significant impact on the services transit offers, the way it conducts business and the equipment it uses. The requirements for transportation within the ADA are similar to the provisions of Chapter 427 and implement a proposed Rule including requirements for providing paratransit services for disabled individuals.

## **2. Background of the Human Services Transportation Coordination Plan (HSTCP)**

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The importance of paratransit services can be measured in the fact that this is an area where supply drives demand. ~William S. Lind, Conservative Transit Advocate~

### **a) Safe, Accountable, Flexible, Efficient Transportation Act - A Legacy for Users (SAFETEA-LU)**

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SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Act-A Legacy for Users), is a Federal Surface Transportation Law. SAFETEA-LU requires a Human Service Transportation Coordinated Plan (HSTCP) be developed in all regions of the Country. The Plan is to include priorities and projects for three (3) Federal Transit Administration (FTA) programs if the regions are to receive funding from any of the three (3) programs. The programs are the following: 1) Elderly Persons and Persons with Disabilities (Section 5310); 2) Job Access and Reverse Commute (Section 5316); and 3) New Freedom Program (Section 5317). SAFETEA-LU requires a greater role by the metropolitan planning organizations in the coordination of specialized transportation services.

## b) *HSTCP Key Elements*

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The HSTCP is to be developed with the assistance of a Human Service Transportation Coordination Task Force. The HSTCP has five (5) key elements:

- (1) Provide overview of all existing transportation services;
- (2) Identify gaps in services for persons with disabilities, older adults and low-income populations;
- (3) Identify strategies for addressing gaps;
- (4) Identify coordination opportunities; and
- (5) Prioritize implementation strategies.

## c) *Federal Transportation Administration Programs*

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It is easier to do a job right than to explain why you didn't. ~ Martin Van Buren ~

### (1) Section 5310: Elderly and Persons with Disabilities Grant Program

Elderly and Persons with Disabilities Grant Program (5310) is a Federal Program administered by the Florida Department of Transportation (FDOT). The purpose of the grant program is to assist Non-Profit Agencies and Community Transportation Coordinators purchase small buses or vans to transport their elderly and/or disabled clients. This grant program does not cover operating expenses.

Capital costs associated with the purchase of vehicles are funded at 80% of costs by the 5310 Program. 10% is funded by FDOT and the remaining 10% to be funded by the applicants that receive an award.

This Grant Program is offered annually. Application deadlines are usually early in the calendar year.

### (2) Section 5316: Job Access & Reverse Commute (JARC)

The Federal government allocates funds to the State of Florida for the Job Access & Reverse Commute (JARC) Program. Florida Department of Transportation (FDOT) Administers the Program. Two goals of this Program are to improve access to employment for low-income individuals and also to improve access to suburban employment opportunities for residents of urbanized and non-urbanized areas. Eligible applicants are private nonprofit organizations, state or local governmental authorities, Community Transportation Coordinators, and operators of public transportation services, including private, for-profit operators of public transportation services. Examples of eligible operational related projects are extension of night and weekend transportation services, shuttle service, demand-responsive van service, and ridesharing activities. Examples of capital related projects are subsidies for purchase or lease of vehicles, local car loan programs, acquisition of Geographic Information Systems, and implementation of Intelligent Transportation Systems.

The South Florida Regional Transportation Authority's Planning Technical Advisory Committee (SFRTA) reviews the proposed project requests. SFRTA endorses a ranking of the projects submitted to FDOT for final disposition.

### (3) Section 5317: New Freedom Grant Program

The Federal Government has three different program funds it allocates to the State of Florida Department of Transportation (FDOT) to administer. One is called New Freedom. The goal of this program funding is to support operating and capital costs of new and expanded public transportation mobility options for people with disabilities that go beyond Americans with Disabilities Act (ADA) requirements. Eligible applicants are private non-profit organizations, State and Local Governmental authorities and public and for-profit transportation operators. Examples of eligible project costs are new public transportation services beyond ADA requirements, accessibility improvements to transit and stations, purchase vehicles to support new accessible taxi service, and support new mobility management and coordination programs.

Bi-yearly projects are submitted to the South Florida Regional Transportation Authority's Planning Technical Advisory Committee (SFRTA) for review. SFRTA endorses and ranks the projects and submits them to FDOT for final disposition.

*Transportation is the one thing that a disabled person's life hinges on. ~Dave Evans, Advocate for the Disabled~*

### 3. Designation Date/History of the County's Program

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The Palm Beach County Board of County Commissioners (BCC) was designated as the Coordinated Community Transportation Provider (CCTP) by the MPO in 1981. In 1985, the first Memorandum of Agreement (MOA) was signed with the State TD Coordinating Council. September 1, 1987, was the initial date for service by SpecTran, the County's non-sponsored, fare-based paratransit system. In October 1987, a contract with Health and Rehabilitative Services (HRS) was executed for transportation of Riders eligible for the Community Care for Disabled Adults Program (CCDA) and in January 1988, the Older Americans Act contract went into effect under the CCTP.

In March 1990, the MPO appointed representatives to a newly established Palm Beach County Local Coordinating Board as stipulated in Chapter 427, Florida Statutes. The Board decided that it would be in the best interests of the program if a Technical Advisory Committee (TAC) was formed. The County's program efforts would need to address rural as well as urban needs. A TAC was formed and held its first meeting in July 1990. Their responsibilities were to review ongoing operational, structural and contractual activities and provide recommendations to the Board.

The MPO was also charged with the appointment of the local Community Transportation Coordinator (CTC) for Palm Beach County. The MPO appointed itself as the CTC on August 16, 1990 and charged its Director with carrying out the responsibilities of the CTC. The operations would be brokered out and the County would do the administration/registration and scheduling of trips. The MPO's first MOA was approved by the CTD in March 1991. The first two sponsored contracts were signed in June 1991. Both contracts were with the Health and Rehabilitative Services programs. In January, 1992, the first non-sponsored contract was signed.

In order to combine Medicaid, TD, ADA, and Senior Transportation trips effectively, the BCC began a

2013 – 2014

process in November 1997 to advertise for a new management company and service providers. During this changeover period, the CTC continued to operate the TD program and agreed to: Formalize the bus pass distribution system; and Revise the fare structure. In the spring of 1998, the Board of County Commissioners voted to charge a \$1.00 co-pay fare for ADA riders. The Palm Beach County Local Coordinating Board (LCB) similarly voted to have a \$1.00 fare for TD Riders; and the LCB implemented a subsidy plan for those at 100% poverty level or below that could not afford the fare.

In May of 1997, the BCC directed staff to prepare a Request for Proposals (RFP) to hire a firm to manage and provide services for ADA and TD. The RFP was released in August and in October staff recommended the award to ATC - Intelitran. Because of legal action by the operator and at the advice of the County Legal Department, the BCC canceled the award and directed staff to develop a system that would include multiple operators. Staff recommended the County issue a new RFP for a management/scheduling firm and Invitation for Bid's (IFB) for multiple providers. Because of this process, AHCA (Medicaid) determined it would be included in this coordinated system.

After a Selection Committee Review Process that was based on written proposals, in-person interviews and a cost analysis, staff recommended ATC - Intelitran. On June 26, 1999 the BCC accepted the designation as CTC (doing business as Palm Tran) and directed staff to begin planning for the transfer of CTC responsibilities from the MPO to Palm Tran.

The County executed contracts with new providers to go into effect October 1999. The BCC approved the Service Plan. ATC - Intelitran began accepting and scheduling Medicaid trip requests and Division of Senior Services (DOSS) trips on their existing vehicles.

Unfortunately, service deteriorated to the point that the management contract with ATC - Intelitran was terminated in January 2000 and Palm Tran staff recommended resumption of management responsibilities. By July 2000, Palm Tran assumed all management responsibilities for the paratransit program and has been the CTC ever since.

Prior to 2004, the Agency for Health Care Administration (AHCA) utilized providers, including

Community Transportation Coordinators, who billed AHCA directly, to operate the Medicaid Non Emergency Transportation Program (NET) in the state. To contain costs the 2003 Legislature reduced funding for Medicaid transportation. AHCA therefore attempted to implement this reduction by capping the amount of funds available and entered into an Agreement with the Commission for the Transportation Disadvantaged to manage and administer the program.

On January 1, 2005 Palm Tran Connection became the gatekeeper for the NET program in the County. This required Palm Tran Connection to verify beneficiary's Medicaid eligibility, verify the trip purpose, and utilize the most appropriate and cost-effective mode of transportation (paratransit or fixed-route). In addition to maintaining the eligibility data, protecting the confidentiality of the records, making documentation available for auditing purposes and maintaining encounter data for each one way trip Palm Tran must provide the required billing reports to the Commission for the Transportation Disadvantaged.

On February 13, 2005, Palm Beach County entered into a seven year paratransit contract with Palm Beach Metro Transportation, MV Transportation, and Two Wheels Transportation.

On January 1, 2006 Medicaid HMO transportation became the responsibility of the respective HMOs. Previously, all Medicaid Non-Emergency transportation was performed by Palm Tran Connection. On May 1, 2007, the BCC voted not to renew Palm Beach County's contract to provide the Non Emergency Transportation for the Medicaid program in Palm Beach County on July 1, 2007. On June 30, 2007, Palm Tran Connection performed the last of the Medicaid trips and entrusted the program to the new Palm Beach County provider. MV Transportation was assigned by the TD Commission to provide the Medicaid service in the county.

In July 2007, the BCC voted to discontinue two programs: the County Senior Transportation Services program and the Board of County Commissioners program. The BCC also voted to increase the ADA and TD fare to \$3.00, charge \$5.00 for a 31 Day TD bus pass and \$1.00 for a TD 1 Day bus pass and charge \$.75 for riders to use their ADA ID card to use the fixed route.

2013 – 2014

On October 1, 2008, there were two changes to the TD program. The TD Subsidy Program (TDS) Eligible Customers no longer ride for free; they are now required to pay a \$2.00 fare for each one-way trip. The second change effected the prioritization of trips. Limited daily trips were provided under the purposes of Visitation, Recreation, Religion, Community Service, Non-Food Shopping, Library, Leisure Travel and Other Non-Essential TD Trips. Trips were booked on a first come first serve basis. This change did not affect trips provided for Medical, Employment, Food Shopping, Nutritional, Adult Day Care, Educational and Training purposes.

Also, in October of 2008, Palm Tran Connection reduced its service hours to match the hours of operation for fixed route.

On October 1, 2009, the TD subsidy program was ended, requiring all customers to pay the \$3.00 fare per one-way trip. Also, the prioritization of TD trips was ended, removing any caps on TD service. Staff began working with the Division for Senior Services in order to schedule routes in a more effective manner based on new arrival and departure times. These increased efficiencies have reduced the number of vehicle providing DOSS service by fifteen.

June 26, 2012, the Board of County Commissions approved the new contract with Metro Mobility Management Group to be effective August 13, 2012. This contract provided major changes in the way Palm Tran Connection operated. These changes include; a five year contract term, one prime carrier with three DBE subcontractors, Connection will schedule at least 60% of the trips and the remaining trips will be given to the carrier to schedule and provide, dedicated and non-dedicated vehicles and the contractor will be allowed to supply alternative vehicles, including sedans, minivans and alternative fuel vehicles.

During Palm Tran Connection’s time as Community Transportation Coordinator, we have been recognized with the following awards:

- ⇒ Palm Tran Connection – 2003 CTAA Excellence in Service Award.
- ⇒ Dennis Dee – 2003 CTD Sheila Winitzer Award.

- ⇒ Dave Evans – 2004 CTD Volunteer of the Year.
- ⇒ Palm Tran Connection – 2006 CTAA Excellence in Service Award.
- ⇒ Palm Tran Connection – 2006 Urban CTC of the Year.
- ⇒ Palm Tran Connection – 2008 CTD Scheduler of the Year.
- ⇒ Two Wheels – 2008 CTD Operator of the Year.
- ⇒ Hector Pezzuto – 2009 CTD Driver of the Year.
- ⇒ Palm Tran Connection – 2009 Innovation of the Year.
- ⇒ Palm Tran Connection – 2009 Urban CTC of the Year.
- ⇒ Finance Team, 2010 Golden Palm Awardees.

#### 4. Organizational Charts

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Organizational charts outlining the provision of services in Palm Beach County are included within [Appendix E](#). This has been broken out into two sections, the TD Program Concept Chart and Palm Tran Connection’s Organizational Chart, to give the broader scope of services.

#### 5. Transportation Disadvantaged Local Coordinating Board Certification

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Every County in the State of Florida has a designated Transportation Disadvantaged Coordinating Board (TDLCB). Membership is established pursuant to State of Florida Rule 41-2.012 (3) F.A.C. Voting membership of the TDLCB consists of an elected official serving as the Chair, advocates representing citizens, elderly, and persons with disabilities, and local and state representatives of agencies. The TDLCB is staffed by the MPO and Planning Staff of Palm Tran Connection in Palm Beach County.

A primary responsibility of the TDLCB is to annually evaluate the CTC which the Commission for

Transportation Disadvantaged (CTD) may then approve. Each TDLCB is an advisory body to the CTC. Other responsibilities of the TDLCB are to identify local service needs and provide information, advice and direction to the CTC.

Yearly, or as often as needed due to membership changes, the MPO Board signs and provides the CTC a Certification of current membership representation as stipulated by Rule. The most recent TDLCB Certification is provided as [Appendix P](#).

## 6. Consistency Review of Other Plans

As required for the Transportation Disadvantaged Service Plan, the following six documents have been reviewed. Consistency with these plans was assured through the efforts of and working with Palm Tran staff and staff of the Palm Beach Metropolitan Planning Organization (MPO).

*The foundation stone of the whole scheme is service. Service to the people, a service that will lighten, brighten, and make more profitable the lives of the majority who do the necessary work of the world. ~ Source Unknown ~*

### a) Palm Beach County Comprehensive Plan

It is the goal of Palm Beach County to provide an interconnected multimodal transportation system which moves people, goods, and services in a safe, efficient, convenient and economical manner with minimal adverse impact to the environment.

### b) Transit Development Plan

Kittelson & Associates & Associates, Inc., with assistance from Tindale-Oliver & Associates, Inc., completed a major update of the 2006-2016 Palm Tran Transit Development Plan (TDP) and produced the 2011-2021 Palm Tran TDP. Palm Tran operates the fixed-route transit and ADA paratransit system in Palm Beach County, Florida, and is required by the State of Florida to maintain an updated TDP to receive approximately \$4 million in annual funding. The TDP includes a description of the transit agency's vision for public transportation (which is a clearly defined set of

goals, objectives, strategies, and measures of effectiveness), a detailed assessment of transit needs, and a staged implementation plan that prioritizes improvements. The TDP also includes a review of existing operations and organizational structure as well as the development of a 10-year funding plan. The TDP is a policy document that integrates transit agency goals with those of adopted plans, including the Palm Beach MPO's Long Range Transportation Plan and the Palm Beach County comprehensive plan. The TDP update was completed with extensive involvement from the public (including on-board and mail-back surveys), Palm Tran staff, decision-makers, and other stakeholders.

*I believe a community is judged by the services that are provided to their senior and disabled citizens... I urge the leaders to consider the needs of their own future as disability and aging is natural. ~ Roberta (Rusty) VanSickle, Advocate ~*

### c) Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

Palm Tran Connection believes statistics show the effectiveness of the Palm Beach County TD program as it relates to meeting the goals set forth in the Five Year Plan. Rising costs and increased ridership are two major indications of a properly developed program. The Strategic Vision calls for public outreach strategies for full participation by stakeholders in the community, individuals from the public, private and non-profit sectors in the development and continuation of coordinated planning:

- ⇒ A coordinated, cost-effective, multi-modal system utilizing public-private partnerships,
- ⇒ A single, uniform funding system with a single eligibility process, and
- ⇒ Regional design and implementation of service.

### d) MPO Long-Range Transportation Plan

The Year 2030 Long Range Transportation Plan (LRTP) addresses several transit and alternative

transportation issues taking into consideration the expansion of Tri-Rail and Palm Tran Fixed Route bus routes.

In summary, the plan identifies the transportation improvements which lead to the development of an integrated inter-modal transportation system. The plan looks at the need for any major investment studies, the recommendation of the bicycle and pedestrian plans, any transportation enhancement activities, and identifies financing strategies to bring about the implementation of the plan. This report summarizes each element of the plan.

The update of the 2035 LRTP is completed. The update is expected to go before the MPO Board for approval in December of 2012. Emphasis will be placed on the Public Involvement Process (PIP) encouraging early and continual participation in the development of the 2035 LRTP.

#### e) *Transportation Improvement Program*

The County's Transportation Improvement Program (TIP) is a staged program encompassing a five-year period consisting of all regionally significant transportation improvements to all modes of travel in Palm Beach County. The TIP contains transportation projects funded by Federal, State and local sources located primarily on the State Highway System. The MPO approved the timetable for funding all projects involving public financial involvement.

#### f) *Public Participation*

Public participation plays a significant role in the development and updates of the TDSP and Human Services Transportation Coordinated Plan (HSTCP). SAFETEA-LU requires that the HSTCP be developed with involvement of representatives of public, private, and non-profit transportation services providers, human service agencies, representatives from low-income populations, persons with disabilities, and older adults. Projects in the HSTCP need to be prioritized with regional input in order to receive funding from the Federal Transit Administration (FTA) programs such as the Program for Elderly Persons and Persons with Disabilities (Section 5310), Job Access and Reverse

Commute Program(5316), and New Freedom Program (Section 5317).

Public participation is encouraged in many ways. At the quarterly Palm Beach County Transportation Disadvantaged Coordinating Board meetings, there is always opportunity for public comments and issues discussed in this document are discussed at every meeting. The Board representation is created under Chapter 427, Florida Statutes, and includes representation similar to that required by SAFETEA-LU. The Board provides input and direction for coordinated services. The Palm Beach County Transportation Disadvantaged Local Coordinating Board acts as the "Task Force" regarding human transportation services.

There are other regular meetings that address human transportation needs and provide opportunity for citizen input. The Palm Beach County MPO has a Citizen Advisory Committee and the County has a Palm Tran Service Board that monthly addresses both fixed route and coordinated transportation disadvantaged services. There is also a Palm Tran Service Board Paratransit Subcommittee that affords the opportunity for paratransit users to talk about the paratransit in Palm Beach County.

Information regarding meetings and reports are disseminated via various means such as US-mail, E-mail, TV/Radio announcements, newspaper articles and newspaper announcements. Palm Tran Connection has a Monthly Program Update that lists all the transportation meetings each month.

A one-day Palm Beach County Human Services Transportation Summit was held on December 14, 2012. The Summit provided an opportunity for human service agencies, transit users, local and state government representatives, public and private transportation providers, workforce organizations, transportation advocates and planners to collaborate, communicate, and brainstorm about what needs and gaps exist in the overall transit community. The Summit also provided an opportunity for participants to prioritize a list of those needs and gaps. A better understanding of transportation needs of the transportation disadvantaged and residents of the County was reached at the Summit. A Program of Projects and a Prioritization of Needs was developed in compliance with the requirements outlined in SAFETEA-

2013 – 2014

LU. A recommended Action Plan, included herein as Appendix L, with a list of prioritized needs, is provided. The list of needs and gaps are prioritized within three Federal funding programs: Elderly and Persons with Disabilities Program; Job Access and Reverse Commute Program; and New Freedom Program.

Public outreach activities coordinated by the Public Information Offices at Palm Tran, Palm Tran Connection and the Palm Beach Metropolitan Planning Organization (MPO) are documented and maintained by each agency. Areas addressed by the MPO include:

- (a) ADA Accommodations
- (b) Identify Stakeholders
- (c) Low-Income, Minority Populations
- (d) Outreach and Rider Education
- (e) Publicize MPO Activities
- (f) Partner with Outreach Professionals
- (g) Establish Speaker Bureau
- (h) Maintain Website
- (i) Produce & Distribute Newsletter
- (j) Conduct Information Workshops
- (k) Hold Open Houses
- (l) Maintain Citizens Advisory Committee
- (m) Outreach Services
- (n) Provide for Public Input at MPO Board Meetings
- (o) Allow Public Input at MPO Committee Meetings
- (p) Conduct Surveys
- (q) Conduct Focus Groups
- (r) Hold Public Meetings

A description outlining each area can be found in the 2008 MPO Public Involvement Plan and Strategy Guide at [www.pbcgov.com/mpo](http://www.pbcgov.com/mpo).

## B. Service Area Profile and Demographics

Because of the transportation services offered here in Palm Beach County, I am able to volunteer for different organizations and be a productive member of the community. ~ Bobby Valentine, Advocate for the Disabled ~

### 1. Service Area Description

The development of Palm Beach County began linearly along the Atlantic Ocean coastline with the

building of the Florida East Coast Railroad by Henry Flagler in 1895. Growth expanded westward as population increased and the demand for land grew. With an approximate area of 2,386 square miles total, Palm Beach County's urbanized area population, representing 96 percent of the total population of Palm Beach County, is concentrated along the Atlantic Ocean coastline. The County measures approximately 45 miles North to South and 53 miles East to West. Palm Beach County is considered the largest county East of the Mississippi River.

On the western border of the county the population is concentrated around the rural Belle Glade/Pahokee area along Lake Okeechobee providing a dramatic contrast to the urbanized areas along the coastline. Between the western edge of the urbanized area and the eastern limits of the county's western area lies an area of intense agricultural production.

## 2. Demographics

Because of the Palm Beach County paratransit program, I am able to be independent. The service has made it possible for me to remain active in my community and to advocate on behalf of others. ~ Richard Geombetti, Advocate for the Disabled ~

### a) Land Use

In the 2010 U.S. Census of Population, the population of Palm Beach County was over 1.3 million. Palm Beach County has 37 separately incorporated entities. The five (5) largest cities, West Palm Beach (8%), Boca Raton (7%), Boynton Beach (5%), Delray Beach (5%) and Palm Beach Gardens (3%) account for less than 29 % of the County's total area. Residents of the unincorporated areas of the County account for 45.5% of the total population.

The rate of population increase is a leading indicator of Florida's growth. Since 1950, Palm Beach County's population has increased an average of 57% each decade from 114,700 to 1,131,184 in the year 2000.

Due to the size of the county, the western cities are more than 45 miles from downtown West Palm Beach. Palm Tran is the only public transportation connecting

2013 – 2014

the western communities to the east. Palm Beach County is experiencing rapid development in the North County area, Royal Palm Beach/Acreage area, and in the farmlands west of Boynton Beach and Delray Beach. This growth is primarily low density or gated residential communities. Retail commercial development follows the residential with activity centers scattered throughout. 441/Route 7 has become a major thoroughfare and commercial hub. Redevelopment is occurring in the central county in Riviera Beach, downtown West Palm Beach, Lake Worth, Boynton Beach and Delray Beach.

Public Transportation (Palm Tran fixed-route and Tri-Rail) primarily services the heavily populated eastern part of the county. As the western population increases transit has slowly expanded west. Paratransit is available county-wide for eligible riders. Tri-Rail is the primary transportation option for North and South trips linking Palm Beach County with Broward County and Miami-Dade County.

The expansion west has created a barrier to transportation due to the popularity of gated communities. Along Jog Road and 441/Route 7 there are many gated communities, which are not accessible to fixed-route busses. Their only public transportation option is paratransit.

**b) Population/Composition**

Currently, citizens have a choice of lifestyles: they can live in town, in the suburbs or on a farm. Rapid population growth, threatens the County's ability to sustain natural resources, its agriculture base and diverse lifestyle choices. Fifty years of suburban growth have threatened to diminish the quantity and quality of urban, rural and even suburban lifestyle choices.

The following tables illustrate the population composition and age, sex and race composition in Palm Beach County. The Tables 1, 2, and 3 data were drawn from the U.S. Census Bureau.

*Everything starts with the customer. ~ L. V. Gerstner, Jr.*  
~

Table 1 - Population Composition

People and Income Overview for Palm Beach County includes an estimated 2010 population of over 1.3 million which ranks 28<sup>th</sup> in the United States. The population of Palm Beach County has grown at a rate of 46.5% since 1990, which ranks 346 in the United States.

Table 2 - Age, Sex, and Race Composition

AGE GROUPS	
Under 5	5.4%
Under 18	20 %
18 and older	79.6%
65 and older	21.6%
Median Age 43.5	
SEX	
Male	48.4%
Female	51.6%
RACE	
White	73.5%
African Amer.	17.3%
Hispanic Origin	19%
Asian	2.4%
Pacific Islander	0.1%
Other	4%
2 or More Races	2.3%
Amer. Indian	0.5%

Table 3 – Population by Disability and Age

Palm Beach County, Florida	Year 2010 U.S. Census	Percent of Total Population
<b>Resident Population</b>	<b>1,320,134</b>	
<b>Age 16-64</b>	<b>798,417</b>	<b>60.5%</b>
<b>Seniors</b>		
<b>Ages 65-74</b>	<b>130,427</b>	<b>9.8%</b>
<b>Ages 75-84</b>	<b>105,523</b>	<b>8%</b>
<b>Ages 85+</b>	<b>49,205</b>	<b>3.7%</b>
<b>Total</b>	<b>285,155</b>	<b>21.6%</b>

2013 – 2014

<b>Disability Status of the Civilian Non-institutionalized Population</b>	<b>Year 2007 BEBR</b>	<b>% of Total Population</b>
<b>Age 16-64</b>	145,812	11.26%
<b>Seniors</b>		
<b>Low Income Below Poverty Level</b>	19,438	1.50%
<b>Disabled, Non-institutionalized</b>	101,945	7.87%
<b>16-64 Employed</b>		
<b>With Disability</b>	78,890	
<b>Percent Disabled</b>		
<b>16-64 working</b>	61.94%	

**c) Employment**

The total Employment Growth Rate of Palm Beach County grew from 1.0% in 2002 to 4.1% in 2005. Population and employment trends form a dependent relationship. The growth of population in unincorporated areas led to a larger number of work trips made within lower density areas creating a greater demand for single-occupant vehicle travel. Additionally, the increase of jobs in suburban areas has made providing transit services difficult because of low densities. Table 4 depicts the labor force and employment for Palm Beach County.

Table 4 - Labor Force and Employment (Palm Beach County)

<b>People &amp; Income Overview (Palm Beach County)</b>	<b>Value</b>	<b>Rank in U.S.</b>
Households (2000)	474,175	26
Labor Force (persons) (2004)	639,916	28
Unemployment Rate (2004)	4.3	1809
Per Capita Personal Income (2003)	\$55,311	34
Median Household Income (2003)	\$53,500	407

Poverty Rate (2003)	10.2	2472
H.S. Diploma or More - % of Adults 25+ (2000)	83.6	839
Bachelor's Deg. or More - % of Adults 25+ (2000)	27.7	273
<b>Industry Overview (2004) (By Place of Work)</b>		
Covered Employment	560,215	42
Avg wage per job	\$43,777	195
Manufacturing - % all jobs in County	4.0%	2475
Avg wage per job	\$61,604	182
Transportation & Warehousing - % all jobs in County	2.0%	1669
Avg wage per job	\$42,906	697
Health Care, Social Assist. - % all jobs in County	12.6%	733
Avg wage per job	\$45,305	144
Finance and Insurance - % all jobs in County	4.4%	351
Avg wage per job	\$86,056	49

**d) Major Trip Generators/Attractors**

Attractors such as employment, medical appointments and shopping make the use of transit a viable alternative to paratransit when they are conveniently located along bus routes. Schools, shopping and employment centers, hospitals, etc. have been identified and are depicted along with the transit service area. Palm Tran utilizes major attractors, i.e., Wellington Green Mall, as timed transfer points for their system. Palm Tran schedules the routes to arrive and depart with limited layover time at transfer points. A significant issue in a rapidly developing county such as Palm Beach is that jobs and services follow the new residential construction, usually away from the traditional, established transit corridors.

The following represents the ten (10) largest trip generators, in descending order, in Palm Beach County; Palm Beach Habilitation Center, Gulfstream Goodwill Life Academy, North County Senior Center, Mid-county Adult Daycare, the VA Medical Center, the ARC, Boca Habilitation Center, Alzheimer’s Community Care West Palm Beach, Schwartz Dialysis Center and Goodwill

Industries. In addition, the four major malls in the county are another major attractor (Palm Beach Gardens, Boynton Beach, Wellington and Town Center malls). Mizner Park in Boca Raton, Atlantic Avenue in Delray Beach, City Place and Clematis Street in West Palm Beach, Legacy Place and Downtown at the Gardens in Palm Beach Gardens, and Abacoa in Jupiter are all major upscale entertainment/shopping areas that equate to heavy ridership.

Routes 1, 2 and 3 are our heaviest traveled fixed routes. They cover the major north/south corridors of the county and have the most convenient headways of as little as 20 minutes. Route 1 runs on Federal Highway/Dixie/Broadway otherwise considered Route US 1. The route 2 runs on Congress Avenue and the Route 3 runs on Military trail.

*e) Inventory of Available Transportation Services*

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See [Appendix U](#)

**3. Service Analysis**

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*It is more important to be of service than successful.  
~ Robert Kennedy Jr. ~*

*a) Forecast of TD Population*

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Palm Beach County population is estimated to be over 1.3 million. The TD population, as represented in Table 5, for 2011 is estimated to be near 119,000 being composed of the most vulnerable citizens: seniors, disabled, low-income, and children at risk. It is difficult to forecast this population. An individual could be classified as belonging in more than one of the category descriptions. Table 5 shows TD population forecasts thru 2014.

Table 5 - Palm Beach County Transportation Disadvantaged Population Projections, 2011 through 2014.

2013	123,740
2014	126,215
2015	128,739
2016	131,314

**(1) Seniors**

Palm Beach County has a large senior population. Over 8%, 262,000, senior individuals are estimated to be living in the County in 2011. More than half of the Palm Tran CONNECTION riders are seniors. [Appendix Q](#) shows the residence of seniors. One can see that large segments of the senior population do not live within walking distance of Palm Tran's bus routes.

**(2) Persons with Disabilities**

The TD program is to be used as the last resort for mobility needs. For 2012, the US Census Bureau estimated 224,178 disabled individuals would live in the County this year. It is difficult to forecast how many disabled individuals will need door-to-door service in 2012. While many may be disabled, they are able to be self-sufficient in meeting their mobility needs.

**(3) Low-income**

Low income is defined as at or below the Federal Poverty Level. Unemployment in Palm Beach County is over 10%. It is estimated that over 14% of the population is living in poverty. Poverty is defined as being very poor, having low-income or no income. It is this population that represents the major users of the TD Bus Pass Program.

Pockets of low-income housing are scattered through the County. According to the 2000 Census, 7.6% of households in the county have an income less than \$10,000 a year. These areas are found in the older coastal cities of Riviera Beach, West Palm Beach, and the center of Belle Glade. The MPO estimates the demand for TD trips will escalate approximately 2% per year or at essentially the same rate as the expected increase in the general population.

The Map depicting 2010 Census shows people living below the poverty level, with the transit route network overlaid, shows how much of the population had access to the transit system ([Appendix R](#)). One assumes that the geographical areas of poverty concentration remained the same and have expanded. One can see that the Glades area has the highest concentration of poverty. This of course is due to the migratory workers. The [Appendix S](#) depicts minority population of the 2000

Census showing that the minority population closely resembles the location of individuals living below the poverty level.

#### (4) Children who are disabled or high-risk

US Census estimates 21% of the population is 18 and under. It is estimated that over 6,000 children, ages 5 to 15, can be defined as disabled in the County. There is no true forecast of how many children are without transportation as many are being accommodated by family members, friends, or special social service agencies addressing the disabled community.

#### b) Needs Assessment

The fixed route bus system has made vast improvements in serving areas of greatest need. In the face of rapidly escalating costs for door-to-door paratransit service, the emphasis is being placed on greater use of fixed route transit for the disabled. Increased usage of our Bus Pass Program is beginning to have a positive impact on fixed route usage. Palm Tran offers TD riders the option to take advantage of the Palm Tran fixed route bus system through our successful bus pass program. The FY 2012 Bus Pass summary is:

- ⇒ 8,291 TD 1 Day Passes equating to an estimated 16,582 trips with an estimated cost savings versus the cost of comparative paratransit trips of \$439,423.
- ⇒ 83,578 TD 31 Day Passes equating to an estimated 3,343,120 trips with an estimated cost savings versus the cost of comparative paratransit trips of \$80,081,335.
- ⇒ Total Estimated savings for TD Bus passes equate to \$80,520,758.

Current statistics indicate that for FY 2011 Palm Tran Connection processed 10,412 eligibility applications: 10,349 were eligible, 9,707 were new clients, 63 were denied/incomplete and 705 of them were recertifications. Palm Tran Connection is averaging over 809 new applicants a month during the last Fiscal year. There were no TD or ADA appeals.

Palm Tran Connection has over 35,000 eligible riders in their data base with 29,000 active riders. This number includes TD and ADA riders as some riders qualify for more than one program. Statistics have indicated that each TD Rider averages 41 trips per year.

As shown in the Forecasting of the TD population, there may be more than 10% of Palm Beach County's population in need of transportation services. Either unable to use the fixed route system or afford the fixed route system, these individuals needs could possibly go unmet. The (3) three maps in Appendices [Q](#), [R](#) and [S](#) provide a visual insight of the conditions that exist.

#### (1) Seniors

[Appendix Q](#) shows where the clusters of the senior population live. The map shows that a large percentage of seniors do not have access to the fixed route bus system. As the senior population increases, lives longer, has more propensity to become disabled, the need for alternative transportation choices becomes more relevant. The map shows how the major clusters of seniors living in Palm Beach County do not live on or near the fixed route system.

#### (2) Poverty Level

[Appendix R](#) shows residents below the poverty level. Although the map shows that a large percentage of residents do live near a fixed bus route, one cannot assume everyone is able to use the bus system. The level of individual poverty could be so great that many individuals cannot even afford the bus fare. As addressed in this section, the County's Bus Pass Program is making great strides in assisting those in financial constraints.

#### (3) Minority

[Appendix S](#) shows the distribution of minorities in the County. The Federal Government requires Environment Justice be applied to planning and implementation of all public transit systems. Environmental Justice refers to an equitable spatial distribution of benefits to minority groups and the economically disadvantaged. There are still parts of the county where the fixed route system does not exist. In 2009 over 200 invitations were sent out inviting

2013 – 2014

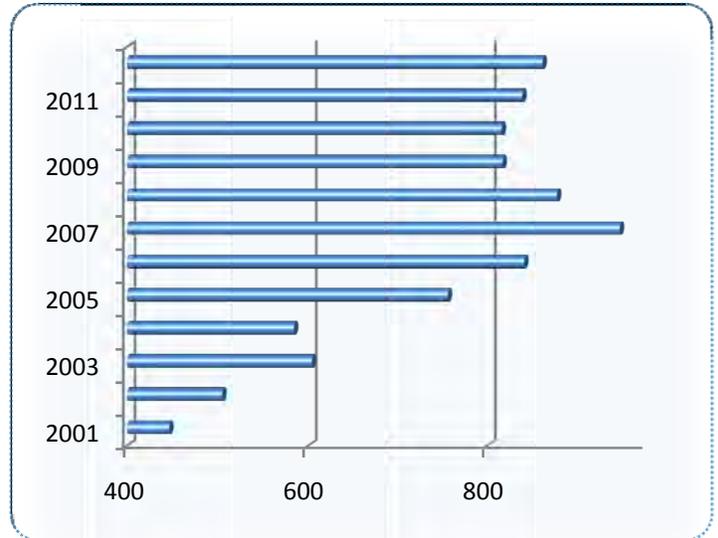
participation in planning transportation services. A one-day workshop was conducted by JoAnn Hutchinson, the United We Ride Ambassador for Federal Transit Administration, Region IV to assist in the development of an Action Plan that would address gaps, and identify strategies for coordination opportunities, and prioritize strategies for elimination of transportation gaps. Participants included transit users, local and state government representatives, public and private transportation providers, human service and workforce organizations, transportation advocates and planners, and members of the media. Yearly, the Action Plan is updated and included in this report.

**c) Barriers to Coordination**

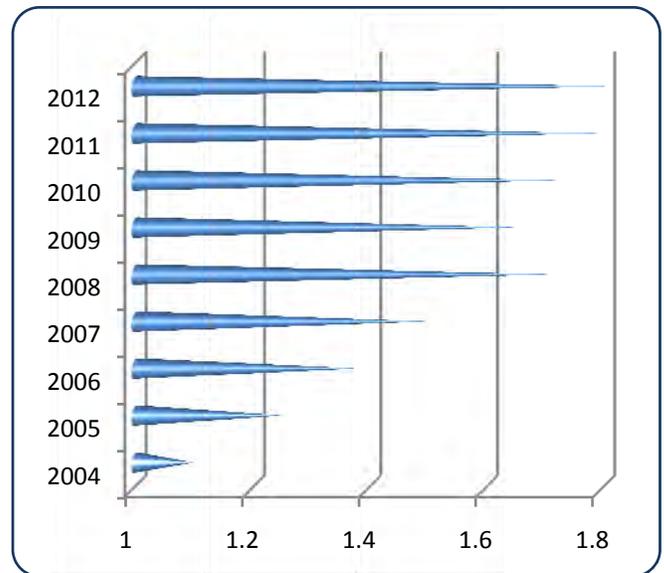
Most of the elements perceived as barriers to effective disadvantaged transportation in the past years have been moderated or eliminated. The use of a modified grid route system, timed transfer points, better access to Tri Rail, new equipment, and new operations and administrative centers have created a vastly better system.

Increased consumer confidence has resulted in unprecedented increases in paratransit ridership. Palm Tran Connection continues our goal of not denying any trips. Ridership during Fiscal Year 2011 was up 4% and has still increased 88% over the last twelve years. Connection is averaging over 3,100 completed weekday passenger trips. Our greatest challenge remains funding ridership needs.

The following chart shows the passenger growth from 2001 to 2011, as represented in increments of 100,000:



The greatest cost savings is achieved by multi-loading passengers. This efficiency factor is defined by the amount of passengers per hour on each respective paratransit vehicle. The Schedulers must go through over 163 routes a day to group trips manually. Comparing our most recent monthly data; our efficiency factor for the month of February has gone up for 8 of the past 9 years:



This improvement in productivity equates to an annual savings of over \$750,000 per year. This productivity is achieved while following the TD standard for adequate seating. Adequate seating is to be provided to each rider and escort, child, or PCA, and no more passengers than the registered passenger seating capacity is scheduled or transported in a vehicle at any time.

The Florida Commission for the Transportation Disadvantaged recognized Palm Tran Connection’s Scheduling Department as the best schedulers in the state by awarding them the Scheduler of the Year Award in 2008. The award was well deserved for their hard work and dedication.

The Schedulers have created innovative practices in improving the communication between the schedulers and the service on the road. Some of these innovations include:

- ⇒ Inviting the drivers of the routes in to review their routes and use that dialogue to improve the routing.
- ⇒ The Schedulers visit agencies such as the VA Medical Center, Habilitation Centers and other highly traveled agencies to insure effective routing for their customers.
- ⇒ Two schedulers are dedicated to the 28 Dialysis Centers we service to make sure the customers going to this life sustaining treatment are transported in the most expedient manner. They visit the centers and are in constant communication with the nurses and social workers.
- ⇒ The Schedulers routinely ride the routes to note the performance and make any necessary changes.
- ⇒ Continuously monitoring the total number of vehicles required for group trips by maximizing the vehicle capacities to match that of the demand and standardizing the drop off and return times for the group trips.

- ⇒ Diligently maintaining an anchored level of 95% or better for all subscription trips, whereby the trips are assigned to the same route. This methodology enables the service to have increased efficiencies for demand trips and provides for a high level of consistency for the subscription trips.

#### 4. Goals, Objectives, Strategies and Implementation Schedule

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“Palm Tran’s mission is to provide convenient, efficient, courteous, safe and affordable transportation services to the citizens, businesses and community-based organizations of Palm Beach County.” This mission extends to all individuals traveling within Palm Beach County including the transportation disadvantaged. In fact, one of Palm Tran’s published guiding principles is to “promote accessibility to all citizens of Palm Beach County, including people with disabilities, senior citizens and the disadvantaged, through discounted fares, accessible buses and door-to-door paratransit service in accordance with state and federal requirements.”

With this mission in mind, Palm Tran is committed, on behalf of Palm Beach County, to ensure that accessible and cost-effective transportation solutions are available to the transportation disadvantaged in Palm Beach County. To this end, Palm Tran will strive to meet the following goals and objectives through the execution of the strategies outlined in this section.

Goal 1: Provide the highest level of accessible and available fixed route bus service to the Transportation Disadvantaged.

Goal 2: Increase the utilization of the fixed route system by those who are Transportation Disadvantaged and ADA.

Goal 3: Provide cost-effective door-to-door services for those transportation disadvantaged individuals who are unable to access the fixed route transit system.

Goal 4: Create relationships with agencies providing transportation services to the transportation disadvantaged that enhance and maximize coordination and cost effectiveness.

## (1) Fixed Route

Goal 5: Ensure that transportation services provided to the transportation disadvantaged are provided in the most appropriate and cost-effective manner possible, given the guidelines of Chapter 427, Florida Statutes and Section 41-2, Florida Administrative Code.

Goal 6: Establish policies and procedures that ensure program effectiveness and integrity.

Goal 7: Ensure Human Service Transportation Coordinated Plan is developed in compliance with all Federal regulations.

Goals, objectives, strategies and implementation schedule have been included with [Appendix N](#).

## IV. SERVICE PLAN

*Without transportation I would be a prisoner in my own home. ~ Norma Hermelin, Advocate for the Disabled ~*

### A. Operations Element

One of the requirements of SAFETEA-LU is to complete an overview of existing transit services, public, private, and non-profit. The Service Plan is a description of the operational components for the County's fixed route and paratransit system and coordinated contracts.

