AGENDA

Broward Metropolitan Planning Organization
Transportation Disadvantaged Local Coordinating Board (LCB)
Regular Business Meeting
Monday, May 18, 2026, 2:00 p.m.
100 West Cypress Creek Road,
6th Floor, Suite 650
Fort Lauderdale, FL 33309-2181

REGULAR ITEMS
(All Items Open for Public Comment)

1. Call to Order, Roll Call, and Recognition of Quorum

2. Approval of Minutes - February 2, 2026

3. Approval of Agenda

4. Public Comments
   Please submit to info@browardmpo.org at least 24 hours prior to the start of the meeting.

ACTION ITEMS

1. MOTION TO RECOMMEND BROWARD MPO APPROVE LCB Membership Appointments and Reappointments - Broward County Public Schools and Agency for Persons with Disabilities

2. MOTION TO APPROVE the 2024-2025 Transportation Disadvantaged Service Plan (TDSP) Update
   Roll Call Vote Required

3. MOTION TO APPROVE the LCB Bylaws

4. MOTION TO APPROVE the LCB Complaint & Grievance Procedures

5. MOTION TO APPROVE:

   A. The Community Transportation Coordinator's (CTC's) Performance Evaluation

   B. Broward County (through Broward County Transit / BCT) to Continue in Its Role as the CTC for Broward County

6. MOTION TO APPROVE the Community Transportation Coordinator (CTC) Rate Model for 2026-2027

NON-ACTION ITEMS

1. Paratransit Update and Transportation Disadvantaged Grant Tracking Report - Paul Strobis, BCT Paratransit Manager

2. Report from Partner Agency - Broward County Transit - Transit Development Plan

ADMINISTRATIVE ITEMS

1. Member Comments

2. Monthly LCB Operating Reports (December 2025 - March 2026)

3. Planning Related Grant Agreement Tasks Quarterly Progress Report

4. Attendance Roster - Members and Alternates

NEXT MEETING: SEPTEMBER 28, 2026

*MOTION TO ADJOURN

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* Motion Requested

Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Carl Ema, Title VI Coordinator at (954) 876-0033/0052 or emac@browardmpo.org (or via Florida Relay at 711) at least seven days prior to the meeting.

Regular Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

SUMMARY:
Approval of Minutes - February 2, 2026

Attachments

Public Workshop
Regular Business Meeting

DRAFT

MEETING MINUTES
PUBLIC WORKSHOP
BROWARD METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED

Monday, February 2, 2026, 2:00 p.m.
100 West Cypress Creek Road, Suite 850
Fort Lauderdale, FL 33309

Members and Alternates Present

Chair Caryl Shuham, Commissioner of Hollywood
Vice Chair Charlotte Mather-Taylor, Florida Department of Elder Affairs (arr. 2:22)
Barbara Bateman, Local Medical Community
Maria Chiari, Florida Department of Children and Families
Ray Croteau, Alternate, Private Transportation
Manny Fuentes, Broward County Elderly and Veterans' Services Division
Sue Gallagher, Children at Risk
Tatiana Gillyard, Florida Department of Transportation
Phelicia James, Alternate, Broward County Elderly and Veterans' Services Division
Jake McEntyre, System User
Shatara Piedrasanta, Alternate, Community Action Agency
Vera Sharitt, Persons Over 60
Rebecca Thompson, Broward County School Board

Members and Alternates Absent

Marielisa Amador, Alternate, Agency for Health Care Administration
Hugh Chen, Private Transportation
Sam Cox, Alternate, Persons Over 60
Marie Dorismond, Alternate, Florida Department of Transportation
Alexis Harrison, Alternate, Florida Department of Education – Vocational Rehabilitation
Jerome Hill, Agency for Health Care Administration
Lori Mandke, Alternate, Florida Department of Elder Affairs
Ruth Masters, Alternate, Broward County School Board
Prudence Mollica, Florida Department of Education – Vocational Rehabilitation
Natasha Parks, Alternate, Florida Department of Children and Families
Denise Payne, Alternate, Citizen Advocate
Michelle Ramirez, Career Source Broward
Demetria Rawls, Alternate, Children at Risk
Nancy Scott, Alternate, System User
Milory Senat, Agency for Persons with Disabilities
Reginald Shagoury, Alternate, Local Medical Community
Pauline Spence, Alternate, Agency for Persons with Disabilities
Lisa Van Voorhis, Citizen Advocate

MPO Staff
Rebecca Schultz, Transportation Disadvantaged (TD) Program Administrator/Communications Specialist

Also Present
Nancy Weizman, Broward County Transit (BCT) Paratransit Division
K. Cruitt, Recording Secretary, Prototype, Inc.

REGULAR ITEMS
(All Items Open for Public Comment)

The workshop was called to order at 2:10 p.m.

1. **Public Comments**

None.

2. **LCB Public Workshop**

- **TD 101: An Overview of the Transportation Disadvantaged (TD) System – Rebecca Schultz, Broward MPO**

Transportation Disadvantaged (TD) Administrator/Communications Specialist Rebecca Schultz gave a PowerPoint presentation on this program, which assists older individuals, persons with disabilities, persons with lower incomes, and at-risk youth. These individuals may have limited transportation options to and from medical services, work, school, and other basic necessities.

The Commission for the Transportation Disadvantaged (CTD) is intended to accomplish the coordination of transportation services provided to those who are transportation-disadvantaged. The TD program was first established in 1979 to ensure that TD customers have access to transportation services across the state of Florida, while the CTD was created in 1989 to help designate provider networks responsible for the coordination of services in all 67 Florida counties.

The TD Trust Fund subsidizes the portion of TD individuals' transportation that is not sponsored by any other agency. Non-sponsored eligibility criteria include:

- Having no other funding available from other agencies
- Having no other means of transportation, such as personal or shared vehicles
- Having no access to fixed bus routes in their community
- Having a disability as defined under the Americans with Disabilities Act (ADA)
- Having a barrier to transportation due to age and/or income

The CTD was created by the Florida Legislature through Chapter 427 Part 1 of Florida Statutes. It is an independent state agency housed within the Florida Department of Transportation (FDOT). It administers the TD Trust Fund and other grant programs that support TD services. The TD board adopts policies and rules which govern the coordinated TD system.

The CTD also helps to designate the Community Transportation Coordinator (CTC) and planning agencies in all 67 Florida counties. It collects data on TD services and operations, and presents an annual report to the Governor and Florida Legislature on January 1 of each year.

The CTD operates on a state fiscal year cycle which runs from July 1 to June 30. TD Trust Funds are collected, monitored, and forecast for each upcoming year to determine what is needed. Each fall, the CTD makes a legislative budget request through FDOT in order to support grant programs and administer expenses for the upcoming year. The Governor reviews this recommended budget and grants allocated funding as needed, as well as any excess executed grants. Funds not used at the end of the year revert back into the TD Trust Fund.

In the 2024-2025 budget cycle, the TD Trust Fund received $62 million, the majority of which came from registration and parking of motor vehicles as well as donations. Grant programs in that cycle included:

- Trip and equipment grant: $52.9 million, which is divided among all CTCs throughout the state of Florida; these funds are used to purchase non-sponsored Paratransit services, bus pass subsidies, and other capital equipment
- Planning grant: $1.9 million, also divided among the 67 counties
- Shirley Conroy Rural Area Capital Assistance grant: as Broward County is not a rural county, it is not eligible for this grant
- Innovative Services Development (ISD) grant: this competitive grant is also divided among the entire state and supports innovative projects that promote new TD services and greater access into the community

The CTD also reports performance data to the Governor and Florida Legislature on an annual basis. This report is due on January 1 of each year and is reviewed by the Local Coordinating Board (LCB) each October. It includes two data sources: the Annual Operating Report (AOR) and the CTD grant invoices received quarterly. The AOR highlights major events that have occurred throughout the past year, including legislative activities, policy changes, and public engagement. It is available on the CTD website.

Partners in the TD program include the LCB, planning agencies such as the Broward Metropolitan Planning Organization (MPO), and the CTC, which in Broward County is Broward County Transit (BCT) and its Transportation Options (TOPS) program. The planning agency’s responsibilities include appointment of some LCB members, reaching

out to agencies that use TD facilities, and providing staff support for meetings. Every five years, the Broward MPO oversees the procurement of the CTC and makes a recommendation on this provider. They also work with the LCB to develop the TD Service Plan (TDSP), help implement the TD program, and review the AOR.

The LCB consists of local stakeholders and is chaired by a local elected official. They help develop the TDSP and establish eligibility and trip prioritization guidelines. The LCB also appoints a Grievance Committee which reviews any grievances that may be presented, as well as a Review Committee which provides performance review of BCT's TOPS program as CTC.

Other purchasing agencies also provide funds to the CTC for TD services. They assist communities in designating transportation systems to meet TD needs and ensure rules, procedures, and guidelines supportive of the TD population.

The CTC's responsibilities include:

- Delivering trips for individuals using TD facilities
- Assisting with the TDSP
- Submitting performance data to the CTD
- Determining ridership eligibility
- Creating quarterly invoices

CTCs may be transit agencies, local governments, or private or nonprofit organizations. The Broward County Board of County Commissioners has designated BCT and its TOPS/Paratransit program as the CTC.

- **Broward County Transportation – Paul Strobis, BCT Assistant General Manager Paratransit Division**

Nancy Weizman, Paratransit Program Administrator for BCT, gave a presentation on Paratransit services, noting that BCT provides customer support services on a nearly 24-hour, seven-day basis. This service is closed only from 8 p.m. on Saturdays until 6 a.m. on Sundays. Their support number is (954) 357-8400.

The mission of BCT's Paratransit service is to provide accessible, safe, and reliable transportation solutions that link communities and support the overall economic growth of the region. Programs include Rider's Choice, TD, and TOPS. The TOPS program covers riders eligible under ADA criteria and is a shared-ride origin-to-destination service. This service includes urban Broward County, northern Miami-Dade County, and a portion of Palm Beach County. Riders who are eligible for ADA service are also eligible to visit any other area in the country offering Paratransit service if they request visitor status.

TD status may be economic or may apply to individuals with physical or mental disabilities, as well as older individuals who cannot transport themselves. Applicants' income may not exceed 225% of current poverty guidelines. This standard may vary in areas of the state outside Broward County, as TD services adjust based on the community and population served.

The regular Paratransit fare is $3.50, regardless of distance traveled. The Rider's Choice program provides another option: it is a taxi program available to ADA-eligible riders who have been in the TOPS program for at least six months and have taken at least 50 TOPS trips. Rider's Choice allows TOPS to pay for the first $30 of a taxi ride within Broward County; costs above this amount are the responsibility of the customer.

Paratransit provides shared rides that offer door-to-door service, with minor variations such as call-ahead requirements, registration, and qualification. It provides complimentary service to individuals who are unable to use fixed-route bus service due to disability. The ADA requires strict criteria regarding eligibility, service characteristics, and minimum delivery standards. The TD program provides more flexibility than the ADA with regard to income eligibility.

Paratransit also offers a veterans' clinic transportation program for all veterans traveling to the William Kling Veterans Administration Clinic on Commercial Boulevard. This program charges $1.75 each way for this service. Riders using this service do not have to be TOPS-eligible, although the service uses TOPS vehicles.

Ms. Weizman clarified that eligibility under the ADA does not create eligibility for Paratransit service. The eligibility process for Broward County has two parts: applicants fill out their portion of an application and provide it to Paratransit, which provides eligible applicants with contact information for a functional assessment. All applicants must undergo this assessment, which is free of cost. Once the assessment is complete, Paratransit has 21 days to determine the applicant's eligibility and notify the customer of their status.

BCT exceeds what is required by law through the ADA, reaching into areas that are farther than three-fourths of a mile from fixed-route service. Paratransit hours of service are the same as the hours of fixed-route service.

In 2024, Paratransit served 18,453 customers, transporting 8,965 at a cost per trip of $45.80. Ms. Weizman noted that there are more eligible customers than system riders, emphasizing that this service provides an option to the public. All vehicles except sedans are wheelchair-accessible and use alternative clean fuels to reduce greenhouse gas emissions.

Ms. Schultz confirmed that the BCT presentation be added to today's Agenda so it is available on the website.

Vice Chair Mather-Taylor asked if functional assessments are required for VA programs. Ms. Weizman replied that the assessment is not necessary for VA service. She further clarified that while there are multiple VA clinics in Broward County, the program only provides rides to the Kling clinic; however, riders who are also eligible for ADA and/or TOPS service may take trips to any VA clinic.

With no other business at this time, the workshop was adjourned at 2:46 p.m.

NEXT MEETING: Review Committee – April 20, 2026; Regular Business Meeting – May 20, 2026

DRAFT

MEETING MINUTES
BROWARD METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED
Monday, February 2, 2026, 3:00 p.m.
100 West Cypress Creek Road, Suite 850
Fort Lauderdale, FL 33309

Members and Alternates Present

Chair Caryl Shuham, Commissioner of Hollywood
Vice Chair Charlotte Mather-Taylor, Area Agency on Aging
Barbara Bateman, Local Medical Community
Maria Chiari, Florida Department of Children and Families
Ray Croteau, Alternate, Private Transportation
Manny Fuentes, Broward County Elderly and Veterans' Services Division
Sue Gallagher, Children at Risk
Tatiana Gillyard, Florida Department of Transportation
Phelicia James, Alternate, Broward County Elderly and Veterans' Services Division
Jake McEntyre, System User
Shatara Piedrasanta, Alternate, Community Action Agency
Vera Sharitt, Persons Over 60

Members and Alternates Absent

Marielisa Amador, Alternate, Agency for Health Care Administration
Hugh Chen, Private Transportation
Sam Cox, Alternate, Persons Over 60
Marie Dorismond, Alternate, Florida Department of Transportation
Alexis Harrison, Alternate, Florida Department of Education – Vocational Rehabilitation
Jerome Hill, Agency for Health Care Administration
Lori Mandke, Alternate, Florida Department of Elder Affairs
Ruth Masters, Alternate, Broward County School Board
Prudence Mollica, Florida Department of Education – Vocational Rehabilitation
Natasha Parks, Alternate, Florida Department of Children and Families
Denise Payne, Alternate, Citizen Advocate
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Pauline Spence, Alternate, Agency for Persons with Disabilities
Rebecca Thompson, Broward County School Board
Lisa Van Voorhis, Citizen Advocate

MPO Staff
Rebecca Schultz, Transportation Disadvantaged (TD) Program Administrator/Communications Specialist

Also Present
Nancy Weizman, Broward County Transit (BCT) Paratransit Division
K. Cruitt, Recording Secretary, Prototype, Inc.

REGULAR ITEMS
(All Items Open for Public Comment)

1. **Call to Order, Roll Call and Recognition of Quorum**

Chair Shuham called the meeting to order at 3:05 p.m. Roll was called and it was noted a quorum was present.

The following Item was taken out of order on the Agenda.

4. **Public Comments**

None.

2. **Approval of Minutes – October 21, 2025**

Motion made by Mr. Fuentes, seconded by Ms. Piedrasanta, to approve. In a voice vote, the **motion** passed unanimously.

3. **Approval of Agenda**

Motion made by Ms. Gallagher, seconded by Ms. Piedrasanta, to approve. In a voice vote, the **motion** passed unanimously.

ACTION ITEMS

1. **MOTION TO RECOMMEND BROWARD MPO APPROVE LCB Membership Appointments – Broward County School Board, Broward County Elderly & Veterans Services Division, and Private Transportation**

Transportation Disadvantaged (TD) Administrator/Communications Specialist Rebecca Schultz noted that there are three new appointees to the Board:

- Broward County School Board: Rebecca Thompson
- Broward County Elderly & Veterans Services Division: Alternate Phelicia James
- Private Transportation: Alternate Ray Croteau

Motion made by Vice Chair Mather-Taylor, seconded by Mr. Fuentes, to approve. In a voice vote, the **motion** passed unanimously.

2. **MOTION TO ELECT LCB Vice Chair**

Motion made by Mr. Fuentes, seconded by Ms. Gallagher, to reelect Ms. Mather-Taylor as Vice Chair. In a voice vote, the **motion** passed unanimously.

3. **MOTION TO SELECT LCB Members to Serve on the LCB Review Committee**

Ms. Schultz requested that at least four members serve on the LCB Review Committee, which surveys users of Paratransit services each year. They also review the TD Service Plan (TDSP).

The following members volunteered to serve on the Review Committee: Mr. Fuentes, Ms. Gillyard, Vice Chair Mather-Taylor, and Ms. Piedrasanta.

Motion made by Ms. Gallagher, seconded by Vice Chair Mather-Taylor, to approve the slate. In a voice vote, the **motion** passed unanimously.

NON-ACTION ITEMS

1. **Paratransit Update and Transportation Disadvantaged Grant Tracking Report – Paul Strobis, BCT Paratransit Manager**

Broward County Transit (BCT) Paratransit Program Administrator Nancy Weizman reported that applications continue to be submitted for TD services, the Transportation Options (TOPS) program, bus passes, Americans with Disabilities Act (ADA) -eligible riders, and other programs. She emphasized that all qualified individuals may apply for the programs. She did not have information on the possible reasons for increased applications.

ADMINISTRATIVE ITEMS

1. **Member Comments**

Ms. Sharitt stated that former Board member Karen Caputo, who represented transportation operators, passed away in late 2025.

Chair Shuham encouraged the members to bring forward any ideas or recommendations of speakers or topics of interest to be placed on future Board agendas.

2. **Monthly LCB Operating Reports – October through November 2025**

3. **Planning Related Grant Agreement Tasks Quarterly Progress Report**

4. **Attendance Roster – Members and Alternates**

With no other business to come before the Board at this time, the meeting was adjourned at 3:22 p.m.

NEXT MEETING: Review Committee – April 20, 2026; Regular Business Meeting – May 20, 2026

Broward MPO
Metropolitan Planning Organization
Move People | Create Jobs | Strengthen Communities

Action Items 1.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

REQUESTED ACTION:

MOTION TO RECOMMEND BROWARD MPO APPROVE LCB Membership Appointments and Reappointments - Broward County Public Schools and Agency for Persons with Disabilities

WHY THIS ACTION IS NECESSARY:

Rule 41-2 of the Florida Administrative Code (FAC) establishes membership positions on the LCB. This action is ministerial and is necessary to comply with Rule 41-2, FAC.

SUMMARY EXPLANATION/BACKGROUND:

The following member positions are new appointments or have reached expiration and will need to be reappointed to the LCB:

- Broward County Public Schools
  - Rebecca Thompson reappointment as the primary member
  - Lance Rigby appointment as the alternate member
- Agency for Persons with Disabilities
  - Clara Alevy appointment as the alternate member

ADDITIONAL INFORMATION/PREPARER:

If you have any questions about LCB membership, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.

Attachments

Florida Administrative Code Chapter 41-2
Appointment Letter for Lance Rigby
Appointment Notice for Clara Alevy

CHAPTER 41-2
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

41-2.001 Purpose (Repealed)
41-2.002 Definitions
41-2.003 Commission Organization and Personnel (Repealed)
41-2.005 Member Department Responsibilities (Repealed)
41-2.006 Insurance, Safety Requirements and Standards
41-2.007 Reporting Requirements
41-2.008 Contractual Arrangements
41-2.009 Designated Official Planning Agency
41-2.010 Selection of Community Transportation Coordinator
41-2.011 Community Transportation Coordinator Powers and Duties
41-2.012 Coordinating Board Structure and Duties
41-2.013 Transportation Disadvantaged Trust Fund
41-2.014 Grants Program
41-2.015 Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged
41-2.016 Accessibility (Repealed)
41-2.0161 Program Monitoring of Performance (Repealed)
41-2.0162 Chronological Listing of Report Dates
41-2.018 Public Comment

41-2.001 Purpose.

Rulemaking Authority 427.013(9) FS. Law Implemented 120.53(1), 427.011-427.017 FS. History–New 5-2-90, Amended 6-17-92, 7-11-95, Repealed 7-15-12.

41-2.002 Definitions.

For purposes of this rule chapter, the following definitions will apply:

(1) "Americans with Disabilities Act" is a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990.

(2) "Coordination Contract" means 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 transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The 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 community transportation coordinator.

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

(4) "Designated Service Area" means a geographical area recommended by a designated official planning agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

(5) "Emergency" means 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 transportation services to a designated service area for the transportation disadvantaged population.

(6) "Emergency Fund" means 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.

(7) "Florida Coordinated Transportation System" (FCTS) means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in chapter 427, F.S.

(8) “Local Government” means an elected and/or appointed public body existing to coordinate, govern, plan, fund and administer public services within a designated, limited geographic area within the state.

(9) “Local Government Comprehensive Plan” means a plan that meets the requirements of sections 163.3177 and 163.3178, F.S.

(10) “Memorandum of Agreement” is the state contract for transportation disadvantaged services purchased with 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.

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

(12) “Regional Planning Council (RPC)” means the organization created under the provisions of section 186.504, F.S.

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

(14) “State Fiscal Year” means the period from July 1 through June 30 of the following year.

(15) “Transportation Disadvantaged Service Plan” means an annually updated plan jointly developed by the designated official planning agency and the Community Transportation Coordinator which contains a development plan, service plan, and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

(16) “Transportation Operator” means one or more public, private for profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation development plan.

(17) “Transportation Operator Contract” means a written contract between the Community Transportation Coordinator and the Transportation Operators, as approved by the Commission, that outlines the terms and conditions for any services to be performed.

(18) “Trust Fund” means the Transportation Disadvantaged Trust Fund authorized in section 427.0159, F.S., and administered by the Commission.

Rulemaking Authority 427.013(10) FS. Law Implemented 427.011-427.017 FS. History–New 5-2-90, Amended 6-17-92, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 8-10-09.

41-2.003 Commission Organization and Personnel.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012 FS. History–New 5-2-90, Amended 6-17-92, 3-10-98, Repealed 7-15-12.

41-2.005 Member Department Responsibilities.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0135 FS. History–New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 3-10-98, Repealed 1-7-16.

41-2.006 Insurance, Safety Requirements and Standards.

(1) The Community Transportation Coordinator, shall ensure compliance with the minimum liability insurance requirement of $200,000 per person and $300,000 per incident, which are comparable to section 768.28(5), F.S., limits, for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. The Community Transportation Coordinator will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the Community Transportation Coordinator and all Transportation Operators under contract to them.

(2) Each Community Transportation Coordinator, and any Transportation Operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in section 341.061(2)(a), F.S. and chapter 14-90, F.A.C.

(3) Each Community Transportation Coordinator, and any Transportation Operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance

with the applicable state or federal laws relating to drug testing.

(4) The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards include:

(a) 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;

(b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;

(c) Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;

(d) Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices;

(e) Vehicle transfer points shall provide shelter, security, and safety of passengers;

(f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline 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 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. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number;

(g) Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips;

(h) Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger;

(i) Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with section 287.0585, F.S.;

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system;

(k) Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time;

(l) 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;

(m) 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 wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall 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;

(n) Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the

local Transportation Disadvantaged Service Plan;

(o) The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan;

(p) All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base;

(q) 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;

(r) First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(s) Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(t) Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan;

(u) In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system;

(v) The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers;

(w) The Community Transportation Coordinator and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the Community Transportation Coordinator's evaluation of its contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(x) The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers;

(y) The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(z) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(aa) This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator;

(bb) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Rulemaking Authority 427.013(9) FS. Law Implemented 287.0585, 427.011(11), 427.013, 427.0155, 427.0157, 768.28 FS. History–New 5-2-90, Amended 6-17-92, 5-1-96, 10-1-96, 3-10-98, 6-3-01, 7-3-03, 9-3-18.

41-2.007 Reporting Requirements.

(1) Each state agency shall, by September 15 of each year, provide the Commission with an accounting of the actual amount of funds expended and the total number of trips purchased during the previous fiscal year.

(2) Each Designated Official Planning Agency shall provide to the Commission prior to each state fiscal year, an estimate of all transportation disadvantaged funds anticipated to be available for the upcoming state fiscal year budget. The estimate shall include the following information:

(a) Each local government agency within jurisdiction of the Official Planning Agency shall report an estimate of the direct federal funds and local government transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year to the Official Planning Agency, and

(b) The Official Planning Agency shall request from each federal government agency within its jurisdiction, an estimate of the direct federal transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year.

(3) The estimate mentioned in subsection (2), above, shall include the following information identified by county:

(a) A brief description of the project or program;

(b) The dollar amount of transportation disadvantaged funds reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable; and

(c) The estimated number of one-way passenger trips to be provided reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable.

(4) Each Metropolitan Planning Organization or designated official planning agency shall annually compile a report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction, and forward this report by September 15 to the Commission.

(5) Upon receipt of the state agency and Official Planning Agency combined annual budget estimates, the Commission shall develop and distribute a statewide report outlining the expected expenditures for all transportation disadvantaged services through the coordinated system for the state fiscal year.

(6) Each Community Transportation Coordinator shall by September 15 of each year report required operating statistics to the Commission. The operational statistics will be compiled into a report by the Commission and utilized as a part of the analysis of the Community Transportation Coordinator's performance evaluation and the trip and equipment grant distribution. The Community Transportation Coordinator's report shall be reviewed by the Coordinating Board with a copy provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(7) Each Community Transportation Coordinator shall utilize the Chart of Accounts defined in the American Association of State Highway and Transportation Officials, Inc., Comprehensive Financial Management Guidelines For Rural and Small Urban Public Transportation Providers, dated September 1992, incorporated herein by reference, for its financial management. A copy of this document may be obtained from the Commission office located at 2740 Centerview Drive, Suite 1A, Tallahassee, Florida 32301. A copy of the document may also be viewed at Comprehensive Financial Management Guidelines on the Commission's website at www.dot.state.fl.us/ctd/, Community Transportation Coordinators with existing and equivalent accounting systems will not be required to adopt this Chart of Accounts but will be required to 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.

(8) The Commission shall make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. The report will contain a summary of the Commission's accomplishments for the preceding state fiscal year, the most current operational statistics for transportation disadvantaged services, identified unmet needs and a financial status of the Transportation Disadvantaged Trust Fund. Copies of the report will also be made available to member departments, Metropolitan Planning Organizations, Designated Official Planning Agencies and Community Transportation Coordinators, and others upon request.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012(8), 427.013(3), (7), (8), (9), (12), (13), (16), 427.0135(1), 427.015(1) FS. History–New 5-2-90, Amended 6-17-92, 11-17-92, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 12-6-09, 3-5-13.

41-2.008 Contractual Arrangements.

The following contractual arrangements will be required of the Community Transportation Coordinator:

(1) A Memorandum of Agreement will be required and shall be a binding contract between the Commission and a Community Transportation Coordinator. It shall be utilized as the contract recognizing the Community Transportation Coordinator as a State contract vendor for a designated service area. The format of the Memorandum of Agreement will contain the Commission's

minimum requirements and shall be utilized by the Community Transportation Coordinator. The Coordinating Board shall approve the Memorandum of Agreement prior to submittal to the Commission.

(2) Transportation Operator Contract. The Community Transportation Coordinator shall enter into a standard contract, as approved by the Commission, with each Transportation Operator as to specific terms and conditions that apply to each Transportation Operator for services to be performed. The contract shall include the minimum requirements contained in the Memorandum of Agreement and other local requirements for local service delivery. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract.

(3) Coordination Contract. The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in rule 41-2.015, F.A.C., herein. The contract shall include the requirements of reporting, insurance, safety, and other terms that apply equally to any transportation operator. The contract also shall include any relative information regarding joint utilization and cost arrangements for the provision of transportation services to and from the coordinator. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract. The contract shall be approved by the Coordinating Board and shall be reviewed annually to determine whether the continuation of said contract arrangement is the most cost effective and efficient utilization that is possible.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157(1) FS. History–New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98.

41-2.009 Designated Official Planning Agency.

(1) Metropolitan Planning Organizations shall serve as the designated official planning agency in urbanized areas. In areas not covered by a Metropolitan Planning Organization, agencies eligible for selection as Designated Official Planning Agencies include County or City governments, Regional Planning Councils, Metropolitan Planning Organizations from other areas, or Local Planning Organizations who are currently performing planning activities in designated service areas. Eligibility for continued designation by the Commission will be conditioned on the agency's resources, capabilities and actual performance in implementing the responsibilities and requirements of chapter 427, F.S.

(2) Metropolitan Planning Organizations and Designated Official Planning Agencies shall include a Transportation Disadvantaged element in their Transportation Improvement Program (TIP). Such element shall include a project and program description, the planned costs and anticipated revenues for the services, identification of the year the project or services are to be undertaken and implemented, and assurances that there has been coordination with local public transit and local government comprehensive planning bodies, including input into the mass transit or other elements of local and regional comprehensive planning activities. Areas not required to develop a federally-required TIP shall report equivalent information in the Transportation Disadvantaged Service Plan.

(3) Each Designated Official Planning Agency shall provide each Coordinating Board with sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities. In areas where a Metropolitan Planning Organization or Designated Official Planning Agency serves as the Community Transportation Coordinator and desires to utilize the same staff for the Coordinating Board, such agency shall abstain from any official actions that represent a conflict of interest, specifically in the evaluation process of the Community Transportation Coordinator.

(4) In consultation with the Community Transportation Coordinator and Coordinating Board, each Metropolitan Planning Organization or Designated Official Planning Agency shall develop and annually update, a Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan shall be developed in a manner which assures that local planning agencies, responsible for preparing comprehensive plans, have the opportunity to review and comment on it, and shall not be inconsistent with applicable local government comprehensive plans, MPO long range comprehensive plans, transit development plans, and other local, regional, and state transportation plans. The Transportation Disadvantaged Service Plan shall be reviewed for final disposition by the Coordinating Board and the Commission.

(5) Consolidate the annual budget estimates of local and directly funded federal government transportation disadvantaged funds and forward to the Commission no later than the beginning of each state fiscal year.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(21), 427.015 FS. History–New 5-2-90, Amended 6-17-92, 1-4-94, 3-10-98.

41-2.010 Selection of Community Transportation Coordinator.

(1) Designation, selection, or revocation of designation of any Community Transportation Coordinator shall be subject to the approval of the Commission.

(2) Selection of agencies as Community Transportation Coordinators or Transportation Operators may be negotiated without competitive acquisition, upon the recommendation of the Metropolitan Planning Organization or Designated Official Planning Agency that it is in the best interest of the transportation disadvantaged. This includes circumstances such as emergencies, or insufficient competition availability.

(3) Selection of the Community Transportation Coordinator will be accomplished through public competitive bidding or proposals in accordance with applicable laws and rules.

(4) In cases where selection is accomplished by a request for proposal (RFP), the RFP shall, at a minimum, identify the following information:

(a) The scope and nature of the services and coordination required, and a request for the proposer's plan to provide same.

(b) A request that the proposer identify the resources, and accounting system techniques to be used in their audit trail for all services.

(c) A request that the proposer identify their organizational structure and key personnel, their financial capacity, equipment resources, and experience and qualifications, including the most recent financial audit by a certified public accountant.

(d) A request that the proposer demonstrate the ability to coordinate a multitude of funding and service provisions, in addition to serving the needs of the general public or other transportation disadvantaged.

(e) A request that the proposer identify specific means by which it plans to comply with the provisions of the Americans with Disabilities Act, P.L. 101-336, chapter 760, F.S., and any applicable local regulations governing disabled accessibility requirements, access to transportation, and discrimination.

(f) A demonstration by the proposer of plans for the provision of the most economically cost effective, quality services to the transportation disadvantaged, and plans which demonstrate coordination with the public school system, local public transit systems, private sector operators and other governmental agencies that provide services to the transportation disadvantaged within the designated service area.

(g) A demonstration by the proposer of plans to comply with safety requirements as specified in section 341.061, F.S.

(h) An indication by the proposer of plans to comply with any state, federal, or local laws relating to drug testing.

(i) A sample Memorandum of Agreement for review by the respondent.

(j) A statement advising proposers of any local resources that exist or are planned that should be recognized in the bidders proposal.

(5) The announcement of the request for proposal shall be published in at least the largest general circulation newspaper in the designated service area and in the Florida Administrative Register. The advertised announcement shall include the time, date and place of a public meeting to provide information and answer questions about the request for proposal.

(6) Upon evaluation of the proposals, each Metropolitan Planning Organization or Designated Official Planning Agency, upon consultation with the Coordinating Board, shall recommend to the Commission a Community Transportation Coordinator.

(7) Upon resignation or termination of any Community Transportation Coordinator, the Metropolitan Planning Organization or Designated Official Planning Agency shall complete the recommendation process for a new Community Transportation Coordinator within 90 days after termination date for non-bid Community Transportation Coordinators and within 150 days after termination date for bid/RFP Community Transportation Coordinators. In the absence of these circumstances, the requirements of subsection 41-2.010(8), F.A.C., below shall apply.

(8) In cases of termination of the Community Transportation Coordinator, or in unforeseen emergencies, the Commission shall work with the Metropolitan Planning Organization or Designed Official Planning Agency and the Coordinating Board in an expeditious manner to provide for the continuation of services to the transportation disadvantaged in the designated service area, by providing or arranging the necessary technical assistance.

(9) The utilization of firms defined as minority business enterprises shall be encouraged to the extent possible utilizing the most recent certified minority business listing published by the Florida Department of Management Services.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157 FS. History–New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98, 4-8-01, 1-29-18.

41-2.011 Community Transportation Coordinator Powers and Duties.

(1) Each Community Transportation Coordinator shall be responsible for the short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area on a full-time basis. Local management personnel with day-to-day decision making authority must be physically located in each designated service area, unless otherwise authorized by the Commission.

(2) Where cost effective and efficient, the Community Transportation Coordinator shall subcontract or broker transportation services to Transportation Operators. The Coordinating Board is authorized to recommend approval or disapproval of such contracts to the Community Transportation Coordinator, providing the basis for its recommendation. Within 30 days of its receipt of the Coordinating Board's recommendation, the Community Transportation Coordinator shall accept or reject the recommendation, providing written reasons for its rejection. All Transportation Operator contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts previously approved. Each Community Transportation Coordinator will ensure the terms set forth for monitoring said Transportation Operators and Coordination Contractors are in compliance with standards pursuant to rule 41-2.006, F.A.C.

(3) Pursuant to the conditions set forth in the Memorandum of Agreement, the Community Transportation Coordinator shall develop, implement, and monitor an approved Transportation Disadvantaged Service Plan. This plan shall be approved by the Coordinating Board and forwarded to the Commission for review and final disposition.

(4) Each Community Transportation Coordinator shall submit a report on operational statistics by September 15, each year to the Commission. A copy should also be provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(5) The Community Transportation Coordinator shall maximize the utilization of school bus and public transit services in accordance with section 427.0158, F.S. Any utilization data shall be included in operational statistics provided to the coordinated system.

(6) In cooperation with the local Coordinating Board, the Community Transportation Coordinator shall review all applications for local government, federal and state transportation disadvantaged funds submitted from or planned for use in their designated service area. If funds are recommended for approval, the Community Transportation Coordinator, in cooperation with the Coordinating Board, will develop and implement cost-effective coordination strategies for their use and integration into the coordinated system.

(7) Funding to support the Community Transportation Coordinator's functions associated with documented coordination activities may be obtained from a coordination fee as part of each trip arranged, from subsidies received or both and upon approval by the Coordinating Board.

(8) Each Community Transportation Coordinator shall be aware of all of the transportation disadvantaged resources available or planned in their designated service area in order to plan, coordinate, and implement the most cost effective transportation disadvantaged transportation system possible under the conditions that exist in the designated service area.

(9) Contractual administration of Community Transportation Coordinators shall be accomplished through a Memorandum of Agreement between the Commission and the Community Transportation Coordinator in accordance with the procedures of the Commission. Transportation services purchased from or arranged by the Community Transportation Coordinator will be billed to purchasing agencies by the Community Transportation Coordinator at the rates identified in the approved Transportation Disadvantaged Service Plan or Coordination Contract and recognize any special conditions as specified by the purchasing agency. Payment for services will be made directly to the Community Transportation Coordinator unless otherwise agreed upon, in writing, by the purchaser and the Community Transportation Coordinator. Other contractual arrangements shall be followed as specified in this rule chapter.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0155 FS. History–New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 5-1-96, 10-1-96, 3-10-98.

41-2.012 Coordinating Board Structure and Duties.

The purpose of the Coordinating Board is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS). Each Coordinating Board is recognized as an advisory body to the

Commission in its service area. The members of the Coordinating Board shall be appointed by the Metropolitan Planning Organization or the Designated Official Planning Agency. A Coordinating Board shall be appointed in each county. However, when agreed upon in writing, by all Boards of County Commissions in each county to be covered in the service area, multi-county Coordinating Boards may be appointed. The structure and duties of the Coordinating Board shall be as follows:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(2) The Coordinating Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Coordinating Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

(a) A local representative of the Florida Department of Transportation;

(b) A local representative of the Florida Department of Children and Family Services;

(c) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;

(d) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;

(e) A person recommended by the local Veterans Service Office representing the veterans of the county;

(f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;

(g) A person over sixty representing the elderly in the county;

(h) A person with a disability representing the disabled in the county;

(i) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;

(j) A local representative for children at risk;

(k) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;

(l) A local representative of the Florida Department of Elderly Affairs;

(m) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;

(n) A local representative of the Florida Agency for Health Care Administration;

(o) A local representative of the Agency for Persons with Disabilities;

(p) A representative of the Regional Workforce Development Board established in chapter 445, F.S.; and

(q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

(4) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the Designated Official Planning Agency. No employee of a community transportation coordinator shall serve as a voting member of the coordinating board in an area where the community transportation coordinator serves. However, community transportation coordinators and their employees are not prohibited from serving on a coordinating board in an area where they are not the coordinator. However, an elected official serving as Chairperson of the coordinating board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the community transportation coordinator shall not be precluded from serving as voting members of the coordinating board.

(5) The Board shall meet at least quarterly and shall perform the following duties in addition to those duties specifically listed in section 427.0157, F.S.:

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the designated official planning agency.

(b) Annually, provide the Metropolitan Planning Organization or Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the local coordinating board.

(c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The Coordinating Board shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Coordinating Board.

(d) All coordinating board members should be trained on and comply with the requirements of section 112.3143, F.S., concerning voting conflicts of interest.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0157 FS. History–New 5-2-90, Amended 6-17-92, 11-16-93, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 4-8-01, 12-17-02, 7-3-03, 6-14-18.

41-2.013 Transportation Disadvantaged Trust Fund.

The Commission shall annually evaluate and determine each year's distribution of the Transportation Disadvantaged Trust Fund. Funds available through the Transportation Disadvantaged Trust Fund for non-sponsored transportation services and planning activities shall be applied only after all other potential funding sources have been used and eliminated. Grant funds shall not be used to supplant or replace funding of transportation disadvantaged services which are currently funded to a recipient by any federal, state, or local governmental agency. Monitoring of this mandate will be accomplished as needed by the Commission and all agencies funding transportation disadvantaged services. The use of minority-owned businesses is encouraged, utilizing the most recent certified companies published by the Department of Management Services. Funds deposited and appropriated into the Trust Fund will be utilized for:

(1) Commission administrative and operating expenses, including financial assistance, through a grant agreement, to designated official planning agencies to assist the Commission in implementing the program in each local area.

(2) A Grants Program to provide for the funding of non-sponsored trips, including the purchase of capital equipment.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History–New 5-2-90, Amended 6-17-92, 1-5-93, 6-26-94, 7-11-95, 3-10-98, 2-20-13.

41-2.014 Grants Program.

(1) Eligible Applicants. Grant funds will be allocated annually to the following entities:

(a) Community Transportation Coordinators who have an executed Memorandum of Agreement.

(b) Metropolitan Planning Organizations or Designated Official Planning Agencies approved by the Commission.

(2) Types of Grants.

(a) Trip and Equipment Related. Trip and equipment related grant funds may be used for the provision of non-sponsored transportation disadvantaged services and for the purchase of capital equipment to be used for services provided to the transportation disadvantaged. Capital equipment expenditures will be limited to no more than 25% of the Commission participation and the required match.

(b) Planning Related. Planning related grant funds may be used by an eligible Metropolitan Planning Organization or Designated Official Planning Agency to assist the Commission in their responsibilities at the local level as identified in chapter 427, F.S., including support to the local Coordinating Board.

(c) Innovation and Service Development. Innovation and service development related grant funds may be awarded competitively to support projects that:

1. Enhance the access of older adults, persons with disabilities, and low income individuals to healthcare, shopping, education, employment, public services, and recreation;

2. Assist in the development, improvement, and use of transportation systems in non-urbanized areas;

3. Promote the efficient coordination of services;

4. Encourage private transportation provider participation.

(3) Match Requirement. Eligible grant recipients for the trip and equipment grants only, must provide at least 10% of the total project cost as a local match. The match must be cash generated from local sources. Voluntary dollar collections do not require a match.

(4) Distribution of Grant Funds. On or about December 15 of each year, the Commission shall allocate a portion identified as the Grants Program of the Transportation Disadvantaged Trust Fund in the following manner:

(a) An annual amount of $1,372,060 of the Grants Program shall be designated for planning grants to assist the Commission with implementation and maintenance of the program at the local level. Beginning with the 2002/2003 grant cycle, the annual cap will be adjusted by the same percentage increase equivalent to state employees as set by the Legislature.

(b) The voluntary dollar collections will be returned to the county where said funds were collected. The voluntary dollar collections shall be designated for additional trips at the local level.

(c) The remaining portion of funds, except as specified in paragraph 41-2.014(4)(b), F.A.C., will be appropriated for the Grants Program and designated for trip and equipment related grants, subject to limitations of paragraphs 41-2.014(1)(a) and (2)(a), F.A.C.

(5) Distribution of Trip and Equipment Related Grant Funds. Each eligible applicant's allocation will be determined for the county or counties within the designated service area for which the applicant provides coordinated transportation disadvantaged services.

(a) In order to maintain system and service stability, the Commission's Fiscal Year 99/00 Allocation of Trip and Equipment Grant Funds, dated 02/99, incorporated herein by reference, shall be the base allocation for each subsequent year's distribution for trip and equipment related grant funds. No county shall receive less than the base allocation unless the Commission's five year cash-flow forecast falls below the Fiscal Year 99/00 levels allocated to the trip and equipment grant related program.

(b) If the level of funding available for distribution to the trip and equipment grant program falls below the base as stated in paragraph 41-2.014(5)(a), F.A.C., a proportionate adjustment to the base allocation will be made. Such adjustment will be based on the five year cash-flow forecast of the Commission, and each county's share of the Fiscal Year 99/00 trip and equipment related grant allocation.

(c) Allocation of additional trip and equipment grant funds above the amount used in the base allocation will be allocated to eligible applicants based on a comparative ranking of all eligible applicants in each of the following four categories:

1. The applicant's total county area in square miles as a percentage of the total square miles of all eligible applicants.

2. Total system passenger trips provided as a percentage of all eligible applicant trips reported.

3. Total system vehicle miles traveled as a percentage of all eligible applicants vehicle miles traveled and reported.

4. Total county population as a percentage of the total population of all eligible applicants.

(d) Each category will represent one fourth of the trip related grant funds.

(e) The latest required operational statistics report which is submitted by September 15 of each year will be used for obtaining the applicant's coordinated vehicle miles and coordinated passenger trips data. For purpose of this section, coordinated vehicle miles or passenger trips shall not include those services provided through an approved transportation alternative.

(6) Distribution of Planning Related Grants. Planning related grant funds will be apportioned for distribution to the planning agencies as follows:

(a) 25% of the planning allocation shall be divided into shares equal to the percentage of population each county has relative to the total state population, with each planning agency receiving a share for each county within its jurisdiction;

(b) 75% of the planning allocation shall be divided into shares equal to the number of counties throughout the state, with each planning agency receiving no more than one share for each county within its jurisdiction. Eligible applicants not requiring the total

amount of funding available may recommend to the Coordinating Board that any excess funds be allocated to the Community Transportation Coordinator for additional non-sponsored trip needs. The Commission shall reallocate any eligible excess funds to that particular county or service area's normal allocation. A local cash match of at least 10% shall be required to obtain this additional allocation.

(7) Distribution of Innovation and Service Development Grant Funds. Innovation and service development related grant funds will be awarded competitively to support such projects based upon available funding identified by the Commission.

(8) All grant applicants will provide their request for funds to the Commission no later than October 1 each year, unless otherwise approved by the Commission.

(9) Prioritization of Non-sponsored Transportation Services. The Community Transportation Coordinator, with approval of the Coordinating Board, shall have the authority to prioritize trips for non-sponsored transportation disadvantaged services which are purchased with Transportation Disadvantaged Trust Funds. Any prioritization of trips or eligibility criteria which is developed shall consider all of the following criteria:

(a) Cost Effectiveness and Efficiency.

(b) Purpose of Trip.

(c) Unmet Needs.

(d) Available Resources.

Rulemaking Authority 427.013(9), 427.013(10) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History–New 5-2-90, Amended 6-17-92, 7-21-93, 6-26-94, 10-1-96, 3-10-98, 1-13-04, 8-5-18.

41-2.015 Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged.

(1) Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through a contractual arrangement with the community transportation coordinator or an approved coordination provider except as provided in subsections (2) and (3), below.

(2) When it is better suited to the unique and diverse needs of a transportation disadvantaged person, the sponsoring agency may purchase or provide transportation by utilizing the following alternatives:

(a) Privately owned vehicle of an agency volunteer or employee;

(b) State owned vehicles;

(c) Privately owned vehicle of a family member or custodian;

(d) Common carriers, such as commercial airlines or bus; and

(e) Emergency medical vehicles.

(3) The sponsoring agency may utilize other modes of transportation when the community transportation coordinator determines it is unable to provide or arrange the required service. Information pertaining to these denials for service shall be reported by the community transportation coordinator on a quarterly basis or more frequently as specified by the local coordinating board.

(4) All agency applications for transportation disadvantaged operating and capital assistance funds beyond those identified in the normal state legislative budget process shall be made available to the Coordinating Board for such review.

(5) The Commission shall request all funding requests containing a transportation disadvantaged fund component from the Florida State Clearinghouse. Said funding request shall be reviewed by the Commission. The Commission will respond when there are funding requests that conflict with the intent and provisions of chapter 427, F.S., and the rules thereof.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(16), 427.016 FS. History–New 5-2-90, Amended 6-17-92, 7-11-95, 3-10-98.

41-2.016 Accessibility.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(4) FS. History–New 5-2-90, Amended 6-17-92, Repealed 7-15-12.

41-2.0161 Program Monitoring of Performance.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013 FS. History–New 6-17-92, Amended 5-1-96, Repealed 1-7-16.

41-2.0162 Chronological Listing of Report Dates.

The following reports are listed in chronological order by due date and the recipient of the report:

(1) January 1 – Commission Annual Report due to Governor and Legislature.

(2) September 15 – Annual Operating Report of Community Transportation Coordinator due to Commission.

(3) September 15 – Transportation Improvement Programs in urbanized areas due to Commission.

(4) September 15 – Annual report of the actual amount of funds expended and trips purchased due from each state agency.

(5) September 15 – Annual report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction due from each designated official planning agency or metropolitan planning organization.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0135, 427.015, 427.0155, 427.016 FS. History–New 6-17-92, Amended 6-15-93, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 8-10-09.

41-2.018 Public Comment.

The Commission for the Transportation Disadvantaged invites and encourages all members of the public to provide comment on matters or propositions before the Commission or a committee of the Commission. The opportunity to provide comment shall be subject to the following:

(1) Members of the public will be given an opportunity to provide comment on subject matters before the Commission after an agenda item is introduced at a properly noticed Commission meeting.

(2) Members of the public shall be limited to five (5) minutes to provide comment. This time shall not include time spent by the presenter responding to questions posed by Commission members, staff or Commission counsel. The chair of the Commission may extend the time to provide comment if time permits.

(3) Members of the public shall notify Commission staff in writing of his or her interest to be heard on a proposition or matter before the Commission. The notification shall identify the person or entity, indicate its support, opposition, or neutrality, and identify who will speak on behalf of a group or faction of persons.

Rulemaking Authority 286.0114 FS. Law Implemented 286.0114 FS. History–New 2-13-14.

BROWARD
County Public Schools

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Rebecca Thompson
Dr. Allen Zeman

Dr. Howard Hepburn
Superintendent of Schools

February 9, 2026

Rebecca Schultz
Broward County Coordinating Board of
Transportation Disadvantaged Services
100 W. Cypress Creek Road, Suite 650
Fort Lauderdale, FL 33309

Dear Ms. Schultzr:

During the School Board's Organizational meeting held on November 18, 2025, the Board approved School Board Member, Rebecca Thompson to serve as their representative on the Broward County Coordinating Board of Transportation Disadvantaged Services. Broward County Public Schools, staff member Lance Rigby, has been approved to serve as the alternate representative. They will serve on this committee until the next Broward County Public Schools Organizational meeting scheduled for November 17, 2026.

Please forward all information relating to meetings and other activities to Andrea Dinelaris, Executive Secretary to School Board Member, Rebecca Thompson, at 600 Southeast Third Avenue, Fort Lauderdale, Florida 33301.

Sincerely,

John J. Sullivan,
Chief of Staff & Communications Officer

JJS:mar

C: School Board Members
Andrea Dinelaris
Earleisha Clarke

Outlook

RE: Presentations from today's LCB Workshop

From Milory Senat <Milory.Senat@Apdcares.Org>
Date Tue 2026-04-14 8:15 AM
To Rebecca N. Schultz <schultzr@browardmpo.org>
Cc Clara Alevy <clara.alevy@apdcares.org>; Lorie Latouche <Lorie.Latouche@Apdcares.Org>; David Lin <David.Lin@apdcares.org>

Hi Rebecca,

I hope your day is going well. I am happy to inform you that my supervisor, Clara Alevy, will be my alternate on the TDLCB. Pauline Spence retired on December 31, 2025. Thank you so much for all you do for the board.

Milory Senat, MPA
Agency for Persons with Disabilities
Community Health Worker I
Community Affairs and Pre-enrollment
Southeast Region
Phone: (561)398-2240
Fax: (561)650-6874
111 South Sapodilla Avenue, Suite 207
West Palm Beach, FL 33401

agency for persons with disabilities
State of Florida

From: Rebecca N. Schultz <schultzr@browardmpo.org>
Sent: Monday, February 2, 2026 5:30 PM
To: Rebecca N. Schultz <schultzr@browardmpo.org>
Subject: Presentations from today's LCB Workshop

CAUTION: This email originated from outside of APD. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Members of the LCB,

Thank you again for joining us today! As requested, the presentation from BCT has been added to the LCB Workshop agenda and can be found on the MPO website:
http://browardmpo.org/index.php/agendas-minutes

We look forward to seeing you at the next meeting, May 18, 2026.

Rebecca Schultz
Communication Specialist/TD Program Administrator

Trade Centre South
100 West Cypress Creek Road,
6th Floor, Suite 650
Fort Lauderdale, FL 33309-2181
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schultzr@browardmpo.org

For more information on activities and projects of the Broward MPO, please visit: BrowardMPO.org and while you're there, follow us on Social Media.

"Put Your Dollar to Work"! Help friends and neighbors who need transportation services by making a voluntary contribution to the Transportation Disadvantaged Voluntary Trust Fund. To contribute, check the box provided on the registration form each time you renew the vehicle tag for your car, truck or boat!

Ayude a alguien conseguir transporte! No olvíde donar $1 para el fondo de Transporte del Desventajado (Transportation Disadvantaged Voluntary Trust Fund) la prómixa vez que usted renueve su placa del vehículo, camión, o barco.

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Broward MPO
Metropolitan Planning Organization
Move People | Create Jobs | Strengthen Communities

Action Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

REQUESTED ACTION:

MOTION TO APPROVE the 2024-2025 Transportation Disadvantaged Service Plan (TDSP) Update

Roll Call Vote Required

WHY THIS ACTION IS NECESSARY:

In accordance with Rule 41-2 of the Florida Administrative Code (FAC), the Florida Commission for the Transportation Disadvantaged (CTD) requires this update to be approved by the Local Coordinating Board (LCB).

SUMMARY EXPLANATION/BACKGROUND:

The TDSP is an annually updated tactical plan that provides an overview of transportation disadvantaged (TD) services. Further, it provides a framework for the development of service performance standards and evaluations that are consistent with other local, regional and state transportation plans and requirements.

The TDSP is a collaborative effort between the Broward MPO, Broward County/Broward County Transit (BCT) Paratransit Services in its role as the Community Transportation Coordinator (CTC), and the Florida Department of Transportation (FDOT).

The "dirty" version of the 2024-2025 TDSP Update is provided in the Attachment. The "dirty" version is complete with page numbers and appendices, but displays all changes and updates made to the document. All edits are shown via the use of ~~strikethrough~~ and underline.

ADDITIONAL INFORMATION/PREPARER:

If you have any questions about the TDSP, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.

Attachments

Broward County Transportation Disadvantaged Service Plan Update (Dirty)

Broward County Transportation Disadvantaged Service Plan Update

May 2026~~5~~

Prepared for: Broward County, Florida and the Florida Commission for the Transportation Disadvantaged

By: Broward Metropolitan Planning Organization and Broward County Community Transportation Coordinator (Broward County Transportation Department)

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For complaints, questions or concerns about civil rights or nondiscrimination; or for special requests under the Americans with Disabilities Act, please contact Carl Ema, Title VI Coordinator at (954) 876-0052 or emac@browardmpo.org

PLAN OVERVIEW AND HISTORY

The Transportation Disadvantaged Service Plan (TDSP) annual update is coordinated between the Broward Metropolitan Planning Organization (MPO), Community Transportation Coordinator (CTC), and Florida Department of Transportation (FDOT) with guidance and approval of the Local Coordinating Board (LCB). This collaboration facilitates delivery of transportation services to persons in Broward County, Florida who are transportation disadvantaged.

The Broward County Board of County Commissioners was officially designated as CTC of the Broward County service area on August 15, 1990, pursuant to Chapter 427, Florida Statutes (FS). In its role as CTC, the Board of County Commissioners has expanded access to transportation disadvantaged (TD) services by means of added programs and service capability. CTC reports performance information and service updates to the LCB at each meeting. The Florida Commission for the Transportation Disadvantaged (CTD) created LCBs to enhance local participation in the planning and delivery of coordinated transportation services.

This TDSP update, required by the CTD, contains a development, service, quality assurance, and cost/revenue allocation and rate structure justification components. The TDSP operates in accordance with legislative requirements of Rule 41-2, Florida Administrative Code (FAC), in conformance with the CTD's "Coordinated Transportation Contracting Instructions" dated June 1996 and incorporates TDSP criteria provided by the CTD.

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Transportation Disadvantaged Service Plan
Update/Amendment Table

☒ indicates areas that have been updated/amended

I. Development Plan ☒

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   e. Broward Metropolitan Planning Organization (MPO) 20450 Metropolitan Transportation Plan (MTP) Update ☐
   f. Broward Metropolitan Planning Organization Transportation Improvement Program (TIP) ☐
   g. Broward Metropolitan Planning Organization Public Participation Plan (PPP) ☐
5. Local Coordinating Board (LCB) Certification ☒

B. Service Area Profile and Demographics ☐

1. Service Area Description ☐
2. Demographics ☐
   a. Land Use ☐
   b. Population/Composition ☐
   c. Employment ☐

C. Service Analysis ☒

1. Forecasts of Transportation Disadvantaged (TD) Population ☒
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D. Goals, Objectives, and Strategies ☐

Transportation Disadvantaged Service Plan
Update/Amendment Table

☒ indicates areas that have been updated/amended

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1. Types, Hours, and Days of Service ☒
2. Accessing Services ☐
3. Transportation Providers and Coordination Contractors ☒
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III. Quality Assurance ☒

A. Service Standards ☐

B. Local Grievance Procedures/Process ☐

C. Evaluation Processes ☐

Community Transportation Coordinator (CTC) Monitoring Procedures of Providers and Coordination Contractors ☐

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IV. Cost/Revenue Allocation and Rate Structure Justification ☐

I. DEVELOPMENT PLAN

This component of the TDSP identifies the long-term goals and objectives for the Broward County paratransit program. The data presented herein reviews the history, the current status, and the goals of the Broward County Transit (BCT) Paratransit **T**ransportation **OP**tion**S** (TOPS!) program.

A. INTRODUCTION TO THE SERVICE AREA

Delivery of transportation services in Broward County continues to evolve into a multi-provider, intermodal, intercounty, and coordinated system. The following background information provides an historical overview of the organization and development of the TD program at the local level.

1. Background of the TD Program

Broward County Government either purchases, subsidizes, or directly provides transportation to eligible residents. Broward County, FL, in its role as the Community Transportation Coordinator (CTC) for Broward County, serves the needs of transportation disadvantaged persons. Broward County, FL has designated the Paratransit Division of the Transportation Department as the responsible agency for administering all contracts for paratransit services and the management of the CTC program. The Director of the Transportation Department is empowered to act for Broward County, FL in these matters.

The CTD Trust Fund subsidizes a portion of the transportation cost for those who are transportation disadvantaged, for trips not sponsored by an agency, and only with a cash or in-kind match. These non-sponsored transportation funds are for "...persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation…" and includes children at-risk as defined by Florida Statutes (FS) 411.202.

The County also provides paratransit services in compliance with the Americans With Disabilities Act (ADA) of 1990. ADA/paratransit determinations are based on a disability that prevents an individual from accessing and/or navigating public transit. The ADA requires that the Transportation Department/BCT offer complementary service to persons with disabilities who are unable to use the fixed-route bus system. The ADA paratransit service offers a level of service comparable to that provided to persons without disabilities who use the fixed-route system.

The CTC maintains a complaint process to address service-related complaints and a monitoring program to ensure compliance with applicable federal and state requirements and guidelines. The CTD maintains an Ombudsman Program through the CTD Helpline (1-800-983-2435 TTY 711 in Florida only or 850-410-5700) that is available and accessible to all registered Broward County paratransit customers .

The Local Coordinating Board (LCB) provides information, advice, and direction to the CTC on the coordination of TD services and development of service standards that are consistent with the needs and resources of the community. The LCB Chair shall appoint a Grievance Committee to hear and advise the Board on grievances by users of TD services.

The County provides transportation service under the Transportation Department Emergency Preparedness Plan for persons who are mobility impaired, frail, elderly, and wheelchair users needing round-trip transportation between their dwelling and a special needs shelter in the event of an ordered evacuation. The County also maintains a Special Needs Population Registry. Transportation service is coordinated through the Elderly and Veterans' Services Division and Substance Abuse and Health Care Services Division.

2. Designation Date/History

The Transportation Department is the responsible contract administrator for the purchase of service and coordination of contracts providing specialized transportation in Broward County and, as appropriate, to the adjacent counties of Miami-Dade and Palm Beach. The Paratransit Division of the Transportation Department provides immediate oversight, direction, and liaisons with contracted and coordinated entities and customers.

Specialized service is understood to mean door-to-door transportation, including assistance for persons who, due to age, disability, or economic disadvantage, are unable to purchase, provide, or obtain their own transportation. For common understanding, specialized service in this report means paratransit service(s).

In 1989, FS Chapter 427 created a coordinated system of TD services in the State of Florida. Broward County, FL maintains, in its role as the CTC for Broward County, serves the needs of persons who are transportation disadvantaged. Transportation funded by the CTD Trust Fund provides trips for "persons who because of physical or mental disability, income status, or age..." are considered transportation disadvantaged.

ADA Civil Rights Legislation requires BCT, as an operator of a fixed route bus system, to offer complementary service to eligible persons with disabilities who are unable to use the fixed route system. A complementary paratransit service operates comparable transportation service required by the ADA for individuals with disabilities who are unable to use fixed route transportation systems. Since 1996, Broward County Transit has been in full compliance with the six service criteria established in the ADA Circular. The

Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed route service to also provide "complementary paratransit service" for individuals with disabilities who are unable to use the fixed route system. The level of service provided by the paratransit program must be "comparable" to that provided by the fixed route service. Comparability is defined by six service criteria, including:

- Service area
- Response time
- Fares
- Days and hours of operation
- Trip purposes served
- Capacity constraints

BCT continues to meet or exceed service requirements mandated in the ADA legislation. Coordinated service delivery with Miami-Dade and Palm Beach Counties is ongoing in order to meet the growing need for inter-county trips.

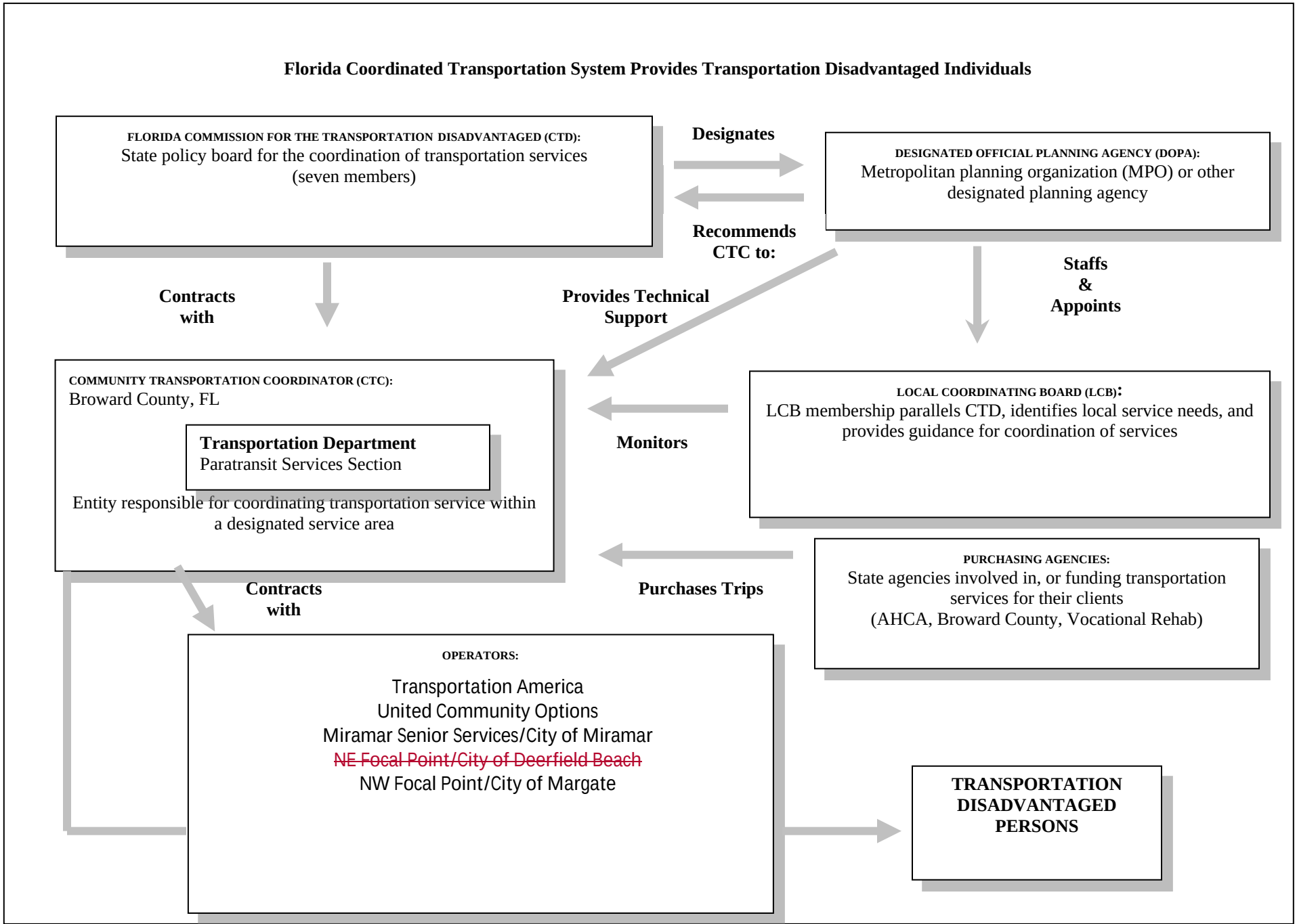
During the reporting period 7/1/202~~34~~-6/30/202~~45~~ there were ~~186~~ 304 registered customers with TOPS! TD door-to-door paratransit service. ~~3,650~~ 3,771 are registered with the TD Bus Pass Program. There are 6,385 ~~6,091~~ eligible active ADA customers registered with TOPS! paratransit service. BCT's Paratransit Division staff processed 9,624 ~~9,400~~ applications and approved 7,274 ~~6,451~~ applications for ADA and TD paratransit service.

Broward County paratransit is funded by Broward County, FL and the State of Florida's Transportation Disadvantaged Trust Fund (TDTF). The existing program implementation is through strict application of eligibility criteria, and periodic reassessment of customer eligibility.

According to Center of Urban Transportation Research (CUTR) forecasts (found in Table 10), the TD population of Broward currently consists of 642,993 individuals. It is anticipated that this number will increase to 648,423 by the year 2026.

The LCB assists the CTC to identify local service needs and provides information, advice and direction on the coordination of services to the transportation disadvantaged. The LCB Chair shall appoint a Grievance Committee and establish procedures, as required by 41-2 Florida Administrative Code (FAC), to serve as a mediator to hear and investigate complaints from agencies, users, potential users, and the CTC, and make recommendations for service improvements. The membership of the LCB is established by law and rule (Chapter 427 FS/41-2 FAC) and appointed by the Designated Official Planning Agency (DOPA).

3. Organizational Chart



4. Consistency Review of Other Plans

This section documents the mandated and adopted process for the development of TD plans in Broward County. The TD planning process is an integral part of the overall transportation planning process. The planning process is established by federal regulations in 23 Code of Federal Regulations (CFR), Part 450 and 49 CFR, Part 613, which mandate that an MPO function as the agency responsible for transportation planning functions in the urbanized area.

The MPO participates in the review of the Transportation Element of the Comprehensive Plan. The Transportation Department, operating as BCT, is responsible for the countywide public transportation system. It prepares the Federal Transit Administration (FTA) capital and operating grant applications and implements system changes as outlined in the Transit Development Plan (TDP). BCT maintains and updates the records of the transit system. The MPO works with BCT in the analysis of transit issues and in the preparation of technical reports.

The development of the Broward County Comprehensive Plan, Metropolitan Transportation Plan (MTP), TDP, and Transportation Improvement Program (TIP) is based on a well-established process for the planning and programming of transportation/transit system improvements. The process includes adhering to the established transportation/transit goals and policies, monitoring and evaluating existing service and service needs, developing improvements, and involving the public in the transportation planning process. The following is a brief summary of the plans that the TDSP maintains consistency with:

a. The **Broward County Comprehensive Plan** contains 14 elements. The Transportation Element sets levels of service for the implementation of multimodal transportation improvements for the roadway network, mass transit, port, and airport. The development of the Transportation Element's goals, objectives, and policies is to comply with concurrency requirements specified in legislation and regulations. In addition, the incorporation of monitoring and updating procedures helps to evaluate the adequacy of the infrastructure in meeting planned growth.

b. **The Strategic Regional Policy Plan** for South Florida examines the trends and conditions affecting the South Florida Region (including Broward, Miami-Dade, and Monroe Counties). The South Florida Regional Planning Council (SFRPC) has a Strategic Regional Policy Plan (SRPP) that includes the review of institutional roles and activities, and the identification of potential challenges as well as opportunities facing the Region. The trends and conditions analysis also provides a basis, along with input from the regional community, for constructing a regional vision. Regional planning consists of processes to define an overall regional vision for South Florida to become a livable, sustainable, and competitive community. Four (4) priority issues guide and focus planning efforts to support the values of the overall regional vision. The priorities include affordable housing, school facilities, transportation, natural resources, and are addressed in the context of the SRPP's supporting values: Sustainability, Connectivity, and Responsibility.

c. The **Broward County Transit Development Plan** (TDP) is a ten-year mid-range

strategic operating and capital financial plan for Broward County's (Mass) Transit System. This includes an assessment of alternatives to improve and expand transit service, a review of current and future multimodal options and land use codes. State and federal requirements for transportation services for the disadvantaged, including the ADA Act of 1990, is also addressed. The development of this document is part of a comprehensive, cooperative and continuing planning process and is consistent with the Broward County Comprehensive Plan, the Broward MPO MTP, the South Florida Regional Transportation Authority (SFRTA) plan, and other related transit agencies' plans. It also supports the five-year TIP. Preparation of the TDP is by BCT of the County's Transportation Department.

d. The **Commission for the Transportation Disadvantaged 5Yr/20Yr Plan** sets forth goals, objectives, and a plan of action for the CTD. The action plan consists of two sections; immediate actions to be completed in the next five years and actions to be completed over the long term (20 years). Also included is an overview of the Florida Coordinated Transportation System that provides projections of the number of persons eligible or potentially eligible for TD service, as well as projections of the unmet demand for TD trips. A description of the vision statements adopted by the Commission for five-year and long-term planning horizons includes a new set of goals and objectives designed to measure the accomplishments of the TD Program.

e. The **Broward MPO's 2050 Metropolitan Transportation Plan** (MTP) guides the expenditure of federal, state and local transportation funds. The Plan addresses transportation system planning needs for a 20-year horizon. Primary MTP tasks include identification of goals and objectives, estimation of financial resources, identification of the future transportation system needs, development of the Cost Feasible Plan, and the public involvement process in support of plan development. This ensures that planning is taking place far enough in advance to protect transportation resources and design facilities that will satisfy needs for a reasonable length of time once implemented. The Plan is the primary source for identifying projects to consider for inclusion in the TIP.

f. The **Broward MPO's Transportation Improvement Program** (TIP) is a five-year program that prioritizes and documents the funding of transportation improvement projects the region expects to build over the next five years. The projects include reconstruction, maintenance, and operation of major highways, improvements, maintenance and operation of arterials and intersections, maintenance and expansion of the public transit, aviation and port systems, construction for bicycle paths, and improvements for pedestrians. The TIP is a tool to advance projects from a Metropolitan Transportation Plan (MTP) to a short-range five-year program through the List of Priority Projects List (LOPP). All TIP projects are evaluated to assure consistency with the goals and objectives of the (MTP). Each year, the MPO updates the TIP to decide how to spend federal, state, and local transportation funds for capital projects. Guided by the Broward MPO's goals and objectives, the Broward MPO works with the public, planning organizations, government agencies, elected officials, and community groups to develop the TIP. The TIP is authorized through the federal Fixing America's Surface Transportation Act (FAST Act) legislation, signed into law December 4, 2015 and Florida Statutes.

g. The **Broward MPO's Public Participation Plan (PPP)** provides guidelines for achieving optimum public participation with assessment tools to evaluate effectiveness of the program. Exemplary public participation begins early in the planning process and continues throughout each of the planning stages, helping to avoid, minimize and mitigate project impacts while providing the best solutions. The Broward MPO's policy on public participation is to create opportunities for all segments of the public to learn and become informed about issues and proposals under its consideration, particularly those affected by the outcomes or with special needs. The plan and policy are fundamental to ensuring the public is an important key player and participant in the planning and decision-making process.

The MPO maintains public involvement opportunities for transportation plans and projects for impacted communities through a wide range of methods including, but not limited to: advisory committees, public meetings and workshops, public workshops on special interest issues, community meetings to reach specific neighborhoods or groups of people, transportation fairs, community events, visits to elementary schools and universities, continuous public comment opportunities at MPO and committee meetings, media stories, press releases, user satisfaction surveys, displays, periodic mailings including a transportation newsletter, press kits, website pages and email blasts.

One of the primary goals of the Broward MPO for public involvement is to ensure that transportation plans reflect community input and benefit all segments of the community equitably. The goals of the Broward MPO's PPP are to:

1. Inform the Public of transportation meetings, issues and other relevant events. The public needs to be aware of their role in the transportation planning and decision-making.
2. Involve the public by providing opportunities throughout the transportation planning and decision-making proves.
3. Include all communities in the planning area to inform and involve, with special emphasis on those communities with people who have been underrepresented and/or underserved.
4. Improve the public participation process by identifying and incorporating new tools and strategies.

The MPO's Speak Up Broward initiative continues to encourage active participation online through an active social media presence.

The MPO regularly assesses the effectiveness of its public participation techniques to develop strategies for improving and making greater progress in public involvement.