The Palm Tran Connection Rider's Handbook, which provides detailed information on the paratransit program, is included as [Attachment I](#).

#### 1. Types, Hours and Days of Service

*There are at least four things you can do with your hands. You can wring them in despair; you can fold them in idleness; you can clench them in anger; or you can use them to help someone. We should all be masters at lifting them up and making them feel better. ~ Source Unknown ~*

Palm Tran's bus fleet consists of 134 buses serving 35 routes and 3,400 bus stops providing over 10 million rides per year. The system reaches most of Palm Beach County's urbanized areas with three routes serving the western communities. In most instances, the headway between buses is 30 minutes during peak service and one hour during off peak and weekend service. The system has 17 timed transfer locations, where three or more routes intersect. In many instances, the wait between transfers is ten minutes or less.

The current system operates seven (7) days a week, Monday through Saturday from approximately 5:30 a.m. to 11:00 p.m. and Sunday service operates from 9:00 a.m. to 5:00 p.m. Riders need to check each route for specific starting and ending times. Fixed route bus transportation is provided every day except on the following seven (7) holidays: New Year's Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Palm Tran has purchased 43 new fixed route buses for 2011! These buses will replace buses purchased in 1999 and 2000 that have over 500,000 miles. Staying to our commitment to "Go Green", 23 of these buses will be hybrid. The hybrid buses use a combination of diesel and battery power. The battery powers the bus from speeds up to 30 miles per hour. And if the battery runs low, the diesel engine and regenerative brakes help re-power the battery. Palm Tran was the first transit agency in Florida to use bio-diesel fuel.

All fixed route buses in the Palm Tran fleet are fully ADA accessible and have bike racks. Free route maps and schedules are available at Palm Tran facilities, County Governmental Centers and Public Libraries. Customer Service is available to answer trip-planning questions by calling (561) 841-4BUS (4287) or 1-877-930-4287 (toll-free) six days a week from 6:00 a.m. to 7:00 p.m. Monday to Friday, 8:00 a.m. to 6:00 p.m. Saturday. Palm Tran's website can be found at: [www.palmtran.org](http://www.palmtran.org).

## (2) Paratransit

ADA and TD service hours are defined as Monday through Friday from 5:00 a.m. to 10:00 p.m., with the

first pick-up no earlier than 5:00 a.m. to 5:30 a.m. and the last pick-up no later than 9:15 p.m. to 09:45 p.m.

Saturday hours are 6:00 a.m. to 10:00 p.m., with the first pick-up no earlier than 6:00 a.m. to 6:30 a.m. and the last pick-up no later than 9:15 p.m. to 9:45 p.m.

Sunday hours are 8:00 a.m. to 6:00 p.m., with the first pick-up no earlier than 8:00 a.m. to 8:30 a.m. and the last pick-up no later than 5:15 p.m. to 5:45 p.m.

Service is not available on New Year’s Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

DOSS service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. with the last scheduled pickup of 4:30 p.m. DOSS service is not available on New Year’s Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas, and other official county holidays.

Palm Tran Connection will accept trip requests every day of the year (except major holidays) between the hours of 7:00 a.m. and 5:00 p.m. and other service calls during all hours when riders are being transported. During other times, Palm Tran Connection must provide an automated message which informs callers of the normal business hours.

Trip requests may be made up to five (5) days prior to travel. The local telephone number to reserve a trip is (561) 649-9838. The toll-free number is (877) 870-9849. Palm Tran Connection does not perform same-day service.

## a) *Subscription Service*

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Standing order service is a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner. Palm Tran Connection is required to provide Standing Order service in accordance with the following policies:

- ⇒ Once standing orders are arranged, riders do not have to continually call to arrange transportation. Standing Order trips may be held indefinitely as long as the guidelines herein are met.
- ⇒ Excessive cancellations and “no-shows” will not be permitted on Standing Order service. Upon the third “no-show”, the Standing Order trip will be forfeited. (This requirement does not apply in cases where the late cancellation or “no-show” is due to factors beyond the control of the rider such as an unforeseen illness).
- ⇒ Standing order trips may not be changed more than one time per month. A change is defined as a temporary change to the days of travel, pickup time and/or address and/or the drop-off time and/or address.
- ⇒ In general, standing order trips may not be modified, i.e., a permanent change in, the travel days, the pickup time and/or address or the drop-off time and/or address. Changes of this nature will result in the cancellation of the old standing order trip and an initiation of new standing order service. The request is subject to the policies outlined herein.
- ⇒ Notwithstanding, modifications will be accommodated which result from factors which are beyond the control of the rider and/or because of changes in employment.

- ⇒ Standing order service may be put on hold for a specified amount of time (e.g., vacation, hospitalization).

## b) Group and Special Service Trips

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Special service is a request to transport a group of twenty-five (25) or more TD riders for a common purpose to a one-time event from a specified origin to a specified destination. Palm Tran Connection will accommodate the request only when both of the following conditions exist:

- ⇒ The requesting group provides written documentation that private providers cannot supply or do not desire to supply the Special Service request.
- ⇒ The trip does not interrupt or put undue pressure on TD coordinated program vehicles, or doesn't interfere with or detract from intent of provision of service for transportation disadvantaged persons.

Requests to transport a group of less than twenty-five (25) TD riders are subject to CTC approval on a case by case basis. Palm Tran Connection will not accommodate group requests which would interfere with or detract from provision of service for other transportation disadvantaged persons.

## 2. Accessing Services

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*Everyone needs to be valued. Everyone has the potential to give something back. ~ Princess Diana ~*

### a) Eligibility

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Palm Tran Connection will determine eligibility for paratransit programs and will enter eligibility information for each applicant (e.g. conditions, eligibility dates) into its paratransit database. Service will be provided the next service day after service eligibility has been determined and in compliance with existing state and federal guidelines. Certification by the applicant must be submitted to Palm Tran Connection. Licensed medical verification or proof of income level may be required. Palm Tran Connection will determine eligibility within twenty-one (21) days of receiving an application. Usually, applications are processed within one week of receipt.

Once eligibility has been determined, Palm Tran Connection will mail a letter to the applicant explaining eligibility determination, authorized services available, eligibility expiration, re-application process and the appeals process.

Applicants may request an application by calling (561) 649-9838, download an application from our website ([www.PalmTran.org](http://www.PalmTran.org)) or request an application in person at 3044 South Military Trail, Suite D, Lake Worth, FL, 33467. Palm Tran Connection Administrative offices are open Monday through Friday between 8:00 a.m. and 5:00 p.m.

The following rules will be utilized to correctly assign trips to the appropriate funding sources:

- ⇒ If a rider is only eligible to travel under one funding source, Palm Tran Connection will only provide trips to that rider under the funding source for which the rider is eligible.
- ⇒ If the rider is eligible under multiple funding sources, then Palm Tran Connection will try to determine if the trip can be provided by the most cost effective program first.

2013 – 2014

- ⇒ ADA trips must begin and end within the designated core ADA service area and must fall within fixed route service hours.
- ⇒ TD trips are limited to available funding and must be provided in accordance with the service area and hours of operation.
- ⇒ DOSS trips are reserved for customers north of Hypoluxo Road for nutrition trips only.

## (2) ADA

ADA service is shared ride in nature and is complementary to Palm Tran fixed route service.

Certification will remain in effect for three (3) years. Medical verification is required to become certified. ADA Transportation is provided within the core area and ¼ of a mile of a Palm Tran bus route during the same hours and days as Palm Tran fixed route bus service. To become eligible for ADA service, an individual must have a disability for which medical verification is required and that prevents them from riding the fixed route bus. An individual must first complete an ADA application to be determined eligible for service.

Even though an ADA customer may reside outside of the core service area, a trip is eligible as long as the origin and destination are within the core service area or within 3/4 miles of a fixed bus route. If either the origin or destination is outside of 3/4 miles of a fixed bus route, then the trip is not eligible.

Acceptable types of Health Care Professional who can complete the medical portion of the Eligibility Application include:

- ⇒ State Licensed Physician (M.D.)
- ⇒ State Licensed Osteopathic Physician (D.O.)
- ⇒ State Licensed Chiropractor Physician (C.D.)
- ⇒ Podiatric Physician (P.O.D.)
- ⇒ Licensed Physician’s Assistant (LPA)

⇒ Advanced Registered Nurse Practitioner (A.R.N.P.)

⇒ Licensed Clinical Psychologist

⇒ Licensed Physician Assistant (P.A.)

If a client is part of an Agency (for instance, Alzheimer’s Community Care) or Department (for example, DOSS), the medical portion of the eligibility application can be substituted by the client’s medical history report or medical diagnosis fact sheet signed and submitted by one of the above health care professionals.

## (3) TD

Transportation Disadvantaged (TD) is a State of Florida funded program authorized by Chapter 427 of the F.S. and is available for people who are transportation disadvantaged.

To become eligible for TD service, an individual must either meet the economic disadvantaged requirements of the TD program or have a disability which prevents them from riding the fixed route bus as defined by the ADA Program. The applicant must submit either proof of income or the medical verification form completed by a licensed physician with their completed application. Based on the information supplied, the application will be evaluated and their eligibility to use the TD program will be determined. Certification will remain in effect for one (1) year.

Federal Poverty Level Guidelines will be used to determine if the applicant is eligible for TD services. The applicant will be considered TD if under 150% of the Federal Poverty Level Guidelines. The fare is \$3.00 per one-way trip. For the income Guidelines please refer to [Appendix B](#).

Eligible TD riders fall under the following transportation options:

Low Income - TD riders who only meet the economic disadvantaged requirements and do NOT have a disability that prevents them from using the fixed route bus, and whose origin and destination are within the core area or 3/4 of a mile from a fixed route

2013 – 2014

bus route must use the fixed route system and will be eligible to purchase a 31 day unlimited bus pass for \$10.00 or \$15.00 (\$60.00 normal price) or a 1 day unlimited bus pass for \$1.00 (\$4.00 normal price).

Riders who meet the income criteria of the TD program – regardless of disability - and whose trip origin and/or destination are outside the core fixed route service area will be eligible for paratransit service under the TD program.

Disability Only/Low Income and Disabled - Riders that cannot access the fixed route due to a disability will be provided a paratransit trip.

#### (4) DOSS

Division of Senior Services (DOSS) is funded by Older American Act funds (through the Department of Elder Affairs and the Area Agency on Aging) and BCC funds for customers traveling to DOSS meal sites.

Registration for individuals 60 years of age or older is completed via application verifying the applicants age and verification that they are traveling to a DOSS meal site. Service is provided north of Hypoluxo Road for Nutrition Site trips only. Mae Volen Senior Center provides similar service south of Hypoluxo Road in Palm Beach County.

#### (5) Confidentiality

No Transportation Operator contracting with the Transportation Disadvantaged Program may disclose any information concerning a rider for any purpose not in conformity with local, state or federal regulations (45 CFR, Part 205.50). Information will be disclosed only under a court order or written consent of recipient or his/her responsible parent or guardian.

#### (6) Fares

⇒ The current ADA and TD fare for Palm Tran Connection is \$3.00 per one-way trip. The fare may be paid either in cash (exact change only) or with pre-purchased tickets. Palm Tran Tickets to Ride are available at Palm Tran Connection's office.

⇒ All Palm Tran Palm Tran Connection eligible riders over 8 years of age, excluding Personal Care Attendants (PCA's), are required to pay the full fare or as otherwise indicated on the manifest. Companions and escorts shall be required to pay the full trip cost for a one-way trip.

⇒ There is no fare for DOSS riders. However, the DOSS riders are offered the opportunity to contribute to their transportation through the DOSS Donation Process. In the first quarter of every year Palm Tran Connection shall send a letter to all eligible DOSS riders explaining how they can contribute to the cost of their transportation.

⇒ The fare amount and accepted method(s) of payment for transportation are defined by the CTC and are subject to change.

⇒ The manifests and schedules provide complete instructions to drivers concerning the amount of fares to be collected.

⇒ Transportation Operators are required to collect the fare specified on the manifest/schedule at the time of the vehicle's arrival to transport the rider.

⇒ The driver is not permitted to make change.

⇒ If a rider does not provide the appropriate fare, the driver is required to notify their dispatcher, and then the dispatcher will notify the CTC, who is responsible for determining whether or not the rider is to be transported.

⇒ Unless instructed otherwise, the Transportation Operators are prohibited from transporting riders who fail to present the appropriate fare unless failure to transport the rider would result in the rider being stranded away from home. In such instances, the Transportation Operator is required to transport the rider and then report the incident as a matter of rider misconduct which is subject to the rider misconduct provisions of the existing contract.

⇒ Drivers are absolutely prohibited from accepting gifts or gratuities of any kind, either as payment of a fare or in addition to the payment of a fare.

### (7) Appeals

Service will be provided if Palm Tran Connection has not made a determination within twenty-one (21) days or the applicant has appealed their initial eligibility determination. During the appeals process, service will be provided until such time a final decision is rendered.

Palm Tran will accept, hear and resolve appeals made by applicants of Palm Tran’s ADA Paratransit services. Appeals must be filed within 60 days of Palm Tran’s initial eligibility determination and/or from the date upon which Connection services are suspended. A copy of the appeals process is available by calling Palm Tran Connection.

Appeals must be filed in writing and sent to the following address:

Palm Tran Connection  
 Attn: Director of Palm Tran Connection  
 3044 South Military Trail, Suite D  
 Lake Worth, FL 33463

### (8) Multi-Lingual Programs

Palm Tran Connection’s Customer Service department is multi-lingual; accepting reservations in Spanish and Creole. Palm Tran Connection also produces a Riders Guide which is available in Spanish and English. In accordance with the provisions of the ADA, the guide is also available in alternate formats upon request.

### (9) Telephone System

Palm Tran Connection shall provide a telephone system which meets the following requirements:

- ⇒ Palm Tran Connection is available toll-free from anywhere in Palm Beach County.
- ⇒ Palm Tran Connection must answer reservation calls daily, except observed holidays. Service

calls will be answered during all hours when riders are being transported. During other times, Palm Tran Connection shall provide an automated message informing callers of normal business hours.

- ⇒ Palm Tran Connection shall provide a TDD (telecommunications device for the deaf) which may be accessed in the same manner and during the same hours as the rest of the phone system. In addition, this TDD must have the capability to record messages.

Palm Tran Connection shall electronically record all incoming telephone calls on any telephone lines used for accepting reservations and service related calls. Palm Tran Connection will store these recordings for a period of sixty (60) calendar days. Palm Tran Connection shall provide access to designated County and TDC staff and for the purpose of monitoring live calls and reviewing previously recorded calls to assist in the resolution of complaints and commendations. Calls shall be recorded in compliance with state and federal laws.

### (10) Service Denials

Palm Tran Connection’s goal is not to deny any eligible rider a trip. However, Palm Tran Connection has the right not to schedule a TD paratransit trip on the date and time requested if scheduling attempts reveal that no vehicles are available or if a trip within one hour before or after the time requested is refused by the rider.

At the beginning of each State of Florida fiscal year (July 1 through June 30), Palm Tran Connection will determine the Transportation Disadvantaged allocation for each of the twelve (12) months in the upcoming year. Palm Tran Connection may allocate each month’s funding in such a way as to ensure equity of service availability for each service day. Once this amount is established, Palm Tran Connection shall provide Transportation Disadvantaged service without issuing service denials. If a financial budget cap is exceeded, prioritization will be imposed.

## (11) Prioritization

Due to insufficient TD funding, trips shall be prioritized as listed below. This will remain in effect until there are sufficient additional program funds. To satisfy the demand for this service, trip prioritization is required. Weekday, Saturday and Sunday financial budget caps will be imposed on TD service. If a financial budget cap is exceeded, then prioritization for Medical Trips only will be imposed.

### TD Trip Priorities:

Priority 1: Critical Care Trips (including kidney dialysis, life-sustaining treatments)

Priority 2: Medical Trips (including medical appointments, pharmacy trips, etc.)

Priority 3: Nutrition Trips (including daily meals and grocery shopping)

Priority 4: Daycare and Employment Trips (including job interviews, training, volunteering, workshops for pay and education)

Priority 5: Other/Quality of Life Activities (including governmental, voting, recreational, religious and social support activities)

## (12) Scheduling

Palm Tran Connection shall schedule trips based on the following guidelines:

- ⇒ If the rider has requested a specific pickup time for an ADA trip, Palm Tran Connection may offer a negotiated scheduled pickup time up to one (1) hour before or after the time requested by the rider.
- ⇒ If the rider requests a specific appointment time for an ADA trip, Palm Tran Connection will schedule the rider to be picked up in sufficient time to reach their appointment. This schedule will contain sufficient travel time, based on the same travel time required as on a trip by Palm Tran fixed route, including transfer time.

⇒ If the rider is requesting a Transportation Disadvantaged trip, Palm Tran Connection will negotiate a pickup time with the rider based on vehicle availability. Once a pickup time is established, Palm Tran Connection will schedule the trip in accordance with the travel time standards associated with an ADA trip.

⇒ Scheduling of a one-way trip shall not include more than one transfer to another vehicle or mode of transportation within Palm Beach County.

⇒ ADA paratransit service may include requiring riders to transfer from one paratransit vehicle to another as part of the trip.

⇒ Trips scheduled under the DOSS program will be grouped in order to accommodate meal site schedules and to maximize multi-loading opportunities.

## (13) Windows

### ⇒ Pickup Window

The scheduled vehicle is required to arrive at the rider's origin within a thirty (30) minute pickup window as shown on the vehicle manifest. Riders must be ready and waiting to board the vehicle at all times during the thirty (30) minute pickup window. The pickup window occurs 15 minutes before to 15 minutes after the given pickup time.

### ⇒ Boarding Window

When the scheduled vehicle arrives with the scheduled pickup window, the rider has five (5) minutes to board the vehicle and to be seat-belted and/or properly secured. If the rider is unable to board within this "boarding window," the provider will be instructed to proceed with the route, and the rider will be charged with a "No Show." Riders who need additional time to board as a result of their disabilities may have additional time, based on prior approval from Palm Tran Connection on a case-by-case basis.

## (14) Customer Assistance

Paratransit service is door-to-door unless curb-to-curb transportation is specifically requested at the time of the reservation and indicated on the driver's manifest. Both ambulatory and non-ambulatory paratransit service is provided according to ADA rules and guidelines. ADA paratransit services may include requiring riders to transfer from one paratransit vehicle to another or to a fixed route vehicle as part of the trip. Palm Tran Connection does not accept same day reservations.

Drivers must assist riders, upon request, in getting to, on off and from the vehicle. This assistance may include:

- ⇒ Lending a supporting arm, guiding and assisting up or down steps.
- ⇒ Drivers may not assist riders in wheelchairs up or down more than one step.
- ⇒ Drivers are required to carry packages weighing not more than thirty-five (35) pounds in total.
- ⇒ Drivers are prohibited from lifting or carrying passengers and/or their children.

## (15) Service Complaints

- ⇒ Palm Tran Connection will record all complaints and will determine to whom the complaint should be directed for research and resolution.
- ⇒ When a Transportation Operator receives a complaint from Palm Tran Connection, the Operator is required to research the complaint with their personnel and take corrective action if necessary.
- ⇒ Transportation Operators are required to provide a written response to Palm Tran Connection as to how the complaint has been addressed as well as what corrective actions, if any, have been taken to avoid future complaints of the same nature. The Transportation Operator must provide the

driver's name and copy of the manifest with each complaint addressed.

- ⇒ Transportation Operators are required to respond to service complaints within five (5) business days.
- ⇒ If the complaint involves safety or serious misconduct, Transportation Operators are required to respond within twenty-four (24) hours or less.
- ⇒ Palm Tran Connection will review responses to complaints, and if it deems the response to be inadequate, will redirect the complaint to the Transportation Operator for further action.
- ⇒ In all cases, Palm Tran Connection is the final arbiter as to whether or not complaints have been adequately resolved by the Transportation Operator.
- ⇒ Palm Tran Connection will also record commendations; however, the Transportation Operator may also accept commendations directly. Operators are requested to notify Palm Tran Connection of all commendations received.
- ⇒ At the direction of Palm Tran Connection, designated Transportation Operator personnel may discuss specific complaints with the riders or their representatives. All Transportation Operator personnel are prohibited from taking any actions against any individuals who have made complaints in connection with this program.

## (16) Where's My Ride Calls

"Where's My Ride?" calls will be accepted from riders whose vehicles have not arrived within the scheduled pickup window. When Palm Tran Connection receives "Where's My Ride?" calls, they shall open up a ticket in the Remedy software to contact the appropriate provider and determine why the vehicle is late and tell the rider when it can be expected to arrive at the rider's location.

## (17) On-time Performance

- ⇒ Transportation Operators will be considered to be on-time when its vehicle arrives to transport the rider within the scheduled pick-up window as shown on the vehicle manifest/schedule.
- ⇒ On-time performance will be measured from data received on completed driver manifests/schedules, and may be supplemented with data from any form of monitoring, "Where Is My Ride" calls and customer satisfaction surveys.
- ⇒ Transportation Operators will be charged with a valid early vehicle complaint when its vehicle arrives to transport a rider more than fifteen (15) minutes before the scheduled pick-up window as shown on the vehicle manifest/schedule and requires the customer to travel early.
- ⇒ In these instances, Transportation Operators are required to wait until fifteen (15) minutes before the scheduled pick-up time as shown on the vehicle manifest/schedule before going to the rider's door; however, the rider is free to travel early if he/she is aware of the driver's presence and chooses to travel early.
- ⇒ Transportation Operators will be charged with a valid late vehicle complaint when its vehicles arrives to transport a rider more than fifteen (15) minutes after the scheduled pick-up window as shown on the vehicle manifest/schedule. In such instances, the rider will not be charged with a "Customer No-Show"

if he/she chooses not to travel with the Transportation Operator.

- ⇒ Transportation Operators will be charged with a missed trip when its vehicles arrive to transport riders more than sixty (60) minutes after the close of the pick-up window (which is 75 minutes after the pick-up time as shown on the manifest). The rider will not be charged with a "Customer No-Show" if he/she chooses not to ride with the Transportation Operator when the vehicle arrives more than fifteen (15) minutes after the scheduled pick-up window as shown on the manifest.
- ⇒ If the rider fails to board during this five (5) minute "boarding window", the driver shall notify the dispatcher who is responsible for charging the rider with a "No-show" into the computerized system (within five (5) minutes of the occurrence) and then directing the driver to continue with the route.
- ⇒ Drivers must leave a "No-Show" tag on any customer's door that is "No-Showed".
- ⇒ If a driver departs a pickup location without waiting the full five (5) minutes, fails to leave a "no-show" tag or does not make a good faith effort to locate the customer, a driver must be sent back within twenty minutes to pick up that customer. If another driver cannot be sent back within twenty minutes, a stand-by driver must be dispatched at no expense to Palm Tran Connection.

## 3. Transportation Operators and Coordination Contractors

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In 2011 Palm Beach County issued a Request for Proposals, seeking qualified Contractor(s) to provide door to door paratransit transportation services to Palm Beach County residents and visitors, including all resources necessary to provide such services as may be required by the CTC to meet the needs of the County's paratransit program. The following items were incorporated in the review and selection of the new transportation operators:

- ⇒ Capabilities and Qualifications of operator
- ⇒ Scope of Work
- ⇒ Price and Financial Strength
- ⇒ Safety and Training Program
- ⇒ Previous experience
- ⇒ Capacity and Quality
- ⇒ Management
- ⇒ Insurance and Performance Bond
- ⇒ Resources
- ⇒ Accident History
- ⇒ Contract Monitoring
- ⇒ Responsiveness to Solicitation

services for their clients. The TD Commission’s standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

All of Palm Beach County’s Coordination Contracts are currently on hold awaiting the Commission for the Transportation Disadvantage to issue the new standard contract.

Palm Tran Connection has Service Coordinators (road supervisors) that perform annual inspections, spot inspections and monitor random trips daily to make sure the Operators are in compliance with County, State and Federal regulations. In addition to the service coordinators, Palm Tran Connection has a Drug and Alcohol Coordinator that ensures the transportation operators as well as Palm Tran employees are following the Federal Drug and Alcohol Guidelines.

#### 4. Public Transit Utilization

The use of public transit is a cornerstone built into Palm Tran Connection’s Coordination Plan. Once it is determined that friends or family members cannot transport a TD rider for a specific non-sponsored trip request and the rider is functionally able to use the fixed route bus for a requested trip he or she will be offered a fixed route bus pass. ADA eligible riders can ride the Palm Tran fixed route bus for \$.75 by showing their ADA identification card.

In addition, Palm Tran Connection and the LCB have instituted the following programs, policies and procedures to maximize the use of public transportation:

CTC will:

- ⇒ Allocate a portion of the Trip/Equipment grant fund to be spent annually for Palm Tran bus passes. Trip prioritization by destination will not be considered for bus pass allocation.
- ⇒ Ensure that Palm Beach County takes full advantage of Commission for Transportation Disadvantaged funding for bus passes.

Fifteen (15) potential operators requested a copy of the RFP. Five (5) responded. The request for proposals was distributed locally, statewide and nationally. Palm Beach County awarded the contracts to a single provider. Metro Mobility Management Group, was awarded the contract to be the sole provider of service for Palm Beach County - who would in turn utilize three DBE providers. Service provided under this contract began on August 13, 2012 and will terminate August 12, 2017.

In addition, there are two (2) agencies that Palm Tran CONNECTION reimburses for services through financial assistance agreements. Federation Transportation and Seagull Industries are reimbursed for the trips they provide to their clients as they provide.

A Coordination Contract is defined as: A written contract between the Community Transportation Coordinator (Palm Tran) and a non-profit or faith based agency who, on most occasions, receives a vehicle from the Florida Department of Transportation 5310 program and performs some, if not all of, its own transportation

2013 – 2014

- ⇒ Establish procedures and guidelines for the bus pass program.
- ⇒ Determine eligibility for entry into the bus pass program and process completed original applications.

Agencies will:

- ⇒ Prior to participating in the program, submit a written request on Agency Stationary to Palm Tran Connection. The request must outline the Agency’s target population and type of services performed. The letter must include the names of individuals responsible for the Agency bus pass program and be signed by the Agency’s Executive Director or equivalent.
- ⇒ Adhere to (and ensure that their Riders adhere to) the Bus Pass Policy and Guidelines. Failure to comply will result in suspension until appropriate documentation is received.
- ⇒ Ensure Riders meet the established eligibility criteria while in the program.
- ⇒ Ensure that Agency Riders continuing in the TD bus pass program re-register every year and that all new Riders are registered within five business days.
- ⇒ Complete and accurately maintain the Distribution Log form for all passes issued ensuring that the Rider signs for each bus pass received.
- ⇒ As part of the pass ordering process, submit a Bus Pass Order Form and Distribution Log for each pass distributed.

Riders sponsored by Palm Tran Connection or the Agency Outreach Program will:

- ⇒ Complete a Rider Eligibility and Registration Form.
- ⇒ Lose eligibility for Demand Responsive or Standing Order paratransit services, except for

emergency situations, while part of the bus pass program.

## 5. School Bus Utilization

At this time there is no specific utilization of school buses by Palm Tran Connection. There have been discussions with the School Board of school bus usage, but with the size of Palm Beach County, our average one-way trip length is over 15 miles, school buses would not be conducive to the wear and tear of paratransit trips. School buses would not be a viable cost effective alternative.

A representative from the Palm Beach County School Board is on the LCB. The School Board has a contract with the CTC to purchase bus passes. For the school year, an Inter-local Agreement between Palm Tran and Palm Beach County School District resulted in providing over 1,000 students on either annual or 31-day bus passes with Palm Tran fixed bus route transportation. In addition, there are another 1,200 students using Tri-Rail passes. The Palm Beach County School District is one of the largest purchasers of Public Transit Passes for transport ting students in Florida.

In the past year the CTC focused on developing programs for special needs students, the Lake Region, and alternatives for after school activity buses. Included in this focus is a “Train the Travel Trainer” program (paid for by a Service Development Grant from FDOT). This program partners with the PBC School District to train the teachers who are working with the developmentally disabled how to use public transportation, so the students can in turn utilize public transportation. The teachers assist riders with determining whether to use fixed-route or paratransit service, planning their trip, identifying transfer points, and suggesting solutions for any problems that might arise. This program will contribute to their needs for life skills training to facilitate their independence and mobility.

The policies for the Bus Pass Program are included as Appendix C.

## 6. Vehicle Inventory

See Appendix T

## 7. System Safety Program Plan Certification (SSPP)

See Appendix D

## 8. Inter-County Services

Palm Tran, in conjunction with the MPO and Workforce Alliance Inc., created a shuttle bus that runs from the Wal-Mart in Clewiston to the Palm Beach Community College in Belle Glade that has the ability to deviate from its route to provide paratransit service to those eligible riders that call Palm Tran Connection. The funding for this project is 100% provided by the Department of Transportation. The “Lake Region Commuter Route” has been very successful in providing transportation for those that would otherwise not have access to employment and school.

Periodic meetings with Martin, St. Lucie, Indian River, Okeechobee, Broward and Miami-Dade counties occur to discuss needs and service arrangements. Whenever an individual needs transportation into another county, Palm Tran Connection tries to make arrangements with other appropriate county’s CTC. Palm Tran Connection informs the individual who is requesting the trip of the trip arrangements. Whenever an individual needs to go to Broward or Miami-Dade County, Palm Tran Connection will try to provide the individual with a trip to the nearest Tri-Rail station from the trip origin and also make arrangements for the pickup from the same Tri-Rail station on return. Once a year, Broward, Miami-Dade and Palm Beach County meet to discuss transportation issues regarding Americans with Disabilities.

The one (1) established transfer point for individuals traveling between Broward and Palm Beach County is Mizner Park. Individuals traveling into Broward County transfer onto a Broward County vehicle.

At the northeastern part of Palm Beach County there is a transfer point for individuals traveling into Martin County. Although transfers occur very infrequently, individuals traveling into Martin County

would board a Martin County vehicle to complete their trip.

## 9. Emergency Preparedness and Response

Palm Tran Connection and the Transportation Operators are expected to provide transportation during periods of heavy rain and/or other adverse weather conditions unless County Emergency Management pulls all vehicles off the road. Transportation Operators are contractually obligated to make available to the Director of Palm Tran all requested vehicles and operators to respond to a public evacuation. The staging area shall be at the Palm Tran Connection’s facility located at 3044 S. Military Trail, Lake Worth, Florida. Palm Tran Connection is included in countywide Comprehensive Emergency Management Planning. All services provided will be in accordance to Palm Tran Connection’s Emergency Management Plan.

## 10. Marketing

Palm Tran Connection’s mission is to create an effective partnership with the Palm Beach County community and maintain this partnership through the creation and maintenance of an open dialogue. This will allow for the free exchange of information and ideas on the best means for providing effective transportation services to the residents, visitors, businesses and organizations of Palm Beach County.

Palm Tran, conducts ongoing marketing and public outreach through:

- ⇒ Public relations, advertising and press relations,
- ⇒ Speeches and presentations to local groups or organizations,
- ⇒ System brochures and service guides,
- ⇒ Countywide promotions and publicity,
- ⇒ Rider hotline updates,
- ⇒ Public information meetings,

2013 – 2014

⇒ “Transit Works” television show on county television station and television commercials.

⇒ Scheduling errors and conformance to standards,

⇒ Telephone system,

⇒ The number of complaints against a Transportation Operator shall not exceed three (3) per thousand performed (actual) trips, including but not limited to:

⇒ Staff courtesy, professionalism and follow-through,

⇒ Early and late vehicle operation,

⇒ Vehicle did not arrive,

⇒ Vehicle condition,

⇒ Unsafe operation.

Note: Palm Tran Connection promotes the voluntary dollar donation to the TD Trust Fund in our Rider’s guide, program updates and other mailings.

## 11. Acceptable Alternatives

TD eligible children at risk who must be removed from their residence at once and TD eligible individuals who require Baker Act transportation are not accommodated within the coordinated system due to the special circumstances and lack of predictability surrounding these types of transports.

## 12. Service Standards

Palm Tran Connection will monitor the quality of service. Performance measures shall include:

### a) Length of Call

The average length of time it takes to schedule a trip request including registration, scheduling and confirmation should not exceed five (5) minutes.

### b) Hold Time

The average time a caller is on hold before speaking to a reservationist shall not exceed three (3) minutes.

### c) Complaint Rate

The number of complaints against Palm Tran Connection shall not exceed three (3) per thousand scheduled trips each month, including but not limited to:

⇒ Reservation service errors,

⇒ Staff courtesy, professionalism and follow-through,

### d) Adequate Seating

Adequate seating shall be provided to each rider and escort, child, or PCA, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time.

### e) Billing Requirements

“If the CTC without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the CTC of full or partial payment, the CTC shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment”.

### f) Drug-Free Workplace Program

⇒ Each Transportation Operator is required to certify that, with respect to be utilized in the performance of the TD Program, they have implemented a CTC approved program that

complies with the provisions of 49 CFR Parts 40 and 655.

- ⇒ The Transportation Operator shall be responsible for providing Palm Tran with personnel information.
- ⇒ The Transportation Operator is responsible for all costs of actual Drug and alcohol testing.
- ⇒ The Transportation Operator shall permit any authorized representative of the Federal Transit Administration (FTA), the Florida Department of Transportation, Palm Tran, or Palm Beach County to inspect the facilities and records associated with the implementation of the drug and alcohol testing program and review the testing process.
- ⇒ The Operator agrees further to certify annually its compliance with Part 40 and 655 before February first of each year and to submit to Palm Tran the Management Information System (MIS) reports before March 1st of each year.

### g) *Personal Care Attendants, Escorts, Children, Service Animals and Pets*

Palm Tran Connection allows riders to travel with a Personal Care Attendant (PCA), service animal, children, and one (1) companion (or escort). Additional individuals beyond the first companion are carried only on a space available basis. You must reserve a space for the companion(s) when you reserve your trip. PCA's and anyone else approved to accompany the rider must board the vehicle at the rider's scheduled location and time of pick-up. PCA's and escorts are subject to the same rules and regulations as a Palm Tran Connection rider. Riders may transport pets in a commercially available pet carrier which must fit under the rider's seat or on their lap. Newborns to five year olds must ride in a federally approved child safety seat provided by the parent.

A PCA is a person traveling as a necessary aid to facilitate travel by a person with disabilities who cannot travel alone or children age eight (8) and under. Riders are limited to one (1) PCA. Activities performed by a

PCA may include but not limited to: mobility assistance, personal care, or communication (translation, interpretation, reading and assistance at the destination). Palm Tran Connection will not provide a PCA for a rider.

A Service Animal shall mean any guide dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that a person with a disability cannot perform for themselves. Service animals may assist blind individuals, alert persons with hearing impairments to sounds, pull wheelchairs or carry and pick up things, and assist with balance, etc.

### h) *Child Restraint Devices*

Children who are between the ages of birth and four (4) years old inclusive and/or children who weigh less than forty (40) pounds must travel with a responsible guardian (PCA) and must ride in a child safety seat which complies with Section 316.613, Florida Statutes. It is Palm Tran Connection's policy that it is the individual customer's responsibility to provide the child safety seat.

### i) *Transporting Packages*

Transportation Operators are required to transport packages belonging to riders as long as the rider is on board with his/her package and the package fits on the rider's lap or beneath his/her seat. Packages must be no larger than two (2) large paper grocery bags or four (4) smaller plastic handle bags and weigh no more than twenty-five (25) pounds combined.

Transportation Operators are prohibited from transporting illegal controlled substances (excluding prescription medication), hazardous materials, fire arms or explosive devices.

### j) *Vehicle Transfer Points*

Transfer points shall provide shelter, security, and safety for customers.

### k) Telephone System

The Transportation Operator must be available toll-free from anywhere in Palm Beach County for complaints and grievances and shall be posted inside each vehicle. This may be accomplished through either of the following means:

- ⇒ A toll-free (800/888) number,
- ⇒ Multiple local phone numbers which provide local coverage throughout Palm Beach County,
- ⇒ Include the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED Helpline phone number: 1-800-983-2435.

### l) Out of Service Area Trips

No service is provided beyond the County’s borders without prior approval of Palm Tran Connection or LCB. No TD service is provided outside of the State of Florida. However, service is available to accessible Tri-Rail stations; therefore, it is possible to travel to any accessible stations in Broward and Dade Counties. Paratransit service connects with Broward County paratransit at a southern Palm Beach County transfer location.

### m) Eating, Drinking and Smoking

Drivers are prohibited from smoking and using cell phones at all times, while on board the vehicle and/or while assisting riders. In addition, drivers are prohibited from eating or drinking when a Palm Tran Connection rider is on board the vehicle.

### n) Vehicle Condition and Air Conditioning Equipment

- ⇒ All vehicles shall have exteriors free from broken mirrors, windows, accumulated grime, rust, chipped paint or major dents or body damage which detracts from the overall appearance of the vehicle.

⇒ Passenger compartments shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, excessively worn floor coverings or anything else that might cause discomfort for a passenger.

⇒ Seats shall not be broken, damaged or have protruding sharp edges.

⇒ Each vehicle shall have air conditioning and heating systems in compliance with manufacturer’s specifications. Vehicles found to not have a working air conditioning or heater will be taken out of service and not allowed to be in service without proper authorization from Palm Tran Connection.

### o) First Aid/CPR

Palm Tran Connection does not require the drivers to be trained in CPR/First Aid. Drivers are directed to notify their dispatcher of any incident involving either the safety of a passenger or the injury of a passenger. The Dispatcher is required to contact 911 for the usage of CPR or First Aid.

### p) Two-Way Communication System

The Transportation Operator is required to install a two-way communication system which allows for continuous voice communication between dispatchers and drivers.

Transportation Operators are required to provide Palm Tran Connection with the capability of live monitoring of all Palm Tran Connection related transmissions between dispatchers and drivers.

Federal law prohibits any unauthorized individuals from communicating on this system.

### q) Cancellations, Late Cancellations and "No Shows"

A “No-Show” is defined as: when the rider fails to board the vehicle when it arrives to transport him/her within the pick-up window or fails to contact our office to inform us of a cancellation at least three (3) hours prior to the rider’s scheduled pick-up time. This requirement does not apply in cases where the no-show

is due to factors beyond the control of the rider such as unforeseen illness. Any client who is charged with valid No-Shows which exceed three (3) or more no-shows within a thirty (30) calendar day period, will result in a written warning of suspension for the first offense and a suspension of service for a period of fourteen (14) calendar days for all subsequent offenses. Any rider who has been determined to be in violation of the Palm Tran Connection No-Show policy will have the right to appeal the decision through the locally approved Grievance Procedure and Process.

Palm Tran Connection’s No-Show Policy is included as Appendix K.

### **r) Reports**

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Transportation Operators are required to provide data to assist Palm Tran Connection in compiling and completing required daily, weekly, quarterly and annual reports. Passenger/trip data is accessible to Palm Tran Connection on each rider being transported in the system. Palm Tran Connection shall furnish all required reports to the Commission for the Transportation Disadvantaged and any other State or Federal department as required. All reports are accessible through the Records Request process.

### **s) Picking up Customers**

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- ⇒ When drivers meet riders, the drivers are required to identify themselves as Palm Tran Connection drivers employed by their Transportation Operators.
- ⇒ Drivers are expected to be professional and courteous at all times.
- ⇒ While on duty, drivers are required to wear an informal uniform and wear a photo I.D. badge, specified by their employer and approved by Palm Tran Connection. All drivers must appear clean, neat and present a professional image.
- ⇒ Drivers are required to provide general assistance to passengers between the door/entrance of their origin address and the vehicle and then from the vehicle to the door/entrance of the rider’s destination.

- ⇒ This assistance may include, but not limited to: pushing the rider’s wheelchair, lending the rider a supporting arm, guiding the rider by the hand or arm, assisting rider on or off the vehicle, and/or carrying packages of up to thirty-five (35) pounds.
- ⇒ Drivers may not assist passengers using common wheelchairs up or down more than one step and are prohibited from entering private residences and from lifting or carrying passengers and/or their children.

### **t) Local Grievance Procedure and Process**

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See Appendix F

### **u) CTC Monitoring Procedures of Operators and Coordination Contractors**

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Monitoring of Performance Standards as set forth in the solicitation, and included in each transportation operator contract, includes the following:

- ⇒ On-time Performance - Arrival within ten (10) minutes of the manifest/scheduled time.
- ⇒ Missed Trips - Arrived sixty (60) minutes or more after the manifest/scheduled time.
- ⇒ Unclean or Unsafe Vehicle - Complaints from riders, excessive road calls or excessive at-fault accidents.
- ⇒ Impolite Personnel - regarding rudeness, improper securement, unsafe driving, music or food, etc.
- ⇒ Telephone System - Excessive ring time, on hold or unanswered phones.
- ⇒ Complaint Ratio - the ratio of valid complaints shall not exceed 3 per 1000 trips performed.

2013 – 2014

- ⇒ Contract Compliance - including driver and vehicle compliance.
- ⇒ Service Delivery - including Dwell (Waiting) Time, Client Assistance, and Improper Drop-off.
- ⇒ Reports - Untimely and incomplete reports.

## **(2) Annual Inspections**

Each year Palm Tran Connection will perform a comprehensive inspection of all the operations of the Transportation Operators. Our primary goal at Palm Tran Connection is to insure the safe operation of the Operator fleet and protecting the well being of the employees as well as the riders of Palm Tran Connection.