5. LCB Certification

NAME (MPO/DOPA): **Broward Metropolitan Planning Organization (BMPO)**
ADDRESS: **100 West Cypress Creek Road, 6th Floor, Suite 650**
Fort Lauderdale, FL 33309-2181 (954) 876-0033

The metropolitan planning organization (MPO)/designated official planning agency (DOPA) named above hereby certifies to the following:

1. **The membership of the LCB, established pursuant to Rule 41-2.012, 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: Gregory Stuart, BMPO Executive Director **DATE: 5/~~19/25~~18/26**

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. Chair	Caryl Shuham	None	MPO
2. FL Dept of Elder Affairs	Charlotte Mather-Taylor	Lori Mandke	Agency
3. Citizen Advocate	Lisa Van Voorhis	Denise Payne	11/30/~~2025~~2027
4. Persons with Disabilities	Milory Senat	~~Pauline Spence~~Clara	Agency
5. Persons Over 60	Vera Sharitt	Sam Cox	11/30/~~2025~~2027
6. System User	Jake McEntyre	Nancy Scott	11/30/~~2025~~2027
7. Veterans	Manny Fuentes~~Owen Walker~~	~~Manny Fuentes~~Phelicia James	11/30/~~2026~~2027
8. Economically Disadvantaged	Vacant	Shatara Piedrasanta	11/30/~~2025~~2027
9. Public Education	~~Torey Alston~~Rebecca	~~Ruth Masters~~Lance Rigby	11/30/2026
10. FL Dept of Transportation	~~Ismir Ripley~~Tatiana Gillyard	Marie Dorismond	Agency
11. FL Dept of Children & Families	Maria Chiari	Natasha Parks	Agency
12. FL Dept of Education-Vocational	Prudence Mollica	Alexis Harrison	Agency
13. Agency for Health Care	Jerome Hill	Marielisa Amador	Agency
14. Children at Risk	Sue Gallagher	~~Shae Williams~~Demetria	11/30/2026
15. Private Transportation	Hugh Chen, P.E.	~~Hazel Dumervil~~Ray Croteau	11/30/2026
16. Local Medical Community	Barbara Bateman	Reginald Shagoury	11/30/2026
17. Mass/Public Transit	Community Transportation Coordinator (CTC) – N/A	N/A	N/A
18. Local Workforce Development Board	Michelle Ramirez	Vishkarma Deonarline	Agency

B. SERVICE AREA PROFILE AND DEMOGRAPHICS

Service area profile information and demographics for the urbanized area Broward County are reflected on this page and in the following maps:

Map 1: Existing Transit Routes
Map 2: Existing Paratransit Service
Map 3: Tri-County Commuter Rail System

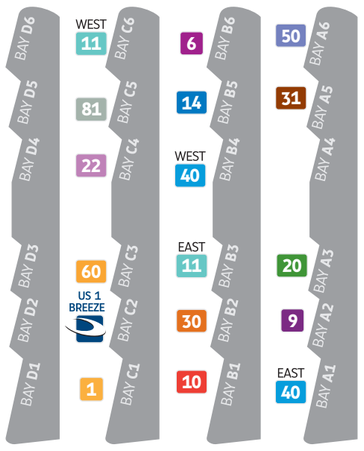
TABLE 1 BROWARD COUNTY PROFILE INFORMATION

Incorporated	1915
County Seat	Fort Lauderdale
Land Area	Planning Area - 427.8 square miles Water Conservation Area - 796.9 square miles TOTAL - 1,224.7 square miles
Coastal Length	Approximately 24 miles
Width	Approximately 50 miles
Average Annual Temperature	77.4° F
Winter Mean Temperature	70.5° F
Summer Mean Temperature	88.3° F
Average Annual Rainfall	58.92 inches
Elevation	5-25 feet above mean sea level
Canals	266 linear miles: 126 navigable
Beaches	24 miles of beach frontage

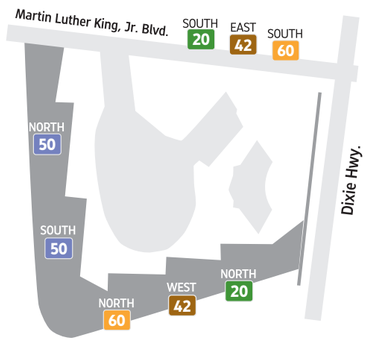
1. Service Area Description

Broward County borders the southeastern coast of Florida between Miami-Dade County and Palm Beach County. The County is approximately 27.4 miles long by 50.3 miles wide and totals 1,224.7 square miles. The western two-thirds of the County consists of the Everglades Wildlife Management Area and Miccosukee Reservation lands and is designated a conservation area. The developable eastern third of the County consists of 31 municipalities, one Seminole Tribe of Florida Reservation, and the unincorporated areas.

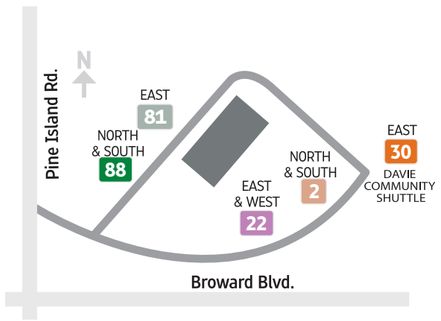
Broward Central Terminal



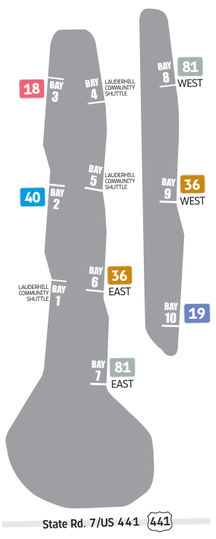
Northeast Transit Center



West Regional Terminal



Lauderhill Transit Center



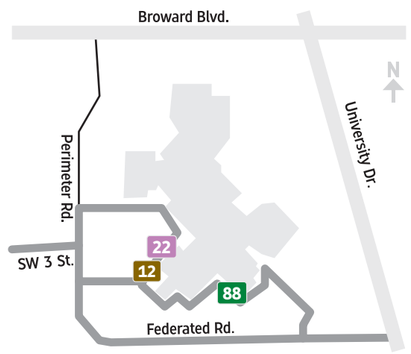
Map Legend

- Street
- County Line
- Interstate (95)
- State Road (A1A)
- Federal Highway (1)
- Florida's Turnpike
- Broward County Transit Bus Route (23)
- Tri-Rail

Commuter Limited Stop Service

- Breeze Stop
- 95 Express Miramar (Route 106) — Miramar Regional Park to Miami Civic Center
- 95 Express Pembroke Pines (Route 108) — North Perry Airport to Miami Civic Center
- 95 Express Pembroke Pines/Miramar (Route 109) — CB Smith Park/Ansin Sports Complex to Downtown Miami
- 595 Express (Route 110) — Sunrise to Miami/Brickell
- 595 Express (Route 114) — Sunrise to Miami/Civic Center
- Park and Ride Lot

Westfield Broward Mall



BROWARD COUNTY Transit

PALM BEACH COUNTY
BROWARD COUNTY

PARKLAND

CORAL SPRINGS

COCONUT CREEK

DEERFIELD BEACH

HILLSBORO BEACH

LIGHTHOUSE POINT

MARGATE

TAMARAC

NORTH LAUDERDALE

POMPANO BEACH

SEA RANCH LAKES

LAUDERDALE BY THE SEA

OAKLAND PARK

WILTON MANORS

SUNRISE

LAUDERHILL

LAUDERDALE LAKES

PLANTATION

FORT LAUDERDALE

WESTON

DAVIE

COOPER CITY

SOUTHWEST RANCHES

PEMBROKE PINES

HOLLYWOOD

DANIA BEACH

HALLANDALE BEACH

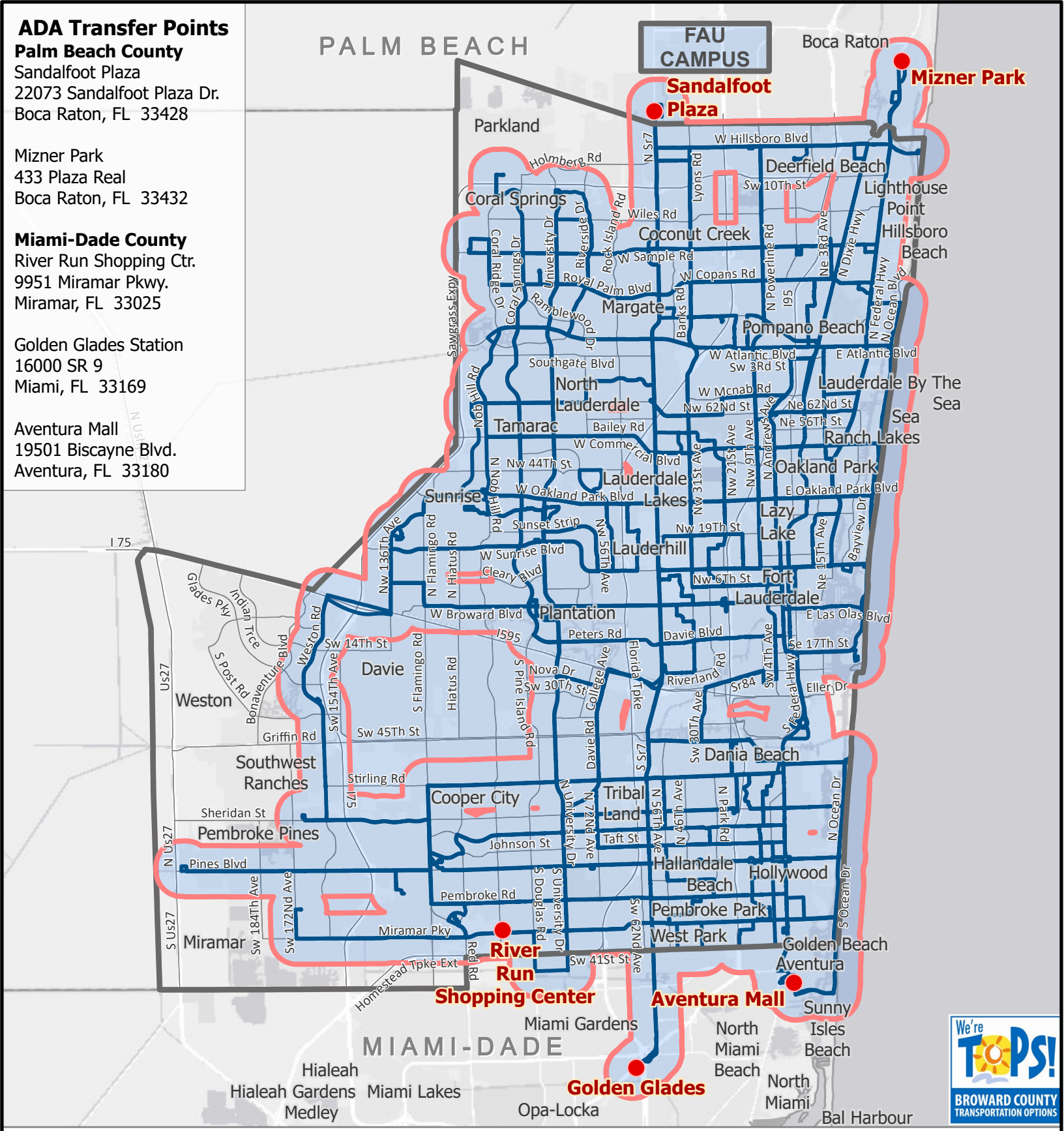
WEST PARK

PEMBROKE PARK

MIRAMAR

BROWARD COUNTY
MIAMI-DADE COUNTY

GLADES RD.
W PALMETTO PARK RD.
W CAMINO REAL
SANDALFOOT BLVD.
MARINA BLVD.
HILLSBORO BLVD.
HOLMBERG RD.
JOHNSON RD.
SAWGRASS EXPRESSWAY
WESTVIEW DR.
WILES RD.
SAMPLE RD.
NW 39 ST.
NW 31 ST.
COPANS RD.
NW 48 ST.
NW 41 ST.
NW 26 ST.
NW 21 ST.
NW 15 ST.
NW 9 ST.
NW 8 ST.
NW 44 ST.
NW 30 PL.
SUNRISE LAKES BLVD.
OAKLAND PARK BLVD.
SUNRISE BLVD.
SUNSET STRIP
ROYAL PALM BLVD.
COCONUT CREEK PKWY.
ATLANTIC BLVD.
SOUTHGATE BLVD.
KIMBERLY BLVD.
MCNAB RD.
CYPRESS CREEK RD.
PROSPECT RD.
COMMERCIAL BLVD.
NW 44 ST.
NW 30 PL.
NW 29 MAN.
NW 8 ST.
BROWARD BLVD.
PETERS RD.
RIVERLAND RD.
GRIFFIN RD.
STIRLING RD.
SHERIDAN ST.
TAFT ST.
JOHNSON ST.
PINES BLVD.
HOLLYWOOD BLVD.
PEMBROKE RD.
MIRAMAR PKWY.
FLORIDA'S TURNPIKE
HONEY HILL RD.
MIAMI GARDENS DR.
NW 183 ST.
NW 175 ST.
PALMETTO EXPRESSWAY
NE 167 ST.
SW 30 ST.
SW 39 ST.
SW 25 ST.
207 ST.
NW 199 ST.
DAVIE BLVD.
E. LAS OLAS BLVD.
SE 17 ST.
SE 24 ST.
ELLER DR.
SW 28 ST.
SW 30 ST.
NE 45 ST.
NE 14 ST.
NE 26 ST.
DANIA BEACH BLVD.
OLD GRIFFIN RD.
NW 1 ST.
SW 11 ST.
IVES DAIRY RD.
HALLANDALE BEACH BLVD.
ATLANTIC SHORES BLVD.
WASHINGTON ST.
VAN BUREN ST.
TYLER ST.
SW 3 ST.
NW 2 ST.
NW 6TH ST.
NW 9 ST.
NW 8 ST.
NW 1 ST.
NE 62 ST.
NE 14 ST.
NE 26 ST.
NE 45 ST.
SW 10 ST.
SW 4 ST.
NW 48 ST.
NW 124 AVE.
NW 105 LN.
NW 99 AVE.
NW 49 AVE.
NW 56 AVE.
NW 47 AVE.
NW 40 AVE.
NW 38 AVE.
NW 36 AVE.
NW 31 AVE.
NW 27 AVE.
NW 21 AVE.
NW 9 AVE.
NW 6 AVE.
NW 4 AVE.
NW 3 AVE.
NW 15 AVE.
NW 72 AVE.
NW 23 AVE.
NW 35 AVE.
SW 64 AVE./DAVIE RD.
SW 52 AVE.
SW 46 AVE.
SW 40 AVE.
SW 30 AVE.
SW 25 AVE.
SW 9 AVE.
SW 4 AVE.
SW 3 AVE.
SE 4 AVE.
S 26 AVE.
S 28 AVE.
N 24 AVE.
N 23 AVE.
N 72 AVE.
N 35 AVE.
NW 136 AVE.
SW 172 AVE.
SW 136 AVE.
NW 7 AVE.
NW 2 AVE.
NE 3 AVE.
NE 15 AVE.
NE 4 AVE.
NW 3 AVE.
NW 6 AVE.
NW 15 AVE.
NW 27 AVE.
NW 31 AVE.
NW 33 AVE.
NW 36 AVE.
NW 56 AVE.
NW 72 AVE.
NW 136 AVE.
SW 172 AVE.
SW 136 AVE.
SW 64 AVE./DAVIE RD.
SW 52 AVE.
SW 46 AVE.
SW 40 AVE.
SW 30 AVE.
SW 25 AVE.
SW 9 AVE.
SW 4 AVE.
SW 3 AVE.
SE 4 AVE.
S 26 AVE.
S 28 AVE.
N 24 AVE.
N 23 AVE.
N 72 AVE.
N 35


ADA Transfer Points
Palm Beach County
Sandalfoot Plaza
22073 Sandalfoot Plaza Dr.
Boca Raton, FL 33428
Mizner Park
433 Plaza Real
Boca Raton, FL 33432
Miami-Dade County
River Run Shopping Ctr.
9951 Miramar Pkwy.
Miramar, FL 33025
Golden Glades Station
16000 SR 9
Miami, FL 33169
Aventura Mall
19501 Biscayne Blvd.
Aventura, FL 33180
PALM BEACH
FAU CAMPUS
Boca Raton
Mizner Park
Sandalfoot Plaza
Parkland
Deerfield Beach
Lighthouse Point
Hillsboro Beach
Coral Springs
Coconut Creek
Margate
Pompano Beach
Lauderdale By The Sea
North Lauderdale
Tamarac
Oakland Park
Sunrise
Lauderdale Lakes
Lazy Lake
Lauderhill
Fort Lauderdale
Plantation
Davie
Weston
Southwest Ranches
Cooper City
Tribal Land
Dania Beach
Hallandale Beach
Hollywood
Pembroke Pines
Pembroke Park
West Park
Miramar
Golden Beach
Aventura
Sunny Isles Beach
North Miami Beach
North Miami
Miami Gardens
Hialeah
Hialeah Gardens
Miami Lakes
Medley
Opa-Locka
Golden Glades
Bal Harbour
MIAMI-DADE
River Run Shopping Center
Aventura Mall
I 75
I595
Sr84
Sr7
Us27
W Hillsboro Blvd
Holmberg Rd
Wiles Rd
W Sample Rd
N Copans Rd
Royal Palm Blvd
Ramblewood Dr
Southgate Blvd
W Atlantic Blvd
E Atlantic Blvd
W Mcnab Rd
Nw 62Nd St
Ne 62Nd St
Ne 56Th St
Bailey Rd
W Commercial Blvd
Nw 44Th St
W Oakland Park Blvd
E Oakland Park Blvd
Sunset Strip
Nw 19Th St
W Sunrise Blvd
Cleary Blvd
Nw 6Th St
E Las Olas Blvd
W Broward Blvd
Peters Rd
Davie Blvd
Se 17Th St
Nova Dr
Sw 30Th St
Riverland Rd
Eller Dr
Griffin Rd
Sw 45Th St
Stirling Rd
Sheridan St
Johnson St
Taft St
Pines Blvd
Pembroke Rd
Miramar Pky
Sw 41St St
Homestead Tpke Ext
Sawgrass Expy
Turnpike
Florida Tpke
Glades Pky
Indian Trce
Bonaventure Blvd
Weston Rd
Sw 14Th St
Sw 154Th Ave
Sw 184Th Ave
Sw 172Nd Ave
S Post Rd
S Flamingo Rd
Hiatus Rd
N Flamingo Rd
N Hiatus Rd
Nw 136Th Ave
Nw 56Th Ave
N Nob Hill Rd
S Nob Hill Rd
S Pine Island Rd
N Pine Island Rd
College Ave
Davie Rd
N University Dr
S University Dr
S Douglas Rd
Reed Rd
N 27Th Ave
N 46Th Ave
N 56Th Ave
N Park Rd
Sw 62Nd Ave
Nw 31St Ave
Nw 21St Ave
Nw 9Th Ave
N Andrews Ave
Ne 15Th Ave
Bayview Dr
Sw 4Th Ave
S Federal Hwy
N Federal Hwy
N Ocean Blvd
N Ocean Dr
S Ocean Dr
N Dixie Hwy
Ne 3Rd Ave
N Powerline Rd
Lyons Rd
Rock Island Rd
Riverside Dr
University Dr
Coral Springs Dr
Coral Ridge Dr
Banks Rd
195
Sw 10Th St
Sw 3Rd St
Ne 21St Ave
Ne 15Th Ave
Nw 95Th Ave
Nw 136Th Ave
Nw 154Th Ave
Nw 184Th Ave
Nw 172Nd Ave
Nw 27Th Ave
Nw 7Th Ave
Nw 2Nd Ave
Nw 1St Ave
Nw 95Th Ave
Nw 87Th Ave
Nw 79Th Ave
Nw 72Nd Ave
Nw 67Th Ave
Nw 57Th Ave
Nw 47Th Ave
Nw 37Th Ave
Nw 27Th Ave
Nw 17

TRI RAIL

SYSTEM MAP

- TRI RAIL
- Tri-Rail Station
- Free Tri-Rail Shuttle @Station
- Direct Shuttle Route to Airport
- Miami-Dade Metrorail
- Metrorail Station
- Transfer Station
- Metrorail Orange Line
- Metrorail Green Line
- International Airport
- Access to Amtrak

Palm Beach International Airport

Mangonia Park
45th St.

West Palm Beach
Banyan Blvd. & Tamarind Av.

Lake Worth
Lake Worth Rd.

Boynton Beach
Gateway Blvd.

Delray Beach
Congress Av.

Boca Raton
Yamato Rd.

Deerfield Beach
Hillsboro Blvd.

Pompano Beach
Sample Rd. & NW 8th Av

Cypress Creek
Cypress Creek Rd. & Powerline Rd.

Ft. Lauderdale
Broward Blvd.

Ft. Lauderdale-Hollywood Int' Airport at Dania Beach
Griffin Rd.

Fort Lauderdale-Hollywood International Airport

Sheridan Street

Hollywood
Hollywood Blvd.

Golden Glades

Opa-Locka
Ali Baba Ave.

Metrorail Transfer
NW 79th St.

Palmetto
Okeechobee
Hialeah
Northside

Dr. Martin Luther King, Jr.
Brownsville
Earlington Hts.
Allapattah
Santa Clara
Civic Center
Culmer
Overtown/Lyric Theatre
Government Center
Brickell
Vizcaya
Coconut Grove
Douglas Road
University
South Miami
Dadeland North
Dadeland South

Hialeah Market
SE 12th St.

Miami International Airport

Miami Intermodal Center (MIC)

Tri-Rail and Amtrak to service Miami Intermodal Center (MIC) in 2013.

PALM BEACH
BROWARD
MIAMI - DADE

2. Demographics

The following table shows general population and various socio-economic characteristics which are pertinent to mass transit utilization and describe the County.

TABLE 2 BROWARD COUNTY DEMOGRAPHICS	
Population	2,037,472
Median Age	41.3
Population Age 65 and Above	18.5%
Per Capita Income	$41,910
Number of Housing Units	868,149
Number of Households	749,372
Persons per Household	2.57
Unemployment Rate	3.3%
Median Household Income	$74,534
Median Gross Rent	$1,804
Median Value of Owner-occupied Housing Units	$380,400

Sources: U.S. Census Bureau, American Community Survey 2023 1-Year Estimates Data Profiles , ACS QuickFacts

a. Land Use

Under the Broward County Charter, the Broward County Land Use Plan is the official land use plan within the County and is effective within all jurisdictions. With respect to Land Use and Transportation, the Plan's goals, objectives, and policies are written to address both the requirements of the Charter and Chapter 9J-5, FAC.

b. Population/Composition

Broward County is one of the largest counties in the state of Florida in terms of population and employment. Broward County has a large senior citizen population, making up 18.5 percent of the population age 65 or older. This is higher than the national average of 17.7 percent. These conditions are key indicators of transit/paratransit use, as are vehicle availability, income, traffic, urban growth and land use/site planning. All of these factors contribute to the need for public transit in Broward County.

TABLE 3 AGE AND SEX	Total Estimate	
5 to 14 years	224,688	
15 to 17 years	73,231	
Under 18 years	403,192	
18 to 24 years	146,066	
15 to 44 years	739,501	
16 years and over	1,605,669	
18 years and over	1,5559,339	
21 years and over	1,500,136	
60 years and over	498,161	
62 years and over	442,242	
65 years and over	362,913	
75 years and over	159,512	
Male		49.1%
Female		50.9%

Source: U.S. Census Bureau, ACSST1Y2023
American Community Survey

TABLE 4 INCOME	Total Estimate
Less than $10,000	5.9%
$10,000 to $14,999	3.6%
$15,000 to $24,999	6.4%
$25,000 to $34,999	7.1%
$35,000 to $49,999	10.7%
$50,000 to $74,999	16.6%
$75,000 to $99,999	12.5%
$100,000 to $149,999	17.0%
$150,000 to $199,999	8.0%
$200,000 or more	12.2%
Median income (dollars)	74,531

Source: U.S. Census Bureau, ACSST1Y2023
American Community Survey

TABLE 5 EDUCATIONAL ATTAINMENT	Total Estimate
Population 25 years and over	1,413,273
Less than 9th grade	64,178
9th to 12th grade, no diploma	73,194
High school graduate (includes equivalency)	372,592
Some college, no degree	246,100
Associate's degree	139,733
Bachelor's degree	315,729
Graduate or professional degree	201,747

Source: U.S. Census Bureau, ACSST1Y2023 American Community Survey

c. Employment

Broward County is one of the major areas of employment in the state of Florida. The pattern of employment density is similar to that of population density, with higher densities in the east-central and southeast sectors of the County. The highest pocket of employment is in downtown Fort Lauderdale, while significant concentrations also exist to the north (Cypress Creek area) and west (Sawgrass Mills area). Many major employment centers and/or attractions receive direct service with fixed route service into these locations. Similarly, residential areas with high concentrations of transit users are often directly served by transit routes.

TABLE 6 EMPLOYMENT STATUS	Total Estimate
Civilian employed population 16 years and over	1,605,669
In labor force	1,069,433
Employed	1,023,315
Unemployed	45,063

Source: U.S. Census Bureau, ACSST1Y2023 American Community Survey

TABLE 7 VEHICLE AVAILABILITY	Total Estimate
No vehicle available	50,849
1 vehicle available	306,078
2 vehicles available	278,048
3 or more vehicles available	82,098

Source: U.S. Census Bureau, ACSST1Y2023 American Community Survey

TABLE 8 TRAVEL TIME TO WORK	Total Estimate
Less than 10 minutes	1.21%
10 to 14 minutes	3.44%
15 to 19 minutes	7.23%
20 to 24 minutes	10.37%
25 to 29 minutes	6.01%
30 to 34 minutes	17.44%
35 to 44 minutes	10.76%
45 to 59 minutes	16.33%
60 or more minutes	27.21%
Mean travel time to work (minutes)	29.0

Source: U.S. Census Bureau, ACSST1Y2023 American Community Survey

TABLE 9 MEANS OF TRANSPORTATION TO WORK	workers 16 years and over	% out of 100
Car, truck, or van -- drove alone	700,133	69.48%
Car, truck, or van -- carpooled	97,537	9.68%
Public transportation (excluding taxicab)	20,743	2.06%
Walked	11,315	1.12%
Other means	24,353	2.42%
Worked from home	151,298	15.02%
Mean travel time to work (minutes)	29.0	

Source: U.S. Census Bureau, ACSST1Y2023 American Community Survey

C. SERVICE ANALYSIS

1. Forecasts of TD Population

Circumstances affecting transportation provision occurring in Broward County include migration, natural increase, and aging of the current population. As the coordinated system evolves, the CTC, along with MPO staff, will evaluate existing conditions and trends of the TD population. The Broward County market segment TD forecast was developed with the assistance of a forecasting tool developed by CUTR. Forecasts of Broward County's TD population for ~~2024~~2026-~~2025~~ 2027 are reflected in Table 10.

TABLE 10 GENERAL TD POPULATION FORECAST

General TD Population Forecast Estimates	202~~5~~6	202~~6~~7
Non-elderly/disabled/low income	~~24,184~~25,458	~~24,389~~25,673
Non-elderly/disabled/not low income	~~91,470~~98,983	~~92,242~~99,819
Elderly/disabled/low income	~~25,255~~20,379	~~25,684~~20,551
Elderly/disabled/not low income	~~87,567~~96,821	~~88,307~~97,638
Elderly/non-disabled/low income	~~36,836~~35,476	~~37,147~~35,775
Elderly/non-disabled/not low income	~~212,540~~232,741	~~214,335~~234,706
Not elderly/non-disabled/low income	~~165,140~~156,815	~~166,535~~158,140
Total General TD Population	~~642,993~~666,672	~~648,423~~672,302
Total Population	~~1,975,696~~2,056,887	~~1,992,381~~2,074,256

Sources: U.S. Census Bureau, American Community Survey;
Bureau of Economic and Business Research (BEBR)

2. Needs Assessment

As mentioned previously, Broward County is one of the largest counties in the state of Florida in terms of population and employment. Broward County has a large senior citizen population, with 18.5 percent of the population age 65 or older. This is higher than the national average of 17.7 percent. These conditions are key indicators of transit/paratransit use, as are automobile availability, income, traffic, urban growth and land use/site planning. All of these factors contribute to the need for public transit in Broward County.

Based on Table 10 above, those considered transportation disadvantaged currently comprise 32.5% of Broward's population. As the "Baby Boomers" continue to get older, that percentage will rise, as will the demand for TD services. Transportation alternatives must be readily available and accessible. Florida's population is estimated to reach 26.4 million by the year 2040.

Major challenges include:

- Cost of Service
- Funding; proper allocation of funding
- Keeping up with demand
- Regionalization

The unmet needs of the economically disadvantaged and low-income individuals include jobs that will provide income and benefits, and transportation. The historical patterns of high vehicle ownership, low provision of public transportation and suburban sprawl have combined to create a serious barrier to employment and economic self-sufficiency. The vast majority of Broward County's workers drive to work because public transportation headways are long, and routes do not offer direct connections to where the jobs are located.

BCT offers a transportation disadvantaged bus pass program for Broward County residents not able to afford traditional fixed-route service. The TD Bus Pass program provides transportation disadvantaged individuals the opportunity to access Broward County's robust fixed-route service. The free 31-day Broward County Transit (BCT) bus pass is issued to qualifying individuals at no charge and is distributed by mail. In order to be considered eligible for the TD Bus Pass program, an applicant must qualify under the current Federal Poverty Level Guidelines at the 225% level, based upon total household income and the number of household members. During this reporting period ~~10,961~~ 11,405 adult, 8,501 ~~8,073~~ senior and 277 ~~285~~ youth 31-day BCT bus passes were distributed to TD Bus Pass program eligible Broward County residents.

3. Barriers to Coordination

The identification of barriers is important to the establishment and operation of an efficient system of TD services. Barriers to coordination and accessibility identified for the Broward County service area include:

a. The fragmentation inherent in a service area encompassing 31 municipalities.
b. How information is collected, retained, and reported among providers, municipalities, and agencies.
c. Regional coordination.
d. Lack of funding.

BCT is responsible for the county-wide fixed route and paratransit transportation services. BCT works closely with Broward MPO in the development of plans and the analysis of transit issues. The process includes adhering to the established transportation/transit goals and policies, monitoring and evaluating existing service and service needs, developing improvements, and public review.

BCT also provides paratransit services (TOPS!) for individuals that meet ADA or TD (must be disabled and/or economically disadvantaged for TD) eligibility requirements, in addition to regular fixed route and community bus services.

Furthermore, the CTD is a primary resource for information, guidance, oversight and legislative advocacy on behalf of the statewide coordinated system.

D. GOALS, OBJECTIVES, AND STRATEGIES

TDSP goals and objectives (presented on pages 19 to 30) are consistent with Florida legislative and administrative requirements and support CTD goals. The TDSP is consistent with the Broward MPO's MTP, BCT's ten-year TDP and simultaneously supports other planning efforts. Every effort is made to address regional issues outlined in the SRPP for South Florida produced by SFRC.

TOPS! is one of the nation's largest and most effective paratransit programs. Enhanced service standards, responsiveness to customer input and partnerships with local community agencies contribute to continuing improvement in delivery of services.

E. IMPLEMENTATION PLAN

The implementation plan for the goals, objectives, and strategies is included on the following pages:

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 1: ENSURE AVAILABILITY OF TRANSPORTATION SERVICES TO PERSONS WHO ARE TRANSPORTATION DISADVANTAGED.

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 1: Promote the provision of the most effective mix of transportation services that meets the demands for sponsored and non-sponsored trips.				
Strategy #1: Maximize use of computer software by the CTC and TOPS! Reservation Center in the areas of routing, scheduling, and operating data.	#1) Number of non-sponsored trips provided	**Quarterly reporting***	**Ongoing****	**CTC**
Strategy #2: Require operators to develop and maintain records of pick-up / appointment times, referrals to CTC and trip denials.	#2) Number of clients and trips allocated to each provider	**Quarterly reporting***	**Ongoing****	**CTC**
Strategy #3: Continue to maintain computerized trip information to monitor and manage the provision of TD services.	#3) Number of non-sponsored trips delivered	**Quarterly reporting***	**Ongoing****	**CTC**
Strategy #4: Continue to develop an information system for marketing TD services.	#4) Number of sponsored trips	**Quarterly reporting***	**Ongoing****	**CTC**
Strategy #5: Expand the transit market by promoting and marketing CTC's "family of services."	#5) Number and kinds of services	**Quarterly reporting***	**Ongoing****	**CTC**
	#6) Accounting of marketing activities	**Quarterly reporting***	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 1: ENSURE AVAILABILITY OF TRANSPORTATION SERVICES TO PERSONS WHO ARE TRANSPORTATION DISADVANTAGED. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 2: Community awareness of TD services.				
Strategy #1: Develop marketing tools for agencies serving individuals who could benefit.	#1) Number of new TD clients	**Quarterly reporting***	**Ongoing****	**CTC**
Strategy #2: Continue efforts to market informational materials for riders of the system.	#2) Total amount spent on marketing/public information	**Ongoing****	**Ongoing****	**CTC**
	#3) Number of informational documents distributed	**Ongoing****	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 2: ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER.

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 1: Implement appropriate methods and procedures to accomplish cost-effective service delivery.				
Strategy #1: Continue the monthly reporting process via computerized trip management system (CTMS) to monitor efficiency and cost effectiveness.	#1) Cost to County per passenger trip	**Monthly**	**Ongoing****	**CTC**
	#2) Cost to County per vehicle mile	**Monthly**	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 2: ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 2: Ensure effective program administration.				
Strategy #1: Continue monthly reporting to evaluate efficiencies and effectiveness of the TD program.	#1) Annual evaluation of CTC performance by the LCB	**April/May ~~2022~~ -2025 (annually)**	**Ongoing****	**LCB**
Strategy #2: Ensure service plan adherence.	#2) Quality Assurance Performance Evaluation performed by CTD	**Ongoing****	**Ongoing****	**CTD**
Strategy #3: Continue the monthly reporting process via CTMS to monitor efficiency, cost effectiveness and quality.	#3) Passenger trips per hour	**Quarterly reporting***	**Ongoing****	**CTC**
	#4) Passenger trips per vehicle mile	**Quarterly reporting***	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 2: ENSURE THE TRANSPORTATION DISADVANTAGED PROGRAM IS DELIVERED IN THE MOST EFFECTIVE AND EFFICIENT MANNER. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 3: Promote utilization of the most cost-effective transportation mode.				
Strategy #1: Continue the monthly reporting process via CTMS to monitor usage and effectiveness of the TD program.	#1) Percent fixed-route trips are of total trips	**Monthly**	**Ongoing****	**CTC**
	#2) Percent group trips (program trips) are of total trips	**Monthly**	**Ongoing****	**CTC**
Strategy #2: Promote and continue monthly bus pass program for individuals and large user agencies.	#3) Percent subscription trips are of total trips	**Monthly**	**Ongoing****	**CTC**
	#4) Number of TD bus pass sales	**Monthly**	**Ongoing****	**CTC**
	#5) Number of valid applicants	**Monthly**	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM.				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 1: Encourage courteous service and passenger satisfaction.				
Strategy #1: Conduct transportation evaluations for quality services.	#1) Number of complaints/grievances filed against the system	**Ongoing****	**Ongoing****	**CTC, CTD**
Strategy #2: Utilize surveys to receive feedback from riders and to maintain quality service.	#2) Analysis of quality survey results	**April/May ~~2022~~2025 (annually)**	**Ongoing****	**LCB**
	#3) Percentage of satisfied clients	**April/May ~~2022~~2025 (annually)**	**Ongoing****	**LCB, CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 2: Promote service that minimizes rider travel and wait times.				
Strategy #1: Adhere to the service plan.	#1) Percent on-time (pick-up and/or drop-off)	**Quarterly reporting***	**Ongoing****	**CTC**
Strategy #2: Update and promote the paratransit rider's guide.	#2) Number of trip requests referred to other providers	**Ongoing****	**Ongoing****	**CTC**
	#3) Number of complaints filed	**Quarterly reporting***	**Ongoing****	**CTD**
	#4) Number of guides produced and distributed	**Ongoing****	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 3: ENSURE THAT SAFE AND QUALITY SERVICE IS PROVIDED THROUGH THE COORDINATED SYSTEM. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 3: Require the provision of safe and reliable service.				
Strategy #1: Maintain accident records for Annual Operating Report (AOR).	#1) Vehicle accidents per 100,000 vehicle miles	**September ~~2022~~2025**	**Complete**	**CTC**
Strategy #2: Conduct FDOT System Safety Plan evaluations for transportation providers.	#2) Road call rate per passenger trip	**September ~~2022~~2025**	**Complete**	**CTC**
	#3) FDOT Summary Report	**Ongoing****	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 4: SECURE NECESSARY FUNDING TO SUPPORT THE TD PROGRAM.				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 1: Maintain and increase funding to better meet the continued demand for paratransit services.				
Strategy #1: Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding TD services.	#1) Total funds received from TD Trust Fund	**June ~~2023~~2025**	**Ongoing****	**DOPA, CTC**
Strategy #2: Continue to pursue funding for non-sponsored trips.	#2) Total funds received from current sources	**Ongoing****	**Ongoing****	**CTC**
	#3) Total funds received from new sources	**Ongoing****	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 4: SECURE NECESSARY FUNDING TO SUPPORT THE TD PROGRAM. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 2: Encourage public and private agencies to identify and allocate sufficient funds to meet the transportation needs of their program participants. **Strategy #1:** Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding transportation service for their clients.	#1) Total funds budgeted by state agencies in the coordinated system #2) Total funds spent by state agencies in the coordinated system #3) Total funds budgeted to provide sponsored trips by non-state agencies #4) Total funds spent to provide sponsored trips by non-state agencies	**June ~~2023~~2025**	**Complete**	**CTC, LCB, DOPA**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 5: ENSURE TD PROGRAM ACCOUNTABILITY.

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
Objective 1: Adhere to state and federal statutes, rules, and regulations for the TD program.				
Strategy #1: Develop and maintain schedules, (monthly, quarterly, and annual) for all pertinent activities related to the TD program in response to TD Commission, Chapter 427 and Federal law.	#1) Timely submission of required documentation, i.e., AOR, TDSP, coordination contracts, operator contracts, grant applications, memorandum of agreement, monthly billing, quarterly planning grant deliverables, CTC evaluations, and progress reports—all with the necessary endorsements and signatures	**Ongoing****	**Ongoing****	**CTC, LCB, DOPA LCB**
	#2) Compliance with Americans with Disabilities Act (ADA) of 1990 and other state and federal requirements	**Ongoing****	**Ongoing****	**CTC**

*Quarterly reporting to the LCB (if necessary)**Ongoing data recording by the CTC (if applicable)

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN				
GOAL 5: ENSURE TD PROGRAM ACCOUNTABILITY. (Continued)				
	PERFORMANCE MEASURE	**EST. DATE OF COMPLETION**	**CURRENT STATUS**	**RESPONSIBLE AGENCY**
Objective 2: Collect, compile, report, and maintain data necessary for evaluation of the local Transportation Disadvantaged program.				
Strategy #1: Evaluate monthly status reports, quality control reports, provider meetings and marketing activities.	#1) Completion of annual CTC performance evaluation performed by the LCB and recommendation by DOPA	**April/May ~~2023~~ 2025(annually)**	**Ongoing**	**LCB, DOPA**
Strategy #2: Maintain all records, including complaint resolutions, the TD eligibility list, and coordination contracts in an orderly manner, facilitating audit and review activities.	#2) Review and dissemination of performance evaluations as conducted by CTD staff	**Ongoing****	**Ongoing****	**CTD, CTC**

*Quarterly reporting to the LCB (if necessary)
**Ongoing data recording by the CTC (if applicable)

F. TD PROJECTS IN THE TIP

Broward MPO Transportation Improvement Program - FY 2026 - 2030

Phase	Fund Source	2026	2027	2028	2029	2030	Total
FM# 4320291	**TRANSPORTATION DIS- ADVANTAGE PLANNING**						***Non-SIS***
Type of Work	**TD COMMISSION - CAPITAL**			**MTP ID/Pg: TI451**	**Lead Agency Manageed by MPO**		
PLN	TDTF	67,893	67,893	67,893	67,893	67,893	**339,465**
Total		**67,893**	**67,893**	**67,893**	**67,893**	**67,893**	**339,465**
	Prior Years Cost	*0*	*Future Years Cost*	*0*		*Total Project Cost*	*339,465*
FM# 4320271	**TRANSPORTATION DIS- ADVANTAGE TRIP EQUIPMENT**						***Non-SIS***
Type of Work	**TD COMMISSION - CAPITAL**			**MTP ID/Pg: TI450**	**Lead Agency Manageed by BCTC**		
OPS	TDTF/TDDR	5,368,687	5,368,687	5,368,687	5,368,687	5,368,687	**26,843,435**
Total		**5,368,687**	**5,368,687**	**5,368,687**	**5,368,687**	**5,368,687**	**26,843,435**
	Prior Years Cost	*0*	*Future Years Cost*	*0*		*Total Project Cost*	*26,843,435*

II. SERVICE PLAN

A. OPERATIONS ELEMENT

Broward County Mass Transit Division (BCT) serves residents through a combination of fixed route public transit, paratransit, and community bus services. Within the coordinated paratransit system ~~18~~17 agencies offer transportation to their customers.

1. Types, Hours, and Days of Service

TOPS! Reservation Call Center 1-866-682-2258
Available during the published operating hours of BCT (normally 4:40 a.m. to 12:40 a.m., Monday through Saturday; and 6:45 a.m. to 10:15 p.m., Sundays and holidays).

Ambulatory and wheelchair transportation service, fixed route and paratransit
Available during the published operating hours of BCT (normally 4:40 a.m. to 12:40 a.m., Monday through Saturday; and 6:45 a.m. to 10:15 p.m., Sundays and holidays). The most current information can be found at www.broward.org/bct or by contacting BCT Customer Service at 954-357-8400.

Ambulatory and wheelchair accessible feeder service available to Tri- Rail Customer Service 1-800-TRI-RAIL (874-7245) TTY 711 (1-800-955-8771)
Tri-Rail provides a $5 discount on Taxi rides to and from your nearest Tri-Rail Station. Passengers requesting a Yellow Cab, including wheelchair accessible vehicles, must contact Yellow Cab at (954) 777-7777 and specify a Tri-Rail connection to receive a $5 discount applied to your trip. The most current information can be found on Tri-Rail's website https://www.tri-rail.com/pages/view/ride-partners

Local municipalities provide ambulatory and wheelchair accessible service
Broward County Transit's (BCT) Community Shuttle Program is a collaborative transit service that operates in partnership with 17 Broward County municipalities. The partnership is bound by an Interlocal Agreement (ILA) in which the County provides funding and propane-fueled buses to the municipalities and the municipalities operate a pre-defined local fixed route shuttle service with designated bus stops in their communities. Buses are equipped with wheelchair securements and bicycle racks. Routes are designed to complement the County's Fixed Route system and to provide increased mobility and connectivity options in areas within the community that larger buses are unable to serve. All community shuttles connect to BCT fixed routes. The most current information about community shuttles and schedules can be found by contacting BCT Customer Service 954-357-8400 or at n https://www.broward.org/BCT/Pages/CommunityShuttles.aspx. Route start times generally range from 5:40 a.m. to 9:00 a.m., ending the day within the range from 5:00 p.m. to 8:30 p.m.

Coordinated Agencies
Usually on weekdays, Monday through Friday, from 8:00 a.m. to 5:00 p.m.

Cost of Service

See Appendix A, "Rate Structure."

Fixed Route

All Broward County buses and community buses are wheelchair-accessible (equipped with lifts and kneelers which are also helpful for non-wheelchair passengers who cannot navigate steps). Bus fare increased to $2.00 effective October 1, 2015. BCT offers 31-day bus passes at discounted rates to elderly, youth, college student, and riders with disabilities. The most current fixed route information can be found on Broward County's website: www.broward.org/bct or by contacting BCT Customer Service 954-357-8400.

BCT Bus Passes may be purchased at many conveniently located outlets including:

- BCT Central Terminal (101 NW 1 Ave. at Broward Blvd., Fort Lauderdale) Hours: Monday through Friday: 6 a.m. to 8 p.m. Saturday and Sunday: 9 a.m. to 4 p.m.
- Lauderhill Transit Center (1359 NW 40th Ave. in front of the Lauderhill Mall, Lauderhill)
  Hours: Monday thru Friday: 6 a.m. to 8 p.m.; Saturday and Sunday: 8:45 a.m. to 4:45 p.m.
- Northeast Transit Center (304 Martin Luther King, Jr. Blvd. at Dixie Hwy., Pompano Beach)
  Hours: Monday and Wednesday: 6:30 a.m. to 2:30 p.m. Friday: 11 a.m. to 7 p.m.
- Most Broward County libraries
- Various check cashing stores

College Bus Passes can only be purchased at the BCT Central Terminal, Northeast Transit Center and at selected libraries: North Regional/BC Library 1100 Coconut Creek Blvd.; Northwest Regional Library – Broward County Library, 3151 University Dr.; NSU/Alvin Sherman Library, 3100 Ray Ferrero, Jr. Blvd.; Main Library,100 S. Andrews Ave.; Miramar Branch Library & Education Center, 2050 Civic Center Place; South Regional Library/BC, 7300 Pines Blvd.; Tamarac Branch Library 8701 W. Commercial Blvd., and on some college campuses.
Premium 31-Day and Premium 10-Ride Bus Passes can only be purchased at the BCT Central Terminal, Northeast Transit Center and at selected libraries: Main Library, 100 S.

Andrews Ave; Hollywood Branch Library, 2600 Hollywood Blvd; Miramar Branch Library & Education Center, 2050 Civic Center Place; Pembroke Pines/Walter C. Young Resource Center, 955 N.W. 129th Ave.; South Regional Library/BC, 7300 Pines Blvd.; Southwest Regional Branch Library, 16835 Sheridan St.; Sunrise Dan Pearl Branch Library, 10500 W. Oakland Park Blvd.; Tamarac Branch Library 8701 W. Commercial Blvd., Weston Branch Library, 4205 Bonaventure Blvd.

Broward County Terminals and library locations do not accept credit and/or debit cards for bus pass purchase.

For information on fixed-route bus service and routes, please call 954-357-8400, option 1, or visit www.broward.org/bct. Printed bus route timetables and maps are available at the following locations:

- Broward County libraries
- Broward Central Bus Terminal
- Broward County Governmental Center
- Most Check Cashing Stores
- BCT Administration Office complex
- BCT Customer Service Rider Info line at 954-357-8400
- Hearing-speech impaired/TTY call 954-357-8302 (teletype machine required)

MyRide.broward.org helps you know when the next three buses will arrive straight to your location! Search by bus stop ID (listed at each stop) or route number to find it on the map and get estimated arrival times based on the bus's location. View other routes at your bus stop by scrolling on the right and selecting the bus route. To plan a trip, visit Google Transit™. Download or view the Types, Hours, and Days of Service and additional instructions at the user guide page. For any additional customer service questions, please call 954-357-8400 seven days a week.

BCT's community bus service is designed to increase the number of destinations within city limits that residents can access through public transit. All community buses connect to BCT fixed routes and are wheelchair accessible and equipped with bike racks. Community buses are free-of-charge. For information on community bus services and routes, please visit https://www.broward.org/BCT/Pages/CommunityShuttles.aspx.

TOPS! During 7/1/ 2023~~3~~4-6/30/2025~~3~~4, 0 people received travel training.

Broward County residents unable to navigate the fixed-route service independently are encouraged to apply for TOPS! Paratransit Service. Granting ADA/TD conditional approval allows customers with disabilities who can use the fixed-route bus service for

some trips to do so and use paratransit service only for trips where specified conditions apply. All registered ADA/TD Conditional Paratransit customers may ride the Broward County fixed-route buses free of charge without affecting their paratransit eligibility. For information, please call 954-357-8400, option 2.

BCT is dedicated to improving its fixed route bus system on an ongoing basis, and have completed the following improvements to enhance accessibility:

- Of the 4,588 total bus stops within Broward County, ~~3,602~~ 3,616 are ADA-compliant.
- Of the ~~986~~ 972 non-ADA compliant bus stops 280 bus stops are structurally unable to meet ADA requirements due to space/easement limitations. All BCT routes have ADA accessible bus stops.
- All bus drivers are trained to provide assistance upon request.
- All buses are equipped with voice annunciation systems which provide on-board automatic voice announcements in English, Spanish and Creole. They announce bus stops, major transfer points and safety advisories.
- All signage, both inside buses and at bus stops, complies with ADA regulations.

Other Community Service Sponsored Trips

Community non-profit agencies participating in the U.S.C. Section 5310 Formula grants for the Enhanced Mobility of Seniors and Individuals with Disabilities 20.513 program provide transportation for agency program eligible customers. Currently ~~18~~17 agencies participate in the Coordination Contract Non-Reimbursed transportation program. See Appendix B, “Providers and Coordination Contractors.”

Scheduling Trips

Reservations receive trips requests between 8:00 a.m. and 5:00 p.m., seven days a week by calling the TOPS! Reservation number at 1-866-682-2258 or by going online at www.MyTopsTrips.org 24 hours a day. Reservations must be scheduled a minimum of one to a maximum of three days in advance.

Same-Day Service

It is at the discretion of BCT and the TOPS! Reservation Center to provide same-day service on a limited basis, based upon available vehicle capacity and time. The provider makes reasonable efforts to accommodate same-day trip requests on a case-by-case basis. The TOPS! Paratransit program does not provide emergency or stretcher transportation.

Subscription Trips

Subscriptions (also known as “standing orders”) are trips provided at least two times a week, to and from the same locations, at the same time, on the same days of the week. Subscription trips are scheduled for a minimum of four consecutive weeks. Examples of subscription trips: work, school, dialysis, therapy, etc. Once arranged, subscription trips are automatic and additional telephone calls are not necessary. To place a subscription order, riders may contact the Call Center 1-866-682-2258. It is the rider’s responsibility to cancel specific subscription trips that are not needed. Subscription trips are cancelled on Federal holidays, therefore if the rider needs service on a Federal holiday the rider must make a reservation with the Call Center. Contact the Call Center for a list of observed holidays. Subscription service is a privilege and may be discontinued for due cause.

Subscription trips comprise approximately ~~46~~ 41% of total trips.

2. Accessing Services

Services provided by Broward County may be reached by calling the BCT Paratransit Division, at 954-357-8400. Program information and applications can be downloaded from www.broward.org/bct or contact BCT Customer Service and an application can be mailed upon request.

For the hearing impaired, BCT has TTY capability which may be accessed by calling 954-357-8302.

Access TOPS! Reservation Center by calling 1-866-682-2258.

Access Tri-County Commuter Rail feeder service by calling 1-800-TRI-RAIL (1-800-874-7245).

TOPS! reservations may be made seven days a week from 8:00 a.m. to 5:00 p.m. To make a telephone reservation, contact the Call Center at 1-866-682-2258 during BCT operating hours. Reservations are accepted a maximum of three days prior to travel date. Next day reservations must be completed before 5:00 p.m. TOPS riders with trip questions or concerns may call 1-866-682-2258 and speak with a reservation agent Monday through Friday from 4:40 a.m. to 12:40 a.m., Saturday, Sunday and holidays from 6:45 a.m. to 10:15 p.m.

Hearing impaired may contact any of the above telephone numbers, during the indicated times, through the Florida Relay Service by dialing 711 or 1-800-955-9771.

Customers must call the individual program sponsor for registration or certification information for other programs. BCT routinely publishes availability of TD services in

informational materials widely distributed throughout the community, including the Customer Service telephone number for BCT and the Paratransit Division. The Aging & Disability Resource Center of Broward County, Agency for Persons with Disabilities, 211 and other community organizations provide similar directories of services available to the public. BCT publishes the *Paratransit Services Rider's Guide* (Appendix I) which details how to access paratransit service as well as program policies. The most current Paratransit *Rider's Guide* can be accessed and downloaded from the County's website www.broward.org/bct under the paratransit section. BCT's materials are available in alternate forms upon request.

The CTD's TD Hotline can be reached by calling 1-800-983-2435 or TTY 1-800-648-6084 and is available Monday through Friday from 8:00 a.m. to 5:00 p.m. The CTD TD Hotline phone numbers are posted in all TOPS! vehicles and are included in the *Rider's Guide*.

Customer Pick-Up

Provider provides door-to-door service. Drivers go into lobbies or vestibules of buildings to locate and/or assist a customer; however, drivers are not to enter residences. Drivers refrain from sounding a horn. When customer boards the vehicle, driver update the automated system indicating the successful pick-up.

First Aid Policy

TOPS! drivers do not perform First Aid. It is the policy of the CTC to have the vehicle operator call 9-1-1.

Cardiopulmonary Resuscitation (CPR)

TOPS! drivers do not perform CPR. It is the policy of the CTC to have the vehicle operator call 9-1-1.

"No-Show" Policy

TOPS! does not have a "no-show" policy.

Procedures for Dispatching Backup or After-Hours Service

Provider is responsible for all pre-scheduled trips. If a vehicle is late, customers may call TOPS! Reservation Center (866) 682-2258 for the estimated time of arrival. The CTC has customer service representatives available on weekdays to answer questions. If pick-up does not occur, customers may contact TOPS! Paratransit Customer Service Section at (954) 357-8400 or TTY (954) 357-8302 or toll-free TOPS! Reservation Center (866) 682-2258 in Broward, Miami-Dade and Palm Beach Counties. Hearing impaired may contact any of the above telephone numbers, during the indicated times, through the Florida Relay Service 711 or 1-800-955-9771. The TOPS! Reservation Center may contact another provider at their discretion to provide backup service if deemed necessary. BCT also invokes contractual terms specifying financial disincentives for lateness or missed trips.

Eligibility

TD - Pursuant to Chapters 411 and 427 of the Florida Statutes, Broward County, as CTC under direction from CTD, and in cooperation with LCB, developed TD eligibility guidelines for Broward County residents. CTC requires a completed, written application (Appendix C, "Transportation Disadvantaged Applications") on file for all TD participants (applications are available in alternative formats). Applications can be downloaded from our website www.broward.org/bct or by contacting BCT Customer Service at 954-357-8400 and requesting a TD application or picking up an application at Government Center West, 1 N. University Drive, Plantation, FL 33324. In-person or telephone assistance to complete applications is available by request.

TD Eligibility Criteria - TD door-to-door paratransit eligibility criteria requires the applicant to qualify under disability and/or current Federal Poverty Level Guidelines at the 225 percent level. Applicants requesting door-to-door paratransit service must have the medical page(s) completed and signed by a Florida licensed physician. Individuals that are ADA eligible default to TD eligibility when traveling outside of the ADA service area. Bus Pass eligibility is determined by income compliance with the current Federal Poverty Guidelines at the 225 percent level. Household income verification is required for TD-Bus Pass applicants.

The CTC eligibility team reviews submitted TD Bus Pass and TD door-to-door program applications. Staff evaluates each TD Bus Pass program application to ensure compliance with current Federal Poverty Guidelines at the 225 percent level and not eligible to receive transportation from other source(s). For TD door-to-door paratransit applicants, staff evaluates each application to ensure that physical and/or mental disability criteria and/ or compliance with current Federal Poverty Guidelines at the 225 percent level are met. Only complete applications receive an eligibility determination. When a submitted application is incomplete, an applicant is sent a letter detailing the information needed to complete the application process.

If approved to participate in the TD Bus Pass program, the customer will receive a letter of eligibility, a bus pass request card and a 31-day BCT bus pass to ride BCT fixed-route bus system without charge. The TD bus pass will be one of the following:

A. 31-Day Reduced Pass
B. 31-Day Adult Pass

Included in the envelope with the letter and the 31-day BCT bus pass is a request card to submit to receive the next 31-day BCT bus pass. The TD program customer shall mail the bus pass request prior to current bus pass expiration date. Customers must apply for eligibility every year prior to expiration of the current eligibility period. Customers receive a 30-day expiration notice and are responsible for either downloading an application at www.broward.org/bct or contacting BCT Customer Service at 954-357-8400 to request a

TD Bus Pass program application or picking up an application at Government Center West, 1 N. University Drive, Plantation, FL 33324. Participants seeking approval for TD service must complete the full eligibility determination process. Prior eligibility does not guarantee future eligibility.

If approved for door-to-door TD paratransit service, a Letter of Determination notifying participant of eligibility as well as a TOPS! *Rider's Guide* which provides program information and policies are mailed to the participant Customers enrolled in the TD door-to-door paratransit program must apply for eligibility every year prior to expiration of their current eligibility period. Customers receive a 30-day expiration notice and are responsible for either downloading an application or contacting BCT Customer Service at 954-357-8400 and requesting a TD door-to-door application or picking up an application at Government Center West, 1 N. University Drive, Plantation, FL 33324. Customers seeking eligibility for TD door-to-door service must complete the full eligibility determination process which includes meeting physical and/or mental disability criteria and/or compliance with current Federal Poverty Guidelines at the 225 percent level. Prior eligibility does not guarantee future eligibility.

Approved eligibility for the TD Bus Pass or door-to-door paratransit program is effective upon approval. Eligibility will expire annually on the same date of the following year.

The Temporary Transportation Disadvantaged program provides 30 days of door-to-door transportation for Broward County residents who are identified by treatment center care managers to need transportation to obtain life sustaining treatment, dialysis, radiation or chemotherapy treatment. The transportation request must originate from the treatment facility in Broward County. The facility staff will contact paratransit staff and is emailed an application for Temporary Transportation Disadvantaged Request. The treatment facility is responsible for completing and submitting the customer's Temporary Transportation Disadvantaged application which includes an original doctor's signature, an original customer's signature and a copy of applicant's Florida license or ID with a Broward County address to paratransit. The Temporary Transportation Disadvantaged Request application is processed, and eligibility is determined by the eligibility staff. The customer is sent an approval letter for TD Temporary door-to-door service and a TOPS! *Rider's Guide*.

If the customer is eligible for TD Temporary and needs more than 30 days of service, an ADA application needs to be completed by the customer and returned to BCT for processing at 1 N. University Dr., Plantation, FL 33324.

Complaint and Grievance Procedures

TD program applicants receive eligibility determinations in writing with the reason(s) for the decision. The CTC and the LCB have an established eligibility appeal process for customers. Customers are to follow the established Complaint and Grievance

Procedures to appeal an eligibility determination.

Prioritization

The Broward County CTC does not prioritize TD trips. In the event it is determined that TD trips must be prioritized, TD trips will be prioritized in the following order:
Medical/ Life Sustaining/Nutritional
Employment/Ed/Training/Daycare
Social/Other

Fare Changes

Effective February 1, 2014 the Broward County Board of County Commissioners approved allowing honorably discharged veterans a $1.75 (50%) paratransit fare **to VA clinics only**. Any other paratransit trips taken by a veteran is the normal $3.50.

3. Transportation Operators and Agency Coordinated Transportation (ACT) Coordination Contractors

A five-year Paratransit contract went into effect 1/1/2015 and ended 12/31/2019. One provider did not renew while the other provider performed the two one-year option expiring on 12/31/2021. In October 2021 the provider's contract agreement was amended to remain in fill force and effect for 2022-2024 with two one-year option renewals. One provider and four Agency Coordinated Transportation (ACT) programs provided approximately ~~2,547~~ 2,830 trips each weekday, ~~904~~ 1,014 trips every Saturday and ~~741~~ 870 trips every Sunday (see Appendix B, "Providers and Coordination Contractors") during this reporting period. There are currently ~~186~~ 304 active TD customers registered with TOPS! door-to-door paratransit service and 6,385 ~~6,632~~ active eligible ADA customers registered with TOPS! paratransit service. TOPS! providers are selected under the competitive bid process established by FAC.

The Agency Coordinated Transportation (ACT) Program allows pre-qualified agencies with a Broward County coordinated contract to provide Paratransit transportation services to and from their congregated services centers, directly to TOPS-eligible riders.
The ACT Program is designed to provide operational benefits, including but not limited to reduced higher-cost demand service trips; increased agency responsibility and control over their customer transportation; reduced operational service delays; improved efficiency of trip delivery; and assistance to customers that require a higher level of personal service. The ACT agency is paid a contracted rate per service hour.

4. Public Transportation Utilization

BCT provides service to 410 square miles within Broward County. BCT buses connect to Palm Beach and Miami-Dade transit systems and to Tri-Rail. BCT buses provide connections to our community's multimodal transportation network, as well as system wide connections at four transfer terminals: Broward Central Terminal (downtown Fort Lauderdale), West Regional Terminal (Plantation), Lauderhill Mall Transfer Facility (Lauderhill), and Northeast Transit Center (Pompano Beach).

BCT's fleet has ~~415~~ 383 fixed-route buses (all BCT buses are wheelchair accessible, and our bus operators provide assistance upon request) providing service on ~~43~~ 44 weekday routes and 67 community buses operated in partnership with 17 municipalities. BCT transports ~~24~~23 million passengers annually (~~64,743~~ 65,196 daily) with an annual service mileage of over 14 million miles. There are 43 BCT Routes and 51 Community Shuttle Routes Monday-Friday. On Saturdays, service is reduced to 32 BCT directly operated Fixed Routes and ~~22~~ 23 Community Bus Routes . Service is further reduced on Sundays, with BCT providing rides on 32 directly operated Fixed Routes and 5 Community Bus Routes . There are ~~4,588~~ 4,655 designated bus stops and ~~1,385~~ 1,231 bus stops have shelters with ads with a minimum of 50 shelters planned for construction in 202~~5~~ 6.

BCT provides service into Miami-Dade and Palm Beach Counties.

Fixed-route service into Palm Beach County includes Route 19 to Sandalfoot and Route 10 to Mizner Park.

Fixed-route service into Miami-Dade County includes Route 18, 441 Breeze and University Breeze to Golden Glades; Route 2, 207th Street and University Drive; and Route 1, 28 and US 1 Breeze to Aventura Mall and 95 & 595 Express Buses from various park-and-rides to downtown Miami, Brickell, ~~and~~ Civic Center, and Miami Intermodal Center..

BCT provides free Wi-Fi on all buses. All buses are equipped with voice annunciation systems, which provide on-board automatic voice announcements in English, Spanish and Creole. They announce bus stops, major transfer points, and safety advisories.

BCT has both Spanish and Creole languages on its website. The translated versions can be accessed from the BCT home page at www.broward.org/bct by selecting from the "Language Chooser" button. Bus schedules and maps are not translated, as these web pages identify departure and arrival times, bus stop locations, landmarks and other non-translatable terms.

BCT issues photo identification cards for those fixed-route users deemed eligible for a reduced fare based on age (students and seniors) and/or disability. Presenting this photo ID to bus drivers and bus pass vendors enables the user to travel at a reduced fare.

Passengers who prefer online trip planning assistance for travel on BCT buses can log on to Google Transit™ at www.google.com/transit. BCT offers riders an online trip planner as an alternative to driving directions. Passengers start by entering the starting and ending destination and expected departure or arrival time. Google Transit™ will provide up to three suggested trip plans featuring trip maps, transfer instructions~~,~~ and estimated arrival times.

Bus passengers and authorized vendors may purchase bus passes online after creating an "Access Broward" account. Visit www.broward.org/bct and click on "Fares," then select "Bus Pass Purchase." BCT bus passes can be ordered online by making an electronic payment. Transit riders can order only 10-Ride, 7-Day, 31-Day Adult, 10-Ride Premium and 31-Day Premium bus passes. Reduced fare bus passes (Youth/Senior/Disabled/Medicare/College Student) must be purchased in person at the main terminal or authorized vendor locations as valid ID is required for age, student status and/or disability verification. Authorized bus pass vendors are able to purchase all bus passes online with the exception of the All-Day bus pass which can only be purchased onboard the bus.

When an online purchase is made, the customer will be sent an e-mail confirming the order. Standard shipping via the U.S. Postal Service (USPS) is free. Authorized bus pass vendors have the option of bus passes being shipped for free by USPS or by secure delivery for a graduated rate.

Online orders are usually processed within three business days. For orders shipped within the U.S., please allow 7-10 business days to receive the bus pass.

Orders may be placed 24-hours-a-day, seven-days-a-week; however, orders placed after 2:00 p.m. on Friday, weekends or holidays will be considered received the following business day and will usually be processed within three business days.

Online transaction information is processed using a 128-bit "Secure Socket Layer" (SSL) certificate. This protection makes it extremely difficult–if not impossible–for anyone to intercept personal or credit card information.

All online bus pass purchases are final. Bus passes cannot be exchanged or refunded. BCT does not assume responsibility or liability for bus passes that are lost during shipping. Under Florida law, e-mail addresses are public records. If customers do not want their account registered e-mail addresses released in response to a public records request, they should not register to purchase bus passes online.

For more information about the online bus pass purchase, contact the Broward County Transit Communications Section at 954-357-6786. A BCT bus pass is a credit-card size

fare card with a magnetic swipe. It is a cost-savings pass for daily, unlimited travel for a specific period of time:

Mobile-Friendly Fareboxes

All BCT buses have mobile-friendly fareboxes. The fareboxes make travel easier and more convenient for customers to purchase a bus pass using their smartphone. The fareboxes can process various forms of payments including mobile tickets, smart cards, and cash.

BCT Mobile Ticketing ~~App~~

To purchase a ticket through the mobile ticketing app a customer needs to:
1. Download the Ride BCT~~Broward County Transit Mobile Ticketing~~ App or the SoFloGO App
2. Purchase ticket on customer's smartphone
3. Scan and ride.

View the instructional video: ~~https://www.broward.org/BCT/Pages/Mobile-Ticketing-App.aspx~~ https://www.broward.org/BCT/Fares/Pages/MobileApp.aspx

Mobile Ticketing Reduced Fare Pass Registration

In order to purchase reduced fare electronic bus passes in the Mobile Ticketing App, you must visit one of our locations for a Customer Service Agent to create your account.

Mobile Ticketing Registration is available at the following locations:

- Government Center West
  1 North University Drive
  Plantation FL 33324
  Second Floor
  Hours: Monday - Friday, 9-11AM and 2-4PM

- Broward Central Terminal
  101 NW 1 Avenue
  Fort Lauderdale FL 33301
  Hours: Monday - Friday, 8AM - 5PM

- Lauderhill Transit Center
  1359 NW 40th Avenue
  Lauderhill FL 33313
  Hours: Monday - Friday, 8AM - 5PM

- Northeast Transit Center
  304 Dr. Martin Luther King Jr. Boulevard
  Pompano Beach FL 33060
  Hours: Monday and Wednesday: 6:30AM - 2:30PM; Friday: 11AM - 5PM

Required Documentation:

Original documentation ONLY (Photocopies will not be accepted)

- **Senior Fares (65 and older) -** Proof of age is required.
- **Medicare or Disability Fares -** Proof of disability is required.
    - A valid government issued photo I.D. is also required. All Medicare cards, doctor letters and Government issued photo I.D. cards must be originals.
- **College Bus Pass –** Current college photo I.D. card or a current copy of the student's class schedule and a current photo I.D. is required.
- **Youth fares (18 years or younger) –** Proof of age is required.

The BCT Bus Pass is a credit-card size fare card with a magnetic swipe. It is a cost-savings pass for daily, unlimited travel for a specific period of time.

Adult Fares (Ages 19-64)

- One-way Cash Fare $2
- 3 Day Bus Pass $12
  Unlimited rides for 3 consecutive days. Starts the first day the card is swiped on the bus.
- 7 Day Bus Pass $20
  Unlimited rides for 7 consecutive days. Starts the first day the card is swiped on the bus.
- 10 Ride Bus Pass $20
  Expires after the 10th ride is taken.
- All Day Pass $5
  Available for purchase on the bus. Unlimited rides all day on BCT fixed routes.
- 31 Day Adult Bus Pass $70
  Unlimited rides for 31 consecutive days. Starts the first day the card is swiped on the bus.
- Premium Express one-way cash fare $2.65
- Premium Express 10 Ride Bus Pass $26.50
- Premium Express 31 Day Bus Pass $95

Senior Fares (65 and older)
Medicare or Disability Fares (proof of disability required)

- One-Way Cash Fare Reduced $1

- All Day Bus Pass Reduced $4
- 31 Day Bus Pass Reduced $40
- Premium Express One-Way Cash Fare Reduced $1.30

Proof of age is required for a senior fare.

For a BCT Disabled Reduced Fare Photo I.D. Card, proof of disability is required with a Medicare card or a dated letter from a doctor (on Doctor's letterhead) stating 50 percent or more permanent disability or a Social Security Award Letter (letter must have the wording 'disabled individual'). A valid government-issued photo I.D. is also required. All Medicare cards, doctor letters, and Government-issued photo I.D. cards must be originals. No copies will be accepted.

Youth Fares (18 years or younger)

- One-Way Cash Fare Reduced $1
- All Day Bus Pass Reduced $4
- 31 Day Bus Pass Reduced $40
- Premium Express One-Way Cash Fare Reduced $1.30

All bus passes are not exchangeable, refundable, or transferable. Damaged cards are invalid. Lost, stolen or damaged cards will NOT be replaced by BCT.

College Bus Pass

- 31 Day College Bus Pass $50

To purchase this pass, a current college photo I.D. card or a current copy of the student's class schedule and a current photo I.D. is required. The College Student bus pass is only available for sale at the Broward County Main Library (MN), North Regional/BC Library (NR), South Regional/BC Library (SR), Miramar Library (MI), Northwest Regional Library (NO), Tamarac Branch Library (TA), Alvin Sherman Library located at Nova Southeastern University, on some college campuses, and at the Central Bus Terminal and Northeast Transit Center.

All bus passes are not exchangeable, refundable, or transferable. Damaged cards are invalid. Lost, stolen or damaged cards will NOT be replaced by BCT.

TRANSFERS BETWEEN REGULAR BUS ROUTE SERVICE AND PREMIUM 95 EXPRESS BUS SERVICE

A BCT 31-Day Premium Express Bus Pass is acceptable on all BCT regular bus service. Passengers transferring from regular route bus service to express bus service with an All

Day, 7-Day or 31-Day bus pass must pay a premium upgrade fee of $1.00. Passengers with a regular 10-Ride bus pass or paying by cash on regular service will not be able to transfer between bus services and must pay the full premium fare when boarding the 95 Express bus.

TRANSFERS FROM BCT TO OTHER SOUTH FLORIDA TRANSIT SYSTEMS

When boarding a BCT bus, passenger pays the appropriate BCT fare and may request a transfer from the bus operator if transferring to Miami-Dade Transit (MDT), Palm Tran or Tri-Rail.

TRANSFERS TO BCT FROM OTHER SOUTH FLORIDA TRANSIT SYSTEMS

When transferring from MDT, Palm Tran, and Tri-Rail to BCT regular fixed-route bus service, passenger pays $.50 with a transfer issued by MDT or Palm Tran and proof of fare payment such as Easy Card and a receipt issued by Tri-Rail. Tri-Rail passengers boarding BCT at any locations other than at a Tri-Rail station will be required to pay the full fare.

TRANSFERS BETWEEN OTHER SOUTH FLORIDA TRANSIT SYSTEMS AND PREMIUM EXPRESS BUS SERVICE

Transfers to MDT or Tri-Rail from Premium Express Service, a transfer is issued, and passenger must pay appropriate MDT or Tri-Rail fare. Transfer from MDT or Tri-Rail to Premium Express Service, a $.50 transfer fee is required with the appropriate transfer from MDT or Tri-Rail. The Premium Express Service does not connect with Palm Tran. The Easy Card issued by MDT and Tri-Rail is not accepted as payment on any BCT bus.

UPGRADE TRANSFER POLICY

From BCT local to BCT Express: BCT bus pass plus $1 upgrade, pertains to holders of all BCT passes: All Day, 3-Day, 7-Day, 10-Ride, Adult 31-Day Regular, Adult 31-Day Senior, Disabled/Medicare, Youth and College Student Pass.

BCT partners with the Broward County Homeless Initiative Partnership Administration (HIP) to provide discounted bus passes (50%) to those agencies in Broward County that serve homeless individuals.

5. Vehicle Inventory

All Broward County Vehicle Inspections are conducted annually by BCT, in accordance with Chapter 14-90, FAC per the contract for Paratransit Service. See Appendix D, “Vehicle Inventory.”

6. System Safety Program Plan

BCT conducts annual vehicle inspections and system safety reviews of all Paratransit providers in accordance with chapter 14-90 FAC. Florida Department of Transportation (FDOT) receives a safety certification for each operator. Security Program Plan: In accordance with Chapter 14-90.004, FAC, all TOPS! providers must develop and maintain a Security Program Plan. This becomes part of the System Safety Program Plan requirements (See Appendix E, "System Safety Program Plan").

Coordination agreement providers complete an annual Automotive Service of Excellence (ASE) inspection on transportation vehicles.