It is our intention to assist the Operators in becoming and maintaining 100% compliance. We will schedule subsequent follow up reviews until compliance is reached. The following records and/or items will be reviewed during the Annual Inspection/Review:

General Information of the Company,

- ⇒ System Safety Program Plan,
- ⇒ Security Program Plan,
- ⇒ Proof of Valid Driver's License Records,
- ⇒ Driver Training Records,
- ⇒ Operational and Safety Procedures,
- ⇒ Driving Hours and Work Periods,
- ⇒ Records of a DOT Medical Examination,
- ⇒ Records of a valid Motor Vehicle Record,
- ⇒ Records of a FDLE Background Check,
- ⇒ Records of the Palm Beach County Driver ID Badge,

- ⇒ Annual Vehicle Safety Inspection Records,
- ⇒ Vehicle Maintenance Records,
- ⇒ Records of Vehicle Accidents,
- ⇒ Driver's Daily Vehicle Inspection Files,
- ⇒ Vehicle Emergency & Safety Equipment Inspection,
- ⇒ Drug and Alcohol Policy,
- ⇒ Insurance.

## **v) Coordination Contract Evaluation Criteria**

Palm Tran Connection staff visits each potential coordination contract agency to examine their special needs, facilities, equipment, and cost of providing service. If their costs are lower or they have special needs, the staff recommends and prepares a coordinated contract. Every year or when needed, the LCB is brought up-to-date on coordination contracts at the quarterly meetings. Service Coordinators perform spot checks on the service and a thorough Annual Inspection.

## **w) CTC Evaluation Process**

For its 2010 evaluation of the CTC, a subcommittee of the LCB used the format presented in the QAPE/LCB CTC Evaluation Handbook. (Also see Appendix G)

The CTC is evaluated annually by the LCB and review comments forwarded to the MPO. A selected LCB/CTC Review Subcommittee reviews the worksheets. A report was completed summarizing the findings and recommendations of the LCB/CTC Review Subcommittee. This report is presented to the LCB and MPO Board for acceptance on August 10, 2010, and September 16, 2010, respectfully.

## **x) Planning Agency Evaluation Process**

In Palm Beach County, the Designated Official Planning Agency (DOPA) is the Palm Beach Metropolitan Planning Organization (MPO). The MPO is made up of

2013 – 2014

nineteen (19) persons, five (5) of the seven (7) County Commissioners, thirteen (13) elected officials from eleven (11) municipalities and a commissioner from the Port of Palm Beach. The MPO board appoints the TD Local Coordinating Board. While the LCB does not review the performance of the MPO, their input, suggestions, and requests are transmitted directly to the MPO for discussion and action.

**Cost, Revenue Allocation and Fare Structure Justification**

The needs and abilities of the Transportation Disadvantaged in Palm Beach County are extremely varied. Likewise, the costs of the different transportation service provided to meet their needs vary. The fares for public fixed route transit service offered by Palm Tran are set by the Palm Beach County Board of County Commissioners. They are as follows:

**Fixed Route and Paratransit Fare Structure:**

	Full Fare	Reduced Fare
Fixed Route Cash Fares	\$ 1.50	\$ .75
Connection ADA or TD	\$ 3.00	
Fixed Route ADA/Connection ID		\$ .75
One Day Pass	\$ 4.00	\$ 2.75
31 Day Pass	\$60.00	\$ 45.00
One Day TD Pass		\$ 1.00
31 Day TD Pass		\$ 10.00
31 Day TD Pass		\$ 15.00
Tri-Rail Transfer	\$.50	

Riders under eight (8) years of age and police (in uniform or with ID badge) ride free. Reduced fares apply to: Seniors (65 years of age or older) with an ID issued by Palm Tran, a Medicare Card, valid driver’s license or Florida State ID Card; Students (21 years of age or younger) with a valid school or Palm Tran-issued ID; and Disabled with a reduced-fare ID issued by Palm Tran, based on documented disability.

**13. TD Trip Rates**

To receive the funds from the TD Trust fund Palm Beach County must apply for the Trip and Equipment Grant. A requirement of this grant is to submit TD Trip Rates. Rates must be submitted utilizing the TD

Commission’s Rate Calculation Model and must be approved by the Local Coordinating Board (LCB). The purpose of the Rate Model is to capture the actual costs of the TD trips by factoring all the costs associated with the TD program. The following TD Trip Rates were derived by using the TD Rate Model and were accepted by the LCB.

TYPE OF SERVICE TO BE PROVIDED	UNIT (Vehicle Mile, Trip or Boarding Fee, etc)	COST PER UNIT \$
TD - Ambulatory	Per Trip	\$20.55
TD - Wheelchair	Per Trip	\$35.23
TD 31 – Day	Per Pass	\$55.00
TD 1 – Day	Per Pass	\$3.00

**V. QUALITY ASSURANCE**

The quality assurance information is already listed throughout the TDSP.

The TDSP Approval Letter from the Commission for the Transportation Disadvantaged is included as Appendix O.

*Palm Tran Connection is a great source of independence for me. I go everywhere with them. For example, work, super markets, doctor’s appointments and out to dinner with family and friends. The service is vital to the independence of people with disabilities. I don’t know what we would do without it. ~ Rick Troiano, Advocate for the Disabled ~*

## VI. APPENDIXES

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*Dear Mr. President: The canal system of this country is being threatened by a new form of transportation known as 'railroads' ... As you may well know, Mr. President, 'railroad' carriages are pulled at the enormous speed of 15 miles per hour by 'engines' which, in addition to endangering life and limb of passengers, roar and snort their way through the countryside, setting fire to crops, scaring the livestock and frightening women and children. The Almighty certainly never intended that people should travel at such breakneck speed. ~ Martin Van Buren, Governor of New York, 1865 ~*

## A. Appendix A - Coordinated Contracts Contact Information

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All of Palm Beach County's Coordination Contracts are currently on hold awaiting the Commission for the Transportation Disadvantage to issue the new standard contract.

**B. Appendix B - Income Guidelines**

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**FY 2013 HHS Poverty Guidelines**

For all states (except Alaska and Hawaii) and for the District of Columbia

Household Size	100% of Poverty	133% of Poverty	150% of Poverty	200% of Poverty
1	\$11,490	\$15,282	\$17,235	\$22,980
2	15,510	20,628	23,265	31,020
3	19,530	25,975	29,295	39,060
4	23,550	31,322	35,325	47,100
5	27,570	36,668	41,355	55,140
6	31,590	42,015	47,385	63,180
7	35,610	47,361	53,415	71,220
\$	39,630	52,708	59,445	79,260
For each additional person, add	\$4,020	\$5,347	\$6,030	\$8,040

Page Lasted Updated: August 1, 2013

## C. Appendix C - Bus Pass Program Policies

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### **Palm Tran CONNECTION Bus Pass Guidelines**

#### **Agency Eligibility and Administrative Requirements**

- Prior to participating in the program, Agencies must submit a written request on Agency stationary to Palm Tran CONNECTION. The request must outline the Agency=s target population and type of services performed. The letter must contain the names of individuals responsible for the Agency bus pass program and be signed by the Agency’s Executive Director or equivalent.
- Agencies may only sell one 31 day bus pass to any individual in any one month period or two 31 day bus passes in any two month period.
- In order to be eligible to receive bus passes, agencies will adhere to and ensure that their riders follow Section 427 FL Statutes and the guidelines listed herein this document. Agencies must always comply with all of the requirements outlined in the Bus Pass Guidelines document.
- Only fully completed, authorized original signature “Agency Bus Pass Registration and Eligibility Form” and “Agency Bus Pass Distribution Log” will be accepted by Palm Tran CONNECTION. Facsimile and photocopies will not be accepted for submission. However, “Agency Bus Pass Order” forms may be faxed. Failure to comply will result in a delay in processing bus pass orders. Clients and/or Agencies will be contacted to complete missing information and/or bring the documentation into compliance. Any Agency that is found to be non-compliant will be suspended. Agencies will be audited to ensure compliance.

#### **Client Eligibility and Registration Requirements**

- Clients must complete and return their “Bus Pass Registration and Eligibility Form”. If certified, the client’s certification will remain in effect for one (1) year and may be adjusted depending on changes in need, income level or funds available. Applicants must recertify every year (written application only). Income verification is required.
- Homeless riders should use their shelter or Agency address. Clients must present verifiable proof that their annual household income is below 150% of the Federal Poverty Level Guidelines.

## **Bus Pass Orders**

Palm Tran CONNECTION will disburse the following passes to qualifying clients/agencies:

- 1-Day Regular, 31-Day Regular, 31-Day Reduced  
Agency bus pass orders must be submitted on an “Agency Bus Pass Order form” and should include the following:
  - I. “Agency Bus Pass Distribution Log” form for the previous month
  - II. Returned 31 Day Bus Passes
  - III. Any new “Agency Bus Pass Registration and Eligibility Form”
  - IV. Payment for the Bus Pass order or Billed

Bus Passes are distributed to Agencies every Wednesday from 8:00AM to 12:00PM.

Palm Tran CONNECTION client bus pass orders should include the following:

- I. Returned 31 Day Bus Pass(s)
- II. Picture ID
- III. Payment for the Bus Pass(s)

Bus Passes are distributed to CONNECTION Clients from the CONNECTION office during business hours - Monday thru Friday from 8:00AM to 5:00PM. The “Bus Pass Registration and Eligibility Form” for CONNECTION Clients will be accepted at the CONNECTION office during business hours.

**Palm Tran CONNECTION**  
 3044 S. Military Trail Suite D  
 Lake Worth, FL 33463



**Bus Pass Registration and Eligibility Form**

Client Information		Check all appropriate boxes	
Name (Last, First, MI)		Client Legal Status	
FL Drivers Lic/FL ID		<input type="checkbox"/> U.S. Drivers License	<input type="checkbox"/> U.S. Passport
Address		<input type="checkbox"/> State ID Card	<input type="checkbox"/> Permanent Residency Card
City		<input type="checkbox"/> Voter Registration	<input type="checkbox"/> Employment Authorization Card
State		<input type="checkbox"/> Social Security Card	<input type="checkbox"/> I-9
Zip Code		<input type="checkbox"/> U.S. Birth Certificate	<input type="checkbox"/> I-94
Home Phone		<input type="checkbox"/> TPS	<input type="checkbox"/> EAD
Date of Birth		<input type="checkbox"/> Client Photo ID Forms	<input type="checkbox"/> 2012 Proof of Income
Emergency Contact		<input type="checkbox"/> U.S. Driver s License	<input type="checkbox"/> Social Security SEQY/TPQY Form
Relationship		<input type="checkbox"/> State ID Card	<input type="checkbox"/> Retirement/Pension
Phone		<input type="checkbox"/> Passport	<input type="checkbox"/> Income Tax
Facility		<input type="checkbox"/> Dept of Correction ID	<input type="checkbox"/> Unemployment
Disabled	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Veterans Affairs ID	<input type="checkbox"/> Pay Stubs ( 2 )
Employed	Y <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Permanent Residency Card	
Type of Disability:		<input type="checkbox"/> Employment Authorization Card	
Current Form of Transportation:		<input type="checkbox"/> Employment ID	
		<input type="checkbox"/> School ID	

1 Day Bus Pass  31 Day Bus Pass  Members in Family:  Annual Income:

\* I am not receiving bus passes from any other agency.  
 \* I agree that the bus passes I receive are for my use only.  
 \* I will notify Palm Tran CONNECTION if the number of bus passes I need changes.  
 \* The above information will be entered into a central data file base.  
 \* The above information may be released to other agencies for auditing purposes.

**In order to expedite processing of your application this form must be accompany by the above stated Legal Status, Photo ID and Proof of Income.**

I verify that all statements are true and correct to the best of my knowledge. I understand that supplying false information can disqualify my application.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**D. Appendix D - System Safety Program Plan Certification**

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**STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
CERTIFICATION OF COMPLIANCE  
For  
PUBLIC-SECTOR BUS TRANSIT SYSTEMS  
(Certifying compliance with F.S. 341.061 & Rule 14-90 F.A.C)**

**DATE:** May 6, 2009  
**TRANSIT SYSTEM:** Palm Tran Inc. in Palm Beach County  
**ADDRESS:** 3201 Electronics Way, West Palm Beach, FL 33407

In accordance with Florida Statute 341.061, the Bus Transit System named above and Private Contract Bus Transit Systems (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted Safety Standards in the SSPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009 F.A.C.

**Signature:** \_\_\_\_\_  
Name: Chuck Cohen Title: Executive Director, Palm Tran

Name and address of entities which have performed safety inspections:

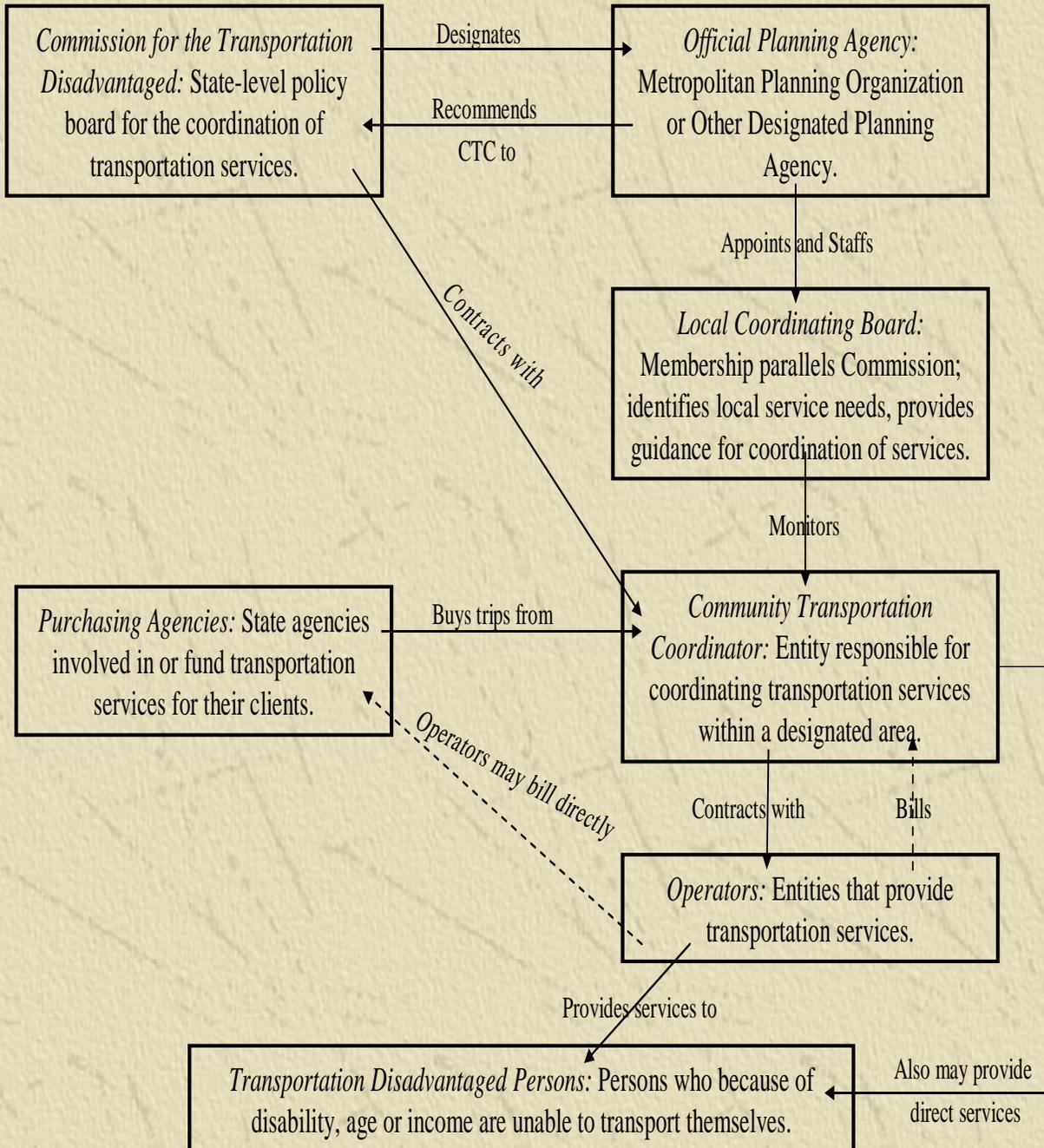
**CTC:**  
Name: Palm Tran Inc  
Address: 3201 Electronics Way, West Palm Beach, FL 33407  
Contact: Chuck Cohen

**Transportation Operators:**

K-1

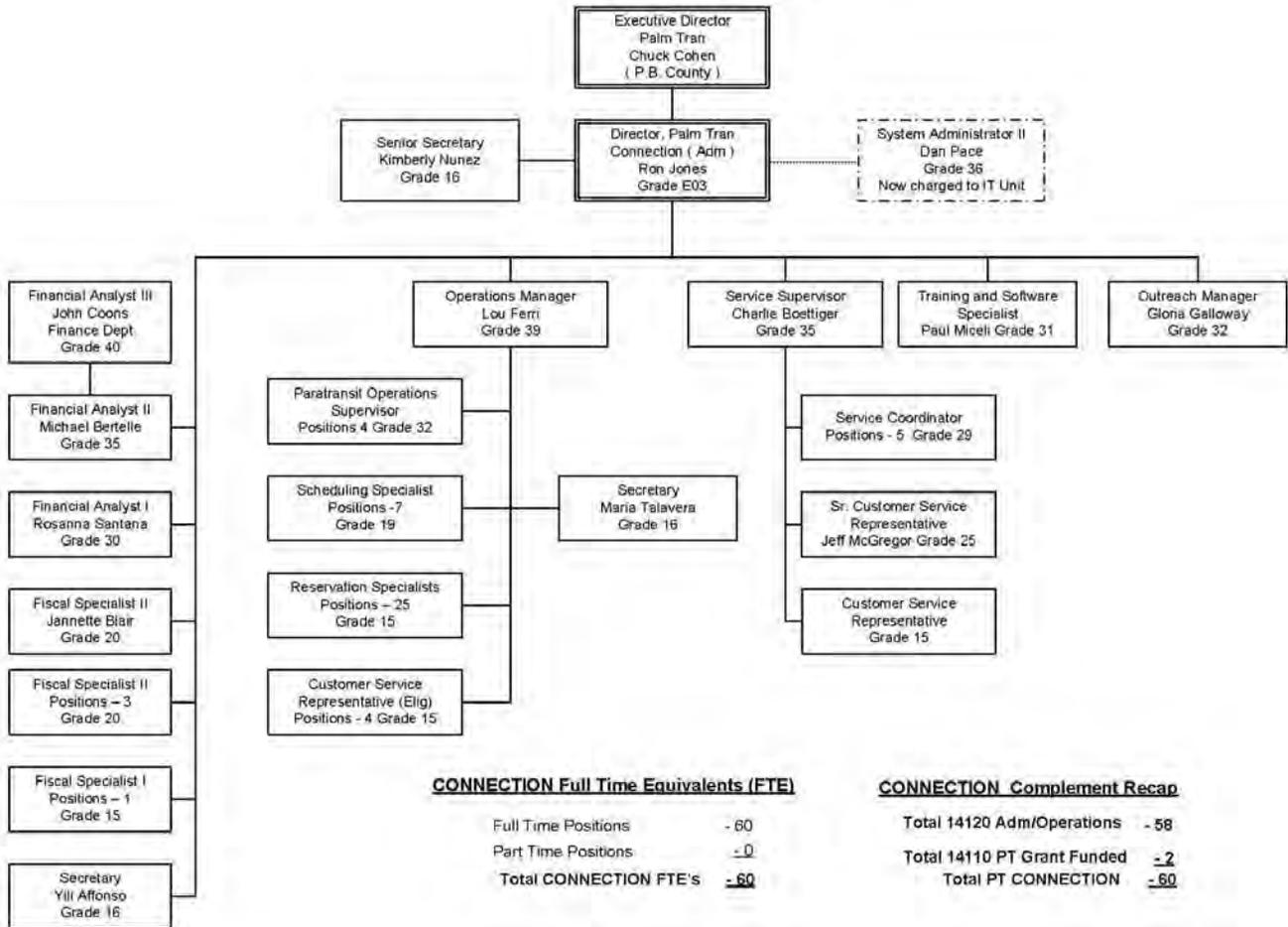
E. Appendix E - Organizational Charts

# TD Program Concept Chart



2013 – 2014

**Palm Tran  
Palm Tran CONNECTION  
Organizational Chart  
FY2014 Budget Complement**



## F. Appendix F - Local Grievance Guidelines

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### **The Transportation Disadvantaged Local Coordinating Board of Palm Beach County**

## **2012 LOCAL GRIEVANCE GUIDELINES**

### **I. INTRODUCTION**

The State of Florida Commission on the Transportation Disadvantaged oversees through contractual arrangements, a coordinated system of Community Transportation Coordinators (CTCs). At the local level, CTCs are responsible for the provision of transportation service.

Another key entity involved in the development, monitoring, support, and evaluation of the local service delivery system is the Local Coordinating Board (LCB). Each county or service area has a LCB to provide information, guidance and advice on the local coordinated system.

The purpose of these guidelines is to provide information and uniform guidance in regard to local grievance practices and procedures. It is to be applied by CTCs and LCBs in developing and implementing their local grievance procedures.

It is the intent of the Commission to encourage resolution of grievances at the local level and to educate the passengers, funding agencies, and any other interested parties about the grievance process.

### **II. FORMAL GRIEVANCE vs. SERVICE COMPLAINTS**

As you develop your Grievance process(es), it is very important to define and delineate the differences between what a formal grievance is, pursuant to Chapter 427 FS and Rule 41-2 FAC, and what daily service complaints are.

#### **A. SERVICE COMPLAINT**

Service complaints are routine incidents that occur on a daily basis. They are reported to the driver, dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period. Local service complaints are motivated by the inability of the CTC or transportation operators, not local service standards established by the CTC and LCB. Local standards should be developed regarding the reporting and parameters of service complaints. Example (Service complaints may include but are not limited to):

- Late trips (late pickup and/or late drop-off)
- No-show by transportation operator
- No-show by client

- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e. may not qualify, lack of TD funds, etc.

## B. FORMAL GRIEVANCE

A formal grievance is a written complaint by the grievant documenting any concerns or an unresolved service complaint regarding the operation or administration of TD services by a transportation operator, CTC, DOPA or LCB. The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Example (may include but are not limited to):

- Chronic or reoccurring or unresolved Service Complaints
- Violations of specific laws governing the provision of TD services i.e. Chapter 427, FS, Rule 41-2 FAC, and accompanying documents, Sunshine Law, or ADA
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

Again, these guidelines are to be used to focus on the minimum requirements in drafting and finalizing the formal grievances. This is a guide to assist in setting local standards for determining the process(es) to resolve formal grievances.

## III. HEARING AND DETERMINING A GRIEVANCE

There is a distinct difference between "hearing" a grievance, and "hearing and determining" a grievance. There is no restriction to a person, or an entity listening to or "hearing" a grievance. An entity may even investigate, from a purely fact-finding perspective, as long as it does not, in the course of its investigation, impose requirements on third parties that are not supported by statute or contractual agreement.

However, when an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance.

It should be noted that Chapter 427, FS permits no adjudicative powers to anyone. However, Rule 41-2, FAC does provide for grievance processes at the local level.

## LOCAL COORDINATING BOARD GRIEVANCE PROCESS

Rule 41-2.012(5)(f), FAC, provides for the LCB to appoint a grievance committee to serve as a mediator to process and investigate complaints from the agencies, users, potential users of the system and the CTC in the designated service area and make recommendations to the LCB for improvement of service. Whereas the committee makes recommendations to the LCB and the LCB is also an advisory body, neither entity has the authority to "hear and determine" a grievance. They only have the authority to "hear" and "advise". It should be noted that even though the LCB does not have determinative powers, the recognition of problems by the various members of the LCB is a very useful mechanism to resolve many issues. In addition, it should be noted that since the LCB is involved in the development and approval of the TDSP and the annual evaluation of the CTC, there is considerable avenue for the LCB to influence changes where needed.

This authority to "hear and advise" is the grievance procedure that is currently in place by all LCBs and is part of the Commission planning grant deliverables. This procedure should not imply "determinative" powers, nor should the Commission be included in the process as a final arbiter. However, the Commission could be the recipient of a recommendation by the LCB in matters pertaining to "the system" or matters within the contractual control of the Commission. Further, the Commission may choose to listen to a grievance, with the understanding that the Commission is limited in its authority to rule on the grievance.

Apart from these grievance processes, aggrieved parties with proper standing may also have recourse through Chapter 120, FS, administrative hearings process or the judicial court system.

41-2.006(f), FAC states that a local toll free phone number for complaints or grievances shall be posted inside the vehicles. The TD Helpline Information phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local TDSP including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the LCB. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline information. As a side note, all local complaint and/or grievance procedures shall include the Commission's Ombudsman Program information and telephone number.

### IV. REQUIREMENTS FOR FORMAL GRIEVANCE PROCEDURES BY THE LOCAL COORDINATING BOARD

The following paragraphs contain minimum requirements for the development of grievance procedures by the LCB as authorized by the Commission pursuant to Chapter 427, FS and Rule 41-2, FAC.

Formal grievance processes by the LCB shall be open to addressing concerns by any person or agency including but not limited to:

- Purchasing agencies
- Users
- Potential users
- Private-for-profit operators
- Private nonprofit operators
- Community Transportation Coordinators
- Designated Official Planning Agencies
- Elected Officials
- Drivers

A. The minimum guidelines for the LCB formal grievance procedures are:

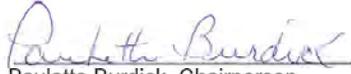
- The LCB formal grievance procedures should state that all grievances filed must be written and contain the following:
  - The Name and Address of the grievant.
  - A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
  - An explanation by the grievant of the improvements needed to address the complaint.
- LCB must make a written copy of their grievance procedures available known to anyone, upon request.
- LCB grievance procedures should make known to whom and where grievances are to be sent.
- The LCB grievance procedures must specify a maximum amount of days (not to exceed 60) that the LCB has to respond to Grievant.
- The LCB will render a response in writing providing explanation or recommendations regarding the grievance.
- The LCB grievance subcommittee must review all grievances and report accordingly to the full LCB.
- All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
- If the LCB receives a grievance pertaining to the operation of services under the CTC, that grievance should be passed onto the CTC for their response to be included in the LCB response.

Chapter 427, FS does not expressly confer the power or authority for the Commission to "hear and determine" a grievance between two third parties. The Commission can listen to a grievance and it can investigate it from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system" that needs to be addressed. Similarly, if the grievance showed that one of the parties with whom the Commission contracts was acting to aberrantly as to not be in compliance with its contract, the Commission could exercise whatever contractual rights it has to correct the

problem.

Accordingly, the Commission may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the information pertaining to the grievance. It may not rule on the grievance, where doing so would amount to an exercise of adjudicative powers.

Approved:



Paulette Burdick, Chairperson  
Palm Beach County Local Coordinating Board

Date: 01/18/2012

## G. Appendix G - CTC Evaluation

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Palm Beach County  
Transportation Disadvantaged Local Coordinating Board  
2012 Community Transportation Coordinator Review

Counties served: Palm Beach

Date of review: June 12, 2012 (Workbook with CTC)

PA Staff Assigned to Review: Angela Morlok

### I. Records and Areas of Review

- A. General information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

### II. Findings and Recommendations

#### A. General Information

The State Commission for the Transportation Disadvantaged designated Palm Beach County Board of County Commissioners, d/b/a Palm Tran, Inc, as the Community Transportation Coordinator (CTC) for Palm Beach County on October 1, 2007. A new Memorandum of Agreement (MOA) between the CTC and the Commission for Transportation Disadvantaged (CTD) had been approved in April for July 1, 2012 thru June 30, 2017.

Services are provided via a partial brokerage system throughout the County for individuals eligible for trips under the Americans With Disabilities Act (ADA), the State

Coordinated Transportation Disadvantaged Program (CTD), and the Division of Senior Services (DOSS). The CTC uses the Trapeze program for eligibility documentation and scheduling of services. The delivery of services is provided via contracts with three operators.

The CTC presently does not have coordinated contracts. The CTC is waiting to receive revised agreement forms from the CTD. The major problem holding up the new agreement forms is the issue of compliance requirements, should small agencies with one vehicle be held up to the same regulations as large agencies having many vehicles.

Lost and found items left on vehicles was discussed by the Subcommittee. The policy of the CTC is for operators to be responsible for returning left items on vehicles to the riders within a reasonable time. Reasonable time is not explicitly defined.

The CTC has improved its efficiencies through improved scheduling, outreach to Dialysis and Senior Centers and Bus Pass Program. County Administrator has asked for increased rider training for transit services.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** None

## **B. Chapter 427, F.S.**

In compliance with Chapter 427, the CTC's contracts with operators include performance standards. Operators submit report requirements on a timely basis.

The CTC has six (6) Service Coordinators (Road Supervisors) who annually inspect the operators and the coordinated contract agencies. There is a formal fifteen (15) page System Safety and Security Review of the operators that is completed by the CTC yearly. There also is a Drug and Alcohol Coordinator, Contract Manager, and a Financial Analyst to oversee the program.

School buses are not used for the provision of services. The Local Coordinating Board (LCB) has a representative from the School Board. The CTC and Palm Beach School District have an Inter-local Agreement to provide bus passes to students. The Palm Beach County School District is one of the largest purchasers of Public Transit Passes in the State. The School Board is also part of the County's Evacuation Plan.

The CTC encourages use of public transportation through their bus pass program. The CTC has a 10% goal for transferring passengers from the paratransit program to fixed bus route.

The Local Wages Coalition has not been directly involved with the CTC. The Workforce Alliance does provide bus passes to their clients to encourage use of the fixed route service.

Review Subcommittee Board members discussed the time frame that reservations can be placed in advance. One of the Board members stated he would like to extend the number of days from five to seven. He said that this would reduce the number of calls he would have to make in any week.

**Area of Noncompliance:** None

**Recommendation:** Work with Local Wages Coalition to increase their participation with the CTC.

**Timeline for Compliance:** Ongoing

## C. Rule 41-2, F.A.C.

### Liability Insurance

None of the operators exceed liability insurance of \$500,000. Insurance cost for each operator is affected by their history of accidents.

### Safety Regulations and Drug Alcohol Testing

All operators are responsible to be in compliance with 41-2 F.A.C. safety regulations and drug and alcohol testing. The CTC randomly tests drivers for drug usage. The policy of the CTC is zero tolerance for any driver that fails the drug test.

### Alternative Agreements

The CTC has two separate agreements with private-non-profit agencies for the provision of trips, one with Seagull Industries and one with Federation Transportation Services, Inc.

### Vehicle Posting of Contact Information

Discussion regarding service standards was addressed. The Metropolitan Planning Organization (MPO) completed an Operator Survey. All three operators were in compliance with standards regarding posting contact information inside of vehicles.

### Internal Vehicle Condition

Three separate internal on-site observations of vehicles used by a LCB member noticed that one of the vehicles had a torn seat back and one vehicle had a pillar cushion missing from a seat.

### Children's Car Seats

CTC policy regarding child car seats is that riders need to provide car seats for children.

### Driver Assistance

One LCB board member addressed the disparity between how much assistance drivers provide the riders.

### Passenger Safety

There are still problems with drivers' usage of cell phones while driving. One observation by a Board member was a driver watching a video on his cell phone while vehicle was in motion.

### Two-Way Operator Communication

Two-way communications is still a problem in this County. There still are dead places for reception. Also, radio communication from dispatchers at times is unclear.

### CPR/1<sup>st</sup> Aid

CPR/1<sup>st</sup> Aid is the responsibility of the Dispatcher, not the driver, to contact 911 if CPR or 1<sup>st</sup> Aid is needed.

### Pick-Up Window

A comment by the public was that they felt the five minutes boarding time policy was too short for blind individuals to board vehicles.

### Operator Non-Compliance with Regulations

Liquidated damages are included in contracts with all operators for non-compliance with regulations.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** None

## D. Americans with Disabilities Act

Accessible formats are available on request. The CTC has a Braille machine on site and Text Telephone Device (TTD) equipment. Services where facilities are provided to the public have accessible bathrooms. All 198 operator vehicles are ADA accessible. All service policies comply with ADA requirements.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** None

## E. Bus/Van Ride

A Local Coordinating Board member of the Subcommittee offered to complete an On-Site Observation of the system. The individual provided on-site observations on three separate trips, one trip completed on May 29<sup>th</sup>, and two trips on June 12<sup>th</sup>. On all three trips the driver arrived on time. The drivers provided assistance on two of the three trips. On one trip the driver was not wearing identification. On each trip the driver rendered an appropriate greeting. On all three trips, passenger's power chair was secured, but incorrectly. Two of the three vehicles had interior defects, a pillar cover was missing and one vehicle had a torn seat back. None of the drivers used the lift, nor secured the passenger wheelchair, correctly.

**Area of Noncompliance:** None

**Recommendation:** Driver testing include tie down of wheelchairs.

**Timeline for Compliance:** Ongoing

## F. Survey

### a. Rider Survey

From May 10 through May 15, 2012 three MPO staff members made 287 random telephone calls to riders who rode the transportation system on May 9, 2012, enabling the completion of 110 surveys.

Name of Program Funding Source	Percent age of Riders / Beneficiaries By Program	Number of Trips by Program	Number of Riders/Beneficiaries Completed Calls By Program	Number of Riders/Beneficiaries Experiencing a Problem	Number of riders/ Beneficiaries refused transportation within last 6 months	Rate the ride on a scale of 1 to 10 (10 being most satisfied)
CTD	14%	429	18	1	0	8.75
DOSS	8%	233	11	0	0	9.09
ADA	78%	2486	81	14	0	8.03
TOTAL	100%	3148	110	15	0	8.62
<b>Additional Comments: See Attachment</b>						

### b. Contractor Survey

There are currently three major operators providing service. All three operators responded positively to all six survey questions. Riders do not call the operator directly to cancel trip or issue complaint. All operator vehicles have a toll-free CTC phone number in the interior of vehicles that riders can call to issue complaint. Operators say that the CTC pay their invoices in a timely manner and the CTC gives operators adequate time to respond to statistical requests. Finally, none of the operators reported any problems with the CTC.

## **G. Follow-up of previous Review**

The last review was conducted on July 19, 2011 by the Subcommittee. Neither the LCB subcommittee, nor the LCB Board, found any issues that needed corrective action.

**Previous Area of Noncompliance:** None

**Status:** None

## **H. Additional Observations**

In comparison to last year's CTC review, the individuals interviewed that ranked the service from 1 to 10 (10 being the best) rated the service slightly higher. Last year ranking was 8.4. This year's ranking was 8.62.

## **I. Current Year Trip and Equipment Grant**

The Trip and Equipment Grant for Palm Beach County currently runs yearly from July 1 through June 30.

## **III. Conclusion**

The CTC is in compliance with Federal, State, and Local regulations. There are two areas the LCB may wish to revisit: 1) The advanced number of days allowed for making reservations; and 2) The length of time allowed for boarding.

**Report compiled by:** Angela Morlok

**Title:** Principal Planner

**Date:** June 14, 2012

## H. Appendix H - Glossary of Terms and Acronyms

	Accidents -When used in reference to the Annual Operating Report, the total number of portable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000 or more, or personal injury that required evacuation to a medical facility or a combination of both.
AER	Actual Expenditure Report - An annual report completed by each state member agency and official planning agency, to inform the commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.
	Advance reservation—A service request for a single trip to occur at a specified later time; same as a random request or demand request. For ADA complementary paratransit service, advance reservations must be accepted at least 1 day in advance of the trip.
	Advance Reservation Service - Shared or individual paratransit service that is readily delivered with at least the prior day’s notification, 7 days a week, 24 hours a day.
	Agency - An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, other local governing body, or a private non-profit transportation service providing entity.
	Agency Outreach Program - Any non-profit social service agency participating in the CTC’s program for distribution of bus passes to Transportation Disadvantaged qualifying individuals.
ADA	Americans with Disabilities Act - A federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.
	ADA complementary paratransit or ADA paratransit—Paratransit service that is required as part of the Americans with Disabilities Act of 1990 (ADA), which complements, or is in addition to, already available fixed-route transit service. ADA complementary paratransit services must meet a series of criteria outlined in the U.S.DOT implementing regulations.
AOR	Annual Operating Report - An annual report prepared by the Community Transportation Coordinator detailing its designated service area operating statistics for the most recent operating year.
APR	Annual Performance Report - An annual report issued by the Commission for the Transportation Disadvantaged that combines all of the data submitted in the Annual Operating Reports and the Commission for the Transportation Disadvantaged Annual Report.
AVL	Automatic vehicle location - An electronic communications system for tracking and reporting the location of vehicles to a central dispatching center.
ASE	Automotive Service Excellence - A series of tests that certify the skills of automotive technicians in a variety of maintenance areas.
	Availability - A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pickup and delivery time parameters.
	Batch scheduling—The practice of scheduling trips after some or all of the reservations have been received.
BCC/BOCC	Board of County Commissioners –Board of County Commissioners is a group of elected officials charged with administering the county government in local government in some states of the United States. County commissions are usually made up of three or more individuals.
BCT	Broward County Transit- is the public transit authority in Broward County, Florida. It is the second largest transit system in Florida
	Bus - Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
	Bus Lane - A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.
	Bus Stop - A waiting, boarding and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.
	Cancellation—An event where the customer who has previously requested service contacts the transit agency to cancel the request before vehicle arrival. Some systems also define and count late cancellations, defined in various ways.
	Capacity constraints—Defined by the U.S.DOT regulations implementing the ADA as being policies or practices that significantly limit or constrain the availability of ADA paratransit service. Examples include trip priorities, waiting lists, or an operational pattern or practice resulting in a substantial number of untimely pick-ups, excessively long

	trips, trip denials, or carrier missed trips.
CUTR	Center for Urban Transportation Research - A research group located at the University of South Florida's College of Engineering.
CMBE	Certified Minority Business Enterprise - Any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.
427	Chapter 427, Florida Statutes - The Florida Statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
CAC	Citizens Advisory Committee – Committee made up of advocates who discuss transportation and report to a larger Board.
	Commendation - Any written compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.
CDL	Commercial Driver's License - A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver) or a vehicle weighing more than 26,000 pounds.
	Commission - The Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.
CSTS	County Senior Transportation Services - The countywide transportation program created by Palm Tran CONNECTION to focus on the growing need for senior transportation in Palm Beach County.
CTD	Commission for the Transportation Disadvantaged (1) An independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. (2) Replaced the Coordinating Council on the Transportation Disadvantaged.
CTC	Community Transportation Coordinator - Formerly referred to as "Coordinated Community Transportation Provider". A transportation entity competitively procured or recommended by the appropriate official planning agency and Local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost-effective and efficient manner to serve the transportation disadvantaged in a designated service area.
	Competitive Procurement - Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
	Complaint - Any written customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.
	Complete (or Full) Brokerage - A type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.
	Coordinated Transportation System - This system includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the planning agency, and the Local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
	Coordinated Trips - Passenger trips provided by or arranged through a CTC.
	Coordinating Board - An entity in each designated service area composed of representatives who provide assistance to the Community Transportation Coordinator relative to the coordination of transportation disadvantaged services.
	Coordination - The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.
	Coordination Contract - A written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.
	Curb-to-curb service—A common designation for paratransit services. The transit vehicle picks up and discharges passengers at the curb or driveway in front of the customer's home or destination.
	Deadhead - The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pickup, and from last drop-off to home base or movements from home base to maintenance garage or fuel depot and return.
DRP	Demand Response - A paratransit service that is readily delivered with less than prior day's notification, 7 days a week, 24 hours a day. This service can be either an individual or shared ride.
	Denial—A trip that cannot be accommodated because of inadequate system capacity. (A denial does not include ineligible trip requests.) For ADA paratransit, a "capacity denial" is specifically defined as occurring if a trip cannot be accommodated within the negotiated pick-up window. Even if a trip is provided, if it is scheduled outside the 60/60-min window, it is considered a denial. If the passenger refuses to accept a trip offered within the 60/60-min pick-up window, it is considered a refusal not a capacity denial.