7. Intercounty Services

BCT provides service into Miami-Dade and Palm Beach Counties. Fixed-route service into Palm Beach County includes Route 18 to Sandalfoot and Route 10 to Mizner Park.

Fixed-route service into Miami-Dade County includes Route 18 to 163rd Street Mall and Golden Glades Park, Route 2 to 207th Street and University Drive and Golden Glades Park and Routes 1 and 4 to Aventura Mall.

The three counties have designated transfer locations for paratransit customers transferring across service areas and have an intercounty service agreement for paratransit delivery. The Broward County Board of County Commissioners approved the expansion of the Paratransit service area to include the Florida Atlantic University (FAU) campus. Effective April 11, 2016, TOPS customers going to the FAU campus in Boca Raton are no longer be required to transfer with Palm Tran Connect at the Mizner Park transfer location. TOPS! customers may now request trips to and from the campus directly. The Administrative Building at 20400 Palm Beach Avenue will serve as the location for all pick-ups and drop-offs. BCT provided ~~41,866~~ 50,463 intercounty trips for the year averaging ~~804~~ 970 trips per week.

8. Natural Disaster/Emergency Preparedness

As a primary agency (Broward County Emergency Service Function #1), BCT, including the Paratransit Division, maintains a special needs transportation capability by means of contractual arrangement with transportation contractors to transport persons with special needs to/from designated shelters. Individuals are required to pre-register with Broward County Elderly & Veterans' Services Division. The rider's fare is waived under such emergency circumstances. Individuals may have the option to contact their service provider for trips. (Appendix F, "Paratransit Emergency Transportation Plan")

In order to address issues pertaining to the operation of special needs shelters during emergencies and to prepare for future emergency needs of special needs shelter customers, Broward County's Human Services Department initiated the Special Needs Task Force (SNTF). The SNTF meets on a monthly basis to address issues including

customer eligibility, customer registration, transportation services, shelter staffing, shelter inspections, shelter supplies and inventory, electrical needs, plumbing needs, medical needs, oxygen needs, public awareness, etc.

The SNTF consists of representatives from BCT, Broward County Substance Abuse and Health Care Services Division, Broward County Elderly and Veterans Services Division, Broward County Trauma Management Agency, Broward County Emergency Management Agency, Florida Department of Health, Children's Medical Services, Memorial Healthcare System, North Broward Hospital District, South Broward Hospital District, and Broward County Public Schools.

During 7/1/202~~3~~4- 6/30/2024~~5~~, the following activities were completed or recertified by the Broward CTC staff:

- Combined the special needs database into the paratransit ADEPT database.
- Required NIMS training and certification (ICS-100, ICS-200, ICS-300 [manager], and ICS-700).
- Required training in the use of WebEOC, the software program utilized by the County's Emergency Operations Center (EOC).
- Broward CTC staff trained the EOC Call Center staff on policies and procedures for arranging special needs transportation during an emergency event.
- Attended workshop on the development and implementation of the new Continuation of Operations Plan (COOP).
- Created the Paratransit Services COOP for inclusion in BCT's COOP.
- Updated the Paratransit Services Hurricane Evacuation Plan and Standard Operating Procedures.
- Attended the following:
    - Workshop on Public Information During Activations
    - Table Top Exercise Procedure Training
    - Broward County Emergency Response Team (Emergency Support Function 1 [ESF-1] Table Top Exercise)
    - Broward County ESF-6, ESF-8, ESF-11 and ESF-18 Table Top Exercise
    - Statewide Hurricane Exercise – EOC Level 1 Full Activation

9. Marketing

BCT's Customer Relations and Communications Section develops and implements marketing, advertising, and public relations programs to provide the public with information about current, new and enhanced bus service, special projects and events, and the benefits of riding public transportation. The section responds to a myriad of customer inquiries and provides personal trip planning through the customer information telephone center, and at the web-based Google Transit™, accessible on the agency's Website.

BCT's website at www.broward.org/bct receives improvements as needed. Its redesign to a more mobile-friendly layout resulted in continued increases in monthly

hits. Enhancements to the site include a sign-up form for “Transit Flash,” an e-newsletter that is sent to a customer e-mail database with information about detours, service changes and other information.

10. Acceptable Alternatives

“Multimodalism” is in use in public transit to meet passengers’ needs for several methods of accessible and timely transportation. Bus Your Bike service is one multimodal service BCT provides, allowing passengers to take bicycles on the bus as a secondary transportation option. Racks are located in the front of all BCT buses to afford riders an opportunity to store their bicycles during transport.

BCT has partnerships with Tri-Rail, Transportation Management Associations (TMAs), and community buses. Using these different forms of transportation, County residents may assist in reducing traffic congestion and environmental pollution.

Tri-Rail, South Florida’s commuter train, operated by the SFRTA, runs along a 71-mile corridor parallel to Interstate 95 and services Palm Beach, Broward and Miami-Dade Counties. Connecting wheelchair accessible bus service is available from all Tri-Rail stations and shuttles connect passengers to three international airports: Miami International, Fort Lauderdale/Hollywood International and Palm Beach International. Representatives from the CTC and DOPA serve on SFRTA’s ADA Advisory Committee.

Emergency Ride Home: Employees working in downtown Fort Lauderdale for an employer who is a TMA member and who participate in rideshare, walks or bicycles or has an emergency, TMA will provide a free ride home or to an emergency location.

III. QUALITY ASSURANCE

Chapter 427, FS; Rule 41-2, FAC; and the Local Coordinating Board and Planning Agency Operating Guidelines prescribe the CTC evaluation process that summarizes the CTC's strengths and weaknesses over the past year in terms of implementing Chapter and Rule, Memorandum of Agreement (MOA) and goals and objectives in the TDSP. The LCB has the responsibility to conduct the evaluation of the CTC. Staff to the LCB completes the evaluation process utilizing CTD-approved criteria. A copy of the evaluation is provided to the MPO and the CTD.
The LCB recommended the re-designation of Broward County as the CTC. The CTD approved the Memorandum of Agreement (MOA) with the CTC for five years effective July 1, 2023 – June30, 2028

A. PARATRANSIT CONTRACTCUAL SERVICE STANDARDS

See Appendix G, “Solicitation and Addenda 1-4, Paratransit Transportation Services”

B. LOCAL COMPLAINT AND GRIEVANCE PROCEDURES/PROCESS

Complaint and grievance procedures provide the TD population and the general public a forum to address complaints and grievances relative to contract non-compliance.

Posting of the complaint and grievance rights of the user is visible to sighted customers and are periodically explained verbally to sight-impaired customers.

COMPLAINT PROCEDURES

1. The customer or customer's advocate contacts the Call Center 1-866-682-2258 or, using the telephone number posted in the vehicles, and expresses dissatisfaction with the service citing a date and time and the reason for the complaint. If the complaint is related to matters of policy, the CTC explains that the service provided was within the CTC's scope of service and closes the matter.

2. If the complaint is not about a matter of policy, the Call Center records the complaint in the Computerized Transportation Management System (CTMS). The CTMS assigns a tracking number to the complaint.

a) After taking the complaint, the call center will ask the customer if they want the tracking number and to be advised of the resolution outcome.

b) If the customer says yes, the call center must note the request on the complaint form that is sent to the CTC; CTC will follow up with the customer.

c) If a customer says no, then the complaint is tracked and documented in the usual manner.

3. The CTC forwards the complaint to the appropriate contractor who is required to respond to safety complaints immediately and other complaints within 24 hours.

4. The contractor responds to the complaint, either acknowledging that the complaint is valid, or disputing the complaint with documentation showing that the contractor was in compliance with its contract. If the contractor determines that the complaint is valid, the contractor also informs the CTC that it is taking corrective action.

5. The CTC determines whether or not the documentation is sufficient or that the complaint is valid.

6. The customer is contacted by the CTC and advised of the resolution of the complaint and, if valid, the corrective action taken by the contractor.

If the customer is not satisfied with the CTC's explanation of the complaint resolution, the CTC should inform the customer that it will look further into the matter if the customer is willing to forward a written explanation. The following Grievance Procedures would then apply:

SECTION 1: CREATION

1.1 There is hereby created a formal complaint/grievance procedure for the transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged (CTD) pursuant to Chapter 427, Florida Statute and Rule 41-2.012, Florida Administrative Code, hereinafter referred to as the Grievance Process. The following rules and procedures shall constitute the grievance process to be utilized in the coordinated community transportation disadvantaged system for Broward County.

SECTION 2: DEFINITIONS

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

(a) **Community Transportation Coordinator (CTC):** A transportation entity recommended by a Metropolitan Planning Organization (MPO), or by the appropriate designated official planning agency, as provided for in Section 427.011-427.017, Florida Statutes, in an area outside the purview of a MPO, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area. The current CTC for the County is Broward County, FL, the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a MPO. The MPO shall serve as the Designated Official Planning Agency (DOPA) in areas covered by such organization. The Broward MPO is the DOPA for Broward County.

(b) **Transportation Disadvantaged (TD) user:** 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 on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

(c) **Agency:** An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation services providing agency.

(d) **Transportation Operator:** One or more public, private for-profit, or private nonprofit entities engaged by the CTC to provide service to TD persons pursuant to a coordinated system service plan.

(e) **Service Complaint:** Incidents that may occur on a daily basis and are reported to the CTC involved with the daily operations and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the CTC to meet local service standards established by the CTC and LCB. All

service complaints should be recorded and reported by the CTC to the LCB.

(f) **Formal Grievance:** A written complaint to document any concerns or an unresolved service complaint regarding the administration of TD services by the CTC, DOPA, or LCB.

(g) **Administrative Meeting of the Grievance Committee Process:** Chapter 120, Florida Statute.

(h) **Ombudsman Program:** A toll-free telephone number established and administered by the CTD to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the CTC.

(i) **TD Program Administrator:** Serves as staff to the MPO, as directed by the MPO Executive Director, and shall act as the staff of the LCB.

SECTION 3: OBJECTIVES

3.1 The objective of the grievance process shall be to process, investigate, and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities and the customer. It is not the objective of the grievance process to have “adjudicate” or “determinative” powers.

3.2 The CTC must provide the TD Program’s telephone number in all collateral materials regarding the reporting of complaints.

3.3 All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

3.4 A written copy of the grievance procedure shall be available to anyone upon request.

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

SECTION 4: MEMBERSHIP

4.1 The Grievance Committee shall be composed of a minimum of three Members and shall be appointed by the LCB Chairperson, or in his/her absence the Vice Chairperson. The Chairperson, or in his/her absence the Vice Chairperson, of the LCB reserves the right to make reappointments should any conflict of interest arise.

4.2 The TD Program Administrator (MPO staff) or designee shall be an advisory member of the Grievance Committee.

SECTION 5: TERMS OF MEMBERS

5.1 A member of the Grievance Committee may be added or removed for cause by the LCB Chairperson, or in his /her absence, the Vice Chairperson. Vacancies in the membership of the Grievance Committee shall be filled in the same manner as

the original appointments.

5.2 A minimum of three (3) Grievance Committee members shall be present for official action. Meetings shall be held at such times as the Grievance Committee may determine and/or as necessitated by formally filed grievances.

SECTION 6: GRIEVANCE PROCESS

6.1 Grievance procedures will be those as specified by the LCB, developed from guidelines of the CTD, and approved by the LCB as set forth below. The grievance procedures are for the purpose of fact-finding and not exercising adjudicative powers. Therefore, it should be understood that these procedures are for the purpose of "hearing", "advising" and "making recommendations" on issues affecting the service delivery and administration of the TD program in the service area.

6.2 Apart from the grievance procedures outlined below, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Meeting of the Grievance Committee Process, the judicial court system, the CTD.

6.3 Service Complaints: All service complaints should be recorded and reported by the CTC to the LCB. Service complaints may include but are not limited to:

- Late pick-up 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.)
- Other, as deemed appropriate by the LCB

6.4 Formal Grievance: The customer, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. The formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: users, potential users, the CTC, the DOPA, elected officials, and operators. Formal grievances may include, but are not limited to:

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

- Billing and/or accounting procedures
- Denial of service
- Suspension of service
- Unresolved safety issues
- Other, as deemed appropriate by the LCB

6.5 All formal grievances filed must be written and contain the following:

- Name and address of the complainant
- A statement of the grounds for the grievance and supplemented by supporting documentation made in a clear and concise manner. This shall include a complete description of efforts taken by the customer to resolve the complaint.
- An explanation of the relief desired by the customer.

If the customer does not supply the above information to substantiate the grievance, no further action will be taken.

6.6 **Step 1:** The customer shall first contact the CTC and the entity with which they have the complaint. The CTC will attempt to mediate and resolve the grievance. The customer may also contact the CTD Ombudsman representative through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd.

6.7 **Step 2:** The Community Transportation Coordinator will render a decision in writing, giving the complainant an explanation of the facts that lead to the Community Transportation Coordinator's decision and provide a method or ways to bring about a resolution. The written response to the complainant on the status of the complaint must be transmitted by the CTC Program Manager within ten (10) working days of the receipt of the written complaint. In addition, the written response shall advise grievant of the existence of the Ombudsman helpline and provide grievant with the helpline's toll-free telephone number.

6.8 **Step 3:** If mediation with the CTC is not successful, the CTC or customer may file an official complaint with the Broward MPO TD Program Administrator.

6.9 **Step 4:** The Broward MPO TD Program Administrator will make every effort to resolve the grievance by arranging a meeting between the involved parties in an attempt to assist them in reaching an amicable resolution. The meeting shall take place within ten (10) working days of receipt of all evidence regarding the grievance. The Broward MPO TD Program Administrator shall prepare a report regarding the meeting outcome. The report shall be sent to the customer and the Grievance Committee within ten (10) working days of the date of the meeting.

6.10 **Step 5:** If the Broward MPO TD Program Administrator is unsuccessful at resolving the grievance through the process outlined in 6.9 above, the customer may request, in

writing, that their grievance be heard by the Grievance Committee. This request shall be made within ten (10) working days of receipt of the report prepared as a result of the mediation meeting arranged under Section 3 above and sent to the Broward MPO TD Program Administrator.

6.11 **Step 6:** Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Broward MPO TD Program Administrator shall have fifteen (15) working days to contact Grievance Committee members and set a meeting date and location. The customer and all parties involved shall be notified of the meeting of the Grievance Committee date and location at least ten (10) working days prior to the meeting date by certified mail, return receipt requested.

6.12 **Step 7:** Upon conclusion of the meeting, the Grievance Committee must submit a written report of the Grievance Committee proceedings to the Chairperson, or the Vice Chairperson in his/her absence, of the LCB within ten (10) working days. The report must outline the grievance and the Grievance Committee's findings/recommendations. If the grievance is resolved through the meeting process (steps three through six), the grievance process will end. The final report will be forwarded to the members of the LCB. The Local Coordinating Board Grievance Committee must review all grievances and report accordingly to the full local Coordinating Board.

6.13 **Step 8:** The CTC will submit to the LCB board the following reports by the last LCB meeting of the fiscal year:

- Grievance report and the outcome.
- A comprehensive annual TD rider's report, which includes the number of riders and number of trips, provided.

If the grievance has not been resolved as outlined in these grievance procedures, the customer may exercise their adjudicative rights, use the Administrative Hearing Process outlined in Chapter 120, Florida Statutes, or request that their grievance be heard by the CTD through the Ombudsman program established herein and the CTD's Grievance Process outlined in Section 7.

SECTION 7: CTD GRIEVANCE PROCESS

7.1 If the LCB Grievance Process does not resolve the grievance, the customer will be informed of his/her right to file a formal grievance with the CTD. The customer may begin this process by contacting the CTD through the established Ombudsman Program Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or by email at CTDOmbudsman@dot.state.fl.us or www.dot.state.fl.us/ctd. Upon request of the customer, the CTD will provide the customer with an accessible copy of the CTD's Grievance Procedures. If the CTD is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance. All the steps outlined in Section 6 and Section 7(1) and (2) must be

attempted in the listed order before a grievance will move to the next step. The customer should be sure to try and have as many details as possible when filing a complaint, such as date, times, names, vehicle numbers, etc. There is an Ombudsman Program, provided by the CTD, which is available to anyone who requests assistance in resolving complaints/grievances. By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the customer, file the complaint with the local CTC on the customer's behalf, to begin the local complaint process. If the customer has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process. The customer has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

C. EVALUATION PROCESSES

Several evaluation processes are utilized by Broward County to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated, and seamless manner.

CTC Monitoring Procedures of Providers and Coordination Contractors

Operators:

a. Providers are required to provide BCT with updated Driver Rosters by the 20th calendar day of each month. Each roster shall indicate driver's name, date of hire, training dates, last drug and alcohol test, Motor Vehicle Record review date and date of latest criminal record check. Providers are required to maintain updated Driver Rosters in CTMS.

b. Providers must provide BCT with evidence that all drivers have completed the training program offered by BCT prior to the driver providing service and must attend a refresher class or repeat new driver training a minimum of once every two years. This training shall be included as part of the monthly operating summary package. Additionally, drivers are required to participate in driver-training developed by BCT. Providers must require all personnel providing transportation to possess the following: current, valid County Chauffeur's Registration in accordance with the requirements of Chapter 22-1/2, Broward County Code of Ordinances. It is also the provider's responsibility to ensure a copy of the above is filed with BCT.

c. BCT requests State of Florida Motor Vehicle Reports for provider's drivers on a periodic basis. If a report shows evidence of violations, BCT will promptly notify Provider and Taxi Section of County Permitting, Licensing and Consumer

Protection Division. Providers must have procedures to review periodically their drivers' Motor Vehicle Reports. BCT staff monitors compliance.

d. The training program includes methods for measuring effectiveness of training in developing skill and improving performance. Use methods based on performance indicators that measure proficiency and not solely the provider–meeting minimum training hours required. Provide measurement procedures to BCT upon request.

e. BCT performs annual evaluations of providers, ensuring compliance with the System Safety Program Plan, locally approved standards, CTD standards, and FDOT standards, annual operating data, and insurance requirements.

f. BCT's direct involvement in day-to-day operations of service includes, but is not limited to: on-street monitoring of drivers and vehicles, inspections of equipment, customer service functions, contract compliance oversight and quality control. The providers will cooperate fully with BCT's monitoring programs. Providers provide full access to all driver records at operating facilities. Providers are required to make available a workstation, desk, telephone and chair for use by BCT representative, if so requested. BCT's on-street monitoring shall include, but is not limited to: on-time performance, knowledge of service area and routing, driver assistance, manifest accuracy and completeness, driver appearance, vehicle appearance, wheelchair lift condition and operation, wheelchair securement systems condition and use, safety equipment, driving habits, and compliance with Florida Motor Vehicle Regulations.

g. Providers provide BCT with service data, via summary reports generated by CTMS, and a bi-weekly invoice for each component of service for previous bi-weekly billing period by close of business each Wednesday. This information shall include, but is not limited to, the following: number of one-way passenger trips by type of trip; total hours of vehicle service, copies of daily reports for driver activity or other daily reports showing starting and ending times and starting and ending mileage for each vehicle used by each driver, copies of trip tickets, log sheets or driver manifests, weekly reimbursement charges for services rendered the previous week and denied trips requests. BCT operates with a zero-trip denial rate. Providers must keep separate denial forms/logs, by component, of all requests for service that cannot be accommodated. Providers shall fill out all information required on the log. A cumulative denial form/log is used that shows all rides denied for the week and shall be included as part of the monthly service summary submitted to BCT.

h. Pursuant to the FTA's standards for precision, accuracy, and accountability, BCT is required to report data to the National Transit Database (NTD). As required by FTA, or BCT, providers shall collect NTD data and other "service supplied" information or "service consumed" information, as terms are defined in Section 15 of the Federal Transit Administration Regulations. Providers are responsible for

collection of financial and operational data, including on-board operational and passenger-related data, for transmittal to BCT on BCT approved forms as follows:

1. operational and passenger-related data shall be submitted to BCT no less than weekly,
2. financial data shall be submitted to BCT no less than quarterly,
3. and designated "service supplied" data shall be submitted to BCT 30 days prior to the termination of BCT's fiscal year on June 30.

All source documents for Section 15 filings is subject to audit and shall be maintained by providers for five years following final payment under their agreement with BCT.

i. Providers must provide written monthly reports to BCT by the 20th day of the month following the month of service. Collect and report all required information individually for each funding component of service. Reports shall be submitted on a form developed by provider and approved by BCT, and shall include, but not limited to the following:

1. Brief Narrative: Brief narrative highlighting month's activities, unusual events, trends, and other noteworthy observations.

2. Ridership: Number of one-way passenger trips, Personal Care Attendants, and Companions on a day-by-day basis, for each funding and fare entity and category.

3. Miles and Hours: Total hours of service and vehicle miles on a day-by-day basis.

4. Cost of Service: Total service revenue based upon contracted rates, collected fares and net revenue to provide service (total revenue less imputed fares).

5. Service Quality Measures: On-time performance data, trips completed, missed trips and trip denials with an explanation.

6. Efficiency Measures: Appropriate measures to include passengers per mile, hour, or vehicle trip.

7. Fleet Data: Updated fleet listings and status of all vehicles.

8. Other: Accident/Incident reports/briefs/findings, training activities/certifications, including sensitivity training and education, key personnel changes and suggested improvements.

j. BCT staff inspect all vehicles, wheelchair lifts or ramps and wheelchair securement devices annually. All vehicles must be approved, inspected, and display an inspection sticker issued by BCT prior to providing service. Any complaints received concerning a vehicle or equipment, vehicle must report to BCT's facility the next business day for inspection. Any vehicle found in violation of any contractual standard is removed from service until violation is remedied.

k. BCT reserves the right, through its agreements with the providers, in its sole discretion, at any time, to inspect vehicles and maintenance facilities during normal working hours and review provider's maintenance records.

BCT's Complaint Procedure conducts day-to-day monitoring. All complaints are referred to BCT's Paratransit Customer Service. The Call Center will input all such complaints in CTMS and assign each complaint to the provider for resolution. Complaints must be documented and investigated by the provider, which shall include, but not be limited to, the review of available video footage from on-board cameras, a phone interview, and appropriate corrective action taken promptly. All complaint responses are to be reviewed, approved, and signed by the Contract Administrator prior to issuance to the customer. The provider shall notify the customer and CTC of the disposition of the complaint in writing within five calendar days of receipt of said complaint. The CTC reserves the right to change the complaint procedures. Complaints of a safety, security and/or of a severe nature require a response within 24 hours. The County requires that providers treat all customer concerns related to performance as complaints. Complaints are tallied each month, indicating total number of complaints and type of complaints for each provider. The standard for complaint standard is at 2.9 complaints per 1,000 trips monthly.

a. BCT works closely with CTD's Ombudsman Program to resolve all service complaints and inquiries. BCT investigates each item as described above, contacts all concerned parties and sends CTD's Ombudsman Program a report on resolution of the complaint/inquiry.

Coordination Contractors: BCT performs annual evaluations of Coordination Contractors ensuring CTD standards, annual operating data, drug and alcohol testing programs, vehicle inspections and insurance requirements.

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

TOPS! Paratransit contracts for both transportation and Reservation Call Center went into effect January 1, 2015. Two transportation providers participate in the five-year contract with two one-year options and one Reservation Call Center three-year contract with two one-year options. The rate structure justification is broken down into three columns. The first column details the type of service provided and transportation mode, the second

column details the unit of measure, and the third column details the cost per unit. See Appendix A, “Rate Structure.”

Reservation Call Center:	Telephone In-take; Scheduling
Provider:	Dispatching; Vehicle Maintenance; Trip Reconciliation/Billing

CTC:

Application Intake	Community Outreach
Eligibility Screening	Complaint Processing
Eligibility Testing	Daily Service Monitoring
Eligibility Certification	Reporting
Re-certification	Marketing
Customer Information Source	Vehicle Inspections/Safety
Customer Service	Trip Reconciliation/Billing

Appendix A

RATE STRUCTURE

Florida Commission for the Transportation Disadvantaged

Transportation Disadvantaged Trip & Equipment Grant Service Rates

Name of Grant Recipient	Broward County Florida
Project Location [County(ies)]	Broward
Service Rate Effective Date	July 1, 2024

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure (Trip or Passenger Mile)	Cost Per Unit
* Ambulatory	Trip	24.55
* Wheel Chair	Trip	42.08
* Stretcher		
Bus Pass – Daily	Pass	
Bus Pass – Weekly	Pass	
Bus Pass – Monthly	Pass	70.00
Bus Pass - Monthly Reduced	Pass	40.00
ADA Paratransit Fare	Trip	3.50

**** Ambulatory, Wheel Chair and Stretcher*** must all use the *same Unit of Measure* either ***Trip or Passenger Mile***; Cannot mix, all must be the same regardless of Transportation Mode.

Appendix B

PROVIDERS AND COORDINATION CONTRACTORS

TRANSPORTATION PROVIDERS AND COORDINATED CONTRACTORS NON-REIMBURSED TRANSPORTATION

TOPS! TRANSPORTATION PROVIDER

Transportation America

3300 SW 11th Ave
Fort Lauderdale, FL 33315
Contact: Hugh Chen, Vice President
PH: 305-265-3325
Email: hchen@transportationamerica.com
Vehicles: 337

ACT PROVIDERS

City of Margate, NWFP
6009 NW 10th Street
Margate, FL 33063
Contact: Terry Lieberman, Project Director
PH: 954-973-0300
Email: tlieberman@margatefl.com
Vehicles: 8

City of Miramar, MSSC
6700 Miramar Parkway
Miramar, FL 33023
Contact: Krishma Patel, Fiscal Grant Management Clerk II
PH: 954-889-2746
Email: kypatel@miramarfl.gov
Vehicles: 2

United Cerebral Palsy of Broward County/United Community Options
3117 SW 13th Court
Fort Lauderdale, FL 33312
Contact: Alexandra Fernandez, Operation Manager
PH: 954-315-4040
Email: AlexandraFernandez@uco-ucpsfl.org
Vehicles: 31

TRANSPORTATION PROVIDERS AND COORDINATED CONTRACTORS NON-REIMBURSED TRANSPORTATION

COORDINATION CONTRACTORS NON-REIMBURSED TRANSPORTATION

Agency for Community Treatment Services 4612 N. 56th Street Tampa, FL 33612 Contact: Michael Provenzano PH: 813-246-4899 Email:mprovenzano@actsfl.org Community Development Director Vehicles: 2	**Broward Children's Center** 200 S.E. 19th Avenue Pompano Beach, FL 33060 Contact: Melzina Nichols, Transportation Coordinator PH: 954-789-2601 Email: Melzinan@bcckids.org Vehicles: 8
Ann Storck Center Inc 1790 SW 43rd Way Fort Lauderdale, FL 33317 Contact: Karen Flowers, School Director/ Principal /Director of Travel Training and Transportation PH: 954-584-8000 Email: kflowers@annstorckcenter.org Vehicles: 23	**Cerebral Palsy Adult Home** 1405 NW 10th Street Dania Beach, FL 33004 Contact: Gloria Dixon, Executive Director PH: 954-923-1413 Email: gloria.dixon@irvingslodge.org Vehicles: 2
ARC Broward 10250 NW 53rd Street Sunrise, FL 33351 Contact: Charles McGuire, CFO PH: 954-746-9400 Email: cmcguire@arcbroward.com Vehicles: 28	**Christina G Smith Community Mental Health Foundation** 601 South State Road 7 Plantation, FL 33317 Contact: Donna Lavalle , Co-Director PH: 954-321-2296 Email: donna.lavalle@smithcmh.com Vehicles: 13
Archways 919 NE 13th Street Fort Lauderdale, FL 33304 Contact: Aileen Turner-Nestor, CAO PH: 954-763-2030 Ext 221 Email: atn@archways.org Vehicles: 2	**City of Deerfield Beach, NEFP** 227 N.W. 2nd Street Deerfield Beach, FL 33441 Contact: Donna DeFronzo, Director PH: 954-480-4449 Email: ddfronzo@deerfield-beach.com Vehicles: 8
BARC Housing 10250 NW 53rd Street Sunrise, FL 33351 Contact: Charles McGuire, CFO PH: 954-746-9400 Email: cmcguire@arcbroward.com Vehicles: 9	**City of Lauderhill** 5581 W Oakland Park Blvd Lauderhill, FL 33313 Contact: Tameka Dorsett, Assistant Grant Manager PH: 954-777-2045 Email: tdorsett@lauderhill-fl.gov Vehicles: 2

TRANSPORTATION PROVIDERS AND COORDINATED CONTRACTORS NON-REIMBURSED TRANSPORTATION

City of Margate, NWFP 6009 NW 10th Street Margate, FL 33063 Contact: Terry Lieberman, Project Director PH: 954-973-0300 Email: tlieberman@margatefl.com Vehicles: 8	**Friendship Circle** 7170 Loxahatchee Rd Parkland, FL 33067 Contact: Rabbi Shuey Biston PH: 954-970-9551 Email: shueybiston@gmail.com Vehicles: 2
City of Miramar, MSSC 6700 Miramar Parkway Miramar, FL 33023 Contact: Krishma Patel, Fiscal Grant Management Clerk II PH: 954-889-2746 Email: kypatel@miramarfl.gov Vehicles: 14	**Gulf Coast Jewish Family and Community Services Center** 14041 Icot Blvd Clearwater, FL 33760 Contact: Jeff Rohleder PH: 727-479-1800 Email: Lewis.Rohleder@gcjfcs.org Vehicles:2
City of Pembroke Pines, SWFP 301 NW 103 Avenue Pembroke Pines, FL 33026 Contact: Jessica Matos Transportation Administrator PH: 954-450-6850 Email: jmatos@ppines.com Vehicles: 21	**Henderson Behavioral Health** 4740 N State Road 7 Ft. Lauderdale, FL 33319 Contact: Erica M. Ricketts, CFO PH: 954-777-1662 Email: ericketts@hendersonbh.org Vehicles:48
City of Tamarac Senior Center 6001 N Nob Hill Rd Tamarac, FL 33321 Contact: Dania Maldonado, Community Services Manager PH: 954-597-3633 Email: dania.maldonado@tamarac.org Vehicles: 8	**Lighthouse of Broward** 650 North Andrews Avenue Fort Lauderdale, FL 33311 Contact: Jillian Gonzalez, Director of Operations PH: 954-463-4217 Email: jgonzalez@lhob.org Vehicles: 3
Douglas Gardens North 705 SW 88th Avenue Pembroke Pines, FL 33025 Contact: Nilsa Adorno, Certified Occupancy Specialist PH: 754-217-4003 Email: nadorno@mjhha.org Vehicles:1	**Memorial Healthcare Systems** 3400 N 29th Ave Hollywood, FL 33020 Contact: Darren Khan, Counselor PH: 954-276-3475 Email: Dakhan@mhs.net Vehicles: 1

TRANSPORTATION PROVIDERS AND COORDINATED CONTRACTORS NON-REIMBURSED TRANSPORTATION

Sunrise Community Inc 5450 Stirling Road Davie, FL 33314 Contact: Favad Mallick, Executive Director PH: 954-744-1126 Email: fmallick@sunrisegroup.org Vehicles: 12	**Woodhouse** 1001 NE 3rd Avenue Pompano Beach, FL 33060 Contact: Randall Bishop, CEO PH: 954-786-0344 Email: randallbishop@woodhouseinc.org Vehicles: 5
United Community Options 3117 SW 13th Court Fort Lauderdale, FL 33312 Contact: Alexandra Fernandez, Operation Manager PH: 954-315-4040 Email: AlexandraFernandez@uco-ucpsfl.org Vehicles: 31	

Appendix C

TD APPLICATIONS

TRANSPORTATION DISADVANTAGED (TD) BUS PASS PROGRAM

Dear TOPS! Applicant:

Thank you for your interest in TOPS! The Florida Commission for Transportation Disadvantaged (TD) program is one of the transportation programs provided by TOPS! The TD bus pass program is for eligible Broward County residents who are unable to use Broward County Transit's (BCT) fixed-route bus service as a result of having low income.

Bus Pass Program: A 31-day BCT fixed-route bus pass is provided to Broward residents at no charge. Eligible recipients receive bus passes via U. S. mail only. TD bus passes cannot be picked-up at County facilities.

Eligibility: The TD program is a "last resort" program for individuals in need of transportation and do not have access to any other transportation resource**.** We are required to make every effort to verify your income to determine eligibility. Blanks on your application are considered as incomplete and may affect the timeliness of eligibility determination. TD services require the applicant to qualify under current Federal Poverty Level Guidelines, depending on the number of family members in household, at the 225 percent level. *(see chart below)*

Persons in family/household	225% of 2024 Federal Poverty Guidelines
1	$ 33,885.00
2	$ 45,990.00
3	$ 58,095.00

For households of more than three members please log onto our website at www.broward.org/bct to access the complete TD Income Guidelines chart.

Completed TD applications must contain all requested information. You are required to submit identification and applicable financial supporting documents when submitted. Self-declaration of income is not accepted.

Complete application information prior to printing and submitting.

Mail to: Broward County Transit - Paratransit Division
1 N. University Dr., Suite 2400-B
Plantation, FL 33324
Information: 954-357-8400 FAX: 954-357-8345

NOTICE OF COLLECTING SOCIAL SECURITY NUMBER (SSN) FOR GOVERNMENT PURPOSE
Broward County collects SSNs for different purposes. The Florida Public Records Law, Section 119.071(5), F.S. (2007) requires County to give you this written statement explaining the purpose and authority for collecting your SSN.

FORM	PURPOSE	AUTHORIZATION
TD Application	Conduct eligibility verification and monitor for system abuse	County policy (See Note)

NOTE: Broward County collects your SSN in the performance of a duty or responsibility County must complete in accordance with law or business necessity. In the event a law does not specifically provide County with the authority to collect your SSN, it is imperative County collect your SSN and this is expressly provided in section 119.081 (5) 2.b.

Transportation Disadvantaged Application
BUS PASS PROGRAM
Broward County Transit

Office Use Only
Client ID: _____
Date Approved: _____
Date Denied: _____

Instructions:
Complete Sections 1 and 2. Attach all required documentation. Self-declaration of income is not accepted.

A copy of your Current Florida Driver's License / Florida ID Showing a Broward County address is required.

SECTION 1 – GENERAL INFORMATION (PLEASE PRINT LEGIBLY)

Name of Applicant:	Phone:
Home Address:	
Mailing Address (if different):	
If using an agency to receive mail, provide agency letter stating they will receive your mail	
Is a vehicle registered in your name? YES ☐ NO ☐ Do you drive? YES ☐ NO ☐	
Date of Birth:	Social Security Number:
Are you receiving Medicaid? YES ☐ NO ☐	If YES, Medicaid #:
Emergency Contact:	Phone:
Number of ***relatives***, including self, living in household: _____	Enter Total Annual Household Income Here (**lines 1 through 8 below**): _____

In order for us to determine your household income, please submit a copy of all current annual income/benefit(s) received by you and/or any relative(s) living in the residence. *

1. Most recent pay stub with year-to-date reporting $_____
2. DCF Benefits / Cash Assist. / Food Stamps with benefit amount $_____
3. Unemployment Compensation $_____
4. Social Security Awards Letter (SSA / SSI / SSDI) $_____
5. Retirement / Pension / Investment $_____
6. Disabled Veteran Benefits $_____
7. Housing benefits (HUD, Section 8) *(Not Happy Choice Voucher)* $_____
8. Other (Specify) $_____

Self-Declarations are not accepted as proof or lack of income.

***If $0 income, and you live in a house or apartment, indicate how rent / utilities are paid (this includes balance remaining after rent subsidy).**

Additional documentation may be required to support household income.

(OVER)

SECTION 1 – GENERAL INFORMATION (CONTINUED) (PLEASE PRINT LEGIBLY)

VETERAN'S INFORMATION

Are you a United States veteran? YES ____ NO ____

If YES, type of Military Discharge:

Honorable ____ General (Honorable Conditions) ____

If YES, attach Proof of Honorable Discharge.
Need a copy of your Discharge?
Contact Broward County Elderly and Veterans Services by calling 954-357-6622.

SECTION 2 – HOUSEHOLD MEMBERS (RELATIVES)

NAME	DATE OF BIRTH	RELATIONSHIP	SOCIAL SECURITY NUMBER

Did you attach a copy of your FL ID or Driver's license? Yes____ No_____
Did you attach all required documents? Yes____ No _____

I certify, to the best of my knowledge, that the information in this application is true and correct. I understand providing false or misleading information or making false statements on behalf of others constitutes fraud, is considered a felony under the laws of the State of Florida and may result in a reevaluation or revocation of my eligibility.

_____ _____
Signature of Applicant Date

_____ _____
Signature of Preparer (if other than applicant) Date

_____ _____
Print Name (Preparer) Relationship

Return to: Broward County Transit - Paratransit Division

1 N University Dr., 2400 - B, Plantation, FL 33324

TRANSPORTATION DISADVANTAGED (TD) DOOR-TO-DOOR PROGRAM

Dear TOPS! Applicant:

Thank you for your interest in TOPS! The Florida Commission for Transportation Disadvantaged (TD) program is one of the transportation programs provided by TOPS!

Door-to-Door Paratransit Transportation: Shared-ride paratransit transportation is provided to eligible Broward County residents with physical, cognitive, emotional, visual, or other disabilities which functionally prevent them from using the BCT fixed-route bus system permanently, temporarily or under certain conditions. Door-to-door paratransit transportation is provided to health care, employment, education, shopping, social activities, and other life-sustaining activities.

Eligibility: The TD program is a "last resort" program for disabled individuals in need of transportation and do not have access to any other transportation resource**.** TD eligibility criteria requires the applicant to qualify by disability and/or current Federal Poverty Level Guidelines, depending on the number of family members in household, at the 225 percent level. *(see chart below)* We are required to make every effort to verify your income and medical information to determine eligibility. Blanks on your application are considered as incomplete and may affect the timeliness of eligibility determination.

Persons in family/household	225% of 2024 Federal Poverty Guidelines
1	$ 33,885.00
2	$ 45,990.00
3	$ 58,095.00

For households of more than three members please view our website at www.broward.org/bct to access the complete TD Income Guidelines chart.

Completed TD applications must contain all requested information. You are required to submit identification and applicable financial supporting documents when submitted. Self-declaration of income is not accepted.

Complete application information prior to printing and submitting.

Mail to: Broward County Transit - Paratransit Division
1 N. University Dr., Suite 2400-B
Plantation, FL 33324
Information: 954-357-8400 FAX: 954-357-8345

NOTICE OF COLLECTING SOCIAL SECURITY NUMBER (SSN) FOR GOVERNMENT PURPOSE
Broward County collects SSNs for different purposes. The Florida Public Records Law, Section 119.071(5), F.S. (2007) requires County to give you this written statement explaining the purpose and authority for collecting your SSN.

FORM	PURPOSE	AUTHORIZATION
TD Application	Conduct eligibility verification and monitor for system abuse	County policy (See Note)

NOTE: Broward County collects your SSN in the performance of a duty or responsibility County must complete in accordance with law or business necessity. In the event a law does not specifically provide County with the authority to collect your SSN, it is imperative County collect your SSN and this is expressly provided in section 119.081 (5) 2.b.

Rev 01/24

Transportation Disadvantaged Application
DOOR-TO-DOOR PARATRANSIT SERVICES
Broward County Transit

Office Use Only
Client ID: _____
Date Approved: _____
Date Denied: _____

Instructions:
Complete Sections 1 and 2. Section 3 must be completed by a Florida Licensed Physician. Attach all required documentation. Self-declaration of income is not accepted.

A copy of your Current Florida Driver's License / Florida ID Showing a Broward County address is required.

SECTION 1 – GENERAL INFORMATION (PLEASE PRINT LEGIBLY)

Name of Applicant:	Phone:
Home Address:	
Mailing Address (if different):	
If using an agency to receive mail, provide agency letter stating they will receive your mail	
Is a vehicle registered in your name? YES ☐ NO ☐ Do you drive? YES ☐ NO ☐	
Date of Birth:	Social Security Number:
Are you receiving Medicaid? YES ☐ NO ☐	If YES, Medicaid #:
Emergency Contact:	Phone:
Number of ***relatives***, including self, living in household: _____	Enter Total Annual Household Income Here (**lines 1 through 8 below**): _____

For us to determine your household income, please submit a copy of all current annual income/benefit(s) received by you and/or any relative(s) living in the residence. *

1. Most recent pay stub with year-to-date reporting $_____
2. DCF Benefits / Cash Assist. / Food Stamps with benefit amount $_____
3. Unemployment Compensation $_____
4. Social Security Awards Letter (SSA / SSI / SSDI) $_____
5. Retirement / Pension / Investment $_____
6. Disabled Veteran Benefits $_____
7. Housing benefits (HUD, Section 8) *(Not Happy Choice Voucher)* $_____
8. Other (Specify) $_____

Self-Declarations are not accepted as proof of lack of income.

***If $0 income, and you live in a house or apartment, indicate how rent / utilities are paid (this includes balance remaining after rent subsidy).**

Additional documentation may be required to support household income.

(OVER)

SECTION 1 – GENERAL INFORMATION (CONTINUED) (PLEASE PRINT LEGIBLY)

VETERAN'S INFORMATION

Are you a United States veteran? YES ____ NO ____

If YES, type of Military Discharge:

Honorable ____ General (Honorable Conditions) ____

If YES, attach Proof of Honorable Discharge.

Need a copy of your Discharge?
Contact Broward County Elderly and Veterans Services by calling 954-357-6622.

SECTION 2 – HOUSEHOLD MEMBERS (RELATIVES)

NAME	DATE OF BIRTH	RELATIONSHIP	SOCIAL SECURITY NUMBER

Did you attach a copy of your FL ID or Driver's license? Yes____ No_____
Did you attach all required documents? Yes____ No _____
Is the Medical Form completed by a Florida Licensed Physician? Yes___ No ____

I certify, to the best of my knowledge, that the information in this application is true and correct. I understand providing false or misleading information or making false statements on behalf of others constitutes fraud, is considered a felony under the laws of the State of Florida and may result in a reevaluation or revocation of my eligibility.

_____ _____
Signature of Applicant Date

_____ _____
Signature of Preparer (if other than applicant) Date

_____ _____
Print Name (Preparer) Relationship

Return to: Broward County Transit - Paratransit Division
1 N University Dr., 2400 - B, Plantation, FL 33324

Transportation Disadvantaged Application
Door-To-Door Paratransit Service
Broward County Transit
Section 3 – MEDICAL

Client ID: _____

Applicant Name: _____ Date of Birth: _____

SECTION 3 – MEDICAL (TO BE COMPLETED BY FLORDIA LICENSED PHYSICIAN)

Does applicant have Medicaid? Yes ____ No ____ If Yes, Medicaid #: _____

Medicaid Program Code: _____

Indicate Mobility Aides / Equipment / Disability Condition(s):

Mobility Aides / Equipment:

Crutches___Scooter____W/C____PWR W/C____Walker____Cane____Leg Brace ____

Back Brace___AMBI____None____O2 Tank____Other _____

Disability Condition(s):

Functional___Hearing____Visual____Cognitive ____

Please explain below how the applicant's disability stops the applicant from independently using the BCT fixed-route bus? *(BCT Buses are 100% handicapped accessible).*

_____

_____

_____

_____

I, the undersigned, certify the medical information provided on this TD application is true and correct. I understand providing false or misleading information constitutes fraud and is considered a felony under the laws of the State of Florida.

_____ _____
Physician's Signature Florida Medical License Number

_____ _____
Physician's Name (Print Legibly) Contact Number

Appendix D

VEHICLE INVENTORY

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0001	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS9EDB10018	Propane	23'	10 seats, 3 W/C	Lift
P0002	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS0EBD10019	Propane	23'	10 seats, 3 W/C	Lift
P0004	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS9EDB10021	Propane	23'	10 seats, 3 W/C	Lift
P0006	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS6EDB17105	Propane	23'	10 seats, 3 W/C	Lift
P0008	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS2EDB17103	Propane	23'	10 seats, 3 W/C	Lift
P0009	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS4EDB17104	Propane	23'	10 seats, 3 W/C	Lift
P0010	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS1EDB17108	Propane	23'	10 seats, 3 W/C	Lift
P0013	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS9EDB17101	Propane	23'	10 seats, 3 W/C	Lift
P0014	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS0EDB17102	Propane	23'	10 seats, 3 W/C	Lift
P0015	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FSXEDB17107	Propane	23'	10 seats, 3 W/C	Lift
P0018	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS3EDB17112	Propane	23'	10 seats, 3 W/C	Lift
P0020	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS7EDB17114	Propane	23'	10 seats, 3 W/C	Lift
P0024	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS4EDB17118	Propane	23'	10 seats, 3 W/C	Lift
P0025	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS6EDB17119	Propane	23'	10 seats, 3 W/C	Lift
P0026	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS2EDB17120	Propane	23'	10 seats, 3 W/C	Lift
P0030	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FSXEDB17124	Propane	23'	10 seats, 3 W/C	Lift
P0031	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS1EDB17125	Propane	23'	10 seats, 3 W/C	Lift
P0032	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS3EDB17126	Propane	23'	10 seats, 3 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0038	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS9EDB17132	Propane	23'	10 seats, 3 W/C	Lift
P0039	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS0EDB17133	Propane	23'	10 seats, 3 W/C	Lift
P0040	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS2EDB17134	Propane	23'	10 seats, 3 W/C	Lift
P0045	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS1EDB17139	Propane	23'	10 seats, 3 W/C	Lift
P0046	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS8EDB17140	Propane	23'	10 seats, 3 W/C	Lift
P0051	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS7EDB17145	Propane	23'	10 seats, 3 W/C	Lift
P0053	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS0EDB17147	Propane	23'	10 seats, 3 W/C	Lift
P0054	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS2EDB17148	Propane	23'	10 seats, 3 W/C	Lift
P0055	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS4EDB17149	Propane	23'	10 seats, 3 W/C	Lift
P0056	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS0EDB17150	Propane	23'	10 seats, 3 W/C	Lift
P0057	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS2EDB17151	Propane	23'	10 seats, 3 W/C	Lift
P0058	2014	Champion Bus	Challenger	Ford E-450	1FDFE4FS4EDB17152	Propane	23'	10 seats, 3 W/C	Lift
P0063	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS4FDA00625	Propane	23'	10 seats, 3 W/C	Lift
P0067	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS6FDA02778	Propane	23'	10 seats, 3 W/C	Lift
P0086	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS0FDA06843	Propane	23'	10 seats, 3 W/C	Lift
P0090	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS8FDA06847	Propane	23'	10 seats, 3 W/C	Lift
P0092	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS8FDA00630	Propane	23'	10 seats, 3 W/C	Lift
P0093	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS2FDA02762	Propane	23'	10 seats, 3 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0095	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS7FDA06855	Propane	23'	10 seats, 3 W/C	Lift
P0096	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS9FDA06856	Propane	23'	10 seats, 3 W/C	Lift
P0099	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS2FDA00624	Propane	23'	10 seats, 3 W/C	Lift
P0100	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS6FDA06846	Propane	23'	10 seats, 3 W/C	Lift
P0102	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS1FDA06852	Propane	23'	10 seats, 3 W/C	Lift
P0103	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS2FDA06844	Propane	23'	10 seats, 3 W/C	Lift
P0105	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS4FDA06845	Propane	23'	10 seats, 3 W/C	Lift
P0106	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FSXFDA06851	Propane	23'	10 seats, 3 W/C	Lift
P0111	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FSXFDA08406	Propane	23'	10 seats, 3 W/C	Lift
P0113	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS5FDA08409	Propane	23'	10 seats, 3 W/C	Lift
P0114	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS8FDA09571	Propane	23'	10 seats, 3 W/C	Lift
P0115	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS4FDA09566	Propane	23'	10 seats, 3 W/C	Lift
P0116	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS6FDA09570	Propane	23'	10 seats, 3 W/C	Lift
P0118	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FSXFDA09569	Propane	23'	10 seats, 3 W/C	Lift
P0119	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS6FDA09567	Propane	23'	10 seats, 3 W/C	Lift
P0122	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS6FDA10539	Propane	23'	10 seats, 3 W/C	Lift
P0123	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS2FDA10540	Propane	23'	10 seats, 3 W/C	Lift
P0124	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS0FDA10536	Propane	23'	10 seats, 3 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0125	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS2FDA10537	Propane	23'	10 seats, 3 W/C	Lift
P0126	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS4FDA10541	Propane	23'	10 seats, 3 W/C	Lift
P0127	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS6FDA10542	Propane	23'	10 seats, 3 W/C	Lift
P0128	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FSXFDA11953	Propane	23'	10 seats, 3 W/C	Lift
P0130	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS3FDA11955	Propane	23'	10 seats, 3 W/C	Lift
P0132	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS7FDA11960	Propane	23'	10 seats, 3 W/C	Lift
P0133	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS9FDA11961	Propane	23'	10 seats, 3 W/C	Lift
P0134	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS0FDA09564	Propane	23'	10 seats, 3 W/C	Lift
P0135	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS9FDA11958	Propane	23'	10 seats, 3 W/C	Lift
P0136	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS0FDA11959	Propane	23'	10 seats, 3 W/C	Lift
P0137	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS0FDA11962	Propane	23'	10 seats, 3 W/C	Lift
P0139	2015	MV1	Deluxe	Ventures	57WMD1A62EM100739	Fuel	14	3 seats, 1 W/C	Ramp
P0140	2015	MV1	Deluxe	Ventures	57WMD1A60EM100738	Fuel	14	3 seats, 1 W/C	Ramp
P0141	2015	MV1	Deluxe	Ventures	57WMD1A6XEM100746	Fuel	14	3 seats, 1 W/C	Ramp
P0142	2015	MV1	Deluxe	Ventures	57WMD1A64EM100743	Fuel	14	3 seats, 1 W/C	Ramp
P0143	2015	MV1	Deluxe	Ventures	57WMD1A69EM100740	Fuel	14	3 seats, 1 W/C	Ramp
P0144	2015	MV1	Deluxe	Ventures	57WMD1A68EM100745	Fuel	14	3 seats, 1 W/C	Ramp
P0145	2015	MV1	Deluxe	Ventures	57WMD1A69EM100737	Fuel	14	3 seats, 1 W/C	Ramp

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0146	2015	MV1	Deluxe	Ventures	57WMD1A66EM100744	Fuel	14	3 seats, 1 W/C	Ramp
P0147	2015	MV1	Deluxe	Ventures	57WMD1A61EM100747	Fuel	14	3 seats, 1 W/C	Ramp
P0148	2015	MV1	Deluxe	Ventures	57WMD1A64EM100855	Fuel	14	3 seats, 1 W/C	Ramp
P0149	2015	MV1	Deluxe	Ventures	57WMD1A66EM100856	Fuel	14	3 seats, 1 W/C	Ramp
P0150	2015	MV1	Deluxe	Ventures	57WMD1A68EM100857	Fuel	14	3 seats, 1 W/C	Ramp
P0151	2015	MV1	Deluxe	Ventures	57WMD1A64EM100810	Fuel	14	3 seats, 1 W/C	Ramp
P0152	2015	MV1	Deluxe	Ventures	57WMD1A60EM100853	Fuel	14	3 seats, 1 W/C	Ramp
P0154	2015	MV1	Deluxe	Ventures	57WMD1A66EM100940	Fuel	14	3 seats, 1 W/C	Ramp
P0155	2015	MV1	Deluxe	Ventures	57WMD1A62EM100742	Fuel	14	3 seats, 1 W/C	Ramp
P0156	2015	MV1	Deluxe	Ventures	57WMD1A68EM100812	Fuel	14	3 seats, 1 W/C	Ramp
P0157	2015	MV1	Deluxe	Ventures	57WMD1A63EM100927	Fuel	14	3 seats, 1 W/C	Ramp
P0158	2015	MV1	Deluxe	Ventures	57WMD1A61EM100926	Fuel	14	3 seats, 1 W/C	Ramp
P0160	2015	MV1	Deluxe	Ventures	57WMD1A68EM100924	Fuel	14	3 seats, 1 W/C	Ramp
P0162	2015	MV1	Deluxe	Ventures	57WMD1A61EM100943	Fuel	14	3 seats, 1 W/C	Ramp
P0163	2015	Champion Bus	Challenger	Ford E-450	1FDFE4FS2FDA27600	Propane	23'	10 seats, 3 W/C	Lift
P0165	2016	MV1	Deluxe	Ventures	57WMD1A67EM100767	Fuel	14	3 seats, 1 W/C	Ramp
P0166	2016	MV1	Deluxe	Ventures	57WMD1A66EM100811	Fuel	14	3 seats, 1 W/C	Ramp
P0167	2016	MV1	Deluxe	Ventures	57WMD1A6XEM100939	Fuel	14	3 seats, 1 W/C	Ramp

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0168	2016	MV1	Deluxe	Ventures	57WMD2A68EM101996	Fuel	14	3 seats, 1 W/C	Ramp
P0169	2016	MV1	Deluxe	Ventures	57WMD2A63EM102053	Fuel	14	3 seats, 1 W/C	Ramp
P0170	2016	MV1	Deluxe	Ventures	57WMD2A67EM102055	Fuel	14	3 seats, 1 W/C	Ramp
P0171	2016	MV1	Deluxe	Ventures	57WMD2A69EM102056	Fuel	14	3 seats, 1 W/C	Ramp
P0172	2016	MV1	Deluxe	Ventures	57WMD2A60EM102057	Fuel	14	3 seats, 1 W/C	Ramp
P0173	2016	MV1	Deluxe	Ventures	57WMD2A63EM102070	Fuel	14	3 seats, 1 W/C	Ramp
P0174	2016	MV1	Deluxe	Ventures	57WMD2A60EM102074	Fuel	14	3 seats, 1 W/C	Ramp
P0175	2016	MV1	Deluxe	Ventures	57WMD2A66EM102077	Fuel	14	3 seats, 1 W/C	Ramp
P0176	2016	MV1	Deluxe	Ventures	57WMD2A6XEM102082	Fuel	14	3 seats, 1 W/C	Ramp
P0177	2016	MV1	Deluxe	Ventures	57WMD2A60EM102138	Fuel	14	3 seats, 1 W/C	Ramp
P0178	2016	MV1	Deluxe	Ventures	57WMD2A62EM102190	Fuel	14	3 seats, 1 W/C	Ramp
P0179	2016	MV1	Deluxe	Ventures	57WMD2A67EM102282	Fuel	14	3 seats, 1 W/C	Ramp
P0180	2016	MV1	Deluxe	Ventures	57WMD2A60EM102284	Fuel	14	3 seats, 1 W/C	Ramp
P0181	2016	MV1	Deluxe	Ventures	57WMD2A6XEM102289	Fuel	14	3 seats, 1 W/C	Ramp
P0182	2016	MV1	Deluxe	Ventures	57WMD2A68EM102291	Fuel	14	3 seats, 1 W/C	Ramp
P0183	2016	MV1	Deluxe	Ventures	57WMD2A6XEM102292	Fuel	14	3 seats, 1 W/C	Ramp
P0184	2016	MV1	Deluxe	Ventures	57WMD2A65EM101650	Fuel	14	3 seats, 1 W/C	Ramp
P0185	2016	MV1	Deluxe	Ventures	57WMD2A61EM101659	Fuel	14	3 seats, 1 W/C	Ramp

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0187	2016	MV1	Deluxe	Ventures	57WMD2C67GM100483	Fuel	14	3 seats, 1 W/C	Ramp
P0188	2016	MV1	Deluxe	Ventures	57WMD2C63GM100044	Fuel	14	3 seats, 1 W/C	Ramp
P0189	2016	MV1	Deluxe	Ventures	57WMD2C61GM100107	Fuel	14	3 seats, 1 W/C	Ramp
P0190	2016	MV1	Deluxe	Ventures	57WMD2C66GM100247	Fuel	14	3 seats, 1 W/C	Ramp
P0191	2016	MV1	Deluxe	Ventures	57WMD2C60GM100244	Fuel	14	3 seats, 1 W/C	Ramp
P0192	2016	MV1	Deluxe	Ventures	57WMD2C62GM100410	Fuel	14	3 seats, 1 W/C	Ramp
P0193	2016	MV1	Deluxe	Ventures	57WMD2C69GM100503	Fuel	14	3 seats, 1 W/C	Ramp
P0194	2016	MV1	Deluxe	Ventures	57WMD2C61GM100575	Fuel	14	3 seats, 1 W/C	Ramp
P0195	2016	MV1	Deluxe	Ventures	57WMD2C62GM100603	Fuel	14	3 seats, 1 W/C	Ramp
P0196	2016	MV1	Deluxe	Ventures	57WMD2C6XGM100607	Fuel	14	3 seats, 1 W/C	Ramp
P0197	2016	MV1	Deluxe	Ventures	57WMD2C69GM100288	Fuel	14	3 seats, 1 W/C	Ramp
P0198	2016	MV1	Deluxe	Ventures	57WMD2C61GM100026	Fuel	14	3 seats, 1 W/C	Ramp
P0199	2016	MV1	Deluxe	Ventures	57WMD2C69GM100176	Fuel	14	3 seats, 1 W/C	Ramp
P0200	2016	MV1	Deluxe	Ventures	57WMD2C60GM100440	Fuel	14	3 seats, 1 W/C	Ramp
P0201	2016	MV1	Deluxe	Ventures	57WMD2C6XGM100364	Fuel	14	3 seats, 1 W/C	Ramp
P0202	2016	MV1	Deluxe	Ventures	57WMD2C64GM100411	Fuel	14	3 seats, 1 W/C	Ramp
P0203	2016	MV1	Deluxe	Ventures	57WMD2C62GM100438	Fuel	14	3 seats, 1 W/C	Ramp
P0204	2016	MV1	Deluxe	Ventures	57WMD2C66GM100538	Fuel	14	3 seats, 1 W/C	Ramp

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0206	2016	MV1	Deluxe	Ventures	57WMD2C6XGM100123	Fuel	14	3 seats, 1 W/C	Ramp
P0207	2016	MV1	Deluxe	Ventures	57WMD2C62GM100522	Fuel	14	3 seats, 1 W/C	Ramp
P0208	2016	MV1	Deluxe	Ventures	57WMD2C67GM100452	Fuel	14	3 seats, 1 W/C	Ramp
P0209	2018	FORD	Taurus	Sedan	1FAHP2D88JG141617	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0210	2018	FORD	Taurus	Sedan	1FAHP2D8XJG141618	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0211	2018	FORD	Taurus	Sedan	1FAHP2D8XJG141621	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0212	2018	FORD	Taurus	Sedan	1FAHP2D81JG141622	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0213	2018	FORD	Taurus	Sedan	1FAHP2D84JG143395	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0214	2018	FORD	Taurus	Sedan	1FAHP2D84JG143400	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0215	2018	FORD	Taurus	Sedan	1FAHP2D82JG141614	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0216	2018	FORD	Taurus	Sedan	1FAHP2D86JG143396	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0217	2018	FORD	Taurus	Sedan	1FAHP2D88JG143397	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0218	2018	FORD	Taurus	Sedan	1FAHP2D86JG143401	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0219	2018	FORD	Taurus	Sedan	1FAHP2D88JG143402	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0220	2018	FORD	Taurus	Sedan	1FAHP2D8XJG143403	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0221	2018	FORD	Taurus	Sedan	1FAHP2D80JG141613	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0222	2018	FORD	Taurus	Sedan	1FAHP2D8XJG143398	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0223	2018	FORD	Taurus	Sedan	1FAHP2D81JG143399	Fuel/Gas	17	2 seats, 0 W/C	n/a

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0226	2018	FORD	Taurus	Sedan	1FAHP2D84JG141615	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0227	2018	FORD	Taurus	Sedan	1FAHP2D81JG141619	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0228	2018	FORD	Taurus	Sedan	1FAHP2D88JG141620	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0229	2018	FORD	Taurus	Sedan	1FAHP2D81JG143404	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0230	2018	FORD	Taurus	Sedan	1FAHP2D83JG143405	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0231	2018	FORD	Taurus	Sedan	1FAHP2D85JG143406	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0232	2018	FORD	Taurus	Sedan	1FAHP2D84KG106929	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0233	2018	FORD	Taurus	Sedan	1FAHP2D80KG106930	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0234	2018	FORD	Taurus	Sedan	1FAHP2D84KG106932	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0235	2018	FORD	Taurus	Sedan	1FAHP2D83KG106937	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0236	2018	FORD	Taurus	Sedan	1FAHP2D86KG106933	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0237	2018	FORD	Taurus	Sedan	1FAHP2D87KG106939	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0238	2018	FORD	Taurus	Sedan	1FAHP2D87KG106942	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0239	2018	FORD	Taurus	Sedan	1FAHP2D82KG106945	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0240	2018	FORD	Taurus	Sedan	1FAHP2D82KG106928	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0241	2018	FORD	Taurus	Sedan	1FAHP2D82KG106931	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0242	2018	FORD	Taurus	Sedan	1FAHP2D88KG106934	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0243	2018	FORD	Taurus	Sedan	1FAHP2D8XJG106935	Fuel/Gas	17	2 seats, 0 W/C	n/a

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0245	2018	FORD	Taurus	Sedan	1FAHP2D85KG106938	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0247	2018	FORD	Taurus	Sedan	1FAHP2D89KG106943	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0248	2018	FORD	Taurus	Sedan	1FAHP2D80KG106944	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0249	2018	FORD	Taurus	Sedan	1FAHP2D84KG106946	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0250	2018	FORD	Taurus	Sedan	1FAHP2D85KG106941	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0251	2018	FORD	Taurus	Sedan	1FAHP2D85KG117762	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0252	2018	FORD	Taurus	Sedan	1FAHP2D84KG117753	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0253	2018	FORD	Taurus	Sedan	1FAHP2D81KG117757	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0254	2018	FORD	Taurus	Sedan	1FAHP2D87JG143407	Fuel/Gas	17	2 seats, 0 W/C	n/a
P0299	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB77595	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0300	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB77611	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0301	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB77610	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0302	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB77608	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0303	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB77606	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0304	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB77596	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0305	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB77629	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0306	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB77615	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0307	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB77617	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0309	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB77607	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0310	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB77614	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0311	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB77620	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0312	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB77590	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0313	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB77632	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0314	2019	Collins Bus	Transit	Ford T350	1FDES8PM2KKB77613	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0315	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB77592	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0316	2019	Collins Bus	Transit	Ford T350	1FDES8PM3KKB89172	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0317	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB89181	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0318	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB77618	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0319	2019	Collins Bus	Transit	Ford T350	1FDES8PM0KKB89176	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0320	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB89175	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0321	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB89191	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0322	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB89187	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0323	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB89179	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0324	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB89189	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0325	2019	Collins Bus	Transit	Ford T350	1FDES8PM2KKB89180	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0326	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB89182	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0328	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB89185	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0329	2019	Collins Bus	Transit	Ford T350	1FDES8PM0KKB77612	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0330	2019	Collins Bus	Transit	Ford T350	1FDES8PM8KKB77597	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0331	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB77585	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0332	2019	Collins Bus	Transit	Ford T350	1FDES8PM8KKB77583	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0333	2019	Collins Bus	Transit	Ford T350	1FDES8PM8KKB77616	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0334	2019	Collins Bus	Transit	Ford T350	1FDES8PM0KKB77593	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0335	2019	Collins Bus	Transit	Ford T350	1FDES8PM8KKB89183	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0336	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB89173	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0337	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB77589	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0338	2019	Collins Bus	Transit	Ford T350	1FDES8PM2KKB77594	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0339	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB89203	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0340	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB89198	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0341	2019	Collins Bus	Transit	Ford T350	1FDES8PM8KKB89197	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0342	2019	Collins Bus	Transit	Ford T350	1FDES8PM2KKB77627	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0343	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB77601	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0344	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB77587	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0345	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB77584	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0347	2019	Collins Bus	Transit	Ford T350	1FDES8PM2KKB77630	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0348	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB77625	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0349	2019	Collins Bus	Transit	Ford T350	1FDES8PM3KKB77622	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0350	2019	Collins Bus	Transit	Ford T350	1FDES8PM3KKB89205	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0351	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB77600	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0352	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB77623	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0353	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB77591	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0354	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB77599	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0355	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB89199	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0356	2019	Collins Bus	Transit	Ford T350	1FDES8PM0KKB77626	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0357	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB77598	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0358	2019	Collins Bus	Transit	Ford T350	1FDES8PM3KKB89186	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0359	2019	Collins Bus	Transit	Ford T350	1FDES8PM3KKB77605	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0360	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB89190	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0361	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB89196	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0362	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB89201	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0363	2019	Collins Bus	Transit	Ford T350	1FDES8PM2KKB89194	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0364	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB89178	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0366	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB77621	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0367	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB77628	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0368	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB77603	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0369	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB89208	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0370	2019	Collins Bus	Transit	Ford T350	1FDES8PM8KKB89202	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0371	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB89200	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0372	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB89204	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0373	2019	Collins Bus	Transit	Ford T350	1FDES8PM3KKB77586	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0374	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB77631	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0375	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB77604	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0376	2019	Collins Bus	Transit	Ford T350	1FDES8PM0KKB89193	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0377	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB89174	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0378	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB89192	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0379	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB89206	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0380	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB77588	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0381	2019	Collins Bus	Transit	Ford T350	1FDES8PM6KKB89215	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0382	2019	Collins Bus	Transit	Ford T350	1FDES8PM2KKB89213	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0383	2019	Collins Bus	Transit	Ford T350	1FDES8PM9KKB89211	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0385	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB89218	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0386	2019	Collins Bus	Transit	Ford T350	1FDES8PMVKKB89217	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0387	2019	Collins Bus	Transit	Ford T350	1FDES8PM0KKB89209	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0388	2019	Collins Bus	Transit	Ford T350	1FDES8PM4KKB89195	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0389	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB89207	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0390	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB89188	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0391	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB89184	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0392	2019	Collins Bus	Transit	Ford T350	1FDES8PM3KKB89222	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0393	2019	Collins Bus	Transit	Ford T350	1FDES8PM8KKB89216	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0394	2019	Collins Bus	Transit	Ford T350	1FDES8PMXKKB89220	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0395	2019	Collins Bus	Transit	Ford T350	1FDES8PM0KKB89212	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0396	2019	Collins Bus	Transit	Ford T350	1FDES8PM3KKB89219	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0397	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB89210	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0398	2019	Collins Bus	Transit	Ford T350	1FDES8PM5KKB89223	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0399	2019	Collins Bus	Transit	Ford T350	1FDES8PM1KKB89221	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0400	2019	Collins Bus	Transit	Ford T350	1FDES8PM7KKB77624	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0401	2020	Collins Bus	Transit	Ford T350	1FDES6PG3LKB51022	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0402	2020	Collins Bus	Transit	Ford T350	1FDES6PG1LKB18570	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0404	2020	Collins Bus	Transit	Ford T350	1FDES6PG6LKB51032	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0405	2020	Collins Bus	Transit	Ford T350	1FDES6PG5LKB18572	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0406	2020	Collins Bus	Transit	Ford T350	1FDES6PG3LKB18571	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0407	2020	Collins Bus	Transit	Ford T350	1FDES6PG8LKB12992	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0408	2020	Collins Bus	Transit	Ford T350	1FDES6PG4LKB44094	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0409	2020	Collins Bus	Transit	Ford T350	1FDES6PG6LKB12991	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0410	2020	Collins Bus	Transit	Ford T350	1FDES6PG2LKB26600	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0411	2020	Collins Bus	Transit	Ford T350	1FDES6PG4LKB51031	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0412	2020	Collins Bus	Transit	Ford T350	1FDES6PG0LKB44092	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0413	2020	Collins Bus	Transit	Ford T350	1FDES6PG4LKB37999	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0414	2020	Collins Bus	Transit	Ford T350	1FDES6PG5LKB38000	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0415	2020	Collins Bus	Transit	Ford T350	1FDES6PG4LKB51028	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0416	2020	Collins Bus	Transit	Ford T350	1FDES6PG6LKB44100	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0417	2020	Collins Bus	Transit	Ford T350	1FDES6PG1LKB44098	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0418	2020	Collins Bus	Transit	Ford T350	1FDES6PG6LKB51029	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0419	2020	Collins Bus	Transit	Ford T350	1FDES6PG5LKB51023	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0420	2020	Collins Bus	Transit	Ford T350	1FDES6PG2LKB51030	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0421	2020	Collins Bus	Transit	Ford T350	1FDES6PG1LKB51021	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0423	2020	Collins Bus	Transit	Ford T350	1FDES6PG6LKB44095	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0424	2020	Collins Bus	Transit	Ford T350	1FDES6PG3LKB44099	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0425	2020	Collins Bus	Transit	Ford T350	1FDES6PG7LKB51024	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0426	2020	Collins Bus	Transit	Ford T350	1FDES6PG2LKB51027	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0427	2020	Collins Bus	Transit	Ford T350	1FDES6PGXLKB51020	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0428	2020	Collins Bus	Transit	Ford T350	1FDES6PG9LKB51025	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0429	2020	Collins Bus	Transit	Ford T350	1FDES6PG2LKB44093	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0430	2020	Collins Bus	Transit	Ford T350	1FDES6PGXLKB51017	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0431	2020	Collins Bus	Transit	Ford T350	1FDES6PG9LKB44091	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0432	2020	Collins Bus	Transit	Ford T350	1FDES6PGXLKB44102	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0433	2020	Collins Bus	Transit	Ford T350	1FDES6PG0LKB51026	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0434	2020	Collins Bus	Transit	Ford T350	1FDES6PG2LKB37998	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0435	2020	Collins Bus	Transit	Ford T350	1FDES6PG3LKB51019	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0436	2020	Collins Bus	Transit	Ford T350	1FDES6PG8LKB44096	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0437	2020	Collins Bus	Transit	Ford T350	1FDES6PG1LKB51018	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0438	2020	Collins Bus	Transit	Ford T350	1FDES6PG5LKB51037	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0439	2020	Collins Bus	Transit	Ford T350	1FDES6PG8LKB44101	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0440	2020	Collins Bus	Transit	Ford T350	1FDES6PG0LKB51043	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Property #	Year	Manufacturer	Model	Chassis	VIN	FUEL	Length (FT)	Capacity	Ramp Or Lift
P0442	2020	Collins Bus	Transit	Ford T350	1FDES6PG8LKB51033	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0443	2020	Collins Bus	Transit	Ford T350	1FDES6PG1LKB51049	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0444	2020	Collins Bus	Transit	Ford T350	1FDES6PG1LKB51035	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0445	2020	Collins Bus	Transit	Ford T350	1FDES6PG4LKB62496	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0446	2020	Collins Bus	Transit	Ford T350	1FDES6PG7LKB51041	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0447	2020	Collins Bus	Transit	Ford T350	1FDES6PGXLKB44097	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0448	2020	Collins Bus	Transit	Ford T350	1FDES6PG9LKB51039	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0449	2020	Collins Bus	Transit	Ford T350	1FDES6PG3LKB51036	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0450	2020	Collins Bus	Transit	Ford T350	1FDES6PG2LKB62495	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0451	2020	Collins Bus	Transit	Ford T350	1FDES6PG4LKB51045	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0452	2020	Collins Bus	Transit	Ford T350	1FDES6PG6LKB51046	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0453	2020	Collins Bus	Transit	Ford T350	1FDES6PGXLKB51034	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0454	2020	Collins Bus	Transit	Ford T350	1FDES6PG2LKB51044	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0455	2020	Collins Bus	Transit	Ford T350	1FDES6PGXLKB26599	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0456	2020	Collins Bus	Transit	Ford T350	1FDES6PG9LKB51042	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0457	2020	Collins Bus	Transit	Ford T350	1FDES6PG7LKB51038	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0458	2020	Collins Bus	Transit	Ford T350	1FDES6PGXLKB51048	Fuel/Gas	23'	6 seats, 2 W/C	Lift
P0459	2020	Collins Bus	Transit	Ford T350	1FDES6PG8LKB51047	Fuel/Gas	23'	6 seats, 2 W/C	Lift

Appendix E

SYSTEM SAFETY PROGRAM PLAN

TRANSPORTATION AMERICA

Bus Transit System Annual Safety and Security Certification
Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)

Certification Date: (Current): 01/14/2022
Certification Year: (Previous): 2021
Name and Address of Bus Transit System:

Transportation America @ 3300 S.W. 11th AVE Fort Lauderdale, FL 33315

The Bus Transit System (Agency) named above hereby certifies the following:

1. **The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule 14-90, Florida Administrative Code.**

2. **The agency is in Compliance with its adopted SSPP and SPP.**

3. **The agency has performed annual safety inspection on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.**

4. **The Agency has conducted reviews of SSPP and SPP and the plans are up to date.**

Name: Raul Alvarez

Signature: _____

Title: Safety & Security/ Compliance Director
(Individual Responsible for Assurance of Compliance)

Notary Public

STATE OF FLORIDA
MIAMI DADE COUNTY

The forgoing instrument was acknowledged before me this 27th day of April, 2022, by Raul Alvarez, **who is personally known to me or produced identification.**
Identification produced: FL Drivers LIC.