DOT	Department of Transportation – is the most common name for a government agency in North America devoted to transportation. The largest is the United States Department of Transportation, which oversees interstate travel.
	Designated Service Area - A geographical area subject to approval by the Commission that defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
	Disabled Passenger - Anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one’s self, walking, seeing, hearing, speaking, learning).
DBE	Disadvantaged Business Enterprise – is a business entity so certified in the United States by the government of the State in which it is located. SAFETEA provides that the Secretary of Transportation will provide uniform criteria for certification, and that at least ten percent of the amounts made available for any Federal-aid highway, mass transit, and transportation research and technology program be expended with certified DBEs.
	Dispatcher - The person responsible for having every scheduled run leave the yard or garage on time and maintains a schedule matching the workforce with the workload on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.
DOSS	Division of Senior Services –
	Door-to-door service—A form of paratransit service that includes passenger assistance between the vehicle and the door of his or her home or other destination.
	Driver Hour - The period of one hour that a person works whose main responsibility is to drive vehicles.
	Dynamic dispatch—The practice of transferring trips from one vehicle to another or inserting trips in vehicle manifests based on real-time information during the service day.
	Economies of Scale - Cost savings resulting from combined resources (e.g., joint purchasing agreements which result in a lower cost per gallon or quantity discount for fuel).
	Effectiveness Measure - A performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile are an example of an effectiveness measure.
	Efficiency Measure - A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
	Emergency - Any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of service to a designated service area for the transportation disadvantaged.
	Emergency Fund - Transportation Disadvantaged Trust Fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.
	Employees - The total number of persons employed in an organization.
FTA	Federal Transit Administration - is an agency within the United States Department of Transportation (DOT) that provides financial and technical assistance to local public transit systems. The FTA is one of ten modal administrations within the DOT
	Fixed Route - Also known as “Fixed Route/Fixed Schedule/Fixed Bus Route”. Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user’s request (e.g., conventional city bus, fixed guide way).
FAC	Florida Administrative Code - A set of administrative codes regulating the State of Florida.
FCTS	Florida Coordinated Transportation System - A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.
FCTD	Florida Commission for the Transportation Disadvantaged – An independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged.
FDOT	Florida Department of Transportation - A governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.
FPTA	Florida Public Transportation Association -
FS	Florida Statutes - The laws governing the State of Florida.
FTE	Full-time Equivalent - A measure used to determine the number of employees based on a 40-hour workweek. One FTE equals 40 work hours per week.
FAC	Fully Allocated Costs - The total cost, including the value of donations, contributions, grants or subsidies of providing coordinated transportation, including those services that are purchased through transportation operators or provided through coordination contracts.
	General Trips - Passenger trips by individuals to destinations of their choice not associated with any agency program.
	Goal - Broad conditions that define what the organization hopes to achieve.
	Grievance Process - A formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.
	In-Service - The time a vehicle begins the route to provide transportation service to the time the route is completed.
	Intake Clerk/Reservationist - An individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

IVR	Interactive Voice Response - This is a telephone based technology in which someone uses a touch tone telephone to interact with a database to acquire or enter data into the database. IVR typically uses the keypad and menu-driven responses.
IFB	Invitation for Bid - A competitive procurement process.
	Latent Demand - Demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).
	Limited Access - The inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.
	Load Factor - The ratio of use to capacity of equipment or a facility during a specified time period.
LCB	Local Coordinating Board - An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the Community Transportation Coordinator concerning the coordination of transportation disadvantaged services.
	Local Government - An elected and/or public body existing to coordinate, govern, plan, fund and administer public services within a designated, limited geographic area of the state.
	Local Government Comprehensive Plan - A plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.
MIS	Management Information System - The mechanism that collects and reports key operating and financial information for managers on a continual and regular basis.
MOA	Memorandum of Agreement - The state contract included in the Transportation Disadvantaged Service Plan for transportation disadvantaged services purchased by federal, state or local government transportation disadvantaged funds. This agreement is between the Commission and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.
MPO	Metropolitan Planning Organization - The area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, Florida Statutes.
	Missed trip—Occurs when a carrier fails to pick up a passenger. A missed trip also may be declared when a vehicle arrives so late that the passenger will not arrive at his or her destination at a reasonable time (e.g., causing a passenger to miss a doctor’s appointment).
MDT	Mobile Data Terminal —An in-vehicle piece of equipment that receives and sends digital messages and displays messages on a screen. Sometimes called a mobile data computer or MDC.
MV	MV Transportation - One of Palm Tran Connection’s Transportation Operators.
NTD	National Transit Database Report
	Negotiated pick-up time—The agreed on or negotiated pick-up time that is offered by the call taker and agreed to by the customer after a request has been placed and availability checked. In ADA paratransit service, the regulations allow a 60-min negotiated pick-up time before and after the requested pick-up time, with consideration given for the applicant’s appointment or schedule.
	Network type - Describes how a Community Transportation Coordinator provides service, whether as a complete brokerage, partial brokerage or sole provider.
	Non-coordinated Trip - A trip provided by an agency, entity or operator who is in whole or in part subsidized by local, state or federal funds and who does not have a coordinator/operator contract with the Community Transportation Coordinator.
	Non-sponsored Trip - Transportation Disadvantaged service that are sponsored in whole by the Transportation Disadvantaged Trust Fund.
	No-show—A passenger scheduled for a demand-response trip does not appear at the designated pick-up point and time and does not cancel the trip in advance.
	Objective - Specific, measurable conditions that the organization established to achieve its goals.
	Off-Peak - A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
OPA	Official Planning Agency - The official body or agency by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
OTP	On-time pick-up window—The period (typically defined around the agreed on pick-up time) when customers are to be ready for pick-up and the period within which drivers can arrive and be considered on time. This window also will define the maximum change in time between the agreed on and scheduled pick-up times that can be made without notifying the customer.
	Operating Cost - The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
	Operating Cost Per Driver Hour - Operating costs divided by the number of driver hours, a measure of the cost

	efficiency of delivered service.
	Operating Cost Per Passenger Trip - Operating Costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency and the market demand for the service.
	Operating Cost Per Vehicle Mile - Operating costs divided by the number of miles, a measure of the cost efficiency of delivered service.
	Operating Environment - Describes whether the Community Transportation Coordinator provides service in an urban or rural service area.
	Operating Expenses - The sum of all expenses associated with the operation and maintenance of a transportation system.
	Operating Revenues - All revenues and subsidies utilized by the operator in the provision of transportation services.
	Operating Statistics - The data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
	Operator Contract - A written contract between the Community Transportation Coordinator and a Transportation Operator to perform transportation services.
	Organization Type - Describes the structure of a Community Transportation Coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government or transit agency.
PBC	Palm Beach County – is the largest county in the state of Florida in area. As of 2008, the rapidly-growing county's estimated population was 1,294,654, making it the third most populous in the state and the twenty ninth most populous in the United States.
PBCHD	Palm Beach County Health Department - is a unit of the Florida Department of Health, charged with protecting the health and safety of visitors and residents of Palm Beach County, Florida.
PBCSD	Palm Beach County School District - is the eleventh largest public school district in the United States, and the fifth largest school district in Florida. The district encompasses all of Palm Beach County, Florida.
PBMT	Palm Beach Metro Transportation - One of Palm Tran Connection's Transportation Operators.
	Paratransit - Elements of public transit that provides service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.
	Partial Brokerage - A type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
	Passenger Miles - A measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. (For example: If 10 passengers ride together for 10 miles, there would be 100 passenger miles).
	Passenger Trip - A unit of service provided each time a passenger enters the vehicle, is transported, and then exits from the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
	Passenger Trips Per Driver Hour - A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.
	Passenger Trips Per Vehicle Mile - A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.
	Peer Group Analysis - A common technique used to evaluate the general performance of a single operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
	Performance Measure - Statistical representation of how well an activity, task or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
	Potential Transportation Disadvantaged Population – (1) Formerly referred to as A Transportation Disadvantaged Category I'. (2) This includes persons with disabilities, senior citizens, low income persons, high risk or at-risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.
	Program Trip - A passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining and job training).
	Public Transit - The transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
	Purchased Transportation - Transportation services provided for an entity by a public or private transportation provider based on a written contract.
	Real-time scheduling—The practice of scheduling a trip at the time the trip request/reservation is received.
	Refusal—this occurs when a passenger refuses a trip that is offered and is considered responsive to the original request

	(for ADA paratransit service, this would be within the allowed negotiated pick-up window).
RFB	Request for Bids - A competitive procurement process.
RFP	Request for Proposals - A competitive procurement process.
RFQ	Request for Qualifications - A competitive procurement process.
	Reserve Fund - Transportation Disadvantaged trust fund monies set aside each budget year to ensure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.
	Revenue Hours - The total vehicle hours used in providing passenger transportation excluding deadhead time.
	Revenue Miles - The total number of paratransit service miles driven while transportation disadvantaged passengers are actually riding on the vehicles. This figure should be calculated from first passenger pickup until the last passenger drop-off, excluding any breaks in actual passenger transport. (For example: If 10 passengers rode 10 miles together, there would be 10 revenue miles).
	Ride Sharing - The sharing of a vehicle by clients of two or more agencies thus allowing for greater cost efficiency and improved vehicle utilization.
	Road Call - Any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road Calls exclude accidents.
41-2	Rule 41-2, Florida Administrative Code - The rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, Florida Statutes.
	Scheduled pick-up time—The pick-up time indicated by the scheduler; if scheduling changes are made after the customer has placed a request, the actual scheduled pickup time may vary slightly from the negotiated on pick-up time as long as it does not violate the on-time pick-up window.
	Scheduler - A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service and other operating elements such as travel times or equipment availability.
	Search Window - The search window is the window of time which Palm Tran Connection’s scheduling software will look for viable options to schedule a trip request. This is currently 15 minutes before and 15 minutes after the requested pickup time.
	Shared ride—Multi-loading individual passengers on the same vehicle.
	Shuttle - A transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.
	Slack time—the available time in a vehicle schedule between a passenger drop-off and pick-up. Sometimes slack time is built into a schedule to accommodate anticipated additions or changes.
	Sole Provider – (1) Also referred to as A Sole Source”. (2) A network type in which the CTC provides all of the transportation disadvantaged services.
	Sponsored Trip - A passenger trip that is subsidized in part or in whole by a local, state or a federal government funding source (not including monies provided by the Transportation Disadvantaged Trust Fund).
	Standard - Something established by authority, custom or general consent as a model or example.
	Standing Order (or Subscription) Service - A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner.
	Stretcher Service - A form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney or other device that does not meet the dimensions of a wheelchair as defined in the American with Disabilities Act.
SSPP	System Safety Program Plan - A documented organized approach and guide to accomplishing a System Safety Program set forth in Florida Rule 14-90.
	Total Fleet - This includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.
TQM	Total Quality Management - A management philosophy utilizing measurable goals and objectives to achieve quality management practices.
	Transportation Alternative - Those specific transportation services that are approved by rule to be acceptable transportation alternatives and defined in Section 427.018, Florida Statutes.
TDP	Transportation Development Plan (Developed by CUTR)
TD	Transportation Disadvantaged - Those persons who because of physical or mental disability, income status or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities or other life-sustaining activities or children who are disabled, high-risk or at-risk as defined in Section 411.202, Florida Statutes.
	Transportation Disadvantaged Funds - Any local government, state or available federal funds that are for the transportation of the transformation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, and transportation provided pursuant to ADA, Administration of Transportation Disadvantaged Services, operation, procurement and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools or to

	receive service as part of their educational program.
	Transportation Disadvantaged Population – (1) Formerly referred to as ATD Category II”. (2) Persons who, because of disability, income, status or age are unable to transport themselves and children who are high-risk or at-risk.
TDSP	Transportation Disadvantaged Service Plan - A Three-Year Implementation Plan with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the Local Coordinating Board.
	Transportation Disadvantaged Trust Fund - A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the Transportation Disadvantaged Program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission’s responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person’s transportation costs not sponsored by an agency.
	Transportation Operator - A public, private for profit, or private non-profit entity engaged by the Community Transportation Coordinator to provide service to the transportation disadvantaged pursuant to an approved Coordinated Transportation Disadvantaged Service Plan.
	Transportation Operator Contract - The Commission’s standard coordination/operator contract between the Community Transportation Coordinator and the Transportation Operator which outlines the terms and conditions for any services to be performed.
	Trend Analysis - A common technique used to analyze the performance of an organization over a period of time.
TCRA	Tri-County Commuter Rail Authority (A/K/A as Tri-Rail) - is a regional rail line linking Miami, Fort Lauderdale, and West Palm Beach, Florida, United States. It is run by the South Florida Regional Transportation Authority.
	Trip—A one-way movement of a person or vehicle between two points.
	Trip Priorities - Various methods for restricting or rationing trips.
	Trip Sheet - Also known as a “Driver’s Log”, a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service.
TWS	Two Wheels Transportation - One of Palm Tran Connection’s Transportation Operators.
UPHC	Unduplicated Passenger Head Count - The actual number of people that were provided with paratransit transportation services, not including Personal Care Attendants, non-paying escorts or persons provided fixed schedule/fixed route service.
	Unmet Demand - The number of trips desired but not provided because of insufficient service supply.
	Urbanized Area - A city (or twin cities) that has/have a population of 50,000 or more (central city) and surrounding incorporated and incorporated areas that meet certain criteria of population size of density.
USDOT	United States Department of Transportation - A federal agency regulating the transportation field.
	Van Pool - A pre-arranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer drive.
	Vehicle Inventory - An inventory of vehicles used by the CTC, transportation operators and coordination contractors for the provision of transportation disadvantaged services.
	Vehicle Miles - The total distance traveled by revenue vehicles including both revenue and deadhead miles.
	Vehicle Miles Per Vehicle - A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.
	Vehicles - The number of vehicles owned by the transit agency that are available for use in providing services.
	Vehicle wait time—The maximum time that drivers are required to wait for customers after they have arrived. Typically, the wait time does not start until the beginning of the on-time performance window.
	Volunteers - Individuals who do selected tasks for the Community Transportation Coordinator or its contracted operator for little or no compensation.
	Will Calls - These are trips that are requested on a demand-responsive basis usually for a return trip. The transportation provider generally knows to expect a request for a will call, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

## **I. Appendix J - Memorandum of Agreement**

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The July 1, 2012 through July 2017 Memorandum of Agreement is contained on the following pages.

2013 – 2014

Contract # TD 12-93

Effective: July 1, 2012 to June 30, 2017

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

**MEMORANDUM OF AGREEMENT**

**R 2012 08 41**

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Palm Beach Board of County Commissioners the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Palm Beach county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

- I. The Coordinator Shall:
  - A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
  - B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
  - C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
  - D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

Rev. 04/02/2012

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E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
  3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
  4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
  2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
  - 1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
  - 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
  2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may 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.
  3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
  4. All vehicles 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.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles 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.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. 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.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
  1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Ron Jones  
Palm Tran  
3044 South Military Trail, Suite D  
Lake Worth, FL 33463  
Phone: (561) 649-9848 ext. 3638

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on April 18, 2012.

*Shirley H. Burdick*  
Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION  
COORDINATOR:  
**R 2012 08 41**  
Palm Beach Board of County Commissioners

STATE OF FLORIDA, COMMISSION FOR  
THE TRANSPORTATION DISADVANTAGED:

Agency Name  
Shelley Vana **Steven L. Abrams**  
Printed Name of Authorized Individual  
By *Shirley H. Burdick*  
Signature

Steve Holmes  
Printed Name of Authorized Individual  
Signature: *Lawrence J. ...*  
Title: Executive Director

Title: Commissioner

Sharon R. Bock, Clerk & Comptroller  
Palm Beach County, BEACH  
By *Shirley H. Burdick*  
Deputy Clerk FLORIDA



APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY  
*Lawrence J. ...*  
COUNTY ATTORNEY

## Appendix K - No-Show Policy

### Palm Tran Connection No-Show and Cancellation Policy Review

The following represents Palm Tran Connection’s No-Show policy. This policy was developed within the parameters of the American’s Disabilities Act using examples of the best practices from other transit agencies. The purpose of this process is to deter and/or address chronic no-shows in order to improve Palm Tran Connection’s efficiencies and effectiveness.

The American’s with Disabilities Act states:

“The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA paratransit eligible individuals who establish a pattern or practice of missing scheduled trips.”

In developing this policy, Palm Tran Connection has attempted to present a policy which allows staff to reduce the current no-show and cancellation rates, while balancing the needs of our customers. There were four components to this review; defining no-shows, customer education, monitoring occurrences, and enforcement of the policy. Finally, this takes into account many factors, including:

- Setting realistic expectations of customers and drivers;
- Consistently applied operating procedures, particularly with respect to dispatch and drivers declaring an apparent passenger no-show;
- Providing a means for passengers to cancel trips as far in advance as possible, including during times when Connection may not be open for business;
- Thorough documentation based on a reliable, consistent method of recording no-shows and late cancellations;
- A system for sending letters to notify passengers about excessive no-shows;
- An effective process for determining excused no-shows based on consistently applied criteria;
- A way to monitor no-shows and late cancellations on an ongoing basis and to impose suspensions at the appropriate time;
- Public outreach to solicit input and educate passengers and their caregivers about the negative effect of no-shows and late cancellations; and
- A recognition that imposing sanctions on this population must be done with due process and concern for individuals who may rely on ADA paratransit as their only source of transportation.

#### Definitions:

**Advance Cancel:** When the customer schedules transportation with Palm Tran Connection and either notifies Connection that the service is no longer needed or contacts Connection to change the trip. The cancellation must be made before close of business the day prior to the date of service.

2013 – 2014

**Late Cancellation:** A cancellation which occurs after the close of business the day before the date of service and up to three (3) hours prior to the scheduled pickup time.

**No-Show:** When the customer fails to board the vehicle when it arrives to transport him/her within the pick-up window or fails to contact our office to inform us of a cancellation at least three (3) hours prior to the customer's scheduled pick-up time.

**Major Changes to Policy:**

- Time allowed for the trip to be documented as a no-show has been changed from one (1) hour to three (3) hours. This will allow for adequate time to notify the driver of the cancellation and additional time to attempt to schedule other trip(s) into that time slot.
- The policy no longer ties the number of no-shows to the number of trips. This was done in order to simplify the policy.
- No cancellation policy has been proposed. The regulations permit service suspension only for customer no-shows and not for late cancellations. Also, the ADA does not consider cancellations after 5:00 PM on the day before the service day the functional equivalent of a no-show by a customer.

**No-Show Policy:**

Palm Tran Connection defines a valid no-show as occurring when all six of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled trip three (3) hours before the start of the pick-up window.
3. The paratransit vehicle has arrived at the scheduled pickup point within the specified pick-up window.
4. The customer has failed to board the vehicle within five (5) full minutes after the driver's arrival. The five (5) minute wait time cannot start until the beginning of the agreed to and confirmed pickup window.
5. The driver has waited and made a good faith effort to locate the customer. (The driver cannot lose sight of the vehicle nor enter the location of your pick up).
6. The driver has contacted their dispatcher who has made one last attempt to contact the customer through the phone number on file.

No-shows will not be charged when the no-show is beyond the control of the customer.

Any customer charged with valid no-shows which exceed three (3) no-shows per calendar month shall be considered as an "Occurrence" of violating the No-Show policy.

**First Occurrence:** Warning Letter

2013 – 2014

<b>Second Occurrence:</b>	14-day Suspension and Loss of Subscription
<b>All Subsequent Occurrences:</b>	14-day Suspension

Customers will receive two weeks notice of any suspension. Notice of suspension will include the dates of all valid no-shows. Service will continue to be provided while any appeal is pending.

If any customer no-shows the “going” trip on two consecutive days, staff will automatically cancel all trips until contact is made with the customer to confirm service is still needed.

**Appeals Process:**

Any customer who has been determined to be in violation of the Palm Tran Connection No-Show Policy will have the right to appeal the decision through the Director of Palm Tran Connection and/or the locally approved Grievance board whose decision is binding and final.

## **J. Appendix L - Action Plan Report 2010 Update**

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# Southeast Florida Human Services and Veterans Transportation Summit Summary and Next Steps

Friday, December 14, 2012

Florida Atlantic University, Boca Raton, FL

Presented by: Florida Department of Transportation & Transportation Partners: Broward County Transit, Broward MPO, Florida Commission for the Transportation Disadvantaged, Guidance/Care-Center, Inc., Health Council of South Florida, Inc., Indian River County MPO, Martin County Transit, Martin MPO, Martin County CTC, Miami-Dade Transit, Miami-Dade MPO, Palm Tran Connection, Palm Beach MPO, St. Lucie Community Transit, St. Lucie County CTC, St. Lucie TPO, South Florida Regional Transportation Authority

Prepared by:



Southeast Florida Human Services and Veterans Transportation Summit  
Summary Report – 2013

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On December 14, 2012, the Florida Department of Transportation (FDOT) and local transportation partners hosted a day-long summit at the Florida Atlantic University Boca Raton campus. Participants included local government officials, transit providers, paratransit clients, non-profit human service organization representatives, veterans service providers, local coordinating board members, and other interested individuals and stakeholders.

The purpose of the Summit was to provide a forum for discussion among transportation and human service agencies with the intent of defining emerging transportation issues in the region and identifying necessary steps or recommended projects to help collectively address those issues in the coming years.

With a diverse and rapidly growing senior population and increased need for coordinated veterans services, cultivating mutual support systems and regional coordination will help to ensure residents will have equitable access to health services, employment, education, and other life necessities. This Summit represents a step forward towards greater sharing of ideas, problem-solving, collaboration on projects, and improved coordination.

### Background

There is a growing awareness of the need to plan strategically for the future of Southeast Florida (comprised of Monroe, Miami-Dade, Broward, Palm Beach, Martin, St Lucie and Indian River Counties). By 2030, our region is projected to add 2.4 million more residents.<sup>1</sup> Most of this population growth will occur in the 60 and older age bracket, representing 55.2 percent of the population gains.<sup>2</sup> Currently, it is estimated that 2,420,035 Floridians live with a disability, which comprises 12.9 percent of the total population. In Southeast Florida, the portion of the total population living with a disability is approximately 11.2 percent.<sup>3</sup> This percentage will continue to rise with the increase in the senior population. Support for paratransit and human services transportation is a key element in sustaining and improving livability and mobility for all residents.

With the recent changes in federal funding sources from the implementation of the recent federal transportation legislation, MAP-21 (Moving Ahead for Progress in the 21<sup>st</sup> Century), it is important to understand the financial resources available, how to tap into them, and how to most effectively leverage available transportation funding. Like other program areas in the law, MAP-21 repealed and consolidated several human service grant programs, such as Job Access/Reverse Commute (JARC) and New Freedom, and shifted dollars into formula programs to ensure steady funding for transit agencies. Against a backdrop of a more competitive funding process and higher expectations for accountability with MAP-21's performance-driven, outcome-based emphasis, Florida's coordinated human services transportation system will need to strengthen its partnerships both regionally and locally.

Coordination among agencies and stakeholders will be critical, as paratransit and human service agency transportation providers face growing demand and greater competition for diminishing financial resources. With projected fiscal constraints and a more diverse, aging population, it is

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<sup>1</sup> *Seven 50 Southeast Florida Economic Prosperity Plan*. Accessed at <http://seven50.org/plan/why-seven50/>.

<sup>2</sup> (2012) *Florida's Economic Future & the Impact of Aging in Place*. 1<sup>st</sup> Annual Statewide Aging in Place Housing Summit. The Florida Legislature Office of Economic and Demographic Research. Accessed at <http://edr.state.fl.us/Content/presentations/economic/AginginPlaceHousingSummit.pdf>

<sup>3</sup> (2011) "Disability Characteristics Table," American Community Survey, United States Census Bureau.

Southeast Florida Human Services and Veterans Transportation Summit  
 Summary Report – 2013

becoming increasingly important for transit agencies, Florida's Community Transportation Coordinators (CTCs) and coordinating agencies to utilize funding from multiple sources, help form partnerships among public, for-profit and non-profit agencies to leverage competitive funding opportunities and strengthen and increase the capacity of the coordinated network.

**Overview**

On December 14, 2012, the Florida Department of Transportation (FDOT), along with local partner agencies, hosted a day-long summit at the Florida Atlantic University Boca Raton campus. Over 120 participants attended, representing the seven counties of Southeast Florida: Broward, Indian River, Martin, Miami-Dade, Monroe, Palm Beach, and St. Lucie, in addition to several attendees from Central and Southwest Florida. The Summit brought together local government officials, paratransit providers, paratransit clients, non-profit organizations, local coordinating board members, and other government agency representatives.



Over 120 participants attended the day-long Summit.

Summit objectives included discussing funding changes resulting from the implementation of MAP-21, strengthening coordination and public awareness, identifying and documenting current needs and emerging issues facing public and non-profit agencies and providers, and presenting a positive forum for discussion, problem-solving, and networking.

The program featured three nationally recognized speakers: Jennifer Hibbert from the Federal Transit Administration (FTA), Jo Ann Hutchinson from Community Transportation Association of America (CTAA), and Laura Keyes from the Atlanta Regional Commission (ARC). They covered the topics of funding changes due to the implementation of MAP-21, the benefits of regional coordination, and real world experiences using Federal Transit Administration Veterans Transportation and Community Living Initiative (VTCLI) grant funds to create a regional call center in the Atlanta region.



The Question and Answer Panel, moderated by Whit Blanton. From left to right: Larry Merritt, Jo Ann Hutchinson, Jennifer Hibbert, Laura Keyes, Steve Holmes, and Whit Blanton.

The Summit also included a question and answer panel that included the three speakers, as well as Larry Merritt, the Plans and Programs Manager for FDOT District Four Office of Modal Development, and Steve Holmes, Executive Director of the Florida Commission for the Transportation Disadvantaged.

The day concluded with break-out sessions that covered topics such as maximizing regional connections, funding, veterans transportation, accommodating an aging and diverse society, best practices, technology and data, and addressing gaps and barriers to service. Of these topics, Summit attendees chose which group to participate in, depending on their interests. All materials from the Summit, including the agenda, speaker presentations, the break-out session worksheets, and the results of the post-summit survey are located in the appendices.

Southeast Florida Human Services and Veterans Transportation Summit  
Summary Report – 2013

### MAP-21 Updates and Funding

Jennifer Hibbert, the Director of Planning and Program Development for the Federal Transit Administration (FTA) Region IV, spoke about the changes occurring in human services funding due to the implementation of MAP-21. Ms. Hibbert outlined the new rules and discussed areas in which FTA has supported various efforts to address the transportation needs of seniors, veterans and people with disabilities. FTA's support of human services transportation focuses on four strategies: coordinated planning, mobility management, VTCLI one-call/one-click centers, and state leadership. Ms. Hibbert highlighted the key changes in funding by outlining new, repealed, consolidated, and modified grant programs. The changes will lead to a steadier and more predictable funding source. However, there are additional aspects that include new reporting requirements and performance measures.



### Coordination

Jo Ann Hutchinson, United We Ride Ambassador and Community Transportation Association of America (CTAA) presented on the importance of regional coordination. Coordination at the regional scale will lead to efficient and effective use of limited transportation resources, reduce overall costs to society, and increase the health and well-being of residents.



Recent social, economic and demographic trends influence the increased need for transportation coordination, including veterans returning from overseas, high unemployment rates, budget reductions, and a rapidly aging population. Consider this one aspect of Florida's demographics: Today, 17 percent of Florida's population is 65 or older. In 2020 that climbs to 18 percent and by 2030 it is 27 percent – an additional 4.3 million people. Roughly one in five of that age group does not drive; meaning an additional 870,000 people will be seeking alternative transportation options in the next 20 years. It is an expensive endeavor: costs can be anywhere from \$10-\$45 per trip. Most agencies lack the funding to expand services to meet those needs.

Strategies to address these trends include encouraging strong leadership, strengthening coordinated transportation infrastructure (expanded transit systems, donated programs, and volunteer programs), consistently evaluating cost-effectiveness, measuring and documenting performance on trips, partnering with non-traditional organizations with similar community goals, and developing funding strategies.

Fostering and expanding coordination will help to leverage and fairly allocate limited transportation funds, reduce duplication and fragmentation of services, improve efficiencies, share resources and best practices, eliminate fraud, and most importantly ensure safety and welfare of

Southeast Florida Human Services and Veterans Transportation Summit  
Summary Report – 2013

the most vulnerable citizens. This is best achieved through coordination among elected officials, advocates, experienced transportation and planning entities, human service agencies, and businesses.

### Atlanta Regional Commission, Regional Mobility Management One-Click System

Laura Keyes, Community Development Manager with the Atlanta Regional Commission (ARC), the Metropolitan Planning Organization (MPO) for the 18-county Atlanta region, presented her work with Veterans Transportation and Community Living Initiative (VTCLI) grant funds to create a one-click, on-call call center. The program, the Regional Mobility Management One-Click System (RMM OCS) is still under development. The program uses software to lay the foundation for a regional one-click/one-call center to provide easier access to mobility options in the region for older adults,



persons with disabilities and persons of limited income. The RMM OCS program worked with pilot partners, which includes Department of Veterans Affairs, Veteran's Transportation Services, Goodwill of North Georgia, Disability Link, Cobb County Community Transit, Agewise Connection, ARC RideSmart, and the Atlanta Regional Workforce Board. This partnership has been important in developing the program. The RMM OCS uses GIS to determine travel routes and options, timeframe and cost for each, and also involves streamlining of all eligibility requirements for human services transportation users in the state of Georgia. Ms. Keyes stressed the importance of focusing on early wins, however small they may be, because they are tangible benefits that can be shown to transit providers and users.

### Break-Out Session

The final session of the day involved a break-out session where the participants separated into six groups to discuss emerging issues in human services transportation in the southeast Florida region. Participants chose a group from among the following emerging issues that best matched their interests:

- Maximizing regional connections
- Sharing resources & best practices, reporting data & data issues, and use of cutting edge technology
- Strengthening the planning/funding process & Transportation Disadvantaged Service Plans (TDSPs) and developing alternative funding sources
- Integrating veterans transportation into the coordinated network
- Addressing gaps and barriers to service
- Accommodating an aging and more diverse society

Within these emerging issue areas, group members identified areas of success, areas of need, and possible strategies to implement to address the needs identified. At the end of the break-out

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Summary Report – 2013

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session, each group had a representative report their groups' outcomes to the entire group. These group outcomes are summarized in the following section.

### **BREAK-OUT SESSION OUTCOMES – NEEDS AND STRATEGIES**

#### **Sharing Resources & Best Practices, Reporting Data & Data Issues, and Use of Cutting Edge Technology**

This group discussed the topics of sharing best practices and resources, reporting data and data issues, and using cutting edge technology. The group determined the following accomplishments in the seven-county region: fleet/vehicle replacement, health and human services element – outcomes measures, and prioritization of resources.



They then identified the following needs: increase political support to reduce cuts in funding each year, distribution of unused resources, cost allocation for shared resources, access to county maintenance facilities, better addressing of human services in the Transportation Element of local government comprehensive plans, and the choice of vehicles does not always meet agency need.

#### **Strategies**

The group formulated the following strategies:

- Create more flexible insurance policies (implemented by: the TD Commission; timeframe: two years)
- Use GIS to produce a needs analysis for identifying gaps and future needs (implemented by: Counties; timeframe: 6 – 12 months)

#### **Future Collaboration**

The TD Commission and Counties were the main agencies identified to carry out the recommended strategies to address needs. FDOT would be another resource for helping counties to identify needs using GIS.

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Summary Report – 2013

### Strengthening the Planning/Funding Process & TDSPs and Developing Alternative Funding Sources

This group addressed ways to strengthen the planning and funding process and Transportation Disadvantaged Service Plans (TDSPs), and ways of developing alternative funding sources. The group identified the following areas of need: reliable and sustainable sources of funding, learning how to combine and leverage funding, and developing a stronger voice to advocate for the elderly and disabled.



#### Strategies

The group developed the following strategies to address the needs:

- Improve public education of human services transportation (implemented by: local governments; timeline: begin immediately)
- Hold E-Town Hall meetings to keep updated on new developments (Florida Association of Counties)
- Cultivate broad-based support for human services transportation (Chambers of Commerce, Government Finance Officers Association).

#### Future Collaboration

Local governments, the Florida Association of Counties, Chambers of Commerce, and Government Finance Officers Association were the main agencies identified to implement these strategies.

### Integrating Veterans Transportation into the Coordinated Network

This group focused on ways to better integrate veterans transportation into the coordinated network and improve transportation for veterans. Some accomplishments in this area included: acquiring of two 24-passenger buses from Guantanamo Bay in Indian River County; St. Lucie County receipt of a VTCL grant for needs assessment and barriers to transportation, which will be used to create a call center to allow veterans to only make one phone call; PalmTran Connection picks up veterans and take them to their destinations “point-to-point”; Easter Seals grant in St. Lucie; and pro-transit commissioners in St. Lucie County.



The group also identified the following needs: obtaining operating funds, acquiring data on veterans (age, home location, income, etc.), veterans transportation beyond getting to VA hospital (Palm Tran Connection does provide this, it is needed regionally), New Freedom Grants – finding out how it works after the MAP-21 changes and 5310 grants, St. Lucie – out-of-county health trips

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Summary Report – 2013

and time needed, transportation not provided by VA – special mode or time limitations due to VA hospital being far away, and liability concerns with door-to-door vs. curb-to-curb pick up and drop off.

### Strategies

The group formulated the following strategies to address the needs identified:

- Creating a card that provides free access to all public transit agencies for veterans (implemented by: VA, Xerox – currently working on this; timeframe: 2-4 years)
- Public and private partnering with transit agencies for a coordinated effort (implemented by: FDOT; timeframe: currently working on)
- County-to-county regional and statewide connections (implemented by: FDOT, State, Federal; timeframe: unknown)

### Future Collaboration

Xerox, the VA, FDOT, and state and federal agencies were identified as the lead businesses/agencies to carry out these strategies.

### Addressing Gaps and Barriers to Service

This group focused on identifying gaps and barriers to services in the region. One of the biggest gaps in services occurs at the county borders, creating a need to cross county lines with services for medical and other types of trips. Other needs identified include expanding services from serving only special needs to serving the general public; replicating successful services to make them more widely available; using wording that allows for “to or from” language to support users that may have to travel; looking at ways for regional providers to subcontract with smaller agencies that can provide shorter, easier trips; modifying the system to look outside of traditional large bus or paratransit services to allow more flexibility; providing transportation on the weekends or late night; and making transportation solutions easier for users to figure out.



### Strategies

The group then formulated the following strategies:

- Developing ways to eliminate challenges caused by jurisdictions (physical and financial) (implemented by: county agencies, MPOs, county commissions, and agencies with money and interest such as Aging and Disability Resource Centers)
- Developing accountability with flexibility to think outside the box (requires policy changes and state level agencies)
- Creating services that respond to needs of the actual users and having funding to do so

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 Summary Report – 2013

- Modifying the pyramid to start from the bottom-up because if the local level started to direct the overall need, it would benefit the whole region
- Developing fares/costs that users are comfortable paying

**Future Collaboration**

County governments, MPOs, Aging and Disability Resource Centers, State of Florida were selected as the agencies to take the lead with implementing the strategies identified.

**Accommodating an Aging and More Diverse Society**

This group discussed ways to prepare for aging baby boomers and how to better accommodate the desire among many for aging in place. There is a need to develop a robust transportation system and changes in land development patterns that can accommodate the growing aging population, as baby boomers relocate to the warmer climate of south Florida.



**Strategies**

They group identified the following strategies to address the needs stemming from the aging population:

- Develop programs to encourage older adults to use the county-based fixed-route system because it is the most cost-effective way to transport people compared to door-to-door service
- Giving significant discounts for bus passes especially geared toward older adults using county paratransit service (need to provide more shelters along with the bus stops)
- Develop stronger coordination between counties for rural residents to access services in the urbanized area
- Expand access of door-to-door services including quality-of-life and life-sustaining trips that are affordable
- Implementing volunteer driver programs
- Using technology, such as mobile data terminals, that automatically call paratransit riders when the vehicle is 15 minutes away
- Creating smart cards for paying for trips;
- Developing public-private partnerships to fund innovative transportation options

**Future Collaboration**

FDOT, county governments, the state of Florida, transit providers, and landowners were identified as lead agencies to implement these strategies.

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**Maximizing Regional Connections**

This group focused on how to strengthen regional connections for the seven-county region. They identified the following needs: targeting visitors for transportation service needs, bus-to-rail-to-airplane connections, gathering data on who is not receiving services, difficulty finding park and ride lots near I-95, creating more incentives for the private sector, marketing to garner buy-in before making investments in new systems, and St. Lucie to Palm Beach County veterans trips (VA hospital and specialists are in West Palm Beach).



**Strategies**

To address those needs, the group formulated the following strategies:

- Increase rail connections in the region
- Create park and ride lots in appropriate places. Relaxation of FDOT rules on leasing land for lots.
- Create a marketing campaign
- Implement transportation vouchers
- Engage private sector by creating incentives
- Workforce boards to address gaps
- Increasing the number of transit system stops
- Express bus system investment
- Education for stakeholders

**Future Collaboration**

The TPOs/MPOs, FDOT, and cities were identified as the possible lead agencies to carry out the strategies identified.

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Summary Report – 2013

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## SUMMIT EVALUATION

An electronic survey was sent out to the Summit attendees to gather feedback on various aspects of the Summit. Thirty percent of attendees responded to the survey.

A few key observations from the survey:

- 94 percent of respondents felt the information shared at the Summit was useful to them or their organization
- The most important issues identified to focus on in the future include funding sources, the planning and funding process, and addressing gaps and barriers to service
- 97 percent of respondents think they or their organization would benefit from the Summit occurring annually

Overall, the Summit received positive feedback. The full survey response report is located in Appendix D, which includes written comments from respondents.

## NEXT STEPS

Based on the attendance of the Summit, it is clear that there is a high level of interest in improving and coordinating human services transportation in Southeast Florida. It is the hope of FDOT and its local transportation partners to continue the conversation and coordination throughout the year. Holding a Summit annually is one way to help achieve this goal.

Several key themes were addressed numerous times at the Summit. They included expanding services regionally so county lines become less of a barrier, or at least aligning county services and schedules so users are less inconvenienced. Networking to share resources and best practices was another important theme. Some of the attendees were not aware of the services provided in their counties (while they believed there were gaps in the system, a provider may already exist), which brings to light the need for greater awareness of transportation options and programs available in each county. Additionally, clarifying to non-profits how to get into the funding loop and get their projects into the coordinated plan was another major theme that emerged from the Summit. Many organizations need to become a part of the planning process but often do not know where to begin.

Besides holding the Summit annually, there are several general strategies to continue supporting the goal of better coordination: creating a mobility coalition, developing a regional coordination framework (collaboration, info sharing), responding to MAP-21 changes (developing performance measures, reporting methodology, setting targets), continuing the discussion of break out group needs and strategies (identify and prioritize, timetable, and task force leaders). These recommendations will help to continue to make improvements in human services transportation in Southeast Florida, and ensure adequate transportation for those most in need.

Southeast Florida Human Services and Veterans Transportation Summit  
Summary Report – 2013

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**APPENDICES**

**Appendix A: Agenda**

**Appendix B: Speaker presentations**

**Appendix C: Break out worksheet**

**Appendix D: Results of Post-Summit Survey of Participants**

## Appendix A: Summit Agenda

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## **Southeast Florida Human Services and Veterans Transportation Summit**

Friday, December 14, 2012

9:30 am - 3:00 pm

Grand Palm Room

Florida Atlantic University, Boca Raton Campus, Student Union

- 9:30– 10:00      **Sign-in and Light Refreshments**
- 10:00 – 10:15      **Welcome and Acknowledgements** - Larry Merritt, Plans and Programs Manager,  
FDOT District Four Office of Modal Development
- 10:15 – 10:20      **Orientation and Overview** - Whit Blanton, FAICP, Renaissance Planning Group  
*A brief presentation will address the purpose and objectives of the summit, and provide background and context for the day's discussions.*
- 10:20 – 10:50      **Plenary Speaker** - Jennifer Hibbert, Federal Transit Administration  
*Ms. Hibbert will highlight key MAP-21 changes and address potential issues and responses at the state, regional and local levels. She will also address specific veterans transportation issues.*
- 10:50 – 11:00      **10 minutes to transition**
- 11:00 – 11:30      **Benefits of Coordination** – Jo Ann Hutchinson, United We Ride, CTAA  
*Ms. Hutchinson will provide a presentation on the benefits of regional coordination.*
- 11:30 – 12:00      **Panel Open Question & Answer Session**  
  
*Jennifer Hibbert, Jo Ann Hutchinson, Laura Keyes, Larry Merritt and Steve Holmes, Executive Director of the Florida Commission for the Transportation Disadvantaged will participate in a question and answer panel.*
- 12:00 – 12:15      **Transition to Working Lunch**
- 12:15 – 12:50      **Keynote Speaker Luncheon** – Laura Keyes, Atlanta Regional Commission  
*Ms. Keyes will present her work on regional coordination in improving mobility options and securing funding in the Atlanta region.*
- 12:50 – 1:00      **Break to transition into break-out groups**
- 1:00 – 2:15      **Break-Out Session – Emerging Issues**  
*Participants will meet in groups for facilitated tabletop exercises to discuss needs, gaps in service, key emerging issues, and action items for the coming year.*
- 2:15 – 3:00      **Break-Out Session Summaries and Concluding Remarks**

## Speaker Bios



**Laura Keyes, AICP, Community Development Manager, Lifelong Communities, Aging Services Division**

Ms. Keyes, a certified-AICP Planner, works for the Atlanta Regional Commission (ARC) in the fields of transportation, housing and aging. She manages Community Development for ARC's Lifelong Communities Initiative. In this role she is also the project director for ARC's Regional Mobility Management One-Click System Development Project, funded through the Federal Transit Administration's Veterans Community Transportation Living Initiative. She is President for the Georgia Planning Association and recently published on Lifelong Communities in the Journal of Physical and Occupational Therapy in Geriatrics.



**Jennifer Hibbert, Director of Planning and Program Development, Federal Transit Administration Region IV**

Jennifer Hibbert is the Director of Planning and Program Development for FTA, Region IV in Atlanta, Georgia. Jennifer has served in this capacity since October 2011. She moved back home to Atlanta from Virginia, where she was the MPO director in Harrisonburg, Virginia. Jennifer is an Atlanta native and has worked at all levels of government, state, local, regional and, now, federal. Jennifer graduated from Brigham Young University with a undergraduate degree in geology and a graduate degree in planning. In her spare time, Jennifer enjoys motivating others through fitness and teaches aerobics classes at a local gym in Atlanta.