_____ (Seal)
NOTARY ~~PUBLIC~~

JEFFREY ALLEN ALEMAN
MY COMMISSION EXPIRES
APRIL 28, 2025
#HH 090331
Bonded thru
Budget Notary Services
NOTARY PUBLIC STATE OF FLORIDA

Appendix F

PARATRANSIT EMERGENCY TRANSPORTATION PLAN

PARATRANSIT SERVICES SECTION

I. **PURPOSE**

To prescribe duties and responsibilities, establish lines of authority, and provide administrative procedures for the provision of special needs transportation in the event of hurricanes or other natural disaster, or when the Broward County Emergency Action Plan is implemented.

II. **DUTIES AND RESPONSIBILITIES**

Paratransit Services, a section within the Transportation Department (ESF-1), is responsible for:

A. Maintaining a special needs transportation capability through contractual arrangement with transportation operator(s) for persons with special needs (PSNs) who, because of a disability or medical condition, are unable to transport themselves, arrange private transportation, or use regular mass transportation to/from a shelter site.

B. Notifying and mobilizing all assigned staff necessary to implement this Emergency Action Plan. Designating and assigning staff to appropriate facilities in which special needs transportation emergency activities may be conducted.

C. Coordinating special needs transportation requests received from the Human Services Department (ESF-8 and ESF-18), or received through the Communications Center (ESF-2) by telephone or other referral process in accordance with prescribed standards.

D. Identifying to competent authority all resource segments required to perform assigned functions which are in excess of Paratransit Services Section capabilities.

E. Performing special needs transportation coordination duties appropriate to each alert phase described below, and/or as directed by The Department Director of the Transportation Department.

III. **PHASE I - WATCH STATUS**

Upon notification of a Phase I Watch Status alert by the Director of the Transportation Department, it will be the responsibility of the Transit Manager, Paratransit Services Section to activate Phase I of this Emergency Transportation Plan. Activation of a Phase I Watch Status consists of the following action steps:

A. Notifying the Paratransit Services staff, utilizing the alert assignment list (included as Attachment I), that a Phase I Watch Status has been declared. Ensure Paratransit Services Section staff is informed they are considered essential to emergency operations during Phases I, II, and IV, and they should immediately report to work bringing personal supplies sufficient for a 96-hour period. In the event family members wish to spend Phase III at a Broward County Government facility, bring necessary changes of clothing, blankets, medications and other personal supplies, etc. It is expected that full staffing will be accomplished within 120 minutes of a Phase I alert notification.

B. Maintaining a sufficient staff presence at the Emergency Operations Center, 201 NW 84th Avenue, Plantation, Communications Center, and other staff as required implementing this Emergency Transportation Plan. A staffing profile is contained in Attachment I.
C. Reviewing emergency transportation procedures with Paratransit Services staff, Transportation Department staff, and other Emergency Operations Center/Communications support personnel involved with emergency transportation operations.
D. Providing necessary technical support as required by the Emergency Operations Center staff for evaluating and monitoring the provision of special needs transportation activities.
E. Coordinating the orderly suspension of regular Paratransit services with the transportation operator(s), in accordance with the Americans with Disabilities Act of 1990 and Title 49, Subtitle A, Subpart A, Section 37 of the Code of Federal Regulations (49CFR37) and providing for the implementation of emergency transportation procedures, following telephone notification of an emergency evacuation situation.
1. If Phase I occurs during or extends into normal business hours, already scheduled Paratransit services shall continue to be provided until such time as the Emergency Operations Center directs that regular fixed-route and Paratransit operations are suspended. At this time, the transportation operator(s) will be notified that emergency evacuation procedures will commence. If the Phase I alert occurs after hours, Paratransit Services staff will immediately take position at their designated stations and set up a communications capability with the transportation operator(s), who will notify its staff of the imminent requirement to initiate emergency evacuation transportation.
2. Upon notification by Paratransit Services staff that emergency evacuation procedures have commenced, the transportation operator(s) will inform its drivers by radio to return all passengers home and begin to implement the transportation operator’s emergency evacuation plan.
3. Transportation operator staff will telephone clients who have transportation scheduled for the remainder of the day or expected duration of the emergency situation that regular Paratransit services are being temporarily suspended. The clients will additionally be informed that should they require special needs transportation to the nearest available shelter they should call (866) 682-2258 or (954) 831-4000 (8:30 A.M. – 5:00 P.M.).
4. Transportation operators will be notified that an evacuation list is being prepared and they should take appropriate steps to schedule the appropriate number of vehicles and drivers, including the appropriate number of accessible and lift/ramp equipped vehicles. The evacuation list is comprised of two parts:
a. Part One is a list, prepared by the Broward County Elderly and Veterans Services, of clients who require evacuation transportation to a designated Special Needs Shelter by a Paratransit service vehicle. This list shows the total number of persons to be transported, including the clients, Personal Care Attendants, service animals, other companions, such as family, and any necessary aids. A copy is provided to the Paratransit Services Section for use in coordinating the overall evacuation program and for subsequent billing purposes.

b. Part Two is a Paratransit Services Section-prescribed form completed by other ESFs during Phase I operations, with one copy forwarded by fax or courier to a transportation operator(s) and the other copy retained by the Paratransit Services Section for record-keeping purposes and for subsequent billing purposes. These forms are usually completed by staff at ESF-2 (Communications), ESF-8 (Health and Medical), and ESF-18 (Special Needs Shelters). These forms identify those disabled and frail elderly individuals that have contacted the EOC and require Paratransit transportation services to Special Needs Shelters, Red Cross Shelters, hospitals, or other safe havens.
5. When directed by the Department Director of the Transportation Department, the Paratransit Services Section Manager will authorize emergency transportation of PSN's and will continue to coordinate the overall provision of special needs transportation.
6. Remain active under the Emergency Operations Center direction until such time as properly relieved, when all known requests for transportation have been satisfied, or when otherwise directed by the Department Director of the Transportation Department or the Emergency Operations Center.

IV. **PHASE II - WARNING STATUS**

Upon notification of a Warning Status alert by the Director of the Transportation Department, it will be the responsibility of the Paratransit Services Section Manager to activate Phase II of the plan. Activation includes:
A. Upon the specific direction of the Transportation Department Director, notifying the transportation operator(s) to suspend special needs transportation operations.
B. Stationing a minimum of one accessible vehicle and driver at each shelter listed in Attachment II for accommodating the need for inter-shelter transfers of PSN's, non-emergency and non-stretcher transport of PSN's to hospitals, and for other special needs transportation requirements.
C. Securing transportation logs, computer diskettes and other records in safe storage areas of the facility.
D. With clearance from the Emergency Operations Center, releasing Paratransit Services Section personnel staff deemed nonessential for Phase III emergency activities.

V. **PHASE III - EVENT**

Upon notification of a Phase III alert by the Director of the Transportation Department, operation of transportation services will cease. Efforts at this time will be to provide for the safety and security of staff personnel. During Phase III, the Paratransit Services Section Manager will remain cognizant of Emergency Operations Center activities and receive directions or instructions from the Department Director of the Transportation Department or Emergency Operations Center staff.
A. An "Evacuation Kit" containing office supplies required to continue Paratransit service operations in another location is stored in the supply area of the Emergency Operations Center and available at Transportation Department administration. If the need to relocate staff operations to an alternative site is considered necessary, personnel will use the telephone system's "Call Forwarding" feature to ensure incoming calls will be received at the alternate locations.

B. If the Emergency Operations Center has not been activated and an evacuation order is received during regular working hours, telephones will be forwarded to an extension provided by ESF-2.
C. If the emergency occurs during non-working hours and the Emergency Operations Center has not been activated, forward telephones to ESF-2, or as otherwise instructed. Calls will be forwarded to the Emergency Operations Center once operational.
D. In the event of an electrical power disruption, Paratransit Services Section staff will remain at their telephone stations and answer calls even though no lights may be operating on the telephone instrument. Should telephone service be interrupted, a staff person should stand by and continue related clerical assignments until communications are reestablished.

VI. **PHASE IV - RECOVERY**

Upon conclusion of the emergency and when directed by the Director of the Transportation Department, the Paratransit Services Section Manager will commence Phase IV recovery operations as follows:
A. Consult with the Director of the Transportation Department to determine when to implement a return movement of evacuees.
B. Establish a specific time as to when return movement of evacuees is to commence.
C. Direct Paratransit Services Section staff to designated facilities in order to reestablish communication links, field inquiries, schedule return transportation for PSN's, and perform special needs transportation related recovery duties as assigned.
D. During recovery operations, maintain close and continuing liaison with a transportation operator(s) and maintain appropriate records and logs to document return transportation operations.
E. Process transportation operator's billings for transportation services provided during Phases I, II, and IV.
F. Notify transportation operators to restore routine Paratransit service operations and schedules to coincide with the resumption of fixed-route bus service

VII. **LOCATION AND COMMUNICATIONS INFORMATION**

Paratransit Services Section operational activities during a Phase I alert will relocate to the Emergency Operations Center, 201 NW 84th Avenue, Plantation, or as otherwise noted.
A. The Paratransit Services Section Manager (or designated alternate) will take up an appropriate position at the Emergency Operations Center, a Paratransit Service Section supervisor (s) will be posted inside the Emergency Operations Center as a liaison between the Paratransit Service Section Manager and the Communications Center staff, and the remaining Paratransit Services Section staff will report to either the Communications Center, or as assigned. Staff will generally remain in place during Phases II and III. Phase IV staffing is contingent upon accessibility following the emergency action and/or as directed by the Paratransit Services Section Manager.
B. The following telephone numbers are designated for accessing Paratransit Services staff and staff operations.
Transportation Requests: 866-682-2258 or 954-831-4000
Paratransit Services Section Manager: 954-357-8321 or 954-553-4287

Paratransit Service Section Supervisor: 954-357-8328 or 954-357-8478
Emergency Operations Center (EOC) 954-831-4000

C. Telephone calls requesting evacuation transportation, or general information concerning emergency Paratransit service requirements which arrive at the Emergency Operations Center or other staff offices should be transferred or directed to 866-682-2258 or 954-831-4000. Do not transfer calls to Paratransit Administration or any other extension. These telephone numbers must be left open so that Paratransit Services staff may remain in contact with its transportation operator(s) and with the Emergency Operations Center.

D. If emergency evacuation of the Paratransit Services office becomes necessary, the Paratransit Services Section Manager will designate an alternate site after first coordinating relocation with the Emergency Operations Center. Telephone service will continue uninterrupted, using the call-forwarding feature, prior to moving to the alternate site.

Appendix G

SOLICITATION AND ADDENDA 1-4, PARATRANSIT TRANSPORTATION SERVICES

Finance and Administration Services Department
PURCHASING DIVISION
115 S. Andrews Avenue, Room 212, Fort Lauderdale, Florida 33301 | 954-357-6066 | FAX 954-357-8535 | broward.org/Purchasing
Hours of Operation: Monday through Friday 8:30 a.m. to 5:00 p.m.

ADDENDUM NO. 4

Solicitation No.: RFP C1231306P1
Solicitation Title: Paratransit Transportation Services (Non Sheltered Market)

Date of Addendum: June 23, 2014

Attention all potential bidders:

☒ Must Addendum: Read carefully and follow all instructions. Information included in this Addendum will have a material impact on the submittal for this solicitation. All "MUST" addenda and/or revised pricing sheets are considered a matter of responsiveness. Failure of a Submitter to the addenda and/or return the revised pricing sheets shall be cause for rejection of the submittal.

☐ Return Addendum with submittal or acknowledge on the Bid Sheet
☐ Return Completed Revised Price Sheet with Submittal
☒ Other: Return legible pricing sheets with RFP submittal.

To all prospective bidders, please note the following changes and clarifications:
Words in ~~strikethrough~~ type are deletions from existing text. Words in **bold underlined** type are additions to existing text.

1. The solicitation opening date remains as Monday, June 30, 2014 at 5:00 p.m.

2. Broward County Purchasing Division is transitioning the advertisement of all current solicitations and new solicitations through BidSync, an electronic bidding system. As of June 26, 2014, this solicitation and any future notifications for this solicitation, including any addenda, will be issued through BidSync. Vendors should complete their free registration with BidSync at www.bidsync.com. Once this solicitation is available in BidSync, Vendors who are interested in this solicitation, should turn on notifications or "Add to my bids" to continue to receive notifications on this solicitation.

3. Vendor may continue to follow instructions contained in the solicitation to respond to this solicitation.

4. Attachment T – Pricing Sheets (excel file), has been revised and re-issued as Revised Attachment T – Pricing Sheets. The excel file has been modified to allow additional space for the entry of numerical values. The modification to the excel file is for formatting purposes only and will contain no changes to formula or content. Vendors must submit legible pricing sheets or accessible excel files of the Vendor's proposed pricing.

5. The following is an addition to "Submittal Instructions", page 6 of 14:

   The completed Excel Pricing Sheet(s) should be saved as an Excel file to a CD/DVD or flash drive. Do not password protect the file and do not save it as a PDF.

6. The following information is provided in response to a question received for subject solicitation:

Question: We are running into an issue with the provided pricing Excel document. In certain cells, the columns are too narrow for the font size with dollar signs and pennies showing and therefore it is displaying as "######". We are unable to adjust the font to make it readable. So far, we only are having the problem on the "Section 4 Trip Rate" tab. Would it be possible for you to provide a modified file?

Answer: Refer to item no. 4 in this addendum.

All other terms, conditions and specifications remain unchanged for this solicitation.

NAME OF COMPANY: _____

A Service of the Broward County Board of County Commissioners
Excellence in Government Procurement – Our Best. Nothing Less.

Finance and Administration Services Department
PURCHASING DIVISION
115 S. Andrews Avenue, Room 212, Fort Lauderdale, Florida 33301 | 954-357-6066 | FAX 954-357-8535 | broward.org/Purchasing
Hours of Operation: Monday through Friday 8:30 a.m. to 5:00 p.m.

ADDENDUM NO. 3

Solicitation No.: RFP C1231306P1
Solicitation Title: Paratransit Transportation Services

Date Of Addendum: June 13, 2014

Attention all potential bidders:

☐ Should Addendum: Information included in this Addendum is for clarification purposes. This Addendum SHOULD be acknowledged with the RFP or returned with your submittal.

To all prospective bidders, please note the following changes and clarifications:
Words in ~~strikethrough~~ type are deletions from existing text. Words in **bold underlined** type are additions to existing text.

1. The RFP Opening Date remains the same: Monday, June 30, 2014 at 5:00 p.m.

2. The Living Wage Ordinance is applicable for RFP No. C1231306P1. In determining what, if any, fiscal impacts(s) are a result of the Ordinance for this solicitation, provide the following for information purposes only. Response is not considered in the evaluation or the award of this contract.

   Living Wage had an effect on the pricing. ☐ Yes ☐ No ☐ N/A

   If yes, indicate whether pricing increased or decreased as a result of applying Living Wage:

   Pricing Sheets, Attachment "T", the overall Total Price Proposal **increased** by: _____% **or**

   Pricing Sheets, Attachment "T", the overall Total Price Proposal **decreased** by: _____%

   If overall the Total Price Proposal **increased**, indicate the percentage amount by each Section of the Pricing Sheets, Attachment "T":

   Section 2 – Mobilization Expenses, Administrative Personnel/ Wages/ Fringes (line one): ____ %

   Section 3 – Fixed Expenses per Month, Administrative Personnel/ Wages/ Fringes (line one): ____ %

   Section 4 – Fixed Price per Registered Passenger Trip, Driver Wages and Fringes (line one): ____ %

3. The following information is provided in response to questions received for subject solicitation:

	Question	Answer
1.	Please define/specify "Fixed" and "Overhead" costs. These terms are not clearly defined.	In Attachment "T", Pricing Sheets, Section 3, Vendors are required to submit "Fixed Expenses per Month (Administrative and Overhead). Fixed Expenses per Month are the fixed or reoccurring expense categories the Vendor incurs during the performance of the contract, which remain the same regardless of any decrease in service levels (however these expenses may experience inflation). "Overhead" refers to any related ongoing business expense for this contract, not including direct operational labor. Note – Section 3 specifically excludes any Driver labor or fringe expenses. Section 4 captures Driver Wages and Fringes (as those expenses may fluctuate based on service levels). Refer to Attachment "T", Pricing Sheets, Instructions page 63 and 64 of 114.

All other terms, conditions and specifications remain unchanged for this bid.

NAME OF COMPANY: _____

Finance and Administration Services Department
PURCHASING DIVISION
115 S. Andrews Avenue, Room 212, Fort Lauderdale, Florida 33301 | 954-357-6066 | FAX 954-357-8535 | broward.org/Purchasing
Hours of Operation: Monday through Friday 8:30 a.m. to 5:00 p.m.

ADDENDUM NO. 2

Solicitation No.: RFP C1231306P1
Solicitation Title: Paratransit Transportation Services

Date Of Addendum: June 11, 2014

Attention all potential bidders:

☒ Must Addendum: Read carefully and follow all instructions. Information included in this Addendum will have a material impact on the submittal for this solicitation. All "MUST" *addenda* are considered a matter of responsiveness. "MUST" addenda must be returned with your Request for Proposal submittal. All revised Pricing Sheets must be returned with your Request for Proposal submittal. Failure of a Submitter to return or acknowledge the addenda and/or return the revised Pricing Sheets shall be cause for rejection of the bid.

☒Return Addendum or acknowledge with RFP Submittal
☐Return Completed Revised Price Sheet with RFP Submittal

To all prospective bidders, please note the following changes and clarifications:
Words in ~~strikethrough~~ type are deletions from existing text. Words in **bold underlined** type are additions to existing text.

1. The RFP Opening Date has been revised as follows: **Monday, June 30, 2014 at 5:00 p.m**. Location remains the same.

2. Required Forms checklist, page 8 of 114, has been revised to reflect the addition of Attachment "B": Letter of Intent, Attachment "D": Application For Evaluation Of Good Faith Effort Pursuant To County Business Opportunity Act Of 2012, and Revised Attachment "R" : Proposal Bond. The **(Revised) Required Forms** checklist is annexed hereto and should be returned with the each vendors submittal. Note: Attachment "A" or Attachment "C" are intentionally omitted from the RFP.

3. Exhibit 1: VIII. Provision of Service, page 77 of 114, is revised as follows:

   3. Utilizing the paratransit software system ~~AVL, and MDC,~~ **and fleet radios,** all dispatchers shall obtain, and provide an accurate estimated time of arrival (ETA) ~~when a Client calls regarding late pickups~~ **when a Call Center agent calls regarding late pickups**.

4. Exhibit 1: XIII. Personnel, page 87 of 114, **4 (e)** is deleted and replaced in its entirety with the following:

   (e) Contractor shall not employ or retain any Driver whose driving record, as compiled by the Department of Motor Vehicles of the state of Florida, does not meet the following criteria ("Hiring/ Retention Procedures"):

   i. No more than one (1) moving violation in the past three (3) years.

ii. **No at-fault accident in the last three (3) years.**

iii. **No Failures to Appear or Failures to Pay in the last three (3) years.**

iv. **No Reckless Driving within the last seven (7) years.**

v. **No Driving Under the Influence (DUI) within the last seven (7) years. Two convictions (lifetime) for DUI is automatic disqualification.**

vi. **No suspensions within the last three (3) years. One suspension for PIP permitted.**

vii. **No Manslaughter charges resulting from the operation of a motor vehicle.**

viii. **No Hit-Run or Hit-Run Property Damage.**

ix. **No Reckless Driving causing injury.**

x. **No DUI causing injury.**

xi. **No combination of any violations that indicate a pattern of irresponsibility or poor judgment.**

5. Exhibit 2: Computer Systems, Page 101 of 114, is revised as follows:

(6) Financial MIS. The Financial MIS is the primary Management Information System that will be used to monitor Contractor TOPS dedicated financial activity related to the performance of the Services. Using the Financial MIS, Contractor shall perform activities including, but not limited to:

(i) recording daily revenues collected by Contractor;

(ii) recording Costs and producing invoices associated with authorized expenditures;

(iii) reporting on ~~DBE~~ **CBE** compliance; and

(iv) tracking receipts from purchases of supplies and materials.

6. Exhibit 1: XV. Training, Page 88 of 114, is revised as follows:

2. Drivers shall receive a minimum of eighty (80) hours of training prior to driving a vehicle in service. In addition to the training requirements for all employees stated above, **Driver** training must include the following:

a. **Passenger assistance training:** Passenger Assistance Technique (P.A.T.) **or Passenger Service and Safety (PASS) Driver Certification** or an equivalent course which must be approved by the County upon approval of an agreement. Training shall include elderly and disabled sensitivity components, passenger relations and assistance, handling and securement of wheelchairs, assistance to the visually impaired and dealing with service animals.

7. Exhibit 1: XV. Training, Page 89 of 114, is revised as follows:

4. The Contractor(s) shall obtain the County's approval prior to designing and implementing a standardized Driver training curriculum and the development of a certification process.

a. ~~For Drivers, the County has approved the University of Wisconsin, Milwaukee's "Passenger Assistance Training to Proficiency" and the National Safety Council certification program for defensive driving.~~ **Once approved by the County the Contractor may not substitute a** comparable program~~s may not be substituted~~ **during the term of the agreement** without the prior written approval of the County.

8. The following information is provided in response to questions received for subject solicitation:

	Question	Answer
1.	What is the cost per vehicle supplied by the County to provide service, so insurance Company can price Insurance?	The cost per Vehicle is $84,917.00.
2.	[Company] respectfully requests an extension of an additional two weeks.	Refer to # 1 of this Addendum 2.
3.	[Company] We would like to recommend the date be changed to July 23 , 2014.	Refer to # 1 of this Addendum 2.
4.	CBE Clarification – if the new CBE goal is 11% on sections 1-4 (excluding wages and fringes), what percent of the total dollar amount does the County estimate the percent of work the CBE will do. Wages are a majority of the cost in this contract, so the overall CBE utilization could end up as a much smaller figure.	The 11% CBE goal for each contract applies to the approximate 35% ($15.75M) of the projected contract amount on non-direct labor expenses. 11% of the estimated $15.75M equates to approximately $1,732,500 in CBE participation dollars per awarded contract. Vendors must review and commit to participation goals based on their own price proposals.
5.	What technique was used to come up with the 11% CBE goal?	The Project Manager identified the breakdown of the scope of work for the project. All portions of the scope of work were included for purposes of assessing overall relative availability of CBE-eligible firms by NAICS code. In this case, portions of the scope of services were identified which present an opportunity for CBE involvement. These portions of the scope of services were totaled to arrive at the CBE goal for the project.
6.	Are any specific CBE types of businesses required for this Contract, or can all certified CBE's be used? We ask this because this is a paratransit contract, and there is only one CBE certified for paratransit.	There are no "required" types of business. Participation of CBE's will be based on the needs of the transportation Service providers. Additionally, OESBD can provide information on what types of businesses may participate as a CBE. It should be noted however, direct labor i.e. administrative, personnel and driver, wages and fringes are not included in the eligible categories for CBE work. The 11% applies only to "non-direct labor". Refer to responses to Questions # 4 and # 5 of this Addendum 2.

	Question	Answer
7.	Please provide more information as to the definition of 'Agency Trips.' Does this include dialysis trips, nutrition, mental health, and adult day care?	Agency Trips may include but is not limited to Trips for dialysis, nutrition, mental health and adult day care. Agency facilities with high trip volumes at common start and end times will be grouped into static routes for higher efficiency i.e. "school bus" style routing.
8.	Are Agency Trips mostly subscription trips?	Yes, historically Agency Trips have been Subscription Trips.
9.	What is the status of the Contract(s) for outsourcing the 200,000 trips to outside agencies that are currently being done under the TOPS program?	Contracts have not been awarded at this time. The County intends to have the Agency Coordination Transportation (ACT) program in place for January 1, 2015, start.
10.	Excessive Trip Length – please provide more information as to when will a trip be considered 'extreme long distance', and at what point is the trip not extreme. In other words, what is the mileage benchmark?	Rides provided where client ride time exceeds ninety (90) minutes, except in cases of extreme long distance, are deemed excessive. The County will compare travel time to a one-way trip travelled by fixed route bus service. There is no specific mileage benchmark for "extreme long distance", however each instance where ride time exceeds ninety (90) minutes is evaluated independently on a case by case basis.
11.	Late Trip – if a passenger is picked up 'on time' (within the window of the requested arrival), but arrives after his or her appointment time, is this considered a late trip? Meaning, if the pickup time is not reasonable to get to the appointment on time, and complaint results, is the provider still responsible?	The Call Center does not negotiate Trip requests but instead utilizes a batch scheduling method. The CTMS scheduling engine generates a "promise window" based on the request time requested by the customer. The travel time is calculated based on the priority of the Trip either being a "pick up anchored trip" or "drop off anchored trip" expressed by the customer at the time of reservation. A Trip will be assessed one penalty, if it meets the definition of a Late Trip on either the pickup and/or drop off. In the event that a complaint results, the reasonableness of travel time will be assessed on a case by case basis.
12.	Service Level – please provide more information as to how the County will be divided in half (50% to each provider). Is one provider to get the North, and one the South. Or, is each to cover the entire County overlapping each other?	Both Service providers will cover the entire County Service Area allowing the CTMS scheduling engine to assign Trips to the most efficient and logical route available.
13.	Provision of Service (page 77) VIII 3., are ETA's to be given by the Provider, or by the Call Center?	Refer to # 3 of this Addendum 2. Call Center agents will provide an estimated time of arrival (ETA) to the customer, but the Call Center may ask the transportation Service provider for an ETA if the Vehicle AVL is not reporting.
14.	Pre and Post Trip, Page 84, 20 – can the pre and post trip inspection be kept on the same page of paper?	Yes.
15.	Please provide us with the TOPS policies and procedures (is not included in the RFP).	Refer to: http://www.broward.org/BCT/Documents/TOPSGuide2013.pdf

	Question	Answer
16.	MIS, email, page 100, B2, will the agency consider allowing the use of non-Broward.org email addresses? Many employee already have existing emails that may help with the transition, etc.	Contractors may use existing private or corporate email accounts however, only Broward County email will be accessible on County computers.
17.	Page 101, Human Resources MIS – would the agency accept digital record keeping of employee files and related information for this requirement?	Digital record keeping of employee files is acceptable as long as it includes a searchable master employee matrix.
18.	Page 101, 6, iii, DBE Compliance – is reporting on DBE compliance a requirement even if there is no goal?	Refer to # 5 of this Addendum 2. Additionally, refer to # 6 of Addendum 1 and Section 8 of the CAF agreement. http://www.broward.org/Purchasing/Documents/caf101.pdf
19.	Page 102, Communication Systems, 2, is a digitally recorded system necessary for this bid? If the Call Center takes reservations and ETA calls, and the Provider uses radios for dispatcher communication, the agency could save money by removing this requirement as it may not be necessary.	Specification is not revised; a digital system is required.
20.	Page 104, D 4, would the agency provide remote access to managers or other staff as required, remote access to the ADEPT system. This would allow 24/7 access to the system for reporting or research when key staff are not in the office.	The CTMS is only accessible via a secure VPN connection from outside the County network. VPN access can be requested, along with justification of need, to be approved by the County.
21.	It was stated during the pre-bid that roughly 200,000 trips will be diverted to other agencies. Have these contracts or RFPs been advertised or completed? As a potential provider, we need to be aware if there are many trips in the initial startup that may cause capacity issues if these 200,000 trips are not yet assigned to other providers.	No, a solicitation for this program has not been advertised or awarded as of the date of this Addendum. The County intends to have the Agency Coordination Transportation (ACT) program in place for January 1, 2015, start. Proposals should be based on current figures contained in the RFP.
22.	Has the online Keyboard Enterable Version of the RFP been updated with any changes that have been made with the addendum so far?	No, each vendor is expected to include or acknowledge any and all Addenda with their submittal. The Keyboard Enterable Version of the RFP will not be revised.
23.	ADA Quality Control Analysis – is this a function currently being performed by the County or the existing providers? Please provide the current method of conducting this analysis, or the technique the agency wants the provider to utilize.	No, this is not a function required by existing providers. This is a new requirement to assist the County in documenting ADA service compliance and is being maintained for audits conducted by the Federal Transit Authority. The County does not have a preferred technique or method for performing this quality control function.

<table>
<tr><th></th><th>Question</th><th>Answer</th></tr>
<tr><td>24.</td><td>Pricing – please provide the current pricing for the existing vendors (per hour, or trip, per ambulatory or wheelchair). Please provide this data for the last five years.</td><td>
<table>
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<tr><th rowspan="2">Trip Type</th><th colspan="3">Lucanus</th></tr>
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<tr><td>GENERAL AMB</td><td>$19.25</td><td>$22.25</td><td>$23.25</td></tr>
<tr><td>GENERAL WC</td><td>$25.25</td><td>$28.25</td><td>$29.25</td></tr>
<tr><td>COMPANION</td><td>$13.50</td><td>$16.50</td><td>$17.50</td></tr>
<tr><td>MULTILOAD</td><td>$15.50</td><td>$18.50</td><td>$19.50</td></tr>
<tr><td>GROUP</td><td>$13.50</td><td>$16.50</td><td>$17.50</td></tr>
</table>
</td></tr>
<tr><td>25.</td><td>For the existing contract, were mobility or startup costs included in the pricing as it is in the current RFP?</td><td>No, the solicitation for the current contracts was an Invitation for Bid rather than an RFP; any and all cost elements were included in the per trip price submission.</td></tr>
<tr><td>26.</td><td>Would Broward be amenable to substituting Nationally Accredited PASS training instead of “PAT” Training?</td><td>Refer to # 6 and # 7 of this Addendum 2.</td></tr>
<tr><td>27.</td><td>After the 40 percent of TOPS trips are subtracted from the trip total, what will the productivity be (how many passengers per hour)?</td><td>Indeterminable at this time. Current percentages may not be accurate predictors of future productivity levels because of substantial differences in the paratransit transportation program’s new operational model.</td></tr>
<tr><td>28.</td><td>Can you provide estimates on the trip lengths (in miles) after subtracting the 40 percent of TOPS trips?</td><td>Indeterminable at this time. Current percentages may not be accurate predictors of service levels or Trip lengths because of substantial differences in the paratransit transportation program’s new operational model.</td></tr>
</table>

	Question	Answer
29.	Can you provide estimates of the mix/ breakdown of ambulatory and non-ambulatory trips?	Refer to Exhibit 1: V. Description of Services, 2. Estimated Passenger Trips by Contract Year.
30.	Currently, what percentage of the trips are subscriptions?	Subscription Trips currently account for approximately 75% of the average weekday ridership and 24% of average weekend ridership.
31.	What percent of the trips will be subscriptions in the new contract?	Indeterminable at this time. While the County cannot estimate the percent of Subscription Trips for the new paratransit transportation program, refer to response to Question # 30 of this Addendum 2 for current percentages.
32.	[Intentionally left blank]	[Intentionally left blank]
33.	Contractor Responsibilities section states, "The County will provide the Contractor(s) with limited access to CTMS for these purposes." Please define "limited access".	The County limits access to certain functionality (Read/Write) within the CTMS system, through user security.
34.	How do the drivers get their work schedules? (Electronically, via paper manifest, or both?)	Electronically; the County will provide Vehicles equipped with a Mobile Data Computer/Automatic Vehicle Locator (MDC/AVL) system for the Drivers to receive manifest information. The CTMS also offers paper manifest printing options.
35.	If electronic manifests are available, will electronic manifests be accepted exclusively to greatly minimize paper storage?	Vendors are required to accurately report the Trip information, the use of the MDC/AVL system is required, but the proposal should address the Vendor's contingency plan in the event of a network or equipment failure.
36.	Would it be possible to make the following changes to driver/supervisor requirements: allow one (1) moving violation in the last three (3) years, allow one (1) at-fault accident in the last three (3) years, and allow one (1) suspension in the last three (3) years?	Refer to # 4 of this Addendum 2.
37.	Pricing – for the Trip Rate in Attachment T, is there supposed to be a formula to calculate this information? In the one downloaded, there is no formula in the Ambi and WC and Agency trips rates.	Instructions provided in Pricing Sheets, Attachment "T", Section 4, instructs the Vendor to calculate for each type of Trip for each contract year. The calculation would require anticipated efficiency, cost, and service hours, therefore a formula is not provided.
38.	Please clarify the contract start date	The contract is effective upon approval and execution of the agreement. The Term shall be five (5) years from the commencement of transportation Services on or about January 1, 2015. It is anticipated that there shall be a period for mobilization activities after the effective date and prior to the commencement of transportation Services.
39.	Will the County consider extending the due date for two weeks?	Refer to #1 of this Addendum 2.
40.	Will the Medicaid changes have an effect on the current service? If so, what plans are in place to adjust service levels?	No changes are currently expected that will impact the County's paratransit transportation service program.

	Question	Answer
41.	Price (page 12) – Please clarify exactly how the price will be evaluated, i.e. will only year one price be considered, full contract term, or full contract term including option years?	The term of the contract is a period of five (5) years with two, one-year renewal options. The pricing will be evaluated based on the Pricing Sheets "Attachment T", Total – Pricing Proposal, inclusive of expenses for all five contract years.
42.	Please provide current rates for paratransit services.	Refer to response to Question # 24 of this Addendum 2.
43.	Please provide the most current 3 months of invoices received from each provider for service.	These records will be provided separately as a response to a Public Records Request. NOTE: Due to changes in business model, current invoices will not present an accurate representation of the RFP service requirements.
44.	Liquidated Damages (page 95) – Please provide what liquidated damages, if any, that have been charged to service providers during the past 36 months.	Refer to # 8 of Addendum 1, which deleted this section.
45.	Will vehicles for training purposes be provided by the County?	The County will not be providing Vehicles specifically for training purposes. The Contractors will have access to the fleet before the commencement of Services. The anticipated delivery of the Vehicle fleet is between August and November, 2014. Vehicles supplied by the County includes a 10% spare factor. The Contractors are responsible for any non-revenue vehicles.
46.	Are current employees members of a union? If so, please provide collective bargaining agreement, union business agent name and contact information.	The County is not aware of any unions affiliated with current contracted vendors.
47.	Salary Levels (page 26) - Please provide current seniority lists by position and wage levels. Please provide individual benefits (individual selected health coverage, company and employee health premiums, 401k plan details).	The County is not in possession of this information.
48.	Personnel (page 87 e) - Please confirm that the contractor cannot retain a driver that has 1 moving violation in past 3 years - we terminate after 1 moving violation?	Refer to # 4 of this Addendum 2.
49.	Facility(ies) Storage and Fuel Infrastructure (page 92) - Please provide the street addresses for the facilities from which the current services are operating for this contract.	Street addresses for the facilities from which the current services are operating for this contract are as follows: a. 2170 Blount Rd Pompano Beach FL 33069 b. 6411 Taft Street, Hollywood FL 33024 c. 2025 Harding St., Hollywood FL 33020 Note: Under the current contracts, vendors are not required to meet any specifications for fuel tank storage or accommodations for fueling.
50.	Revenue Collection (page 92) - Please provide the daily average of cash fares collected.	The daily average for May 2014 was $3,072.

	Question	Answer
51.	In order to conduct an analysis of the current service, structure best possible approaches to service delivery, and provide insight into service demographics, we would like to request a copy of one month or at least one full week of specific service data from within the current database. This data should include all events (including picks, drops, Pull Out, Lunches, Breaks, Pull In, etc.) for a normal month/week (excluding holidays) and in .xls format for importing. (This information should be readily available from the current scheduling program.)	These documents will be provided through a Public Records Request. NOTE: The due to changes in business model, current invoices will not present an accurate representation of the RFP service requirements.
52.	Please provide the vehicle replacement plan for the County's provided revenue vehicles during the proposed contract term.	Refer to Exhibit 1: XII. Vehicles, page 82 of 114, for the number of Vehicles to be provided to the Contractor annually. The Vehicles provided will be new in year 1 of the contract with a useful life of 5 year/200,000 miles.
53.	Living Wage Ordinance (page 35) – Please provide current living wage rates and projected increases.	Minimum wage rates are currently $11.46/hour with $1.49/hour in health benefits or $12.95/hour without benefits. Refer to the following for additional information: Http://www.broward.org/purchasing/documents/livingwageposter.pdf Projected increases to the living wage rates, if any, are not known at this time. Increases to the wages are subject to the annual indexing methodology stated in Section 26-102 (c) of the Living Wage Ordinance.
54.	Living Wage Ordinance (page 35) Does the County anticipate the living wage established by the living wage ordinance to increase on October 1st, 2014? If so, are there any projections on the amount of this increase.	The effective date for annual changes, if any, to the living wage rates is January 1st. The County has no information as to any potential increase or decrease in the Living Wage established by the Living Wage Ordinance at this time; however, the living wage rates may not exceed more than 3% annually in accordance with Section 26-102 (c) of the Living Wage Ordinance.
55.	Living Wage Ordinance (page 35) To make sure wages are reasonably projected into the future relative to the living wage ordinance, please provide historical information regarding the percentage increases in the living wage over the past 3 years?	Payroll Rates for 2011, 2012 and 2013: Effective as of January 1, 2011: Note: the 2011 living wage rates reflect no change from the previous year's wage rates. $11.13 per hour with verifiable health benefits or $1.44 per hour, or $12.57 per hour without benefits. Effective as of January 1, 2012: Note: the 2012 living wage rates reflect no change from the previous year's wage rates. $11.13 per hour with verifiable health benefits or $1.44 per hour, or $12.57 per hour without benefits. Effective as of January 1, 2013: Note the 2013 living wage rates reflect a 3% increase from the previous year's wage rates. $11.46 per hour with verifiable health benefits of $1.49 per hour, or $12.95 per hour without benefits.

	Question	Answer
56.	How many non-revenue vehicles does each of the current contractors have?	The County does not have the requested information, and the information may not be accurate predictor of future service levels or Vehicle requirements because of substantial differences in the paratransit transportation program's new operational model.
57.	Will the County please consider delaying the due date for submissions?	Refer to # 1 of this Addendum 2.
58.	Can trips be subcontracted out? Page 77 of the RFP states: "A Contractor shall not be permitted to broker transportation services." Can you please clarify?	No, performance of transportation/ Trips, including service of drivers/ operators, are not to be subcontracted. County Business Enterprise (CBE) participation is limited to only to "non-direct labor" i.e. excluding all personnel, administrative or driver wages and fringes. Refer to # 6 of Addendum 1 and responses to Questions # 4, # 5 and # 6 of this Addendum 2.
59.	Will each of the contractors be given a specific section of the service area or will both contractors operate across the entire area? If each is given an area can the County outline the territories, as this will play a role in locating facilities.	Refer to response to Question # 12 of this Addendum 2.
60.	Attachment L, Living Wage Ordinance: Does the bidder need to submit this form with the proposal, or may it be completed after employees are hired for the contract? If the form is to be submitted, are we to list the "proposed employees" on Exhibit 1?	Yes, Attachment "L" should be submitted with the proposal, however ,it can be revised/updated prior to award. The form should be as accurate as possible at the time of submission. If there are too many proposed employees to list, the entry on the form can say "See attached list of employees". Yes, "proposed employees" may be identified on the form initially, however, after award, the Contract Administrator can receive or request a finalized version of the Affidavit once the employees on the list is finalized.
61.	Please provide an updated Required Forms Checklist that includes the added CBE Forms (Addendum No. 1).	Pursuant to # 9 and # 10 of Addendum 1, Attachment "B", Letter of Intent and Attachment "D", Application For Evaluation Of Good Faith Effort Pursuant To County Business Opportunity Act Of 2012, are now applicable to proposals submitted for the RFP. Additionally, pursuant to # 11 of Addendum 1, Attachment "R", was revised as follows: "The "Condition" of the bond has been modified to include Performance Guaranty. Failure to submit Revised Attachment "R", may result in a recommendation of non-responsive by the Director of Purchasing." Refer to # 2 of this Addendum 2. The Required Forms checklist and is annexed hereto as **(Revised) Required Forms.** This checklist should be returned with the appropriate forms at the time of vendor's submittal.

	Question	Answer
62.	Pg 49, Attachment "L": What is the going rate in Broward Co. for the Living Wage Ordinance (LWO)? Are there different classifications of employees included in the LWO that we should be aware of or does the LWO only set the minimum wage to be paid in Broward Co.?	Refer to response to Questions #53, # 54 and # 55 of this Addendum 2. No, there are no specific job classifications cited in the LWO. The Living Wage Ordinance speaks to "covered services" only and with respect to "hourly" wage employees providing the covered services. Vendors are asked for the job class on the affidavit form to ensure the vendor includes all classes of hourly employees that would be providing services under the contract. The ordinance is applicable throughout Broward County.
63.	Pg 77, Section VIII, 5: Can the County please further explain this sentence: "A system-wide dispatching function shall be provided by the Call Center to assist with capacity constraints on the day of service"?	Each Contractor will only be able to refer to their own routes and Vehicles in the dispatch system. Call Center will have access to the entire system to provide assistance to same day issues if Trips need to be assigned to another transportation provider.
64.	Pg 82, Section XII, 2: What is the cost to lease each vehicle from the County? Will all vehicles be brand new Ford Challengers with seating for 14 as specified in Exhibit 4? If any of the vehicles will not be brand new, please supply year, make, and model, and seating capacity of each vehicle. Also, please provide their estimated value for insurance pricing purposes.	The County will lease Vehicles at a rate of $10.00 per Vehicle per contract year. This fee should be calculated in Section 4 of the Pricing Sheets Attachment "T", under "Fees and Licenses". All Vehicles supplied by the County for use with this program are new and as specified in Exhibit 4 of the RFP. Cost per Vehicle is $84,917.00.
65.	Pg 82, Section XII, 8: Will the contractor also be responsible for engine and transmission repairs?	Yes, the Contractor will be responsible for all Vehicle maintenance, including but not limited to engine and transmission repairs. Refer to Exhibit 1: XII. Vehicles.
66.	Pg 85, Section XII, 23: To contain costs, would the County be open to a once a week exterior washing of vehicles?	Specification is not revised; the Vendor is responsible for daily washing of Vehicles as set forth in Section XII of the RFP.
67.	Pg 89, Section XV, 3: Are contractors expected to retrain their drivers every two years for 80 hours or simply retrain those drivers for those certifications they do not pass?	Yes, it is expected each Driver will receive a full (80 hour) refresher training every 2 years during the Term of the contract.
68.	Pg 92, Section XIX, 5d: How will the driver be able to verify passengers on "nutrition trips" are indeed traveling for the intended purpose and should therefore not be subject to a fare?	That information is part of the reservation process handled by the Call Center and the Trip information on the manifest will provide that information to the Driver. Drivers are responsible for verifying the destination and reconciling same against the manifest.
69.	Pg 93, Section XXI, 2: Aside from the fuel will the County also be providing the four tanks and the two autogas fuel dispensers?	The County will provide both propane fuel and tanks to Contractors. The County will arrange necessary installation with a propane gas and tank vendor which will be procured under a separate contract with the County.
70.	Pg 94, Section XXIII: How many disincentives have been assessed to past contractors in the last three years and for what total amount per year?	2011 – 589 for $75,534 2012 – 726 for $38,880 2013 – 488 for $33,572

	Question	Answer
71.	Pg 95, Section XXV, 1b: Why is the County compensating on a per registered passenger trip instead of the usual Revenue Vehicle Hour?	Reimbursement by trip, revenue hour, and revenue mile are all standard industry methods used nationally by various transit agencies and administrations. The County, in its discretion, prefers a "per trip" calculation as an added incentive to complete each Trip and reduce the potential for customer "No-Shows".
72.	Pg 95, Section XXV, 3c: Can the County explain the Prompt Payment Act?	The Florida Prompt Payment Act provides that the County may set forth the requirements for an invoice to be a "proper" invoice. Refer to also: http://www.broward.org/Accounting/Pages/InvoiceProcedures.aspx
73.	Can the electronic submission be made on a thumb drive as opposed to CD?	Yes, thumb drives are acceptable. Refer to # 4 of Addendum 1.
74.	Page 25: Due to the fact that awards will not be made until after August 26th (more than two months after the proposals are submitted), and the start date is January 1, will the County consider relaxing the requirement for a "non-contingent letter of commitment" for facility?	The County requires a non-contingent letter of commitment in order to verify that the facility is available, meets the specifications set forth in the RFP and can be considered as part of the evaluation criteria of the vendor's submittal. Vendors have additional time to obtain legal rights (and proof thereof) to occupy the facility as the right to occupy is not required until ten (10) days from a Notice to Proceed. No modification is made to this requirement.
75.	Per the RFP: "The County is seeking a five year contract, with two, one-year renewal options with two providers (vendors) to provide approximately 60% of TOPS trips provided to eligible clients." Please confirm the anticipate award and start date for this contract.	Refer to response to Question # 38 of this Addendum 2.
76.	Per the RFP: "Recommended Vendors for award will be required to submit a Payment Bond annually in an amount equal to twenty percent (20%) of the value of a contract year within 15 calendar days of award." Please confirm that a payment bond is the same as a performance bond and that the rates are the same.	Refer to # 5 of Addendum 1. Vendors are required to annually submit a Payment and Performance Bond (a single bond) in an amount equal to twenty percent (20%) of the value of the contract year.
77.	Per the RFP: "NOTE: Re-training shall occur every 2 years or sooner as may be required by the certifying entity." Please clarify the number of hours required as part of the "re-training" process; or is it at the contractor discretion	Refer to the response to Question # 67 of this Addendum 2.
78.	[Company] would like to request a two week extension in order to be able to review the request trip data once received.	Refer to # 1 of this Addendum 2.

	Question	Answer
79.	Per the RFP: "Provide proposed Driver levels, which levels should include sub-totals for 100% route coverage per shift, plus 5% spares/extra board Drivers." Please provide the number of anticipated runs that each contractor will be assigned on a daily basis.	The County has provided the estimated number of Trips. The number of routes is predicated on the business model the proposer intends to implement, i.e. Shift lengths, percentage of Full Time/Part time shifts.
80.	Per the RFP: "3. Utilizing the paratransit Software system, AVL, and MDC, all dispatchers shall obtain, and provide an accurate estimated time of arrival (ETA) when a Client calls regarding late pickups." In order to ensure that we have enough staff to accommodate where's my ride calls; please provide the number of WMR calls each contractor should anticipate daily and by hour of day. In addtion, please confirm that the contractors dispatchers will have the ability to move trips in the system throughout the day.	Refer to # 3 of this Addendum 2. Call Center agents will provide the estimated time of arrival (ETA) to customer for WMR calls, but the Call Center may ask the transportation Service provider for an ETA if the Vehicle AVL is not reporting. The average number of late pick-up WMR calls is 30 calls per day. Dispatchers will be able to move trips throughout the day.
81.	Per the RFP: "b) Fleet Operations/Facilities Plan: The Vendor should propose the following: the necessary accessible facility/facilities for administration, dispatch, training, vehicle maintenance and repair, Vehicle cleaning/washing, and secure well lighted Vehicle storage. Should include: iii. Security and emergency power source for location." Additional facility requirements are found in XXI, pg. 92/114. Please provide a weeks worth of trips so that we can project the most efficient location to secure a facility. This information would help us to be able to accurately project cost thus, reducing cost to the county.	These documents will be provided through a Public Records Request. NOTE: The due to changes in business model, current invoices will not present an accurate representation of the RFP service requirements.
82.	Per the RFP: "3. Contractor(s) will make special arrangements for notifying a Client upon arrival at the pick-up location if the Client is visually and/or hearing impaired." Please confirm whether the Counties IVR system will perform this task or if contractors should provide another method?	The IVR provides an advanced arrival notification call to Clients but the Contractor should have a procedure in place upon arrival.

	Question	Answer
83.	Per the RFP: "10. It shall be the duty of the Contractor to operate Vehicles in the most efficient manner possible consistent with meeting Paratransit Service requests in a timely fashion. The Driver is expected to proceed from the first pick up to the last drop off in the most direct manner (including using toll roads if necessary) while keeping Dispatcher informed of any delays." Please provide historical data for annual toll expenses for 2012, 2013 and thus far in 2014. Should contractor estimate toll expenses in their price or will tolls be handled as a pass through on the monthly invoice?	The County does not collect historical data regarding toll costs. The Contractor should include all anticipated expenses in their submission.
84.	Per the RFP: "Each driver must have: A current, valid Broward County Chauffeur's Registration in accordance with the requirements of Chapter 22½, Broward County Code of Ordinances." Please clarify whether the Counties expectation is that cost for this Chauffeur's Registration is to covered by the contractor or the driver.	The County has no expectation regarding the Contractor assuming those costs. It is the Driver who applies for the Chauffeur's Registration and would be responsible for the fees associated with the application.
85.	Per the RFP: "b. Once certified, all Drivers will be required to display on their person a picture ID indicative of their certification as a Driver." Please clarify if the contractor or the County will produce the ID Picture and badges.	The Contractor is responsible for providing a picture identification to its Drivers in fulfillment of this requirement.
86.	Please provide the 60% calculation for all functions of this contract, number of trips, miles, revenue hours	Refer to responses to Questions # 27, # 28 and # 31 of this Addendum 2.
87.	Please confirm that contractors are to use 3% as living wage annual increase for each year of the contract	Refer to responses to Questions # 53, # 54 and # 55 of this Addendum 2.
88.	If the current drivers are represented, please provide the CBA that cover those current employees. If the CBA is not available please provide the name of the union and contact information for the union leaders associated with each contractors employees.	Refer to response to Question # 46 of this Addendum 2.
89.	The RFP indicates that the county is providing 69 vehicles in year one ramping up to 76 vehicles by the 5th year is it safe to assume all vehicles provided by the county will be new?	Refer to response to Question # 52 of this Addendum 2. All Vehicles supplied by the County for use with this program are new and as specified in Exhibit 4 of the RFP. Current cost per initially supplied Vehicle is $84,917.00.

	Question	Answer
90.	Per the RFP: "3. The Vehicles shall be delivered by the County to Contractor prior to commencement of the Paratransit Services and shall be used exclusively to perform the Services specified herein and for no other purpose." Please indicate how many training vehicles will be provided to each contractor and what is the anticipated date that those vehicles will be available.	Refer to response to Question # 45 of this Addendum 2.
91.	Per the RFP: "The following lists the number of Vehicles that County will lease to each Contractor to provide the Services:" RW - was not able to find the lease rate for the vehicles anywhere in the RFP.	Refer to response to Question # 64 of this Addendum 2.
92.	Please clarify whether any of the existing drivers or mechanics are represented by a union and if they are covered under 13c.	Refer to response to Question # 46 of this Addendum 2.
93.	On the Per Trip Pricing sheet they ask for rates for each of the following: (1) Ambi Trip, (2) W/C Trip, (3) Agency Trip. Without more knowledge on the details of these trips it is going to be hard to produce a different rate for each of these categories. We need to discuss so that we can ask the appropriate question to the client. Please provide a detail breakdown of number of trips provided in each trip type category listed above.	Refer to response to Question # 29 of this Addendum 2.
94.	Please confirm that CBE's are not allowed to provide operators to the primary contractor in order to operate service.	Drivers/ Vehicle operators are not allowed to be subcontracted. County Business Enterprise (CBE) participation is limited to only to "non-direct labor" i.e. excluding all personnel, administrative or Driver wages and fringes. Refer to # 6 of Addendum 1 and responses to Questions # 4, # 5 and # 6 of this Addendum 2.

NAME OF COMPANY: _____

Broward County Purchasing Division

(Revised) Required Forms

This Request for Proposal requires the following CHECKED forms to be returned: (initial each Attachment being returned)

Documents submitted to satisfy responsiveness requirement(s) indicated with an **(R)** must be attached to the RFP submittal and returned at the time of the opening deadline.

			Verification of return (Initial)
~~Attachment~~	~~Proposers Opportunity List~~	☐	~~Removed – Not Included~~
Attachment B	**Letter of Intent (CBE)**	☒	_____
Attachment D	**Application For Evaluation of Good Faith Effort**	☒	_____
~~Attachment~~	~~Letter of Intent (DBE)~~	☐	~~Removed – Not Included~~
~~Attachment~~	~~DBE Unavailability Report~~	☐	~~Removed – Not Included~~
Attachment E	Vendor's List (Non-Certified Subcontractors and Suppliers Information)	☒	_____
Attachment F	Domestic Partnership Certification **(R)**	☒	_____
Attachment G	Lobbyist Registration – Certification **(R)**	☒	_____
Attachment H	Employment Eligibility Verification Program Contractor Certification	☒	_____
Attachment I	Litigation History	☒	_____
Attachment J	Insurance Requirements	☒	_____
Attachment K	Cone of Silence Certification	☒	_____
Attachment L	Living Wage Ordinance	☒	_____
Attachment M	Drug Free Workplace Policy Certification	☒	_____
Attachment N	Non-Collusion Statement Form	☒	_____
Attachment O	Scrutinized Companies List Certification	☒	_____
Attachment P	Local Vendor Certification	☒	_____
Attachment Q	Volume of Work Over Five Years	☒	_____
Attachment R	**Proposal Bond (REVISED) (R)**	☒	_____
Attachment S	Certificate As To Corporate Principal	☒	_____
Attachment T	Pricing Sheets **(R)**	☒	_____
Attachment U	Self-Certification: Owner Ethnicity/ Gender (Optional)	☒	_____

NAME OF COMPANY: _____

Finance and Administration Services Department
PURCHASING DIVISION
115 S. Andrews Avenue, Room 212, Fort Lauderdale, Florida 33301 | 954-357-6066 | FAX 954-357-8535 | broward.org/Purchasing
Hours of Operation: Monday through Friday 8:30 a.m. to 5:00 p.m.

ADDENDUM NO. 1

Solicitation No.: RFP C1231306P1
Solicitation Title: Paratransit Transportation Services

Date Of Addendum: May 27,2014

Attention all potential bidders:

☒ Must Addendum: Read carefully and follow all instructions. Information included in this Addendum will have a material impact on the submittal for this solicitation. All "MUST" *addenda* are considered a matter of responsiveness. "MUST" addenda must be returned with your Request for Proposal submittal. All revised Pricing Sheets must be returned with your Request for Proposal submittal. Failure of a Submitter to return or acknowledge the addenda and/or return the revised Pricing Sheets shall be cause for rejection of the bid.

☒Return Addendum with RFP Submittal
☐Return Completed Revised Price Sheet with RFP Submittal
☒Other: Return Revised Attachment R, Proposal Bond, with RFP Submittal

To all prospective bidders, please note the following changes and clarifications:
Words in ~~strikethrough~~ type are deletions from existing text. Words in **bold underlined** type are additions to existing text.

1. The RFP Opening Date has been revised as follows: **Monday, June 23, 2014 at 5:00 p.m**. Location remains the same.

2. The deadline for receipt of questions pertaining to this RFP is **Thursday, June 5, 2014**, by 5:00 p.m. There shall be no obligation on the part of County to respond to questions received after this date.

3. An additional Pre-Submittal Meeting will be held on **Monday**, **June 2, 2014 at 2:00 p.m..** This Pre-Submittal Meeting is not mandatory although all vendors are strongly encouraged to attend. This meeting will specifically address revisions to the Request for Proposals with respect to County Business Enterprise (CBE) goal requirements. The conference call number available to call into this meeting is: 954-357-5480. The meeting will be held at the Government Center 115 S. Andrews Ave. Fort Lauderdale, FL 33301 Room: GC-Conference Room 302.

4. Submittal Instructions, Page 7 of 114, is revised as follows:

> Interested firms may supply requested information in the "Evaluation Criteria" section by typing right into the document using Microsoft Word. Vendors may also prepare responses and any requested ancillary forms using other means but following the same order as presented herein.
>
> Submit five [5] copies of firm proposal on CDs **or thumbdrives**, containing the following files:

CD or DVD discs **or thumbdrives** included in the submittal must be finalized or closed so that no changes can be made to the contents of the discs.

IT IS IMPORTANT THAT EACH CD **or thumbdrive** BE LABELED WITH THE COMPANY NAME, RFP NUMBER AND TITLE, AND THEN PLACED IN AN INDIVIDUAL ~~DISC~~ ENVELOPE.

5. Bond Requirements, Page 18 of 114, Paragraphs 1 – 2 and Section 3.1 is revised to the following:

Bond Requirement

All proposals shall be accompanied by an original Proposal Bond, executed by a surety company meeting the qualifications for surety companies (below) (Attachments R). The Proposal Bond must be an original, no photocopies will be accepted. In lieu of a Proposal Bond, the following will be acceptable: cash, money order, certified check, cashier's check, original irrevocable letter of credit, treasurer's check or bank draft of any national or state bank (United States), in an amount equal to $25,000, payable to the Board of County Commissioners and conditioned upon the successful Proposer entering into the Contract (including providing a Payment **and Performance** Guaranty, evidence of insurance, and other requirements stated herein) within 15 calendar days after notification of award of the Contract. A personal check or a company check of a Vendor shall not be deemed a valid proposal guaranty. Guaranty of the successful Vendor shall be forfeited to the Board of County Commissioners not as a penalty, but as liquidated damages for the cost and expense incurred should said Vendor fail to provide the required Payment **and Performance** Guaranty or Certificate of Insurance or fail to comply with any other requirements set forth herein.

Recommended Vendors for award will be required to submit a Payment **and Performance** Bond annually in an amount equal to twenty percent (20%) of the value of a contract year within 15 calendar days of award. In lieu of Payment **and Performance** Bond, an alternative form of security permitted by the Broward County Procurement Code must be submitted by the successful Vendor(s) within fifteen (15) calendar days after notification of award, guaranteeing to County the full payment of all suppliers, laborers, or subcontractors employed pursuant to this project. Such Bond(s) shall be with a surety company which is qualified pursuant to below section, Qualifications of Surety.

3.1 Qualifications of Surety:

3.1.1 A Proposal Bond and **a** Payment **and Performance** Bond must be executed by a surety company of recognized standing, authorized to do business in the State of Florida, having a resident agent in the State of Florida, and having been in business with a record of successful continuous operation for at least five years.

6. Responsibility Criteria, Page 22 of 114, is revised to add the following criteria:

8. Office of Economic and Small Business Development Requirements

In accordance with Ordinance No. 2012-33, Broward County Business Opportunity Act of 2012, the County Business Enterprise (CBE) Program shall apply to this contract. All proposers responding to this solicitation shall utilize, or attempt to utilize, CBE firms in performing the contract in at least the assigned percentage

amount for this solicitation. The assigned CBE participation goal for this contract is listed below.

In accordance with the Act, participation for this contract is as follows:

Business Enterprise Category	Assigned Participation Goal
County Business Enterprise (CBE)	11% on Sections 1- 4 (excluding all wages and fringes) of Attachment T, Pricing Sheets

The goal participation is set on non-direct labor expenses; participation compliance will be calculated based on the percentage commitment to subcontractors/subconsultants based on the value of the Sections 1- 4, excluding all personnel, administrative or driver wages and fringes. Proposers should list the percentage commitment, based on the value of Sections 1- 4 (excluding Line 1 of Sections 2, 3 and 4 of Attachment T, Pricing Sheets).

Compliance with CBE participation goal requirements is a matter of responsibility; required information should be submitted with submittal.

If not provided with your submittal, the Proposer must supply information within three business days of the Office of Economic and Small Business Development's (OESBD) request. Proposer may be deemed non-responsible for failure to fully comply within stated timeframes.

CBE Program Requirements for Submitting Proposals: a Proposer should include in its submittal Attachment "B" Letter of Intent, for each certified CBE firm the proposer intends to use. Each Letter of Intent should include the required information.

CBE Program Requirements for Submitting Good Faith Effort: If a proposer is unable to attain the CBE participation goal, the proposer should include in its submittal Attachment "D", Application for Evaluation of Good Faith Effort and all of the required supporting information.

The Office of Economic and Small Business Development maintains an on-line directory of CBE firms. The on-line directory is available for use by proposers at

https://bcegov3.broward.org/SmallBusiness/SBDirectory.aspx

For detailed information regarding the County Business Enterprise Program contact the Office of Economic and Small Business Development at (954) 357-6400 or visit the website at:

http://www.broward.org/EconDev/SmallBusiness/Pages/Default.aspx

7. Legal Requirements, Item No. 5, Page 35 of 114, is revised to add the following:

The Broward County Living Wage Ordinance 2008-45, as amended, ("Living Wage Ordinance") applies to the contract. In accordance with the living wage ordinance, certain employers who do business with the County shall pay a living wage to its employees who work on service contracts providing covered services identified under

the living wage ordinance (Attachment L). **There will be no increase in contract prices paid by Broward County to the Bidder due to any increase in wages required to be paid to employees covered by the Living Wage Ordinance.**

8. Exhibit 1: Detailed Scope of Work, Section XXIV. Liquidated Damages, Page 95 of 114, is deleted in its entirety as follows:

~~**XXVI. Liquidated Damages**~~

~~The contract shall include a provision for liquidated damages in the event that Contractor fails to provide Service.~~

9. Attachment “B”, Letter of Intent, annexed hereto is hereby incorporated into the RFP. Refer to Item no. 6 of this addendum for submittal instructions.

10. Attchment “D”, Application For Evaluation Of Good Faith Effort Pursuant To County Business Opportunity Act Of 2012, annexed hereto is hereby incorporated into the RFP.

11. Attachment “R”, Proposal Bond, is revised and annexed hereto. Revised Attachment R must be submitted with RFP Submittal. The “Condition” of the bond has been modified to include Performance Guaranty. Failure to submit Revised Attachment R, may result in a recommendation of non-responsive by the Director of Purchasing.

12. The following are questions received:

    a. Question: In light of the discussion at the pre-proposal conference that will materially change the scope of work to require a CBE goal be met; we respectfully request a three week extension of the proposal due date to allow sufficient time to contact and negotiate with certified CBE vendors.

       Answer: Submittal deadline has been extened by a week; refer to item no. 1 of this Addendum.

NAME OF COMPANY: _____

Attachment "B" - Letter of Intent CBE

OFFICE OF ECONOMIC AND SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT BETWEEN PROPOSER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) SUBCONTRACTOR/SUPPLIER

(Form to be completed and signed for each CBE firm)

Solicitation Number:	**Project Title:**

Proposer/Offeror Name:_____

Address: _____ City: _____ State: _____ Zip:_____

Authorized Representative: _____Phone:_____

CBE Subcontractor/Supplier Name: _____

Address: _____ City: _____ State: _____Zip:_____

Authorized Representative: _____ Phone:_____

A. This is a letter of intent between the proposer/offeror on this project and a CBE firm for the CBE to perform subcontracting work on this project.
B. By signing below, the proposer/offeror is committing to utilize the above-named CBE to perform the work described below.
C. By signing below, the above-named CBE is committing to perform the work described below.
D. By signing below, the proposer/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm			
Description	NAICS*	CBE Contract Amount†	CBE Percentage of Total Project Value

AFFIRMATION: I hereby affirm that the information above is true and correct.
CBE Subcontractor/Supplier Authorized Representative

(Signature) (Title) (Date)
Proposer/Offeror Authorized Representative

(Signature) (Title) (Date)

* Visit http://www.census.gov/eos/www/naics/ to search. Match type of work with NAICS code as closely as possible.
† To be provided only when the solicitation requires that proposer/offer include a dollar amount in its bid-offer. *In the event the proposer/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void. CBE Letter of Intent July 2012*

Attachment "D" - Application for Evaluation of Good Faith Effort

APPLICATION FOR EVALUATION OF GOOD FAITH EFFORT PURSUANT TO County Business Opportunity Act of 2012

RFP / BID NO.: _____ PROJECT NAME: _____

_____
PRIME CONTRACTOR

_____ _____
ADDRESS TELEPHONE

The undersigned representative of the prime contractor represents that his/her firm has contacted County Business Enterprise (CBE) certified firms in a good faith effort to meet the CBE goal for this solicitation but has not been able to meet the goal. Consistent with the requirements of the Business Opportunity Act of 2012 (the Act), the prime contractor hereby submits documentation (attached to this form) of good faith efforts made and requests to be evaluated under Section 1-81.5(e) of the Act.

The prime contractor understands that a determination of good faith effort to meet the CBE contract participation goal is contingent on both the information provided by the prime contractor as an attachment to this application and the other factors listed in Section 1-81.5(e) of the CBE Act, as those factors are applicable with respect to this solicitation. The prime contractor acknowledges that the determination of good faith effort is made by the Director of the Office of Economic and Small Business Development, and is not subject to appeal.

SIGNATURE: _____

PRINT NAME / TITLE: _____

DATE: _____

All other terms, conditions and specifications remain unchanged for this bid.

NAME OF COMPANY: _____

Revised Attachment "R" - Proposal Bond

This form must be completed and submitted at time of Submittal for vendor to be deemed responsive.

BY THIS BOND, we _____, as Principal, hereinafter called CONTRACTOR, and _____, as Surety, are bound to the Board of County Commissioners of Broward County, Florida, as Obligee, hereinafter called County, in the Amount of twenty-five thousand dollars ($25,000) for the payment whereof Contractor and surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally.

WHEREAS, the County is seeking to contract with a firm (registered with the Florida Department of State, Division of Corporations) for the County agencies; and

WHEREAS, the County is utilizing a request for proposals (RFP) solicitation process for this project and Contractor in response to RFP No. C1231306P1 agrees and is bound that:

The CONDITION OF THIS BOND is that if:

Contractor submits a timely proposal in response to the County's RFP process; THEN THIS BOND WILL REMAIN IN FULL FORCE AND EFFECT UNTIL CONTRACT AWARD. If the Contractor is awarded the contract, but fails to enter into the contract, (including providing a Payment **and Performance** Guaranty, evidence of insurance, and other requirements stated herein) then the Contractor and surety, jointly and severally, shall be liable to the County for the full sum herein stated which shall be due and payable to the County immediately upon demand of the County, in good and lawful money of the United States of America; as liquidated damages for failure thereof of said Contractor; OTHERWISE THE BOND SHALL REMAIN IN FULL FORCE AND EFFECT.

No right of action shall accrue on this bond to or for the use of any person or corporation other than County named herein; and

In the event suit is brought upon this bond by the County, surety shall pay reasonable attorneys' fees and costs incurred by the County in such suit.

Revised Attachment "R" - Bond (CONTINUED)

Signed and sealed this _____ day of _____, 20_____.

WITNESSES:

_____
(Name of Corporation)

_____
Secretary

By_____
(Signature and Title)

(CORPORATE SEAL)

_____
(Type Name and Title Signed Above)

IN THE PRESENCE OF:

SURETY COMPANY:

_____

By_____
Agent and Attorney-in-Fact

Address: _____
(Street)

_____
(City/State/Zip Code)

Telephone No.: _____

Finance and Administration Services Department
PURCHASING DIVISION
115 S. Andrews Avenue, Room 212, Fort Lauderdale, Florida 33301 | 954-357-6066 | FAX 954-357-8535 | broward.org/Purchasing
Hours of Operation: Monday through Friday 8:30 a.m. to 5:00 p.m.

ATTENTION

Dear Vendor:

Thank you for your interest in doing business with Broward County. We look forward to a very successful procurement process.

Please take notice of the response submittal requirements outlined in this solicitation. Read and follow the instructions very carefully, as any misinterpretation or failure to comply with instructions could lead to your submittal being rejected. Any change(s) to this solicitation will be conveyed through the written addenda process. Notifications of addenda are sent electronically to vendors registered under the applicable commodity codes at the time the original solicitation was created. In addition, all addenda are posted on the Purchasing Division's website, www.broward.org/purchasing which can be accessed by selecting Current Solicitations. Please read carefully and follow all instructions provided on the addendum, as well as the instructions provided in the original solicitation. **It is the responsibility of all potential vendors to monitor the Purchasing Division's website for any changing information prior to submitting their reply.**

It is the intent of the Purchasing Division to provide quality services. If you have any questions, please visit our website to view the information provided on "How to Do Business with Broward County – A Vendor's Guide," or feel free to contact the agent of concern. Again, thank you for your continued interest in doing business with Broward County.

Sincerely,

Brenda J. Billingsley, Director
Broward County Purchasing Division

Broward County Purchasing Division

115 S. Andrews Avenue, Room 212
Fort Lauderdale, FL 33301
(954) 357-6065 FAX (954) 357-8535

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Broward County Purchasing Division

115 S. Andrews Avenue, Room 212
Fort Lauderdale, FL 33301
(954) 357-6065 FAX (954) 357-8535

Request for Proposals (RFP)
RFP Number: C1231306P1
RFP Name: Paratransit Transportation Services

Procurement Authority

Unchecked boxes do not apply to this solicitation.

☒ Pursuant to the Broward County Procurement Code, the Broward County Commission invites qualified firms to submit Proposals for consideration to provide Services on the following project:

☒ **Standard** Request for Proposals

☐ **Construction General Contractor:** Two-Step Process - (Step 1) Issue RFP to Short list firms - (Step 2) Issue Invitation for Bids to Shortlisted firms to obtain bids

☐ Establish **Library** of Firms for Services

☐ Pursuant to the Broward County Procurement Code, the Broward County Commission invites qualified firms to submit Proposals for consideration to provide Construction Manager at Risk Services on the following project.

☐ Standard Construction Manager at Risk

☐ Construction Manager at Risk (Modified): Two Step Process - (Step 1) Issue RFP to Short list firms (Step 2) Issue Invitation for Bids to Shortlisted firms to obtain bids

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115 S. Andrews Avenue, Room 212
Fort Lauderdale, FL 33301
(954) 357-6065 FAX (954) 357-8535

Project Funding Source

This project is funded in whole or in part by:

Federal Funds: Not applicable to this solicitation.

Grant Funds: Not applicable to this solicitation.

State Funds: The County is annually awarded Florida Commission for the Transportation Disadvantaged Trip and Equipment Grant(s) which will be used in the reimbursement for paratransit transportation services (hereinafter refered to as "Services" or "Paratransit Services") provided in connection with the contract.

County Funds: County funds will be used in funding this contract.

Scope of Service

The County is seeking proposals for qualified transportation service vendors to provide Americans with Disabilities Act (ADA) paratransit and Transportation Disadvantaged (TD) transportation services within the service area of Broward County. The paratransit program, known as Transportation Options (TOPS), currently provides approximately 2,800 one-way trips each weekday and approximately 900 one-way trips each weekend.

The County is seeking a five year contract, with two, one-year renewal options with two providers (vendors) to provide approximately 60% of TOPS trips provided to eligible clients. The remaining trips are being solicited through a new program, the Agency Coordination Transportation (ACT) program, where congregate service centers or "agencies" that are part of the paratransit ACT program will run a self-service transportation program, servicing only their facilities and using vehicles provided and dispatched by the agency. The ACT program will be solicited and managed through a separate contract. The County will contract for Services in a manner that promotes the efficient use of resources and reduces the overall program cost.

The County shall provide the awarded vendors with Vehicles and propane fuel for daily operations. The vendor will be responsible to provide all other necessary services, facilities, equipment and supplies as per **Exhibit "1" – Detailed Scope of Work.**

Vendors will be paid based on fixed monthly expense for administrative and overhead plus fixed trip rate. **Refer to Attachment "T" Pricing Sheets.**

Submittal Instructions

Interested firms may supply requested information in the "Evaluation Criteria" section by typing right into the document using Microsoft Word. Vendors may also prepare responses and any requested ancillary forms using other means but following the same order as presented herein.

Submit five [5] copies of firm proposal on CDs, containing the following files:

115 S. Andrews Avenue, Room 212
Fort Lauderdale, FL 33301
(954) 357-6065 FAX (954) 357-8535

CD or DVD discs included in the submittal **must be finalized or closed** so that no changes can be made to the contents of the discs.

IT IS IMPORTANT THAT EACH CD BE LABELED WITH THE COMPANY NAME, RFP NUMBER AND TITLE, AND THEN PLACED IN AN INDIVIDUAL DISC ENVELOPE.

1. A single PDF file that contains your entire response with each page of the response in the order as presented in the RFP document, including any attachments.
2. Responses to the Evaluation Criteria questions are to be provided in the following formats:
    a. Microsoft Word for any typed responses.
    b. Microsoft Excel for any spreadsheets

Submit seven [7] total printed copies (hard copies) of your response.

It is the responsibility of each firm to assure that the information submitted in both its written response and CDs are consistent and accurate. If there is a discrepancy, the information provided in the written response shall govern.