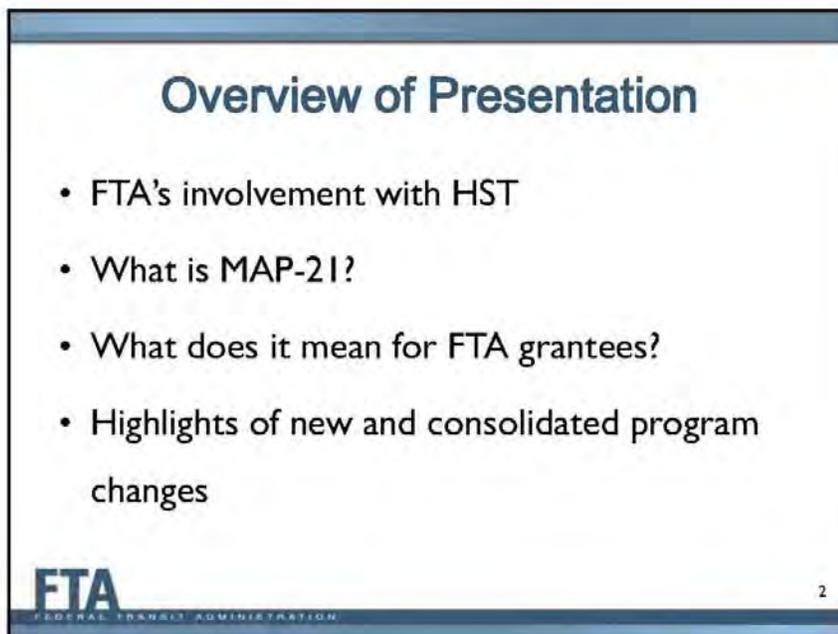
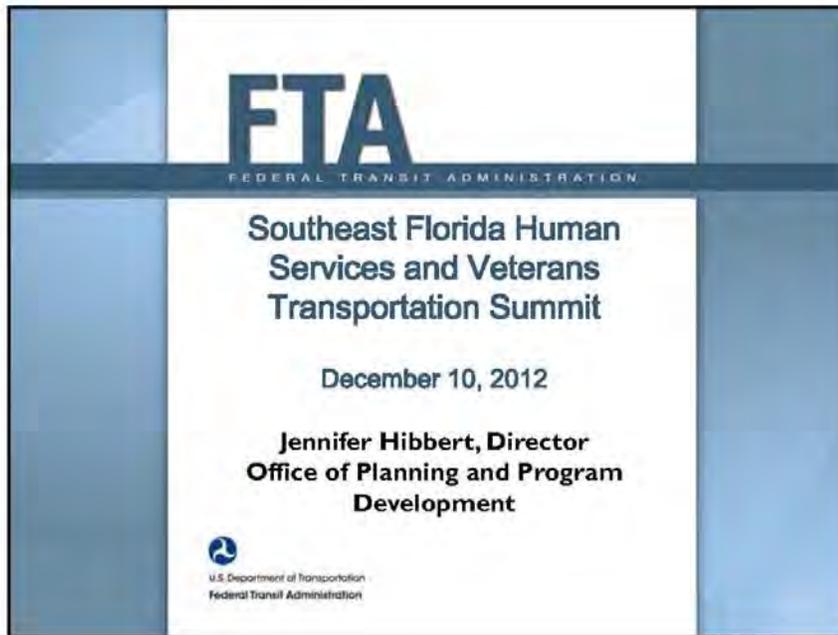


**Jo Ann Hutchinson, United We Ride Ambassador, Community Transportation Association of America, National Resource Center for Human Service Transportation Coordination**

Jo Ann has worked in the coordinated transportation field for over 30 years including extensive work in the implementation and oversight of the public and human service transportation coordination for Florida's coordinated transportation program both within the Florida Department of Transportation and as Executive Director of the Commission for the Transportation Disadvantaged, until her retirement in 2003. Since 2003, Jo Ann has continued her career as one of the ten United We Ride Ambassadors with the National Resource Center for Human Service Transportation Coordination (NRC), in partnership with the Community Transportation Association of America (CTAA) and the Federal Transit Administration (FTA) in over 30 states. In that role, she provides technical assistance, facilitation and other forms of assistance to assist states and communities to create or expand coordination opportunities. She currently represents the States/communities located within Region 4 of the FTA that include Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee and the territory of Puerto Rico.

## Appendix B: Speaker Presentations

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## FTA Involvement with HST

- Established 5310 Program in 1975
- JARC established in 1999
- New Freedom Initiative established in 2001. Became basis for New Freedom formula grant program in SAFETEA-LU.
- MAP-21 has continued to make changes to both programs.

## FTA Involvement with HST

- FTA's support of HST and coordination has focused on 4 strategies:
  - Coordinated planning
  - Mobility Management
  - One-call/One-click
  - State Leadership

## VTCLI

- Grew out of focus on One-call/One-click
- Partnership with United We Ride
- Funding One-call/One-click centers all over the country



5



## MAP-21

Moving Ahead for Progress in the 21st Century  
Transforming the Way we Build, Manage, and Maintain our Nation's Transit Systems



6

## Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21)

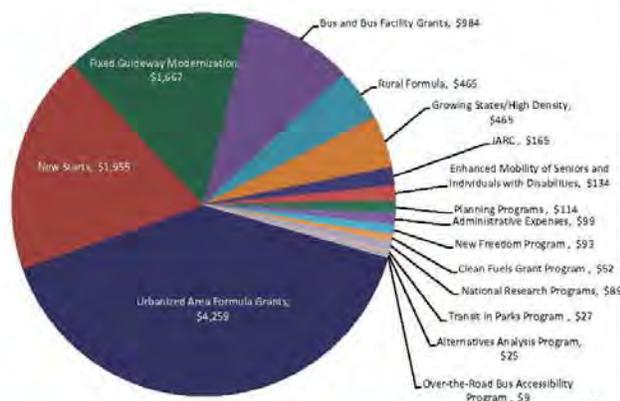
- Signed into law by President Obama on July 6, 2012
- Extends current law (SAFETEA-LU) through September 30, 2012
- Goes into full effect October 1, 2012
- Authorizes programs for two years, through September 30, 2014



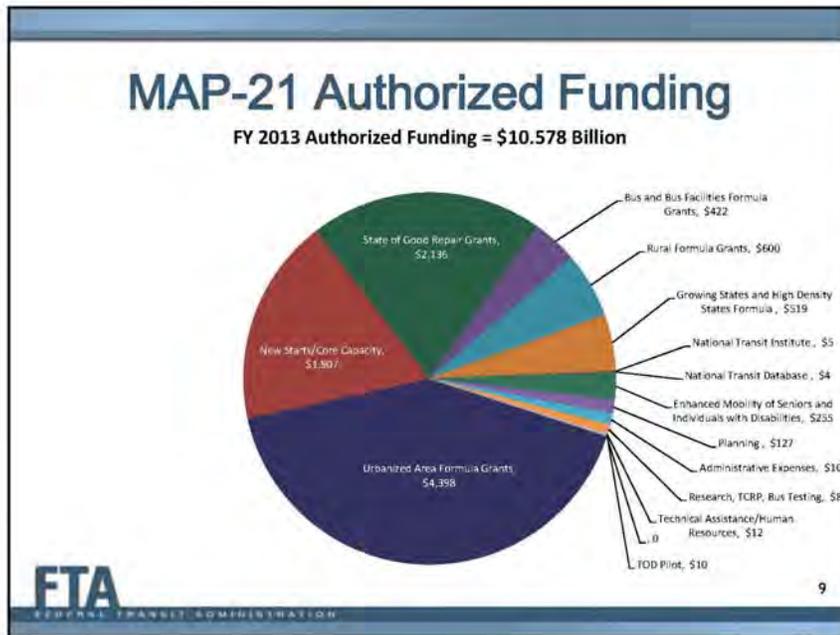
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## Current Authorized Funding

FY 2012 Authorized Funding = \$10.458 Billion



8



### Highlights of Program Changes

New	Repealed	Consolidated	Modified
<ul style="list-style-type: none"> <li>• Safety Authority (5329)</li> <li>• State of Good Repair Grants (5337)</li> <li>• Asset Management (5326)</li> <li>• Bus and Bus Facilities Formula Grants (5339)</li> <li>• Public Transportation Emergency Relief (5324)</li> <li>• TOD Planning Pilot Grants (20005(b) of MAP-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Clean Fuels Grants (5308)</li> <li>• Job Access and Reverse Commute (5316) [JARC]</li> <li>• New Freedom Program (5317)</li> <li>• Paul S. Sarbanes Transit in the Parks (5320)</li> <li>• Alternatives Analysis (5339)</li> <li>• Over-the-Road Bus (Sec. 3038 – TEA-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Urbanized Area Formula Grants (5307) [JARC]</li> <li>• Enhanced Mobility of Seniors and Individuals with Disabilities (5310) [New Freedom]</li> <li>• Rural Area Formula Grants (5311) [JARC]</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed Guideway Capital Investment Grants (5309)</li> <li>• Metropolitan and Statewide Planning (5303 &amp; 5304)</li> <li>• Research, Development, Demonstration, and Deployment (5312)</li> <li>• Technical Assistance and Standards (5314)</li> <li>• Human Resources and Training (5322)</li> </ul>

**FTA**  
FEDERAL TRANSIT ADMINISTRATION

## What MAP-21 Means for FTA Grantees

- Steady and predictable funding
- Consolidates certain transit programs to improve their efficiency
- Targeted funding increases particularly for improving the state of good repair
- New reporting requirements
- Requires performance measures for SGR, planning, and safety

New

## Safety Program

- FTA granted new Public Transportation Safety Authority
- Provides additional authority to set minimum safety standards, conduct investigations, audits, and examinations
- Overhauls State Safety Oversight
- New safety requirements for all recipients

**New**

## State of Good Repair (SGR) Grants

- Provides formula based funding to maintain public transportation systems in a “state of good repair”
- Funding limited to fixed guideway investments (essentially replaces 5309 Fixed Guideway program)
- Defines eligible recapitalization and restoration activities
- New formula comprises: (1) former Fixed Guideway formula; (2) new service-based formula; (3) new formula for buses on HOV lanes
- Funding: \$2.1 billion (FY 2013) authorized

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13

**New**

## Bus and Bus Facilities Formula Program

- Provides capital funding to replace, rehabilitate, and purchase buses and related equipment, and to construct bus related facilities
- Replaces discretionary bus program
- Funding: \$420 million (FY 2013) authorized

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14

**New**

## Public Transportation Emergency Relief

- Assists States & public transportation systems with emergency related expenses
- Pays for protecting, repairing, or replacing equipment and facilities that are danger of failure or have suffered serious damage as a result of an emergency
- Funding: As appropriated by Congress

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15

**New**

## TOD Planning Pilot

- Creates a discretionary pilot program for Transit Oriented Development planning grants
- Eligible projects are related to fixed guideway or core capacity projects as defined in section 5309
- Funding: \$10 million (FY 2013) authorized

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16

Consolidated

## Urbanized Area Formula Grants

- Funds capital, planning, plus JARC-eligible activities
- Creates new discretionary ferries grants
- New takedown for safety oversight
- Funding: \$4.8 billion (FY 2013) authorized (including funds from the 5340 formula)

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17

Consolidated

## Urbanized Area Formula Grants

- JARC-specific
  - “Old Money, Old Rules”
  - There is no mandatory minimum or maximum to use for JARC projects.
  - “Development and maintenance”
  - Must be included in the annual Program of Projects.
  - Linkage to HST plan

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18

**Consolidated**

## **Enhanced Mobility of Seniors and Individuals with Disabilities**

- Consolidates current 5310 and New Freedom program eligibilities into single formula program
- Requires FTA to establish performance measures
- Funding: \$255 million (FY 2013) authorized

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19

**Consolidated**

## **Enhanced Mobility of Seniors and Individuals with Disabilities**

- Projects selected must be included in a locally developed, coordinated human services transportation plan.

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20

Consolidated

## Rural Area Formula Grants

- Provides funding to States for the purpose of supporting public transportation in rural areas
- Incorporates JARC-eligible activities
- Establishes \$5 million discretionary and \$25 million formula Tribal grant program
- Establishes \$20 million Appalachian Development Public Transportation formula tier
- Funding: \$630 million (FY 2013) authorized (including funds from the 5340 formula)

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21

Consolidated

## Rural Area Formula Grants

- JARC-specific
  - “Old Money, Old Rules”
  - There is no mandatory minimum or maximum to use for JARC projects.
  - “Development and maintenance”
  - Must be included in the annual Program of Projects.
  - Linkage to HST plan

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22

## Other Notable Provisions

- **Buy America:** Requires Annual Report to Congress on any transit waivers
- **Veterans Preference:** Includes preference language for transit construction projects
- **Privatization:** Includes several provisions for promoting private sector participation
- **Bus Testing:** Establishes performance standards and “Pass/Fail” requirements for new model buses
  - Including safety performance standards



23

## FTA MAP-21 Website

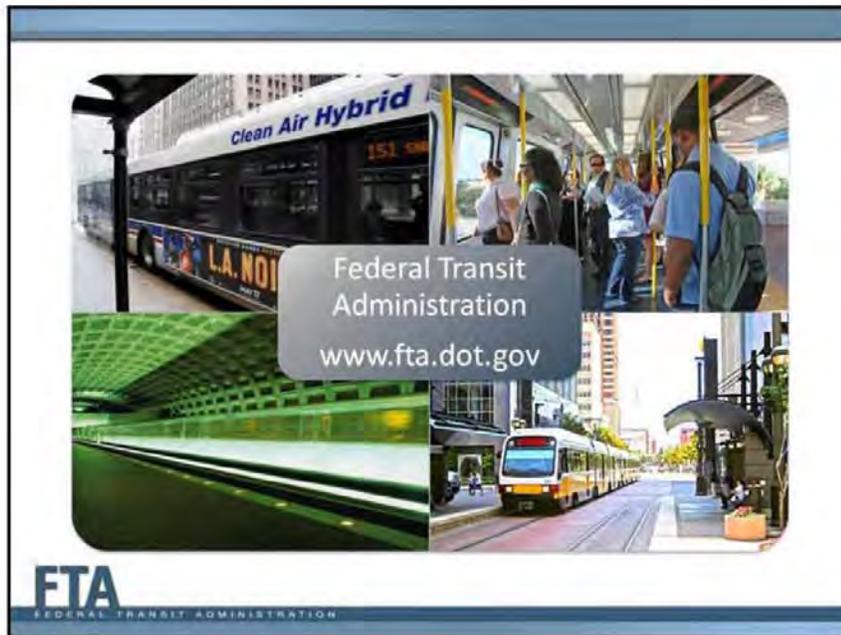
[www.fta.dot.gov/map21](http://www.fta.dot.gov/map21)



The screenshot shows the FTA MAP-21 website interface. At the top, it features the U.S. Department of Transportation Federal Transit Administration logo and a navigation menu with links for Newsroom, Grants, Legislation & Law, About FTA, and Civil Rights. The main content area has a large banner with the text "MAP-21 Moving Ahead for Progress in the 21st Century Transforming the Way we Build, Manage, and Maintain our Nation's Transit Systems". Below the banner, there is a call to action: "Visit this website often for information on FTA's implementation of MAP-21, including program information and guidance for grantees." and a "Sign up for email updates on this topic" button.



24

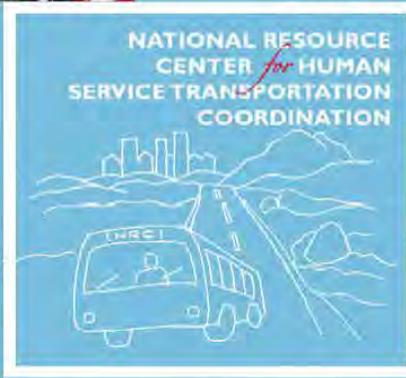


Jennifer Hibbert  
FTA, Region 4  
404-865-5632  
Jennifer.hibbert@dot.gov

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26

**Southeast Florida Regional Human Services  
& Veterans Transportation Summit**  
**December 14, 2012**  
Presented by Jo Ann Hutchinson  
United We Ride Ambassador-Region 4



1

**Congratulations Southeast Florida!**

- For promoting regional coordination
- For identifying unmet transportation needs in the region
- For strengthening coordination among providers
- For identifying emerging issues facing human service agencies
- For addressing veterans' transportation needs
- For assessing the impact of MAP-21 on human service agencies
- For beginning to implement mobility management strategies





### Coordination Results In...

- The efficient & effective use of limited transportation resources for getting people to work, health care and other daily activities
- Building partnerships with transit providers, veterans organizations, human service agencies, private institutions, businesses, volunteers and political leaders to broaden transportation options.
- Keeping people mobile and independent in their own homes
- Encouraging greater use of available transportation resources
- Increasing overall health and well-being
- Reducing overall costs to society (health care, unemployment, etc.)
- Creating cost-sharing arrangements between human service agencies and transportation communities



### The National Conference of State Legislatures Reports...

- 44,000 levels of government are involved in providing or funding transportation. Each has its own laws and regulations to carry out their multitude of responsibilities.
- In addition, thousands of non-profit agencies, private companies and individuals are involved with providing transportation services to a wide audience of customers and users.
- Coordinating councils are implemented in recognition of the complex governing structures that have arisen over time to meet the needs of various populations for transportation services, which has resulted in a lack of consistency in approaches, an overlap of services in some places, and unconnected services in others.
- Close to thirty states now have coordinating councils statutorily created or by a governor's executive order or initiative. *In Florida, a separate state commission implements a statewide coordination scheme.*



### Trends Impacting Transportation Coordination

- Implementation of the new MAP-21 with a continued emphasis on the development of local human service transportation plans
- FTA programs allow for use of human service transportation programs as local match and funding of mobility management functions as another way to improve coordination options
- Veterans transportation needs are rising and new federal funds have been made available to create access for veterans and their families in a coordinated concept
- Medicare for older adults is limited to emergency transportation but plans are proposed to create a non-emergency provision due to the growth in seniors, dialysis transportation and more
- The Coordinating Council on Access & Mobility (CCAM) is working on major coordination policies amongst all the federal agencies to improve coordination at the State and local levels



### Trends Impacting Transportation Coordination

- The creation of the National Center on Mobility Management is underway and is expected to be announced in 2013.
- Unemployment remains high creating the need for the unemployed and the underemployed to identify other forms of mobility.
- More people are in poverty than in recent years due to the economy resulting in more mobility needs for health care, employment, training, etc.
- A crisis in kidney disease and dialysis treatment has increased 900 percent. The three-weekly-for-four-hours treatment will create enormous transportation challenges especially for the return trip. Coordinated mobility is the key to solve these challenges.
- The nation's population of those 65 and older will double between 2000 and 2030, according to the U.S. Administration on Aging. That adds up to one out of every five Americans — 72.1 million people.
- Older Americans desire to “age in place” remaining in their homes. 79% of seniors live in suburban (56%) or rural (23%) communities.



### Trends Impacting Transportation Coordination

- By 2015, more than 15.5 million Americans 65 and older will live in communities where public transportation service is poor or non-existent. That number will grow rapidly as the baby boom generation "ages in place" in suburbs and exurbs with few mobility options for those who do not drive.
- Many older adults are returning to work either as paid employees or volunteers and many will need mobility options. Since the start of the recession in 2007, employment for people over 55 has grown by 3.9 million even though payrolls have fallen by 4.2 million.
- More than one-third (36 percent) of the 915,000 grandparents ages 60 and older who are caring for their grandchildren, were in the labor force in 2010 (2011 analysis of American Community Survey).
- Without access to affordable travel options, seniors who no longer drive make 15 percent fewer trips to the doctor, 59 percent fewer trips to shop or eat out and 65 percent fewer trips to visit friends and family, than drivers of the same age. As the cost of owning and fueling a vehicle rises, many older Americans who can still drive nonetheless will be looking for lower-cost options



### Trends Impacting Transportation Coordination

- AARP reports that older adults predominantly travel in their personal vehicles, but transit use by people age 65+, as a share of all trips they take, increased by a remarkable 40% between 2001 and 2009. In 2009, older adults took more than 1 billion trips on public transportation.
- Most Americans are going to live for a number of years after they cease driving, so the challenge to meet the special transportation needs of these frail older people (85+) continues.
- Specialized transportation is the only feasible mode for frail older persons, other than getting rides from others. They will often need travel escorts and door-to-door and door-through door assistance so that they can continue to live independently in their own homes and connected to their communities.
- Lost mobility jeopardizes not only the physical and emotional health of the individual who may feel a sense of loss and dependency but also the quality of their community.



### Trends Impacting Transportation Coordination

- Transportation innovations are needed to accommodate the Baby Boom Generation's need for improved safety and mobility will benefit users of all ages.
- For older Americans, as well as the population in general, the ability to travel represents freedom, activity and choice. Older Americans prize their mobility and active lifestyles and want to maintain them as long as possible.
- Few communities have started to think long term about how to plan and redesign services for aging Baby Boomers as they move out of the workforce and into retirement.



### Trends Impacting Transportation Coordination

- Dwindling budgets in a tight economy have pushed communities to cut spending on delivering meals to the homebound and shuttling folks who can no longer drive to grocery stores and doctor's offices.
- Six years ago, the National Association of Area Agencies on Aging said less than half of cities it surveyed were preparing to deal with the needs of older folks. It said the results "should serve as a wake-up call for communities to begin planning now." Five years later, a survey was done and found little had changed. There was still an identified need for transportation.
- Over 50 million people in the U.S. have some type of disability often limiting their mobility – The unemployment rate is 30% or higher with 79% of this population citing transportation as a major barrier.
- Veterans who serve our country in the past, present or in the future need access to health care, employment, training and other activities. The VTCLI One Call One Click program is a start (Congratulations to St. Lucie, Lee and Broward).



## Trends Impacting Transportation Coordination

- By 2014, at least 1-2 million riders will be eligible for Medicaid Non-emergency transportation in Florida as a result of the new Affordable Health Care Act.
- States, and Florida, are moving toward managed care models for Medicaid transportation resulting in the need for expanded coordination with new partners
- Some states without a statewide coordinated network are choosing to hire brokers (usually on a regional level) to manage their NEMT transportation programs
- State budgets are expected to continue to see the adverse effects of the recession with severely depressed state revenues and higher demand for human services.
- States are having to do more with less and State staffing is not increasing
- More persons are unemployed and qualifying for Medicaid who may now need mobility options



## Strategies to Address Trends

- Leadership is the key to success and including all the partners in the TD program is critical for successful outcomes (Nothing About Us Without Us)
- Strengthen the coordinated transportation infrastructure by implementing new, cost effective and creative ways to provide these needed services, including, but not limited to:
- Expanded bus routes, flex routes, accessible taxis, purchasing more energy efficient vehicles, installing stops or facilities that better accommodate older or physically challenged passengers; and additional non-traditional and private sector approaches to transit, including formal and informal ridesharing, donated vehicle programs, volunteer programs and taxi services.
- Partner with others in the region to offer training to help older people drive more safely, installing more road signs that are easier to read and other ways to allow older people the ability to continue driving



### Strategies to Address Trends

- Emphasize cost-effectiveness in everything you do – we all can do better!
- Continue documenting your performance relating to trips and purposes and educate elected officials and others with results
- Advocate in a united way at all levels with partners at the local, state and federal levels
- Reach out to nontraditional partners: health maintenance organizations, local and national foundations, veteran’s organizations, faith based community, volunteer programs, local business leaders and anyone who has a desire to improve mobility
- Assist industry leaders like APTA and CTAA and other partners to educate Congress to create a Medicare transportation provision (other than ambulances)
- Assist CTAA and other partners to create mobility options for America’s veterans and their families



### Strategies to Address Trends

- SPREAD THE WORD In YOUR REGION: *Transportation investments lead to decreased costs for healthcare, unemployment related costs and higher emergency transportation costs.*
- Increase funding support to address the growing needs (TD Trust Fund, Voluntary Donations to the TD Trust Fund, Public Transit Trust Fund, etc.)
- Consider funding and incentives for coordinators and operators who engage in innovative coordination practices
- Work with your DOT to “flex” a portion of highway funds for transit projects and programs;
- Include a “complete streets” policy to ensure that streets and intersections around transit stops are safe and inviting for seniors & other passengers
- Promote regional coordination initiatives at both the delivery level and the planning level. Partnerships among the CTC’s could be enhanced as well as Local Coordinating Boards and Planning agencies



## Strategies to Address Trends

Consider FTA Funding that is available to implement mobility management activities. Such activities can include:

- Support for short term management activities to plan and implement coordinated services (Development of Coordinated Plans)
- The operation of transportation brokerages to coordinate providers, funding agencies and customers (Mobility Managers)
- Customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers; (Travel Training)
- The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes
- Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems
- The support of State and local coordination policy bodies and councils
- Match requirements vary from 50/50 (operating programs) or 80/20 (capital program funds) Among other sources, match can be used from non-transportation contracts (i.e. Medicaid, Aging, TANF, etc) to stretch available dollars



## The Coordination Message That Began in 1979 Is The Same But Is More Important Than Ever:

- Coordination Brings People Together: Resulting in Increased Mobility, Cost Savings in Other Social Services and Improved Lives
- Coordination Maximizes Limited Resources
- Coordination Ensures Accountability for Millions of Tax Dollars
- Coordination Improves Efficiencies for Participating Human Service Agencies
- Coordination Provides a Return on the Investment
- And More Important – Coordination Improves the Quality of Life for Floridians



**The Coordination Message That Began in 1979 Is The Same But Is More Important Than Ever:**

- Florida coordination law was adopted in 1979 and amended several times - but coordination requirements remain today and is a national model
- Dedicated funds for TD services began in 1989 and have increased since this time showing continued commitment at state and local levels
- Regional coordination has and continues to be encouraged and exists across the state (formal and informal)
- Trends indicate more regional coordination will take place in the future
- State TD Commission, FDOT and other agencies are ready to assist you to continue with coordination enhancements



**The Coordination Message That Began in 1979 Is The Same But Is More Important Than Ever:**

Mobility management strategies are being implemented in this and other regions. Long term benefits include:

- Greater efficiency in the use of transportation resources with costs savings and increased effectiveness
- Providing various options, taxi, such as public transit, volunteer, vanpool, ride-share and demand-responsive services
- Developing technologies to increase travel options and traveler conveniences
- One call one click centers are being developed in the region via the Veterans Transportation and Community Living Initiative (VTCLI) creating more opportunities for regional coordination.



### **The Coordination Message That Began in 1979 Is The Same But Is More Important Than Ever:**

- Using congestion management strategies and coordinating public transit with infrastructure and land use planning
- Focus on transportation service diversity and a family of transportation services
- Focus on individual and community partnerships
- Uses multiple transportation providers to offer the most efficient and effective service to individuals
- Hiring Mobility Managers to serve as policy coordinators, operations service brokers and customer travel navigators
- Mobility Managers disaggregate service planning and markets in order to better serve individuals and the community
- Mobility Managers act as a travel agent/service coordinator/advocate to find the most effective individual transportation needs

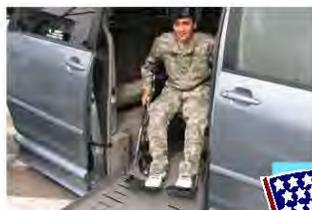


### **Benefits of Regional Coordination**

- Increase Services for Veterans and Other Transportation Disadvantaged
- Reduce expenditures
- Improve efficiencies
- Reduce duplication/fragmentation
- Stretch limited tax dollars
- Share resources
- Build community support and awareness
- Ensure accountability for tax dollars sent
- Eliminate fraud and abuse
- Ensure safety and welfare of the most vulnerable



**Congratulations to the Region's VTCLI Projects**  
***"A nation without heroes is nothing."***



NATIONAL RESOURCE CENTER HUMAN SERVICE TRANSPORTATION COORDINATION **NRC**

**Mobility Management & Coordination**  
**A Journey Worth Traveling**

- It is not a "one time" event or process – it's a way of doing business
- It can be best achieved through the efforts of elected officials, advocates, experienced transportation and planning entities, transportation, human service agencies, businesses and others like yourself
- It is more achievable today due to available resources and flexibility in program funding
- It is not always easy but it is achievable through trust, teamwork and cooperation
- It is a journey - not necessarily a destination

NATIONAL RESOURCE CENTER HUMAN SERVICE TRANSPORTATION COORDINATION **NRC**

## Coordination, Mobility Management and Veterans Transportation Resources

Much more information and resources are available at:

[www.fta.dot.gov/veterans](http://www.fta.dot.gov/veterans)

[www.ctaa.org](http://www.ctaa.org)

[www.nrctransportation.org](http://www.nrctransportation.org)

[www.unitedweride.gov](http://www.unitedweride.gov)

[www.easterseals.com](http://www.easterseals.com)

[www.partnershipformobilitymanagement.org](http://www.partnershipformobilitymanagement.org)



25

## Contact Information

- Jo Ann Hutchinson, the United Ride Ambassador is available to assist in facilitating discussions or researching other areas of interest. Contact: [hutchinson@ctaa.org](mailto:hutchinson@ctaa.org) or 800.891.0590, Ext. 730.



26

## Questions



NATIONAL RESOURCE  
CENTER FOR HUMAN  
SERVICE TRANSPORTATION  
COORDINATION **NRC**

27

## Thank You & United We Ride!



NATIONAL RESOURCE  
CENTER FOR HUMAN  
SERVICE TRANSPORTATION  
COORDINATION **NRC**

28

## *Regional Mobility Management: Regional Solutions for Mobility Options*

Laura Keyes, AICP  
Area Agency on Aging  
Atlanta Regional Commission



## Atlanta Regional Commission



- **Regional Planning Commission**
  - Ten-county region
- **Atlanta Regional Workforce Board**
  - Cherokee, Clayton, Douglas, Fayette, Gwinnett, Henry and Rockdale counties
- **Metropolitan Planning Organization**
  - 18-County Atlanta region
- **Atlanta Region Area Agency on Aging**
  - 1 of 12 AAAs in Georgia
  - Ten-county region
  - 530,000 older adults



## Regional Vision Mobility Management

*Mobility Management is a strategic approach for managing and delivering coordinated transportation services to all customers.*

## Strategies for Mobility

- Expand Transportation Options
- Use available Community Resources
- Create Walkable Communities, Safe Roads and Safe Drivers
- Implement Regional Strategies and Initiatives with Key Partners



### Regional Success Stories



- Transportation Voucher Programs
- Volunteer Driver Programs
- Travel Training
- Walkable Communities
- Carpool and Vanpool Programs

- Connection to other Service Options Providing Transportation






### Connection to Available Community Resources

Transportation Resource information		
SERVICE	GEORGIA	ATLANTA REGION
Bus Fares / Discounts	7	2
Driver safety Programs	33	21
Non-Emergency Transp.	226	63
Public Transportation	39	7
Transp. Voucher Programs	8	8
Vehicle Conversion	19	14
Vehicle Disability Placards	155	24

**Other services options providing Transportation:**

- Housing Facilities
- Private Home Care Providers
- Adult Day Care Centers
- Business Delivery Programs
- Volunteer Based Driver Programs






## Role of the VTCLI Grant One-Click Software Development



- **Project Vision:** When established, the Regional One Call – One Click Mobility Center will give older adults, persons with disabilities and those with limited incomes an easy way to find available transportation – anywhere they want to go.

- **Pilot Sites:**
  - Department of Veterans Affairs Veteran's Transportation Services
  - Goodwill of North Georgia
  - DisAbility Link
  - Cobb County Community Transit
  - Agewise Connection
  - ARC RideSmart
  - Atlanta Region Workforce Board
- **General Concept:** Develop software that will lay the foundation to support a regional one-click/one-call center to link older adults, persons with disabilities and persons of limited income with more mobility options in the region.







### Phase 1: Web-Based Inputs & Outputs

#### Trip and Client Details

Location: Marietta to the VA Medical Center in North Decatur

Time: 9:30 AM appointment on Tuesday

Client and Trip Profile: 50 year old, veteran, wheelchair-user, medical purpose trip, low income



#### Trip Options

-  Fixed Route: CCT Express Route 101 to Five Points (28 min + 10 min transfer), MARTA rail line to Decatur (14 min + 10 min transfer), MARTA bus #19 (11 min) = 1 hour, 23 min.
-  Paratransit: crosses boundaries from Cobb to MARTA service areas (transfer required) - 1 hour, 30 min.
-  VA Transportation Service: 1 hour with traffic.  
 Please call 404-555-5555  
[www.vetrans.com](http://www.vetrans.com)  
 \*Must book 24 hours in advance.
-  Ride Smart Carpooling (possible to get to Five Points station to replace first leg of fixed route): 1 hour, 35 min.
-  Taxi/Volunteer Driver: 45-55 minutes.
-  Personal vehicle: 45-55 minutes with traffic.

### Phase 2: Web-Based Inputs & Outputs

#### Trip Selection



VA Transportation Service: 1 hour with traffic.  
 Please call 404-555-5555  
[www.vetrans.com](http://www.vetrans.com)  
 \*Must book 24 hours in advance.

#### Generalized Trip Booking

- Reservation by Client
- Payment by Client
- Scheduling by Provider
- Dispatching by Provider

*For more information,  
visit:  
[www.atlantaregional.com/lc](http://www.atlantaregional.com/lc)*

*Or contact:  
Laura Keyes, AICP  
[lkeyes@atlantaregional.com](mailto:lkeyes@atlantaregional.com)*



## Appendix C: Break-Out Session Worksheets

**Southeast Florida  
Human Services and Veterans  
Transportation Summit**

**WORKSHEET**  
December 14, 2012

**Topic:** *Maximizing Regional Connections*

**Breakout Instructions:**

- Facilitator will ask for self-introductions and answer any questions about the process
- Appoint a Spokesperson to present the decisions at the final session at 2:15 p.m.
- Appoint someone to take notes on the worksheet provided
- Take 5-10 minutes to discuss areas of success and accomplishments in your topic area
- Use 45 minutes to local and regional needs and emerging issues
- Use the last 20 minutes to establish consensus on 3-5 priority projects and goals, identify potential lead agency and establish a reasonable timeline for action

**Identify Areas of Success and Accomplishments**

<i>Casinos / Hard Rock &amp; Walnut Buses</i>

**Identify Areas of Need and Emerging Issues**

<i>Capturing visitors in communities</i>
<i>Bus to rail to airplane</i>
<i>Need data on who is not receiving service</i>
<i>Difficulty finding P&amp;R lots near I-95 working w/ <sup>Blue Heron</sup> Bover</i>
<i>More incentives/subsidies for the private sector</i>
<i>Market of get buy-in before investment</i>
<i>St. Lucie to Palm Beach Veterans trips - VA</i>
<i>&amp; specialists are in West Palm (@ Blue Heron)</i>
<i>-need</i>

Name: \_\_\_\_\_

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**WORKSHEET  
December 14, 2012**

Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline
Rail		
Establish ParkRide	TPO/City/FOOT	
Marketing		
Transportation Vouchers		
Engage Private Sector		
Workforce Boards - gap		
More locations for transit system stops - 2-3 stops		
Express bus		
Education as stakeholder		

**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

TPO, FOOT & Cities - relaxation of FOOT rules on leasing lead for ParkR

**Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization and contact information.**

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2013 - 2014

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David Ruffalo, Senior Planner  
PBC Community Services  
561-355-4705

**WORKSHEET**

December 14, 2012

Paul Strobis - OCT Paratransit Mgr.  
954-357-8321

Sherry Tucker - Volen Center  
Director of Trans.  
561-395-8920  
x-230

Fred Essinger - Seagrill Industries  
Exec. Director  
561-842-5814 x-131

**Topic:** *Sharing Resources & Best Practices  
Reporting Data & Data Issues  
Use of Cutting Edge Technology*

Trudy Krasovic  
Switchboard  
Counselor  
305-358-1640 x-121

**Breakout Instructions:**

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**Identify Areas of Success and Accomplishments**

*Fleet/vehicle replacement*  
*Health & Human Services Element - outcomes / measures - prioritization of resources*

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**Identify Areas of Need and Emerging Issues**

*Lack of political support based on cuts in funding each year*  
*Varied resources in part because of insurance liabilities restricting sharing resources*  
*Cost allocation for shared resources*  
*Access to county maint facilities/depot's*  
*Better addressing of Human Services in Transportation Element*  
*Choice of vehicles doesn't always meet need of agencies*  
*Undocumented immigrants*  
*Self maint equipment for vehicles*  
*Affraid 5310 will go away & leave them vulnerable*  
*Year by year replacement difficult to plan/maintain fleets*

*or state contract*

*l pooled insurance?   
 l state operated?*

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Name: \_\_\_\_\_

**Southeast Florida  
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**WORKSHEET  
December 14, 2012**

Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline
more flexible insurance policy	TD Commission	2-15
GFS Analyzes to produce a needs analysis for specific needs	INSER, gary & future needs PDC.	6 months
Open Source Tech available to grantees	RTA ?	?

**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

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**Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization and contact information.**

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*Better use of County/State surplus equipment*

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**WORKSHEET  
December 14, 2012**

**Topic:**

**Breakout Instructions:**

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**Identify Areas of Success and Accomplishments**


**Identify Areas of Need and Emerging Issues**

DECORATIVE ASPHALT ON SIDEWALKS MAKES IT EASIER FOR PEOPLE TO WALK TO BUS STOPS -

Name: MARION HENDERSON

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Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline

**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

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**Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization and contact information.**

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WORKSHEET  
December 14, 2012

Topic: Funding

**Breakout Instructions:**

- Facilitator will ask for self-introductions and answer any questions about the process
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- Use the last 20 minutes to establish consensus on 3-5 priority projects and goals, identify potential lead agency and establish a reasonable timeline for action

**Identify Areas of Success and Accomplishments**

Google Transit + trip planner  
Miami Service - BET  
MAXIMIZE technology - mobile apps  
Red line

10 mins

Organizing a Summit

this Summit

Created a Department of Mobility

Phoenix, successful referendum

Special Assessment District  
Created for urban project  
\*need sustainable operating revenue  
change perception about using transit

**Identify Areas of Need and Emerging Issues**

Use CDBG Funds to offset Fund trolley system

45

Reliable + Sustainable Funding

Biggest problem is need condensed more land use patterns to make it transit possible + share

How do you combine & leverage funding

Consolidate resources be aware of funding limitations

Find new funding sources

need condensed more land use patterns to make it transit possible + share

FPIA Sales tax

more + more people  
mobility leverages land use  
need a 50% to have a competitive public education campaign  
need analysis etc

Name: \_\_\_\_\_

plenty of funds  
need a stronger voice/advocacy for the elderly/disabled

2013 - 2014

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December 14, 2012

Public Awareness  
Street Aven  
Bike/Ped Spots  
Award  
FDOT  
FL Land

Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline
Improve Public Education	Local	immediately (2) (Jan 12th)
Draft Plans	Strong MPOs	
Plans must include community involvement	Municipalities SFRTA TD COMMISSIO	
E-Town Hall Meetings	FL ASSO. OF (Counties)	
Need broad base	Chamber of Commerce	
<u>Public Support</u>	Govt Finance Officers Assoc	

70 mins

Promise what you plan

Deliver plans

Local Land use committees  
- Change land use create more dense ~~low~~ communities

Identify future stakeholders to be included. (List names and organizations and contact information if available)

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Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization, and contact information.

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**WORKSHEET**  
December 14, 2012

**Topic:** Veterans Transportation

**Breakout Instructions:**

- Facilitator will ask for self-introductions and answer any questions about the process
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Transportation Coordinated "Gap Stoppers" starts at 7 am goes to 1 am  
 APTA - working with them to support veterans transportation  
 Emergency Ride Home BOSAS SFC's

**Identify Areas of Success and Accomplishments**

Indian River County transport 200 miles to Palm Beach  
 two 24 passenger buses from Groveton to  
 St. Lucie VTCL grant - needs assessment, barriers  
 to transportation. Has a call center. In future  
 one phone number to call for veterans  
 Palm Tran Connection picks up veterans and takes  
 them to their destinations "point-to-point"  
 Trapeze grant IR - Leverages Capital

1:25

**Identify Areas of Need and Emerging Issues**

operating funds  
 data - not much on veterans, needs, capital amounts  
 Veterans transportation other than getting  
 to VA. Food stamps; jobs, general day-to-day  
 travel (example of Palm Tran, Trapeze who do provide this)  
 New Freedom Grants - finding out how it works after  
 the changes S310.  
 St. Lucie - /out-of-county/health trips/hours.  
 Transportation gaps not provided by VA. special  
 or time limitations due to VA center being  
 far.

no transit  
 submission  
 St. Lucie

IR - Leverages Capital  
 by getting two 24 passenger  
 buses (seats & coolers)

1:50

mode

Name: \_\_\_\_\_

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Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline
Card that provides free access to all public transit	VA ; Xerox	years; two-four
partnering w/ transit agencies coordinated effort	FDOT	currently working on
Regional and statewide connections - don't stop at county line	(FDOT, state, Fed)	

private  
County to County

**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

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**Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization and contact information.**

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**WORKSHEET**  
December 14, 2012

**Topic:** Veterans Transportation  
\* Mobility transit - Augusta  
Mike Ross

**Breakout Instructions:**

- Facilitator will ask for self-introductions and answer any questions about the process
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**Identify Areas of Success and Accomplishments**

Replace Buses w/ Guantanamo Buses - leveraging resources
VTCL (Needs assessment; part - call center enhancement)
Fastu Seals - Accessible transportation
opportunity to leverage more funds
more social service org. at the table
Pro-transit commissioners

**Identify Areas of Need and Emerging Issues**

Private industry involvement

Name: \_\_\_\_\_

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**WORKSHEET  
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Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline

**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

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**Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization and contact information.**

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***Thank You for Participating in the Summit!***

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Human Services and Veterans  
Transportation Summit**

**WORKSHEET**  
December 14, 2012

**Topic:** Veterans Transportation

**Breakout Instructions:**

- Facilitator will ask for self-introductions and answer any questions about the process
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- Use the last 20 minutes to establish consensus on 3-5 priority projects and goals, identify potential lead agency and establish a reasonable timeline for action

**Identify Areas of Success and Accomplishments**

City/County / IR (200 miles @ day travel) average  
CA 24 passenger (2-seater) not needed

> VIOLATION / Needs Assessment  
 (file origin to destination)

> American Trucking Association / Other transportation Associations

> BLN

**Identify Areas of Need and Emerging Issues**

Liability concerns w/ door-to-door (vs) curb-to-curb.