This is of particular importance in the implementation of the County's tiebreaker criteria. As set forth in Section 21.31.d of the Procurement Code, the tiebreaker criteria shall be applied based upon the information provided in the firm's response to the solicitation. Therefore, in order to receive credit for any tiebreaker criterion, complete and accurate information must be contained in the written submittal.

Send all requested materials to:

Broward County Purchasing Division
115 South Andrews Avenue, Room 212
Fort Lauderdale, FL 33301
RE: RFP Number: C1231306P1

The Purchasing Division must receive submittals no later than 5:00 pm on June 16, 2014. Purchasing will not accept electronically transmitted, late, or misdirected submittals. If fewer than three interested firms respond to this solicitation, the Director of Purchasing may extend the deadline for submittal by up to four (4) weeks. Submittals will only be opened following the final submittal due date.

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Broward County Purchasing Division

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Fort Lauderdale, FL 33301
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Required Forms

This Request for Proposal requires the following CHECKED forms to be returned:
(initial each Attachment being returned)

Documents submitted to satisfy responsiveness requirement(s) indicated with an **(R)** must be attached to the RFP submittal and returned at the time of the opening deadline.

			Verification of return (Initial)
Attachment	Proposers Opportunity List	☐	Removed – Not Included
Attachment	Letter of Intent (CBE)	☐	Removed – Not Included
Attachment	Application For Evaluation of Good Faith Effort	☐	Removed – Not Included
Attachment	Letter of Intent (DBE)	☐	Removed – Not Included
Attachment	DBE Unavailability Report	☐	Removed – Not Included
Attachment E	Vendor's List (Non-Certified Subcontractors and Suppliers Information)	☒	_____
Attachment F	Domestic Partnership Certification **(R)**	☒	_____
Attachment G	Lobbyist Registration – Certification **(R)**	☒	_____
Attachment H	Employment Eligibility Verification Program Contractor Certification	☒	_____
Attachment I	Litigation History	☒	_____
Attachment J	Insurance Requirements	☒	_____
Attachment K	Cone of Silence Certification	☒	_____
Attachment L	Living Wage Ordinance	☒	_____
Attachment M	Drug Free Workplace Policy Certification	☒	_____
Attachment N	Non-Collusion Statement Form	☒	_____
Attachment O	Scrutinized Companies List Certification	☒	_____
Attachment P	Local Vendor Certification	☒	_____
Attachment Q	Volume of Work Over Five Years	☒	_____
Attachment R	Proposal Bond **(R)**	☒	_____
Attachment S	Certificate As To Corporate Principal	☒	_____
Attachment T	Pricing Sheets **(R)**	☒	_____
Attachment U	Self-Certification: Owner Ethnicity/ Gender (Optional)	☒	_____

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For Additional Project Information Contact:

Additional Project Specific Information Contact:
Paul Strobis, Paratransit Manager, Transit Division
Phone: 954-357-8321
Email: Pstrobis@broward.org

Procurement Process Related Information Contact:
Cara M. Leisy, Purchasing Agent III, Purchasing Division
Phone: 954- 357-8604
E-mail: Cleisy@broward.org

Pre-Submittal Conference

Attendance at the Pre-Submittal Conference is optional. This information session presents an opportunity for Vendors to clarify any concerns regarding the solicitation requirements. The Vendor is cautioned that, although the Pre-submittal Conference is optional, no modification or any changes will be allowed in the pricing because of the failure of the Vendor(s) to have attended the conference.

Pre-Submittal Conference

DATE:	May 22, 2014
TIME:	11:00 A.M.
LOCATION:	Government Center 115 S. Andrews Ave. Fort Lauderdale, FL 33301 Room: GC-Confernce Room 302

Evaluation Process

An Evaluation Committee (EC) will be responsible for recommending the most qualified two firm(s). The process for this procurement may proceed in the following manner:

Review Responses

The Purchasing Division delivers the RFP submittals to agency staff for summarization for the Evaluation Committee members. The Office of Economic and Small Business Development staff evaluates submittals to determine compliance with the Office of Economic and Small Business Development Program requirements, if applicable. Agency staff will prepare an analysis report which includes a matrix of responses submitted by the firms. This may include a technical review, if applicable.

Staff will also identify any incomplete responses. The Director of Purchasing will review the information provided in the matrix and will make a recommendation to the Evaluation Committee as to each firm's responsiveness to the requirements of the RFP. The final determination of responsiveness rests solely on the decision of the Evaluation Committee.

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At any time prior to award, the awarding authority may find that an offeror is not responsible to receive a particular award. The awarding authority may consider the following factors, without limitation: debarment or removal from the authorized vendors list or a final decree, declaration or order by a court or administrative hearing officer or tribunal of competent jurisdiction that the offeror has breached or failed to perform a contract, claims history of the offeror, performance history on a County contract(s), an unresolved concern, or any other cause under this code and Florida law for evaluating the responsibility of an offeror.

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Evaluation Criteria/ Submission Requirements

The following list of Evaluation Criteria total 100 points. The Project Specific Criteria further details and define the Evaluation Criteria which are summarized with their numerical point ranges.

Evaluation Criteria	Points
1. Key Personnel Experience	**10**
2. Project Approach/ Proposed Operational Plan	**35**
A. Vehicle and Equipment Acquisition Plan	5
B. Fleet Operations/Facilities Plan	15
C. System Management Plan	5
D. Hiring and Training of Employees	5
E. Mobilization Plan	5
3. Vendor Experience Past Performance	**20**
A. Experience in Projects of Similar Nature	5
B. Experience in Safety and Training Programs	5
C. Experience in Dispatching	5
D. Experience in Maintenance and Repair	5
4. Pricing*	**30**
5. Location of Firm: A proposer with a principal business location within Broward County will receive five points. A proposer not having its principal business location within Broward County will receive zero points. Submit your firm's State of Florida Department of Corporations website listing as evidence of your firm's principal business location.	**5**
Total Points:	**100**

* Total points awarded for Pricing will be determined by applying the following formula:

(Lowest Proposed Price/Proposer's Price) x 30 = Price Score

Note that prices may be negotiated in the best interest of the County after the scoring is completed.

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Cone of Silence

At the time of the Evaluation Committee appointment (which is typically prior to the advertisement of the solicitation document) in this RFP process, a Cone of Silence will be imposed. Section 1-266, Broward County Code of Ordinances as revised, provides that after Evaluation Committee appointment, potential vendors and their representatives are substantially restricted from communicating regarding this RFP with the County Administrator, Deputy and Assistants to the County Administrator and their respective support staff, or any person appointed to evaluate or recommend selection in this RFP process. For communication with County Commissioners and Commission staff, the Cone of Silence allows communication until the Initial Evaluation Committee Meeting. After the application of the Cone of Silence, inquiries regarding this RFP should be directed to the Director of Purchasing or designee.

The Cone of Silence terminates when the County Commission or other awarding authority takes action which ends the solicitation.

Demonstrations

Not applicable to this solicitation.

Presentations

Not applicable to this solicitation. Although there are no presentations being requested, at any committee meeting, the Evaluation Committee members may ask questions, request clarification, or require additional information of each Vendor's submittal. It is not mandatory for Vendors to attend committee meetings, however it is highly recommended Vendors attend to answer any committee questions (if requested). Vendor provided answers may impact evaluation (and scoring, if applicable). Upon written request to the Purchasing Agent prior to the meeting, a conference call number will be made available for Vendors to participate via teleconference. Only Vendors that are found to be both responsive and responsible to the requirements of the solicitation are requested to participate in a committee meeting.

Pricing

Price will be considered in the final evaluation and rating of the qualified firms. Included in this RFP solicitation is a Price Sheet **(Attachment T)** which must be completed and returned (with supporting documentation) with the RFP Submittal at the time of the opening deadline. Failure to timely submit a completed Pricing Sheet may result in the Vendor being determined non-responsive.

Negotiation and Award

The Purchasing Negotiator, assisted by County staff, will attempt to negotiate a contract with thetwo highest ranked firms. If an impasse occurs, the County will ceasenegotiation with either firm and begin negotiations with the next-ranked firm. The final negotiated contracts will be forwarded to the awarding authority for approval. Agreement is to be executed within (3) three business days of Notice from the County.

Public Art and Design Program

Not applicable to this solicitation.

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Posting of Solicitation and Proposed Contract Awards

The Broward County Purchasing Division's website is the location for the County's posting of all solicitations and contract award results. It is the obligation of each vendor to monitor the website in order to obtain complete and timely information. The website is located at http://www.broward.org/Purchasing/Pages/Default.aspx

Vendor Protest

Sections 21.118 and 21.120 of the Broward County Procurement Code set forth procedural requirements that apply if a vendor intends to protest a solicitation or proposed award of a contract and state in part the following:

a. Any protest concerning the proposal or other solicitation specifications or requirements must be made and received by the County within seven (7) business days from the posting of the solicitation or addendum on the Purchasing Division's website. Such protest must be made in writing to the Director of Purchasing. Failure to timely protest solicitation specifications or requirements is a waiver of the ability to protest the specifications or requirements.
b. Any protest concerning a solicitation or proposed award above the award authority of the Director of Purchasing, after the proposal opening, shall be submitted in writing and received by the County within five (5) business days from the posting of the recommendation of award on the Purchasing Division's website.
c. Any actual or prospective Vendor or offeror who has a substantial interest in and is aggrieved in connection with the proposed award of a contract which does not exceed the amount of the award authority of the Director of Purchasing, may protest to the Director of Purchasing. The protest shall be submitted in writing and received within three (3) business days from the posting of the recommendation of award on the Purchasing Division's website.
d. For purposes of this section, a business day is defined as Monday through Friday between 8:30 a.m. and 5:00 p.m. Failure to timely file a protest within the time prescribed for a solicitation or proposed contract award shall be a waiver of the vendor's right to protest.
e. Protests arising from the decisions and votes of an Evaluation Committee shall be limited to protests based upon the alleged deviations from established Committee procedures set forth in the Broward County Procurement Code and existing written Guidelines. Any allegations of misconduct or misrepresentation on the part of a competing vendor shall not be considered a protest.
f. As a condition of initiating any RFP protest, the protestor shall present the Director of Purchasing a nonrefundable filing fee in accordance with the table below.

Estimated Contract Amount	Filing Fee
$30,000 - $250,000	$ 500
$250,001 - $500,000	$1,000
$500,001 - $5 million	$3,000
Over $5 million	$5,000

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If no contract proposal amount was submitted, the estimated contract amount shall be the County's estimated contract price for the project. The County may accept cash, money order, certified check, or cashier's check, payable to Broward County Board of Commissioners.

Rejection of Responses

The Evaluation Committee may recommend rejecting all proposals in the best interests of the County. The rejection shall be made by the Director of Purchasing except when a solicitation was approved by the Board, in which case the rejection shall be made by the Board.

Public Records and Exemptions

Broward County is a public agency subject to Chapter 119, Florida Statutes. As required by Chapter 119, Florida Statutes, the Contractor and all sub-contractors for Services shall comply with Florida's Public Records Law. To the extent Contractor is acting on behalf of the COUNTY pursuant to Section 119.0701, Florida Statutes, the Contractor and its subcontractors shall:

a) Keep and maintain public records that ordinarily and necessarily would be required by the County in order to perform the Service;
b) Provide the public with access to such public records on the same terms and conditions that the County would provide the records and at a cost that does not exceed that provided in Chapter 119, Fla. Stat., or as otherwise provided by law;
c) Ensure that public records that are exempt or that are confidential and exempt from public record requirements are not disclosed except as authorized by law; and
d) Meet all requirements for retaining public records and transfer to the County, at no cost, all public records in possession of the Contractor upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt. All records stored electronically must be provided to the County in a format that is compatible with the information technology systems of the agency.

Upon receipt, all response submittals become "public records" and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes.

Any firm that intends to assert any materials to be exempted from public disclosure under Chapter 119, Florida Statutes must submit the document(s) in a separate bound document labeled "Name of Firm, Attachment to Proposal Package, RFP# - Confidential Matter". The firm must identify the specific statute that authorizes the exemption from the Public Records Law. CD or DVD discs included in the submittal must also comply with this requirement and separate any materials claimed to be confidential.

Failure to provide this information at the time of submittal and in the manner required above may result in a recommendation by the Director of Purchasing that the response is non-responsive.

Any claim of confidentiality on materials that the firm asserts to be exempt and placed elsewhere in the submittal will be considered waived by the firm upon submission, effective after opening.

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Note that the financial statement exemption provided for in Section 119.071(1) c, Florida Statutes only applies to submittals in response to a solicitation for a "public works" project.

Be aware that submitting confidential material may impact full discussion of your submittal by the Evaluation Committee because the Evaluation Committee will be unable to talk about the details of the confidential material(s) at the public Evaluation Committee meeting.

Copyrighted Materials

Copyrighted material will be accepted as part of a submittal only if accompanied by a waiver that will allow the County to make paper and electronic copies necessary for the use of County staff and agents. It is noted that copyrighted material is not exempt from the Public Records Law, Chapter 119, Florida Statutes. Therefore, such material will be subject to viewing by the public, but copies of the material will not be provided to the public.

Local Preference

In accordance with Section 1-74, et. seq., Code of Ordinances, the Broward County Board of County Commissioners provides a local preference. This preference includes any county with which the Broward County Board of County Commissioners has entered into an inter-local agreement of reciprocity.

Except where otherwise provided by federal or state law or other funding source restrictions, a local Vendor whose submittal is within 5% of the highest total ranked Vendor outside of the preference area will become the firm with whom the County will proceed with negotiations for a final contract.

Local business means the vendor has a valid occupational license issued by the county within which the vendor conducts their business at least one year prior to bid or proposal opening, that authorizes the business to provide the goods, services or construction to be purchased and a physical address located within the limits of said county, in an area zoned for the conduct of such business, from which the vendor operates or performs business on a day-to-day basis that is a substantial component of the goods or services being offered. Post Office Boxes are not verifiable and shall not be used for the purpose of establishing a physical address.

State and Local Preferences

If the solicitation involves a federally funded project where the fund requirements prohibit the use of state and/or local preferences, such preferences contained in the County's Local Preference Ordinance and Procurement Code will not be applied in the procurement process.

Right of Appeal

Pursuant to Section 21.83 of the Broward County Procurement Code, any vendor that has a substantial interest in the matter and is dissatisfied or aggrieved in connection with the Evaluation Committee's determination of responsiveness may appeal the determination pursuant to Section 21.120 of the Code.

The appeal must be in writing and sent to the Director of Purchasing within ten (10) calendar days of the determination by the Evaluation Committee to be deemed timely.

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As required by Section 21.120, the appeal must be accompanied by an appeal bond by a person having standing to protest and must comply with all other requirements of this section. The institution and filing of an appeal is an administrative remedy to be employed prior to the institution and filing of any civil action against the County concerning the subject matter of the appeal.

Negotiations

It is the County's intent to conduct the first negotiation meeting no later than two (2) weeks after approval of the final ranking as recommended by the Committee. At least one of the representatives for each firm participating in negotiations with the County must be authorized to bind the firm.

In the event that the negotiations are not successful within a reasonable timeframe (notification will be provided to the firm) an impasse will be declared with that firm and negotiations will cease. Negotiations will begin with the next highest ranked firm, etc. until such time that all requirements of Procurement Code, Section 21.85.c.8 have been met.

Projected Schedule

RFP Advertised Date:	May 14, 2014
Pre-Submittal Conference:	May 22, 2014
RFP Open Date:	June 16, 2014
Initial Evaluation Meeting:	August 7, 2014
Final Evaluation Meeting:	August 26, 2014

If three (3) or fewer responses are received, a combination Initial and Final Evaluation meeting may be held.

http://www.broward.org/Commission/Pages/SunshineMeetings.aspx Please check this website for any changes to the above tentative schedule.

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Responsiveness Criteria

Definition of a Responsive Proposer:

In accordance with Broward County Procurement Code Section 21.8.b.66, a Responsive Proposer means a person who has submitted a proposal which conforms in all material respects to a solicitation. The proposal of a Responsive Proposer must be submitted on the required forms, which contain all required information, signatures, notarizations, insurance, bonding, security, or other mandated requirements required by the solicitation documents to be submitted at the time of proposal opening.

Failure to provide the information required below, at the time of submittal opening may result in a recommendation of non-responsive by the Director of Purchasing. The Evaluation Committee will determine whether the firm is responsive to the requirements specified herein. The County reserves the right to waive minor technicalities or irregularities as is in the best interest of the County in accordance with Section 21.30.f.1(c) of the Broward County Procurement Code.

*****NOTICE TO PROPOSERS*****

Proposers are invited to pay strict attention to the following requirements of this RFP. The information being requested in this section is going to be used by the Evaluation Committee during the evaluation process and further consideration for contract award. Proposers have a continuing obligation to provide the County with any material changes to the information being requested in this RFP.

1. Domestic Partnership Act

The Broward County Domestic Partnership Act (Section 16-1/2 – 157 of the Broward County Code of Ordinances, as amended) requires that, for projects where the initial contract term is valued at more than $100,000, that at the time of RFP submittal, the vendor shall certify that the vendor currently complies or will comply with the requirements of the Domestic Partnership Act by providing benefits to Domestic Partners of its employees on the same basis as it provides benefits to employee's spouses.

The Domestic Partnership Certification Form **(Attachment F)** should be completed, for all submittals over $100,000, and returned with the RFP Submittal response at the time of the opening deadline, but no later than three business days from request of the Purchasing Agent. Failure to meet this requirement shall render your submittal non-responsive.

2. Lobbyist Registration - Certification

A vendor who has retained a lobbyist(s) to lobby in connection with a competitive solicitation shall be deemed non-responsive unless the firm, in responding to the competitive solicitation, certifies, see **Attachment G**, that each lobbyist retained has timely filed the registration or amended registration required under Section 1-262, Broward County Code of Ordinances. If, after awarding a contract in connection with the solicitation, the County learns that the certification was erroneous, and upon investigation determines that the error was willful or intentional on the part of the vendor, the County may, on the basis, exercise any contractual right to terminate the contract for

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convenience.

The Lobbyist Registration Certification Form **(Attachment G)** should be completed and returned at the time of the RFP opening deadline and included within the submittal document.

3. Bond Requirement

All proposals shall be accompanied by an original Proposal Bond, executed by a surety company meeting the qualifications for surety companies (below) **(Attachments R)**. The Proposal Bond must be an original, no photocopies will be accepted. In lieu of a Proposal Bond, the following will be acceptable: cash, money order, certified check, cashier's check, original irrevocable letter of credit, treasurer's check or bank draft of any national or state bank (United States), in an amount equal to $25,000, payable to the Board of County Commissioners and conditioned upon the successful Proposer entering into the Contract (including providing a Payment Guaranty, evidence of insurance, and other requirements stated herein) within 15 calendar days after notification of award of the Contract. A personal check or a company check of a Vendor shall not be deemed a valid proposal guaranty. Guaranty of the successful Vendor shall be forfeited to the Board of County Commissioners not as a penalty, but as liquidated damages for the cost and expense incurred should said Vendor fail to provide the required Payment Guaranty or Certificate of Insurance or fail to comply with any other requirements set forth herein.

Recommended Vendors for award will be required to submit a Payment Bond annually in an amount equal to twenty percent (20%) of the value of a contract year within 15 calendar days of award. In lieu of Payment Bond, an alternative form of security permitted by the Broward County Procurement Code must be submitted by the successful Vendor(s) within fifteen (15) calendar days after notification of award, guaranteeing to County the full payment of all suppliers, laborers, or subcontractors employed pursuant to this project. Such Bond(s) shall be with a surety company which is qualified pursuant to below section, Qualifications of Surety.

3.1 Qualifications of Surety:

3.1.1 A Proposal Bond and Payment Bond must be executed by a surety company of recognized standing, authorized to do business in the State of Florida, having a resident agent in the State of Florida, and having been in business with a record of successful continuous operation for at least five years.

3.1.2 In addition to the above-minimum qualifications, the surety company must meet at least one of the following additional qualifications:

3.1.3 The surety company shall hold a current certificate of authority as acceptable surety on federal bonds in accordance with the United States Department of Treasury Circular 570, Current Revisions. If the amount of the Bond exceeds the underwriting limitation set forth in the circular, in order to qualify, the net retention of the surety company shall not exceed the underwriting limitation in the circular and the excess risks must be protected by coinsurance, reinsurance, or other methods in accordance with Treasury Circular 297, revised September 1, 1978 (31 DFR Section 223.10 Section 223.11). Further, the surety company shall provide the County with

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evidence satisfactory to the County, that such excess risk has been protected in an acceptable manner.

3.1.4 The County will accept a surety bond from a company with a rating of A- or better for bonds up to $2 million, provided, however, that if any surety company appears on the watch list that is published quarterly by Intercom of the Office of the Florida Insurance Commissioner, the County shall review and either accept or reject the surety company based on the financial information available to the County. A surety company that is rejected by the County may be substituted by the bidder or proposer with a surety company acceptable to the County, only if the bid amount does not increase.

3.1.5 The surety company shall have at least the following minimum ratings:

Amount of Bond Size Category			Policyholder's Ratings	Financial
500,001	to	1,000,000	A, A-	Class I
1,000,001	to	2,000,000	A, A-	Class II
2,000,001	to	5,000,000	A	Class III
5,000,001	to	10,000,000	A	Class IV
10,000,001	to	25,000,000	A	Class V
25,000,001	to	50,000,000	A	Class VI
50,000,001	to	or more	A	Class VII

3.1.6 The County will accept a surety bond from a company with a rating of A- or better; provided, however, that if the surety company appears on the 'Watch List' that is published quarterly by 'Focus' of the Office of the Florida Insurance Commissioner, the County shall review and either accept or reject the surety company based on the financial information available to the County. A surety company that is rejected by the County may be substituted by the bidder or proposer with a surety company acceptable to the County only if the bid amount does not increase.

4. Pricing Sheet(s)

Pricing sheets must be completed and is to be submitted with proposal using the separately posted Excel spreadsheets **(Attachment T)**. The Pricing sheets must be accompanied by all supporting documentation. The Pricing Sheets must represent all of the Vendor's expenses in order to provide the Services required in the Detailed Scope of Work (Exhibit 1), and detailed in the Vendor's proposal. Pricing sheets are to be completed as directed and without modification and returned as part of the RFP submittal prior to the RFP deadline for submission. Failure to fill out the price sheets as directed and modification may result in a determination that your proposal is non- responsive.

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Responsibility Criteria

Definition of Responsible Proposer

In accordance with Broward County Procurement Code Section 21.8.b.65, a Responsible Proposer or Offeror means an offeror who has the capability in all respects to perform the contract requirements, and the integrity and reliability which will assure good faith performance.

The Evaluation Committee will recommend to the awarding authority a determination of a firm's responsibility. At any time prior to award, the awarding authority may find that an offeror is not responsible to receive a particular award. The following criteria shall be evaluated in making a determination of responsibility:

1. Financial Information

All firms are required to provide Broward County the firm's financial statements at the time of submittal in order to demonstrate the firm's financial capabilities. Failure to provide this information at the time of submittal may result in a recommendation by the Director of Purchasing that the response is non-responsive. Each firm shall submit its most recent two (2) years of financial statements for review. The financial statements are not required to be audited financial statements.

Although the review of a vendor's financial information is an issue of responsibility, the failure to either provide the financial documentation or correctly assert a confidentiality claim pursuant the Florida Public Records Law and the solicitation requirements as stated in the Evaluation Criteria and Public Record and Exemptions sections may result in a recommendation of non-responsive by the Director of Purchasing.

2. Litigation History

The County will consider a vendor's litigation history information in its review and determination of responsibility. All vendors are required to disclose to the County all "material" cases filed, pending, or resolved during the last three (3) years prior to the solicitation response due date, whether such cases were brought by or against the vendor, any parent or subsidiary of the vendor, or any predecessor organization. If the vendor is a joint venture, the information provided should encompass the joint venture (if it is not newly-formed for purposes of responding to the solicitation) and each of the entities forming the joint venture.
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Although the review of a vendor's litigation history is an issue of responsibility, the failure to provide litigation history as required in the Evaluation Criteria may result in a recommendation of non-responsive by the Director of Purchasing.

3. Authority to Conduct Business in Florida

A Florida corporation or partnership is required to provide evidence with its response that the firm is authorized to transact business in Florida and is in good standing with the Florida Department of State. If not with its response, such evidence must be submitted to the County no later than three business days from request of the Purchasing agent.

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A foreign (out-of-state) corporation or partnership is required to provide evidence with its response that the firm is authorized to transact business in Florida and is in good standing with the Florida Department of State. If not with its response, such evidence must be submitted to the County no later than three business days from request of the Purchasing agent.

A joint venture is required to provide evidence with its response that the joint venture, or at least one of the joint venture partners, is authorized to transact business in Florida and is in good standing with the Florida Department of State. If not with its response, such evidence must be submitted to the County no later than three business days from request of the Purchasing agent. However, the joint venture is required to provide evidence prior to contract execution that the joint venture is authorized to transact business in Florida and provide the County with a copy of the joint venture Agreement. A joint venture is also required to provide with its response a Statement of Authority indicating that the individual submitting the joint venture's proposal has the legal authority to bind the joint venture. If not with its response, such evidence must be submitted to the County no later than three business days from request of the Purchasing agent.

Failure to provide the County with any of the above referenced information at the required time may be cause for the response to the solicitation to be deemed non-responsible. An acceptable document of evidence may be similar to the document attached as Exhibit 7.

4. Employment Verification Program (E-Verify)

Unchecked boxes do not apply to this solicitation.

☒ This service is funded by the State of Florida. Therefore, you are required to complete and return the attached "Employment Eligibility Verification Program Contractor Certification" **(Attachment H).** The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

5. Joint Venture Enterprises

Unchecked boxes do not apply to this solicitation

☐ **Construction Licensing**

A Joint Venture is required to provide evidence with its response that the Joint Venture, or at least one of the Joint Venture partners, holds the specified Construction License issued either by the State of Florida or Broward County. If not with its response, the Joint Venture is required to provide evidence prior to contract execution that the Joint Venture holds the specified Construction License issued either by the State of Florida or Broward County. Failure to provide any of this information to the County at the required time may be cause for the response to the solicitation to be deemed non-responsive.

7. Additional Requirements:

Vendor Experience/ Past Performance: Vendors or member(s) of its Key Personnel must have the following verifiable qualifications and submit supporting documentation as set forth in Evaluation Criteria Item 3:

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a. A minimum of two (2) years of experience within the State of Florida in performing Paratransit Services; or

b. A minimum of five (5) years of experience within the United States in performing Paratransit Services, (three of which must be in the preceding five years); and

c. A minimum of (1) one year of experience providing ADA Paratransit Service, within the past two preceding years, in which at least 100,000 trips were served.

Additionally, the awarding authority may consider the following factors, without limitation: debarment or removal from the authorized vendors list or a final decree, declaration or order by a court or administrative hearing officer or tribunal of competent jurisdiction that the offeror has breached or failed to perform a contract, claims history of the offeror, performance history on a County contract(s), an unresolved concern, or any other cause under this code and Florida law for evaluating the responsibility of an offeror.

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Evaluation Criteria

With regard to the Evaluation criteria, each firm has a continuing obligation to provide the County with any material changes to the information requested. The County reserves the right to obtain additional information from interested firms.

Evaluation Criteria

Evaluation Criteria – **Project-Specific Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
1. Key Personnel Experience: Describe the qualifications and relevant experience of the all key personnel that would be assigned to this proposed project. A minimum of three on-site, fully dedicated key personnel are required for operation of service. Each of the key personnel listed below should have the requisite levels of experience as follows: a) Project/Operations Manager: A minimum of (5) five years' experience in Paratransit Service operation (three of which should be in the preceding five years) and at least one year of experience must have been managing operations in which at least 100,000 trips were served annually. b) Safety Manager: A minimum of three year's experience in this position or similar capacity. c) Fleet Maintenance Manager: A minimum of three year's experience in this position or similar capacity. Vendors should submit resumes of all key personnel, including the above positions. Resumes should not	

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Evaluation Criteria – **Project-Specific Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
exceed 2 pages for each key personnel. Resumes should include the qualifications, any certifications, and relevant requisite experience as listed above.	
2. Project Approach*/* Operational Plan – Vendor should describe the project approach and operational plan for each of the key areas listed below: a) Vehicle and Equipment Acquisition Plan - Identify and describe vehicles, systems set forth in (Exhibit 2 Table 1 & 2), equipment and supply sources and projected delivery dates. This includes all vehicles not provided by the County, and equipment necessary to complete the Scope of Service. b) Fleet Operations/Facilities Plan: The Vendor should propose the following: the necessary accessible facility/facilities for administration, dispatch, training, vehicle maintenance and repair, Vehicle cleaning/washing, and secure well lighted Vehicle storage. The plan should take into consideration and include information indicated below: i. Identify and describe a location(s), situated within the proposed Service Area. Details of location should include architectural rendering of the facility(ies), with floor plans, facility(ies) photos, aerial/satellite photos showing facility(ies) with surrounding road network. ii. Accessibility of location for Service routes and operations during emergency events. iii. Security and emergency power source for location.	

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Evaluation Criteria – **Project-Specific Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
iv. Identify responsibilities and functional relationships between administration, operations, vehicle storage and vehicle maintenance and how these will contribute to the successful delivery of the Service. v. Network capable facility with secure adequate storage space for telecommunications hardware and computer servers. vi. Vendor should describe how their facility(ies) will accommodate all County Vehicles safely and securely. vii. If the Vendor has not obtained a specific facility(ies) by the submittal deadline, a non-contingent letter of commitment, identifying a specific facility(ies) consistent with contractual requirements and stipulating that facility(ies) shall be made available to the Vendor immediately upon award of an agreement, will be acceptable. This letter, addressed to the Vendor and signed by the owner or owner's representative of identified property, should be submitted with the proposal. Awarded vendors will be given ten days from receipt of Notice to Proceed in which to obtain legal rights to occupy the facility(ies) for a period no less than the initial Term of the contract. c) System Management Plan: Provide an overall organizational chart showing the level of staffing to meet the requirement of the proposal. The organizational chart should start at the corporate level positions and continue down to the lowest reporting level. The chart should indicate the number of each type of employee, job title, and	

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Evaluation Criteria – **Project-Specific Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
the proposed salary structure by fiscal year. Provide proposed Driver levels, which levels should include sub-totals for 100% route coverage per shift, plus 5% spares/extra board Drivers. Identify how recruitment, hiring, training, scheduling, safety oversight, vehicle maintenance, and dispatch operations will be organized and implemented. d) Hiring and Training of Employees Plan: Provide an advertising/recruitment plan, including time line. Submit selection criteria to be used by Vendor as deemed appropriate for the job title. Vendor should also include details regarding periodic review of the above to ensure continued compliance with requirements.) Submit a time line for the training of all personnel, as well as the specific curriculum and materials intended for each job classification proposed to ensure compliance with contract requirements. Provide documentation of Defensive Driving Course and Passenger Assistance Training to Proficiency programs. Submit an outline, or current procedure, used for ongoing/refresher training for all personnel and frequency. Show the number of certified instructors that will be proposed to complete Driver training, both classroom and behind-the-wheel instructors. Submit instructor resumes including certifications. Describe proposed hiring and training requirements for ASE Certified mechanics. Describe all other training that Vendor anticipates for Mobilization not provided above. e) Mobilization Plan: Vendor should submit a comprehensive, detailed plan of all Mobilization	

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Evaluation Criteria – **Project-Specific Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
tasks to be initiated starting from the date of issuance of the Notice to Proceed. These tasks should include, but not limited to, a timeline of hiring, operator training, mechanic training, vehicle preparation, insurance acquisition, facility(ies) occupancy and remodeling/modifications, with the end date being prior to the Contract start date. Timelines should be shown in calendar days. The said plan should take into account the ADA Paratransit computer system supplied by the County. The mobilization plan will be a maximum of 30 numbered pages single sided, or a maximum of 15 numbered pages double sided. Vendor should submit a Project Approach**/** Operational Plan, fully describing all items requested and should be a maximum of 150 numbered pages single sided, or a maximum of 75 numbered pages double sided. Ancillary materials (e.g. training manuals, resumes, standards of operation for maintenance, etc.) are to be provided as supplements and are not included in page count.	
3. Vendor Experience/ Past Performance - Describe Vendor's experience on projects of similar nature, scope and duration along with evidence of satisfactory completion, within the past five years, for which the Vendor/ or members of its key personnel provided paratransit services. This information must include the dates of service, number of trips provided (on an annual basis), and total contract value (on an annual basis) for each client/contracting entity listed. **This information (e.g. resumes, references of previous contracts or positions etc.) must demonstrate the responsibility requirement of experience as referenced in the Responsibility**	

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Evaluation Criteria – **Project-Specific Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
Criteria Section 7. A. A minimum of three reference projects should be provided; include the name of the reference entity, contract number (if applicable), contact person, title, email address, address and telephone number for each reference. References and Performance Evaluations will be considered. B. Experience in Safety and Training Programs: Vendor should have at least one year of experience in training for each area of paratransit Service. Vendors should submit a summary describing experience in training, including number of years in training for Paratransit Services and the proposed training curriculum to meet the contractual requirements. C. Experience in Dispatching: Vendor and/or key personnel should be experienced in all areas of paratransit client services including a minimum of one year of dispatch experience in receiving, scheduling (including transfer trips), confirming all trip requests from clients using a paratransit software system. Vendor should submit a summary describing annual number of trips dispatched, fleet size, types of paratransit dispatch software used. D. Experience in Maintenance and Repair of Vehicle Fleet: Vendor and/or key personnel should have minimum of three years of experience in performance in all areas of maintenance and repair of a vehicle fleet, which should include at least 25 passenger revenue service vehicles a percentage of which includes lift or ramp equipped vehicles. Vendors should submit description of past experience of Vendor performing vehicle maintenance including the following:	

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Evaluation Criteria – **Project-Specific Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
a. Regularly scheduled preventive and responsive maintenance including fleet size. b. Record-keeping, including the use of maintenance software programs. c. Implementation of vehicle and equipment manufacturer's warranty programs. d. Implementation of a pre-operational vehicle inspection program. e. Cleaning/washing schedule.	
4. Location – Provide evidence of where the Vendor's Principal Business is located. Submit your firm's State of Florida Department of Corporations website listing as evidence of your firm's principal business location.	

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Evaluation Criteria – **Company Profile**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
1. Supply legal firm name, headquarters address, local office addresses, state of incorporation, and key firm contact names with their phone numbers and e-mail addresses.	
2. Supply the interested firm's federal ID number and Dun and Bradstreet number.	
3. Is the interested firm legally authorized, pursuant to the requirements of the Florida Statutes, to do business in the State of Florida?	☐ **YES** ☐ **NO**
4. All firms are required to provide Broward County the firm's financial statements at the time of submittal in order to demonstrate the firm's financial capabilities. Failure to provide this information at the time of submittal may result in a recommendation by the Director of Purchasing that the response is non-responsive. Each firm shall submit its most recent two (2) years of financial statements for review. The financial statements are not required to be audited financial statements. With respect to the number of years of financial statements required by this RFP, the firm must fully disclose the information for all years available; provided, however, that if the firm has been in business for less than the required number of years, then the firm must disclose for all years of the required period that the firm has been in business, including any partial year-to-date financial statements. The County may consider the unavailability of the most recent year's financial statements and whether the firm acted in good faith in disclosing the financial documents in its evaluation. Any claim of confidentiality on financial statements should be asserted at the time of submittal. (see below)	

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Evaluation Criteria – **Company Profile**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
*******ONLY "IF" claiming Confidentiality******* The financial statements should be submitted in a separate bound document labeled "Name of Firm, Attachment to Proposal Package, RFP# - Confidential Matter". The firm must identify the specific statute that authorizes the exemption from the Public Records Law. CD or DVD discs included in the submittal must also comply with this requirement and separate any materials claimed to be confidential. **Failure to provide this information at the time of submittal and in the manner required above may result in a recommendation by the Director of Purchasing that the response is non-responsive. Furthermore, proposer's failure to provide the information as instructed may lead to the information becoming public.** **Note that the financial statement exemption provided for in Section 119.071(1) c, Florida Statutes only applies to submittals in response to a solicitation for a "public works" project.**	
Litigation History Requirement: 5. The County will consider a vendor's litigation history information in its review and determination of responsibility. All vendors are required to disclose to the County all "material" cases filed, pending, or resolved during the last three (3) years prior to the solicitation response due date, whether such cases were brought by or against the vendor, any parent or subsidiary of the vendor, or any predecessor organization. If the vendor is a joint venture, the information provided should encompass the joint venture (if it is not newly-formed for purposes of	

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Evaluation Criteria – **Company Profile**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
responding to the solicitation) and each of the entities forming the joint venture. For purpose of this disclosure requirement, a "case" includes lawsuits, administrative hearings and arbitrations. A case is considered to be "material" if it relates, in whole or in part, to any of the following: 1. A similar type of work that the vendor is seeking to perform for the County under the current solicitation; 2. An allegation of negligence, error or omissions, or malpractice against the vendor or any of its principals or agents who would be performing work under the current solicitation; 3. A vendor's default, termination, suspension, failure to perform, or improper performance in connection with any contract; 4. The financial condition of the vendor, including any bankruptcy petition (voluntary and involuntary) or receivership; or 5. A criminal proceeding or hearing concerning business-related offenses in which the vendor or its principals (including officers) were/are defendants. Notwithstanding the descriptions listed in paragraphs 1 – 5 above, a case is **not** considered to be "material" if the claims raised in the case involve only garnishment, auto negligence, personal injury, workers' compensation, foreclosure or a proof of claim filed by the vendor. For each material case, the vendor is required to	

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Evaluation Criteria – **Company Profile**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
provide all information identified, on the attached "Litigation History" form. **(Attachment I)** A Vendor is also required to disclose to the County any and all case(s) that exist between the County and any of the vendor's subcontractors/subconsultants proposed to work on this project. **Failure to disclose any material case, or to provide all requested information in connection with each such case, may result in the vendor being deemed non-responsive. Prior to making such determination, the vendor will have the ability to clarify the submittal and to explain why an undisclosed case is not material.**	
6. Has the interested firm, its principals, officers, or predecessor organization(s) been debarred or suspended from bidding by any government during the last three (3) years? If yes, provide details.	☐ **YES** ☐ **NO**
7. Has your company ever failed to complete any work awarded to you? If so, where and why?	☐ **YES** ☐ **NO**
8. Has your company ever been terminated from a contract? If so, where and why?	☐ **YES** ☐ **NO**
Insurance Requirements: 9. Attached is a sample Certificate of Insurance **Attachment J**. It reflects the insurance requirements deemed necessary for this project. It is not necessary to have this level of insurance in effect at the time of submittal but it is necessary to submit certificates indicating that the firm currently carries the insurance or to submit a letter from the carrier indicating upgrade availability.	

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Evaluation Criteria – **Legal Requirements**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
1. Standard Agreement Language: Identify any standard terms and conditions with which the interested firm cannot agree. The standard terms and conditions for the resulting contract can be located at: http://www.broward.org/Purchasing/Documents/caf101.pdf If you do not have computer access to the internet, call the Project Manager for this RFP to arrange for mailing, pick up, or facsimile transmission.	☐ **YES (Agree)** ☐ **NO** **If no, you need to specifically identify the terms and conditions with which you are taking exception since they will be discussed with the Evaluation Committee. Please be aware that taking exceptions to the County's standard terms and conditions may be viewed unfavorably by the Evaluation Committee and ultimately impact the overall evaluation of your submittal.**
2. Cone of Silence: This County's ordinance prohibits certain communications among vendors, county staff, and Evaluation Committee members. Identify any violations of this ordinance by any members of the responding firm or its joint venturers. The firm(s) submitting is expected to sign and notarize the Cone of Silence Certification **(Attachment K).**	
3. Public Entity Crimes Statement: A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit an offer to perform work as a consultant or contract with a public entity, and may not transact business with Broward County for a period of 36 months from the date of being placed on the convicted vendor list. Submit a statement fully describing any violations of this statute by members of the interested firm or its joint venturers.	
4. No Contingency Fees: By responding to this solicitation, each firm warrants that it has not and will not pay a contingency fee to any company or person, other than a bona fide employee working solely for the firm, to secure a contract pursuant to this solicitation.	

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Evaluation Criteria – **Legal Requirements**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
For Breach or violation of this provision, County shall have the right to reject the firm's response or terminate any agreement awarded without liability at its discretion, or to deduct from the agreement price or otherwise recover the full amount of such fee, commission, percentage, gift, or consideration. Submit an attesting statement warranting that the Responder has not and will not pay a contingency fee to any company or person, other than a bona fide employee working solely for the firm, to secure an agreement pursuant to this solicitation.	
5. The Broward County Living Wage Ordinance 2008-45, as amended, **("Living Wage Ordinance")** applies to the contract. In accordance with the living wage ordinance, certain employers who do business with the County shall pay a living wage to its employees who work on service contracts providing covered services identified under the living wage ordinance. **(Attachment L).**	☐ **YES** ☐ **NO**
6. DRUG FREE WORKPLACE: 1. Do you have a drug free workplace policy? 2. If so, please provide a copy of your drug free workplace policy in your proposal. 3. Does your drug free workplace policy comply with Section 287.087 of the Florida Statutes? 4. If your drug free workplace policy complies with Section 287.087 of the Florida Statutes, please complete the Drug Free Workplace Policy Certification Form. (**Attachment M)** 5. If your drug free workplace policy does not comply with Section 287.087of the Florida Statutes, does it	1. ☐ **YES** ☐ **NO** 3. ☐ **YES** ☐ **NO** 4. ☐ **YES** ☐ **NO** 5. ☐ **YES** ☐ **NO**

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Evaluation Criteria – **Legal Requirements**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
comply with the drug free workplace requirements pursuant to Section 21.31.a.2 of the Broward County Procurement Code? 6. If so, please complete the attached Drug Free Workplace Policy Certification Form (**Attachment M)**. 7. If your drug free workplace policy does not comply with Section 21.31.a.2 of the Broward County Procurement Code, are you willing to comply with the requirements Section 21.31.a.2 of the Broward County Procurement Code? 8. If so, please complete the attached Drug Free Workplace Policy Certification Form. **(Attachment M)** **Failure to provide a notarized Certification Form in your proposal indicating your compliance or willingness to comply with Broward County's Drug Free Workplace requirements as stated in Section 21.31.a.2 of the Broward County Procurement Code may result in your firm being ineligible to be awarded a contract pursuant to Broward County's Drug Free Workplace Ordinance and Procurement Code.** **Federal Transit Administration Compliance** Vendor agrees to certify, prior to the commencement of services and annually thereafter, compliance with current Federal Transit Administration regulations, and (a model form for certifying compliance, Drug and Alcohol Testing Program Compliance Certification.	7. ☐ **YES** ☐ **NO** ☐ **YES** ☐ **NO**
7. Non-Collusion Statement: By responding to this solicitation, the vendor certifies that this offer is made independently and free from collusion. Vendor shall disclose on the attached "Non-Collusion Statement Form" **(Attachment N)** to their best knowledge, any Broward County officer or employee, or any relative of	

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Evaluation Criteria – **Legal Requirements**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
any such officer or employee as defined in Section 112.3135(1) (c), Florida Statutes (1989), who is an officer or director of, or had a material interest in, the vendor's business, who is in a position to influence this procurement. Any Broward County officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor. Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the Broward County Procurement Code.	
8. Scrutinized Companies List Certification: Any company, principals, or owners on the Scrutinized Companies with Activities in Sudan List or on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List is prohibited from submitting a bid, proposal or response to a Broward County solicitation for goods or services in an amount equal to or greater than $1 million. The certification form is referenced as "Scrutinized Companies List Certification" **(Attachment O)** and should be completed and submitted with your proposal but must be completed and submitted prior to award.	

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Evaluation Criteria – **Tiebreaker Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. Furthermore, to receive credit for a tiebreaker criterion, each entity forming the joint venture must meet the tiebreaker criteria. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
LOCATION in BROWARD COUNTY 1. Is your firm located in Broward County? 2. Does your firm have a valid current Broward County Local Business Tax Receipt? 3. Has your firm (a) been in existence for at least six (6) months prior to the proposal opening (b) providing services on a day to day basis (c) at a business address physically located within the limits of Broward County (d) in an area zoned for such business and (e) the services provided from this location are substantial component of the services offered in the firm's proposal? If so, please provide the interested firm's business address in Broward County, telephone number(s), email address, evidence of the Broward County Local Business Tax Receipt and complete the attached Local Vendor Certification Form. **(Attachment P)** **Failure to provide a valid Broward County Local Business Tax Receipt and the attached notarized Certification Form in your proposal shall prevent your firm from receiving credit under Broward County's tiebreaker criteria of Section 21.31.d of the Broward County Procurement Code and, if applicable, shall prevent your firm from receiving any preference(s) allowed under Broward County's Local Preference Ordinance.**	1. ☐ **YES** ☐ **NO** 2. ☐ **YES** ☐ **NO** 3. ☐ **YES** ☐ **NO**

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Evaluation Criteria – **Tiebreaker Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. Furthermore, to receive credit for a tiebreaker criterion, each entity forming the joint venture must meet the tiebreaker criteria. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
DOMESTIC PARTNERSHIP ACT 1. Do you have a domestic partnership program? 2. If so, please provide a copy of your domestic partnership program in your proposal and complete **Attachment F** "Domestic Partnership Certification Form." **Failure to provide a notarized Certification Form indicating in your proposal shall prevent your firm from receiving credit for having such a program under Broward County's tiebreaker criteria of Section 21.31.d of the Broward County Procurement Code**. 3. Does your domestic partnership program provide benefits which are the same or substantially equivalent to those benefits offered to other employees in compliance with the Broward County Domestic Partnership Act of 2011, Broward County Ordinance # 2011-26, as amended? **Failure to provide a notarized Certification Form in your proposal indicating that the company provides domestic partnership benefits which are the same or substantially equivalent to the requirements of the Broward County Domestic Partnership Act of 2011, Broward County Ordinance # 2011-26, as amended, shall prevent your firm from receiving any preference(s) allowed under the Act if applicable to this solicitation.**	1. ☐ **YES** ☐ **NO** 2. ☐ **YES** ☐ **NO** 3. ☐ **YES** ☐ **NO**

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Evaluation Criteria – **Tiebreaker Criteria**	***Provide answers below. If you are submitting a response as a joint venture, you must respond to each question for each entity forming the joint venture. Furthermore, to receive credit for a tiebreaker criterion, each entity forming the joint venture must meet the tiebreaker criteria. When an entire response cannot be entered, a summary, followed with a page number reference where a complete response can be found is acceptable.***
VOLUME OF WORK OVER FIVE YEARS Vendor that has the lowest dollar volume of work previously awarded by the County over a five (5) year period from the date of the submittal will receive the tie breaker preference. The work shall include any amount awarded to any parent or subsidiary of the vendor, any predecessor organization and any company acquired by the vendor over the past five (5) years. If the vendor is a joint venture, the information provided should encompass the joint venture and each of the entities forming the joint venture. Volume of work also includes Purchase Orders, Change Orders and Work Authorizations. **If applicable complete Attachment Q.** (Report only amounts awarded as Prime Vendor) To be considered for the Tie Break preference, this completed **Attachment Q** must be included with the RFP Submittal Response at the time of the opening deadline.	$

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Required Forms to be Returned

(Forms that follow this Title Page that need to be returned, i.e. Attachments E, F, G, etc.)

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Attachment "E" - Vendor's List

(Non-Certified Subcontractors and Suppliers Information)

THIS FORM SHOULD BE SUBMITTED WITH THE RFP; HOWEVER, IT MUST BE SUBMITTED WITHIN THREE BUSINESS DAYS OF COUNTY'S REQUEST.

Provide this information for any sub vendor(s) who will provide a service to the County for this solicitation. This includes major suppliers as well.

---

1. Firm's Name:_____
2. Firm's Address:_____
3. Firm's Telephone Number: _____Firm's Email Address:_____
4. Contact Name and Position:_____
5. Alternate Contact Name and Position:_____
6. Alternate Contact Telephone Number: _____Email Address:_____
7. Bid/Proposal Number: _____Contracted Amount:_____
8. Type of Work/Supplies Bid: _____Award Date:_____

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1. Firm's Name:_____
2. Firm's Address:_____
3. Firm's Telephone Number: _____Firm's Email Address:_____
4. Contact Name and Position:_____
5. Alternate Contact Name and Position:_____
6. Alternate Contact Telephone Number: _____Email Address:_____
7. Bid/Proposal Number: _____Contracted Amount:_____
8. Type of Work/Supplies Bid: _____Award Date:_____

I certify that the information submitted in this report is in fact true and correct to the best of my knowledge

Signature	Title	Date

Note: the information provided herein is subject to verification by the Purchasing Division.
Use additional sheets for more subcontractors or suppliers as necessary.

Attachment "F" - Domestic Partnership Certification

NOTE: This Form must be completed in order to be considered for a contract award.

Additionally, in order to receive credit for "tie breaker" purposes, this Form must be returned with the RFP submittal at the time of the opening.

The Vendor, by virtue of the signature below, certifies that it is aware of the requirements of Broward County's Domestic Partnership Act, **(**Section 16-1/2 -157 of the Broward County Code of Ordinances, as amended); and certifies the following: **(Please check only one below).**

☐ 1. The Vendor currently complies with the requirements of the County's Domestic Partnership Act and provides benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses

☐ 2. The Vendor will comply with the requirements of the County's Domestic Partnership Act at time of contract award and provide benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses

☐ 3. The Vendor will not comply with the requirements of the County's Domestic Partnership Act at time of award

☐ 4. The Vendor does not need to comply with the requirements of the County's Domestic Partnership Act at time of award because the following exception(s) applies: **(Please check only one below).**

- ☐ The Vendor's price proposal for the initial contract term is $100,000 or less.
- ☐ The Vendor employs less than five (5) employees.
- ☐ The Vendor is a governmental entity, not-for-profit corporation, or charitable organization.
- ☐ The Vendor is a religious organization, association, society, or non-profit charitable or educational institution.
- ☐ The Vendor does not provide benefits to employees' spouses.
- ☐ The Vendor provides an employee the cash equivalent of benefits. (Attach an affidavit in compliance with the Act stating the efforts taken to provide such benefits and the amount of the cash equivalent.)
- ☐ The Vendor cannot comply with the provisions of the Domestic Partnership Act because it would violate the laws, rules or regulations of federal or state law or would violate or be inconsistent with the terms or conditions of a grant or contract with the United States or State of Florida. Indicate the law, statute or regulation. (State the law, statute or regulation and attach explanation of its applicability.)

I, _____, _____of _____
(Name) (Title) (Vendor)

hereby attests that I have the authority to sign this notarized certification and certify that the above-referenced information is true, complete and correct.

_____
Signature

_____
Print Name
SWORN TO AND SUBSCRIBED BEFORE ME this _____day of _____, 20___

STATE OF _____ COUNTY OF _____

_____ My commission expires:

_____ (SEAL)
Notary Public (Print, type or stamp commissioned name of Notary Public)

Personally Known _____ or Produced Identification _____ Type of Identification Produced: _____

Attachment "G" - Lobbyist Registration – Certification

This certification form should be completed and submitted with your proposal. If not included with the RFP submittal at the time of the RFP opening deadline, the Lobbyist Certification Form must be completed and returned by a date and time certain established by the County.

The Vendor, by virtue of the signature below, certifies that:

a. It understands if it has retained a lobbyist(s) to lobby in connection with a competitive solicitation, it shall be deemed non-responsive unless the firm, in responding to the competitive solicitation, certifies that each lobbyist retained has timely filed the registration or amended registration required under Section 1-262, Broward County Code of Ordinances; and

b. It understands that if, after awarding a contract in connection with the solicitation, the County learns that the certification was erroneous, and upon investigation determines that the error was willful or intentional on the part of the vendor, the County may, on that basis, exercise any contractual right to terminate the contract for convenience.

Based upon these understandings, the vendor further certifies that: (Check One)

1._____It has not retained a lobbyist(s) to lobby in connection with this competitive solicitation; however, if retained after the solicitation, the County will be notified..

2._____It has retained a lobbyist(s) to lobby in connection with this competitive solicitation and certified that each lobbyist retained has timely filed the registration or amended registration required under Section 1-262, Broward County Code of Ordinances.

3._____It is a requirement of this solicitation that the names of any and all lobbyists retained to lobby in connection with this solicitation be listed below:

_____ _____
Print Name of Lobbyist Print Lobbyist's Firm

_____ _____
Print Name of Lobbyist Print Lobbyist's Firm

_____
(Vendor Signature)

_____
(Print Vendor Name)

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledged before me this ____day of _____, 20___, by

_____ as _____ of
(Name of person whose signature is being notarized) (Title)

_____ known to me to be the person described herein, or who produced
(Name of Corporation/Company)

_____ as identification, and who did/did not take an oath.
(Type of Identification)

NOTARY PUBLIC:

_____ My commission expires: _____
(Signature)

_____
(Print Name)

Attachment "H" - Employment Eligibility Verification Program

Contractor Certification

On January 4, 2011, Governor Scott issued Executive Order 11-02 which requires Broward County as a party to any State funded contracts to participate in the Employment Eligibility Verification Program ("E-Verify Program") administered by the U.S. Department of Homeland Security ("DHS"). The E-Verify Program can be found at http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=75bce2e261405110VgnVCM1000004718190aRCRD&vgnextchannel=75bce2e261405110VgnVCM1000004718190aRCRD

The County has entered into a "Memorandum of Understanding" with DHS governing the E-Verify Program. As a result of the adopting the terms and conditions of the "Memorandum of Understanding" with DHS and -Executive Order 11-02, any Contractor performing work pursuant to the State funded contract issued by the County is required to use the E-Verify Program to confirm employment eligibility of its current and prospective employees. The undersigned Contractor hereby certifies that it will enroll and participate in the E-Verify Program, in accordance with the terms and conditions governing the use of the program by:

(1) Verifying the employment eligibility of all persons employed during the contract term by the Contractor to perform the work under this contract.
(2) Enrolling in the E-Verify Program within thirty (30) days of the effective date of this contract by obtaining a copy of the "Edit Company Profile" page and make such record available to Broward County within seven days of request from the County.
(3) Requiring all persons, including subcontractors, assigned by the Contractor to perform work under this contract to enroll and participate in the E-Verify Program within ninety (90) days of the effective date of this contract or within ninety (90) days of the effective date of the contract between the Contractor and the subcontractor, whichever is later. The Contractor shall obtain from the subcontractor a copy of the "Edit Company Profile" screen indicating enrollment in the E-Verify Program and make such record available to the County within seven calendar days from the County's request.
(4) Displaying the notices supplied by DHS in a prominent place that is clearly visible to prospective employees and all employees who are to be verified through the system.
(5) Initiate E-Verify verification procedures for new employees within 3 business days after the actual work start date of each new hire and thereafter shall respond appropriately to any additional requests from DHS or Social Security Administration (SSA).
(6) Maintain records of its participation and compliance with the provisions of the E-Verify Program and make such records available to the County within seven days of County's request.

_____
(Contractor's Signature)

_____
(Print Vendor Name)

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledged before me this ____day of _____, 20__,

by _____
(Name of person whose signature is being notarized)

as _____of _____
(Title) (Name of Corporation/Company),

known to me to be the person described herein, or who produced _____
(Type of Identification)

as identification, and who did/did not take an oath.

NOTARY PUBLIC:

_____
(Signature)

_____ My commission expires: _____

Attachment "I" - Litigation History

RFP#:_____ **MATERIAL CASE SYNOPSIS**	☐ Vendor : _____ ☐ Vendor's Parent Company:_____ ☐ Vendor's Subsidiary Company:_____ ☐ Vendor's Predecessor Organization: _____
Party	Plaintiff ☐ Defendant ☐
Case Name	
Case Number	
Date Filed	
Name of Court or other tribunal	
Type of Case	Civil ☐ Administrative/Regulatory ☐ Criminal ☐ Bankruptcy ☐
Claim or Cause of Action and Brief description of each Count	
Brief description of the Subject Matter and Project Involved	
Disposition of Case (Attach copy of any applicable Judgment, Settlement Agreement and Satisfaction of Judgment.)	Pending ☐ Settled ☐ Dismissed ☐ Judgment Vendor's Favor ☐ Judgment Against Vendor ☐ If Judgment Against, is Judgment Satisfied? Yes ☐ No ☐
Opposing Counsel	Name: Email: Phone number:

NAME OF COMPANY: _____

Attachment "J" - Insurance Requirements

Insurance Requirement

The following coverage is deemed the minimum insurance required for this project. The selected firm must be prepared to provide proof of insurance commensurate with or in excess of this requirement. Any deviation is subject to the approval of Risk Management.

TYPE OF INSURANCE	MINIMUM LIABILITY LIMITS		
		Each Occurrence	Aggregate
COMMERCIAL GENERAL LIABILITY **Broad form or equivalent** *With no exclusions or limitations for:* [x] Premises–Operations [ ] Explosion, Collapse, Underground Hazards [x] Products/Completed Operations Hazard [x] Contractual Insurance [x] Independent Contractors [x] Personal Injury [ ] Other:	Bodily Injury		
	Property Damage		
	Combined single limit Bodily Injury & Property Damage	**$1 mil**	**$2 mil**
	Personal Injury		
BUSINESS AUTO LIABILITY* **COMPREHENSIVE FORM** [x] Owned [x] Hired [x] Non-owned [x] Scheduled [x] Any Auto	Bodily Injury (each person)		
	Bodily Injury (each accident)		
	Property Damage		
	Combined single limit Bodily Injury & Property Damage	**$ 1 mil**	
EXCESS/UMBRELLA LIABILITY *May be used to supplement minimum liability coverage requirements.*	Follow form basis or Add'l insd endorse-ment is required		
[x] **WORKERS' COMPENSATION** *If exempt: State Exemption Certificate or letter on company letterhead is required.* [x] **EMPLOYERS' LIABILITY**	Chapter 440 FS	**STATUTORY**	U.S. Longshoremen & Harbor Workers' Act & Jones Act is required for any activities on or about navigable water
	(each accident)	**$ 500 k**	
[ ] **PROFESSIONAL LIABILITY (E & O)**	(each accident)		
	Extended coverage period		
[ ] **BUILDER'S RISK (PROPERTY)** **"ALL RISK" WITH WIND AND FLOOD** Coverage must remain in force until written final acceptance by County.	Maximum Deductible: $10 k **DED for WIND or WIND & FLOOD not to exceed 5% of completed value** CONTRACTOR IS RESPONSIBLE FOR DEDUCTIBLE		**Completed Value form**
[ ] Installation floater Coverage must be "All Risk", completed value. Coverage must remain in force until written final acceptance by County.	Maximum Deductible: $10 k CONTRACTOR IS RESPONSIBLE FOR DEDUCTIBLE		**Completed Value form**

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES

REFERENCE: Paratransit Service Transportation - BCT

CERTIFICATE HOLDER:
Broward County
115 South Andrews Avenue
Fort Lauderdale, FL 33301
Attn: Reneca Maharaj- BCT

FRANCISCO VASQUEZ
Digitally signed by FRANCISCO VASQUEZ
DN: cn=FRANCISCO VASQUEZ, ou=Organization, BCC, RM, Users, dc=cty, broward, bc
Date: 2014.02.28 16:48:07 -05'00'

Risk Management Division

Revised 2013

Attachment "K" - Cone of Silence Certification

The undersigned vendor hereby certifies that:

1. _____ the vendor has read Broward County's Cone of Silence Ordinance, Section 1-266, Article xiii, Chapter 1 as revised of the Broward County Code; and

2. _____ the vendor understands that the Cone of Silence for this competitive solicitation shall be in effect beginning upon the appointment of the Evaluation Committee (for Requests for Proposals - RFPs) or Selection Committee (for Request for Letters of Interest - RLIs) for communication regarding this RFP/RLI with the County Administrator, Deputy and Assistants to the County Administrator and their respective support staff or any person, including Evaluation or Selection Committee members, appointed to evaluate or recommend selection in this RFP/RLI process. For Communication with County Commissioners and Commission staff, the Cone of Silence allows communication until the initial Evaluation or Selection Committee Meeting.

3._____the vendor agrees to comply with the requirements of the Cone of Silence Ordinance.

_____
(Vendor Signature)

_____
(Print Vendor Name)

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledged before me this ____day of _____, 20___, by

_____ as _____ of
(Name of person whose signature is being notarized) (Title)

_____ known to me to be the person described herein, or who produced
(Name of Corporation/Company)

_____ as identification, and who did/did not take an oath.
(Type of Identification)

NOTARY PUBLIC:

_____

(Signature)

_____ My commission expires: _____
(Print Name)

Attachment "L" - Living Wage Ordinance

Supplemental Special Instructions to Proposers
Request for Proposal (RFP)

The following is a summary of requirements contained within **Broward County Ordinance 2008-45, as amended ("Living Wage Ordinance").** This summary is not all-inclusive of the requirements of the Living Wage Ordinance. If there is any conflict between the following summary and the language in the Living Wage Ordinance, the language in the Living Wage Ordinance shall prevail. These terms may supplement the specific requirements of the Living Wage Ordinance in order to effectuate its intent.

For further information about Proposer's obligations under the Living Wage Ordinance, an electronic version of the full Living Wage Ordinance may be obtained from the Purchasing Division's website at http://www.broward.org/purchasing/ by clicking on "Living Wage Information" or by going to www.municode.com/resources/gateway.asp?pid=10288&sid=9.

The Proposer, under the terms of a contract awarded subject to the Living Wage Ordinance must comply with the following requirements. By submitting a proposal pursuant to these procurement specifications, a Proposer is hereby agreeing to comply with the provisions of the Living Wage Ordinance and acknowledges awareness of the penalties for non-compliance.

I. LIVING WAGE REQUIREMENT:

A. All covered employees, including those of the Proposer's subcontractors, providing services pursuant to the Proposer's contract, shall be paid wage rates in accordance with the Living Wage Ordinance, as adjusted. The Proposer and covered subcontractors, hereinafter referred to as "covered employer" may comply with this living wage provision by choosing to pay no less than the lower specified hourly wage rate when said employer also provides health benefits to its covered employees. Proof of the provision of health care benefits must be submitted to the County to qualify for the living wage rate for employees with health care benefits. To comply with this requirement, the notarized compliance affidavit, **Living Wage Ordinance Compliance Affidavit, Attachment L, Exhibit 1** of this proposal attachment, should be returned with the proposal but must be received prior to award.

B. Covered employees shall be paid not less than bi-weekly and without subsequent deduction or rebate. The covered employer shall pay living wage rates in accordance with federal and all other applicable laws such as overtime and similar wage laws.

C. The covered employer must post in a prominent place at the site of the work and where paychecks are distributed, a notice (Living Wage rates poster) specifying the wages/benefits to be paid under the Living Wage Ordinance. This poster will be made available by the County. Proposers shall provide a copy of the requirements of the Living Wage Ordinance to any subcontractor submitting a proposal for a subcontract under this contract, prior to their submitting a proposal to the Proposer.

D. The covered employer shall provide the three-language statement to each covered employee with the employee's first paycheck and every six (6) months thereafter in the manner set forth by the Living Wage Ordinance.

Attachment "L" (CONTINUED)
Living Wage Ordinance

Supplemental Special Instructions to Proposers
Request for Proposal (RFP)

II. LIVING WAGE - INDEXING:

The living wage rate and the health benefits payment shall be annually indexed to inflation consistent with indexing methodology set forth in the Living Wage Ordinance. The living wage rates will be published by the County on an annual basis.

III. SANCTIONS FOR UNPAID WAGES:

In the event of any underpayment of required wage rates by the covered employer, civil and/or administrative penalties may be assessed to include sanctioning a Contractor by requiring the Contractor to pay wage restitution to the affected employee or subcontractor or by other means of sanctioning in accordance with the Living Wage Ordinance.

IV. PAYROLL; BASIC RECORDS; REPORTING:

A. Each covered employer shall maintain payroll records for all covered employees and basic records relating thereto and shall preserve them for a period of three (3) years beyond the termination or expiration of this contract. The covered employer shall make the covered employees' payroll records required available for inspection, copying or transcription by authorized representatives of the County for a period of three years from the termination date of any County Service Contract, and shall permit such representative to interview employees during working hours. Failure to submit the required reports upon request or to make records available may be grounds for termination of the contract. The service Contractor is responsible for the submission of the information required by the Living Wage Ordinance and for the maintenance of records and provision of access to same by all covered subcontractors.

B. The covered employer shall submit the payroll information required every six months, to the applicable agency's Contract Administrator, including a copy of the complete payroll for one payroll period showing employer's payroll records for each covered employee working on the contract for covered services.

C. **Exemption**: The covered employer may request and obtain an exemption from the requirement to report and file payroll records every six (6) months from the Director of Purchasing under the conditions set forth in the **Application for Exemption, Attachment L, Exhibit 2** of this proposal attachment.

V. SUBCONTRACTS:

Covered employees of Proposer's subcontractors, providing covered services pursuant to the Proposer's contract, shall be paid wage rates, as adjusted, in accordance with the Living Wage Ordinance. The Proposer shall insert in any subcontracts the applicable clauses as required by the Living Wage Ordinance and also a clause requiring the sub-contractors to include these clauses in all other subcontracts. The Proposer shall be responsible for compliance by any subcontractor with the Living Wage Ordinance as it applies to their subcontract.

VI. COMPLAINTS AND HEARINGS; TERMINATION AND DEBARMENT:

If a covered employee believes that he or she is not being paid in accordance with the Living Wage Ordinance the employee may file a complaint with the Office of Intergovernmental Affairs and professional Standards in accordance with the County's Living Wage Complaint Procedures. Complaints will be investigated, determinations issued, and hearings afforded to the effected parties in accordance with the County's Living Wage Complaint Procedures. Covered employers found to have violated the Living Wage Ordinance may suffer any or all sanctions provided for in the Living Wage Ordinance, including wage restitution, damages, termination or suspension of payment under the contract, termination of the contract, and debarment. The Living Wage Ordinance also provides employees with a private right of action in court.

Attachment "L"
(CONTINUED)
Living Wage Ordinance

EXHIBIT 1

BROWARD COUNTY
LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT

(This certification must be provided prior to award of the contract)

Covered Employer:	
Address:	
Phone Number:	Local Contact:
Proposal/Contract Number:	Address:
Contract Amount:	Phone Number:
Department Served:	
Brief Description of Service Provided:	

Please check one:
By signing below I hereby certify that the covered employees listed below:

A. ___ Receive a minimum pay of $_____ per hour and are provided health benefits valued at $_____ per hour.

B. ___ Receive a minimum pay of $_____ per hour and are not provided health benefits.

Provide names of employees and job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
_____	_____	☐	_____	_____	☐
_____	_____	☐	_____	_____	☐
_____	_____	☐	_____	_____	☐
_____	_____	☐	_____	_____	☐
_____	_____	☐	_____	_____	☐

(Attach additional sheets in the format above, if needed)

I, _____, _____ of _____ hereby attest that
(Name) (Title) (Company)

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Company certifies that it shall:

Pay all employees working on this contract/project, who are covered by the Broward County Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

(IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended.

_____
Signature

SWORN TO AND SUBSCRIBED BEFORE ME this _____day of 200___

STATE OF _____ COUNTY OF _____

_____ My commission expires: _____
Notary Public

(Print, type or stamp commissioned name of Notary Public)

Personally Known _____ or Produced Identification _____

Type of Identification Produced: _____

EXHIBIT 2
Application for Exemption from Living Wage Ordinance Reporting Requirements

In accordance with Broward County Ordinance No. 2008-45, as amended, "Living Wage Ordinance" (LWO), all covered employers are subject to the LWO requirement for payroll reporting unless an exemption applies and has been granted. Covered employers may submit this affidavit with their proposal or proposal to apply for an exemption from these reporting requirements. **Exemptions based on the categories listed below may be granted by the Director of Purchasing prior to contract award; however, an exemption may be canceled at any time by written notice to the covered employer. To request an exemption, the covered employer must submit their exemption application prior to award.**

SECTION 1: COVERED EMPLOYER INFORMATION (SERVICE CONTRACTOR)

Company Name: _____
Contact Person:_____
Company
Address:_____

City: _____State: _____ Zip: _____ Phone: _____

SECTION 2: USING AGENCY AND CONTRACT INFORMATION

Using Agency: _____

Proposal/Contract #: _____

Contract Title: _____

Name of Agency Contact: _____

Agency Contact Phone: _____

Proposal/Contract Amount: $_____

Start Date: _____ End Date: _____

Purpose/Service Provided: _____

SECTION 3: EXEMPTION BASIS (Check one of the options below and submit supporting documentation as requested.)

□ **(LWO 26.103(e)(1); Wage History:** Covered employer demonstrates to the satisfaction of the Director of Purchasing that its covered employees have been continuously paid the applicable living wage rates or higher wages for at least one (1) year prior to entering into the service contract.

Required documentation: Provide or attach prior payroll records or pay scale records (by job classifications) confirming this basis for exemption.

□ **(LWO 26.103(e)(2): Contractual:** Covered employer demonstrates to the satisfaction of the Director of Purchasing that the amounts paid to its covered employees are required by law or are required pursuant to a contractual obligation, such as a Collective Bargaining Agreement (CBA), union scale, etc.

Required documentation: A copy of the CBA or other contractual agreement must be submitted with this application with the controlling language clearly marked, or a letter from the union stating that the union has agreed to allow the CBA to supersede the LWO or other recognized company pay schedule as the basis for compensation provided that it exceeds the LWO wage rate amounts.

SECTION 4: CERTIFICATION AND NOTARIZED COMPLIANCE AFFIDAVIT

I,_____,_____of
(Name) (Title)

_____ hereby attest that
(Company)

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Company certifies that its wages paid to employees providing covered services under this contract/project are at least equal to or greater than the living wage per the exemption basis selected above and in accordance with wage rates and provisions of the Living Wage Ordinance, as amended.

_____
Signature

SWORN TO AND SUBSCRIBED BEFORE ME this _____day of 200___

STATE OF _____ COUNTY OF _____

_____ My commission expires: _____
Notary Public

(Print, type or stamp commissioned name of Notary Public)

Personally Known _____ or Produced Identification _____

Type of Identification Produced: _____

Attachment "M" - Drug Free Workplace Policy Certification

THE UNDERSIGNED VENDOR HEREBY CERTIFIES THAT:

1. _____ THE VENDOR HAS A DRUG FREE WORKPLACE POLICY AS IDENTIFIED IN THE COMPANY POLICY ATTACHED TO THIS CERTIFICATION.

AND/OR

2. _____ THE VENDOR HAS A DRUG FREE WORKPLACE POLICY THAT IS IN COMPLIANCE WITH SECTION 287.087 OF THE FLORIDA STATUTES.

AND/OR

3. _____ THE VENDOR HAS A DRUG FREE WORKPLACE POLICY THAT IS IN COMPLIANCE WITH THE BROWARD COUNTY DRUG FREE WORKPLACE ORDINANCE # 1992-08, AS AMENDED, AND OUTLINED AS FOLLOWS:

(a) Publishing a statement notifying its employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the offeror's workplace, and specifying the actions that will be taken against employees for violations of such prohibition;

(b) Establishing a continuing drug-free awareness program to inform its employees about:
- (i) The dangers of drug abuse in the workplace;
- (ii) The offeror's policy of maintaining a drug-free workplace;
- (iii) Any available drug counseling, rehabilitation, and employee assistance programs; and
- (iv) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

(c) Giving all employees engaged in performance of the contract a copy of the statement required by subparagraph (a);

(d) Notifying all employees, in writing, of the statement required by subparagraph (a), that as a condition of employment on a covered contract, the employee shall:
- (i) Abide by the terms of the statement; and
- (ii) Notify the employer in writing of the employee's conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or of any state, for a violation occurring in the workplace NO later than five (5) days after such conviction.

(e) Notifying Broward County government in writing within 10 calendar days after receiving notice under subdivision (d) (ii) above, from an employee or otherwise receiving actual notice of such conviction. The notice shall include the position title of the employee;

(f) Within 30 calendar days after receiving notice under subparagraph (d) of a conviction, taking one of the following actions with respect to an employee who is convicted of a drug abuse violation occurring in the workplace:
- (i) Taking appropriate personnel action against such employee, up to and including termination; or
- (ii) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to maintain a drug-free workplace program through implementation of subparagraphs (a) through (f).

OR

4.____ THE VENDOR DOES NOT CURRENTLY HAVE A DRUG FREE WORKPLACE POLICY BUT IS WILLING TO COMPLY WITH THE REQUIREMENTS AS SPECIFIED IN NO. 3

_____
(VENDOR SIGNATURE)

_____
(PRINT VENDOR NAME)

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledged before me this ____day of _____, 20___, by

_____ as _____ of
(Name of person whose signature is being notarized) (Title)

_____ known to me to be the person described herein, or who produced
(Name of Corporation/Company)

_____ as identification, and who did/did not take an oath.
(Type of Identification)

NOTARY PUBLIC:

_____
(Signature)

_____
(Print Name)

My commission expires: _____

Federal Transit Administration Drug and Alcohol Testing Program Compliance Certification

FOR TRANSIT OPERATIONAL SERVICE CONTRACTS INVOLVING THE OPERATION OF A TRANSIT SERVICE, OR MAINTAINING, REPAIRING, OVERHAULING, AND REBUILDING REVENUE SERVICE VEHICLES OR EQUIPMENT (ENGINES AND PARTS) USED IN REVENUE SERVICE, OR BODY WORK, OR CONTRACTS FOR SECURITY PERSONNEL THAT CARRY FIREARMS.

The undersigned certifies that Contractor, and its subcontractors as required, has established and implemented an anti-drug and alcohol prevention program in accordance with 49 CFR Part 655, "Prevention of Alcohol Misuse and Prohibited Drug use in Transit Operations."[1]

The undersigned further agrees to produce any documentation necessary to establish its compliance with 49 CFR Part 655, and to permit any authorized representative of the United States Department of Transportation or its operating administrations, the state oversight agency (the Florida Department of Transportation), or County, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655 and to review the testing process.

The undersigned further agrees to certify annually its compliance with Part 655 before March 15 and to submit the management information system (mis) reports no later than February 15) to the County.

To certify compliance, Contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register.

(Date)

_____
Authorized Signature

_____
Print Name and Title

_____
Name of Contractor

Attachment "N" - Non-Collusion Statement Form

By signing this offer, the vendor certifies that this offer is made independently and free from collusion. Vendor shall disclose below, to their best knowledge, any Broward County officer or employee, or any relative of any such officer or employee as defined in Section 112.3135 (1) (c), Fla. Stat. (1989), who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement. Any Broward County officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the Broward County Procurement Code.

NAME	**RELATIONSHIP**
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

_____
(Vendor Signature)

_____
(Print Vendor Name)

In the event the vendor does not indicate any names, the County shall interpret this to mean that the vendor has indicated that no such relationships exist.

(Form is to be signed even if no names are listed)

Attachment "O" - Scrutinized Companies List Certification

This certification form should be completed and submitted with your proposal but must be completed and submitted prior to award.

The Vendor, by virtue of the signature below, certifies that:

a. The Vendor, owners, or principals are aware of the requirements of Section 287.135, Florida Statutes, regarding Companies on the Scrutinized Companies with Activities in Sudan List or on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; and

b. The Vendor, owners, or principals, are eligible to participate in this solicitation and not listed on either the Scrutinized Companies with Activities in Sudan List or on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; and

c. If awarded the Contract, the Vendor, owners, or principals will immediately notify the COUNTY in writing if any of its principals are placed on the Scrutinized Companies with Activities in Sudan List or on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

_____
(Authorized Signature)

_____
(Print Name and Title)

_____
(Name of Firm)

STATE OF _____
COUNTY OF _____
The foregoing instrument was acknowledged before me this ____ day of _____, 20___, by _____ (name of person whose signature is being notarized) as _____ (title) of _____ (name of corporation/entity), known to me to be the person described herein, or who produced _____ (type of identification) as identification, and who did/did not take an oath.

NOTARY PUBLIC:

_____ State of _____ at Large (SEAL)
(Signature)

_____ My commission expires: _____
(Print name)

Attachment "P" - Local Vendor Certification

Tiebreaker Criteria
(or Local Preference if Applicable)

THE UNDERSIGNED VENDOR HEREBY CERTIFIES THAT:

1. _____ **THE VENDOR IS A LOCAL VENDOR IN BROWARD COUNTY AND HAS A VALID BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT WHICH IS ATTACHED TO THIS CERTIFICATION**

AND

2. _____ **THE VENDOR IS A LOCAL VENDOR IN BROWARD COUNTY AND:**

(a) Has been in existence for at least six (6) months prior to the proposal opening;

(b) Provides services on a day to day basis at a business address physically located within the limits of Broward County and in an area zoned for such business; and

(c) The services provided from this location are a substantial component of the services offered in the vendor's proposal.

AND/OR

3. _____ **THE VENDOR IS A LOCAL VENDOR IN BROWARD OR MIAMI-DADE COUNTY AND HAS A VALID CORRESPONDING COUNTY LOCAL BUSINESS TAX RECEIPT WHICH IS ATTACHED TO THIS CERTIFICATION AND:**

(a) Has been in existence for at least ONE YEAR prior to the proposal opening;

(b) Provides services on a day to day basis at a business address physically located within the limits of Broward or Miami-Dade County and in an area zoned for such business; and

(c) The services provided from this location are a substantial component of the services offered in the vendor's proposal.

_____
(VENDOR SIGNATURE)

_____
(PRINT VENDOR NAME)

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledged before me this ____day of _____, 20___, by

_____ as _____ of
(Name of person whose signature is being notarized) (Title)

_____ known to me to be the person described herein, or who produced
(Name of Corporation/Company)

_____ as identification, and who did/did not take an oath.
(Type of Identification)

NOTARY PUBLIC:

_____
(Signature)

_____ My commission expires: _____
(Print Name)

Attachment "Q" - Volume of Work Over Five Years

Tie Breaker Criteria
Broward County Projects

The work shall include any amount awarded to any parent or subsidiary of the vendor, any predecessor organization and any company acquired by the vendor over the past five (5) years. If the vendor is a joint venture, the information provided should encompass the joint venture and each of the entities forming the joint venture. (**Report only amounts awarded as a Prime Vendor including any Amendments, Purchase Orders, Change Orders and Work Authorizations) IF no work has been performed, show a Grand Total of $0**

Item No.	Project Title	Solicitation Contract Number Bid – Quote – RLI - RFP	Broward County Department or Division	Date Awarded	Awarded Dollar Amount
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
				Grand Total	

Attachment "R" - Proposal Bond

This form must be completed and submitted at time of Submittal for vendor to be deemed responsive.

BY THIS BOND, we _____, as Principal, hereinafter called CONTRACTOR, and _____, as Surety, are bound to the Board of County Commissioners of Broward County, Florida, as Obligee, hereinafter called County, in the Amount of twenty-five thousand dollars ($25,000) for the payment whereof Contractor and surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally.

WHEREAS, the County is seeking to contract with a firm (registered with the Florida Department of State, Division of Corporations) for the County agencies; and

WHEREAS, the County is utilizing a request for proposals (RFP) solicitation process for this project and Contractor in response to RFP No. C1231306P1 agrees and is bound that:

The CONDITION OF THIS BOND is that if:

Contractor submits a timely proposal in response to the County's RFP process; THEN THIS BOND WILL REMAIN IN FULL FORCE AND EFFECT UNTIL CONTRACT AWARD. If the Contractor is awarded the contract, but fails to enter into the contract, (including providing a Payment Guaranty, evidence of insurance, and other requirements stated herein) then the Contractor and surety, jointly and severally, shall be liable to the County for the full sum herein stated which shall be due and payable to the County immediately upon demand of the County, in good and lawful money of the United States of America; as liquidated damages for failure thereof of said Contractor; OTHERWISE THE BOND SHALL REMAIN IN FULL FORCE AND EFFECT.

No right of action shall accrue on this bond to or for the use of any person or corporation other than County named herein; and

In the event suit is brought upon this bond by the County, surety shall pay reasonable attorneys' fees and costs incurred by the County in such suit.

Attachment "R" - Bond (CONTINUED)

Signed and sealed this _____ day of _____, 20_____.

WITNESSES:

_____
(Name of Corporation)

_____
Secretary

By_____
(Signature and Title)

(CORPORATE SEAL)

_____
(Type Name and Title Signed Above)

IN THE PRESENCE OF:

SURETY COMPANY:

_____

By_____
Agent and Attorney-in-Fact

Address: _____
(Street)

_____
(City/State/Zip Code)

Telephone No.: _____

Attachment "S" - Certificate As To Corporate Principal

I, _____, certify that I am the Secretary of the corporation named as Principal in the foregoing Proposal Bond; that _____, who signed the Bond on behalf of the Principal, was then _____ of said corporation; that I know his/her signature; and his/her signature thereto is genuine; and that said Bond was duly signed, sealed and attested to on behalf of said corporation by authority of its governing body.

_____(Seal) as Secretary of

_____
(Name of Corporation)

(SEAL)

STATE OF FLORIDA)
) SS.
COUNTY OF BROWARD)

Before me, a Notary Public duly commissioned, qualified and acting personally, appeared _____ to me well known, who being by me first duly sworn upon oath says that he/she has been authorized to execute the foregoing Proposal Bond on behalf of CONTRACTOR named therein in favor of COUNTY.

Subscribed and Sworn to before me this _____ day of _____, 20____.

My commission expires:

_____ _____
Notary Public, State of Florida at Large

Bonded by_____

Instructions

PRICING SHEETS ARE POSTED SEPARATELY AS EXCEL SPREADSHEETS AND ARE TO BE COMPLETED AS DIRECTED AND WITHOUT MODIFICATION AND RETURNED AS PART OF THE RFP SUBMITTAL PRIOR TO THE RFP DEADLINE FOR SUBMISSION. FAILURE TO FILL OUT THE PRICE SHEETS AS DIRECTED AND WITHOUT MODIFICATION MAY RESULT IN A DETERMINATION THAT YOUR PROPOSAL IS NON-RESPONSIVE.

PRICING PROPOSAL INSTRUCTIONS:

General Instructions:

1. The Vendor must fill in and complete Pricing Sheet **(Attachment T)** and submit with its proposal. Failure to complete and timely submit the price sheets as directed may result in Vendor being determined non-responsive, in accordance with Section 2 of Responsiveness Criteria.
2. The Vendor must also include its supporting details for each line item on Pricing Sheet. This will include the significant cost assumptions used to estimate proposed pricing, including, but without limitation the: number and classification of personnel, estimated number of labor hours, hourly rates for personnel, material and supplies expenses, overhead, fringe, and profit rates. Failure to complete and timely submit the such supporting details as directed may result in Vendor being determined non-responsive, in accordance with Section 2 of Responsiveness Criteria.
3. Vendor must account for any price escalations for labor, fuel, equipment, etc. in price proposal; no separate price escalation clause will be available for awarded Vendors.
4. Vendor must verify all numbers and subtotals provided in Excel file and is responsible for accuracy of numbers submitted.
5. It there are mathematical errors or inconsistencies between **Attachment T** and the supporting details submitted, Pricing Sheet **(Attachment T)** will prevail. Any mathematical errors may be corrected by the County. All totals/subtotals in **Attachment T**, will be verified by the County.
6. **Attachment T** will be used for purposes determining the assigned points. The supporting details will be the basis to determine the reasonableness of the price proposal. Upon award, the negotiated fixed monthly fee and per trip rate, based on supporting price proposal and supporting details will be the basis of payment.

Definitions:

For purposes of this price proposal, the following shall apply:

1. Capital Expense –
    a. Equipment/Vehicle - acquisition and related costs incurred for equipment and/or vehicles having a unit cost in excess of $5,000 and a useful life of at least one year. Also, equipment having a useful life of at least one year and, while costing less than $5,000 per unit, which are acquired in quantities totaling in excess of $10,000

(typically, multiple unit procurements such as personal computers, vehicle communications systems, etc.). Related costs may include inspection, testing, and freight costs. For equipment acquired in subsequent years of the agreement, the expenses are to be amortized for the useful life of each asset and billed for whatever portion of the amortized period coincides with the remainder of the term of the agreement (i.e. 4 years, 3 years, 2 years, 1 year, or portions thereof). Any remaining amortized Capital Expenses that extend beyond the initial Term of the Contract and any renewal terms thereafter, are not reimbursable by the County.

b. Buildings/Property - the acquisition of, lease of, and/or improvements (with a cost >$ 10,000) to, the Contract Facility(ies) expenses are to be billed in equal monthly increments over the term of the Contract (or remaining portion thereof). Any Building/ Property related Capital Expenses that extend beyond the initial Term of the Contract and any renewal terms thereafter, are not reimbursable by the County.

Section 1 – Mobilization Expenses (Capital)

1. Capital Mobilization Expenses: capital expenses, incurred during mobilization, including any other capital expenses ("Other") that the Vendor can identify, are to be supplied and summarized on **Attachment T**. This subtotal of capital mobilization expenses will be amortized during the first Contract Year of the Contract, over twelve monthly equal payments.

Section 2 – Mobilization Expenses (Non Capital)

1. Non-Capital Mobilization Expenses: non-capital mobilization expenses, including any other non-capital expenses ("Other") that the Vendor can identify, are to be supplied and summarized on **Attachment T**. The mobilization expenses shall be estimated for a two month period. The non-capital mobilization expenses will be reimbursed during in the first month of the commencement of Services, for only the time mobilized.

Section 3 - Fixed Expenses per Month (Administrative and Overhead)

1. The categories of expenses, along with any other contract specific cost elements that the Vendor can identify ("Other"), are to be supplied, per Contract Year. A monthly average is calculated for the fixed expense per month (for payment terms).

Section 4 – Fixed Price Per Registered Passenger Trip

1. The following categories of expense, along with any other Contract specific cost elements that the Vendor can identify, are to be supplied, per Contract Year.
2. Vendor may use identified estimated quantities of trips listed for information purposes. The per Trip rate will be negotiated and will be the basis of payment for actual Trips completed once awarded.

Balance of Page Left Blank Intentionally

Attachment "U"- Self-Certification: Owner Ethnicity/Gender

(Optional)

The information requested is voluntary and not a requirement to respond to a Broward County solicitation. However, in the event that your company becomes the recommend vendor for award, this information will be required prior to award. Recommended vendor for award must submit within three business days of County's request.

In order for the County to ensure that all prospective vendors have an equal opportunity to participate in County procurements, the following information is requested regarding each prospective vendor. Please read the following and determine which is applicable.

The following gender applies to the primary owner of firm:

☐ Female ☐ Male ☐ Equally–Owned (Female and Male)

The following ethnicity applies to the primary owner of firm:

☐ African American/Black/Afro-Caribbean
☐ Asian Pacific
☐ Caucasian/White
☐ Hispanic/Latino
☐ Native American
☐ Subcontinent Asian
☐ Other

Under penalties of perjury, I declare that I have read the foregoing document and that the facts stated in it are true.

_____ _____
(Vendor signature) (Print Vendor Name)

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledged before me this ____day of _____, 20___, by

_____ as _____ of
(Name of person who's signature is being notarized) (Title)

_____ known to me to be the person described herein, or who produced
(Name of Corporation/Company)

_____ as identification, and who did/did not take an oath.
(Type of Identification)

NOTARY PUBLIC:

_____ My commission expires: _____
(Signature)

_____
(Print Name)

EXHIBIT 1 – Detailed Scope of Work

Abbreviations and Definitions

For the purposes of this Request for Proposal the following terms shall be defined as follows:

1. "Agency": means non congregate service centers in the Service Area.

2. "Agency Trips": means Multi- load or Group Trips performed to County designated Agency sites.

3. "Accident": means an event which results in property damage and/or injury to a person.

4. "ADA Complementary Paratransit": means comparable public transportation services required by the ADA for qualified individuals with disabilities who are unable to use fixed route transportation services.

5. "ADA Trip": means a one-way trip provided to a Client certified as eligible under the guidelines of the ADA.

6. "Ambulatory": means any person who can enter, occupy, and exit as a passenger a motor vehicle with limited assistance and does not require the use of special equipment such as a wheelchair, scooter, or wheelchair or scooter lift/ramp.

7. "Americans with Disabilities Act of 1990 (ADA)": means the civil rights act signed into law on January 26, 1990, as public law 101-336, 42 U.S.C. 12101, et seq., as it is currently enacted and as may be amended from time to time.

8. "Annual Operating Report": means an annual report prepared by the Community Transportation Coordinator detailing the designated areas operating and performance statistics for the most recent operating year.

9. "Arrival": means the vehicle is at a complete stop, the Driver has performed the arrival on the Mobile Data Computer, and the Driver is at the door announcing their arrival.

10. "Billable Trip": means each trip for which Contractor is entitled to receive a per trip reimbursement rate. Billable trips include the transport of clients only. Billable trips do not include trips taken by personal care attendants or companions.

11. "Board": means the Broward County Board of County Commissioners of Broward County, Florida.

12. "Call Center": means the central call taking facility responsible for accepting calls from clients, scheduling Trips and providing to Contractor a list of Trips to be accomplished. The Call Center, in county's sole option, shall be operated by either County personnel or the County may utilize a third party to perform the functions.

13. "Cancellation": means any scheduled trip canceled by the client at least two hours prior to the start of the scheduled pick up window.

14. Chapter 41-2, Florida Administrative Code: refers to the rules adopted by the Commission for the Transportation Disadvantaged to implement the provisions established in chapter 427, Florida statutes, as currently enacted or as may be amended from time to time.

15. "Chapter 427, Florida Statutes": refers to the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities as currently enacted or as may be amended from time to time.

16. "Client": shall mean an individual determined eligible to receive ADA Paratransit Services or an individual meeting the criteria established by County for Transit Disadvantaged Trips.

17. "Community Transportation Coordinator (CTC)": means a transportation entity recommended, consistent with Chapter 427, Florida Statutes to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

18. "Companion (Guest)": means a person, other than a Personal Care Attendant, traveling with an eligible Client, traveling at the same time, having the same origin and destination as the client.

19. "Complaint (Service Complaint)": means a service related incident as reported to the paratransit client services staff. Examples of complaints include, but are not limited to, the following: denial of service, late pick-ups, client behavior, Driver behavior, and passenger discomfort.

20. "Complaint Ratio": means the number of complaints per every one thousand (1,000) trips completed.

21. "Computerized Trip Management System (CTMS)": means a system comprised of the following components: a networked software package for real time paratransit scheduling and dispatch, a file server, workstations, data communication equipment (routers, hubs, modems, adapter cards, cabling, etc.) and associated data (e.g., gis map, client, trip, destinations, etc.).'

22. "Contractor": means the vendor(s) or firm(s) that has entered into an agreement to provide Paratransit Services with Broward County.

23. "Contract Administrator": means the Broward County Administrator, the Director of the Broward County Transportation Department or the designee of such County Administrator or Director. The primary responsibilities of the Contract Administrator are to coordinate and communicate with the Contractor and to manage and supervise execution and completion of the scope of services and the terms and conditions of the contract as set forth herein. In the administration of the contract, as contrasted with matters of policy, all parties may rely on the instructions or determinations made by the Contract Administrator; provided, however, that such instructions and determinations do not change the scope of services.

24. "Contract Year" : means the date of the commencement of Service.

25. "Coordination": means the arrangement for the provision of transportation services to the Transportation Disadvantaged in a manner that is cost effective, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as Total Consolidation of Transportation and Transportation Disadvantaged services.

26. “County”: means Broward County, a political subdivision of the state of Florida.

27. “County Administrator”: means the administrative head of County appointed by the Board.

28. “County Attorney”: means the chief legal counsel for County appointed by the Board.

29. “County Event Trips”: means those trips scheduled by County staff for individuals involved with special County activities. These may include, but are not limited to, advisory board meetings, public hearings, ADA eligibility and appeals transportation, other special activities, large public events, special needs transportation, natural emergencies and special events.

30. “Dedicated Fleet”: means Vehicles used for the exclusive use of providing Paratransit Services and as approved and inspected by the County.

31. “Demand Response Transportation”: means a transportation service characterized by flexible routing and scheduling of relatively small Vehicles to provide Door-to-Door transportation in response to requests from clients or their agents.

32. “Demand Trips”: means those trips in which an individual calls to schedule a trip. Reservations shall be made according to the County’s reservation policies.

33. “Denial/Refusal of Service”: means any ride request that cannot be accommodated within the guidelines outlined in the contract. Denial of service for ADA clients is not permitted.

34. “Dispatcher”: means the person(s) responsible for having every scheduled run leave from the designated originating location on time, maintaining schedules, and monitoring of the work force and work load on a minute-by-minute basis.

35. “Door-To-Door Service”: means transportation service which requires the Driver to assist the client(s) from the main accessible door at the point of origin to the main accessible door of the point of destination. This does not include lifting of any client(s) and does not include going above 1st floor.

36. “Driver(s)”: means all Driver(s) providing services for the Contractor under the contract for Paratransit Services.

37. “Dwell Time or Waiting Time”: means the amount of time a Driver shall be required to wait for a client at a pick-up location.

38. “Excessive Trip Length”: means a one-way trip wherein the ride exceeds the comparable time a similar trip would take if traveled by fixed route bus service, including appropriate transfer and walk to bus stop time. Rides provided where client ride time exceeds ninety (90) minutes, except in cases of extreme long distance, shall be deemed excessive.

39. “FDOT”: means the Florida Department of Transportation.

40. “FTA”: means the Federal Transit Administration.

41. “Fixed Route (Fixed Schedule)”: means a system of transporting individuals on a vehicle that is operated along a prescribed route according to a fixed schedule.

42. “Group Trip”: means a Trip in which a vehicle is used to transport four or more revenue Clients from a common origin address to a common destination address.

43. “Guest”: See"Companion."

44. “In Service”: means the period of time a vehicle begins the route to provide transportation service to a client until the time the route is completed.

45. “Incident”: means an accident, any moving violation for which the Contractor’s Driver is issued a citation, or any event that occurs while the Contractor is providing service that requires the intervention of the County, Contractor, or other governmental agencies.

46. “Late Arrival (Late Pickup or Late Trip)”: means the Driver arrives at the Client’s pick-up location after the end of the scheduled Pick-Up Window or arrives at the drop-off location after the requested appointment time.

47. “Late Trip”: occurs if the vehicle arrives at the pick-up location more than 30 minutes after the start of the Pickup Window or arrives at the drop-off location more than 10 minutes after the requested appointment time.

48. “Local Coordinating Board”: means an advisory entity locally known as the Local Coordinating Board for Transportation Disadvantaged Services (LCB), composed of representatives appointed by the Broward Metropolitan Planning Organization (BMPO) to provide assistance to the Community Transportation Coordinator (CTC), relative to the coordination of transportation services.

49. “Missed Trip”: is a trip that is not completed and includes each instance where a Vehicle either: (1) never arrives at a pick-up location; or (2) arrives at a pick-up location after the end of the scheduled Pick up Window and the client either cancels at the door or is not present.

50. “Mobility Aids”: means a device or animal used by a person to facilitate travel, including, but not limited to: a Personal Care Attendant, wheelchair, scooter, walker, cane, or a service animal such as, but not limited to, a guide dog.

51. “Multi-Load Trips”: means Trips in which three or more Billable Trips are picked up at multiple origin addresses and dropped at a common destination address, or Trips in which three or more billable trips are picked up at a common origin address and dropped at multiple destination addresses.

52. “Next Day Service”: (as required by ADA regulations) means a Trip provided on a particular day in response to a request for service made by 5:00 p.m. the day preceding the day of travel.

53. “No-Show Client”: means failure of a Client to be ready to board a vehicle at the designated pick-up location within five (5) minutes of the arrival of the vehicle during the Pick-Up Window. This Trip will be coded as NSC (No-Show Client) in CTMS.

54. “No Show Provider”: means a Contractor does not transport a Client for a scheduled Trip due to the vehicle arriving after the Pick-Up Window and the Client cancels the Trip and/or refuses to board; or the vehicle never arrives at the pick-up location. This Missed Trip will be coded as NSP (No-Show Provider) in CTMS.

55. “Non-Ambulatory”: means any person who is mobility-impaired, uses a mobility device such as a wheelchair or scooter and must be transported in a lift or ramp-equipped vehicle. Non-Ambulatory shall also include persons that do not use a mobility aid but are in need of a lift or ramp to enter and/or exit the vehicle.

56. “Nutrition Trips” :means Trips to congregate meal sites and day programs for seniors as designated Disability Resource Center/Meals-On-Wheels program and approved by the County.

57. “On Time Pick-Up and On Time Arrival”: means the Vehicle arrives at the designated pick-up location within the Pick-Up Window as established by the CTMS or earlier.

58. “Passenger”: means any person occupying either a passenger seat or a wheelchair tie-down berth in the vehicle. Passengers may be Clients, their Companions or Guests, or their Personal Care Attendants. See also: "Rider."

59. “Passenger Hours”: means the number of hours each individual Passenger rides in the vehicle. This is a duplicated hourly count (i.e., if ten (10) passengers ride together for the (1) hour, there are ten (10) passenger hours).

60. “Passenger Miles”: means the number of miles each passenger rides in the vehicle. This is a duplicated mileage count (i.e., if ten (10) people ride together for ten (10) miles, there are one hundred (100) passenger miles).

61. “Passenger Trip”: means all Trips performed by Contractor, including Clients, their Companions or Guests, and Personal Care Attendants.

62. “Personal Belongings”: means Passenger property that can be carried by the Passenger and safely stowed for transport with the Passenger. There is no charge for personal belongings. "Personal Belongings" do not include (for the purposes of this definition) wheelchairs, or personal assistive devices.

63. “Personal Care Attendant (PCA)”: means someone who is designated, and/or employed specifically to help the eligible client meet their personal needs, including traveling. A PCA may always travel with an eligible client and shall not be required to pay a fare.

64. “Pick-Up Window”: means the period of time as defined by county, in which a vehicle must arrive at a pre-arranged location. The pick-up window is currently defined by County as thirty (30) minutes and may be adjusted by County, at its sole discretion. See also: "On Time."

65. “Pre-scheduled Trip”: means a requested Trip that has been pre-arranged using the call center.

66. “Revenue Hours”: means the number of hours a vehicle is in service from the first Client pick-up address to the last Client drop-off address, excluding all Driver breaks, regardless of the number of Passengers on board at any given time.

67. “Revenue Miles”: means the number of miles driven from the first Client pick-up address to the last Client drop-off address, excluding all miles traveled during Driver breaks, regardless of the number of Passengers on board at any given time.

68. “Rider”: means any person occupying either a passenger seat or a wheelchair tie-down berth in the vehicle. Riders may be Clients, their Companions or Guests, or their Personal Care Attendants. See also: "Passenger.”

69. “Routing”: means the organizing of individual pick-ups and drop-offs to maximize multi-loading and the efficient utilization of Drivers and Vehicles without undue burden or excessive riding time for clients.

70. “Same Day Service”: means service provided to a client on the same day a request for Paratransit Service is made. This shall include service that is provided to a Client who was not ready to travel at the original requested pickup time and requests a later pickup that day. For new requests, “Same Day Service” will only be accommodated on a space available basis.

71. “Scheduled Trip”: means the status of a reservation upon its assignment to a route and the estimated Pick-Up Window for a Client based upon the Client’s required arrival time or Pick-Up Window at a designated location has been determined.

72. “Services”: means the specialized Paratransit Transportation Services as required herein.

73. “Service Animal”: means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, Personal Care Attendant or Companion, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

74. “Service Area”: means the geographical area covered by as set forth in Exhibit 6 and shall include Broward County and limited areas (transfer points) in Miami Dade and Palm Beach Counties.

75. “Service Hours”: means periods during which the Broward County Fixed Route system operates. Service Hours shall also include periods of emergency service or other periods at the request of the County.

76. “Standee”: means a Client who is allowed to ride the lift on lift-equipped Vehicles without assistance from the Driver. A Companion or Personal Care Attendant may assist a Standee.

77. “Standing Order (Subscription)”: means a series of Trips for which an individual goes to and from the same origin and destination, at the same time of day, at least twice a week for a minimum of four consecutive weeks and requests the Trip through a standing reservation rather than a daily request (also referred to as a "Subscription").

78. “Stranded Passenger”: means a Client not picked up within thirty (30) minutes after the end of their Pick-Up Window.

79. “Subcontractor”: means one who enters into a contract with Contractor to perform work required under the terms of the contract, if approved by the County.

80. “Subscription”: Refer to “Standing Order.”

81. “TOPS”: means Broward County’s paratransit program, also known as "Transportation Options."

82. “Transportation Disadvantaged (TD)”: 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 or high risk or at-risk as defined in section 411.202, Florida Statutes, as currently enacted or as may be amended.

83. “Transportation Disadvantaged (TD) Trips”: Pursuant to Chapter 427 Florida Statutes, Broward County, as CTC, is responsible for the coordination of funding and activities in providing transportation for TD-eligible clients. Trips under this category are TD Trips.

84. “Transportation Disadvantaged Service Plan (TDSP)”: means the Transportation Disadvantaged Service Plan adopted by the BMPO.

85. “Transferable Passenger”: means any person who transfers from a wheelchair or scooter to a vehicle seat with limited or no assistance, without requiring the use of special equipment or bodily lifting by the Driver. For these trips, the wheelchair shall be safely and securely stored in the interior of the vehicle.

86. “Trip”: means a unit of service that is measured from the time a Driver begins Client service for a Client pick-up to the time when the Client is delivered to their destination. Each destination constitutes a trip. This unit of service is also referred to as a “one way trip”.

87. “Trip Assignment”: means the process of scheduling and assigning Trips to a Contractor based upon the most efficient usage of the fleet resources of all Contractors. The County’s Trip scheduling software will optimize Trips based on rideshare clusters, vehicle amenities and routes with the most slack time to minimize impact on promise times and reduce roaming routes/deadhead miles subject to the preferences established by county for allocation of trips.

88. “Trip Sheet”: means a record kept of specific information required by ordinance, rule, or operating procedure for a period of time worked by the Driver of a performing the Services required herein. This is also known as a Driver’s log or manifest.

89. “Trip Types”: means one or more of the following:
    a. County Special Trips
    b. Demand Trips
    c. Group Trips
    d. Multi-Load Trips
    e. Nutrition Site Trips
    f. Subscription Trips

90. “Unauthorized Location”: means a location outside the ADA Service Boundaries in effect at the time of the Trip, unless the Trip has been specifically authorized in writing by County.

91. “Unauthorized Passenger”: means any Passenger not approved by the County to utilize Paratransit Services and/or any Passenger traveling contrary to the conditions limiting their utilization of Paratransit Services.

92. “Unauthorized Trip” :means any Trip performed which includes either an unauthorized Passenger or an unauthorized location.

93. “Vehicle or Vehicles”: means the Vehicles leased to the Contractor to perform the Services provided for herein.

94. “Vehicle Hours”: means the total number of hours a Vehicle is in service with or without Passengers aboard. This definition includes deadhead hours (hours to/from a base location at the beginning of the day and at the end of the service day), maintenance, and other non-revenue hours.

95. “Vehicle Miles”: means the total number of miles driven by a Vehicle within a specified time period, with or without Passengers aboard. This definition includes deadhead (mileage to/from a base location at the beginning of the day and at the end of the service day), maintenance, and non-revenue miles.

96. “Will-Call”: means a request for a return Trip not scheduled at the time the reservation was made.

I. Contractor Responsibilities

1. Contractor will serve as a provider of Services, which includes, but is not limited to, dispatching trips in coordination with Client reservations from the Call Center, adherence to the County's fare system, information technology administration, service operation, vehicle maintenance, repair and storage, vehicle inspection, hiring, training and management of all employees, statistical reporting as well as all other related tasks.

2. Service Level: The County will use best efforts to assign approximately fifty percent (50%) of service, measured in vehicle hours ("Service Level"). Trip distribution will be based on combining Trips to create the most efficient routes which may cause fluctuations in the daily percentages assigned.

3. Changes to Service Level: Each Contractor's Service Level may be tailored periodically to adjust to changing demand or in response to differences in performance among Contractors. Changes to Service Level will be made at the discretion of the County to provide the most efficient Paratransit Services in a manner which best serves Passengers and Clients.

4. Dispatching: Contractor(s) shall be responsible for all dispatching functions to ensure that the Services are delivered in compliance with the provisions herein. The County will provide the Contractor(s) with limited access to CTMS for these purposes. Contractor(s) are responsible for security and safe-keeping of any and all County supplied hardware physically located at the Contractor's location.

5. Contractor(s) shall not refuse service to any Client without prior approval and direction from the County. The County, in its sole discretion will make necessary determinations regarding an individual Client's eligibility status or suspension thereof, on a case-by-case basis.

6. Contractor(s) will coordinate with the County and the designated provider of Liquefied Petroleum (i.e. propane) to adhere to all local, State and Federal policies and regulations regarding the placement and maintenance of propane fuel and tanks at its location at all times

II. County Responsibilities

1. The County responsibilities include:

    a. Procurement and purchase of Vehicles with Automatic Vehicle Locator (AVL) and Mobile Data Computer (MDC) capailities, propane fuel and tanks, and Call Center services.
    b. Call Center management includes but is not limited to, Trip eligibility determinations.
    c. Management of Service complaints, which shall include but is not limited to, receipt of complaints, preliminary complaint investigation, and the coordination of responses with Project Manager, and the review and communication of appropriate responses to Clients.
    d. Provide centralized server equipment and networking between the server(s), Call Centers, and Contractor(s), which shall include connectivity to CTMS for window dispatching functions.

e. Data collected during the course of business by AVL and MDC systems, will be housed on the County's computer servers. The County will maintain the AVL and MDC systems during the Initial Term and any revnewable terms thereafter.
f. County shall promote communication and collaboration among the Paratransit Service providers, the Centralized Call Center, and the designated propane provider.

III. Service Area

The Service Area (Exhibit 6) may be revised from time to time at the sole discretion of the County. The County will provide the Contractor with advanced notice of any Service Area modifications.

IV. Service Schedule and Hours

1. Hours and Days of Service
Service will be provided 365 days a year, (366 on a leap year). Contractor(s) shall provide paratransit transportation throughout the Service Area during the regular hours of BCT's operations. The required hours are listed below and may be changed from time to time, at the sole discretion of the County.

2. Paratransit Service runs in accordance with the Broward County Fixed Route service schedule as follows:

Sunday:	6:45AM to 10:15PM
Monday	4:40AM to 12:40AM
Tuesday	4:40AM to 12:40AM
Wednesday	4:40AM to 12:40AM
Thursday	4:40AM to 12:40AM
Friday	4:40AM to 12:40AM
Saturday	4:40AM to 12:40AM

3. Official Holidays
Service will be provided on the below listed official holidays in accordance with schedule for Broward County Fixed Route bus service. All official holiday service shall run on a Sunday schedule of service.

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

V. Description of Services

1. Services shall include Pre-scheduled Trips and, if capacity allows, Same Day Service requests provided to eligible persons within the Service Area. During all hours of Service, in order to maximize Service to eligible persons, additional service may include the use of both lift-equipped and non-lift equipped Vehicles. Services to be provided will be for County authorized passenger Trips only.

2. Each Contractor must be able to provide 50% of the estimated Total Trips herein listed however, that percentage is not a guarantee.

Estimated Passenger Trips by Contract Year (CY)
CY 2015 TO CY 2019

Fiscal Year	Ambi Trips	W/C Trips	Agency Trips	PCA/ Companion	Total Trips
CY 2015	251,670	97,136	66,229	26,492	441,527
CY 2016	257,962	99,564	67,885	27,154	452,565
CY 2017	264,411	102,053	69,582	27,833	463,879
CY 2018	271,021	104,605	71,321	28,529	475,476
CY 2019	277,797	107,220	73,104	29,242	487,363
Grand Total	**1,322,862**	**510,578**	**348,122**	**139,249**	**2,320,810**

*NOTE: The table above does include Personal Care Assistants and Companions, which account for approximately 6% of all ridership.

3. The Estimated Passenger Trips by Contract Year represent the County's best estimate of Passenger-Trips through CY 2019. The estimated number of Trips is based on past utilization and is an estimate only. The estimated number of Trips is not guarantee, commitment, or a promise regarding the number of Trips during any period of time.

VI. Client Eligibility and Registration

1. In order to be deemed as an "eligible" passenger or Client and registered for paratransit Service, applicants must meet TOPS paratransit eligibility criteria as established by the County. All applicants must submit a completed eligibility application for County review.

2. The County shall determine the eligibility status each applicant. The County, will determine whether an applicant is considered eligible, conditionally eligible, or ineligible. Once deemed eligible, the County shall notify and provide a valid passenger identification number to the Contractor(s) via the CTMS. Once entered in the CTMS as a "Client," Clients may call the Call Center to request a Trip.

3. A Contractor shall only transport those persons who have been approved as eligible Clients and registered by the County and their Personal Care Attendants or Companions that were scheduled at the time of the trip request.

    a. Personal Care Attendant
        i. One Personal Care Attendant (PCA) may ride with the eligible Client at the same time and from the same origin and to the same destination as the Client.
        ii. PCA's do not pay the rider's fare and do not constitute a revenue (reimbursable) trip.

    b. Companions/Guest
        i. One Companion may travel with a Client in addition to a PCA.
        ii. A Companion may only ride at the same time, and from the same origin and to the same destination as the Client.
        iii. A Companion shall pay the same per Trip rider's fare as the Client
        iv. Companion trips do not constitute a revenue (reimbursable) trip.
        v. A Companion shall comply with all paratransit ride requirements.

vi. Companions shall be allowed to have their own PCA ride with them.
vii. A Companion's PCA shall not pay a rider's fare and do not constitute a revenue (reimbursable) trip.

VII. Driver Responsibilities

1. All Paratransit Service (with the exception of transfers) is provided from the threshold of the main building entrance of the Client's point of origin to the threshold of the main building entrance of the Client's destination. The Drivers shall exit the vehicle to assist a Client in boarding or deboarding at each pick-up and drop-off location over a maximum of one curb and/or one step if the Client is in a wheelchair (several steps if passenger is ambulatory).

2. Drivers are not allowed to carry any Passenger, except in case of an emergency evacuation. Drivers are not required to carry any Mobility Aids such as, but not limited to, walkers or canes etc.

3. Contractor(s) will make special arrangements for notifying a Client upon arrival at the pick-up location if the Client is visually and/or hearing impaired.

4. Drivers will comply with the County's fare policies.

5. Drivers will not accept tips and/or other gratuities

6. Drivers will not play broadcast band radios, satellite band radios, tape players or other sound generating devices unless approved and/or directed by TOPS.

7. Drivers will not smoke (this includes, but is not limited to cigarettes, cigars, electronic cigarettes, or pipes) on any vehicle.

8. Drivers will not chew tobacco on any vehicle.

9. Drivers will not operate any personal mobile devices, such as, but not limited to, cell phone, blue tooth, mp3, or computer on any vehicle.

VIII. Provision of Service

1. Contractor(s) shall keep the County informed regarding persistent scheduling difficulties, which are encountered under the terms of the contract.

2. All dispatching shall be provided by the Contractor from a central dispatch location utilizing the paratransit Software system, Automatic Vehicle Locator (AVL), and Mobile Data Computer (MDC). Radio contact with all Vehicles shall be maintained at all times while the Vehicle is in service.

3. Utilizing the paratransit Software system, AVL, and MDC, all dispatchers shall obtain, and provide an accurate estimated time of arrival (ETA) when a Client calls regarding late pickups.

4. Contractor(s) shall be responsible for provision of Paratransit Services, including dispatching, service operation, maintenance, vehicle inspection, hiring and training of all employees including, but not limited to, Drivers, ASE Certified mechanics, schedulers, dispatchers, etc. A Contractor shall not be permitted to broker transportation Services.

5. A system-wide dispatching function shall be provided by the Call Center to assist with capacity constraints on the day of service.

6. Drivers shall not allow animals (pets) on board Vehicles, with the exception of service Animals unless the animal(s) is in a travel cage that can be accommodated on the Client's lap.

7. Service Animals Requirements:
    a. Service Animals will be transported with an eligible Client. Any animal identified and trained to be a Service Animal needed by a Client, PCA, or Companion to help with daily activities shall be transported.
    b. Service Animals are not allowed to occupy seats.
    c. Service Animals must be leashed and either kept on the floor of the vehicle or carried on the lap of the Client.
    d. Service Animals are not reimbursable as a service trip.
    e. Drivers shall not assist Service Animals.

8. Contractor(s) shall require Clients abide by the following regulations and policies:

    a. Clients are allowed to travel with one companion or guest, unless otherwise directed by County and noted in clients CTMS profile. A PCA is neither a guest nor a Companion and cannot be restricted from traveling with the client nor Companion. PCAs and companions must travel to and from the same locations on the same Trip with the Client.

    b. Infants and small children must ride in a federally approved child passenger restraint until they are at least 5 years old and weigh more than 40 pounds. Children weighing more than 40 pounds but less than 8 years old or less than 4'9" tall must ride in a booster seat. The Contractor does not provide child passenger restraint or booster seats. It is the responsibility of the parent or guardian to provide their own. This rule applies for children traveling as Companions as well as those who are registered Clients.

    c. All Passengers, Ambulatory or Non-Ambulatory, must wear the shoulder/lap restraints supplied. Passengers shall not be allowed to stand while the vehicle is in motion. All wheelchair users will be required to wear the supplied body belt and shall be secured with the appropriate tie-down/shoulder/lap belt equipment.

    d. Smoking of any kind (this includes, but is not limited to, cigarettes, cigars, electronic cigarettes, or pipes) is not allowed on board the Vehicles.

    e. Consumption of food and/or beverages shall be prohibited, unless necessary for dietary and/or medical purposes as noted in the Client profile.

    f. Parcels are limited to only those that the Client and Companions and/or PCAs can personally carry. Riders are not to bring large bags or boxes on the vehicle. Passengers are allowed to bring only parcels they and/or their PCA/Companion (if any) can personally manage and, if multiple parcels, they must be able to carry them all at the same time without assistance from the Driver and without making multiple trips to/from the vehicle.

g. Playing radios, tape players, CDs or other sound generating devices is not allowed on board the Vehicles, unless a Passenger is utilizing headphones and the sound from the headphones is not over heard by the other Passengers..

h. Clients must show proper identification upon request.

9. The ADA prohibits Trip denials. The Contractor shall comply with the requirements of ADA and shall immediately notify County if capacity concerns arise and cooperate with the County to effect corrective action.

10. It shall be the duty of the Contractor to operate Vehicles in the most efficient manner possible consistent with meeting Paratransit Service requests in a timely fashion. The Driver is expected to proceed from the first pick up to the last drop off in the most direct manner (including using toll roads if necessary) while keeping Dispatcher informed of any delays.

11. Vehicles are to arrive within the Pick-Up Window. Repeated failure to comply with this requirement without reasonable cause will be grounds for termination of the agreement. Each Contractor is responsible for notifying the Client in the event of a delay which exceeds 30 minutes.

12. The Contractor(s) shall be required to perform quality control analysis to measure schedule results to compare Trip length to the shortest County fixed route travel itineraries (excluding express bus service and commuter rail service), plus walk-time, as a standard for travel time limits. The County reserves the right to make changes to this standard time.

13. Contractor(s) should attempt to minimize a Client's ride time to ensure that it is not excessive as defined under "Excessive Trip Length". This requirement shall apply except in circumstances beyond Contractor's control, i.e., inclement weather, unusually heavy traffic, and the like. It shall be in the sole discretion of County to determine excessive ride time and when circumstances are beyond Contractor's control. Contractor shall provide written explanation for excessive travel time if requested by County.

IX. Trip Booking

All trip booking/reservations/service window call-backs will be handled by the Call Center via their toll free number.

1. Trip Request Changes

a. Changes to confirmed trips, including, but not limited to, time change, destination change, may be called in to the Call Center at the request of the Client. The Call Center will make every attempt to accommodate these changes, as the schedule permits, by utilizing any slots made available in the schedule that were created from cancellations, etc.

b. Stand-By Status - will be granted to Clients who received a "not available" notification and wish to be alerted should space become available or for requests made after 5:00 p.m. the day prior to a trip request.

2. Trip Request Cancellations

a. If a Client cancels a trip on the day prior to the trip date or earlier, the Call Center shall record the change as a “Cancellation.”

b. If a Client cancels a trip more than 2 hours prior to the scheduled pick-up time on the day of the trip, the Call Center shall record the change as a “Same-Day Trip Cancellation.”

c. If a Client cancels a trip 2 hours (or less) prior to the scheduled pick-up time on the day of the trip, the Call Center shall record the change as a “No-Show Client.”

3. Dispatching and Same Day Calls

a. Contractor(s) will establish radio/communication links with each Vehicle, enabling digital mobile communications and voice communications with Drivers. Each of these Vehicles will be equipped with an Automatic Vehicle Locator (AVL) system, a Mobile Data Computer (MDC) provided by the County, and a 2-way radio system provided by the Contractor.

b. All dispatching shall be provided from a central dispatch location utilizing CTMS in combination with the in-vehicle equipment identified above.

c. Notification must be given by the Contractor(s) to the Client in the event of delays over 30 minutes. In the event of a Driver-reported no-show or a Client call regarding a late pick-up, the Contractor will first use the AVL system to verify vehicle location, contact the Driver, and provide an accurate estimated time of arrival (if needed).

4. Same-Day Trip Request

a. Same day outgoing trips from a Client’s home are not guaranteed. Decisions regarding Same Day Service will be made based on vehicle capacity and space availability. The Call Center in cooperation with the Contractor shall make every reasonable effort to accommodate same day trip requests.

b. TOPS has a no-stranding policy, so same-day return trips to a Client’s home must be provided, even though the trip may not be exactly when requested by the Client. Contractor may not deny acceptance of these trips, and shall perform the Trip, once assigned by the Call Center.

c. Requests for Trips after 5 p.m. for the next day will be accepted by the Call Center. Efforts will be made to accommodate these requests using the authorized protocols as outlined in the CTMS certification/training program as to not violate service parameters.

X. Trip Types and Requirements

1. Pursuant to the mandates of the ADA, Contractor shall not discriminate as to trip purpose and shall comply with all local, state, and federal laws and regulations that apply to the provision of transportation under the ADA, Transportation Disadvantaged Services required by Chapter 427, Florida Statutes, Chapter 41-2, Florida Administrative Code, and specific policies and procedures which relate to local sponsor agency requirements. The County, in its sole discretion retains the right to adjust the assignment of any and all trip types. Trip types shall consist of the following:

a. County Event Trips: Contractor shall provide trips on request from approved County staff to individuals involved with County activities such as, but not limited to, advisory board meetings, public hearings, ADA Eligibility and Appeals transportation, special activities, natural disasters, act of war or national emergency, and special events. These Trips may include evacuation and reverse evacuation transportation for special needs Clients, as well as other transportation deemed necessary by County. Service may be provided on an on-demand or will-call basis and may be provided to individuals who are not Clients. No per trip rider's fare shall be collected. County Event Trips will also include:

    i. Fixed Route wheelchair passengers that have been stranded due to bus malfunctions, excessive headway's, etc.

    ii. County reserves the right to require additional Paratransit Service, including the use of Vehicles and Drivers. Such service may include, but not be limited to large public events and Special Needs transportation for other County agencies. Reimbursement rates may be made by the trip, by the hour, by the mile, or a combination thereof, depending on the circumstances as determined in the County's sole discretion. No per trip rider's fare shall be collected.

b. Non-Ambulatory Trips: Contractor(s) shall provide all scheduled Non-Ambulatory Trips, this includes wheelchair and scooter users.

c. Ambulatory Trips: Contractor(s) shall provide all scheduled Ambulatory Trips, this includes clients needing such aids as walkers, crutches, etc.

d. Agency Trips: Contractor(s) shall provide all scheduled Group and Multi-Load Trips to specific agency sites.

XI. Late Trips, Missed Trips and No-Shows

2. The Contractor will be responsible for accurately recording Late Trips, Missed Trips and No-Show Trips as defined in the Abbreviations and Definitions section.

3. Late and Missed Trips will be counted only for registered Clients, and not for PCAs or Companions.

4. Improper recording of trips (i.e.: marking a trip No-Show Client when it should be No-Show Provider; falsifying arrival/departure times; etc.) is subject to disincentives as outlined in Performance Disincentives.

5. Documenting No-Shows:

    a. If the vehicle arrives before the start of the pick-up window the Client is not obligated to board until the start of the Pick-Up Window.

    b. Before a Client is determined to be a No Show, the Contractor must do the following:
        i. The Driver must dwell five minutes. The 5-minute dwelling period does not begin until the start of the scheduled Pick-Up Window and starts after the Driver's arrival.
        ii. Confirm the location of the Vehicle using the AVL and MDC device(s). A Client cannot be considered a No-Show Client without confirmation of

the vehicle location via the Automatic Vehicle Locator (AVL) and Mobile Data Computer (MDC).

iii. After the 5 minute dwell period, the Driver shall contact dispatch to inform them of the No-Show.

iv. Contractor will make a reasonable effort to contact the Client via phone.

v. If Client cannot be contacted, Contractor will allow the Driver to continue on the route.

c. Once the dispatcher has verified completion of the above 5 steps, the Contractor may then consider the client a No Show.

d. The Contractor shall record all No Show Client events utilizing the Automatic Vehicle Locator (AVL) and Mobile Data Computer (MDC) of the vehicle location and time of day for each no show and must provide the documentation to the County on request.

XII. Vehicles

The following lists the number of Vehicles that County will lease to each Contractor to provide the Services:

County Supplied Fleet	Contractor-A	Contractor-B	Total Fleet
CY15	69	69	138
CY16	71	71	142
CY17	72	72	144
CY18	75	75	150
CY19	76	76	152

*NOTE: Requirements are based on 3,200 passengers per vehicle per year.

1. The Vehicles shall be 10 passenger, 3 wheelchair body on chassis Vehicles. See Exhibit 4 for full specifications.

2. Contractor shall use the Vehicles leased by County to Contractor to provide the Paratransit Services herein and Contractor is not authorized to use the Vehicles for any other purpose.

3. The Vehicles shall be delivered by the County to Contractor prior to commencement of the Paratransit Services and shall be used exclusively to perform the Services specified herein and for no other purpose. Upon delivery of the Vehicles, Contractor shall be required to execute a Vehicle acceptance document which shall acknowledge the condition and receipt of the Vehicles.

4. Contractor shall assume all risk and responsibility for the Vehicles upon the acceptance of delivery until the Vehicles are returned pursuant to the requirements set forth herein. Subject to the provisions herein, Contractor shall have the exclusive right to possession and control of Vehicles to provide the Services herein and shall be fully responsible for the use thereof. Vehicles shall not be used in any unlawful trade or for any unlawful purpose whatsoever, or in violation of the provisions set forth herein.

5. Contractor shall use Vehicles in a careful and proper manner and shall comply with all federal, state, local, or other governmental laws, regulations, requirements and rules with respect to the use, maintenance and operation of the Vehicles.

6. Contractor, as a private contract transit provider, shall comply with the provisions of Florida Statutes relating to public transit providers, which shall include but not be limited to the requirements of Chapter 14-90, "Equipment and Operational Safety Standards for Bus Transit Systems," Florida Administrative Code (Chapter 14-90).

7. Contractor, at its sole cost and expense shall maintain the Vehicles and all their appliances and appurtenances, in a good state of repair and in efficient operating conditions during the term of the Agreement. Any and all damage to Vehicle(s), including, but not limited to, damage resulting from storage or resulting from the provision of Services or any combination thereof shall be the sole responsibility of Contractor, and any and all damage shall be repaired at the sole cost and expense of Contractor. Contractor shall provide the Services in full compliance with all of the requirements set forth herein during any periods of time that Vehicle(s) are being repaired.

8. Contractor shall maintain the Vehicles in accordance with the terms and conditions of set forth herein and in accordance with any and all manufacturer recommendations. To this end, Contractor shall be fully responsible for all maintenance and repairs, of whatever kind or nature, of all the Vehicles utilized to perform the Services, which obligation shall include, but in no way is limited to, regularly scheduled routine maintenance. The maintenance program to be implemented by Contractor shall meet or exceed the manufacturer's recommended or specified guidelines and shall include the maintenance of all add-on equipment, if any, supplied with the Vehicle. When maintenance requirements are specified by the manufacturer for different service categories (such as "normal service" and "severe service") the most stringent and severe service guidelines shall be used.

9. All parts and materials, including, but not limited to, lubricants, tires, and fuel, used in maintained or operating the Vehicle shall be in accordance with the vehicle manufacturer's specifications for said parts and materials.

10. Contractor shall be responsible for all required inspections and repairs or alterations as required by Chapter 14-90.

11. Any Vehicle that becomes inoperable must be repaired and back in service within five (5) business days. In the event that a Vehicle will not be back in service within five (5) business days due to the unavailability of parts or the nature of the repair, Contractor shall notify Contract Administrator in writing, and include the reason for the delay. Contractor must have written approval from the Contract Administrator for any repair that will keep Vehicle out of service for more than five (5) business days.

12. Contractor's maintenance employees shall be properly licensed and qualified to perform maintenance on Vehicles. Contractor shall maintain the Vehicles per Broward County Transit (BCT) and manufacturer's standards for preventive maintenance.

13. Contractor shall develop a preventive maintenance schedule, which shall be approved by County prior to initiating Services. Contractor shall at times comply with the approved preventative maintenance schedule. Contractor shall maintain current records of all maintenance work performed on Vehicles. The records shall be kept onsite and available for inspection by Contract Administrator or designee.

14. Vehicle parts necessary to maintain and repair Vehicles shall be provided by Contractor at Contractor's sole cost and expense. Vehicle parts shall be in accordance with the vehicle manufacturer's specifications for said parts and materials. Any major

maintenance repairs needed that are beyond the capacity of the Contractor shall be performed at Contractor's sole cost and expense by a properly licensed and qualified vehicle repair provider. Prior written approval of the Contract Administrator shall be received before beginning any major maintenance and repair. Major maintenance and repairs shall be defined as any maintenance or repair activity in which the total cost of parts and labor shall exceed five thousand Dollars ($5,000).

15. Contractor shall maintain all Vehicles in clean appearance and safe and proper working mechanical condition at all times. Vehicles shall be used in service in a manner so that all Vehicles will accrue relatively equal mileage at any one time.

16. County shall have the right to inspect, or cause to be inspected, all Vehicles and the maintenance and storage facilities. The inspections may be scheduled or unscheduled. County may inspect Vehicles at any time; provided that such inspections shall not be scheduled in a manner which would have a detrimental impact on the Contractor's ability to perform Public Transportation Services. Should extraordinary wear and tear and/or damage be identified by such inspections, County shall notify Contractor as to Contractor's required repairs to each Vehicle due to damage or excessive wear and tear and Contractor shall promptly take all necessary actions to comply with County's notification. Failure by County to inspect or supply such written notification shall not imply County's acceptance that no such extraordinary wear and tear or damage has occurred to the Vehicles.

17. Contractor shall make no structural or other significant alterations or changes to Vehicles without the prior written consent of County.

18. Contractor shall be solely responsible for the operation of each Vehicle in accordance with all federal, state, and local regulations. Additionally, Contractor shall be solely responsible for the operation of each Vehicle in accordance with all federal, state, and local regulations with regard to the discharge of pollutants while operating, cleaning, fueling and maintaining the Vehicles. Contractor shall utilize every practicable safeguard so as to minimize the discharge of pollutants. Contractor shall be responsible for and pay any fines, penalties, or damages for any fuel or oil spillage or other contaminates resulting from the Services provided hereunder.

19. Contractor shall not place advertisements of any kind on the Vehicles. County shall have the sole right to place, or cause to be placed, advertising on the Vehicles, and Contractor shall make the Vehicles available to County and County's advertising Contractor, for the placement, maintenance, and removal of advertisements.

20. Contractor shall conduct and document Pre-trip and Post-trip Vehicle inspections each day. The inspection shall include an inspection of every item that appears on the **Pre-trip and Post-trip Vehicle inspection form** to be provided by County prior to start of Service. Contractor shall ensure that any and all defects are remedied as an integral part of the inspection process prior to placing the Vehicle(s) into Service. Contractor shall maintain a written record of all Vehicle inspections on site, which record shall be available to the Contract Administrator or his/her designee. Contractor shall keep all Pre-Trip and Post-Trip Inspections for a period of one year from start of Service and shall be ongoing for duration of the agreement. All record of all Vehicle inspections shall be available to the Contract Administrator for inspection and review.

21. Contractor shall maintain and provide written documentation of preventive maintenance, regular maintenance, inspections, and repairs performed for each Vehicle. Such records

shall be maintained by the Contractor during the term of the agreement on site and the record shall be available to the Contract Administrator or designee.

22. Contractor shall maintain the air conditioning system in order that all Vehicles shall have properly working cooling systems during all times the Vehicle is performing Services. Cooling systems shall be capable of maintaining the interior temperature of the Vehicle at sixty-eight (68) to seventy-two (72) degrees Fahrenheit within sixty (60) seconds of closing the Vehicle doors. With passengers on-board, regardless of the outside temperature, the interior temperature of the Vehicle must also be at sixty-eight (68) to seventy-two (72) degrees Fahrenheit. In the event that the interior temperature cannot be maintained, a replacement Vehicle shall be dispatched and the Vehicle repaired.

23. Contractor shall perform daily cleaning of the Vehicles prior to beginning Services each day as follows: exterior wash, interior windows cleaned, mopping of non-carpeted floors with clean water and appropriate cleaning solution, wiping down of non-upholstered seats with clean water and appropriate cleaning solution, vacuuming of upholstered seats, wiping down of all hand rails with clean water and appropriate cleaning solution, and the removal of all refuse. The exteriors of the Vehicles shall be free of grime, cracks, breaks, dents, and damaged paint that detract from the overall appearance of the Vehicle, as determined by County. Passenger compartments must be clean and free from torn upholstery or floor coverings, damaged or broken seats, and protruding sharp edges. All Vehicles must comply with the applicable Federal Motor Vehicle Safety and Emissions Standards.

24. Refuse, newspapers and other recyclable material remaining on board shall become the property of the Contractor. However, items found that are the belongings of customers shall be maintained and made available consistent with County's Lost and Found Policy and Florida law. In lieu of County's policy, Contractor may submit a Lost and Found Policy no later than 72 hours before the beginning of Service. This policy must be approved by the Contract Administrator.

25. In order to provide for a smooth transition upon the termination or expiration of the agreement, Contractor shall submit for County's approval a schedule for Vehicle demobilization. The schedule shall provide for the County inspection of the Vehicles within the last sixty (60) days of the agreement term. Contractor shall at its sole cost and expense remedy any and all deficiencies identified by the County. The schedule shall provide sufficient time to make any and all necessary repairs or correct any deficiencies in the Vehicles prior to the termination of the contract. Any repairs identified by County must be completed by the end of the agreement term or any extension thereafter, if applicable.

26. Upon expiration of the term of the agreement, or upon the elimination of a portion of the Services set forth in the agreement, or upon termination of the agreement for whatever reason (collectively the "Termination Date"), Contractor shall return all Vehicles to County within forty-eight (48) hours of the Termination Date. Contractor shall return the Vehicles to County in the condition they were received at the onset of the agreement, normal wear and tear excepted. Any costs necessary to restore and/or prepare Vehicles for return to County shall be the sole responsibility of Contractor. County, through its Maintenance Transit Manager, shall have the right to inspect and to approve the condition of the Vehicles prior to acceptance, and should the Maintenance Transit Manager determine that the Vehicle is not in the proper condition, Contractor shall at its sole cost and expense remedy any and all deficiencies identified by the County Maintenance Transit Manager. The return of the Vehicles at the end of the agreement term must be scheduled with the County Maintenance Transit Manager so that the County Maintenance Transit Manager can

inspect the Vehicles for acceptance on their return. In the event Contractor fails to deliver the Vehicles to County as set forth above, County shall have the right to take immediate possession of the Vehicles, and Contractor be solely responsible for and shall reimburse to County all expenses (which expenses shall include, but not be limited to any and all legal fees and costs) incurred by County in effectuating such repossession and the restoration of the Vehicles to the proper condition.

27. Contractor shall not suffer, create or permit to be imposed upon Vehicles any lien or encumbrance whatsoever, and shall return the Vehicles to County free of any liens, claims or encumbrances resulting from Contractor's use of the Vehicles. Contractor shall notify persons furnishing repairs, supplies, towage and other necessities to Vehicles that Contractor has no authority or right to incur, create, or permit to be imposed on Vehicles any lien of whatsoever kind.

28. The annual registration of the Vehicles will be processed by the County and the costs of such registrations will be paid by the County.

29. Contractor shall make Vehicles and facilities available for the installation of any equipment (hardware and/or software) determined necessary by the County and further agree to operate such equipment in compliance with all direction from the County.

30. Contractor, at its sole cost and expense, shall be required to equip every vehicle utilized to perform the Services with a two way or trunked (wireless) radio tuned to a base where all transmissions are recorded, consistent with the requirements in Exhibit 2, the Contractor shall provide the County with all necessary equipment and services to allow “Real Time Access” to these systems.

XIII. Personnel

1. All personnel assigned to the project shall be knowledgeable concerning paratransit services and the ADA, maintain a professional, courteous attitude toward all Clients and other individuals, and promote goodwill toward the general public including answering to the best of their ability all client questions. The County encourages the Contractor(s) to consider employment of persons with disabilities in fulfilling the duties of this Service.

2. The County retains the right to review the Contractors’ personnel policies and lists of personnel assigned. Proposed changes in Key Personnel" and job duties shall be subject to review and approval by the County.

3. The County shall have the right, but not the obligation, to require the removal of any Contractor’s employee from performing the Services herein under in the event that such employee fails to meet the requirements of the agreement.

4. Driver Requirements:
   a. Contractor(s) shall provide the County with evidence that all Drivers have completed the training program offered by the Contractor prior to driving and as required. Ongoing training class attendance lists shall be included in the monthly reporting package. Additionally, Drivers may be required to participate in a Driver training program developed by the County. Contractor(s) will receive information regarding any County training program.

   b. All Drivers, including trainees, must wear a uniform, consisting of a color coordinated shirt and slacks (no jeans allowed) which designates them as an employee of the

Contractor. Jackets and caps as dictated by climate, must comply with uniform standards. NOTE: The County reserves right of approval on all proposed uniforms.

c. All Drivers must be able to speak and understand English, and Drivers must be proficient in writing English to successfully complete all paperwork required for this Contract, including, but not limited to, vehicle manifests and incident and accident reports.

d. Contractor shall require all personnel providing Paratransit Transportation Services to possess the following regarding Driver licensing:

    i. A current, valid Driver's license from the State of Florida that meets the current state and federal requirements.

    ii. A current, valid Broward County Chauffeur's Registration in accordance with the requirements of Chapter 22½, Broward County Code of Ordinances.

    ii. A licensed Driver for at least three (3) years (time spent driving on a learner's permit does not count toward this requirement).

e. Contractor shall not employ or retain any Driver or supervisor whose driving record, as compiled by the Department of Motor Vehicles of the state of Florida, contains a conviction or plea of nolo contender regardless of adjudication, for any of the following:

    i. One (1) moving violation in the last three (3) years.

    ii. An at-fault accidents in the last three (3) years.

    iii. A Failure to Appear or a Failure to Pay in the last three (3) years.

    iv. A Reckless Driving in the last seven (7) years.

    v. A Driving Under the Influence (DUI) with the last seven (7) years. Two convictions (lifetime) for DUI is automatic disqualification.

    vi. A suspension within the last three (3) years. One suspension for PIP permitted.

    vii. A Manslaughter resulting from the operation of a motor vehicle.

    viii. A Hit and Run or Hit and Run with Property Damage.

    ix. A Reckless Driving causing injury.

    x. A DUI causing injury.

    xi. Any combination of any violations that indicate a pattern of irresponsibility or poor judgment.

XIV. Criminal Background Screenings

1. The Contractor must perform criminal background screenings on all prospective and current employees. Criminal background screenings shall include, but not shall not be limited to, employment history checks and statewide criminal correspondence checks through the Department of Law Enforcement, and a check of the Dru Sjodin National Sex Offender Public Website, and may include local criminal records checks through local law enforcement agencies.

2. The Contractor(s) shall conduct these background screenings at least once every six (6) months.

3. Contractor acknowledges that it will be responsible for and its proposal shall include any and all direct or indirect costs associated with the required criminal background screening check requirement.

4. Any prospective or current employee must not have an arrest awaiting final disposition, must not have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to, and must not have been adjudicated delinquent and the record has not been sealed or expunged for, any offense set forth in Exhibit 3.

5. In the event that more than ten (10) years has elapsed since the date of the conviction, or the end of a period of incarceration resulting therefrom (whichever is later) involving any of the offenses set forth in Exhibit 3, the Contractor may, following the Contractor's consideration of the totality of the circumstances may consider them for employment for these Services.

XV. Training

1. Contractor shall maintain training programs for dispatchers and Drivers which shall be subject to review and approval by County. Contractor shall comply with the approved training programs. All employees shall receive training that develops customer service skills and increases understanding of people with disabilities, all sexual orientations, diverse cultures, races and ages. This training will be approved and monitored by the County. All employees may be required to receive periodic additional training provided by the County at Contractor's sole expense. Contractor(s) may be required to provide a Vehicle for use in certain segments of the County's paratransit training. Familiarity with Service hours and areas, transfer points, complaint procedures and TDD operation shall be included in basic training.

2. Drivers shall receive a minimum of eighty (80) hours of training prior to driving a vehicle in service. In addition to the training requirements for all employees stated above, training must include the following:

    a. Passenger Assistance Technique (P.A.T.) certification or an equivalent course which must be approved by the County upon approval of an agreement. Training shall include elderly and disabled sensitivity components, passenger relations and assistance, handling and securement of wheelchairs, assistance to the visually impaired and dealing with service animals.

    b. Defensive Driver Training, per National Safety Council standards, or an equivalent course approved by the County.

c. Vehicle breakdown, accident, passenger incidents, adverse weather and other emergency/safety procedures including emergency vehicle evacuation.

d. Operation of vehicle and all equipment including proper two-way radio protocol; wheelchair and scooter securement, lift and/or ramp operation.

e. Address location ability including map reading, or ability to utilize any automated device installed in the vehicle.

f. Familiarity with how trips are scheduled, including an opportunity to meet schedulers in person.

g. Familiarity with the completion of necessary paperwork such as trip sheets (manifests), pre-trip inspection forms, accident reports, and incident reports.

h. Policies and procedures, such as wait time, fare structure, transfer locations, etc.

i. Broward County reserves the right to provide additional training for Drivers used in the Paratransit Service. Contractor(s) shall make available a complete copy of all course outlines, instructors' information, training materials(s) and handbook(s) pertaining to paratransit training to the County for review and approval. County staff may attend training sessions given by the Contractor(s).

j. Emergency procedures including vehicle evacuation.

k. Customer assistance procedures.

l. TOPS policies and procedures.

m. Contractors shall test (via written as well as oral components) all Driver candidates to ensure that they have retained a working knowledge of all essential elements of the curriculum, and demonstrate all skills necessary to perform their duties. (Note: This requirement includes demonstrated competency in reading, writing, and speaking the English language.)

n. Driver meetings shall be held on a regular basis and shall include an opportunity to interact and communicate with various staff members who make up the operations team including dispatchers, planners and maintenance personnel. Attendance at these meetings shall be mandatory for Drivers.

3. This training shall be provided to Drivers prior to their being assigned to operate a Vehicle or transport a Client. Written documentation of the successful completion of said training including documentation indicating that all certifications of said training and testing are valid and current, to include documentation of successful completion of re-training and for recertification, shall be maintained as a permanent record for each employee. (NOTE: Re-training shall occur every 2 years or sooner as may be required by the certifying entity.)

4. The Contractor(s) shall obtain the County's approval prior to designing and implementing a standardized Driver training curriculum and the development of a certification process.

a. For Drivers, the County has approved the University of Wisconsin, Milwaukee's "Passenger Assistance Training to Proficiency" and the National Safety Council

certification program for defensive driving. Comparable programs may not be substituted without the prior written approval of the County.

b. Once certified, all Drivers will be required to display on their person a picture ID indicative of their certification as a Driver.

5. Standardized training is required of all administrative personnel, including call takers, dispatchers, and schedulers. Training should include TOPS policies and procedures, phone decorum and sensitivity to the needs of clients with disabilities, ADA requirements, and proficiency in the use of business related software used by the Contractor to provide the Service, proficiency in use of the Paratransit Service application software.

   a. The Contractor(s) shall obtain the County's approval prior to designing and implementing a standardized training curriculum for administrative staff.

   b. Contractors shall test (via written as well as oral components) all administrative candidates to ensure that they have retained a working knowledge of all essential elements of the curriculum, and demonstrate all skills necessary to perform their duties. (Note: This requirement includes demonstrated competency in reading, writing, and speaking the English language.)

   c. Written documentation of the successful completion of said training and testing as well as any re-training, (NOTE: retraining shall occur every 2 years or sooner as may be required by the certifying entity), shall be maintained as a permanent record for each employee.

6. The Contractor(s) will ensure that Client participation is incorporated in the appropriate components of its training curriculum for both Drivers and administrative personnel.

7. The Contractor(s) shall maintain a current matrix list of all personnel engaged in the provision of the Services by job classification summarizing all critical data; such as: name, address, date of hire, citizenship status, Driver's license number, training, relevant certifications, or other information that may be required by County.

XVI. Emergency Procedures/ Inclement Weather and Documentation

1. The Contractor shall work in conjunction with the County to ensure the safety of Clients. In addition to training and planning efforts, the proper response to each incident/ accident is of critical importance to passenger safety. Contractors shall implement the Emergency Procedures provided by the County. The County reserves the right to modify these procedures.

   a. Contractor(s) shall inform the County, by telephone or radio, of any and all incidents and/or accidents as soon as possible.
   b.
   c. Written reports shall be submitted within one (1) hour by email, followed by a final (including a completed Department of Motor Vehicles report) report within 24 hours of the occurrence of any incident and/or accident.

2. Inclement Weather/ State of Emergency

a. In the event of snow, rain or other inclement weather, or the declaration of a State of Emergency for any reason; which may significantly impact the safe operation of Vehicles at normal operating speeds, the Contractor(s) shall advise the County as to the condition of local roads within the Service Area. Each Contractor is responsible for contacting the County.

b. In the event that weather conditions or natural disasters make fulfillment of the terms and conditions required herein, the County shall be empowered to temporarily suspend Services or temporarily relax the service standards by telephone authorization to the Contractor(s) which shall be followed up in writing.

c. In the event of suspension of Services, the County shall endeavor to contact Clients by public service announcements on local radio station. Call Center shall assume responsibility to contact any Clients who may be at intermediate destinations (awaiting transport home) and shall arrange transport for the return trip or make all reasonable attempts to ensure the safety and security of the Client, if travel is deemed to be unsafe.

d. Service standards may be relaxed in the event of snow, rain or other weather which significantly impact the safe operation of Vehicles at normal operating speeds.

XVII. Complaint Handling

1. All complaints/compliments will be documented via the complaint module within the CTMS system. Complaints must be registered directly with the Call Center or the County. The Call Center and/or the County will input all such complaints in CTMS and assign each complaint to the appropriate Contractor for resolution.

2. Complaints must be documented and investigated by the Contractor, which shall include, but not be limited to, the review of available video footage from on board cameras, a phone interview, and appropriate corrective action taken promptly. All complaint responses are to be reviewed, approved and signed by the Contract Administrator prior to issuance to the customer. The Contractor shall notify the customer and County of the disposition of the complaint in writing within five (5) calendar days of receipt of said complaint. The County reserves the right to change the complaint procedures.

3. Complaints of a safety, security and/or of a severe nature require a response within 24 hours.

4. The County requires that Contractor(s) treat all customer concerns related to performance as complaints.

XVIII. Publicity

1. The Contractor(s) shall not engage in any advertising or promotion regarding TOPS or Paratransit Services without prior written approval of the County. The Contractor(s) agrees to participate with the County in all efforts related to publicizing the Services. Said efforts may consist of, but not be limited to, press events, advertisement in neighborhood or regional papers and distribution of informational brochures or notices and attendance at meetings, functions etc.

XIX. Revenue Collection

1. The Contractor(s) shall cooperate with the County in the implementation of any change in fares, (including but not limited to, fare amounts and payment methods) and the revenue collection system as so determined by the County. The County shall have the right in its sole discretion to implement any changes in fares and fare policies. The County intends to implement an automated fare collection system within the term of the contract.

2. If the automated fare collection is not installed prior to the start of Service, Contractor(s) are responsible for collecting all fares required under the contract and for maintaining records and deposit receipts for the fare revenue collected. Fares are to be collected as each Client or reimbursable Passenger boards the vehicle. Drivers are not permitted to make change.

3. The County shall deduct from the Contractor's monthly payment the amount of all fares that were collected or that should have been collected by the Contractor for all reimbursable.