Vets not fitting in categories of NF/elderly & disabled.

Name: \_\_\_\_\_

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**WORKSHEET  
December 14, 2012**

Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline

**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

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**Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization and contact information.**

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***Thank You for Participating in the Summit!***

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**WORKSHEET**  
December 14, 2012

**Topic:** *Addressing Gaps + Barriers to Service*

**Breakout Instructions:**

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**Identify Areas of Success and Accomplishments**

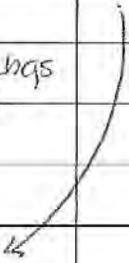

**Identify Areas of Need and Emerging Issues**

<i>Gradways to cross county lines</i>
<i>Expand from special needs to average joes</i>
<i>Replicate successful services make them more available</i>
<i>Regional connections</i>

Name: \_\_\_\_\_

**Southeast Florida  
Human Services and Veterans  
Transportation Summit**

**WORKSHEET  
December 14, 2012**

Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline
<ul style="list-style-type: none"> <li>Developing ways to eliminate challenges caused by jurisdictions (physical and financial).</li> </ul>	<ul style="list-style-type: none"> <li>County agencies, MPO's, county commissions Agencies w/ money and the interest such as ADRC.</li> </ul>	
<ul style="list-style-type: none"> <li>Develop accountability with flexibility to allow you to think outside the box.</li> </ul>	<ul style="list-style-type: none"> <li>Requires policy chgs and state level agencies</li> </ul>	
<ul style="list-style-type: none"> <li>Creating services that respond to needs of the actual users and having the ability in funding to do so.</li> </ul>		

**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

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**Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization and contact information.**

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**Thank You for Participating in the Summit!**

**Southeast Florida  
Human Services and Veterans  
Transportation Summit**

**WORKSHEET  
December 14, 2012**

**Topic:**

Addressing Gaps and Barriers to Service

**Breakout Instructions:**

- Facilitator will ask for self-introductions and answer any questions about the process
- Appoint a Spokesperson to present the decisions at the final session at 2:15 p.m.
- Appoint someone to take notes on the worksheet provided
- Take 5-10 minutes to discuss areas of success and accomplishments in your topic area
- Use 45 minutes to local and regional needs and emerging issues
- Use the last 20 minutes to establish consensus on 3-5 priority projects and goals, identify potential lead agency and establish a reasonable timeline for action

**Identify Areas of Success and Accomplishments / Solutions  
New Ways to Operate**

• Use wording that allows for "to or from" language to support users that may have to travel.

• Look at ways that regional providers can sub-contract with smaller-agencies that can provide short easy trips.

• Modify the system to look outside of traditional large bus or paratransit services to allow more flexibility

**Identify Areas of Need and Emerging Issues**

• Disparities in allowable funding force some providers to only provide one service but another provider has to provide the different service when transportation is transportation.

• Providing transportation on the weekends or late nights

• Making finding solutions for users easy to figure out how to get where they're going.

Name: \_\_\_\_\_

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Human Services and Veterans  
Transportation Summit**

**WORKSHEET  
December 14, 2012**

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**Identify Areas of Success and Accomplishments** Solutions

<p>• Providing improved communication about what the complete picture of the variety of resources and services are that exist and are being created so providers know what's available</p> <p>• Modify the pyramid to start from the bottom bc if the local level started to direct the overall need it would benefit the overall region</p>
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**Identify Areas of Need and Emerging Issues**

<p>• Access to resources and land use.</p> <p>• Providing actual services where the need may be. For example providing medical services where the people need them.</p>
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Name: \_\_\_\_\_

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Human Services and Veterans  
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**Identify Areas of Success and Accomplishments**

Solutions  
New Ways to Operate

\* Find ways for agencies to accept funding that can cross county lines through education and cross-county funding agencies

**Identify Areas of Need and Emerging Issues**

\* Regulations that prevent innovative ways that for people to operate and develop solutions. There should still be a way to be efficient and cost effective.

\* We don't always think of what the actual user needs and want. Those are developed in the office based on what we think.

Name: \_\_\_\_\_

**Southeast Florida  
Human Services and Veterans  
Transportation Summit**

**WORKSHEET  
December 14, 2012**

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**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

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***Thank You for Participating in the Summit!***

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- Use the last 20 minutes to establish consensus on 3-5 priority projects and goals, identify potential lead agency and establish a reasonable timeline for action

**Identify Areas of Success and Accomplishments**

\* Ability to obtain JARA / New Freedom funding.  
 \* Thinking outside of the box to provide a variety of different transportation services (outside of van pools)  
 \* Identifying fares / costs that users are comfortable paying.  
~~\*\*\*\*\*~~

**Identify Areas of Need and Emerging Issues**

\* Expanding programs to cross-counties using non-private services that can be expensive or challenging for users.  
 \* Pots of funding that limit use to be specific, such as county specific.  
 \* New rules create barriers on how smaller providers can give services to users such as how users pay or laws to mandate how they pay.  
 \* Reliability of service based on users needs. They don't have the ability to wait at a stop or wait for long periods of time.

Name: \_\_\_\_\_

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Transportation Summit**

**WORKSHEET  
December 14, 2012**

Goals and Priority Projects	Potential Lead Agencies/Organizations	Reasonable Timeline

**Identify future stakeholders to be included. (List names and organizations and contact information if available)**

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**Identify volunteers to assist with future coordinated transportation planning activities. Please provide the name, organization and contact information.**

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***Thank You for Participating in the Summit!***

### **Accommodating an aging and more diverse society break out session**

Preparing for baby boomers and allowing for Aging in place.

Baby boomers looking for their last house purchase and our tropical environment is very appealing. Convince counties commissioners that having robust transportation options for older adults can be an asset attracting baby boomers selling their homes up north

Opening up walkways into gated senior communities to be able to access public transportation

Develop programs to encourage older adults to use county fixed route bus system...most cost effective way to transport compared to door to door.

Give significant discount for bus passes especially geared to older adult using county para-transit service. Need to provide more bus stops with shelters..requires cities and counties to work with land owners to provide the land to make ADA bus stops.

Develop stronger coordination between counties especial rural areas to access services in more urbanized areas. Use of multi transit options such as more community trolleys that link with county bus systems and tri-rail

Expand access of door to door services including quality of life and life sustaining trips that are affordable

Senior sensitivity training..drivers know clients can catch early onset dementia, stroke

One way to do this is Volunteer driver programs..drivers only volunteers within the community they live. Another need is Volunteer escort services..door through door, hand to hand to enhance the current curb to curb and door to door options

Use of technology such as mobile data terminals can automatically call paratransit riders when vehicle 15 minutes away, and smart cards for paying for trips and ways in which sons and daughters living in other states can charge older adults cards

start with complete street study.

Develop public private partnerships to fund innovative transportation options

Tomas Boiton

Citizens For Improved Transit, Founder

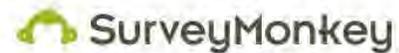
Office: 561-818-0524

[Tboiton@Citizens4Transit.org](mailto:Tboiton@Citizens4Transit.org)

"Never doubt that a small group of thoughtful, committed citizens can change the world." Margaret Mead=

## Appendix D: Post-Summit Survey Results

## Post-Summit Survey: Southeast Florida Human Services and Veterans Transportation Summit



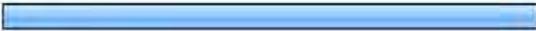
### 1. Was the information shared at the Summit useful to you or your organization?

	Response Percent	Response Count
Yes 	94.3%	33
No 	5.7%	2
Comment		2
<b>answered question</b>		<b>35</b>
<b>skipped question</b>		<b>0</b>

### 2. Please rate the following aspects of the Summit.

	Poor	Fair	Good	Very Good	Excellent	Rating Average	Response Count
Summit Content	0.0% (0)	2.9% (1)	41.2% (14)	32.4% (11)	23.5% (8)	3.76	34
Quality of Speakers	0.0% (0)	8.6% (3)	28.6% (10)	31.4% (11)	31.4% (11)	3.86	35
Use of Time/Agenda	0.0% (0)	8.6% (3)	28.6% (10)	40.0% (14)	22.9% (8)	3.77	35
Comment							1
<b>answered question</b>							<b>35</b>
<b>skipped question</b>							<b>0</b>

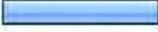
**3. Was there sufficient time to network with colleagues and discuss topics important to you?**

		Response Percent	Response Count
Yes		91.4%	32
No		8.6%	3
	Comment		4
	answered question		35
	skipped question		0

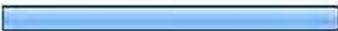
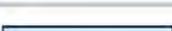
**4. Would you or your organization benefit from this Summit occurring annually?**

		Response Percent	Response Count
Yes		97.1%	34
No		2.9%	1
	Comment		3
	answered question		35
	skipped question		0

**5. Is there anything that should be improved upon for future Summits?**

		Response Percent	Response Count	
Content Covered		42.1%	8	
Speakers		10.5%	2	
Break-Out Sessions		42.1%	8	
Question and Answer Panel		26.3%	5	
Lunches		15.8%	3	
Facility/Location		0.0%	0	
	Other (please specify)		14	
			<b>answered question</b>	<b>19</b>
			<b>skipped question</b>	<b>16</b>

### 6. What issues should future summits include?

		Response Percent	Response Count
Veterans Transportation		37.1%	13
Planning/Funding Process		57.1%	20
<b>Funding Sources</b>		<b>62.9%</b>	<b>22</b>
Best Practices		48.6%	17
Technology		31.4%	11
Aging and More Diverse Society		40.0%	14
Regional Connections		25.7%	9
Gaps and Barriers to Service		57.1%	20
Coordination Strategies		51.4%	18
Collecting and Reporting Data		28.6%	10
Demand Modeling Tools		8.6%	3
	Other (please specify)		1
		<b>answered question</b>	<b>35</b>
		<b>skipped question</b>	<b>0</b>

**7. How did you find out about the Summit?**

		Response Percent	Response Count
E-mail Listserv		41.4%	12
MPO staff		44.8%	13
County/City Staff		17.2%	5
Transit Provider		10.3%	3
	Other (please specify)		5
	answered question		29
	skipped question		6

**8. Would you be interested in helping move forward any specific action items developed during the Summit break-out groups? If yes, please contact [jayne.pietrowski@dot.state.fl.us](mailto:jayne.pietrowski@dot.state.fl.us)**

	Response Count
	5
answered question	5
skipped question	30

**Q1. Was the information shared at the Summit useful to you or your organization?**

- |   |   |                      |
|---|---|----------------------|
| 1 | I would have liked to have heard more discussion of veterans transportation issues. | Dec 19, 2012 7:54 AM |
| 2 | Some yes, most no.  | Dec 18, 2012 8:10 PM |

**Q2. Please rate the following aspects of the Summit.**

- |   |  |                      |
|---|--|----------------------|
| 1 | The first speaker spoke at a level of jargon that was incomprehensible to those of us not directly involved with the transportation industry. The second speaker had major logistical problems resulting in much of what she was trying to say being lost to the majority of the audience. | Dec 19, 2012 7:19 AM |
|---|--|----------------------|

**Q3. Was there sufficient time to network with colleagues and discuss topics important to you?**

- |   |   |                       |
|---|---|-----------------------|
| 1 | More time to network is needed, I would suggest business card exchange to meet new people | Dec 21, 2012 7:14 AM  |
| 2 | Enjoyed the lunch presentation but would have liked to have that time to network          | Dec 20, 2012 11:07 AM |
| 3 | Formal and informal meetings/sessions/discussions occurred.                               | Dec 19, 2012 7:35 AM  |
| 4 | I enjoyed and benefitted from the round table discussions.                                | Dec 18, 2012 1:45 PM  |

**Q4. Would you or your organization benefit from this Summit occurring annually?**

- |   |   |                      |
|---|---|----------------------|
| 1 | If at least for info update, then for the networking and the exchange of ideas. | Dec 19, 2012 7:35 AM |
| 2 | If agenda was more locally directed at the current issues facing all of us.     | Dec 18, 2012 8:10 PM |
| 3 | Especially with new grant and agency coordination insights                      | Dec 18, 2012 1:45 PM |

**Q5. Is there anything that should be improved upon for future Summits?**

1	Allow for more Q&A and less time to breakout seesions	Jan 4, 2013 8:59 AM
2	prepare questions for panelists beforehand and pass mike around.	Jan 4, 2013 8:21 AM
3	N/A	Jan 4, 2013 8:17 AM
4	Hold earlier in Fall and not so close to the holidays	Dec 26, 2012 5:21 AM
5	Additional networking	Dec 21, 2012 7:14 AM
6	Have a few successful transportation programs get 5 minutes each throughout the day to tell about their successes, stumbling blocks, etc. This could inspire others who are thinking about developing or currently running similar programs who might have not even know there was another agency in the area doing the same thing.	Dec 20, 2012 11:07 AM
7	Improved audio technology/use of microphones	Dec 19, 2012 12:15 PM
8	If advertised to contain information on veterans transportation issues, there should be more content to that effect.	Dec 19, 2012 7:54 AM
9	I believe that there should be sessions for those new to TD.	Dec 19, 2012 7:35 AM
10	Layout of screens and microphone issues need to be resolved	Dec 19, 2012 7:19 AM
11	n/a	Dec 19, 2012 6:29 AM
12	Prizes to keep attendees until the end	Dec 18, 2012 2:36 PM
13	N/A	Dec 18, 2012 2:00 PM
14	I wouldn't change anything, good workshop.	Dec 18, 2012 1:45 PM

**Q6. What issues should future summits include?**

1	SINCE ALL IS UNDER TD,BRINGING IT ALL TOGETHER WOULD BE A GOOD TOPIC.	Dec 19, 2012 7:35 AM
---	---	----------------------

**Q7. How did you find out about the Summit?**

1	FDOT	Jan 4, 2013 8:27 AM
2	FDOT	Dec 26, 2012 5:21 AM
3	WPB MPO, CTAA UNITED WE RIDE	Dec 19, 2012 7:35 AM
4	Non profit friend	Dec 18, 2012 3:16 PM
5	FDOT	Dec 18, 2012 1:53 PM

**Q8. Would you be interested in helping move forward any specific action items developed during the Summit break-out groups? If yes, please contact [jayne.pietrowski@dot.state.fl.us](mailto:jayne.pietrowski@dot.state.fl.us)**

1	I would be glad to advise as the expert is the private sector with my 30 years experience on the public and private side.	Dec 21, 2012 7:14 AM
2	??----Yes	Dec 19, 2012 7:35 AM
3	yes	Dec 18, 2012 8:10 PM
4	Yes	Dec 18, 2012 2:36 PM
5	Yes, legislative initiatives to reprogram funds from road-building to transit.	Dec 18, 2012 1:45 PM

**K. Appendix M - Submittal Letter**



3044 South Military Trail, Suite D  
Lake Worth, FL 33463  
Phone (561) 649-9838 or 1(877) 870-9849 (toll-free)

Ron Jones, Director, Palm Tran CONNECTION



**Palm Beach County**  
*Board of County Commissioners*  
Karen T. Marcus, Chairman  
Shelley Vana, Vice Chair  
Burt Aaronson  
Paulette Burdick  
Steven L. Abrams  
Jess R. Santamaria  
Priscilla A. Taylor  
*County Administrator*  
Robert Weisman

June 20, 2011

Mr. John Irvine, Area Planner  
Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450

Re: 2011/2012 Transportation Disadvantaged Service Plan (TDSP)

Dear Mr. Irvine:

By this Letter, Palm Tran is requesting an update to the above referenced TDSP. We request that the Commission accept this update effective 07/01/2011. The majority of changes consist of minor changes to the formatting and program update.

The Local Coordinating Board met on May 25, 2011 to vote on the approval of this TDSP.

If this request is accepted, please signify by signing below, and returning a copy of the signed letter to us. Upon receipt, we will then consider the update accepted. If this update is not acceptable, or further information is needed before it can be accepted, please advise us in writing within ten (10) days.

If you have any questions or concerns, please contact me at (561)649-9848 ext. 3638.

Thank you for your consideration of this request.

Sincerely,

Ron Jones, Director, Palm Tran CONNECTION

\*\*\*\*\*

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update to the above referenced TDSP, effective July 1, 2011.

\_\_\_\_\_  
John Irvine, Area Planner

\_\_\_\_\_  
Date

An Equal Opportunity – Affirmative Action Employer  
www.palmtran.org

**L. Appendix N - Goals, Objectives, Strategies and Implementation Schedule**

	Objective	Strategy	Measure	Responsible Party	Implementation Date
<b>Goal 1: Provide the highest level of accessible and available fixed route bus service to the Transportation Disadvantaged.</b>					
1.1	Regularly monitor performance of all fixed route buses to ensure accessibility.	Assign staff to investigate and record performance measures and improvement	Report breakdowns and/or direct observation.	CTC	Ongoing
1.2	Provide ongoing training to all bus operators, dispatchers and road supervisors to ensure sensitivity for and awareness of the needs and challenges facing those who are TD.	Train drivers on accessibility, equipment operations and sensitivity to the needs of TD riders. Retrain if problems are reported.	Training logs, Customer Service reports and Customer satisfaction surveys.	CTC	Ongoing
<b>Goal 2: Increase the utilization of the fixed route system by those who are Transportation Disadvantaged and ADA.</b>					
2.1	Increase the number of estimated associated bus pass trips by 10%.	Promote and distribute bus passes through social service agencies and to individual riders.	Track the number of bus passes distributed and funds saved. Report findings in Monthly Operating Report.	CTC	Ongoing
2.2	Implement programs to educate our customers about the availability, accessibility and affordability of the fixed route system through our outreach efforts	Promote outreach through word of mouth, brochures and Program updates. Focus Outreach/Volunteer program on rider and agency education while promoting the use of fixed route.	Track the outreach through the Monthly Operating Report and Ridership numbers	CTC, LCB	Ongoing
2.3	Create effective means of communication whereby our customers can give input to Palm Tran staff about the system's performance through our Rider's Meetings and LCB Meetings.	Hold riders meetings and encourage riders to attend PTSB meetings. Get feedback from the riders	Meeting minutes and public comments. Rider surveys.	CTC	Ongoing
2.4	Encourage eligible paratransit riders to use fixed route bus.	ADA eligible riders can use the fixed route for \$.75 by showing their ADA ID. TD riders can utilize the CTC's Bus Pass program.	Fixed route ridership numbers and bus pass totals. Compare the cost of a Fixed route trip with the cost of a paratransit trip to access cost savings.	CTC	Ongoing
<b>Goal 3: Provide cost-effective door-to-door services for those transportation disadvantaged individuals who are unable to access the fixed route transit system.</b>					
3.1	Develop a comprehensive travel-training program to encourage paratransit users to utilize the fixed route.	With the help of Easter Seals Project Action develop a travel training program.	Amount of riders trained and using the fixed route.	CTC	January 26, 2009

2013 – 2014

<b>3.2</b>	Continue to develop an effective in-house quality assurance program which accurately assesses the program's service quality.	Incorporate in program design by utilizing Service Coordinators and other staff with trip checks and inspections.	Complaints, commendations, TD input and public comment	<b>CTC, LCB</b>	<b>Ongoing</b>
<b>3.3</b>	Continue the financial projections of trip trends to prevent denying trips due to funding constraints.	Use Fiscal Analyst to continually monitor all moneys and run reports utilizing the Trapeze software and Crystal Reports.	Monthly Operating Report, fund allocation, amount of denials	<b>CTC</b>	<b>Ongoing</b>
<b>Goal 4: Create relationships with agencies providing transportation services to the transportation disadvantaged that enhance and maximize coordination and cost effectiveness.</b>					
<b>4.1</b>	Continue to develop coordination contracts with agencies serving the TD.	Identify appropriate agencies and encourage the advantages of coordination. Utilize FDOT 5310 program.	Amount of Coordination Contracts and savings compared to using CTC service.	<b>CTC</b>	<b>Ongoing</b>
<b>4.2</b>	Assist agencies who provide their own transportation services to their TD Riders to continue their programs in a high quality and cost-effective manner.	Jointly assess needs and sources of funding and assistance. Encourage use of the FDOT 5310 program.	Ongoing success of agency programs.	<b>CTC, LCB</b>	<b>Ongoing</b>
<b>Goal 5: Ensure that transportation services provided to the transportation disadvantaged are provided in the most appropriate and cost-effective manner possible, given the guidelines of Chapter 427, Florida Statutes and Section 41-2, Florida Administrative Code.</b>					
<b>5.1</b>	Continue Palm Tran's combined ADA/TD eligibility certification to determine the eligibility of individuals for paratransit.	Palm Tran staff evaluates and improve joint eligibility process.	Certifications, recertification's and appeals.	<b>CTC</b>	<b>Ongoing</b>
<b>5.2</b>	Advise agencies with coordination contracts to identify the appropriate mode of transportation for individuals who are TD.	Service Coordinators will advise agencies during annual inspections and monitoring.	Annual Inspections and Annual Operating Report	<b>CTC, LCB</b>	<b>Ongoing</b>
<b>5.3</b>	Develop and maintain comprehensive Monthly reports to assess status of program.	Provide Monthly Operating Reports (MOR) on program activities to LCB and other interested parties.	Feedback from LCB meetings and public.	<b>CTC, LCB</b>	<b>Ongoing</b>
<b>5.4</b>	Continue meeting with Subcommittee of PTSB to discuss program.	Establish quarterly meetings and additional meetings when needed with Subcommittee.	Feedback from meetings will help with program.	<b>CTC</b>	<b>Ongoing</b>
<b>5.5</b>	Conduct marketing of TD services.	Create and distribute Riders Guide, Quick Facts & brochure.	Amount of materials distributed and response to printed materials.	<b>CTC</b>	<b>Ongoing</b>
<b>Goal 6: Establish policies and procedures that ensure program effectiveness and integrity.</b>					
<b>6.1</b>	Ensure compliance of the transportation operators and all agencies with coordination contracts.	Inspections and daily monitoring of operators & Coordination contracts.	Monitoring reports & inspections.	<b>CTC</b>	<b>Ongoing</b>

2013 – 2014

<b>6.2</b>	Continue grievance procedure that promotes problems identification and resolution at the local level.	Monitor grievance procedure and improve where necessary.	Number of grievances which are not resolved locally.	<b>CTC, LCB</b>	<b>Ongoing</b>
<b>6.3</b>	Implement a comprehensive Training Program for all aspects of the Trapeze Software including Customer service and Sensitivity Training for all Connection employees.	Trainer and Software Specialist to develop and conduct the training program. Bring outside trainers to conduct various training such as the Sensitivity training.	Review call hold times, Customer Service surveys, complaint and commendation reports.	<b>CTC</b>	<b>Implemented in 2006 and Training is ongoing</b>
<b>Goal 7: Ensure the Human Service Transportation Coordinated Plan is developed in compliance with all Federal regulations.</b>					
<b>7.1</b>	Ensure compliance with the Federal SAFETEA-LU requirements.	Assign staff to continually review all updated/new regulations.	Monitoring activities/reports.	<b>CTC/ MPO</b>	<b>2008</b>
<b>7.2</b>	Establish planning process for coordinated plan.	Ensure TD Board/Task Force includes representation of all recommended entities.	Approved TD Board/Task Force representation at meetings.	<b>CTC/ MPO</b>	<b>2008</b>
<b>7.3</b>	Coordinated Plan includes overview of all existing transportation services and identifies gaps in transportation services for persons with disabilities, older adults and low income populations.	Every three years complete a county-wide transportation survey of public, private, and non-profit transportation providers and analyze existing ridership statistics, and input from public and Task force. Every three years hold a Human Services Transportation Summit for input.	Completed Survey and Data analysis and input from public participation and Task Force. Every three years create updated program and prioritization list from the Human Services Transportation Summit.	<b>Task Force/ CTC/ MPO</b>	<b>2008 &amp; Every 3 Years</b>
<b>7.4</b>	Coordinated Plan identifies potential coordinated opportunities and prioritizes implementation strategies.	Input from public, Task Force, and Human Services Transportation Summit	Statistical review of coordinated opportunities as to their success in meetings needs. Outcome from Human Services Transportation Summit.	<b>Task Force/ CTC/ MPO</b>	<b>2008</b>

## M. Appendix O - TDSP Approval Letter

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December 22, 2010

**Charlie Crist**  
*Governor*

**JR Harding Ed.D.**  
*Chairperson*

**David Darm**  
*Vice Chairman*

**Bobby Jernigan**  
*Executive Director*

Mr. Ron Jones  
PalmTran Connection  
3044 South Military Trail, Suite D  
Lake Worth, Florida 33463

Ms. Angie Morlok  
Palm Beach MPO  
2300 North Jog Road, 4th Floor  
West Palm Beach, FL 33411-2749  
(561) 684-4170

Dear Mr. Jones and Ms. Morlok:

Re: Palm Beach County 2010-2011 Transportation Disadvantaged  
Service Plan (TDSP) Review

Our office received the above Transportation Disadvantaged Service Plan and it has been reviewed and approved. Updates to the Transportation Disadvantaged Service Plan are due annually 30 days prior to the anniversary date of the Memorandum of Agreement's effective date.

Please contact John Irvine at (850) 410-5712 if you have any questions.

Sincerely,

John Irvine  
Area 6 Project Manager

**N. Appendix P - Local Transportation Disadvantaged Coordinating Board Certification**

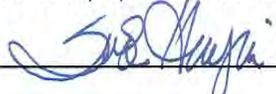
PALM BEACH COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name (MPO/DOPA): Palm Beach Metropolitan Planning Organization

Address: 2300 N. Jog Road, 4<sup>th</sup> Floor  
West Palm Beach, Florida 33411-2749

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

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

SIGNATURE: 

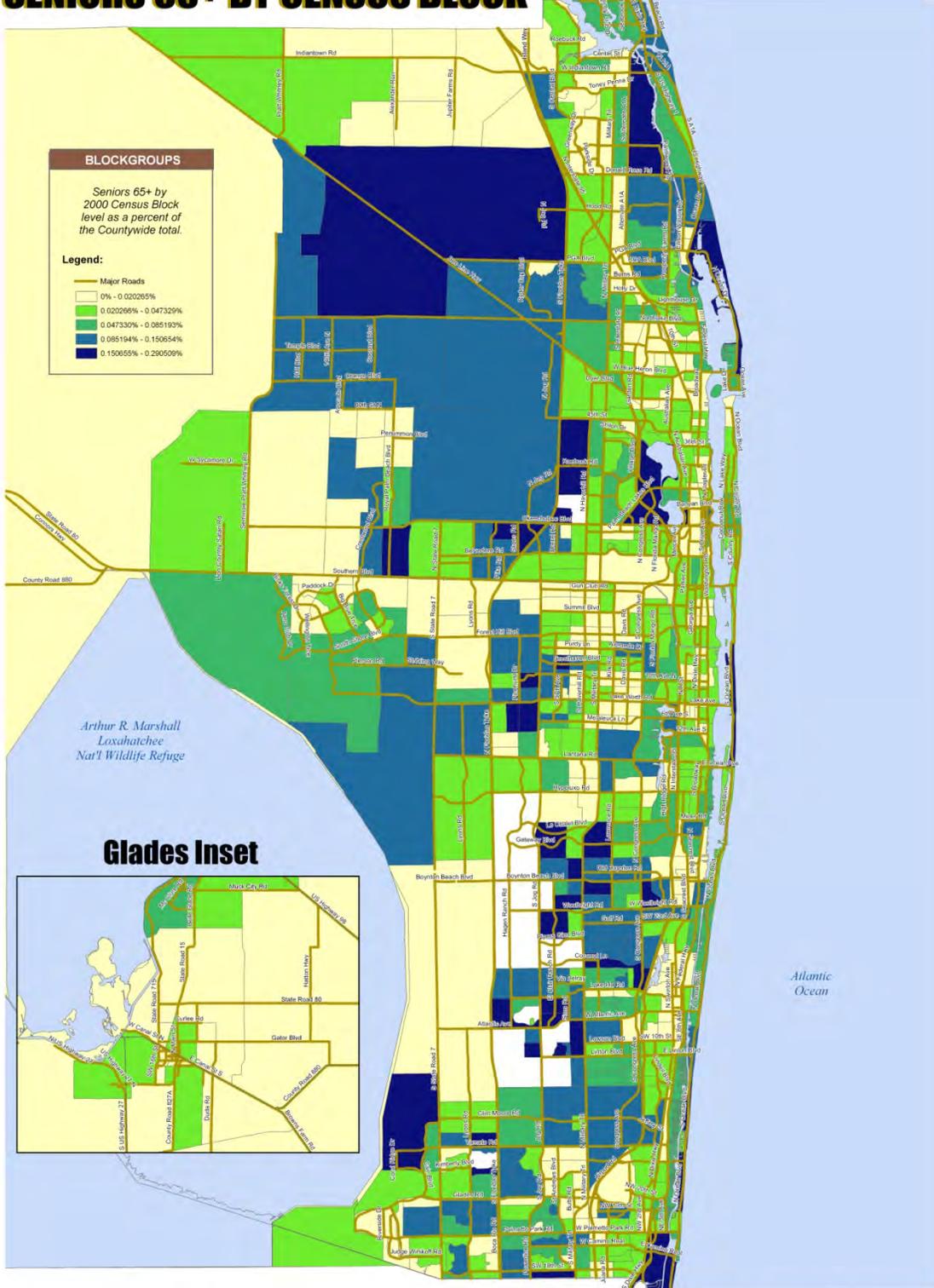
DATE: March 15, 2012

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
1. CHAIRMAN (An elected official)	Commissioner Paulette Burdick	Councilor Robert Friedman	04-21-11 – 04-20-13
2. ELDERLY	Bobbi Valentine	None	04-22-07 – 04-21-13
3. DISABLED	Laurence Osband	None	03-17-11 – 04-16-14
4. CITIZEN ADVOCATE	Tomas Boiton	None	03-17-11 – 04-16-14
5. CITIZEN ADVOCATE/USER	Marlene Mahanes	None	04-21-11 – 04-20-14
6. FL DEPT. OF VETERAN'S AFFAIR	Myron Nagelberg	None	Ongoing
7. PALM BEACH COUNTY COMMUNITY ACTION	David Rafaidus	None	Ongoing
8. PUBLIC EDUCATION (PBC School District)	Yevola Falana	Clarinda Shabazz	Ongoing
9. FLORIDA DEPT. OF TRANSPORTATION	Jayne Pietrowski	Jaclyn Meli	Ongoing
10. DEPT. OF CHILDREN & FAMILY SERVICES	Angenitta Ward	Andrea Woodard	Ongoing
11. FL DEPT. EDUCATION/DIV. OF VOCATION REHAB.	Rebecca Case	Jill Janok	Ongoing
12. AGENCY FOR PERSONS WITH DISABILITIES	Subhash Vyas	None	Ongoing
13. PRIVATE TRANSPORTATION INDUSTRY	Bettye Jones	None	10-19-09 – 10-18-12
14. MASS/PUBLIC TRANSIT INDUSTRY	Chuck Cohen	Ron Jones	NON-VOTING MEMBER
15. MEDICAID PROGRAM	Cindy Barnes	William Albury	Ongoing
16. AREA AGENCY ON AGING	Deidra Gibson	Richard Hart	Ongoing
17. WORKFORCE DEVELOPMENT BOARD	Sharyn Hancock	Kristin Kampfer	Ongoing
18. LOCAL MEDICAL COMMUNITY	Janet Moreland	None	2-16-12 – 2-15-15

Rev. 2-16-12

O. Appendix Q - Map One – Seniors by Census Block

# SENIORS 65+ BY CENSUS BLOCK



A product of the  
**Palm Beach MPO**

*Seniors 65+  
By Census Blocks*

This map uses Census 2000 data at the Census Block Group level of geography.

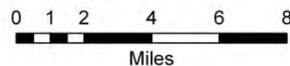
What Does This Map Show?

This map displays census tracts shaded by the portion of Seniors as a percent of the countywide total.

Printed: 19 January 2011

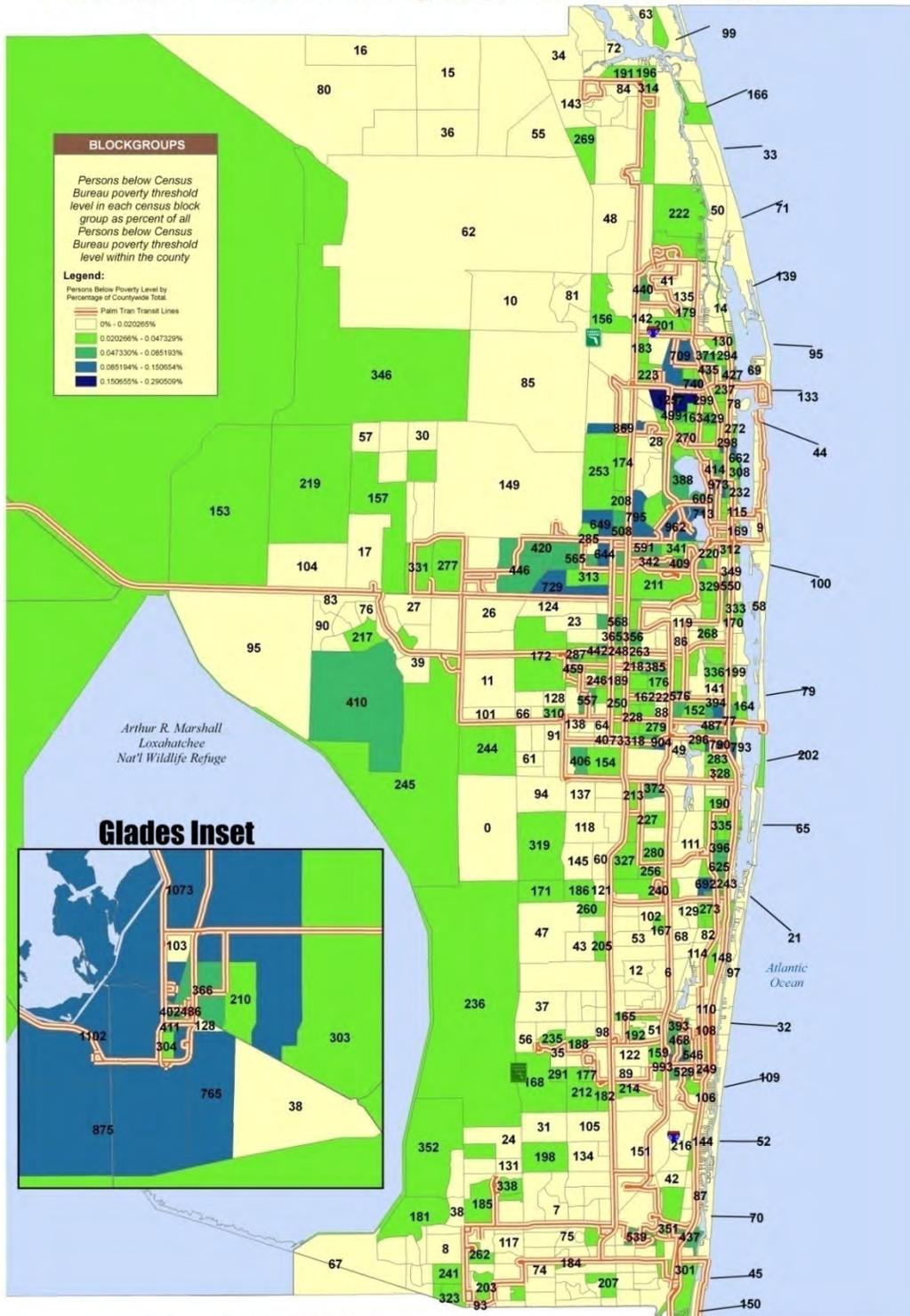
File: Seniors\_65+\_Portrait.mxd/pdf

Disclaimer: This map is for illustration purposes only. For specific determination, contact the Palm Beach MPO at 561.684.4170.



P. Appendix R - Map Two – Persons Below Poverty Level and Transit Routes

# Persons Below Poverty Level & Transit Routes



A product of the Palm Beach MPO

Persons Below Census Poverty Threshold Level

This map uses Census 2000 data at the Census Block Group level of geography.

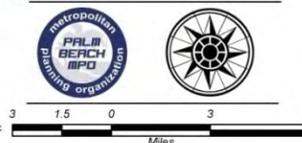
What Does This Map Show?

This map displays census tracts shaded by the portion of people living below poverty level as a percent of the countywide total. The transit route network is overlaid on the census tracts in order to determine if these transit dependent populations have access to the transit system.

Printed: 19 January 2011

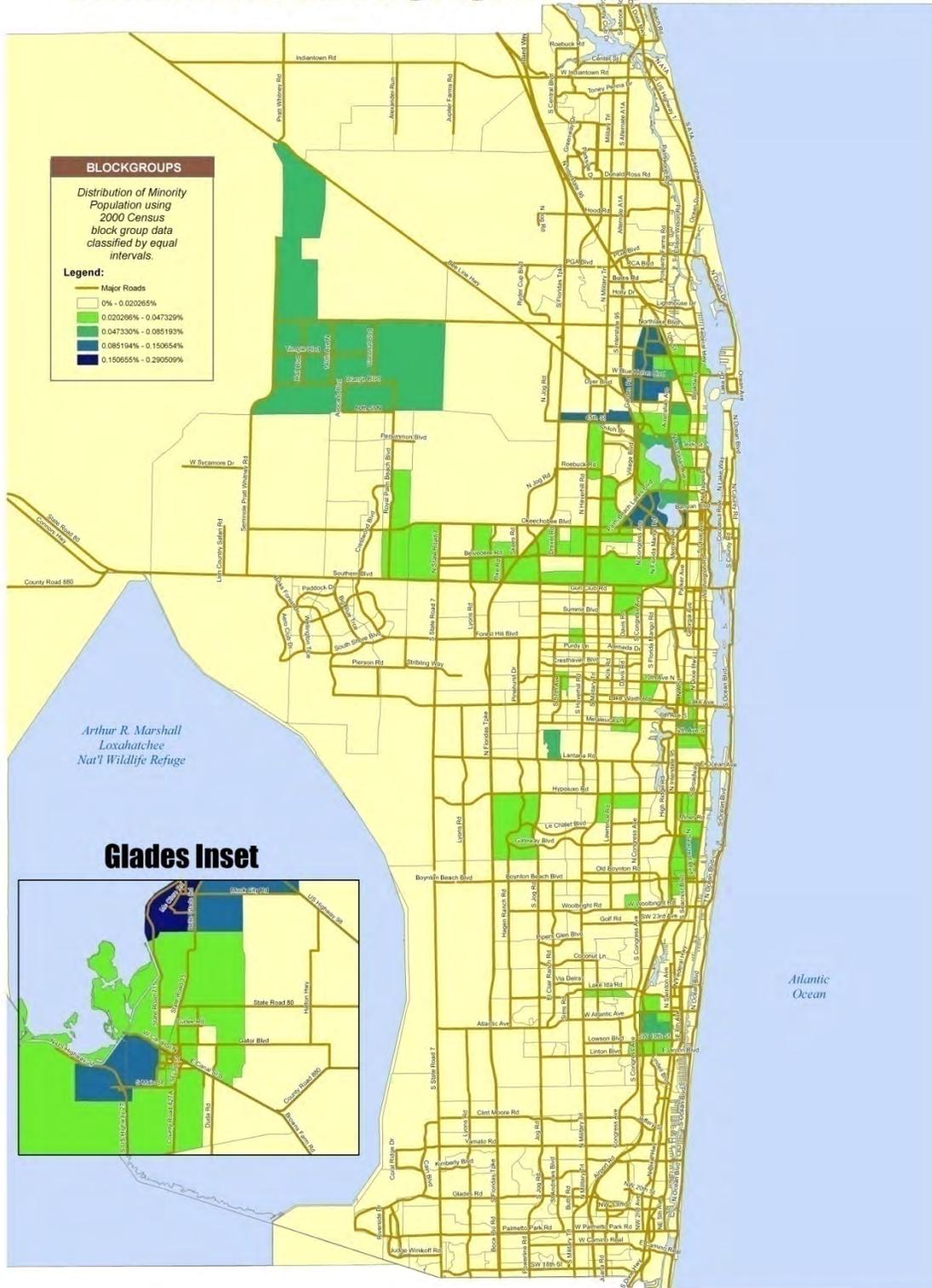
File: poverty&transit.mxd/pdf

Disclaimer: This map is for illustration purposes only. For specific determination, contact the Palm Beach MPO at 561.684.4170.



Q. Appendix S - Map Three - Distribution of Minority Population by Census Block

# Distribution of Minority Population by Census Block



**A product of the Palm Beach MPO**

What does this map show?

This is a Population Density Map. It shows minority race population using 2000 Census block group data classified by equal intervals.

Printed: 19 January 2011

File: Minority\_Pop\_Density\_Map\_x.mxd/pdf

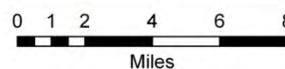
Disclaimer: This map is for illustration purposes only. For specific determination, contact the Palm Beach MPO at 561.684.4170.



*Distribution of Minority Population by Census Block*

This map uses Census 2000 data at the Census Block Group level of geography.

Minority is defined according to the Federal Office of Management and Budget's OMB Bulletin No. 00-02, "Guidance on Aggregation and Allocation of Data on Race for Use in Civil Rights Monitoring and Enforcement", published March 9, 2000.



**R. Appendix T - Vehicle Inventory**

VEHICLE #	YEAR	MAKE	MODEL	VIN	Capacity
601	2006	Ford	CROWN VICTORIA	2FAHP71W16X130220	4x0
610	2006	Ford	CROWN VICTORIA	2FAHP71W06X130273	4x0
611	2006	Ford	CROWN VICTORIA	2FAAP71W16X130315	4x0
612	2006	Ford	CROWN VICTORIA	2FAAP71W66X130360	4x0
619	2006	Ford	CROWN VICTORIA	2FAFP71W76X135137	4x0
622	2006	Ford	CROWN VICTORIA	2FAHP71W06X130211	4x0
4372	2006	Ford	CROWN VICTORIA	2FAHP71W86X156223	4x0
4377	2006	Ford	CROWN VICTORIA	2FAFP71W16X100965	4x0
4221	2006	Ford	CROWN VICTORIA	2FAHP71W86X130361	4x0
1200	2012	VHPG	MV1	523MF1A69CM101344	4x1
1201	2012	VHPG	MV1	523MF1A6XCM101336	4x1
1202	2012	VHPG	MV1	523MF1A67CM101343	4x1
1203	2012	VHPG	MV1	523MF1A69CM101330	4x1
1204	2012	VHPG	MV1	523MF1A66CM101334	4x1
1205	2012	VHPG	MV1	523MF1A63CM101338	4x1
1206	2012	VHPG	MV1	523MF1A69CM101361	4x1
1207	2012	VHPG	MV1	523MF1A63CM101324	4x1
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1213	2012	VHPG	MV1	523MF1A63CM101369	4x1
1214	2012	VHPG	MV1	523MF1A64CM101333	4x1
1215	2012	VHPG	MV1	523MF1A68CM101321	4x1
1216	2012	VHPG	MV1	523MF1A61CM101368	4x1
1217	2012	VHPG	MV1	523MF1A63CM101419	4x1
1218	2012	VHPG	MV1	523MF1A69CM101425	4x1
1219	2012	VHPG	MV1	523MF1A67CM101407	4x1
1220	2012	VHPG	MV1	523MF1A67CM101407	4x1
1221	2012	VHPG	MV1	523MF1A66CM101429	4x1
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1223	2012	VHPG	MV1	523MF1A61CM101435	4x1
1224	2012	VHPG	MV1	523MF1A6XCM101403	4x1
1225	2012	VHPG	MV1	523MF1A6XCM101417	4x1
1226	2012	VHPG	MV1	523MF1A65CM101437	4x1
1227	2012	VHPG	MV1	523MF1A68CM101397	4x1
1228	2012	VHPG	MV1	523MF1A66CM101401	4x1
1229	2012	VHPG	MV1	523MF1A67CM101388	4x1
1230	2012	VHPG	MV1	523MF1A61CM101421	4x1
1231	2012	VHPG	MV1	523MF1A64CM101395	4x1
1232	2012	VHPG	MV1	523MF1A60CM101393	4x1
1233	2012	VHPG	MV1	523MF1A66CM101477	4x1
1234	2012	VHPG	MV1	523MF1A62CM101444	4x1

2013 – 2014

1235	2012	VHPG	MV1	523MF1A61CM101449	4x1
1236	2012	VHPG	MV1	523MF1A68CM101481	4x1
1237	2012	VHPG	MV1	523MF1A66CM101446	4x1
1238	2012	VHPG	MV1	523MF1A69CM101442	4x1
1239	2012	VHPG	MV1	523MF1A67CM101455	4x1
1240	2012	VHPG	MV1	523MF1A69CM101439	4x1
1241	2012	VHPG	MV1	523MF1A68CM101464	4x1
1242	2012	VHPG	MV1	523MF1A65CM101440	4x1
1243	2012	VHPG	MV1	523MF1A6XCM101482	4x1
1244	2012	VHPG	MV1	523MF1A60CM101460	4x1
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1253	2012	VHPG	MV1	523MF1A69CM101540	4x1
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1259	2012	VHPG	MV1	523MF1A60CM101376	4x1
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202	2005	FORD	METRO LITE	1FDSE35L75HB08067	6x2
203	2005	FORD	METRO LITE	1FDSE35L95HB08068	6x2
204	2005	FORD	METRO LITE	1FDSE35L05HB08069	6x2
205	2005	FORD	METRO LITE	1FDSE35L75HB08070	6x2
206	2005	FORD	METRO LITE	1FDSE35L95HB08071	6x2
207	2005	FORD	METRO LITE	1FDSE35L05HB08072	6x2
211	2005	FORD	METRO LITE	1FDSE35L85HB08076	6x2
212	2009	FORD	225/AMERITRANS	1FDWE35L29DA42106	6x2
213	2009	FORD	225/AMERITRANS	1FDWE35L49DA42107	6x2
214	2009	FORD	225/AMERITRANS	1FDWE35LX9DA49739	6x2
7104	2007	FORD	E350/FEDERAL	1FDWE35S87DA20177	6x2
7107	2007	FORD	E350/STARTRAN	1FDWE35SX7DA51415	6x2
7109	2007	FORD	E350/STARTRAN	1FDWE35L97DB43768	6x2
7112	2007	FORD	E350/STARTRAN	1FDWE35L97DB43771	6x2
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7121	2007	FORD	E350/STARTRAN	1FDWE35L77DB43767	6x2
7123	2007	FORD	E350/CHAMPION	1FDWE35L97DA87864	6x2
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7127	2007	FORD	E350/CHAMPION	1FDWE36L37DA87861	6x2
7132	2007	FORD	E350/FEDERAL	1FDWE35S17DB26339	6x2
7133	2007	FORD	E350/STARTRAN	1FDWE35L87DB43776	6x2
7134	2007	FORD	E350/DIAMOND	1FDSE35S57DA05246	6x2

2013 – 2014

7138	2007	FORD	E350/DIAMOND	1FDSE35S57DA12813	6x2
7139	2007	FORD	E350/STARTRAN	1FDWE35L37DB43765	6x2
8000	2008	FORD	E350/DIAMOND	1FD3E35L58DA15774	12x2
8001	2008	FORD	E350/DIAMOND	1FD3E35L78DA15775	12x2
8003	2008	FORD	E350/DIAMOND	1FD3E35L98DA15776	12x2
8004	2008	FORD	E350/DIAMOND	1FD3E35L08DB56381	12x2
8005	2009	FORD	E350/DIAMOND	1FDEE35L99DA17022	12x2
8006	2009	FORD	E350/DIAMOND	1FDEE35L59DA17020	12x2
9000	2009	FORD	E350/DIAMOND	1FDEE35L69DA03059	6x2
9001	2009	FORD	E350/DIAMOND	1FDEE35L29DA03060	6x2
9002	2009	FORD	E350/DIAMOND	1FDEE35L49DA03061	6x2
9003	2009	FORD	E350/DIAMOND	1FDEE35L29DA16987	6x2
9004	2009	FORD	E350/DIAMOND	1FDEE35L19DA16978	6x2
9005	2009	FORD	E350/DIAMOND	1FDEE35L39DA16996	6x2
9006	2009	FORD	E350/DIAMOND	1FDEE35L29DA16990	6x2
9007	2009	FORD	E350/DIAMOND	1FDEE35L89DA16993	6x2
9008	2009	FORD	E350/DIAMOND	1FDEE35L09DA16986	6x2
9009	2009	FORD	E350/DIAMOND	1FDEE35L99DA16985	6x2
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9018	2009	FORD	E350/DIAMOND	1FDEE35L59DA16997	6x2
9019	2009	FORD	E350/DIAMOND	1FDEE35LX9DA17014	6x2
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1271	2012	FORD	E350/STARCRAFT	1FDEE3FL9CDA13445	12x2
1272	2012	FORD	E350/STARCRAFT	1FDEE3FL3CDB15954	12x2

2013 – 2014

1273	2012	FORD	E350/STARCRAFT	1FDEE3FL0CDB15961	12x2
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1276	2012	FORD	E350/STARCRAFT	1FDEE3FLXCDB13165	12x2
1277	2012	FORD	E350/STARCRAFT	1FDEE3FL6CDB13163	12x2
1278	2012	FORD	E350/STARCRAFT	1FDEE3FL5CDB04907	12x2
1279	2012	FORD	E350/STARCRAFT	1FDEE3FL1CDB04905	12x2
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1283	2013	FORD	E350/STARCRAFT	1FDEE3FL2CDB21955	12x2
1284	2013	FORD	E350/STARCRAFT	1FDEE3FLXCDB21962	12x2
1285	2012	FORD	E450/STARCRAFT	1FDDE4FS8CDB05065	12x2
1286	2012	FORD	E450/STARCRAFT	1FDDE4FS3CDB05068	12x2
1287	2012	FORD	E450/STARCRAFT	1FDDE4FS1CDB05067	12x2
1288	2012	FORD	E450/STARCRAFT	1FDDE4FS0CDB35628	12x2
1289	2012	FORD	E450/STARCRAFT	1FDDE4FS9CDB35627	12x2
1290	2012	FORD	E450/STARCRAFT	1FDDE4FS0CDB35631	12x2
1291	2012	FORD	E450/STARCRAFT	1FDDE4FS1CDB05070	12x2
1292	2012	FORD	E450/STARCRAFT	1FDDE4FS4CDB05063	12x2
1293	2012	FORD	E450/STARCRAFT	1FDDE4FSXCDB05066	12x2
1294	2012	FORD	E450/STARCRAFT	1FDDE4FS6CDB31521	12x2
1300	2013	FORD	E350/DIAMOND	1FDEE3FL0DDA05817	6x2
1301	2013	FORD	E350/DIAMOND	1FDEE3FL7DDA26647	6x2
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1316	2013	FORD	E350/DIAMOND	1FDEE3FL8DDA20534	6x2
1317	2013	FORD	E350/DIAMOND	1FDEE3FL6DDA20533	6x2
1318	2013	FORD	E350/DIAMOND	1FDEE3FL4DDA20532	6x2
1319	2013	FORD	E350/DIAMOND	1FDEE3FL2DDA20531	6x2
1320	2013	FORD	E350/DIAMOND	1FDEE3FLXCDA15318	6x2
1321	2013	FORD	E350/SENATOR	1FDEE3FL9CDA96245	6x2
1322	2013	FORD	E350/SENATOR	1FDEE3FL0CDA96246	6x2
1323	2013	FORD	E350/SENATOR	1FDEE3FL4CDA96248	6x2
1324	2013	FORD	E350/SENATOR	1FDEE3FL4CDA96251	6x2
1325	2013	FORD	E350/SENATOR	1FDEE3FL6CDA96252	6x2
1326	2013	FORD	E350/SENATOR	1FDEE3FL8CDA96253	6x2
1327	2013	FORD	E350/SENATOR	1FDEE3FLXCDA96254	6x2

2013 – 2014

1328	2013	FORD	E350/SENATOR	1FDEE3FLXCDA96237	6x2
1329	2013	FORD	E350/SENATOR	1FDEE3FL3CDA96242	6x2
1330	2013	FORD	E350/SENATOR	1FDEE3FL5CDA96243	6x2
1331	2013	FORD	E350/SENATOR	1FDEE3FL2CDA96247	6x2
1332	2013	FORD	E350/SENATOR	1FDEE3FL6CDA96249	6x2
1333	2013	FORD	E350/SENATOR	1FDEE3FL2CDA96250	6x2
1334	2013	FORD	E350/SENATOR	1FDEE3FL1CDA96255	6x2
1335	2013	FORD	E350/SENATOR	1FDEE3FL2CDB11135	6x2
1336	2013	FORD	E350/SENATOR	1FDEE3FL4CDB11136	6x2
1337	2013	FORD	E350/SENATOR	1FDEE3FL0CDB11134	6x2
1338	2013	FORD	E350/SENATOR	1FDEE3FL6CDB11137	6x2
1339	2013	FORD	E350/SENATOR	1FDEE3FL6CDB13258	6x2
1340	2013	FORD	E350/SENATOR	1FDEE3FL4CDB13257	6x2
1341	2013	FORD	E350/SENATOR	1FDEE3FL8CDB13259	6x2
1342	2013	FORD	E350/SENATOR	1FDEE3FL4CDB13260	6x2
1343	2013	FORD	E350/SENATOR	1FDEE3FL7CDB11132	6x2
1344	2013	FORD	E350/SENATOR	1FDEE3FL9CDB11133	6x2

**S. Appendix U - Inventory of Available Transportation Services**

<p>212, LLC  <u>17662 Circle Pond Court Boca Raton, FL 33496</u>                      Evan Michaels, President                      (561) 394-4104  <a href="http://www.coastalcar.com">www.coastalcar.com</a>  <b># of Vehicles - 22</b></p>	<p>A 2 Z Limousine Inc.  <u>3430 NW 16th St Suite #1Lauderhill, FL 33311</u>                      Edward A. Henriquez, Owner                      (954) 792-2005  <a href="http://www.a2z-limo.com">www.a2z-limo.com</a>  <b># of Vehicles - 7</b></p>	<p>1st Choice Medical                      Transit LLC  <u>1310 SW 1st AveFort Lauderdale, FL 33315</u>                      Francis Heron, President                      (954) 522-1617  <b># of Vehicles - 2</b></p>
<p>7 Star Transportation, Inc.  <u>P.O. Box 970445Miami, FL 33157</u>                      Norman DaCosta, President                      (305) 238-2400  <b># of Vehicles - 2</b></p>	<p>A B &amp; Z Services, Inc.  <u>P. O. Box 212186Royal Palm Beach, FL 33414</u>                      Richard Catanzaro, President                      (561) 772-1858  <a href="http://www.astarlimo.net">www.astarlimo.net</a>  <b># of Vehicles - 2</b></p>	<p>1st Yellow Taxi, Inc.  <u>2377 Caroma LaneWest Palm Beach, FL 33405</u>                      Abida Abdelahak, President                      (561) 640-0001  <b># of Vehicles - 3</b></p>
<p>A &amp; A Admiral Airport                      Limousine &amp; Taxi Service, Inc  <u>105 Chadwick DriveJupiter, FL 33458</u>                      Don Scornavacca, Owner                      (561) 747-7585  <b># of Vehicles - 3</b></p>	<p>A Corporate Rate Limo, Inc.  <u>2991 Center Port Circle Pompano Beach, FL 33064</u>                      Loretta Croken, President                      (954) 782-8636  <b># of Vehicles - 8</b></p>	<p>7E Limousine Service Corp.  <u>1013 SW 7 th TerrHallandale, FL 33009</u>                      Franklin R. Elvir Diaz, President                      (954) 516-5466  <b># of Vehicles - 2</b></p>
<p>A Family Limousine, Inc.  <u>1934 Tigertail Blvd Bldg #13 Dania Beach, FL 33004</u>                      George Asseraf, President                      (954) 522-7455  <a href="http://www.afamilylimo.com">www.afamilylimo.com</a>  <b># of Vehicles - 15</b></p>	<p>A Diamond Limousine  <u>15210 75th Lane NLoxahatchee, FL 33470</u>                      Miguel Medina, Owner                      (561) 383-8888  <b># of Vehicles - 2</b></p>	<p>A &amp; G Limousine Inc.  <u>475 NW Raymond LanePort St. Lucie, FL 34983</u>                      Adolph Silvestri, Jr., President                      (772) 871-0192  <b># of Vehicles - 2</b></p>
<p>A1A Airport Transportation  <u>8317 Maidencane PlacePort St. Lucie, FL 34952</u>                      Yvonne Fehr, Owner                      (772) 485-4710  <b># of Vehicles - 2</b></p>	<p>A.T.C. Limo, Inc.  <u>2336 SE Ocean BlvdStuart, FL 34996</u>                      Randall R. Tschannen, President                      (772) 221-0101  <b># of Vehicles - 3</b></p>	<p>A1 Luxury Limousine of                      South Florida Inc.  <u>6922 Houlton CircleLake Worth, FL 33426</u>                      Eric Salat, President                      (561) 964-7764  <a href="http://a1limobus.com">a1limobus.com</a>  <b># of Vehicles - 5</b></p>
<p>AAbove Executive                      Sedan Service LLC  <u>6257 Mullin StJupiter, FL 33458</u>                      Clarence Rainsburg, Limited Partner                      (561) 741-3435  <b># of Vehicles - 2</b></p>	<p>AA United Transportation LLC  <u>256 NE 14th StDelray Beach, FL 33405</u>                      Julien Jeune, Manager                      (561) 838-8884  <a href="http://www.aaunitedcab.com">www.aaunitedcab.com</a>  <b># of Vehicles - 7</b></p>	<p>Able Airport &amp; Transport Service, Inc.  <u>106 Commerce Way #A-9Jupiter, FL 33458</u>                      Karen Marotta, President                      (561) 575-1177  <a href="http://WWW.ABLELIMO-ONLINE.COM">WWW.ABLELIMO-ONLINE.COM</a>  <b># of Vehicles - 9</b></p>
<p>AMS Airport &amp;                      Seaport Service  <u>14410 65th Way N Palm Beach Gardens, FL 33418</u>                      Peter N. Szabo, President                      (561) 624-9330  <b># of Vehicles - 5</b></p>	<p>AAA Super Checker Cab, Inc.  <u>199 Dorothy DriveWest Palm Beach, FL 33407</u>                      Sauveur Atilus, President                      (561) 202-6161  <b># of Vehicles - 5</b></p>	<p>Admiral Limousine Service, Inc.  <u>13255 W Dixie HwyNorth Miami, FL 33161</u>                      Mohammad Shokripour, President                      (305) 899-9320  <a href="http://www.admirallimousine.com">www.admirallimousine.com</a>  <b># of Vehicles - 3</b></p>
<p>Adventure Limousine Service Inc.  <u>3301 NE 5 Ave Suite 720Miami, FL 33137</u>                      Mark E. Hirt, President                      (305) 944-5466  <a href="http://www.adventurelimousine.com">www.adventurelimousine.com</a>  <b># of Vehicles - 11</b></p>	<p>ATM Transportation                      Corporation  <u>360 E Lake RoadPalm Springs, FL 33461</u>                      Molly Alfonso, President                      (561) 967-7590  <b># of Vehicles - 2</b></p>	<p>Advanced Luxury Limo, Inc.  <u>20423 State Road 7 Suite F6-280Boca Raton, FL 33434</u>                      Betty Thompson, President                      (561) 451-2908  <b># of Vehicles - 5</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2013 – 2014

<p>Affordable Shuttle, LLC.  <u>1517 NW Lake Point</u><u>Stuart, FL 34994</u>                  Kenneth Shamon, President                  (772) 692-3772  <b># of Vehicles - 2</b></p>	<p>Abe's Limousine Service Corp.  <u>1707 Pierce Drive</u><u>Lake Worth, FL 33460</u>                  Ibrahim Zekry Boutros, President                  (561) 547-7773  <a href="http://www.abeslimousineservice.com">www.abeslimousineservice.com</a>  <b># of Vehicles - 10</b></p>	<p>Airport Sedan &amp; Limo Service, Inc.  <u>2377 Caroma Lane</u><u>West Palm Beach, FL 33415</u>                  Taha Gharnit, President                  (561) 630-9996  <a href="http://www.airportsedanandlimo.com">www.airportsedanandlimo.com</a>  <b># of Vehicles - 2</b></p>
<p>Airport &amp; Limo Service of                  The Palm Beaches, Inc.  <u>312 SW 11th Ave</u><u>Boynton Beach, FL 33435</u>                  John Van De Warker, President                  (561) 243-8824  <b># of Vehicles - 6</b></p>	<p>Act One Limousine Inc.  <u>18560 Ocean Mist Drive</u><u>Boca Raton, FL 33498</u>                  Ofer Vered, President                  (561) 272-7027  <b># of Vehicles - 4</b></p>	<p>Ajay Transportation, Inc.  <u>2440 SE Federal Hwy Suite 115</u><u>Stuart, FL 34994</u>                  A. John Bettencourt, President                  (772) 286-2637  <a href="http://www.cobblestonelimo.com">www.cobblestonelimo.com</a>  <b># of Vehicles - 7</b></p>
<p>Airport Executive Towncar Service, Inc.  <u>2621 Exuma Road</u><u>West Palm Beach, FL 33406</u>                  Dan Tischler, President                  (561) 966-6920  <b># of Vehicles - 2</b></p>	<p>Advantage Airport                  Limousine Service, Inc.  <u>2925 NE 190th St Apt 304</u><u>Aventura, FL 33179</u>                  Jorge O. Valencia, President                  (786) 493-5489  <b># of Vehicles - 2</b></p>	<p>All Points Transport Service , Inc.  <u>5329 NW 107th Ave</u><u>Coral Springs, FL 33076</u>                  Stewart Goldberg, President                  (954) 698-0233  <b># of Vehicles - 2</b></p>
<p>Airport Sedan &amp; Limo Service, Inc.  <u>2377 Caroma Lane</u><u>West Palm Beach, FL 33415</u>                  Taha Gharnit, President                  (561) 630-9996  <a href="http://www.airportsedanandlimo.com">www.airportsedanandlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>All Boca Car Service, Inc.  <u>7431-34 W Atlantic Ave Suite 128</u><u>Delray Beach, FL 33446</u>                  Harold Glen Mathews, Jr., President                  (561) 496-0248  <b># of Vehicles - 2</b></p>	<p>All Transport Service, Inc.  <u>11101 Mandarin Street</u><u>Boca Raton, FL 33428</u>                  Munzad Alli Khan, President                  (561) 702-0373  <b># of Vehicles - 5</b></p>
<p>Ajay Transportation, Inc.  <u>2440 SE Federal Hwy Suite 115</u><u>Stuart, FL 34994</u>                  A. John Bettencourt, President                  (772) 286-2637  <a href="http://www.cobblestonelimo.com">www.cobblestonelimo.com</a>  <b># of Vehicles - 7</b></p>	<p>All County Yellow Cab, L.L.C.  <u>3700 Georgia Ave Suite 18</u><u>West Palm Beach, FL 33405</u>                  Peter John, Manager                  (561) 721-9555  <b># of Vehicles - 4</b></p>	<p>Allenby Enterprises, Inc.  <u>3155 N Palm Aire Drive #105</u><u>Pompano Beach, FL 33436</u>                  Hazel A. Allenby, Vice President                  (877) 900-5787  <b># of Vehicles - 2</b></p>
<p>All Points Transport Service , Inc.  <u>5329 NW 107th Ave</u><u>Coral Springs, FL 33076</u>                  Stewart Goldberg, President                  (954) 698-0233  <b># of Vehicles - 2</b></p>	<p>Andrew Limousine Service, Inc.  <u>9110 Palomino Drive</u><u>Lake Worth, FL 33467</u>                  Jaime Toro, President                  (561) 433-8349  <a href="http://www.andrewlimo.com">www.andrewlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Alpine Limousine, Inc.  <u>205 N Dixie Hwy</u><u>Hallandale, FL 33009</u>                  Lukasz Sadowski, President                  (954) 455-7300  <b># of Vehicles - 3</b></p>
<p>Aloha Limousines, Inc.  <u>2725 Willow Lane</u><u>Lauderdale Lakes, FL 33311</u>                  Cynthia Sewell, President                  (954) 535-0999  <b># of Vehicles - 3</b></p>	<p>Aristy Enterprises, Inc.  <u>10743 Lake Oak Way</u><u>Boca Raton, FL 33498 1512</u>                  Charles Aristy, President                  (561) 218-1887  <b># of Vehicles - 18</b></p>	<p>Always Available Service, Inc.  <u>4737 N Ocean Blvd #215</u>  <u>Lauderdale-By-The-Sea, FL 33308</u>                  Richard Weimer, President                  (954) 815-1093  <b># of Vehicles - 2</b></p>
<p>Always on Time Car Service, Inc.  <u>9353-A Boca Gardens Pkwy</u><u>Boca Raton, FL 33496</u>                  Theodore Hecht, President                  (561) 218-0420  <b># of Vehicles - 3</b></p>	<p>At Your Service Transportation Inc.  <u>11212 180th Court S</u><u>Boca Raton, FL 33498</u>                  Melvin Posner, Owner                  (561) 488-9963  <a href="http://www.aenstransport.com">www.aenstransport.com</a>  <b># of Vehicles - 5</b></p>	<p>An Ultimate Limousine                  &amp; Transportation Inc.  <u>P. O. Box 7765</u><u>Jupiter, FL 33458</u>                  Donald White, Jr., President                  (561) 575-7353  <b># of Vehicles - 8</b></p>
<p>American Cab/Limo/                  Airport Services Corp.  <u>P.O. Box 7163</u><u>West Palm Beach, FL 33405</u>                  Joseph Yves Cius, President                  (561) 721-2222  <b># of Vehicles - 4</b></p>	<p>Avanti Limousine Service, LLC  <u>5425 N Dixie Hwy #A</u><u>Boca Raton, FL 33436</u>                  Marguerite Sibley, Managing Member                  (561) 241-9955  <a href="http://www.avantilimousine.com">www.avantilimousine.com</a>  <b># of Vehicles - 6</b></p>	<p>Angel's Inc. W.P.B  <u>6049 Country Estate Drive</u><u>Lake Worth, FL 33467</u>                  Joanne Berchielli, President                  (561) 704-9893  <b># of Vehicles - 3</b></p>

2013 – 2014

<p>Around the Clock Airport &amp; Seaport Shuttle Inc.  <u>6719 SE Yorktown DriveHobe Sound, FL 33455</u>                  Walter A. Braider, President                  (772) 336-2266  <b># of Vehicles - 3</b></p>	<p>Bernie's Car Service  <u>21648 Cypress Road No 13DBoca Raton, FL 33433</u>                  Bernard Packman, Owner                  (561) 470-5310  <b># of Vehicles - 2</b></p>	<p>Around Town Limousine Service, Inc.  <u>13086 86 Road NWWest Palm Beach, FL 33412</u>                  David Spring, President                  (561) 422-3966  <b># of Vehicles - 2</b></p>
<p>At Your Service Town Cars, Inc.  <u>9844A Boca Gardens Circle NBoca Raton, FL 33496</u>                  Kenneth Baumgarten, President                  (561) 756-0714  <b># of Vehicles - 2</b></p>	<p>Best Shuttle Service  <u>512 SE Tanner AvePort St. Lucie, FL 34984</u>                  Robert Levine, Owner                  (772) 240-9748  <b># of Vehicles - 2</b></p>	<p>Aventura Limousine &amp; Transportation Service, Inc.  <u>20251 NE 15th CourtNorth Miami Beach, FL 33179</u>                  Neil M. Goodman, President                  (305) 770-5466  <a href="http://www.aventuralimo.com">www.aventuralimo.com</a>  <b># of Vehicles - 31</b></p>
<p>Athens Limousine Services, L.C.  <u>7531 High Ridge RoadBoynton Beach, FL 33426</u>                  Kelton H. Cuevas, President                  (561) 585-8014  <b># of Vehicles - 3</b></p>	<p>Big Apple Limousine Service, Inc.  <u>2691 S Course Drive Apt 202Pompano Beach, FL 33069</u>                  William Wheeler, President                  (954) 956-8157  <b># of Vehicles - 2</b></p>	<p>B &amp; B Limo Services, Inc.  <u>3553 Wiles Road #303Coconut Creek, FL 33442</u>                  Djalma Boechat, Jr., President                  (754) 264-2185  <b># of Vehicles - 3</b></p>
<p>Atlantic/Palm Beach Ambulance Inc.  <u>1105 Barnett Drive Suite DLake Worth, FL 33461</u>                  William A. Sanger, President                  (561) 533-5633  <b># of Vehicles - 20</b></p>	<p>Black Diamond Transportation Services, Inc.  <u>P. O. Box 23471Fort Lauderdale, FL 33444</u>                  Scott Middleman, President                  (800) 685-4789  <a href="http://WWW.BLACKDIAMOND.ORG">WWW.BLACKDIAMOND.ORG</a>  <b># of Vehicles - 10</b></p>	<p>Beacon Transportation  <u>2604 Wabash DriveNorth Palm Beach, FL 33410</u>                  Christine Black, President                  (561) 248-5241  <a href="http://beaconairporttransportation.com">beaconairporttransportation.com</a>  <b># of Vehicles - 3</b></p>
<p>Avanti Limousine Service, Inc.  <u>5425 N Dixie HwyBoca Raton, FL 33487</u>                  John Sibley, President                  (561) 241-9955  <a href="http://www.avantilimosine.com">www.avantilimosine.com</a>  <b># of Vehicles - 5</b></p>	<p>Black and White Cab/Transportation, Inc.  <u>P. O. Box 2061West Palm Beach, FL 33407</u>                  Joe JR Desilien, Vice-President                  () -  <b># of Vehicles - 2</b></p>	<p>Bellwood LLC  <u>38 S Federal Hwy Suite 10Dania Beach, FL 33004</u>                  Fabian Beltran, Limited Partner                  (954) 391-8277  <a href="http://www.bellwoodlimos.com">www.bellwoodlimos.com</a>  <b># of Vehicles - 3</b></p>
<p>BGD Miami, Inc.  <u>3085 NE 183rd LaneAventura, FL 33009</u>                  Srdjan Kostic, President                  (954) 536-5522  <a href="http://www.Limofino.com">www.Limofino.com</a>  <b># of Vehicles - 3</b></p>	<p>Blue Chip Corporate Transportation, Inc.  <u>2107 Bellcrest CourtRoyal Palm Beach, FL 33411</u>                  John Donovan, President                  (561) 575-1450  <b># of Vehicles - 2</b></p>	<p>Big Apple Airport Car Service  <u>4136 Gulfstream RoadLake Worth, FL 33461</u>                  Timothy Wielonski, Owner                  (561) 866-8434  <b># of Vehicles - 6</b></p>
<p>Beauty of the Creation Taxi  <u>5094 NW 6th CourtDelray Beach, FL 33445</u>                  Gheteau Charles, Owner                  (561) 396-3734  <b># of Vehicles - 2</b></p>	<p>Boca Raton Transportation, Inc.  <u>1450 NW 1st AveBoca Raton, FL 33432</u>                  P. Rodney Cunningham, Owner                  (561) 368-8333  <a href="http://www.bocatrans.com">www.bocatrans.com</a>  <b># of Vehicles - 44</b></p>	<p>Black Cab Express Inc.  <u>4272 S Landar DriveLake Worth, FL 33405</u>                  Youssef Lotfi, President                  (561) 317-1000  <b># of Vehicles - 2</b></p>
<p>Benevento Enterprise, Inc.  <u>2480 Little Rock CourtWellington, FL 33414</u>                  Ernesto Benevento, President                  (561) 792-3500  <a href="http://www.flalimo4u.com">www.flalimo4u.com</a>  <b># of Vehicles - 2</b></p>	<p>Bomar Enterprises, Inc.  <u>10097 Cleary Blvd No 233Fort Lauderdale, FL 33324</u>                  Robert J. Boroday, President                  (954) 771-5466  <b># of Vehicles - 32</b></p>	<p>Black Jack Limousine Service Inc.  <u>11476 Seagrass CircleBoca Raton, FL 33498</u>                  Antonio Giannocoli, President                  (561) 852-2345  <b># of Vehicles - 4</b></p>
<p>Blair Limousine Service, Inc.  <u>1730 S Federal Hwy Suite 257Delray Beach, FL 33433</u>                  Gary W. Blair, President                  (561) 391-9740  <a href="http://www.blairlimo.com">www.blairlimo.com</a>  <b># of Vehicles - 5</b></p>	<p>Brazilian Limousine Service  <u>114 Lismore LaneJupiter, FL 33458</u>                  Ron Tabibian, Owner                  (561) 684-1512  <b># of Vehicles - 3</b></p>	<p>Car Service Plus Inc.  <u>529 NW 87th TerrCoral Springs, FL 33071</u>                  Stephen Fein, President                  (954) 346-7515  <b># of Vehicles - 2</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2013 – 2014

<p>Blue Star Taxi Service, Inc.  <u>1538 Avenue ERiviera Beach, FL 33407</u>                      Provert Pierre, President                      (561) 844-7366  <a href="http://www.bluestartaxiservice.com">www.bluestartaxiservice.com</a>  <b># of Vehicles - 3</b></p>	<p>Classic VIP Limousine, Inc.  <u>10 Starfish DriveVero Beach, FL 32960</u>                      Ray VanWagenen, President                      (772) 778-7590  <a href="http://classicvip.com">classicvip.com</a>  <b># of Vehicles - 12</b></p>	<p>Carey Limousine Florida, Inc.  <u>4595 Oakes RoadDavie, FL 33314</u>                      Gary Kessler, President                      (305) 892-5829  <a href="http://www.ecarey.com">www.ecarey.com</a>  <b># of Vehicles - 36</b></p>
<p>Boyce Trans, Inc.  <u>102 NW Spanish River BlvdBoca Raton, FL 33431</u>                      Rick Versace, President                      (561) 391-4762  <a href="http://www.A1ALimo.com">www.A1ALimo.com</a>  <b># of Vehicles - 21</b></p>	<p>Coastline Transportation, Inc.  <u>P. O. Box 814087Hollywood, FL 33021</u>                      Daniel Richardson, President                      (954) 981-9010  <a href="http://www.coastlinetransport.com">www.coastlinetransport.com</a>  <b># of Vehicles - 3</b></p>	<p>Champion Airport Transportation, Inc.  <u>20894 Springs TerrBoca Raton, FL 33428</u>                      John C. Vareles, President                      (561) 451-1248  <b># of Vehicles - 2</b></p>
<p>Broward Limousine &amp; Airport Service, Inc.  <u>7342 NW 5th StPlantation, FL 33317</u>                      Abilio Pimenta, President                      (954) 791-3000  <a href="http://www.browardlimo.com">www.browardlimo.com</a>  <b># of Vehicles - 13</b></p>	<p>Coral Limousine  <u>169 NW 44th St #44Fort Lauderdale, FL 33309</u>                      Timothy Reilly, Owner                      (954) 261-0017  <a href="http://www.corallimousine.net">www.corallimousine.net</a>  <b># of Vehicles - 2</b></p>	<p>Clif's Limousine &amp; Sedan Service  <u>188 Bilbao StRoyal Palm Beach, FL 33411</u>                      Clifton Sabar, Owner                      (561) 506-3104  <b># of Vehicles - 2</b></p>
<p>CK Transportation Services, Inc  <u>1400 SW 27th Ave No A1Boynton Beach, FL 33426</u>                      Georges Bassil, President                      (561) 543-2878  <b># of Vehicles - 3</b></p>	<p>Courteous Car Service  <u>3520 Avenue FRiviera Beach, FL 33404</u>                      Otis Jones, Owner                      (877) 888-9736  <b># of Vehicles - 3</b></p>	<p>Condo Limousines &amp; Airport Services <u>1331 S Dixie Hwy W Unit 1A Pompano Beach, FL 33060</u>                      Eli Sofro, President                      (561) 391-1213  <a href="http://www.broadwaylimos.net">www.broadwaylimos.net</a>  <b># of Vehicles - 4</b></p>
<p>Choice Cab Service, Inc.  <u>3700 Georgia Ave #8West Palm Beach, FL 33405</u>                      Al Jones, President                      (561) 201-7726  <a href="http://www.choicecabwpb.com">www.choicecabwpb.com</a>  <b># of Vehicles - 3</b></p>	<p>Cris Transportation Services, LLC  <u>5370 State Road 84 Bay #1Davie, FL 33314</u>                      Maria Rodriguez, Manager                      (954) 791-8077  <a href="http://www.cristransport.com">www.cristransport.com</a>  <b># of Vehicles - 14</b></p>	<p>Corporate Coaches, Inc.  <u>P.O. Box 17825Plantation, FL 33028</u>                      Andrew Bardar, President                      (305) 371-6088  <a href="http://www.corporatecoachesfla.com">www.corporatecoachesfla.com</a>  <b># of Vehicles - 20</b></p>
<p>Classic Cab and Limo Service  <u>5447 Edgerton AveLake Worth, FL 33405</u>                      Milien Similien, Owner                      (561) 650-1188  <b># of Vehicles - 7</b></p>	<p>D &amp; H Limousine, Inc.  <u>19411 Gulfstream DriveTequesta, FL 33469</u>                      Deborah Neuhaus, President                      (561) 741-1122  <b># of Vehicles - 2</b></p>	<p>Davcar, LLC  <u>528 N Palm WayLake Worth, FL 33463</u>                      David Jampel, Owner                      (561) 385-0861  <b># of Vehicles - 3</b></p>
<p>County Limousine Service, Inc.  <u>1375 S Military TrailWest Palm Beach, FL 33415</u>                      Robert C. Fair, President                      (561) 968-6300  <b># of Vehicles - 5</b></p>	<p>Deja Vu Limousines, Inc.  <u>632 Las Palmas ParkBoynton Beach, FL 33435</u>                      Marilyn Cain, President                      (561) 737-7777  <b># of Vehicles - 3</b></p>	<p>Delbert W. Blan  <u>4616 Palm Beach Canal Road West Palm Beach, FL 33415</u>                      Delbert Blan, Owner                      (561) 662-9401  <b># of Vehicles - 2</b></p>
<p>Crown Transportation and Limousine, Inc.  <u>2127 SW 176th TerrMiramar, FL 33029</u>                      Saed Mattar, President                      (954) 347-5504  <b># of Vehicles - 3</b></p>	<p>Diamond Limousine of Vero Beach, Inc.  <u>636 20th AveVero Beach, FL 32962</u>                      Bonnie Mintzer, President                      (772) 569-8896  <b># of Vehicles - 12</b></p>	<p>Deluxe Limousine &amp; Transportation, Inc.  <u>13380 83rd Lane NRiviera Beach, FL 33412</u>                      Raymond Hernandez, President                      (561) 340-9487  <a href="http://www.deluxelimousineonline.com">www.deluxelimousineonline.com</a>  <b># of Vehicles - 4</b></p>
<p>D &amp; J Transportation, Inc.  <u>4748 NW 6th AvenuePompano Beach, FL 33064</u>                      Michael Shendell, President                      (954) 783-9739  <a href="http://www.dj-transportation.com">www.dj-transportation.com</a>  <b># of Vehicles - 4</b></p>	<p>Dignitary Services LLC  <u>3395 Pony RunWellington, FL 33467</u>                      Donald E. McCuaig, General Partner                      (561) 422-8880  <a href="http://www.dignitaryservices.net">www.dignitaryservices.net</a>  <b># of Vehicles - 4</b></p>	<p>Diamond Car Services  <u>2530 Havenwood RoadWest Palm Beach, FL 33415</u>                      Carlos Padron, Owner                      (561) 574-7149  <b># of Vehicles - 4</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2013 – 2014