4. The County shall determine the Passenger fare structure for each Trip. In the event that fares shall be adjusted, any adjustment in the fare shall accrue to the sole benefit of the County.

5. Contractors shall report any instances of program participants who refuse to pay the rider's fare.

    a. The one-way fare is currently $3.50. Clients and Companions are to pay fare.

    b. PCAs are not charged a fare.

    c. Nutrition Trips are not subject to a fare.

    d. A summary of the total number of fares collected by the Drivers during the month must be submitted along with the monthly invoice.

XX. Meetings

Key Personnel shall be required to attend all appropriate meetings, such as the Local Coordinating Board (LCB) or any business related meetings as directed by the County. This typically involves one to five meetings per month.

XXI. Facility(ies) Storage and Fuel Infrastructure

1. The Contractor shall provide facility/facilities, which meet the following conditions:

    a. Located within the Service Area.

    b. Suitable for conducting all functions to be performed as required herein, including but not limited to adequate space to park and secure the Vehicles in a well-lit, secure location, proper equipment to maintain and wash Vehicles, space to properly store propane fuel and tanks as well as fuel Vehicles.

    c. Be fully accessible to persons with disabilities.

2. The County will purchase and supply the propane fuel for the Vehicles. The Contractor's facility(ies) must be able to accommodate the fueling infrastructure (tanks, pump, etc.) as follows:

   a. Storage tanks - 4-1000 gallon tanks and 2 autogas fuel dispensers.

   b. Footprint Width- 25 feet wide (includes 4-1000 gal tanks plus the 3ft between tanks.

   c. Footprint Length- total of 16 ft. in length.

   d. Setbacks- the tanks must be 25ft from any structure.

3. The Contractor will be responsible for installing:

   a. Electric- 3 Phase electric will be needed for the pumps and equipment.

   b. Crash post protection around the tanks (State of Florida requirement)

XXII. Performance Standards and Expectations

1. The safe, courteous, and timely delivery of Service is of critical importance.

2. It shall be the duty of the Contractor to operate Vehicles in the most efficient manner possible consistent with meeting Service requests in a timely fashion. The Driver is expected to proceed from the first pick up to the last drop off in the most direct manner while keeping Dispatch informed of delays.

3. In compliance with ADA guidelines, the Contractor shall perform quality control analysis to measure schedule results to shortest County fixed route travel itineraries (excluding express bus service and commuter rail service), including walk-time, as a standard for travel time limits. The County reserves the right change this standard.

4. **TD OPERATING STANDARDS:**
   Standards regarding the following issues have been established by the State of Florida Commission for the Transportation Disadvantaged and shall be adhered to. Service agreement language will address each issue: a Drug and Alcohol testing policy, a policy on transporting escorts and children, a policy on usage of child restraint devices, a policy regarding the personal property a passenger may bring along on a trip, established vehicle transfer points, posting in Vehicles of a local toll-free telephone number for complaints, out-of-service area trip policy, vehicle cleanliness, safety and comfort policy, billing requirements and invoice processing standards, payment procedures, maintenance of a passenger/trip database by the CTC, adequate seating in Vehicles, Driver identification policy, policy on Driver assistance, a "no smoking, eating and drinking in vehicle" policy, a passenger no-show policy, a two-way communication system, functioning vehicle air conditioning and heating systems.

   The County will conduct an annual System Safety review of each Contractor to comply with safety requirements of Rule 14-90, FAC.

XXIII. Performance Disincentives

1. The payment to the Contractor shall be reduced for performance disincentives which impact the value, or lack thereof, of the overall Services provided by Contractor. The County shall make adjustments to the payments to Contractor based upon the following schedule of performance measures:

   a. Late Trips. Failure to achieve on-time performance standard of 92% of trips within 30-minute window; a disincentive applies to all trips in excess of the first 8% - $10 per occurrence. For the purpose of this clause, a Late Trip is defined the Abbreviations and Definitions.

   b. Missed Trips. A disincentive of $50 per missed trip. Missed Trips are defined in the Abbreviations and Definitions.

   c. Accidents. A disincentive in the amount of two hundred and fifty ($250.00) dollars per "at fault" vehicle and/or "at fault" passenger accident will be subtracted from Contractor's payment. In the instance of a dispute over determination of "At Fault" status of vehicle or passenger accident the ruling of the insurance company shall prevail

   d. A disincentive in the amount indicated per category /per occurrence for the following performance failures will be subtracted from Contractor's payments:

      i. Lift or ramp failure - $50 per occurrence;
      ii. Air-conditioning / heater failure - $50 per occurrence;
      iii. Vehicle Maintenance Standard Disincentive: $50 per incident
      iv. Failure to comply with the Driver uniform requirement - $50 per day/per Driver; this includes trainees
      v. Telephone communications system - $100 per hour or fraction thereof for any interruption in excess of 30 minutes
      vi. Telephone performance standard – Avg. hold >2.5 minutes and/or >5% of total calls have > 5 min hold - $500 per month
      vii. Failure to respond to complaints within 5 days - $25 per occurrence.
      viii. Failure to report incident or accident - $50 per occurrence.
      ix. Total complaints exceeding 0.2% of trips delivered in a calendar month - $25 per occurrence;
      x. Total number of trips with travel times more than 90 minutes exceeding 2% of all trips - $500 per month
      xi. Any vacancy in one of the Key Personnel positions lasting longer than 60 calendar days - $1,000 per month or fraction thereof
      xii. Falsification of trip time, arrival time, departure time, number of billable riders, number of riders, trip purpose, and/or trip location. – $200 disincentive per occurrence.

   e. A performance failure that is determined solely by County to be due to factors beyond the control of the Contractor will not be subject to a monetary disincentive. Contractor shall notify County in writing within one (1) business day of any performance failure which they deem to have been due to factors beyond their control.

   f. The Contractor(s) shall report on each of these performance measures monthly and shall be responsible for retaining all records needed to support the reporting of these operating statistics (NOTE: Also; all incidents, accidents, and service interruptions are

to be reported in accordance with the Emergency Procedures provided by the County). It shall be the right of the County to review and audit the documentation supporting the reporting of these statistics and to determine that the Contractor(s) has accurately reported these statistics.

XXIV. Liquidated Damages

The contract shall include a provision for liquidated damages in the event that Contractor fails to provide Service.

XXV. Terms of Compensation

1. Amount of Payment: the Contractor will be paid by the County based on a schedule which consists of:
   a. Payment of a Fixed Cost Per Month for Administrative and Overhead Costs.

   b. Payment of a Fixed Cost Per Registered Passenger Trip

2. Nothing in this Contract shall be construed to limit the discretion of the Contractor to determine the amounts to be paid to its officers and employees for wages and fringe benefits, provided however, that any increases in such amounts during the term of this Contract shall be at the sole expense of the Contractor.

3. Timing of Invoicing, Payments and Adjustments

   a. On or about the 15th of each month, the Contractor will submit to the County for payment fixed administrative costs and overhead, for that month.

   b. Within five (5) business days after the close of the month, the Contractor will submit to the County for the County's approval a "Statement of Operations and Costs" for the previous month which details by cost category the amounts billed, in accordance with the provisions of Service for the previous month.

   c. County shall pay in accordance with the Broward County Prompt Payment Act.

   d. County shall deduct from Contractor’s monthly payment the amount of all riders’ fares that were collected by Contractor for the Trips performed by Contractor during the billing period. County shall provide written notice of any contract disincentive deduction.

   e. In the event of a dispute between County and Contractor as to the application of a disincentive decrease. Contractor shall present the dispute in writing to Contract Administrator. County shall have fourteen (14) days from receipt of notice of the dispute to review the information provided by Contractor to dispute the disincentive deduction. Contract Administrator’s decision shall be final and binding, with adjustments based on the following elements:

      i. Adjustments to the Monthly Mobilization Costs.

      ii. Adjustments to the number of Registered Passenger Trips.

      iii. Adjustments of an amount based upon disincentive for specified performance levels in the previous month, as set forth herein.

iv. Adjustments, which become due as a result of any reconciliation or post audit conducted by the County.

f. Contractor(s) agree to use the County approved invoice format, which shall be provided by the County during the mobilization period.

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EXHIBIT 2: Computer System Functions and Specifications –

I. County Responsibilities

1. **Computerized Trip Management System (CTMS):** County shall provide Contractor with a CTMS consisting of proprietary software, hardware and peripheral equipment and other items, such as hubs and routers, cabling, modems, and printers solely for use by Contractor in County's paratransit operation. County shall retain title to the CTMS and no right, title, or interest in the CTMS shall pass to Contractor except as expressly set forth in the contract. Contractor shall not remove any markings, and shall affix to the CTMS any markings requested by County, to evidence County's ownership interest. Contractor recognizes and agrees that use of the CTMS is limited to transportation operations involving individuals determined by County to be eligible for such County assisted Paratransit Services.

   Contractor further agrees that Contractor shall not use CTMS for its own business operations unrelated to the above. Usage of CTMS for non-County functions or operations may result in the termination of the agreement.

2. **Delivery and Installation of CTMS:** County shall deliver the CTMS at a time and location to be agreed upon by the parties. At the time of delivery of the CTMS to Contractor's site, the parties shall execute a written schedule setting forth the components; the serial numbers where applicable of the CTMS delivered; and date of delivery. In addition, Contractor shall note on such schedule any apparent damage to the CTMS or any components thereof. County will install the CTMS after delivery. Prior to delivery of the CTMS, Contractor shall prepare the installation site for the CTMS to ensure a suitable operating environment for the CTMS. Contractor shall comply with any specifications that County may supply with respect to the utilities, temperature, and humidity conditions required by the CTMS. The installation site shall, at a minimum, be an appropriate typical business environment for microcomputer storage and operation and be able to be locked, secure, and free from flood potential. The actual location of the components of the CTMS at the installation site shall be subject to final approval by County. Contractor agrees to cooperate fully in the installation, testing, and training related to CTMS subsequent to the effective date, and prior to the commencement date, of the contract.

3. The County shall be responsible for maintenance of the T-1, DSL, fiber optic, LAN, or comparable means of delivering constant connectivity to the network necessary for interconnection between computers in CTMS. The County will provide wiring and connection equipment required to achieve the interconnection to the County Computer Network from the Contractor's facility(ies). The Contractor will provide an appropriate location to terminate all connection equipment within the facility(ies).

4. **Operations, Maintenance and Repair of CTMS:** County shall provide Contractor with reasonable assistance in the maintenance and operation of the CTMS, by responding to all inquiries and trouble reports concerning the operation or condition of the CTMS, if placed by Contractor by telephone to the designated representative of County during Service hours. Upon receiving such inquiries or trouble reports, County shall either offer advice or propose possible solutions based on its preliminary appraisal of Contractor's description of the problem, or arrange for assistance from a maintenance-service representative. Contractor shall bear the cost of all routine supplies required by CTMS, all costs associated with the data communication circuits(s) necessary to connect to the County system, and all maintenance charges, including the cost of labor and parts, imposed by any maintenance-service representative or by County in the event that maintenance is required by reason of:

A. Use of the CTMS or any component thereof in other than the manner for which it was installed.
B. Damage to the CTMS by Contractor or its employees or agents.
C. Modification of the installed CTMS by Contractor not authorized by County.
D. Maintenance performed by Contractor without the authorization of County.

All maintenance services shall be provided by County, and Contractor shall not perform such without prior consent of County.

5. **Risk of Loss:** Contractor shall bear the entire risk of loss or damage to the CTMS after its delivery to the installation site. Contractor shall, at its own expense, obtain and maintain property and casualty insurance for the CTMS against all risks of loss or damage.

6. **Relocation of CTMS:** All relocations of the CTMS or components thereof whether at the installation site or to a new site, shall be performed by County unless otherwise authorized by County in writing.

   A. Contractor shall bear all costs and expenses incurred in the event of a relocation of any component of the CTMS within the installation site or from the installation site to a new site.

   B. Contractor shall give County a minimum of ninety (90) days prior written notice in the event it wishes to relocate any component of the CTMS from the installation site to a new site, unless otherwise agreed to between the parties. Contractor shall give County a minimum of sixty (60) days prior written notice in the event it wishes to relocate any component of the CTMS within the existing installation site, unless otherwise agreed to between the parties.

7. **Restrictions:** The following restrictions shall apply to Contractor's use of the CTMS.
   A. Contractor shall keep the CTMS free and clear of all claims, liens, and encumbrances. Any act of Contractor purporting to create such a claim, lien, or encumbrance shall be void.
   B. Contractor shall not use the CTMS in any manner or for any purpose for which the CTMS is not designed or reasonably suited.
   C. Contractor shall not permit any physical alteration of the CTMS without the prior written consent of County.
   D. Contractor shall not affix, attach, or install any accessory, equipment, or device to the CTMS without the prior written consent of County.
   E. Contractor shall not affix the CTMS to any real estate in such a way that it may be deemed a fixture thereto.
   F. Contractor shall not remove the CTMS from the installation site without the prior written consent of County, except in the event of an emergency.

8. **Reservation of Title:** The agreement shall not provide Contractor with title or ownership of the Licensed Programs, but only a right of limited use. The Licensed Programs are, and shall remain, the property of certain third-party licensors who have authorized County to incorporate their software into the System. Contractor acknowledges that the programs, data-base information, and user materials included in the Licensed Programs contain confidential information and trade secrets that County has entrusted to Contractor in confidence to use only as expressly permitted.

   Contractor acknowledges that owner thereof claims and reserves all rights and benefits afforded under federal law in the programs, data-base information, and user materials included in the Licensed Programs as copyrighted works. Contractor shall protect the programs, data-base

information, and user materials included in the Licensed Programs as confidential information and trade secrets.

Contractor shall not, at any time, disclose such confidential information and trade secrets to any other person, firm, organization, or employee that does not (consistent with Contractor's right of use hereunder) need to obtain access to the Licensed Programs. Contractor shall use its best efforts to ensure that all Contractor's personnel and all other persons afforded access to the Licensed Programs by Contractor protect the Licensed Programs as trade secrets and confidential information and refrain from any use or disclosure in any manner not expressly permitted by the contract. These restrictions shall not apply to information: (1) generally known to the public or obtainable from public sources; (2) previously in the possession of Contractor or subsequently developed or acquired without reliance on the licensed programs; or (3) approved by County for release without restriction. The programs, data-base information, and user materials included in the Licensed Programs may not be decompiled, reverse engineered, reprinted, transcribed, extracted, or reproduced, in whole or in part, without the prior written consent of County. Contractor shall not in any way modify or alter the Licensed Programs without the prior written consent of County.

Contractor further agrees that all data entered into the data base of the CTMS by Contractor, statistical information or data produced by Contractor through the use of the CTMS or other data, information or material produced pursuant to the contract is work made for hire under the laws of the United States.

9. **Training:** Contractor shall select personnel Contractor deems qualified to operate the CTMS. Upon notification of selection, County shall provide Contractor's personnel with initial training in the operation of such system. County may provide further training on mutually acceptable terms.

II. Computer System Functions and Specifications – Contractors Responsibilities

1. **Introduction.** This exhibit details specifications and Contractor responsibilities regarding Information Management. Specifications and responsibilities are provided in three major areas: Computer Network; required Management Information Systems and Control Systems; and operational requirements, including information input, storage, retrieval, report preparation, and real-time Data access.

   The County reserves the right to determine, with input from the recommended firms, the most advantageous pairings and design of these essential supplementary technology components in order to provide a uniform technology environment for TOPS program.

2. **Computer Network**

A. Buildings and Facilities

i. The Contractor will provide physical space within their facility(ies) with suitable environmental controls specifically for computer operational requirements. This includes, but is not limited to: a secure location for all servers and control/communications hardware, heat, air conditioning, air circulation, humidity controls, dust controls and vibration control as required by the computer hardware manufacturers' recommended specifications.

ii. The Contractor shall provide adequate redundant Uninterruptible Power Supply (UPS) units capable of providing surge protection and configured to perform automatic clean shutdown of

hardware in the event of a power failure lasting longer than five minutes. Contractor shall maintain UPS units in Good Working Condition and run periodic tests in accordance with the manufacturers' recommendations. Contractor shall also maintain the backup power transfer system at its facility(ies) to ensure that power is transferred from UPS units to backup generators and from backup generators to UPS units without interruption.

B. Management Information Systems and Software.

(a) General.

(1) Software Provided by the County. The County in conjunction with the Software Provider shall install, configure, and maintain CTMS software.

(2) Electronic Mail. County will provide Contractor with County email addresses. Contractor will use the @broward.org email addresses as the main email address for communications to and from the County.

(3) Use of Software and Hardware not required by the County. It is expected that Contractor may use snf license software and hardware to perform administrative functions not specifically required by the County for the performance of the Services. Hardware and software provided by Contractor for the sole purpose of performing these non-specified administrative functions shall remain the property of Contractor. Contractor shall be entirely responsible for providing all equipment, installation, configuration, wiring infrastructure and maintenance for hardware and software the Contractor uses solely to perform non-specified administrative functions. The Contractor will be responsible for ensuring that the software is compatible with County operating systems and databases when needed where software is co-located on County hardware

(b) Required Management Information Systems.

(1) Contractor shall operate, manage and maintain, and if and as necessary develop, procure and install in whole or in part, a Management Information System (MIS) for each of a number of functional areas of the Services. Contractor shall complete these activities to ensure that the required Management Information Systems are available by January 1, 2015, unless otherwise approved in writing by the County. The following subsections describe each of the required Management Information Systems, along with Contractor responsibilities with respect to each required MIS. These systems and responsibilities are summarized in a table at the end of this section.

(2) Subject to County approval, Contractor may procure or develop a Management Information System that performs multiple functions in the list of required Management Information Systems, provided that the MIS meets the functional requirements of each specified MIS. In the event that the County provides or approves the use of another MIS to replace any current MIS, Contractor shall operate and maintain such new system.

(3) A Fleet Maintenance System (FMS) will be supplied by the Contractor, subject to the prior review and approval of the County, and will be the primary Management Information System that will be used to monitor Contractor activities at its maintenance facilities. Using FMS, Contractor shall perform activities including, but not limited to:

(i) maintaining an inventory of maintenance facilities, revenue and non-revenue vehicles (including buildings, secure parking facilities, equipment, vehicles and vehicles components) with a unique identifying number and digital photograph, where applicable;
(ii) recording required tests and inspections;
(iii) recording preventative, predictive and corrective maintenance activities;
(iv) scheduling and control of predictive, preventative, and corrective maintenance programs and associated labor and materials;
(v) issuing work orders and purchase orders;
(vi) issuing facility status and repair reports;
(vii) retaining up to five (5) years, or the length of the Contract whichever is greater, worth of information on predictive, preventative and corrective maintenance for each facility or component to produce and analyze trends;
(viii) recording information necessary for warranty administration. The Contractor shall work with the County to finalize the configuration and reporting options of FMS.

(4) As part of Contractor's fleet management activities, Contractor must keep written forms documenting the maintenance performed on each vehicle. These forms must include the signature of the employee and supervisor conducting the maintenance, and detail the maintenance and corrective action procedures occurring at each inspection. These forms must be approved by the County.

(5) Human Resources MIS. The Human Resources MIS is the primary Management Information System that will be used to monitor Contractor management of its personnel involved in performing the Services. Using the Human Resources MIS, Contractor shall record information that includes, but is not limited to: Criminal background record checks, employee certifications and qualifications; training received; disciplinary actions; drug and alcohol program status; and employee roster and assignments. Contractor shall procure and install a Human Resources MIS approved by the County, and thereafter operate and maintain such system.

(6) Financial MIS. The Financial MIS is the primary Management Information System that will be used to monitor Contractor TOPS dedicated financial activity related to the performance of the Services. Using the Financial MIS, Contractor shall perform activities including, but not limited to:
(i) recording daily revenues collected by Contractor;
(ii) recording Costs and producing invoices associated with authorized expenditures;
(iii) reporting on DBE compliance; and
(iv) tracking receipts from purchases of supplies and materials.

(7) Contractor shall procure and install a Financial MIS approved by the County, and thereafter operate and maintain such system separate from other company business.

(c) Communications Systems.

(1) Contractor shall operate and maintain Communications Systems in each of a number of functional areas of the Services. Many of these Communications Systems include Computer Equipment, network needs, and software, which

Contractor must also operate and maintain. Examples of these systems, with associated responsibilities, are provided in Table 2 below.

(2) Contractor responsibilities shall include, but not be limited to the operation and maintenance of, systems listed in this table. Note: Each Communication/Control System, proposed by the Contractor, shall be submitted to the County for its review and approval prior to its purchase and deployment. All voice communication systems must be digitally recorded and the system must have internal quality control monitoring and the capability to be remotely accessed and monitored by County users.

(3) Contractor communications will also include direct wireless access to/from Drivers (i.e. two-way radios - not cell phones) that will be recorded at the base station. This recording must be remotely accessible by the county for purposes of monitoring, etc.

Table 1 Required Management Information Systems

Management Information System	**Purpose of MIS**	**Responsibilities**	**Availability Standard**
Computerized Trip Management System (CTMS)	Monitor and deliver Contractor operation of County TOPS Services	County provided principal paratransit scheduling/dispatching software/support/hardware. Contractor operates.	Restore immediately
CTMS Dispatching System	Provide dispatching for TOPS Service	County provided system; Contractor operates;	Restore immediately
Fleet Maintenance System (FMS)	Monitor/report Contractor activities at maintenance facilities	Contractor provided, operate, and maintain system	Restore within 24 hours
Human Resources MIS	Monitor/report Contractor management of its personnel involved in performing the Services	Contractor provided, operate and maintain system	Restore within 24 hours
TOPS dedicated Financial MIS	Monitor/report Contractor financial activity related to the performance of the Services	Contractor provided, operate and maintain system	Restore within 24 hours

Table 2 Control Systems

Functional Area	Control System	Responsibilities	Availability Standard
*Fleet Communications	TBD by the Contractor	Contractor provided Computer Equipment, software, and connectivity to County for "real time" voice and data monitoring, digital recording (including all radio transmissions), and reporting capability; Contractor operate and maintain	Restore immediately
Fleet Communications (AVL/MDC)	StrataGen Vectors/Sprint Wireless	County provided AVL/MDC equipment and wireless communication. County maintains systems	Restore immediately
*Telephone Communications	TBD by the Contractor	Contractor provided lines, system, computer equipment/ software, with digital recording and reporting capabilities; Contractor operate and maintain	Restore within 30 minutes

* Note – These systems shall conform to TMIS integration requirements established by County and Software/Hardware Vendors.

C. Operational Requirements.

(a) Information Input, Storage and Retrieval.
Contractor shall use TOPS Management Information System (TMIS) and required Management Information Systems on a day-to-day basis for the input, storage, and retrieval of information related to the Services. Contractor shall also download/retrieve all vehicle event recorders via wireless transmission daily, other recording activities will include, but not be limited to: maintenance, inspection, repairs, cleaning, etc., within 24 hours of the completion of each such activity, except for real-time recording/access requirements otherwise specified in this Contract.

(b) Preparation of Required Reports.
Contractor shall use TOPS Management Information System (TMIS) and required Management Information Systems to produce all reports required as part of the Services. This also includes all communications systems outlined in Table 2 above. Further information about reporting and a summary of required reports will be provided.

(c) Data Access.
(1) The County will provide connection for the Contractor to use the TOPS Management Information System- (TMIS). The Contractor will provide access to required Management Information Systems, this also includes all communications systems outlined in Table 2 above, to allow real-time access to Data related to the Services from specifically identified County staff and computers on the County Computer Network. "Real-Time Access" shall mean that an County staff member

working at a computer on the County Computer Network, shall be able to run the appropriate Contractor operated MIS and obtain all operational data necessary to monitor the Service. The validity of the data at the moment of the query will depend on the optimal operational timeframes permissible within the respective software products in use, or the default requirement that activities be recorded within 24 hours of their completion, whichever is more timely. The County shall identify which County staff members and computers on the County Computer Network shall have real-time access to data in Contractor-operated Management Information Systems.

D. Current Software Utilized By The County.

1. MS-Office Suite: Email, Word Processing, Spread Sheets

2. Stratagen Adept: Trip Scheduling, Batching, Routing, Dispatching, Reporting, AVL Viewer

3. Operating System: Windows 7

4. ADEPT, the software purchased from StrataGen Systems, Inc., will be made available to all Service providers. It can only be accessed via County-owned equipment and the County network. There is one license for this software. StratagGen bases the cost of the user license on the amount of total daily trips performed, not on the number of users. Broward County is responsible for the cost of the license and the cost of the annual support and maintenance agreement with StrataGen for 24/7 technical support. All providers will have direct access to this support. County reserves the right to change software as needed.

EXHIBIT 3: Florida Criminal Statutes

(a) Section 393.135, Fla. Stat. relating to sexual misconduct with certain developmentally disabled clients and reporting of such sexual misconduct.

(b) Section 394.4593, Fla. Stat. relating to sexual misconduct with certain mental health patients and reporting of such sexual misconduct.

(c) Section 415.111, Fla. Stat. relating to adult abuse, neglect, or exploitation of aged persons or disabled adults.

(d) Section 782.04, Fla. Stat. relating to murder.

(e) Section 782.07, Fla. Stat. relating to manslaughter, aggravated manslaughter of an elderly person or disabled adult, or aggravated manslaughter of a child.

(f) Section 782.071, Fla. Stat. relating to vehicular homicide.

(g) Section 782.09, Fla. Stat. relating to killing of an unborn quick child by injury to the mother.

(h) Chapter 784, Fla. Stat. relating to assault, battery, and culpable negligence, if the offense was a felony.

(i) Section 784.011, Fla. Stat. relating to assault, if the victim of the offense was a minor.

(j) Section 784.03, Fla. Stat. relating to battery, if the victim of the offense was a minor.

(k) Section 787.01, Fla. Stat. relating to kidnapping.

(l) Section 787.02, Fla. Stat. relating to false imprisonment.

(m) Section 787.025, Fla. Stat. relating to luring or enticing a child.

(n) Section 787.04(2), Fla. Stat. relating to taking, enticing, or removing a child beyond the state limits with criminal intent pending custody proceedings.

(o) Section 787.04(3), Fla. Stat. relating to carrying a child beyond the state lines with criminal intent to avoid producing a child at a custody hearing or delivering the child to the designated person.

(p) Section 790.115(1), Fla. Stat. relating to exhibiting firearms or weapons within 1,000 feet of a school.

(q) Section 790.115(2)(b), Fla. Stat. relating to possessing an electric weapon or device, destructive device, or other weapon on school property.

(r) Section 794.011, r Fla. Stat. relating to sexual battery.

(s) Former s. 794.041, Fla. Stat. relating to prohibited acts of persons in familial or custodial authority.

(t) Section 794.05, Fla. Stat. relating to unlawful sexual activity with certain minors.

EXHIBIT 3 (CONTINUED)
Florida Criminal Statutes

(u) Chapter 796, Fla. Stat. relating to prostitution.

(v) Section 798.02, Fla. Stat. relating to lewd and lascivious behavior.

(w) Chapter 800, Fla. Stat. relating to lewdness and indecent exposure.

(x) Section 806.01, Fla. Stat. relating to arson.

(y) Section 810.02, Fla. Stat. relating to burglary.

(z) Section 810.14, Fla. Stat. relating to voyeurism, if the offense is a felony.

(aa) Section 810.145, Fla. Stat. relating to video voyeurism, if the offense is a felony.

(bb) Chapter 812, Fla. Stat. relating to theft, robbery, and related crimes, if the offense is a felony.

(cc) Section 817.563, Fla. Stat. relating to fraudulent sale of controlled substances, only if the offense was a felony.

(dd) Section 825.102, Fla. Stat. relating to abuse, aggravated abuse, or neglect of an elderly person or disabled adult.

(ee) Section 825.1025, Fla. Stat. relating to lewd or lascivious offenses committed upon or in the presence of an elderly person or disabled adult.

(ff) Section 825.103, Fla. Stat. relating to exploitation of an elderly person or disabled adult, if the offense was a felony.

(gg) Section 826.04, Fla. Stat. relating to incest.

(hh) Section 827.03, Fla. Stat. relating to child abuse, aggravated child abuse, or neglect of a child.

(ii) Section 827.04, Fla. Stat. relating to contributing to the delinquency or dependency of a child.

(jj) Former s. 827.05, Fla. Stat. relating to negligent treatment of children.

(kk) Section 827.071, Fla. Stat.relating to sexual performance by a child.

(ll) Section 843.01, Fla. Stat. relating to resisting arrest with violence.

(mm) Section 843.025, Fla. Stat. relating to depriving a law enforcement, correctional, or correctional probation officer means of protection or communication.

(nn) Section 843.12, Fla. Stat. relating to aiding in an escape.

(oo) Section 843.13, Fla. Stat. relating to aiding in the escape of juvenile inmates in correctional institutions.

(pp) Chapter 847, Fla. Stat. relating to obscene literature.

EXHIBIT 3 (CONTINUED)
Florida Criminal Statutes

(qq) Section 874.05, Fla. Stat. relating to encouraging or recruiting another to join a criminal gang.

(rr) Chapter 893, Fla. Stat. relating to drug abuse prevention and control, only if the offense was a felony or if any other person involved in the offense was a minor.

(ss) Section 916.1075, Fla. Stat. relating to sexual misconduct with certain forensic clients and reporting of such sexual misconduct.

(tt) Section 944.35(3), Fla. Stat. relating to inflicting cruel or inhuman treatment on an inmate resulting in great bodily harm.

(uu) Section 944.40, Fla. Stat. relating to escape.

(vv) Section 944.46, Fla. Stat. relating to harboring, concealing, or aiding an escaped prisoner.

(ww) Section 944.47, Fla. Stat. relating to introduction of contraband into a correctional facility.

(xx) Section 985.701, Fla. Stat. relating to sexual misconduct in juvenile justice programs.

(yy) Section 985.711, Fla. Stat. relating to contraband introduced into detention facilities.

(zz) Any offense that constitutes domestic violence as defined in s. 741.28, Fla. Stat.

EXHIBIT 4 : Vehicle Specifications

Champion Standard Cutaway

Model: Challenger

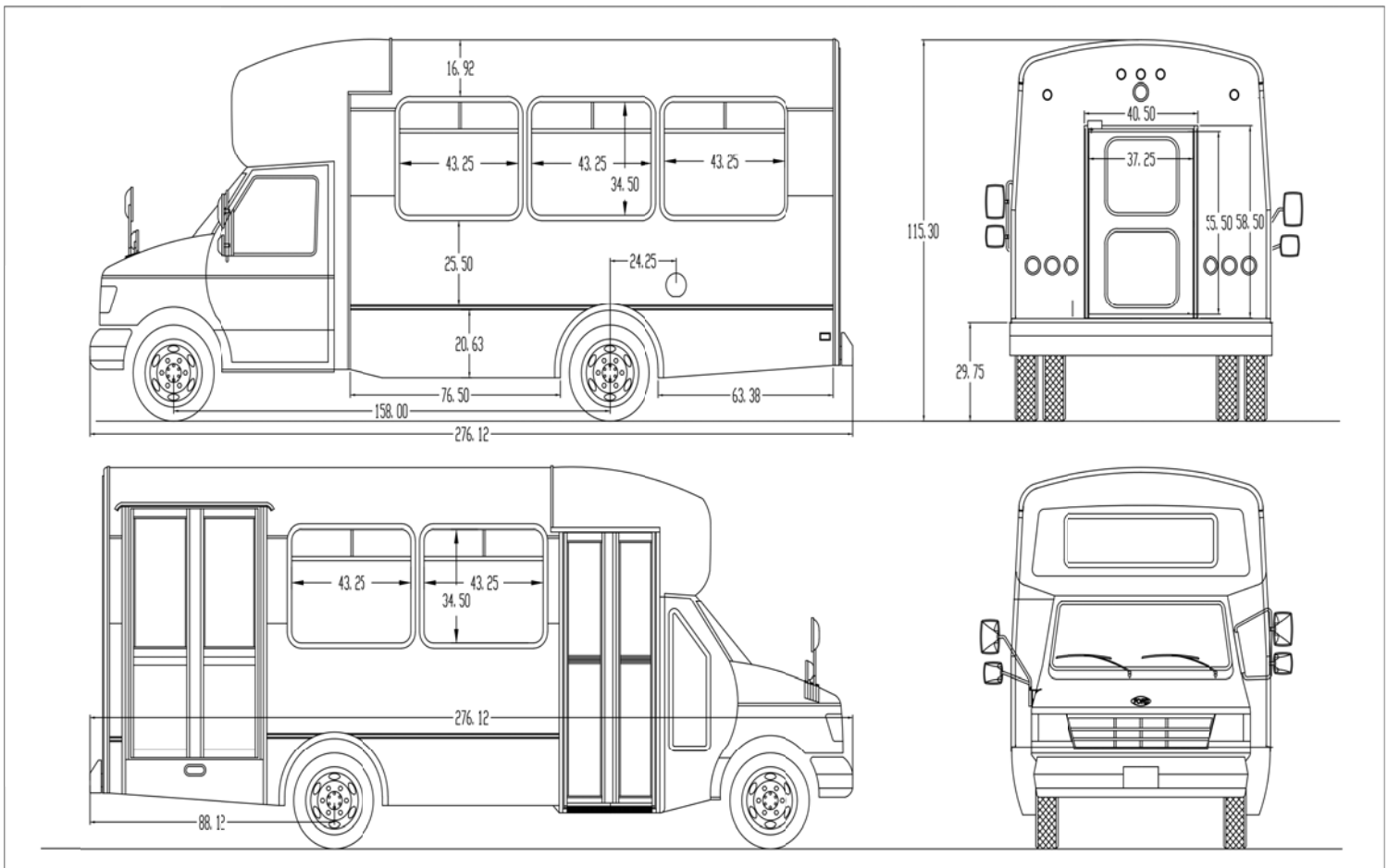
Ford 14,500 GVWR Chassis 2 Tank Propane (+41GGE) Roush

REI WiFi 4 Camera video recording system

Braun 1000lb rated lift

Q-Straint QRTMAX securement system

Freedman Sport Driver seat with Relaxor



REV	DATE	ECN	DESC. OF CHANGES	BY	APP'D

CHAMPION BUS INC. — a THOR company

MODEL: CHALLENGER | F/P

ECN # | DO NOT SCALE

MATERIAL N/A | PURCH./MFG.: N/A

TOLERANCES UNLESS OTHERWISE NOTED .XX = .03 .XXX = .020 X° = 1°

DRAWN BY: B DAVIES | DATE: 01/17/01

CHK. | DATE:

SCALE: 3/8"=1'-0" | APP'D | DATE:

TITLE: ELEVATION FORD CH-231 REAR LIFT RAISED FLOOR

DWG. NO. ELEV4DEG.DWG

EXHIBIT 4 : Vehicle Specifications
(CONTINUED)

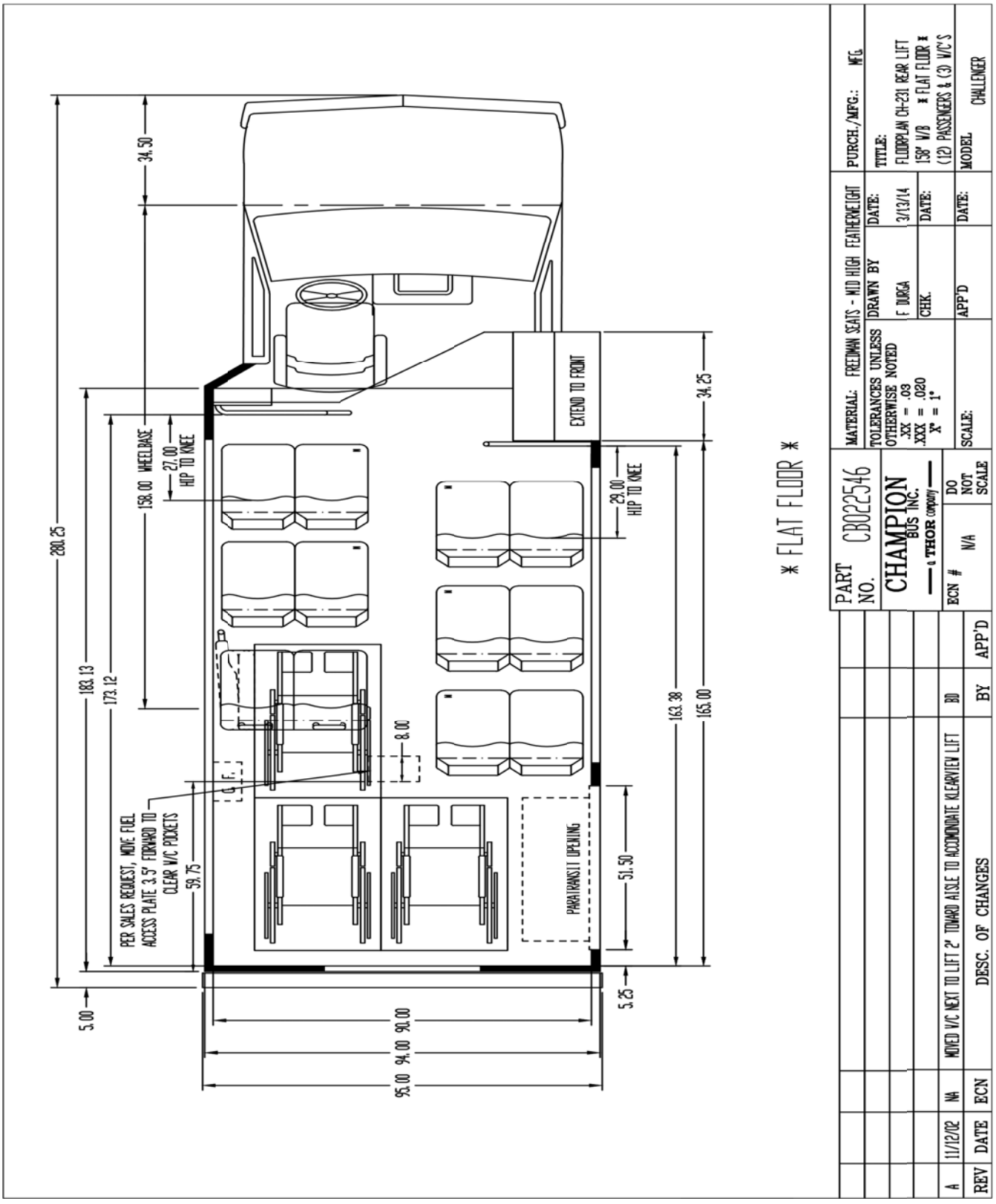


EXHIBIT 5: Historical Operational Statistics

These statistics are being provided in this RFP for informational purposes only. Proposers should also keep in mind key changes to Service Areas and other key changes (highlighted in Exhibit 1) that may affect ridership, revenue vehicle hours, productivity, mileage, and fuel consumption in the upcoming contract period.

Table 1: Historic Ridership, Revenue Vehicle Hours, and Productivity

TRIPS	2010	2011	2012	2013	Total
Registered Passengers	658,481	645,460	668,323	646,027	2,618,291
Companions	25,999	15,485	15,116	14,753	71,353
PCAs	29,636	29,036	30,105	27,731	116,508
Annual Total	714,116	689,981	713,544	688,511	2,806,152
VEHICLE HOURS	**2010**	**2011**	**2012**	**2013**	**Total**
Revenue Hours	443,185	412,790	388,409	373,869	1,618,253
Non-Revenue Hours	48,075	46,999	43,554	69,475	208,103
Total Hours	491,260	459,789	431,963	443,344	1,826,356
VEHICLE MILES	**2010**	**2011**	**2012**	**2013**	**Total**
Total Revenue Miles	7,204,105	6,922,121	6,980,153	7,008,387	28,114,766
Total Non-Revenue Miles	1,336,352	1,146,262	1,144,786	1,435,676	5,063,076
Total Miles	8,540,457	8,068,383	8,124,939	8,444,063	**33,177,842**
PRODUCTIVITY	**2010**	**2011**	**2012**	**2013**	**Average**
pass/mile	0.08	0.09	0.09	0.08	0.085
pass/rev mile	0.10	0.10	0.10	0.10	0.100
pass/veh hr	1.45	1.50	1.65	1.55	1.538
pass/rev hr	1.61	1.67	1.84	1.84	1.740

Table 2: Historic Ridership, Trips by Hour of the Day

Trip Breakdown by Hourly Increments						
Hour	**2010**	**2011**	**2012**	**2013**	**Total**	**Percent**
4:00	8,296	6,287	5,783	6339	26,705	0.93%
5:00	11,956	11,830	10,548	10913	45,247	1.61%
6:00	22,130	22,316	18,821	19481	82,748	2.96%
7:00	74,900	80,598	81,227	90776	327,501	11.51%
8:00	95,723	91,898	99,763	87217	374,601	13.53%
9:00	63,240	57,015	64,185	60334	244,774	8.66%
10:00	45,962	40,105	41,143	38053	165,263	5.87%
11:00	40,473	34,973	32,945	29557	137,948	4.96%
12:00	48,513	44,297	41,075	36362	170,247	6.13%
13:00	60,181	56,085	55,770	58326	230,362	8.17%
14:00	98,468	100,938	113,247	107427	420,080	15.03%
15:00	58,911	56,767	57,747	56290	229,715	8.13%
16:00	37,923	40,449	43,709	39670	161,751	5.80%
17:00	18,384	19,324	21,067	19970	78,745	2.81%
18:00	10,280	9,071	9,429	9122	37,902	1.35%
19:00	6,453	6,136	6,163	6475	25,227	0.88%
20:00	5,390	5,054	4,557	4760	19,761	0.69%
21:00	3,663	3,382	3,207	3611	13,863	0.48%
22:00	2,065	1,952	1,846	1995	7,858	0.28%
23:00	1,055	1,244	1,030	1375	4,704	0.17%
24:00	149	252	266	419	1,086	0.04%
25:00	1	8	16	39	64	0.00%
Report Total:	**714,116**	**689,981**	**713,544**	**688,511**	**2,806,152**	**100.00%**

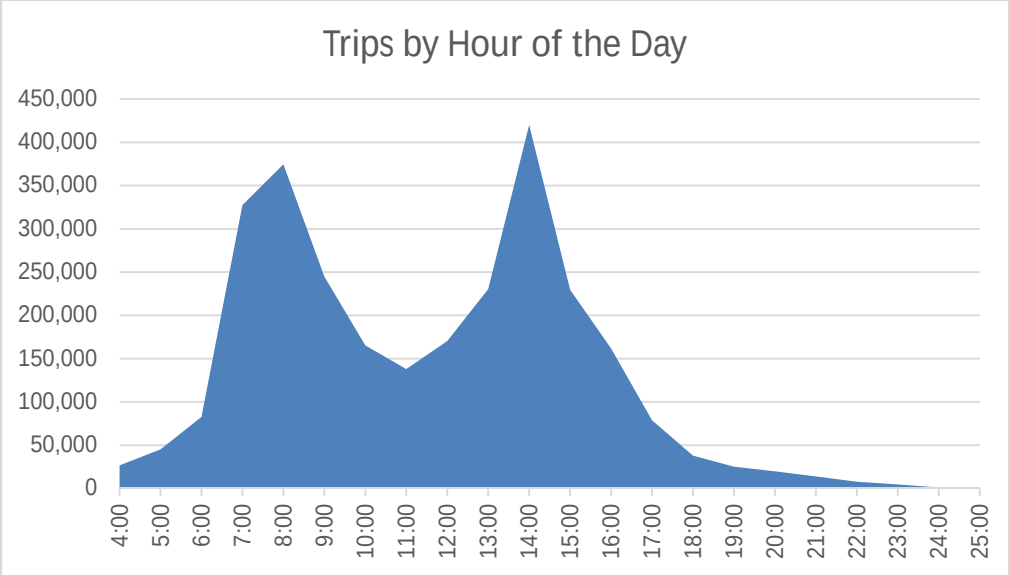


Table 3: Trip Breakdown Weekday vs. Weekend

	Vehicle Statistics				Trip Statistics				
2010	**Vehicle Hours**	**Rev Hours**	**Vehicle Miles**	**Revenue Miles**	**Clients**	**Cmps**	**PCAs**	**Total Passengers**	**Passengers Per Revenue Hour**
Saturdays	33,090.76	31,018.29	601,720.60	510,755.20	34,382	2,052	1,896	38,330	1.24
Sundays	21,371.30	19,887.64	404,552.20	343,387.10	19,917	1,883	1,551	23,351	1.17
Weekdays	436,798.24	392,278.99	7,534,184.90	6,349,943.50	604,182	22,064	26,189	652,435	1.66
TOTAL	**491,260.30**	**443,184.92**	**8,540,457.70**	**7,204,085.80**	**658,481**	**25,999**	**29,636**	**714,116**	**1.61**

2011	**Vehicle Hours**	**Rev Hours**	**Vehicle Miles**	**Revenue Miles**	**Clients**	**Cmps**	**PCAs**	**Total Passengers**	**Passengers Per Revenue Hour**
Saturdays:	29,649.93	27,585.32	530,310.00	469,251.00	32,243	1,352	1,919	35,514	1.29
Sundays:	19,310.23	17,707.17	374,450.00	334,543.00	19,977	1,294	1,918	23,189	1.31
WeekDays:	410,829.20	367,497.32	7,163,623.00	6,118,327.00	593,240	12,839	25,199	631,278	1.72
TOTAL	**459,789.36**	**412,789.81**	**8,068,383.00**	**6,922,121.00**	**645,460**	**15,485**	**29,036**	**689,981**	**1.67**

2012	**Vehicle Hours**	**Rev Hours**	**Vehicle Miles**	**Revenue Miles**	**Clients**	**Cmps**	**PCAs**	**Total Passengers**	**Passengers Per Revenue Hour**
Saturdays:	25,145.61	23,187.55	482,871.20	433,447.90	29,657	1,127	2,316	33,100	1.43
Sundays:	16,409.53	15,091.30	333,820.20	299,676.40	17,924	1,219	1,879	21,022	1.39
WeekDays:	390,408.04	350,130.56	7,308,247.10	6,247,028.20	620,742	12,770	25,910	659,422	1.88
TOTAL	**431,963.18**	**388,409.41**	**8,124,938.50**	**6,980,152.50**	**668,323**	**15,116**	**30,105**	**713,544**	**1.84**

2013	**Vehicle Hours**	**Rev Hours**	**Vehicle Miles**	**Revenue Miles**	**Clients**	**Cmps**	**PCAs**	**Total Passengers**	**Passengers Per Revenue Hour**
Saturdays:	26,126.34	22,761.26	494,578.20	431,666.30	29,480	1,124	2,290	32,894	1.45
Sundays:	16,782.32	14,475.72	330,949.70	2,893,465.40	17,046	1,170	2,004	20,220	1.40
WeekDays:	400,434.90	336,632.55	7,618,535.10	6,287,355.40	599,501	12,459	23,437	635,397	1.89
TOTAL	**443,343.56**	**373,869.53**	**8,444,063.00**	**9,612,487.10**	**646,027**	**14,753**	**27,731**	**688,511**	**1.84**

EXHIBIT 6: TOPS Service Area Map

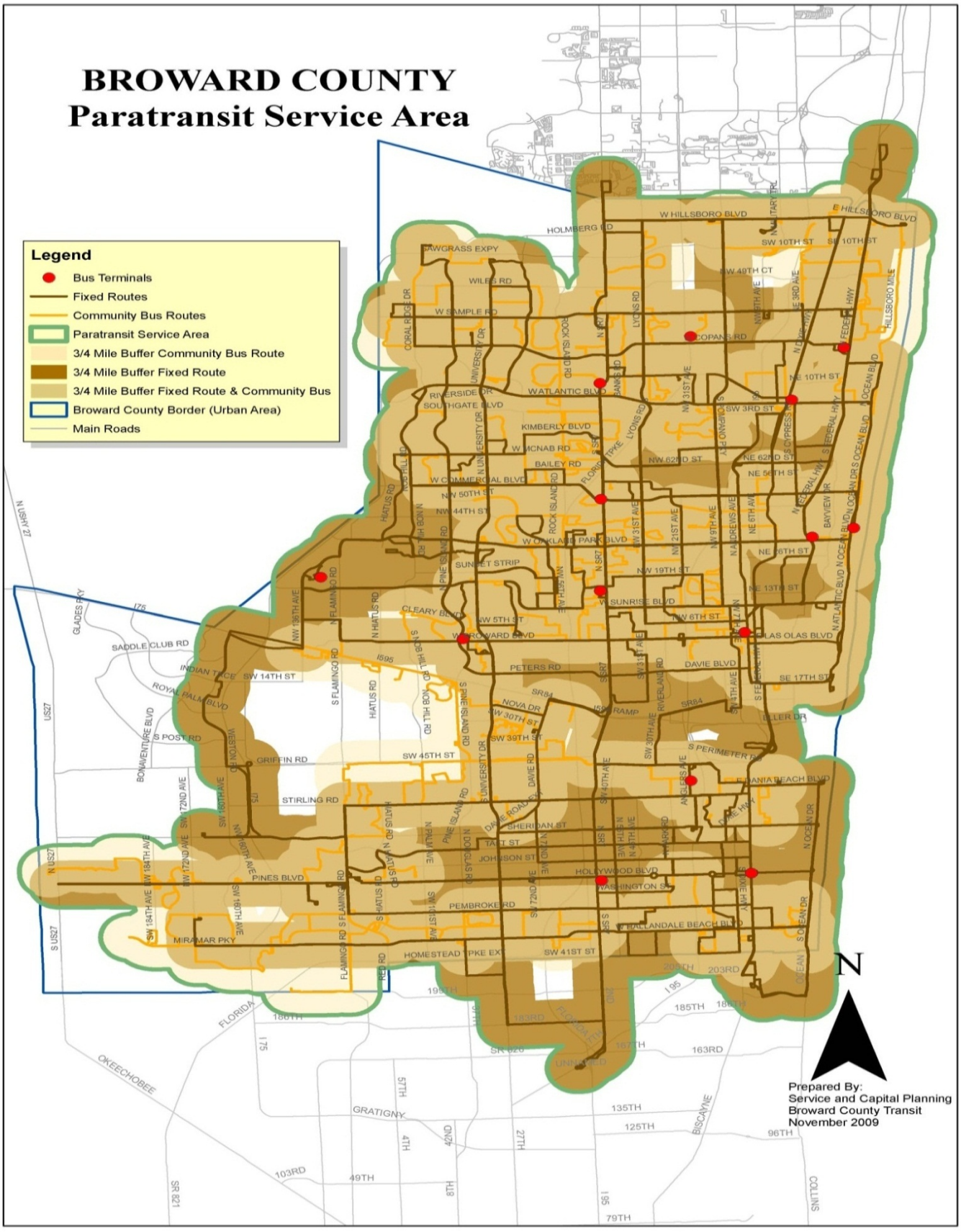


EXHIBIT 7: Evidence of Authorization to Do Business in Broward County

State of Florida
Department of State

I certify from the records of this office that CORPORATION is a Delaware corporation authorized to transact business in the State of Florida, qualified on November 7, 2012.

The document number of this corporation is

I further certify that said corporation has paid all fees due this office through December 31, 2013, that its most recent annual report/uniform business report was filed on March 26, 2013, and its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Ninth day of July, 2013

Ken Detzner

Secretary of State

Authentication ID:

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.

https://efile.sunbiz.org/certauthver.html

Appendix H

CTC EVALUATION WORKBOOK

CTC

EVALUATION WORKBOOK



CTC BEING REVIEWED: BROWARD COUNTY TRANSIT

COUNTY: BROWARD

ADDRESS: 1 N. UNIVERSITY DRIVE, 3100-A, PLANTATION, FL 33324

CONTACT: PAUL STROBIS PHONE: 954-357-8321

REVIEW PERIOD: FY 2023~~3~~4 – 2024~~5~~5 REVIEW DATES 02/0~~1~~12/25~~6~~6-04/01/25~~6~~6

PERSON CONDUCTING THE REVIEW: MPO STAFF

CONTACT INFORMATION: REBECCA SCHULTZ 954-876-0047

LCB EVALUATION WORKBOOK

ITEM	PAGE
EVALUATION INFORMATION	3
ENTRANCE INTERVIEW QUESTIONS	4
GENERAL QUESTIONS	6
CHAPTER 427, F.S.	9
RULE 41-2, F.A.C.	~~14~~17
COMMISSION STANDARDS	~~18~~20
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COMPLETE SURVEYS	~~47~~48

EVALUATION INFORMATION

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

1	Cover Page
4 - 5	Entrance Interview Questions
6	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
9	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
14	Insurance
15	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
18-25	Commission Standards and Local Standards
35	Level of Cost - Worksheet 1
35	Level of Competition – Worksheet 2
37	Level of Coordination – Worksheet 3
42 – 111	Surveys

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to CTD).

- LCB reviews the CTC once every year to evaluate the operations and performance of the local coordinator.

  LCB will be reviewing the following areas:

  - Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - Following up on the Status Report from last year and calls received from the Ombudsman program.
  - Monitoring of contractors
  - Surveying riders/beneficiaries, purchasers of service, and contractors

- LCB will issue a Review Report with findings and recommendations to CTC no later than 30 working days after review has concluded.

- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE ANNUAL OPERATING REPORT (AOR), COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: RURAL **X** URBAN

2. ORGANIZATION TYPE:
   - PRIVATE-FOR-PROFIT
   - PRIVATE NON-PROFIT
   - **X** GOVERNMENT
   - TRANSPORTATION AGENCY

3. NETWORK TYPE:
   - SOLE PROVIDER
   - **X** PARTIAL BROKERAGE
   - COMPLETE BROKERAGE

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

   ARC Broward, Miramar Senior Services, NE Focal Point, NW Focal Point, Transportation America, United Community Options.

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

Agency for Community Treatment Services (ACTS), ARC Broward, Archways, Ann Storck Center, BARC Housing, Broward Children's Center, Cerebral Palsy Adult Home, Inc., Christina G. Smith Community Mental Health Foundation, City of Deerfield Beach – Northeast Focal Point (NEFP), City of Lauderhill, City of Margate – Northwest Focal Point (NWFP), City of Miramar, City of Pembroke Pines – Southwest Focal Point (SWFP), City of Tamarac, Douglas Gardens North, Friendship Circle, Gulf Coast Jewish Family and Community Services Center, Henderson Behavioral Health, House of Hope, Lighthouse of Broward, Memorial Hospital System - South Broward Hospital District, Sunrise Community Center, United Community Options, Woodhouse, Inc.

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

OMBUDSMAN/TD	Number of calls	Closed Cases	Unsolved Cases
Cost	0	0	0
Medicaid NA	0	0	0
Quality of Service	0	0	0
Service Availability	0	0	0
Toll Permit	0	0	0
Other	0	0	0

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.
"Review all transportation operator contracts annually." **See TDSP, Pages 256-304; Appendix H**

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

1. Contractors are required to provide CTC with updated Driver Rosters by the twentieth (20) calendar day of each month. Roster shall indicate driver's name, date of hire, training dates, last Drug and Alcohol test, Motor Vehicle Record (MVR) review date and date of latest criminal record check. Contractors are required to maintain updated Driver Rosters in the Computerized Trip Management System (CTMS)

2. Contractors must provide CTC with evidence all drivers have completed the training program offered by CTC prior to any driver providing service and must attend a refresher class or repeat new driver training a minimum of once every two (2) years. Classes include Defensive Driver, Passenger Assistance Technique, Responding to Client Incidents, SUNsational Service and other training required by Provider.

3. Training information shall be included in the monthly operating summary package. Additionally, drivers are required to participate in a driver training program developed by CTC. Contractors must require all personnel providing transportation to possess the following, which shall be filed with CTC prior to personnel providing paratransit service: current, valid Broward County Chauffeur's Registration in accordance with requirements of Chapter 22-1/2, Broward County Code of Ordinances. Provider ADEPT driver roster is submitted weekly to Broward County Risk Management department. They verify daily for driver license violations which would require driver removal from operating a vehicle. Driver Training Program shall include a minimum of eighty (80) hours of training prior to driving a service vehicle. This shall include the following: Passenger Assistance Technique; Defensive Driver; Responding to Client Incidents; Vehicle breakdown, Vehicle and/or Passenger Accidents; Vehicle Orientation; Trip Scheduling; and biannual refresher classes.

4. CTC requests MVRs for Contractor's drivers on a periodic basis. When a report shows evidence of violations, CTC will promptly notify Contractor and Taxi Section of Broward County's Division of Consumer Affairs. Contractor must have procedures to periodically review drivers' MVRs. Compliance is monitored by CTC staff. Per Contract "County may request and review State of Florida MVRs for Contractor's drivers on a monthly basis".

5. Training program includes methods for measuring effectiveness of training in developing skill and improving performance. Methods shall be based on performance indicators which measure proficiency and not solely on Contractor meeting minimum training hours required. Such measurement procedure shall be provided to CTC upon request.

6. CTC performs annual evaluations of Contractors ensuring compliance with the System

Safety Program Plan, locally approved standards, FCTD and FDOT standards, annual operating data and insurance requirements.

7. CTC's direct involvement in day-to-day operations of service includes but is not limited to: on-street monitoring of drivers and vehicles, equipment and customer service inspections, contract compliance and quality control. Contractors cooperate fully with the CTC monitoring programs. Contractors provide full access to all driver records at operating facilities. Contractors are required to make available: work station, desk, telephone and chair if so requested.

8. CTC's on-street monitoring shall include but is not limited to: on-time performance, knowledge of service area and routing, driver assistance, manifest accuracy and completeness, driver and vehicle appearance, wheelchair lift condition and operation, wheelchair securement systems and use, safety equipment, driving habits and compliance with Florida Motor Vehicle Regulations. Language from Contractor Service Agreement (See page 6, #3).

9. Contractors provide CTC with service data via summary reports generated by CTMS and a bi-weekly invoice for each component of service for previous bi-weekly (Monday through Sunday) period. This information shall include but is not limited to the following: number of one-way passenger trips by type of trip; total hours of vehicle service; copies of daily reports for driver activity or other daily reports showing starting and ending times; starting and ending mileage for each vehicle; copies of trip tickets, log sheets or driver manifests; weekly reimbursement charges for services and denied trip requests.

10. CTC operates with zero trip denial rates. If one provider is unable to perform a requested trip due to capacity constraints another provider performs the trip.

11. Pursuant to Federal Transit Administration's (FTA) standards for precision, accuracy and accountability, CTC is required to report data to the National Transit Database (Section 15 data). As required by FTA, or CTC, Contractors shall collect Section 15 data and other "service supplied" information or "service consumed" information, as terms are defined in Section 15 of FTA regulations. Contractors are responsible for collection of financial and operational data, including on-board operational and passenger-related data and for transmittal to CTC on CTC approved forms as follows: operational and passenger-related data shall be submitted to CTC no less than weekly, financial data shall be submitted to CTC no less than quarterly and designated "service supplied" data shall be submitted to CTC thirty (30) days prior to termination of CTC's fiscal year. All source documents for Section 15 filings shall be subject to audit and shall be maintained by Contractors for five (5) years following final payment under their agreement with CTC.

12. Contractors must provide written monthly reports to CTC by the twentieth (20th) day of the month following the month of service. All required information shall be collected and reported individually for each funding component of service. Reports shall be submitted on a form developed by Contractor and approved by CTC and shall include, but not be limited to the following:

    - Brief Narrative: Brief narrative highlighting month's activities, unusual events, trends

and other noteworthy observations.

- Ridership: Number of one-way passenger trips, Personal Care Attendants (PCAs) and Companions on a day-by-day basis for each funding and fare entity and category.

- Miles and Hours: Total hours of service and vehicle miles on a day-by-day basis.

- Cost of Service: Total service revenue based upon contracted rates, collected fares and net revenue to provide service (total revenue less imputed fares).

- Service Quality Measures: On-time performance data, trips completed, missed trips and trip denials with an explanation.

- Efficiency Measures: Appropriate measures to include passengers per mile, hour or vehicle trip.

- Fleet Data: Updated fleet listings and status of all vehicles.

- Other: Accident/incident reports/briefs/findings, training activities/certifications, including sensitivity training and education, key personnel changes and suggested improvements.

13. All vehicles, wheelchair lifts or ramps and wheelchair securement devices are inspected annually by CTC staff. All vehicles must be approved, inspected and display an inspection sticker issued by CTC prior to providing service. Complaints received concerning any vehicle or its equipment, at CTC's discretion, may require vehicle to report to CTC's facility. If the complaint is related to safety issues, vehicle must report to the CTC immediately. Any vehicle found in violation of any contractual standard must be removed from service until violation is remedied.

14. CTC reserves the right through its agreements with Contractors, in its sole discretion, at any time, to inspect vehicles and maintenance facilities during normal working hours and to review Contractors' maintenance records.

15. Day-to-day monitoring is also conducted through CTC's Complaint Procedure. All client complaints shall be referred to CTC's Paratransit Customer Service. All complaints are entered into CTMS. Complaint will be forwarded to Contractor for written or electronic response. Contractor's responses shall be made within three (3) business days of receipt of complaint. Complaints of more serious nature such as injury, driver misconduct and client safety shall be responded to by the end of that business day. Complaints are tallied each month, indicating total number of complaints and type of complaints, for each Contractor. The complaint standard is established at 0.2% of trips delivered in a calendar month.

16. CTC works closely with CTD's Ombudsman Program to resolve all service complaints and inquiries. CTC investigates each item as described above (see #15), contacts all concerned parties and sends CTD's Ombudsman Program a report on the resolution of the complaint/inquiry.

Is a written report issued to the operator? **X** Yes □ No

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

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

- Insurance Certificates are monitored and updated annually to ensure compliance with State and Local standards.
- Random site visits.
- Random vehicle inspections.
- Review of Annual Operating Report data.

Is a written report issued? **X** Yes □ No

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

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

Drivers and vehicles may be removed from service and/or termination of Coordination Agreement.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes □ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM? N/A

School bus joint use program is not used in Broward County. Expense of liability insurance is a major concern raised by the School Board. In addition, lack of seat belts and air conditioning on school buses is a problem for TOPS customers. However, there is an agreement between Broward County Transit (BCT) and the School Board to provide emergency transportation services for residents to designated shelters in the event of a hurricane or other natural disaster. School Board services could be used for backup for assisted living facilities, mobile home parks and other congregate living sites.

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

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM? ☐ N/A

BCT is dedicated to improving its fixed-route bus system on an ongoing basis and has completed the following improvements to enhance accessibility:

- Of the 4,588 total bus stops within Broward County, ~~3,602~~ 3,616 are ADA compliant.
- Of the ~~986~~ 972 non-ADA compliant bus stops 280 bus stops are structurally unable to meet ADA requirements due to space/easement limitations. All BCT routes have ADA accessible bus stops.
- All bus drivers are trained to provide assistance upon request.

- All buses are equipped with voice annunciation systems which provide on-board automatic voice announcements in English, Spanish and Creole. They announce bus stops, major transfer points and safety advisories.
- All signage, both inside buses and at bus stops, complies with ADA regulations.

Customers requesting transportation services are directed to fixed-route service provided by BCT. Those unable to use fixed-route service are encouraged to apply for TOPS! paratransit service. Disabled customers who can use fixed-route bus service for some trips are granted ADA conditional eligibility and use paratransit service only for trips where bus service is not accessible or navigable.

BCT provides service to 410 square miles within Broward County. BCT fixed-route buses connect with Palm Beach and Miami-Dade transit systems and Tri-Rail. BCT's fleet has ~~415~~ 383 fixed-route buses (all BCT buses are wheelchair accessible, and our bus operators provide assistance upon request) providing service on ~~43~~ 44 weekday routes and 67 community buses operated in partnership with 17 municipalities. BCT transports ~~24~~ 23 million passengers annually (~~65,743~~ 65,196 daily) with an annual service mileage of over 14 million miles. There are ~~43~~ 44 BCT Routes and 51 Community Shuttle Routes Monday-Friday. On Saturdays, service is reduced to 32 BCT directly operated Fixed Routes and ~~22~~ 23 Community Bus Routes. Service is further reduced on Sundays, with BCT providing rides on ~~32~~ 33 directly operated Fixed Routes and 5 Community Bus Routes. There are ~~4,588~~ 4,655 designated bus stops and ~~1,385~~ 1,231 bus stops have shelters with ads with a minimum of 50 shelters planned for construction in ~~2025.~~2026.

BCT provides service into Miami-Dade and Palm Beach Counties.

Fixed-route service into Palm Beach County includes Route 19 to Sandalfoot and Route 10 to Mizner Park.

Fixed-route service into Miami-Dade County includes Route 18, 441 Breeze and University Breeze to Golden Glades; Route 2, 207th Street and University Drive; and Routes 1, 28 and US 1 Breeze to Aventura Mall and 95 & 595 Express Buses from various Park & Rides to downtown Miami, Brickell, ~~and~~ Civic Center , and Miami Intermodal Center.~~.~~

BCT provides free Wi-Fi on all buses.

Transit Technology

Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL)

This computerized bus tracking technology locates buses in service. It allows real time monitoring of bus movements, better control of bus headway, closer schedule adherence tracking and ability to direct maintenance crews faster in the event of vehicle breakdown or loss of communication. This technology allows BCT to improve dispatch efficiency and reliability of bus service. In addition, extensive information is collected for planning purposes.

Status: CAD/AVL uses cellular communications to provide frequent location reports from the bus and provides more reliable voice communications. CAD/AVL also allows real-time bus tracking information to be shared via website, mobile application, and passenger advisory signs located at bus stops and terminals. BCT has a CAD/AVL system in fixed-route and community busses.

Automatic Passenger Counters (APC)

APCs count passengers when they board and exit buses. This technology enables BCT to develop or refine bus schedules and collect information for planning purposes. APCs reduce the cost of collecting ridership information. It increases the amount and quality of information obtained and permits continuous sampling of stop-by-stop ridership. APCs can be used to meet National Transit Database data reporting requirements for tracking ridership data, improving system on-time performance and to maximize operational efficiencies.

Status: BCT is exploring options to replace its existing Automatic Passenger Counter (APC) system with newer technology that will result in greater data quality and reliability. A new APC system will interface with the new CAD/AVL system currently being installed.

Real Time Transit Information

This technology provides better customer service by disseminating timely and accurate service information about projected bus arrival and departure times, disruptions and delays, transfers and other transportation services at select locations. It also provides customers other travel related information: date and time, transportation-related security information, updates during emergencies and public service announcements. Access to information is provided through media including Passenger Advisory Signs (PAS), smart phones, mobile devices, internet, and dynamic message signs strategically located at bus shelters, transit centers, major office buildings and shopping centers. Riders use real time information to choose how they travel (bus, car or rail), which route and when. This technology ties into BCT's primary function – to give the best customer service by helping travelers make efficient use of time while waiting for a bus. Knowing when a bus will arrive or depart helps reduce traveler anxiety.

Status: The CAD/AVL system enables BCT to disseminate and provide bus arrival and departure times, delays and other travel-related information to provide improved customer service. CAD/AVL project scope includes PASs at three (3) major transfer locations and real-time information delivered through Interactive Voice Response (IVR), website, email, text messaging and mobile phone apps.

Traffic Signal Priority System (TSP)

TSP is an ITS strategy providing buses preference at traffic signals when they arrive at intersections or under certain conditions. BCT expects this technology to reduce bus delays and maintain schedules with minimum impact on cross street traffic. TSP will improve mobility, reliability, schedule, and efficiency.

Status: BCT is actively collaborating with its regional partners such as FDOT and Broward MPO, as well as Broward County Traffic Engineering to determine its potential application and benefits. Transit Division will begin testing this technology with the traffic light system once the CAD/AVL system is fully operational.

TOPS! Paratransit Customers and Fixed Route Service

Eligible conditional status ADA paratransit customers may ride Broward County fixed-route buses free-of-charge without affecting their paratransit eligibility.

Broward County's fixed route service is the easiest and most affordable and economical way to travel throughout Broward County while the express bus service provides free, commuter park and ride locations, and travel along the major interstate highways to Miami on weekdays during morning and afternoon peak travel hours.

MyRide.Broward.org helps customers know when the next three buses will arrive at their location.

Customers needing assistance to plan a trip can call 954-357-8400 and be sure to tell the customer service agent:

- Where customer is (city, major intersection or address)
- Where customer would like to go (destination)
- What days of the week customer wants to travel
- What time of day customer will be traveling

Passengers who prefer online trip planning assistance for travel on BCT buses can log on to Google Transit™ at www.google.com/transit. BCT offers riders an online trip planner as an alternative to driving directions. Passengers start by entering the starting and ending destination and expected departure or arrival time. Google Transit™ will provide up to three (3) suggested trip plans featuring trip maps, transfer instructions, and estimated arrival times.

Fares and Passes

New Mobile-Friendly Fareboxes

All BCT buses have been retrofitted with mobile-friendly fareboxes. The new fareboxes make travel easier and more convenient for customers, who are now able to purchase a bus pass using their smartphone. The new fareboxes can process various forms of payments including mobile tickets, smart cards, and cash. Customers will also be able to connect with all South Florida Transportation systems.

BCT Mobile Ticketing ~~App~~
To purchase a ticket through the mobile ticketing app a customer needs to: 1. Download the ~~Broward County Transit Mobile Ticketing~~ RideBCT App or the SoFloGO App 2. Purchase ticket on customer's smartphone 3. Scan and ride. View the instructional video ~~https://www.broward.org/BCT/Pages/Mobile-Ticketing-App.aspx~~
https://www.broward.org/BCT/Fares/Pages/MobileApp.aspx

Mobile Ticketing Reduced Fare Pass Registration
In order to purchase reduced-fare electronic bus passes in the Mobile Ticketing App, you must visit one of our locations for a Customer Service Agent to create your account.

Mobile Ticketing Registration is available at the following locations:

- Government Center West
  1 North University Drive
  Plantation FL 33324
  Second Floor
  Hours: Monday - Friday, 9-11AM and 2-4PM
- Broward Central Terminal
  101 NW 1 Avenue
  Fort Lauderdale FL 33301
  Hours: Monday - Friday, 8AM - 5PM
- Lauderhill Transit Center
  1359 NW 40th Avenue
  Lauderhill FL 33313
  Hours: Monday - Friday, 8AM - 5PM
- Northeast Transit Center
  304 Dr. Martin Luther King Jr. Boulevard
  Pompano Beach FL 33060
  Hours: Monday and Wednesday: 6:30AM - 2:30PM; Friday: 11AM - 5PM

Required Documentation:
Original documentation ONLY (Photocopies will not be accepted)

- **Senior Fares (65 and older) -** Proof of age is required.
- **Medicare or Disability Fares -** Proof of disability is required
  - A valid government issued photo I.D. is also required. All Medicare cards, doctor letters and Government issued photo I.D. cards must be originals.
- **College Bus Pass –** Current college photo I.D. card or a current copy of the student's class schedule and a current photo I.D. is required.
- **Youth fares (18 years or younger) –** Proof of age is required.

The BCT Bus Pass is a credit-card size fare card with a magnetic swipe. It is a cost-savings pass for daily, unlimited travel for a specific period of time.

Adult Fares (Ages 19-64)

- One-way Cash Fare $2
- 3 Day Bus Pass $12
  Unlimited rides for 3 consecutive days. Starts the first day the card is swiped on the bus.
- 7 Day Bus Pass $20
  Unlimited rides for 7 consecutive days. Starts the first day the card is swiped on the bus.
- 10 Ride Bus Pass $20
  Expires after the 10th ride is taken.
- All Day Pass $5
  Available for purchase on the bus. Unlimited rides all day on BCT fixed routes.
- 31 Day Adult Bus Pass $70
  Unlimited rides for 31 consecutive days. Starts the first day the card is swiped on the bus.
- Premium Express one-way cash fare $2.65
- Premium Express 10 Ride Bus Pass $26.50
- Premium Express 31 Day Bus Pass $95

Senior Fares (65 and older)
Medicare or Disability Fares (proof of disability required)

- One-Way Cash Fare Reduced $1
- All Day Bus Pass Reduced $4
- 31 Day Bus Pass Reduced $40
- Premium Express One-Way Cash Fare Reduced $1.30

Proof of age is required for a senior fare.

BCT offers a Reduced Fare Photo I.D. Card to make it easier for persons age 65 years and older and disabled persons to qualify for the reduced bus fare.

Photographs for the Reduced Fare Photo I.D. Card program are taken at the Broward Central Terminal, 101 NW 1st Avenue, Fort Lauderdale, and at the Lauderhill Transit Center, 1359 NW 40th Ave. in front of the Lauderhill Mall, Lauderhill.

Hours are Monday, Tuesday, Thursday, Friday, 9AM to 4PM (closed for lunch 12:30 to 1:30PM) at the Customer Service Center.