<p>DAV EL of Palm Beach, Inc.  <u>1650 N Military Trail West Palm Beach, FL 33462</u>                  Scott Solombrino, President                  (561) 687-9454  <a href="http://www.davel.com">www.davel.com</a>  <b># of Vehicles - 30</b></p>	<p>E &amp; G Limousine, Inc.  <u>3960 NW 1st Place Deerfield Beach, FL 33442</u>                  George Buono, President                  (954) 428-9151  <b># of Vehicles - 4</b></p>	<p>Eagle Marsh Luxury Limousine L.L.C.  <u>3869 NW Royal Oak Drive Jensen Beach, FL 34957</u>                  Paul Howley, President                  (772) 692-3322  <a href="http://www.eaglemarshluxurylimousine.com">www.eaglemarshluxurylimousine.com</a>  <b># of Vehicles - 4</b></p>
<p>David's Limousine Service  <u>P. O. Box 4333 Tequesta, FL 33477</u>                  David R. Schott, Owner                  (561) 747-0900  <a href="http://www.davidslimo.com">www.davidslimo.com</a>  <b># of Vehicles - 2</b></p>	<p>EGI, L.L.C.  <u>185 Citrus Trail Circle Boynton Beach, FL 33410</u>                  Reijo Palo, President                  (561) 368-0721  <a href="http://www.callmydriver.com">www.callmydriver.com</a>  <b># of Vehicles - 4</b></p>	<p>East Coast Taxi LLC  <u>1616 N Florida Mango Road A-3 West Palm Beach, FL 33405</u>                  Alan Valencia, Manager                  (561) 687-5454  <b># of Vehicles - 12</b></p>
<p>Discover Taxi, LLC  <u>207 SE 4th Ave Delray Beach, FL 33405</u>                  Fenol St. Louis, President                  (561) 441-5086  <b># of Vehicles - 3</b></p>	<p>Encore Travel/Transportation Corp.  <u>9260 Cove Point Circle Boynton Beach, FL 33437</u>                  Dennis C. Leahy, President                  (561) 733-7755  <b># of Vehicles - 2</b></p>	<p>Elegant Airport Shuttle and Private Services, LLC  <u>243 SW Marathon Ave Port St. Lucie, FL 34953</u>                  Patricia Russo, President                  (772) 785-6395  <b># of Vehicles - 2</b></p>
<p>E &amp; R Transportation, Inc.  <u>327 Sandtree Drive Palm Beach Gardens, FL 33410</u>                  Rezwanaul Ahmed, President                  (561) 584-4128  <b># of Vehicles - 11</b></p>	<p>Executive Express Limousines, Inc.  <u>1223 SW 5th Court Fort Lauderdale, FL 33312</u>                  David A. Marshall, President                  (954) 410-6946  <b># of Vehicles - 5</b></p>	<p>Elite Transport Services, Inc.  <u>1639 New Haven Point Lane West Palm Beach, FL 33411</u>                  Joseph Avella, Owner                  (561) 856-6177  <b># of Vehicles - 5</b></p>
<p>East Coast Limousine Service Inc.  <u>3255 SE 6th Ave Fort Lauderdale, FL 33316</u>                  Mehdi Pourpaki, President                  (954) 524-2555  <a href="http://www.eastcoastlimo.com">www.eastcoastlimo.com</a>  <b># of Vehicles - 3</b></p>	<p>Express Taxi &amp; Limousine, Inc.  <u>964 Service St West Palm Beach, FL 33407</u>                  David Odias, President                  (561) 689-9999  <b># of Vehicles - 10</b></p>	<p>Enock Fednas No No Taxi  <u>9280 SW 61st Way #B Boca Raton, FL 33428</u>                  Enock Fednas, Owner                  (561) 477-5954  <b># of Vehicles - 3</b></p>
<p>First Choice Limousine  <u>137 Burgundy C Delray Beach, FL 33484</u>                  Harold Hechtman, Owner                  (561) 573-8138  <b># of Vehicles - 2</b></p>	<p>Finesse Limousine, Inc.  <u>2684 NW 69th Avenue Margate, FL 33063</u>                  Richard Luiz, President                  (954) 341-1400  <a href="http://www.finesselimousine.com">www.finesselimousine.com</a>  <b># of Vehicles - 3</b></p>	<p>FAB Services, Inc.  <u>116 Bellezza Terr Royal Palm Beach, FL 33411</u>                  Jennifer Broglio, President                  (561) 790-8899  <b># of Vehicles - 3</b></p>
<p>Flag Star Taxi  <u>245 NE 6th Ave Boynton Beach, FL 33405</u>                  Marcelin Augustin, Owner                  (561) 436-0207  <b># of Vehicles - 2</b></p>	<p>Finest Transportation Inc.  <u>22252 Ensenada Way Boca Raton, FL 33433</u>                  Thomas Megale, President                  (561) 477-6222  <b># of Vehicles - 4</b></p>	<p>G.T.C. &amp; Associates of Boca, Inc.  <u>9232 Pecky Cypress Lane Apt 2-J Boca Raton, FL 33428</u>                  Gary C. Corpas, President                  (561) 715-2241  <a href="http://www.myspace.com/royalcoachman01">www.myspace.com/royalcoachman01</a>  <b># of Vehicles - 2</b></p>
<p>Florida Mentor  <u>1285 Flamingo Drive Lantana, FL 33460</u>                  Walter Kuethman, Director                  (561) 533-0555  <a href="http://www.thementornetwork.com">www.thementornetwork.com</a>  <b># of Vehicles - 3</b></p>	<p>Gluck Enterprises LLC  <u>804 S Military Trail Deerfield Beach, FL 33442</u>                  Robert Gluck, President                  (954) 227-6666  <a href="http://www.absolute-limousines.com">www.absolute-limousines.com</a>  <b># of Vehicles - 7</b></p>	<p>Gayle's Transportation, Inc.  <u>1795 Pierce Drive Lake Worth, FL 33407</u>                  Hazel Gayle, President                  (561) 540-5483  <b># of Vehicles - 4</b></p>
<p>Ft Lauderdale VIP Limo, Co  <u>1965 S Ocean Drive #6 Hallandale, FL 33009</u>                  Aldo Zambrano, President                  (954) 462-8245  <a href="http://www.fortlauderdaleviplimo.com">www.fortlauderdaleviplimo.com</a>  <b># of Vehicles - 12</b></p>	<p>Gold Coast Limousines, Inc.  <u>P. O. Box 0995 Hobe Sound, FL 33455</u>                  Elizabeth A. Frederick, President                  (561) 689-7117  <a href="http://www.gclimos.com">www.gclimos.com</a>  <b># of Vehicles - 2</b></p>	<p>Ghatit Enterprise, Inc.  <u>1220 Tangelo Terr Bay 13/14 Delray Beach, FL 33444</u>                  Ramze Ghatit, President                  (954) 821-5098  <a href="http://www.rctlimo.com">www.rctlimo.com</a>  <b># of Vehicles - 9</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2013 – 2014

<p>Gardens Transportation, Inc.  <u>P.O. Box 30932 Palm Beach Gardens, FL 33410</u>                  Rosnel Cenord, President                  (561) 346-2010  <b># of Vehicles - 15</b></p>	<p>Golden Cab Corporation  <u>2525 Old Okeechobee Road Suite #1 West Palm Beach, FL 33405</u>                  Jose J. Hernandez, President                  (561) 588-8988  <a href="http://www.GoldenCabtaxi.com">www.GoldenCabtaxi.com</a>  <b># of Vehicles - 33</b></p>	<p>God's Chariots Transportation Service, Inc.  <u>282 SE Grove Ave Port St. Lucie, FL 34983</u>                  Robert J. Gramm, Sr., Owner                  (772) 344-1298  <b># of Vehicles - 5</b></p>
<p>Gasolinera Inc.  <u>7251 W Palmetto Park Road Suite 303 Boca Raton, FL 33433</u>                  Rebekah Urbina, President                  (561) 278-8000  <a href="http://www.apollotransportation.com">www.apollotransportation.com</a>  <b># of Vehicles - 7</b></p>	<p>Guatemex Taxi  <u>4050 Vicliff Road West Palm Beach, FL 33406</u>                  Izabel Francisco, Owner                  (561) 633-0549  <b># of Vehicles - 5</b></p>	<p>Horizon Medical Services, Inc.  <u>160 Congress Park Drive Suite 111 Delray Beach, FL 33445</u>                  Araceli K. Boutia, President                  (561) 750-6620  <a href="http://www.horizontransportationservices.com">www.horizontransportationservices.com</a>  <b># of Vehicles - 6</b></p>
<p>Gorge Cab Transportation  <u>2682 Oklahoma St West Palm Beach, FL 33406</u>                  Jorge C. Carmenate, Owner                  (561) 856-4451  <b># of Vehicles - 2</b></p>	<p>H &amp; S Personal Car Service, Inc.  <u>6336 Shinnecock Lane Lake Worth, FL 33463</u>                  Sheryl Berkowitz, President                  (561) 432-3000  <a href="http://handspcs.com">handspcs.com</a>  <b># of Vehicles - 6</b></p>	<p>J &amp; J Car &amp; Taxi, Inc.  <u>6744 Duval Ave West Palm Beach, FL 33411</u>                  John Johnston, President                  (561) 641-2424  <b># of Vehicles - 16</b></p>
<p>Hobart Limousine Service  <u>2110 Everglades Drive Miramar, FL 33023</u>                  Errol Robinson, President                  (954) 964-7555  <a href="http://www.hobartlimo.com">www.hobartlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Hillman Limousine Inc.  <u>P.O. Box 970513 Miami, FL 33177</u>                  Hillman Brown, President                  (305) 251-1413  <a href="http://www.hillmanlimousine.com">www.hillmanlimousine.com</a>  <b># of Vehicles - 3</b></p>	<p>Jose's Taxi Service LLC  <u>4321 Viola Drive Lake Worth, FL 33463</u>                  Jose A. Arroyo, Manager                  (561) 503-9894  <b># of Vehicles - 4</b></p>
<p>Hop Palm LLC  <u>222 Clematis St #204 West Palm Beach, FL 33401</u>                  Michelle Drysdale, President                  (561) 512-6376  <a href="http://www.hopcities.com">www.hopcities.com</a>  <b># of Vehicles - 2</b></p>	<p>Infinity Transportation, Inc.  <u>1625 SW 1st Way C1 Deerfield Beach, FL 33331</u>                  David Hine, President                  (954) 252-5466  <a href="http://www.infinity-transportation.com">www.infinity-transportation.com</a>  <b># of Vehicles - 7</b></p>	<p>International Limo of South Florida Inc.  <u>2300 SW 56 Terr Hollywood, FL 33023</u>                  Jean A. DiManche, President                  (954) 983-1292  <a href="http://www.intlimoofsouthfla.com">www.intlimoofsouthfla.com</a>  <b># of Vehicles - 7</b></p>
<p>JFC Corporation  <u>P. O. Box 15331 West Palm Beach, FL 33417 5331</u>                  Kevin W. Costanzo, President                  (561) 478-2282  <b># of Vehicles - 7</b></p>	<p>Imperial Transportation P.B.C., Inc.  <u>3114 45th St Suite #10 West Palm Beach, FL 33407</u>                  Lucius Smith, President                  (561) 689-3663  <a href="http://www.imperialtaxi.com">www.imperialtaxi.com</a>  <b># of Vehicles - 28</b></p>	<p>KMC Executive Sedan Service  <u>17060-8 Emile Street Boca Raton, FL 33487</u>                  Kenneth Cohen, Owner                  (561) 994-6121  <b># of Vehicles - 2</b></p>
<p>JPA Airport &amp; Limousine Service Inc.  <u>700 SW 1st Court Boynton Beach, FL 33426</u>                  Patrick Juste, President                  (561) 572-5466  <b># of Vehicles - 3</b></p>	<p>JBS Limousine Inc.  <u>10690 Santa Laguna Drive Boca Raton, FL 33428</u>                  Richard Apfelbaum, President                  (561) 470-3300  <a href="http://www.jbslimousine.com">www.jbslimousine.com</a>  <b># of Vehicles - 4</b></p>	<p>LaCoquille Villas, Inc.  <u>100 Evans Lane Manalapan, FL 33462</u>                  John Morgan, Vice-President                  (561) 586-4811  <b># of Vehicles - 2</b></p>
<p>Jessy's Limousines, Corp.  <u>5495 NW 79th Ave Doral, FL 33166</u>                  Kirenia Lopez, President                  (305) 640-9696  <a href="http://www.jessyslimo.com">www.jessyslimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Jazz Limousine Service  <u>305 Berenger Walk Royal Palm Beach, FL 33414</u>                  Gaynor Runcie, Owner                  (561) 795-3411  <b># of Vehicles - 3</b></p>	<p>Lago-Mar Motel  <u>317 N Federal Hwy Lake Worth, FL 33460</u>                  Marivsz Baran, Owner                  (561) 722-0890  <b># of Vehicles - 7</b></p>
<p>Jim Diamond, Inc.  <u>P. O. Box 694 Hobe Sound, FL 33455</u>                  Suzanne Diamond Martin, President                  (772) 546-3471  <b># of Vehicles - 5</b></p>	<p>Jesus Taxi  <u>2551 Sundown Lane Lantana, FL 33462</u>                  Jesus Gaitan, Owner                  (561) 667-2815  <b># of Vehicles - 3</b></p>	<p>Limoway.com, Inc.  <u>300 S Pine Island Road #254 Plantation, FL 33324</u>                  Karl Jones, President                  (954) 475-1590  <a href="http://www.limoway.com">http://www.limoway.com</a>  <b># of Vehicles - 5</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2013 – 2014

<p>John's Car Service, LLC  <u>8608 SE 17th StDavie, FL 33324 5104</u>                  John M. Steele, President                  (954) 303-8747  <a href="http://www.johnscarservice.com">www.johnscarservice.com</a>  <b># of Vehicles - 3</b></p>	<p>Joseph's Luxury Transportation Services  <u>2419 NE 10th StHallandale, FL 33009</u>                  Yousuf Alsuwaidi, President                  (954) 647-8172  <b># of Vehicles - 2</b></p>	<p>Mat Gar's Four Seasons Limo, Inc.  <u>3797 NW 79th AveCoral Springs, FL 33445</u>                  Manuel A. Recart, President                  (954) 344-9111  <b># of Vehicles - 5</b></p>
<p>King Cab Inc.  <u>3700 Georgia Ave #3West Palm Beach, FL 33405</u>                  Adolphe Ridore, President                  () -  <b># of Vehicles - 10</b></p>	<p>Jupiter Town Car, Inc.  <u>13833 Wellington TraceWellington, FL 33414</u>                  Dennis Reilly, Director                  (561) 748-2100  <b># of Vehicles - 3</b></p>	<p>Med Aide Services Inc.  <u>835 37th StWest Palm Beach, FL 33407 4001</u>                  Merlyn P. Roberts, President                  (561) 845-6006  <b># of Vehicles - 6</b></p>
<p>Koby's Transpotours, Inc.  <u>5937 Ravenswood Road H-17Dania, FL 33312</u>                  Koby Berger, President                  (954) 445-6601  <b># of Vehicles - 2</b></p>	<p>K.T.'S Car Service  <u>1104 Pine Tree DriveLantana, FL 33462</u>                  Kevin Thompson, Owner                  (561) 324-0619  <b># of Vehicles - 2</b></p>	<p>Mike's Transportation  <u>5191 Casa Real DriveDelray Beach, FL 33484 4918</u>                  Michael Fischel, Owner                  (561) 498-1048  <b># of Vehicles - 2</b></p>
<p>L.M.C.A., Inc.  <u>4416 Areca Palm DriveFort Pierce, FL 34982</u>                  Lois J Duncan, President                  (800) 386-5622  <b># of Vehicles - 4</b></p>	<p>Key Transportation Service Corp.  <u>199 NW 79th StreetMiami, FL 33150</u>                  Orlie Jedwab, President                  (305) 751-5005  <a href="http://www.key-transportation.com">www.key-transportation.com</a>  <b># of Vehicles - 6</b></p>	<p>Mizner Limousine Inc.  <u>254 NW 6th AveBoca Raton, FL 33433</u>                  Marcelo Tonetti, President                  (561) 391-0917  <b># of Vehicles - 3</b></p>
<p>LX Transportation &amp; Home Care, Inc.  <u>5345 NW 93rd TerrSunrise, FL 33433</u>                  Patrick Gabbidon, President                  (800) 427-0419  <b># of Vehicles - 2</b></p>	<p>Klassy Koach Limousine, Inc.  <u>11767 W Rambling DriveWest Palm Beach, FL 33409</u>                  Steve M. Hall, President                  (561) 688-1111  <a href="http://WWW.KlassyKoach.com">WWW.KlassyKoach.com</a>  <b># of Vehicles - 7</b></p>	<p>Palm Beach Limo 1  <u>P. O. Box 7287West Palm Beach, FL 33409</u>                  Robert Simeon, Owner                  (561) 429-8868  <b># of Vehicles - 2</b></p>
<p>Lanny Levin  <u>15216 Lakes of Delray Blvd Apt 126Delray Beach, FL 33484</u>                  Lanny Levin, Owner                  (561) 498-1035  <b># of Vehicles - 2</b></p>	<p>L &amp; W Limousine, Inc.  <u>5074 Marina CircleBoca Raton, FL 33446</u>                  Lisa Ann Sayles, President                  (866) 647-5466  <b># of Vehicles - 4</b></p>	<p>Palm Beach Transportation Group, LLC  <u>1700 N Florida Mango RoadWest Palm Beach, FL 33409</u>                  Cullan F. Meathe, President                  (561) 689-4222  <b># of Vehicles - 221</b></p>
<p>Luxury Limousine of Palm Beach, Inc.  <u>4113 Cedar AvePalm Beach Gardens, FL 33410</u>                  Paul Antonelli, Jr., President                  (561) 622-5566  <a href="http://WWW.LUXURYLIMO.NET">WWW.LUXURYLIMO.NET</a>  <b># of Vehicles - 3</b></p>	<p>LCI Limo Services, LLC  <u>7132 Mariana CourtBoca Raton, FL 33433</u>                  Carolina Salgado, General Partner                  (305) 577-8866  <a href="http://www.lci-limoservices.com">www.lci-limoservices.com</a>  <b># of Vehicles - 2</b></p>	<p>Palm Beach Tours &amp; Transportation, Inc.  <u>5900 Georgia AveWest Palm Beach, FL 33405</u>                  John Critchett, President                  (561) 655-5515  <a href="http://www.pbtt.com">www.pbtt.com</a>  <b># of Vehicles - 17</b></p>
<p>M &amp; M Airport &amp; Car Svc.  <u>11499 Orange Blossom Lane Boca Raton, FL 33428</u>                  Barbara Proctor, President                  (561) 488-6014  <b># of Vehicles - 4</b></p>	<p>La Limousines Chauffered Service, Inc.  <u>11415 E Golf DriveMiami, FL 33167</u>                  Lee Morgan, President                  (305) 685-5006  <a href="http://www.lalimomiami.com">www.lalimomiami.com</a>  <b># of Vehicles - 2</b></p>	<p>Preferred Limousine  <u>635 32nd TerrVero Beach, FL 32968</u>                  Robert Glennon, Owner                  (772) 778-2000  <b># of Vehicles - 3</b></p>
<p>MGSJ, Inc.  <u>P.O. Box 2158Palm Beach, FL 33401</u>                  William Groth, President                  (561) 832-1858  <b># of Vehicles - 6</b></p>	<p>Liberty Limousine Service Inc  <u>P O Box 4334Vero Beach, FL 32962</u>                  Helen Siguenza, President                  (772) 473-1555  <a href="http://www.verobeachlimo.com">www.verobeachlimo.com</a>  <b># of Vehicles - 3</b></p>	<p>Prestige Transportation of Palm Beach  <u>11284 Edgewater CircleWellington, FL 33414</u>                  Heriberto Espinetti, Owner                  (561) 667-9120  <a href="http://www.prestigetransprotationonline.com">www.prestigetransprotationonline.com</a>  <b># of Vehicles - 8</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2013 – 2014

<p>Manalapan Trust Group  <u>211 E Sunrise Ave #1Lantana, FL 33462 4116</u>                  Paul Beauchamp, President                  (561) 547-1904  <a href="http://www.limocall.net">www.limocall.net</a>  <b># of Vehicles - 4</b></p>	<p>Limo 1 of Weston, Inc.  <u>P. O. Box 266528Weston, FL 33326</u>                  Alicia Matthes, President                  (954) 384-0966  <b># of Vehicles - 8</b></p>	<p>ProMed Transportation Corporation  <u>3900 Woodlake Blvd #211Greenacres, FL 33463</u>                  Lucy Modric, President                  (561) 649-1611  <b># of Vehicles - 11</b></p>
<p>McKinlay Enterprise, Inc.  <u>3900 SW 186th TerrMiramar, FL 33029</u>                  Andrew D. Wilkinson, President                  (954) 756-5401  <a href="http://www.mckinlay.us.com">www.mckinlay.us.com</a>  <b># of Vehicles - 2</b></p>	<p>Lisa Leblanc Enterprises Inc.  <u>14193 83rd Lane NLoxahatchee, FL 33470</u>                  Lisa Tobener, President                  (561) 790-7321  <a href="http://www.leblanclimo.com">www.leblanclimo.com</a>  <b># of Vehicles - 5</b></p>	<p>R T Funding Corp.  <u>5341 W Atlantic Ave #303Delray Beach, FL 33484</u>                  Neil Tygar, President                  (561) 455-0260  <b># of Vehicles - 2</b></p>
<p>Medics Transport Services Inc.  <u>2620 Forest Hill BlvdPalm Springs, FL 33406</u>                  Andrew Cohen, President                  (561) 964-0098  <a href="http://www.medicsambulance.com">www.medicsambulance.com</a>  <b># of Vehicles - 3</b></p>	<p>Luxamar, Inc.  <u>2571 Aragon Blvd Apt 412Sunrise, FL 33322</u>                  Luis Marin, President                  (754) 264-2215  <b># of Vehicles - 2</b></p>	<p>Sea-Air Limo Service, Inc.  <u>4613 N University Drive #168Coral Springs, FL 33067</u>                  Linda Toemmes, President                  (954) 755-7751  <a href="http://www.familycarservice.com">www.familycarservice.com</a>  <b># of Vehicles - 3</b></p>
<p>My Chauffeur, Inc.  <u>1302 N K StLake Worth, FL 33460</u>                  Gary Searles, President                  (561) 588-8989  <b># of Vehicles - 3</b></p>	<p>Luxury Transportation Services, Inc.  <u>104 Rosewood LaneGreenacres, FL 33463</u>                  Juan C. Cordoba, President                  (561) 577-4547  <b># of Vehicles - 3</b></p>	<p>Skylar II Company  <u>P. O. Box 1275Lake Worth, FL 33460</u>                  Barbara Boutros, President                  (561) 547-1011  <a href="http://www.skylarlimo.com">www.skylarlimo.com</a>  <b># of Vehicles - 4</b></p>
<p>N-MET, INC.  <u>3700 Georgia Ave # 9West Palm Beach, FL 33405</u>                  James B. Keith, President                  (561) 791-7390  <b># of Vehicles - 7</b></p>	<p>M&amp;R Limousine  <u>22186 Clock Tower WayBoca Raton, FL 33428</u>                  Mark Tetelboim, Owner                  (561) 756-3303  <b># of Vehicles - 5</b></p>	<p>Sarria Airport Services, Inc  <u>5716 NW 46th DriveCoral Springs, FL 33067</u>                  Alejandro Sarria, President                  (954) 383-6552  <a href="http://www.limo-florida.com">www.limo-florida.com</a>  <b># of Vehicles - 6</b></p>
<p>NMB Enterprises, Inc.  <u>18431 44th Place NLoxahatchee, FL 33470</u>                  Nazir Mohammed, President                  (561) 383-6158  <b># of Vehicles - 3</b></p>	<p>Michael's Car Service, Inc.  <u>1846 Ramsey DriveLake Worth, FL 33463</u>                  Michael Mastropolito, Owner                  (561) 582-3680  <b># of Vehicles - 4</b></p>	<p>Signature Limousine Services of the Palm Beaches  <u>3361 Belvedere Road Suite 00West Palm Beach, FL 33406</u>                  Salvatore M. Ruggiero, President                  (561) 683-1114  <b># of Vehicles - 3</b></p>
<p>NYC Limousine &amp; Transportation LLC  <u>19403 SW 68th StPembroke Pines, FL 33332</u>                  Nilo Villamar, President                  (954) 434-7003  <a href="http://www.nyclimousinellc.com">www.nyclimousinellc.com</a>  <b># of Vehicles - 3</b></p>	<p>Millenium Limo, Inc.  <u>4231 Derby DriveDavie, FL 33330</u>                  Arnaldo Ricciulli, President                  (800) 808-2062  <a href="http://www.milleniumlimo.com">www.milleniumlimo.com</a>  <b># of Vehicles - 10</b></p>	<p>Smooth Ride Inc.  <u>818 SE 10 AveDeerfield Beach, FL 33442</u>                  Peter Califano, President                  (954) 596-2344  <a href="http://www.letsgolimo.com">www.letsgolimo.com</a>  <b># of Vehicles - 3</b></p>
<p>New World Taxi Service LLC  <u>P.O. Box 8611West Palm Beach, FL 33407</u>                  Artil Merilien, President                  (561) 833-5515  <b># of Vehicles - 3</b></p>	<p>My Chauffeur.Biz, Inc.  <u>8038 Stirrup Cay CourtBoynton Beach, FL 33436</u>                  John D'Ambrosio, President                  (561) 441-7252  <a href="http://www.mychauffeur.biz">www.mychauffeur.biz</a>  <b># of Vehicles - 2</b></p>	<p>Sol Greenberg Transportation &amp; Travel  <u>8076 Sweetbriar WayBoca Raton, FL 33496</u>                  Sol Greenberg, Owner                  (561) 482-2955  <b># of Vehicles - 2</b></p>
<p>Niclimo  <u>730 Malibu Bay Drive #306West Palm Beach, FL 33406</u>                  Abida Abdelhak, Owner                  (561) 853-4679  <b># of Vehicles - 2</b></p>	<p>My Starlite Limousine Corp.  <u>6551 Chasewood N Drive #CJupiter, FL 33458</u>                  Haci Kaygun, Owner                  (561) 744-7562  <a href="http://www.mystarlitelimo.com">www.mystarlitelimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Statewide Dispatch, Inc.  <u>6001 Georgia Ave Unit B West Palm Beach, FL 33405</u>                  Rodolfo Gonzalez, President                  (561) 588-8888  <b># of Vehicles - 23</b></p>
<p>Palm Tree Limo Service, Inc.  <u>151-54 SW 37th StDavie, FL 33331</u>                  Keith White, President                  (954) 217-4009  <b># of Vehicles - 4</b></p>	<p>N &amp; T Shuttle Service, LLC  <u>1561 Roy DriveWest Palm Beach, FL 33415</u>                  Chaivat Mata, President                  (561) 641-6285  <b># of Vehicles - 4</b></p>	<p>Super Flag Taxi Company  <u>924 26th StWest Palm Beach, FL 33407</u>                  Rosemond Elcine, Owner                  (561) 838-5515  <b># of Vehicles - 6</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2013 – 2014

<p>Paul Transportation Cab Taxi  <u>757 Venetian Circle #304Lake Park, FL 33407</u>                  Rosette Rosmer, Owner                  (561) 689-9999  <b># of Vehicles - 2</b></p>	<p>NP Yellow Cab  <u>1860 Old Okeechobee Road Suite 511West Palm Beach, FL 33409</u>                  Nathalien Narcisse, President                  (561) 514-0206  <b># of Vehicles - 4</b></p>	<p>Superior Transportation  <u>622 SW 78th AvenueMiami, FL 33144</u>                  Rodrigo Santana, President                  (305) 267-3822  <b># of Vehicles - 3</b></p>
<p>Personal Limousine Service of Boca Raton, Inc.  <u>199 NW 28th St Bay 12Boca Raton, FL 33431</u>                  Jerry Goldman, President                  (561) 392-8868  <a href="http://www.personallimo.com">www.personallimo.com</a>  <b># of Vehicles - 22</b></p>	<p>Nelson Cab  <u>2964 Kirk RoadLake Worth, FL 33461</u>                  Nelson Acevedo, Owner                  (561) 432-1111  <b># of Vehicles - 4</b></p>	<p>TCT Services Inc.  <u>9007 Gardens Glen Circle Palm Beach Gardens, FL 33410</u>                  Ernest Ganz, President                  (561) 776-0076  <a href="http://www.northcountytransportation.net">www.northcountytransportation.net</a>  <b># of Vehicles - 9</b></p>
<p>Peter Deutsch Car Service  <u>3310 S Ocean Blvd #527Highland Beach, FL 33487</u>                  Peter Deutsch, Owner                  (561) 445-7178  <b># of Vehicles - 2</b></p>	<p>Nice Guys Limousine and Transportation Company, In  <u>9045 La Fontana Blvd Suite 209Boca Raton, FL 33428</u>                  Larry Stachnik, President                  (561) 852-0636  <a href="http://www.niceguyslimo.com">www.niceguyslimo.com</a>  <b># of Vehicles - 6</b></p>	<p>Taxi Cab USA Corp.  <u>P. O. Box 970185Boca Raton, FL 33428</u>                  Hector Mendieta, President                  (561) 470-1122  <b># of Vehicles - 6</b></p>
<p>Premier Limousine of the Palm Beaches Inc.  <u>918 Pottawatomie StJupiter, FL 33458</u>                  Jeffrey Gibbons, President                  (561) 747-0220  <b># of Vehicles - 6</b></p>	<p>Omnicar Transportation Services, LLC  <u>917 W Broome StLantana, FL 33462</u>                  Newton Pierre, Limited Partner                  (561) 442-4444  <b># of Vehicles - 2</b></p>	<p>Trading Solutions, Inc.  <u>4111 NW 10th TerrFort Lauderdale, FL 33309</u>                  Oscar Alfonso, President                  (954) 868-7297  <a href="http://www.aqualitylimo.com">www.aqualitylimo.com</a>  <b># of Vehicles - 2</b></p>
<p>Premier Transportation of Boca Raton, Inc.  <u>22178 Majestic Woods WayBoca Raton, FL 33428</u>                  Alan Nicholas, President                  (954) 234-5503  <a href="http://premierofboca.com">premierofboca.com</a>  <b># of Vehicles - 1</b></p>	<p>Park Taxi, Inc.  <u>139 N County Road Suite 23Palm Beach, FL 33480</u>                  John Campagnuolo, Sr., President                  (561) 832-2222  <a href="http://www.parklimo.net">www.parklimo.net</a>  <b># of Vehicles - 54</b></p>	<p>Trans Comfort Corp  <u>6660 Somerset Drive Apt 107Boca Raton, FL 33433</u>                  Elsa Mogollon, President                  (561) 767-5300  <b># of Vehicles - 2</b></p>
<p>Prestige Limousines, Inc.  <u>21346 St. Andrews Blvd Suite 126Boca Raton, FL 33428</u>                  Staci Garcia, President                  (561) 451-2100  <a href="mailto:Ray@Prestigelimousines.com">Ray@Prestigelimousines.com</a>  <b># of Vehicles - 6</b></p>	<p>Personal Touch Transportation LLC  <u>22696 SW 9th StBoca Raton, FL 33433</u>                  John Marra, President                  (561) 305-6880  <b># of Vehicles - 2</b></p>	<p>Triple E Transportation Inc  <u>5408 Barbados SquareVero Beach, FL 32967</u>                  Elden E. Earlywine, Jr., President                  (772) 562-8488  <b># of Vehicles - 7</b></p>
<p>Red Lion Cab and Coach Inc.  <u>5810 Georgia AveWest Palm Beach, FL 33405</u>                  James A. Chappell, President                  (561) 533-9499  <b># of Vehicles - 8</b></p>	<p>Priority Transportation  <u>1112 Weston Road PMB 266Weston, FL 33325</u>                  Eddy Moise, President                  (954) 473-6444  <a href="http://www.prioritylimo.com">www.prioritylimo.com</a>  <b># of Vehicles - 3</b></p>	<p>Tropical Non-Medical Transportation, LLC  <u>2200 N Florida Mango Road S-402 West Palm Beach, FL 33409</u>                  Danny Hester, President                  (561) 615-7255  <a href="http://www.tropicalnonmedicaltransportation.com">www.tropicalnonmedicaltransportation.com</a>  <b># of Vehicles - 13</b></p>
<p>SMT Transportation  <u>11230 Alligator TrailLake Worth, FL 33449</u>                  Susan Thomas, President                  (561) 798-2180  <a href="http://www.captainsairport.com">www.captainsairport.com</a>  <b># of Vehicles - 10</b></p>	<p>Professional Chauffeur Transportation Services, In  <u>1504 Bay Road #3311Miami Beach, FL 33139</u>                  Christopher N. Davis, President                  (305) 490-0046  <b># of Vehicles - 2</b></p>	<p>Trust Taxi Services  <u>5500 Haverford WayLake Worth, FL 33463</u>                  Roges Estica, Owner                  (561) 853-4097  <b># of Vehicles - 3</b></p>
<p>South Florida Transportation Inc  <u>P. O. Box 3761Lantana, FL 33023</u>                  Matthew Fino, President                  (561) 244-7002  <a href="http://SouthFloridaTransportation.com">SouthFloridaTransportation.com</a>  <b># of Vehicles - 17</b></p>	<p>RIR Transportation Services  <u>55 Tropic Isle Drive #37Delray Beach, FL 33483</u>                  Ralph I. Rothenback, Owner                  (561) 278-2890  <b># of Vehicles - 2</b></p>	<p>Two Wheels, Inc.  <u>6911 Garden RoadRiviera Beach, FL 33404</u>                  Bettye Jones, President                  (561) 863-5035  <b># of Vehicles - 5</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2013 – 2014

<p>Southern Shuttle Services, Inc.  <u>2595 NW 38th St</u> <u>Miami, FL 33409</u>                      Mark Levitt, President                      (305) 871-2000  <b># of Vehicles - 11</b></p>	<p>Rose Taxi  <u>5184 Woodland Drive</u> <u>Delray Beach, FL 33484</u>                      Jean P. Estabine, Owner                      (561) 455-2577  <b># of Vehicles - 2</b></p>	<p>V.B. Kamen Studios, Inc.  <u>1415 NE 25th St</u> <u>Pompano Beach, FL 33064</u>                      Vladimir Kamenarovic, President                      (954) 588-1414  <a href="http://www.bookacar.net">www.bookacar.net</a>  <b># of Vehicles - 8</b></p>
<p>St. George of Palm Beach, Inc.  <u>2735 Starwood Circle</u> <u>West Palm Beach, FL 33406</u>                      Ashraf Kamel, President                      (561) 369-2814  <b># of Vehicles - 6</b></p>	<p>South County Mental Health Center  <u>16158 S Military Trail</u> <u>Delray Beach, FL 33484</u>                      Joseph Speicher, CEO                      (561) 637-1004  <b># of Vehicles - 2</b></p>	<p>VRC Limousines, Inc.  <u>501 S Royal Poinciana Blvd #1</u> <u>Miami Springs, FL 33166</u>                      Rafael Cardet, President                      (305) 345-4267  <a href="http://www.vrclimo.com">www.vrclimo.com</a>  <b># of Vehicles - 3</b></p>
<p>State Taxi  <u>10602 NW 5th Ave</u> <u>Miami, FL 33407</u>                      Delva Manus, Owner                      (561) 838-8899  <b># of Vehicles - 3</b></p>	<p>South Florida Airport Service, Inc.  <u>16754 Golfview Drive</u> <u>Weston, FL 33326</u>                      Elbio Ricardo Perez, President                      (954) 385-1515  <b># of Vehicles - 5</b></p>	<p>Vamp Enterprise, LLC  <u>621 SW 71st Ave</u> <u>Pembroke Pines, FL 33023</u>                      James Vamper, President                      (954) 894-3238  <a href="http://www.vampsupremelimo.com">www.vampsupremelimo.com</a>  <b># of Vehicles - 3</b></p>
<p>Super Yellow Cab Corporation  <u>P.O. Box 8736</u> <u>West Palm Beach, FL 33405</u>                      Ernst Gay, General Partner                      (561) 838-8888  <b># of Vehicles - 10</b></p>	<p>Southampton Limousine, Ltd.  <u>35 Montauk Hwy</u> <u>Southampton, NY 33411</u>                      Mollie Scruggs, President                      (561) 792-5959  <a href="http://www.southamptonlimo.com">www.southamptonlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>World Class Transportation Inc.  <u>4332 Holly Drive</u> <u>Palm Beach Gardens, FL 33410</u>                      Thomas Mike Albritton II, President                      (561) 758-7377  <a href="http://www.ladanez.com">www.ladanez.com</a>  <b># of Vehicles - 2</b></p>
<p>Sylsteff, Inc.  <u>1859 Scott St</u> <u>Hollywood, FL 33020</u>                      Stephane Desjardins, President                      (954) 923-9330  <b># of Vehicles - 5</b></p>	<p>Special Care Transportation, Inc.  <u>100 E Linton Blvd Suite 207B</u> <u>Delray Beach, FL 33483</u>                      Michael S. Gordon, President                      (561) 278-1133  <a href="http://www.specialcaretrans.com">www.specialcaretrans.com</a>  <b># of Vehicles - 5</b></p>	<p>Yellow Airport Limousine Service  <u>P. O. Box 950</u> <u>Fort Lauderdale, FL 33311</u>                      Lorraine Wilde, General Partner                      (954) 565-8900  <a href="http://www.floridalimo.com">www.floridalimo.com</a>  <b># of Vehicles - 52</b></p>
<p>Taxi USA of Palm Beach, LLC  <u>1330 SE 4th Ave</u> <u>Fort Lauderdale, FL 33409</u>                      William Bodenhamer, Jr., President                      (954) 237-2961  <a href="http://www.greencabwpb.com">www.greencabwpb.com</a>  <b># of Vehicles - 3</b></p>	<p>Stewart Limousine Services, Inc.  <u>21 N Hepburn Ave Suite 25</u> <u>Jupiter, FL 33469</u>                      James P. Stewart, Owner                      (561) 743-6162  <a href="http://www.stewart-limo.com">www.stewart-limo.com</a>  <b># of Vehicles - 7</b></p>	<p>Wall Street Transportation &amp; Limousine, LLC  <u>4902 NW 119th Terr</u> <u>Coral Springs, FL 33076</u>                      J. Vito Geraci, President                      (954) 946-3878  <a href="http://www.wallstllimo.com">www.wallstllimo.com</a>  <b># of Vehicles - 7</b></p>
<p>The Barron Group of the Treasure Coast, Inc.  <u>P.O. Box 8146</u> <u>Port St. Lucie, FL 34982</u>                      Anderson Lee Barron, President                      (772) 489-0900  <a href="http://www.letusdrive4u.com">www.letusdrive4u.com</a>  <b># of Vehicles - 10</b></p>	<p>Sunshine Express Car Service  <u>1044 Park Hill Drive</u> <u>Haverhill, FL 33417</u>                      Austin Jones, Owner                      (561) 689-5838  <b># of Vehicles - 2</b></p>	<p>West Boca Limousine Service, Inc.  <u>P. O. Box 810861</u> <u>Boca Raton, FL 33437</u>                      Henry J. Petrassi, Vice-President                      (561) 482-5868  <b># of Vehicles - 4</b></p>
<p>The London Cab Co.  <u>320 W Pine St 5</u> <u>Lantana, FL 33405</u>                      Morgan Cadle, President                      (561) 541-9072  <b># of Vehicles - 3</b></p>	<p>The Great Transportation Company of Stuart, LLC  <u>5413 SE Miles Grant Road G-107</u> <u>Stuart, FL 34997</u>                      Roger Reese, President                      (772) 219-8267  <b># of Vehicles - 3</b></p>	<p>West Palm Beach Taxi  <u>2779 10 th Ave N Apt #301</u> <u>Palm Springs, FL 33405</u>                      Armando Martinez, Owner                      (561) 644-9808  <b># of Vehicles - 3</b></p>
<p>Town Taxi &amp; Limo Services Inc.  <u>2071 E Carol Circle</u> <u>West Palm Beach, FL 33415</u>                      KM H. Rashid, President                      (561) 215-3646  <b># of Vehicles - 2</b></p>	<p>Town Car Airport Service  <u>8900 Sandy Crest Ln</u> <u>Boynton Beach, FL 33437</u>                      Stevan Runjaic, President                      (561) 306-3388  <b># of Vehicles - 2</b></p>	<p><b>Business Name:</b> Palm Tran  <u>3201 Electronics Way</u> <u>West Palm Beach</u>  <b>Contact –</b> Chuck Cohen                      (561) 841-4200  <b># of Buses - 130</b></p>

2013 – 2014

<p>Unique Limousine Service Inc.  <u>2501 Bristol Drive West Palm Beach, FL 33409</u>                  Dimitrios Nikolos, President                  (561) 686-7817  <b># of Vehicles - 2</b></p>	<p><b>Tradition Airport Service</b>  <u>11457 SW Kingslake Circle Port St. Lucie, FL 34987</u>  <b>Franklin Meyer, Owner</b>  <b>(772) 807-2126</b>  <b># of Vehicles - 2</b></p>	<p>World Wide Applied Solutions, Inc.  <u>7507 La Paz Blvd No 106 Boca Raton, FL 33433</u>                  Adam Goodman, President                  (561) 338-7802  <b># of Vehicles - 2</b></p>
<p>Unlimited Multi Transport Inc.  <u>1506 Quail Drive #7 West Palm Beach, FL 33409</u>                  Andre Laguerre, President                  (561) 337-6877  <a href="http://www.theloshos.com">www.theloshos.com</a>  <b># of Vehicles - 2</b></p>	<p>Transcierge International Inc.  <u>1200 Anastasia Ave Suite 215 Coral Gables, FL 33401</u>                  Sonia Lopez, President                  (305) 774-0117  <a href="http://www.majesticlimousines.com">www.majesticlimousines.com</a>  <b># of Vehicles - 2</b></p>	<p>Ziboren, Inc.  <u>1198 SW 4th St 206 Boca Raton, FL 33060</u>                  John Nero, President                  (561) 391-9443  <a href="http://ChariotLimo.net">ChariotLimo.net</a>  <b># of Vehicles - 5</b></p>
<p>Vitalcare Connection, Inc.  <u>5986 Orange Road West Palm Beach, FL 33413</u>                  Dora Cova, President                  (954) 482-0119  <b># of Vehicles - 15</b></p>	<p>Transportation Service Systems, Inc.  <u>402 SE 6th Ave Delray Beach, FL 33487</u>                  Brock Rosayn, President                  (561) 276-2230  <b># of Vehicles - 17</b></p>	<p><b>Business Name – MV Transportation</b>  <u>3301 Electronics Way West Palm Beach</u>  <b>Contact – Jeanie Chrisman</b>                  (561) 840-1740  <b># of Vehicles - 103</b></p>
<p>Walter Transport Corporation  <u>3301 Electronics Way Suite D West Palm Beach, FL 33415</u>                  Norma Carmona, President                  (561) 439-9900  <b># of Vehicles - 7</b></p>	<p>Uptown Limousine Service, Inc.  <u>1531 NW 3rd St Suite 10 Deerfield Beach, FL 33442</u>                  Carol See Tai, President                  (954) 755-5515  <a href="http://www.uptownlimousineserviceinc.com">www.uptownlimousineserviceinc.com</a>  <b># of Vehicles - 6</b></p>	<p>Van Go! Transportation, Inc.  <u>P.O. Box 22335 Fort Lauderdale, FL 33316</u>                  Charles P. Feldman, President                  (954) 557-7772  <b># of Vehicles - 2</b></p>
<p>West Coast Taxi, Inc.  <u>608 52nd St West Palm Beach, FL 33407</u>                  Anesson Joseph, President                  (561) 502-8729  <b># of Vehicles - 3</b></p>	<p>V.I.P. Transprotation  <u>4720 Orleans Court Apt C West Palm Beach, FL 33415</u>                  Gerardo A. Vargas, Owner                  (561) 317-8765  <b># of Vehicles - 3</b></p>	<p>Vince's Car Service, Inc.  <u>585 NW 2nd Ave No 6 Delray Beach, FL 33435</u>                  Vincent G. Jelicks Jr., President                  (561) 358-5844  <b># of Vehicles - 2</b></p>
<p>Williams Palm Beach Transportation  <u>2840 S Ocean Blvd Apt 302 Palm Beach, FL 33467</u>                  William O'Loughlin, Owner                  (561) 371-9395  <b># of Vehicles - 2</b></p>	<p>Valentin Services Inc.  <u>1820 N 17th Ave Apt 4 Hollywood, FL 33020</u>                  Valentin D. Rotaru, President                  (954) 683-1375  <b># of Vehicles - 3</b></p>	