Persons 65 years and older have the option of obtaining a Reduced Fare Photo I.D. Card or showing another acceptable form of identification with proof of age. To receive a Reduced Fare Photo I.D. Card, riders must prove eligibility according to these requirements:

For a BCT Disabled Reduced Fare Photo I.D. Card, proof of disability is required with a Medicare card or a dated letter from a doctor (on Doctor's letterhead) stating 50 percent or more permanent disability or a Social Security Award Letter (letter must have the wording 'disabled individual'). A valid government issued photo I.D. is also required. All Medicare cards, doctor letters and Government issued photo I.D. cards must be originals. No copies will be accepted.

Youth Fares (18 years or younger)

- One-Way Cash Fare Reduced $1
- All Day Bus Pass Reduced $4
- 31 Day Bus Pass Reduced $40
- Premium Express One-Way Cash Fare Reduced $1.30

All bus passes are not exchangeable, refundable or transferable. Damaged cards are invalid. Lost, stolen or damaged cards will NOT be replaced by BCT.

College Bus Pass

- 31 Day College Bus Pass $50

To purchase this pass, a current college photo I.D. card or a current copy of the student's class schedule and a current photo I.D. is required. The College Student bus pass is only available for sale at the Broward County Main Library (MN), North Regional/BC Library (NR), South Regional/BC Library (SR), Miramar Library (MI), Northwest Regional Library (NO), Tamarac Branch Library (TA), Alvin Sherman Library located at Nova Southeastern University, on some college campuses, and at the Central Bus Terminal and Northeast Transit Center.

All bus passes are not exchangeable, refundable or transferable. Damaged cards are invalid. Lost, stolen or damaged cards will NOT be replaced by BCT.
BCT partners with Broward County Homeless Initiative Partnership Administration to provide discounted bus passes, (50%), to agencies in Broward County serving homeless individuals. County Human Services provides BCT a list of agencies eligible to purchase discounted passes and is not a grant.

Transfers between regular BCT bus service and BCT Express bus service
Passengers using any BCT bus pass and transferring from a regular BCT route to an Express bus route, must pay a $1.00 upgrade fee. Passengers with a Premium bus pass do not have to pay the $1.00 upgrade fee. Passengers paying with cash, on a regular BCT bus route, will not be able to transfer to an Express bus route without paying the full premium fare when boarding the Express bus. Passengers using an All-Day bus pass will be required to pay the $1.00 upgrade fee when boarding Express buses.

Transfers from BCT to other South Florida Transit Systems
When boarding a BCT bus, passenger pays the appropriate BCT fare and may request a transfer from the bus operator if transferring to Miami-Dade Transit (MDT), Palm Tran or Tri-Rail.

Transfers to BCT to other South Florida Transit Systems
When transferring from MDT, Palm Tran and Tri-Rail to BCT regular fixed-route bus service, passenger pays $.50 with a transfer issued by MDT or Palm Tran and proof of fare payment such as Easy Card and receipt issued by Tri-Rail. Tri-Rail passengers boarding BCT at any locations other than at a Tri-Rail station will be required to pay the full fare.

Transfers between other South Florida Transit Systems and BCT Premium Express bus service
Transfers to MDT or Tri-Rail from Premium Express Service, a transfer is issued and passenger must pay appropriate MDT or Tri-Rail fare. Transfer from MDT or Tri-Rail to Premium Express Service, a $.50 transfer fee is required with the appropriate transfer from MDT or Tri-Rail. The Premium Express Service does not connect with Palm Tran. The Easy Card issued by MDT and Tri-Rail is not accepted as payment on any BCT bus.

Upgrade Transfer Policy
From BCT local to BCT Express: BCT bus pass plus $1 upgrade, pertains to holders of all BCT passes: All Day, 3 Day, 7 Day, 10 Ride, Adult 31 Day Regular, Adult 31 Day Senior, Disabled/Medicare, Youth and College Student Pass.

Bus Pass Purchase Online

Bus passengers and authorized vendors can purchase bus passes online after creating an "Access Broward" account. Visit https://www.broward.org/BCT/Pages/default.aspx and click on "Fares," then select "Bus Pass Purchase." Broward County Transit (BCT) bus passes can be ordered online by making an electronic payment. Transit riders can order only 10-Ride, 7-Day, 31-Day Adult, 10-Ride Premium and 31-Day Premium bus passes. Reduced fare bus passes (Youth/Senior/Disabled/Medicare/College Student) must be purchased in person at the main terminal or authorized vendor locations as valid I.D. is required for age, student status and/or disability verification. Authorized bus pass vendors are able to purchase all bus passes online with the exception of the All-Day bus pass which can only be purchased onboard the bus.
When an online purchase is made, the customer will be sent an e-mail confirming the order. Standard shipping via the U.S. Postal Service (USPS) is free. Authorized bus pass vendors have the option of bus passes being shipped for free by USPS or by secure delivery for a graduated rate.

Online orders are usually processed within three business days. For orders shipped within the U.S., please allow 7-10 business days to receive your bus pass.

Orders may be placed 24-hours-a-day, seven-days-a-week; however, orders placed after 2:00 p.m. on Friday, weekends or holidays will be considered received the following business day and will usually be processed within three business days.

Online transaction information is processed using a 128-bit "Secure Socket Layer" (SSL) certificate. This protection makes it extremely difficult – if not impossible – for anyone to intercept personal or credit card information.

All online bus pass purchases are final; bus passes cannot be exchanged or refunded. BCT does not assume responsibility or liability for bus passes that are lost during shipping. Under Florida law, e-mail addresses are public records. If customers do not want their account

registered email addresses released in response to a public records request, they should not register to purchase bus passes online.

BCT's Customer Relations and Communications Section develops and implements marketing, advertising and public relations programs to provide the public with information about current, new and enhanced bus service, special projects and events and benefits of riding public transportation. This section responds to a myriad of customer inquiries and provides personal trip planning through the customer information telephone center and Google Transit™ accessible on BCT's web site www.broward.org/bct.

Improvements are ongoing at https://www.broward.org/BCT/Pages/default.aspx. Its redesign and more user-friendly layout have resulted in continued increases of monthly visits. Enhancements include 'Transit Flash," a monthly e-newsletter sent to a customer e-mail database with up-to-date information online bus pass purchasing and translation from English to Spanish and Creole.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT? **X** Yes ☐ No

If YES, what is the goal? 120 riders per year

Is the CTC accomplishing the goal? ☐ Yes **X** No

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

Comments:

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

Minimum limits of One Million Dollars ($ 1,000,000.00) per occurrence combined single limit for Bodily Injury Liability and Property Damage Liability.

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

See TDSP, Appendix G, Operator Contract, Article 16

- HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

City of Miramar/Miramar Senior Services	~~$500.16~~ $501
NE Focal Point (Deerfield)	No trips performed
NW Focal Point (Margate)	$~~35,864~~ $40,688
Transportation America	~~$3,831,109.99~~$4,245,779
United Community Options (UCP)	~~$2,740.42~~ $603

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

☐ Yes **X** No

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

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

Comments:

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.
"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

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

Cost [CTC and Coordination Contractor (CC)]
See TDSP Appendix B, Providers and Coordination Contractors

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) ($ amount / unit)	NA				
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
AMBULATORY	$ ~~25.54~~ $24.55				
WHEELCHAIR	$ ~~43.78~~ $42.08				

Special or unique considerations that influence costs?
Explanation:

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

Cost [CTC and Transportation Alternative (Alt.)] NA

None known to CTC	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) ($ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes □ No

Rule 41-2

Findings: Recommendations:

COMPLIANCE WITH 41-2, F.A.C.
Compliance with Commission Standards ***"...shall adhere to Commission approved standards…"***

Review the TDSP for the Commission standards. **See TDSP, Appendix G, Paratransit Contract**

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	Rule 41-2.006 (4) (f), F.A.C.: A local toll free for complaints or grievance shall be posted inside the vehicle. The local complaint process be outlined as a section in the local Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local coordinating board. Local Policy: Services provided by BCT may be reached by calling BCT Customer Service Paratransit Services Section, (954) 357-8400 #2 or 1-866-682-2258 (toll free within Dade, Broward and Palm Beach Counties) hearing impaired–(954) 357-8302. FCTD has a TD Hotline available Monday through Friday, 8:00 a.m. to 5:00 p.m., 1-800-983-2435 or TTY 1-800-648-6084. The phone numbers are posted in all TOPS! vehicles and are also included in the *Rider's Guide*, which is sent to all TOPS! customers.
Vehicle Cleanliness	Rule 41-2.006 (4) (h), F.A.C.: Interior of all vehicles shall be free of 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. Local Policy: Broward County Vehicle Standards: It is the responsibility of CONTRACTOR to ensure each vehicle meets standards established in the TDSP, MOA, FCTD and Chapter 341.061(2)(a), Florida Statutes and Rules. The following are minimum standards which must be met by CONTRACTOR at all times while providing services: Vehicle exterior or is free of grime, oil or other substance, cracks, breaks, dents and damaged paint that noticeably detracts from the overall appearance of the vehicle. Body molding should be in place, or if removed, holes filled and painted. Interior shall be free from dirt, grime, oil, trash or other material which could soil items and protruding metal or other objects that could damage items. Passenger compartment is clean, free of torn upholstery or floor coverings, damaged or broken seats, protruding sharp edges and vermin or insects. All

Commission Standards	Comments
	vehicles shall be cleaned inside and out daily. Vehicles used in general service with capacity of fifteen (15) passengers or less cannot be more than five (5) years old.
Passenger/Trip Database	Rule 41-2.006 (4) (j), F.A.C.: Broward County passenger/trip database must be maintained or accessible by the BCT paratransit services section on each rider being transported within the system. Local Policy: Required Records: Call representative shall confirm or record the following in CTMS for each call: A) PIN #; B) confirm Name, Address, Phone Number and Emergency Contact; C) determine if call is for a complaint or transportation; D) Verify eligibility: E) Verify Pick-up location; F) Determine drop-off location; G) Determine date of travel; H) Verify if pick-up or appointment; I) Determine appointment time; J) Determine if PCA or companion is traveling; K) Recap information; L) Save to wait-list and advise caller they will receive an automated call the night before advising the pick-up time. Customer Pick Up: CONTRACTOR shall be required to provide door-to-door service. Drivers must go into lobbies or vestibules of buildings to locate and/or assist a customer; however, drivers are prohibited from entering residences. Sounding a horn at the curb shall be insufficient notification of a ride's arrival. When customer boards the vehicle, driver shall complete paperwork or utilize an alternate automated system indicating pickup. The following information, at a minimum, shall be recorded by driver: (A.) pick-up time (B.) vehicle odometer mileage; (C.) fare collected from passenger (D.) Other information as required by COUNTY. Section 15 Filing: Pursuant to FTA's standards for precision, accuracy and accountability, COUNTY is required to report data to National Transit Database (Section 15 data). As required by FTA or COUNTY, CONTRACTOR shall collect Section 15 data and other "service supplied" information or "service consumed" information, as terms are defined in Section 15 of FTA Regulations. CONTRACTOR shall be responsible for collection of financial and operational data, including on-board operational and passenger related data and transmittal to COUNTY on COUNTY approved forms as follows: (A.) Operational and passenger related data

Commission Standards	Comments
	shall be submitted to COUNTY no less than weekly (B.) Financial data shall be submitted to COUNTY no less than quarterly and (C.) Designated service supplied data shall be submitted to COUNTY thirty (30) days prior to termination of COUNTY'S fiscal year. All source documents for Section 15 filings shall be subject to audit and shall be maintained by CONTRACTOR for five (5) years following final payment under this Agreement.
Adequate seating	Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit service 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. Local Policy: Availability: "Availability" shall mean a measure of capability of transit system to be used by potential patrons such as hours system is in operation, route spacing, seating availability and pick-up and delivery time parameters. Denials/Refusal of Service: CONTRACTOR may refuse to provide contracted paratransit service if vehicle capacity is insufficient to accommodate users at the time they wish to travel. When service is refused for vehicle capacity reasons, CONTRACTOR will notify the Call Center. Call Center will make other arrangements to provide the requested trip including contacting Customer. Wheelchair to Seat Transfer: CONTRACTOR may ask customers who use wheelchairs if they wish to transfer from wheelchair to seat. Such transfer is at the discretion of the customer and service may not be refused or denied based upon decision of customer. Accessibility: CONTRACTOR shall provide sufficient dedicated vehicles, which shall include but not be limited to, an appropriate number of vehicles equipped with lift or ramp, wheelchair securement devices and spare vehicles to maintain service in case of vehicle

Commission Standards	Comments
	breakdowns, suitable for transportation of customers to meet requirements specified in this Agreement. All vehicles, wheelchair lifts or ramps and wheelchair securement devices used for paratransit service shall meet all applicable ADA regulations, be approved by COUNTY and are subject to annual COUNTY inspection. CONTRACTOR shall meet or exceed standards and requirements for accessible vehicles set forth in Architectural and Transportation Barriers Compliance Board (ATBCB) as published in 49 CFR Section 37.161, 37.163, 37.167, 37.169,38.21 and 38.23-38.33, on September 6, 1991. Failure to provide adequate vehicles to meet terms and conditions of this Agreement may result in termination of Agreement as provided by Article 15 herein.
Driver Identification	Rule 41-2.006 (4) (l), F.A.C.: 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 specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transport the rider on a recurring basis. Each driver must have a photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. Local Policy: Trip Delivery: Safety of driver, riders, public and a positive experience for the rider and driver are of primary importance to COUNTY. CONTRACTOR shall ensure drivers provide service as follows: Wear either company photo identification or name badge, patch, inscription with the name of the company/driver and, at Contractor's option, a company designated uniform.
Passenger Assistance	Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. Boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the door. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver. Local Policy: Customer Pick Up: CONTRACTOR shall

Commission Standards	Comments
	be required to provide door-to-door service. Drivers must go into lobbies or vestibules of buildings to locate and/or assist customer; however, drivers are prohibited from entering residences. Sounding a horn at the curb shall be insufficient notification of a ride's arrival. When customer boards the vehicle, driver shall complete paperwork, or utilize an alternate automated system, indicating pick-up has been made. The following information, at a minimum, shall be recorded by the driver: (A.) pick-up time (B.) vehicle odometer mileage (C.) fare collected from passenger; (D.) Other information as required by COUNTY. Door-to-Door Service: Customers shall be provided door-to-door service as defined by Article I herein. Sounding the horn at the curb shall not be acceptable as sufficient notification of driver's arrival. Door, used herein, shall be building's door, not an individual office or apartment door located within a building. Customer Assistance: Boarding and disembarking assistance shall be provided to any customer. Driver shall go to door, announce his or her arrival (e.g., face-to-face or by intercom) and provide any additional assistance which will ensure customer's safe passage to and from vehicle and vehicle seat. Even if customer indicates he or she does not require driver's assistance, driver shall take necessary precautions to ensure customer's safe passage. Trip Delivery: Safety of driver, riders and public and a positive experience for rider and driver, are of primary importance to COUNTY. CONTRACTOR shall ensure drivers provide service as follows: Provide courteous and safe assistance to riders. Drivers: Driver Training Program must include a minimum of eighty (80) hours of training prior to (scheduled classroom training such as Defensive Driving may be accomplished during the first thirty (30) days of employment, due to class scheduling considerations) driving a service vehicle. All drivers providing service under this Agreement must be employees of CONTRACTOR and use of independent contractors is not allowed. Training must include, in addition to training requirements for all employees as set forth above, instruction in: Passenger Assistance Technique Certification or an equivalent course which must be approved by COUNTY prior to service delivery. Training

Commission Standards	Comments
	shall include elderly and disabled customer sensitivity, awareness and communications, passenger relations and assistance, hands-on assistance to visually impaired and dealing with service animals (guide dogs), assistance with mobility equipment including wheelchairs, scooters, walkers, canes, crutches, braces, etc.
Smoking, Eating and Drinking	Rule 41-2.006 (4) (n), F.A.C.: Smoking is prohibited in any vehicle. Local Policy: Broward County Vehicle Standards: It is CONTRACTOR's responsibility to ensure each vehicle meet standards established in the TDSP, MOA, FCTD and Chapter 341.061(2)(a), Florida Statutes and Rules. The following are minimum standards which must be met by CONTRACTOR at all times while providing services: No smoking in vehicle.
Two-way Communications	Rule 41-2.006 (4) (p), F.A.C.: All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after May 1, 1996. Local Policy: Broward County Communication: CONTRACTOR shall be required to provide a base radio station and two-way mobile radios and/or cellular telephones for CONTRACTOR owned vehicles and sufficient portable two-way radios and/or cellular telephones to enable office and field supervisors to communicate with each other and dispatch staff.

Commission Standards	Comments
Air Conditioning/Heating	Rule 41-2.006 (4) (q), F.A.C.: All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance after May 1, 1996. Local Policy: Vehicle Standards: It is CONTRACTOR's responsibility to ensure each vehicle meet standards established in the TDSP, MOA, FCTD and Chapter 341.061(2)(a), Florida Statutes and Rules. The following are minimum standards which must be met by CONTRACTOR at all times while providing services: Vehicles are to be equipped with operable air-conditioning system. If air conditioning system becomes inoperable during the day, vehicle may continue to provide service only for the remainder of that day.
Billing Requirements	Rule 41-2.006 (4) (i), F.A.C.: Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined by the local Coordinating Board and provided in the local Service Plan. All bills shall be paid within 15 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator is a non-governmental agency. Local Policy Compensation: COUNTY shall compensate CONTRACTOR for services rendered in full compliance with terms and conditions of this Agreement. Compensation: CONTRACTOR shall be compensated for services delivered pursuant to terms and conditions of this Agreement as follows: Payment: COUNTY will remit payment to CONTRACTOR within thirty (30) days from date each report is received pursuant to Article 7.1. COUNTY shall comply with provisions of the "Florida Prompt Payment Act" as required by Section 1-51.6 of Broward County Code of Ordinances. Per contract language, "COUNTY shall remit payment to CONTRACTOR within thirty (30) calendar days of receipt

Commission Standards	Comments
	of CONTRACTOR's completed monthly report and proper invoice as set forth in Article 8. COUNTY shall comply with provisions of the "Florida Prompt Payment Act" as required by Section 1-51.6 of Broward County Code of Ordinances." Disincentives: COUNTY shall reduce payment to CONTRACTOR by any disincentive deduction assessed for failure to comply with service, performance or maintenance requirements as specifically set forth by this Agreement. Reimbursement: COUNTY shall not process or remit payment for any reimbursement after sixty (60) days of the actual trip date. Noncompliance: In the event of failure by CONTRACTOR to comply with any requirement of this Agreement, COUNTY shall withhold payment until CONTRACTOR is determined to be in compliance. Noncompliance shall include, but not be limited to, the following: (A.) Services were improperly rendered. (B.) CONTRACTOR failed to meet service specifications. (C.) Services were otherwise questionable. Fare Structure: COUNTY shall determine customer fare structure for each service trip. COUNTY retains right to implement and CONTRACTOR shall comply with fare adjustments. Fare Collection: CONTRACTOR is responsible for collection of fares due and owing from customer, maintenance of records and deposit receipts for fares collected, as per terms and conditions of this Agreement. CONTRACTOR shall accept all means of payment approved from time to time by COUNTY including, but not limited to, cash, passes, tickets, transit punch cards, transfers and electronic transit fare cards. All fares are collected as customer boards vehicle. Customers must pay exact fare when boarding and vehicle operators are not permitted to make change. Drivers will not be permitted to accept gratuities. Billing Functions: Billing functions shall be performed through CTMS.

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.
Compliance with Local Standards ***"...shall adhere to Commission approved standards..."***

Review the TDSP for the Local standards. **See TDSP, Appendix G Paratransit Contract**

Local Standards	Comments
Transport of Escorts and dependent children policy	Rule 41-2.006 (4) (b), F.A.C.: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan. Local Policy: Broward County complies with the transport of escorts and dependent children policy. Escort/PCA: "Escort/PCA" shall mean a person traveling as an aide to facilitate travel by a person with a disability. PCAs may include, but are not limited to, nurses, caretakers~~,~~ and parents of customers. Pursuant to 42 CFR 37.125(i), customer shall indicate, at time of registration, whether or not he or she travels with a PCA. No fare shall be collected from an Escort/PCA. "Mobility Aids" shall mean a device or animal used by a person to facilitate travel, including, but not limited to, Escort/PCA, wheelchair, walker, cane or service animal. Children younger than five (5) years old must be transported in an appropriate car seat. All eligible customers and companions, including children, must pay the one-way fare. CTC does not provide child safety seats. Children under eighteen (18) are not permitted to ride in the front seat of a paratransit vehicle.
Use, Responsibility and cost of child restraint devices	Rule 41-2.006 (4) (c), F.A.C.: Use of child restraint devices shall be determined locally as to their responsibility~~,~~ and cost of such device in the local Service Plan. Local Policy: Broward County complies with use of child restraint devices. Child Restraints: As required by the Child Passenger Protection Act, the following requirements apply when transporting children: Children Under One (1) Year of Age: Children under one (1) year of age must be buckled into a federally-approved child safety seat when they ride in the back seat. Children One-to-Five Years of Age/Front Seat: Children under eighteen (18) are not permitted to ride in the front

Local Standards	Comments
	seat of a paratransit vehicle. Children One-to-Five Years of Age/Back Seat: Children one (1)-to-five (5) years of age must ride in a federally-approved child passenger restraint until they are at least 5 years old and weigh more than 40 pounds. Children weighing more than 40 pounds but less than 8 years old or less than 4'9' tall must ride in a booster seat. CONTRACTOR is not required to provide a child safety seat. CONTRACTOR shall refuse to transport any child under five (5) years of age when a child safety seat is not provided by customer or responsible party. This information shall be documented on drivers' log and shall be considered a customer no show. CONTRACTOR agrees to comply with any subsequent provisions of this policy.
Out-of-Service Area trips	Rule 41-2.006 (4) (g), F.A.C.: Out of Service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips. Local Policy: Delivery of transportation service in Broward County continues to evolve into a multi-provider, intermodal, intercounty and coordinated system. BCT has service into Miami-Dade and Palm Beach Counties. The three (3) counties have designated several transfer locations for customers to transfer across service areas. The counties have an intercounty service agreement for paratransit delivery. Broward County works cooperatively with paratransit customers from other counties and states who request visitor status and show proof of current paratransit eligibility.
CPR/1st Aid	Rule 41-2.006 (4) (r,s), F.A.C.: Cardiopulmonary resuscitation policy shall be determined locally and provided in the local Service Plan. First aid policy shall be determined locally. Local Policy: Broward County complies with locally established emergency medical policy. Proper response to emergency medical needs of riders is to immediately contact 911.
Driver Criminal Background Screening	FCTD Standards Training Manual states: "A policy establishing the minimum driver criminal background screening to be performed should be developed and addressed in the service plan." It should be noted that this standard is not required by Rule 41-2 of the F.A.C., the Memorandum of Agreement or the Coordinated

Local Standards	Comments
	Transportation Contracting Instruction. Local Policy: Broward County Driver Roster: CONTRACTOR shall provide COUNTY with updated Driver Rosters by the twentieth (20th) calendar day of each month. Each roster shall indicate driver's name, date of hire, training dates, last Drug & Alcohol test, MVR review date and date of latest criminal record check. Driver Training: CONTRACTOR must provide COUNTY with evidence all drivers have completed the training program offered by CONTRACTOR prior to driver providing service. This training shall be included as part of the monthly operating summary package. Additionally, drivers shall be required to participate in a driver training program which may be developed by COUNTY. CONTRACTOR will receive information regarding any COUNTY program. CONTRACTOR shall require all personnel providing transportation under the Agreement to possess the following, which shall be filed with COUNTY Contract Administrator prior to–driver providing paratransit service: Current, valid Broward County Chauffeur's Registration in accordance with the requirements of Chapter 22-1/2, Broward County Code of Ordinances. COUNTY shall request State of Florida MVRs for CONTRACTOR'S drivers on a periodic basis. If report shows evidence of violations, COUNTY shall promptly notify CONTRACTOR and the Taxi Section of COUNTY Consumer Affairs Division. CONTRACTOR shall have procedures to periodically review driver's MVR's. Compliance shall be monitored by CTC. Background check completed biannually when the chauffeur’s license is renewed.
Rider Personal Property	Rule 41-2.006 (4) (d), F.A.C.: Passenger property that can be carried by the passenger and/or driver in one (1) trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices or intravenous devices. Local Policy Personal Belongings: "Personal Belongings" shall mean passenger property carried by passenger and safely stowed for transport with the passenger at no additional charge. "Personal Belongings" do not include for

Local Standards	Comments
	purpose of this definition wheelchairs, child seats, stretchers, secured oxygen or personal assistive devices. Personal Property in Vehicles: Any personal property of a customer found in a vehicle shall be retained by CONTRACTOR for a minimum of sixty (60) days after which, with prior approval of COUNTY, CONTRACTOR may dispose of said property.
Advance reservation requirements	Local Policy Advanced Reservation Service: "Advanced Reservation Service" shall mean service which is reserved by the customer one (1) to three (3) days in advance. Same Day Service: "Same Day Service" shall mean service is provided on the same day a request for service is made. "Same Day Service": Requests for service made on the same day may be provided at the discretion of County and TOPS! Reservation Center. County attempts to make every reasonable effort to accommodate same day trip requests.
Pick-up Window	Local Policy On Time: "On Time" shall mean service vehicle arriving within fifteen (15) minutes before or fifteen (15) minutes after pick-up time recorded at time of the scheduled trip request. For example, a pick-up is scheduled at 10:15 a.m. Customers shall expect to be picked-up between 10:00 a.m. and 10:30 a.m. Vehicle is on time if it arrives no earlier than 10:00 a.m. and no later than 10:30 a.m. Window: "Window" shall mean the period of time allowed prior to and after scheduled time of pick-up of any rider(s). Reservation Hours (Reservations): Requests for Service shall be made available to caller by TOPS! Reservation Center through a telephone operator, seven (7) days-a-week between 8:00 a.m. and 5:00 p.m. Reservations shall be available to client by TOPS! Reservation Center through reservation agents or online. Eligible customers must reserve paratransit service one (1) to three (3) days prior to the date of desired trip. Pick-up window will be communicated to client via automated telephone call the evening prior to the trip. Reservations shall be available to client by TOPS! Reservation Center through reservation agents or online. See TOPS! Rider's Guide for step-by-step on-line reservation details. Riders' Guide available at https://www.broward.org/BCT/Pages/Paratransit.aspx

Local Standards	Comments
	Scheduling and Dispatching: All trips must be scheduled by TOPS! Reservation Center and dispatched through CONTRACTOR's local dispatch facility using COUNTY supplied CTMS. The following requirements pertain to scheduling and dispatching: If CONTRACTOR fails to deliver client on time, client shall not be penalized for the return trip if he/she cannot be ready at the scheduled return pick-up time. A window of thirty (30) minutes will be from time client is ready for his/her return trip.
On-Time Pick Up and On-Time Arrival	On-Time Pick Up and On-Time Arrival – The Vehicle arrives at the designated pick-up location within the Pick-Up Window as established by the CTMS or earlier or the drop off location by the appointment time as requested by the customer.

Measurable Standards/Goals	**Standard/Goal**	**Latest Figures**	**Is the CTC/Operator meeting the Standard?**
Public Transit Ridership: Travel Training Program	CTC Travel Training 120	0	NO
Public Transit Ridership: Bus Pass Program	CTC Bus Pass	~~19,319~~ 20,183	N/A
On-time performance:	CTC 07/01/202~~3~~4-06/30/202~~4~~5	% ~~89.20%~~ 88.15%	NO
Accidents: Reported from the current AOR	CTC 2.5/100,000 miles	~~1.17~~ .56	YES

Measurable Standards/Goals	Standard/Goal	Latest Figures	Is the CTC/Operator meeting the Standard?
Road calls: Reported from the current AOR	CTC	~~102~~ 230	N/A
Average Age of Fleet: CTC records	CTC	100% Fleet < 10 years old	
Complaints: Rider complaints as reported to CTC (excluding WMR).	CTC 0.2% of trips delivered in a calendar month	Program wide: .2%	
	Transportation America	~~.38%~~ .43	NO
Call -Hold Time:	CTC <90 seconds		
Inktel Direct, TOPS! Reservation Center: *Per Ducati Reporting System.	TOP's Reservation Center < 90 seconds	seconds* ~~11 seconds~~ 29 seconds	YES

Florida Commission for the Transportation Disadvantaged

CTC Expense Sources

County: Broward
Fiscal Year: 07/01/2023 - 06/30/2024

CTC Status: Complete
CTD Status: Complete

CTC Organization: Broward County

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	$1,233,807	$2,322,943	$3,556,750	$994,602	$2,383,747	$3,378,349
Fringe Benefits	$431,548	$671,329	$1,102,877	$319,441	$803,005	$1,122,446
Services	$216,093	$501,336	$717,429	$191,276	$382,155	$573,431
Materials & Supplies Consumed	$3,668,731	$758,015	$4,426,746	$3,188,817	$789,475	$3,978,292
Utilities	$259,121	$42,654	$301,775	$78,189	$64,663	$142,852
Casualty & Liability	$0	$786,664	$786,664	$0	$855,104	$855,104
Taxes	$75,392	$2,505	$77,897	$60,407	$3,891	$64,298
Miscellaneous	$3,317	$23,750	$27,067	$6,471	$117,734	$124,205
Interest	$0	$1,100	$1,100	$0	$22,366	$22,366
Leases & Rentals	$0	$4,033	$4,033	$0	$28,315	$28,315
Capital Purchases	$0	$57,139	$57,139	$0	$147,307	$147,307
Contributed Services	$0	$64,801	$64,801	$0	$21,401	$21,401
Allocated Indirect Expenses	$0	$112,094	$112,094	$0	$61,848	$61,848
Purchased Transportation Services						
Bus Pass	$734,858	N/A	$734,858	$629,965	N/A	$629,965
School Board (School Bus)	$0	N/A	$0	$0	N/A	$0
Transportation Network Companies (TNC)	$0	N/A	$0	$0	N/A	$0
Taxi	$0	N/A	$0	$0	N/A	$0
Contracted Operator	$36,496,867	N/A	$36,496,867	$32,342,406	N/A	$32,342,406
Total - Expense Sources	$43,119,734	$5,348,363	$48,468,097	$37,811,574	$5,691,011	$43,492,585

County: Broward CTC Status: Submitted CTC Organization: Broward County

Fiscal Year: 07/01/2024 - 06/30/2025 CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	$ 1,456,577	$ 2,451,282	$ 3,907,859	$ 1,233,807	$ 2,322,943	$ 3,556,750
Fringe Benefits	$ 521,294	$ 614,384	$ 1,135,678	$ 431,548	$ 671,329	$ 1,102,877
Services	$ 450,795	$ 354,025	$ 804,820	$ 216,093	$ 501,336	$ 717,429
Materials & Supplies Consumed	$ 3,825,701	$ 776,585	$ 4,602,286	$ 3,668,731	$ 758,015	$ 4,426,746
Utilities	$ 260,226	$ 49,156	$ 309,382	$ 259,121	$ 42,654	$ 301,775
Casualty & Liability	$ 0	$ 901,492	$ 901,492	$ 0	$ 786,664	$ 786,664
Taxes	$ 89,509	$ 1,459	$ 90,968	$ 75,392	$ 2,505	$ 77,897
Miscellaneous	$ 3,107	$ 15,697	$ 18,804	$ 3,317	$ 23,750	$ 27,067
Interest	$ 0	$ 4	$ 4	$ 0	$ 1,100	$ 1,100
Leases & Rentals	$ 0	$ 4,965	$ 4,965	$ 0	$ 4,033	$ 4,033
Capital Purchases	$ 0	$ 80,396	$ 80,396	$ 0	$ 57,139	$ 57,139
Contributed Services	$ 0	$ 36,375	$ 36,375	$ 0	$ 64,801	$ 64,801
Allocated Indirect Expenses	$ 0	$ 167,972	$ 167,972	$ 0	$ 112,094	$ 112,094
Purchased Transportation Services						
Bus Pass	$ 699,736	N/A	$ 699,736	$ 734,858	N/A	$ 734,858
School Board (School Bus)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Transportation Network Companies (TNC)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Taxi	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Contracted Operator	$ 47,893,867	N/A	$ 47,893,867	$ 36,496,867	N/A	$ 36,496,867
Total - Expense Sources	$ 55,200,812	$ 5,453,792	$ 60,654,604	$ 43,119,734	$ 5,348,363	$ 48,468,097

Worksheet 2

1. Inventory of Transportation Operators in the Service Area

** Number fluctuates. Definition of operators in the area would have included those in the region and we do not collect that data.	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	** unknown	12	~~238,028~~ 249,472	~~12~~% 11%
Private For-Profit	** unknown	1	~~877,607~~ 980,588	~~42~~% 44%
Government	** unknown	~~6~~5	~~100,964~~ 103,014	5 %
Public Transit Agency – Bus Pass trips	1	1	~~848,819~~ 871,101	~~41~~% 40%
Total	1	~~20~~ 19	~~2,065,498~~ 2,204,145	100%

2. How many of the operators are coordination contractors? _~~18~~17_

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

   Does the CTC have the ability to expand? Yes

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

   Renewed Coordination Agreements:
   Ann Storck Center October 18, 2021
   Christina G Smith Mental Health Foundation October 18, 2021
   City of Pembroke Pines October 18, 2021

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

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

1	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties
	Requests for Letters of Interest

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

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

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

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

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? Advertised on County website and followed County RFP publication and solicitation process.

   How many responded? 7 for service providers, 2 bids for call center

   The request for bids/proposals was distributed:

   X Locally X Statewide X Nationally

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

Level of Availability (Coordination) Worksheet 3

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

Coordinated plans for transporting the TD population are described in Broward County's TDSP. The TDSP is updated annually by the MPO and CTC and adherence to the plan is closely monitored. **See the Introduction and Service Analysis of the current TDSP here: https://www.browardmpo.org/major-initiatives/transportation-disadvantaged-services**

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

Coordinated plans for transporting the TD population are described in Broward County's TDSP. The TDSP is updated annually by the MPO and CTC and adherence to the plan is

closely monitored. For the MPO's current Public Participation Plan, please see: https://browardmpo.org/index.php/core-products/public-participation-plan-ppp. To view the current TDSP plan, please visit: https://www.browardmpo.org/major-initiatives/transportation-disadvantaged-services

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

TD Trips - Pursuant to Chapter 427 Florida Statutes, Broward County as the CTC under direction from CTD and in cooperation with the LCB, developed local eligibility guidelines. The CTC requires a written application for TD eligible customers, of whom there were 304 ~~186~~ registered customers with TOPS! Door to door paratransit service and 3,771 ~~3,650~~ registered customers for the TD Bus Pass Program. The CTC and LCB have an established Complaint and Grievance Procedure for applicants and customers. Applicant may request a review of the application by the CTC program director. TOPS! performed ~~251,434~~ 276,054 TD trips.

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

ADA: ADA Eligible Trips - BCT is responsible for providing complementary paratransit services under the Americans with Disabilities Act of 1990. Customers under this service are eligible based upon Federal ADA Rules and Regulations. There ~~were~~ ~~6,632~~ 6,385 active eligible ADA customers registered with TOPS! paratransit service. TOPS! performed ~~626,233~~ 704,504 complementary ADA trips.

ADA eligibility is determined by applicant's functional limitations in demonstrating ability to use a fixed-route bus and/or navigate the fixed-route system. Applicants complete a written application. A physician of the applicant's choice completes the medical section. Completed applications are reviewed by a third-party BCT-contracted medical functional assessment facility. Those applicants not receiving presumptive approval are sent for an assessment to determine appropriate service - ADA paratransit or fixed-route bus service. Assessments are conducted by a team of specifically trained professionals including physical and occupational therapists and comprise functional, cognitive, visual and respiratory evaluations. Applicants who qualify and are enrolled in ADA paratransit service must apply for re-certification every three (3) to five (5) years. The CTC has established an eligibility appeals board that meets as needed. BCT's Paratransit Services Section staff processed ~~9,400~~ 9,624 applications and approved ~~6,451~~ 7,274 applications for ADA and TD paratransit service this reporting period.

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

Telephone Services:
Courteous and Polite Dealings: TOPS! Reservation Center shall ensure personnel assigned to service telephone lines maintain a courteous and polite attitude relating to services. All personnel assigned to service telephone lines shall announce their names in all telephone calls related to services addressed within this Agreement.

Full Access To Service: Customers (within service area) shall be provided full, easy and toll-free access to paratransit services. Full access shall include Telephone Devices for the Deaf (TDD), and/or use of the Florida Relay Service provided by BellSouth (1-800-955-8770).

TOPS! Reservation Center shall have staff trained in proper TDD usage and available to answer during all service hours.

Customer Telephone Line: Client reservation telephone lines shall be exclusively utilized for paratransit service client services and shall not be used by TOPS! Reservation Center for any other purpose. Telephone lines must be answered by properly trained staff during all service hours.

Answering and On-Hold Time Standards: TOPS! Reservation Center shall establish a system to ensure calls shall be answered within five (5) rings and on-hold time shall be kept at minimum while customers are booking transportation. Maximum hold time shall be defined as no more than ninety (90) seconds. TOPS! Reservation Center shall establish a plan detailing–how on-hold times may be kept to a minimum. This plan shall include maximum estimated hold times for both peak and off-peak travel times. Approximate peak times on weekdays are 6:00 a.m. until 9:00 a.m. and 3:00 p.m. until 5:00 p.m.
Reporting Function: TOPS! Reservation Center shall have a reporting function on the telephone system which measures: number of calls by function, average length of call, hold times, abandoned calls, cancellations and other reporting capabilities.

Hotline: TOPS! Reservation Center shall provide a "hotline" telephone number (unpublished) for exclusive use by COUNTY staff. Telephone hotline shall provide for direct communication in resolving day-to-day operational issues and shall be active and functioning during all hours of service delivery. The hotline shall be answered within five (5) rings and on-hold time shall be kept at a minimum. Maximum on-hold time shall be defined as no more than ninety (90) seconds. Hotline telephone number shall be supplied to COUNTY prior to initiating service and shall not be provided to other parties.

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

Reservation Hours (Reservations): All requests for service shall be made available to client through TOPS! Reservation Call Center at 1-866-682-2258 or online. Reservations service operates seven (7) days-a-week between 8:00 a.m. and 5:00 p.m. and online reservations are available twenty-four (24) hours a day, seven (7) days a week. Eligible customers shall reserve paratransit service one (1) to three (3) days prior to requested date of service. Next day reservations must be completed before 5 p.m. Pick-up times may be negotiated provided all negotiations comply with ADA regulations. Passengers will receive their Service Window for each trip the night before travel, between 5 p.m. and 9 p.m., through an automated system. If the Service Window provided is not convenient and the passenger would like to negotiate a different time or wishes to cancel the trip, they must contact the Call Center. The system will call the passenger via the most current phone number(s) on file. If the passenger has an answering machine or voicemail, the system will leave a message. When the vehicle is approximately ten (10) minutes away from the passenger's location, the passenger will receive an automated Advanced Arrival Reminder Notification call.

Reservations shall be available to client by TOPS! Reservation Center through reservation agents or online www.mytopstrips.org. See TOPS! Rider's Guide for step-by-step on-line reservation details. The Riders' Guide is available at www.broward.org/BCT (select "Paratransit").

All reservations are booked into CTMS-at the actual time of request and required data fields are updated, verified and entire reservation is read back to client for their approval. All reservations received during the day at TOPS! Reservations Center are constantly monitored and scheduled for efficiency, effectiveness and productivity.

Required Records: For each call, call taker shall, at a minimum, record the following information on the CTMS reservation screen:

A. Name of client.

B. Appropriate funding component of service.

C. Client's Paratransit Service Identification Number.

D. Pick-up location.

E. Drop-off location.

F. Desired drop-off time/appointment time

G. Telephone number where caller can be reached.

H. Number in party (including PCA and/or companion).

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

Trip/client/ allocations are determined during contract negotiations prior to execution of the agreement between CTC and transportation operators. Please note assigned site locations were voided at the start of the current Paratransit contract effective 1/1/2015.

Scheduling – How is the trip assignment to vehicles coordinated?

Scheduling: All trips must be scheduled through TOPS! Reservation Center. CONTRACTORS locally dispatch from Call Center supplied CTMS manifest. The following are requirements pertaining to scheduling and dispatching:

A. Client is not permitted to request a specific driver.

B. Appointment times and locations shall be confirmed with caller at time trip is reserved.

C. Any changes made to an existing reservation shall be accompanied by supporting documentation a CTMS entry.

D. If CONTRACTOR fails to deliver client to appointment on time, client shall not be penalized for return trip in the event client cannot be ready at scheduled return pick-up time. A window of thirty (30) minutes shall be given in situations involving late delivery to appointments from time client is ready for return trip.

E. A minimum sixty (60) minute wait is required between the client's appointment time and the client's next pick-up time.

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

Transportation providers are responsible for the actual provision of services set forth in their formal agreements with CTC.

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

Scheduling: All trips must be scheduled through TOPS! Reservation Center. CONTRACTOR's dispatchers are required to communicate with drivers per Local Policy: Broward County Communication: CONTRACTOR shall be required to provide a base radio station and two-way mobile radios and/or cellular telephones for CONTRACTOR owned vehicles and sufficient portable two-way radios and/or cellular telephones to enable office and field supervisors to communicate with each other and dispatch staff.

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

CTC staff monitors performance of transportation operators through on-site visits, random audits of trip records, examination of invoices and monthly reports, customer complaints and careful monitoring of contractual service standards.

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

CTC staff, customer service representatives, MPO staff, other County staff and contracted operators work very closely together and with customers to resolve day-to-day service issues that arise, often with immediate resolution. CTC staff coordinates and documents all efforts.

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

CTMS tracks and reports coordination of trips.

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

Invoices are generated by CTMS, reviewed for accuracy and approved by CTC staff and processed for payment by BCT.

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

Reporting requirements are specified in formal agreements with operators and coordination contractors. CTC staff compiles, examines and approves all reports.

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

Administration services related to the program (eligibility, customer service, and quality control) are performed by CTC. The operators' Scope of Services is related to on-street performance.

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

Information is shared during meetings with three boards/committees: the Broward County Advisory Board for Individuals with Disabilities, South Florida Regional Transportation Authority's ADA Advisory Committee, and the Broward MPO through the LCB as well as presentations at the Commission for Transportation Disadvantaged annual workshops for

CTD staff and transportation professionals. Information is also shared with the following organizations in Broward County: Agency for Persons with Disabilities, Division of Blind Services, CareerSource Broward, Center for Independent Living, Vocational Rehab, Park 7 Veterans Club of Coral Springs, Veterans Affairs Voluntary Service (VAVS) Kling Clinic, South Florida AIDS Network (SFAN), Rock Island HOA, The Preserve at Palm-Aire, Learning Center for Vision Impaired Seniors, Lighthouse of Broward, National Federation of the Blind of Broward County, Davita Inc., Plantation Kidney Center, FMC Fresenius Dialysis Center, Tamarac Artificial Kidney Center, Cleveland Clinic , University of Miami (Deerfield Beach location), Memorial Health Systems, Holy Cross Hospital, South Florida Wellness Network, Jubilee, Broward Partnership – Fort Lauderdale, Broward Outreach – Hollywood, LifeNet, House of Hope,Club 55+ Senior Citizens "Coffee & Conversation" City of Fort Lauderdale, City of Pembroke Pines - Southwest Focal Point Senior Center, Northeast Focal Point, Northwest Focal Point, Tamarac Community Center and The Quest Center. Additionally, TD program information and applications can be found on our website: www.broward.org/BCT

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

CTC has one (1) formal service contract agreements with operators of the paratransit system and ~~18~~17 formal agreements with all coordination contractors.

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: _____

Please list any special guests that were present: _____

Location: _____

Number of Passengers picked up/dropped off: _____

Ambulatory _____

Non-Ambulatory _____

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

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

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

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

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

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

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

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

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

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

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

Did the driver properly use the lift and secure the passenger? ☐ Yes ☐ No
If no, please explain:

CTC: Broward County Transit County: Broward

Date of Ride: _____

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

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

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: _____ County: BROWARD

Date of Call: / / Funding Source: _____

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

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

If so, how much? _____

3) How often do you normally obtain transportation? □ Daily - 7 Days a Week
□ 1-2 Times/Week □ 3-5Times/Week □ Other

4) Have you ever been denied transportation services? □ Yes □ No
If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services? □ None □ 3-5 Times □ 1-2 Times □ 6-10 Times
If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?
□ Ineligible □ Space not available
□ Lack of funds □ Destination outside service area
□ Other _____

5) What do you normally use the service for?
□ Medical □ Education/Training/Day Care
□ Employment □ Life-Sustaining/Other
□ Nutritional

6) Did you have a problem with your trip on _____?
□ Yes If yes, please state or choose problem from below
□ No - If no, skip to question # 6
What type of problem did you have with your trip?
□ Advance notice □ Cost
□ Pick up times not convenient □ Late pick up-specify time of wait
□ Assistance □ Accessibility
□ Service Area Limits □ Late return pick up - length of wait
□ Drivers - specify □ Reservations - specify length of wait
□ Vehicle condition □ Other

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

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

Additional Comments _____
_____

Contractor Survey
Broward County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip? □Yes □No

2. Do the riders/beneficiaries call your facility directly to issue a complaint? □Yes □No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?
□Yes □No

If yes, is the phone number posted the CTC's? □Yes □No

4. Are the invoices you send to the CTC paid in a timely manner? □Yes □No

5. Does the CTC give your facility adequate time to report statistics? □Yes □No

6. Have you experienced any problems with the CTC? □Yes □No

If yes, what type of problems?

Comments: _____

_____

_____

_____

PURCHASING AGENCY SURVEY **NA**

Staff making call: _____
Purchasing Agency name: _____
Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system? □ YES □ NO

If no, why? _____

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?
- □ Medical
- □ Employment
- □ Education/Training/Day Care
- □ Nutritional
- □ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?
- □ 7 Days/Week
- □ 1-2 Times/Week
- □ 3-5 Times/Week
- □ 1-3 Times/Month
- □ Less than 1 Time/Month

5) Have you had any unresolved problems with the coordinated transportation system?
- □ Yes
- □ No - If no, skip to question 7

6) What type of problems have you had with the coordinated system?
- □ Advance notice requirement [specify operator (s)]
- □ Cost [specify operator (s)]
- □ Service area limits [specify operator (s)]
- □ Pick up times not convenient [specify operator (s)]
- □ Vehicle condition [specify operator (s)]
- □ Lack of passenger assistance [specify operator (s)]
- □ Accessibility concerns [specify operator (s)]
- □ Complaints about drivers [specify operator (s)]
- □ Complaints about timeliness [specify operator (s)]
- □ Length of wait for reservations [specify operator (s)]
- □ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?
- □ Yes
- □ No - If no, why? _____

Contractor Survey
Broward County

Contractor name (optional) **Inktel (305) 523.1233 Ext: 99062**

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

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

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?
   No – we operate the Call Center.

   If yes, is the phone number posted the CTC's?
   □ Yes □ No

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

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

6. Have you experienced any problems with the CTC?
   No.
   If yes, what type of problems?

Comments: **N/A**

Contractor Survey

Broward County

Contractor name: **Transportation America (954) 463-0845**

1. Do the riders/beneficiaries call your facility directly to cancel a trip?
   No.

2. Do the riders/beneficiaries call your facility directly to issue a complaint?
   No. Sometimes get calls, but redirect to the Call Center or Broward County.

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?
   No toll-free number as all calls are in Broward. Yes, provide local number.
   If yes, is the phone number posted for the CTC's?

   Yes, phone number posted for the CTC.

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

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

6. Have you experienced any problems with the CTC?
   No.

   If yes, what type of problems?

Comments: **N/A**

Appendix I

TOPS! Paratransit Rider's Guide

Rider's Guide



Paratransit Division
Department of Transportation
Broward County Board of County Commissioners

Revised 04/2023

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TOPS Paratransit Rider's Guide

TOPS Service

The TOPS (***T***ransportation ***OP***tion*S*) Paratransit *Rider's Guide* is designed to assist riders to become acquainted with Broward County Transit's award-winning paratransit program. The *Rider's Guide* also provides necessary guidelines to use the service effectively and safely.

This Rider's Guide is not intended to create a contract and, violation or deviation of any of the goals, objectives and practices contained in this guide will not give rise to a cause of action nor create any presumption a legal duty has been breached. In addition, TOPS may change the goals, objectives and policies set forth in the Rider's Guide at any time without liability to anyone.

For the most current version of the "Riders Guide" and TOPS paratransit program information please visit the paratransit website at http:// broward.org/BCT*.*

Contact Information

Phone Numbers

Call Center: ……...1-866-682-2258

(Trip reservations, general questions, update rider information, eligibility, compliments, complaints, "Where's My Ride" and technical assistance for My TOPS Trips website)

- Monday through Saturday: 4:40 a.m. to 12:40 a.m. Sunday: 6:45 a.m. to 10:15 p.m.

Trip Reservations: 1-866-682-2258

- Sunday through Saturday: 8:00 a.m. to 5:00 p.m.

BCT Customer Service:…….954-357-8400

- Monday through Friday: 7:00 a.m. to 7:45 p.m.
- Saturday, Sunday, and Holidays: 8:30 a.m. to 4:45 p.m.

Travel Training: ……954-357-8400

TD Helpline: ……1-800-983-2435

TD Helpline TTY: ……1-800-648-6084

- Monday through Friday: 8:00 a.m. to 5:00 p.m.

Florida Relay Service……...Dial 711 or 1-800-955-8771

Hearing Impaired may utilize the Florida Relay Service to contact any of the above telephone numbers during the indicated times. For more information regarding the Florida Relay Service, visit their website at http://ftri.org/relay

Paratransit Mailing Address
Paratransit Services Division
1 N. University Dr., Suite 2400-B
Plantation, FL 33324

Paratransit Website: http://broward.org/BCT/Pages/Paratransit.aspx

Service Information
One of the services provided through Broward County Paratransit TOPS is door-to-door paratransit service. TOPS is a shared ride service and operates in comparison to a fixed bus route system (excluding express bus service and commuter rail service).

Broward County TOPS provides transportation to individuals in accordance with the Americans with Disabilities Act of 1990 (ADA) and the Commission for the Transportation Disadvantaged (TD) guidelines. Paratransit service provides transportation service to individuals who have a functional disability/or are financially disadvantaged and cannot travel fixed-route bus service.

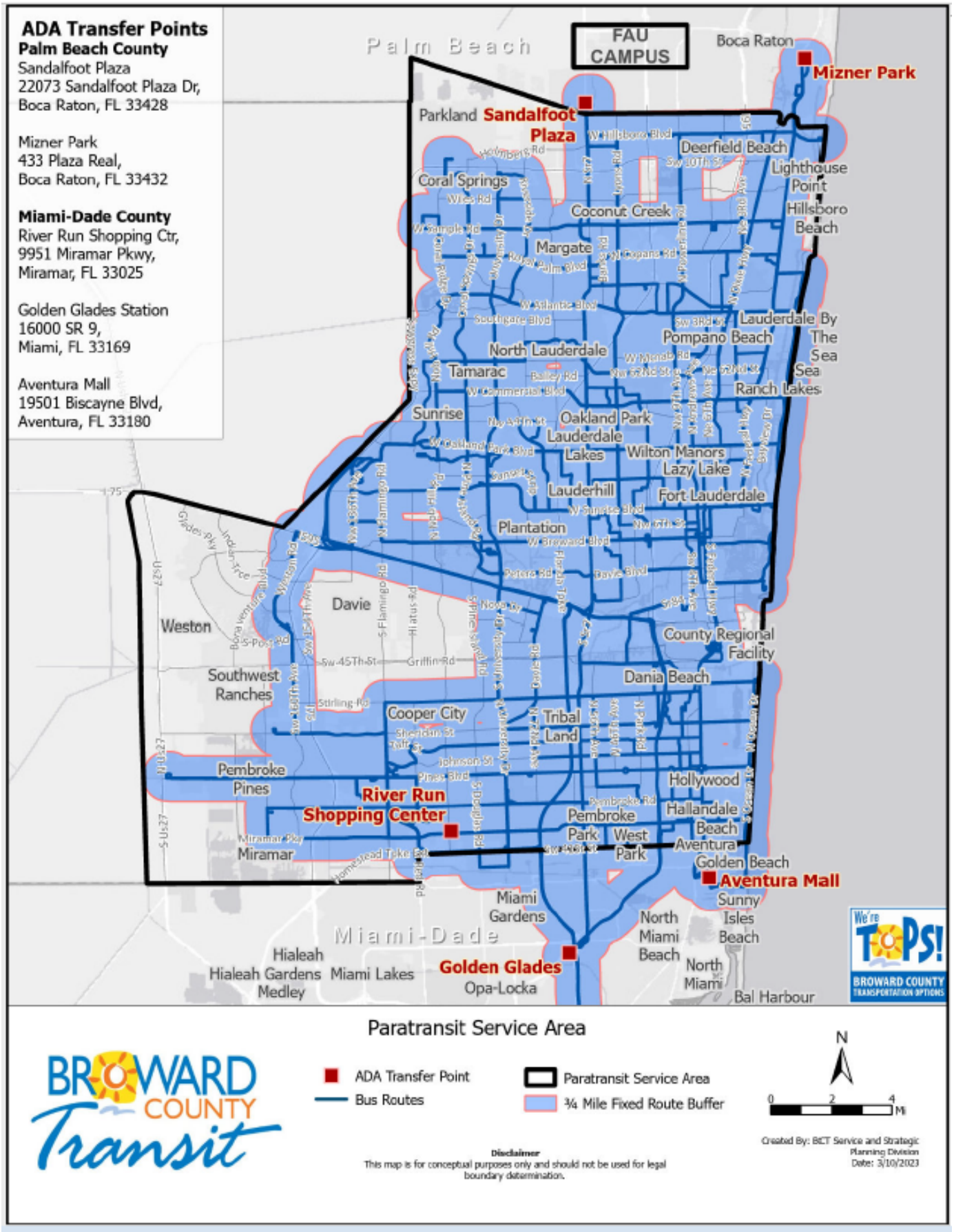
- TOPS is a shared ride service
- TOPS requires a fare
- TOPS does not provide emergency or stretcher transportation
- TOPS does not provide Personal Care Attendants (PCA)
- TOPS does not provide wheelchairs or other mobility aids

Service Hours
TOPS operates during the same days and hours as the BCT fixed route bus service, early morning until late at night. Please contact Customer Service at 954-357-8400 for specific hours and holiday schedules.

Origin to Destination Service
TOPS is an origin-to-destination service and drivers must follow pick up and drop off locations as stated on their manifest. For the safety of Riders of all abilities, BCT policy does not allow schedule or location changes while being transported.

Door-to-Door Service
Door-to-Door service is the standard transportation for all riders. Door-to-Door refers to main entrance locations only. Riders requiring assistance are escorted into the ground floor lobby of any public building or first threshold of a residence. Riders are not escorted beyond the ground floor lobby of any public building or first threshold of a residence. Drivers **do not** go upstairs, into houses, nursing homes or doctor's offices, etc. to locate riders. If the pickup address is located inside a gated community or requires special access, it is the rider's responsibility to arrange entry for the vehicle. If a vehicle is unable to enter the pick-up area and the rider fails to meet the vehicle, the trip is considered a “No-Show” trip.

Service Area Map



Reservations and Scheduling
Reservations by Telephone

To make a telephone reservation, contact the Call Center by calling 866-682-2258. Reservations are accepted a maximum of three (3) days prior to travel date. Next day reservations **must be completed before 5 p.m.**

Same day service is not guaranteed or generally available. Contact the Call Center and inquire if they can accommodate your request on a "space-available" basis.

A minimum sixty (60) minute wait is required between your appointment time and your next pickup time.

When reserving a ride, please provide the following information:

- Client ID Number
- First and Last Name
- Telephone Number
- Requested appointment or pickup time
- Complete pickup address (apartment/suite number, gate/security code, building identification and zip code)
- Complete destination address (apartment/suite number, gate/security code, building identification, zip code and telephone number)
- Indicate if rider will be accompanied by a PCA or Companion (refer to Personal Care Attendant/Companion sections)

After you provide the reservation information, the reservationist will enter your trip request into the scheduling system. You will be informed your reservation has been accepted. A service window is **not** assigned at this time (refer to “Service Window” section).

Reservation by the Automated Telephone System

Call the Call Center and select the automated system. You will be prompted to enter your customer ID number and password. Your password is your 2-digit birth month, 2-digit birth day, and 4-digit birth year. Once you’ve entered the information you can schedule a trip to an address in your trip history, check trip window time, and/or cancel a trip.

Reservations Online

You must set up an account prior to making a reservation. **Next day reservations must be completed before 5 p.m.**

To create an online account:

1. Go to http://mytopstrips.org.
2. Click “Create an account” located under “Sign In.”
3. Enter your TOPS Client ID number on the first line.
4. Enter your Last Name and First Name.

5. Use the calendar icon to select your DOB.
6. Click “Proceed.”
7. Create and confirm a password (must be alphanumeric and more than 6 characters).
8. Click on “Proceed.”

If you already have an online account:

1. Login to your My Tops Trips account at http://mytopstrips.org.
2. Select “Schedule a New Trip” and prompts will guide you through the reservation process. If the location is not in your trip history, please contact the Call Center.
3. You are not given a service window at this time (refer to “Service Window” section). **If you need ANY additional assistance with making an online reservation, contact the Call Center**.

**When making reservations online, the term “Arrive” is the same as “Appointment” and the term “Depart” is the same as “Pick up”. For example, if the reservation is being made for an Arrive/Appointment time of 9 a.m., it means the vehicle could arrive to your destination between 8:30 a.m. and 9 a.m. If making a reservation for vehicle to “Depart” at 9 a.m., it means you are scheduling the vehicle to “Pick Up” by 9 a.m. from your location. A service window will be provided for both “Arrive/Appointment” and “Depart/Pick Up” times.*

Subscriptions

Subscriptions (also known as “standing orders”) are trips provided **at least two (2) times a week**, to and from the same locations, at the same time, and on the same days of the week. Subscription trips are scheduled for a **minimum of four (4) consecutive weeks**. Examples of subscription trips: work, school, dialysis, therapy, etc. Once arranged, subscription trips are automatic and additional telephone calls are not necessary. To place a subscription order, you may contact the Call Center.

It is the rider’s responsibility to cancel specific subscription trips not needed.

Subscription trips are canceled on federal holidays. If you need service on a federal holiday, you must make a reservation with the Call Center. Contact the Call Center for a list of observed holidays.

Subscription service is a privilege and may be discontinued for due cause.

Travel Time

TOPS travel time should be comparable to fixed route travel times, including the time necessary to travel to the bus stop, wait for the bus, ride time, transfers, and travel from the final stop to the destination. Travel times may increase due to inclement weather, traffic or diverting to pick up another customer who missed a return trip.

Service Window

The Service Window is the thirty (30) minute period when your ride will arrive. For example, if your service window is 9 a.m. to 9:30 a.m., your ride is expected to arrive at the earliest by 9 a.m. and 9:30 a.m. at the latest. The vehicle may arrive at any time within the service window. Please be prepared so you are ready and waiting for the vehicle’s arrival.

You will receive your service window phone call for each trip the night before travel, between 5 p.m. and 9 p.m. through the automated system. If the service window provided is inconvenient and you would like to negotiate a different time or wish to cancel the trip, you must contact the Call Center. The automated system will call you at the most current phone number(s) on file. It is important to contact the Call Center and update any changes to your phone number. If you have a voice mail, the automated phone system will leave a message.

On the day of travel, your ride will arrive within the service window. When the vehicle is approximately ten (10) minutes away from your location, you will receive an automated reminder. However, it's still your responsibility to be ready at the start of the service window.

Drivers operate on a schedule allowing a maximum five (5) minute wait time after arriving at the pick-up location in the service window. Upon arrival, the Driver **will wait a maximum of five (5) minutes** for you to board the vehicle after arriving at the pick-up location in the service window. **Riders are not required to board a vehicle prior to the start of the service window.**

If the vehicle did not arrive during the scheduled service window, contact the Call Center for assistance.

If the vehicle arrives late for your first trip, it will impact your return trip. Please contact the Call Center to update your return reservation.

Using TOPS Service

Paratransit Fares

Fare is required **UPON** entering vehicle. Currently, all fares are payable by **cash only**. Please have **exact fare**. Drivers do not make change.

- ADA Paratransit trips shall not exceed twice the fare that would be charged to an individual paying full fare on fixed route up to a maximum of $3.50 (subject to change).
- One-way fare per trip for honorably discharged veterans to VA clinics is $1.75 (subject to change).
- Riders going to/from designated nutrition sites for **nutrition purposes only** do not pay a fare.

NOTE: Patterns of failure to pay your fare may result in loss of transportation privileges.

Mobility Devices

It is recommended that all wheelchair and scooter devices are WC-19 compliant to ensure proper securement in the vehicle. TOPS vehicles are equipped with lifts accommodating wheelchairs or scooters less than 52 inches long and 33 inches wide. The combined weight of the rider and mobility aid **cannot** exceed 1,000 lbs.

Mobility devices exceeding these standards may not be transported.

Drivers will assist individuals in manual wheelchairs over one (1) curb and/or step. Drivers are not required to carry any Mobility Aids such as, but not limited to, walkers, canes, etc. All drivers are trained to operate vehicle lifts. All wheelchairs and scooters are secured with four (4) point tie-downs.

Riders without mobility devices may board the vehicle using the lift, upon request. **Only drivers may operate the lift.**

Companions and Personal Care Attendants

Companions

One (1) companion may accompany an ADA paratransit rider. Both rider and companion must be picked up and dropped off at the same address, at the same time. TOPS must know in advance that a companion is traveling with you. When making your reservation, indicate a companion will accompany you. **Companions pay full fare.**

Personal Care Attendants

A PCA is a person designated or employed specifically by the rider as an aide to assist with daily life activities such as providing personal care, performing manual tasks, or providing assistance with mobility and communication. PCAs must be approved by TOPS to be eligible to travel with a rider. If your PCA has not been approved, he/she may travel as a companion (refer to "Companions" section). Both rider and PCA must be picked up and dropped off at the same address, at the same time.

TOPS must know in advance that a PCA is traveling with you to plan for seating. When making your reservation, indicate a PCA will accompany you. **Approved PCAs do not pay a fare.**

Transporting Children

Children younger than four (4) years of age must be transported in an appropriate child safety seat. All clients and companions, including children, must pay the one-way fare. **TOPS does not provide child safety seats.**

Transporting Packages

Drivers are <u>not required</u> to assist with rider's packages or personal belongings. Due to space limitations, customers are only permitted to carry small packages that must fit within a certain space either on your lap or in front of your area. Riders are allowed to bring only parcels they and/or their PCA/Companion (if any) can personally manage and, if multiple parcels, they must be able to carry them all at the same time without assistance from the Driver and without making multiple trips to/from the vehicle. If a customer attempts to bring more than the allowable packages, it will be the customer's choice on whether to board with only the allowable bags and find alternative transportation to carry the remaining packages or decline the trip. Riders may not transport explosives, illegal substances, flammable liquids, or materials hazardous to themselves, driver, or other riders. Riders may transport self-carrying portable oxygen containers. Riders possessing or using illegal drugs will be denied paratransit transportation.

Transporting Service Animals

All service animals must be properly controlled. Service animals must ride on the floor or, if appropriate, in the lap of the rider and may not use vehicle seats. Riders are responsible for service animals' behavior and hygiene. Service may be refused or discontinued if a service animal is disruptive. All other animals may travel only in a properly secured cage or travel container that can be accommodated on the rider's lap. There is no additional charge for animals.

Other Considerations

For comfort and safety, the following policies apply:

- Seat belts **must** be worn at all times.
- No eating or drinking unless required for dietary/medical purposes and documentation is on file with TOPS.
- No smoking (including electronic smoking devices).
- No riding under the influence of alcohol or illegal drugs.
- No littering.
- No physical and/or verbal abuse of others.
- Specific providers and drivers cannot be requested.
- **Requests for specific vehicle type cannot be accommodated.**
- No sound-generating equipment is to be played aloud. Riders must use earphones or headphones.
- **Disruptive, physically, or verbally abusive riders will not be tolerated.**
- Riders may not allow their paratransit privileges to be utilized by others.
- Riders cannot change schedules or locations while being transported.
- Drivers are limited and/or restricted in parking, waiting and levels of assistance, while loading and unloading at the airport/seaport. We suggest alternative arrangements be considered for airport/seaport locations.

Drivers Requirements

- Drivers offer assistance to all riders and assist riders when entering and debarking the vehicle. This includes offering aid when walking, assistance in bringing rider's wheelchair or other mobility device to/from the main door and, if requested, assisting with unlocking, or opening a main entrance door of a building or residence.
- Drivers shall exit the vehicle to assist in boarding or debarking at each pick-up and drop-off location over a maximum of one (1) curb and/or one (1) step if the rider is in a wheelchair (several steps if passenger is ambulatory).
- Drivers must follow assigned service schedule.

Drivers are NOT allowed to:

- "Honk the horn" to notify riders of their arrival.
- Lift or carry riders, except in emergency evacuations.
- Enter residence.
- Accept tips or gratuities.
- Play loud music.

- Maneuver wheelchairs up/down stairs consisting of two (2) or more steps.
- Perform any personal care assistance for riders, including assistance to dress, give medications, operate medical equipment, etc.
- Smoke (this includes electronic smoking devices) in vehicles.
- Chew tobacco.
- Use the telephone while driving.
- Text while driving.
- Eat while driving.

Cancellations: Telephone and Online
Cancellation: Telephone
To cancel a reservation, contact the Call Center. Indicate if one-way or round-trip service is to be cancelled. Reservations cancelled less than two (2) hours before the start of the service window are considered "Late Cancels."

Cancellation: Online
From http://mytopstrips.org sign into your account. Once logged into your account, you are presented with your account dashboard and your current trips are listed. Go to the "Details" section for the trip date and time you wish to cancel. Select and click on "Cancel Trip" and trip status will change to "Canceled."
You can cancel online any scheduled trip that is a minimum of two (2) hours before the start of the service window. If you need to cancel a reservation less than two (2) hours before the start of the service window, you must contact the Call Center.

Visitors
Visitors to Broward County who want to use TOPS should call Customer Service. The ADA allows travel as a visitor for twenty-one (21) days in a twelve (12) month period. Please provide a copy of your ADA Paratransit Certificate of Eligibility from your home transit agency along with your local contact information.

Compliment or Complaint
Compliments, complaints, and suggestions are welcomed. A Complaint or Service Complaint means a service-related incident as reported to County, the Call Center, or Paratransit service provider. Examples of complaints include, but are not limited to, denial of service, late pick-ups, client behavior issues, and driver behavior issues. Contact the Call Center or Customer Service to file a compliment or complaint. When submitting a compliment or complaint, provide specific, relevant details regarding the event. Share concerns about specific rides or incidents as soon as possible after the occurrence.

TOPS investigates all complaints and will:
- Record the description of the problem.
- Research the complaint.
- Resolve all complaints within a reasonable time frame.

- Resolution of safety sensitive incidents will occur within twenty-four (24) hours (when possible).
- Complainant will be notified by letter of the resolution.

Fixed Route Service

Fixed route transit buses provide access for individuals with disabilities on buses operating throughout Broward County, with connections to Miami-Dade and Palm Beach counties transit systems and Tri-Rail.

Fixed route transit operates on timetables and does not require advanced reservations. Riders may travel individually and/or in groups spontaneously without concern regarding available space or advanced notice. All routes are wheelchair accessible.

Seniors, youth, students, and riders with disabilities may qualify for reduced fare. For information on reduced fares or bus pass programs, contact Customer Service.

Travel Training

TOPS provides travel training to assist individuals to use the fixed-route bus service independently. Our Travel Instructor provides personal and group travel training sessions at **no charge**. To schedule a session please contact our Customer Service Department.

Broward MPO
Metropolitan Planning Organization
Move People | Create Jobs | Strengthen Communities

Action Items 3.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

REQUESTED ACTION:
MOTION TO APPROVE the LCB Bylaws

WHY THIS ACTION IS NECESSARY:
This action is required by Chapter 427, Florida Statutes (FS); Rule 41-2, Florida Administrative Code (FAC); and the Transportation Disadvantaged (TD) Planning Grant Agreement. Each year the LCB Bylaws must be reevaluated by the LCB.

SUMMARY EXPLANATION/BACKGROUND:
The Bylaws of the LCB serve to guide the TD coordination process for the LCB in Broward County. These rules provide general procedures and policies for the LCB for fulfilling the requirements of Chapter 427, FS; Rule 41-2, FAC; and the TD Planning Grant Agreement.

The LCB Review Committee met on April 20, 2026 and reviewed the LCB Bylaws in accordance with the Florida Commission for the Transportation Disadvantaged's (CTD's) most recent Local Coordinating Board and Planning Agency Operating Guidelines document, found in Attachment 1.

This year, the LCB Review Committee felt that no changes were needed to the Bylaws. To view the current LCB Bylaws, please see Attachment 2.

ADDITIONAL INFORMATION/PREPARER:
If you have any questions about the LCB Bylaws, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.

Attachments

1. Local Coordinating Board and Planning Agency Operating Guidelines
2. Approval of Bylaws

Florida Commission for the



Transportation Disadvantaged

LOCAL COORDINATING BOARD AND PLANNING AGENCY OPERATING GUIDELINES

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450
850-410-5700
www.fdot.gov/ctd
August 2017

I. INTRODUCTION

The purpose of these guidelines is to give clear instructions and uniform guidance in the administration, duties, and operating practices of local Coordinating Boards (LCB) and Planning Agencies.

II. PURPOSE OF THE LOCAL COORDINATING BOARD

The purpose of each LCB is to identify local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the LCB is considered an advisory body. (Section 427.0157, Florida Statutes).

III. ADMINISTRATION OF THE LOCAL COORDINATING BOARD

A. Planning Agency Responsibilities

The Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA), also uniformly referred to as the Planning Agency, shall provide the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the duties of the LCB. This includes, but is not limited to, scheduling meetings; training board members; evaluating cost effectiveness; working with the CTC to update and/or develop the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

B. Meetings

The LCB shall meet at least quarterly. All meetings, including committee meetings, will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on their agenda. Planning Agency staff shall make every effort to secure a quorum. In situations where a quorum is not obtained, the members present may elect to either:

1. Cancel the meeting and reschedule the meeting at a later date, or,
2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

LCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

C. Meeting Notices

1. Full Board Meeting Notices

   All LCB meetings, public workshops/meetings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and request accessible formats.

Planning Agency staff shall provide the agenda and meeting package to the Commission, LCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP, shall be given for additional review time. The agenda shall include a public participation opportunity.

2. Emergency Meeting Notices and Committee Meeting Notices
Planning Agency staff shall give the Commission, LCB members and all interested parties one week notice, if possible, of the date, time, location, and proposed agenda for the LCB committee meetings and emergency meetings. Meeting materials shall be provided as early as possible. Emergency/ Committee Meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

3. Agenda Action Items
Many of the action items for LCB review and approval are grant deliverables for the Planning Agency. Lack of a quorum will impact the payment of such grant deliverables and may require emergency meetings. Planning grant deliverables requiring LCB review and/or approval are:
    - LCB By-Laws
    - LCB Grievance Procedures
    - TDSP
    - Annual Operating Report
    - LCB's Evaluation of the CTC

D. Minutes
Planning Agency staff is responsible for preparing and maintaining an official set of minutes for each LCB meeting regardless of the presence of a quorum. The minutes shall be prepared in a reasonable time following the meeting and shall include an attendance roster indicating what agency, organization or position each member represents and reflect a summary of official actions taken by the LCB. The record of official actions shall include who made and seconded the motion, as well as who voted for and against the motions. If there is no quorum, action items will be tabled until the next LCB meeting. Minutes shall reflect that no official action was taken and provide a summary of discussion. Meeting minutes shall be provided at the next regularly scheduled LCB meeting for approval. Copies of approved minutes shall be sent to the Commission in the quarterly report. Committee meetings minutes may be in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board.

IV. LOCAL COORDINATING BOARD MEMBERSHIP

A. OFFICERS

1. CHAIRPERSON
   The Planning Agency shall appoint an elected official to serve as the official Chairperson for all LCB meetings. The appointed chairperson shall be an elected official from the county that the LCB serves (41-2.012(1) FAC). For a multi-county LCB, the Chairperson shall be from one of the counties involved. The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

2. VICE-CHAIRPERSON
   The LCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the LCB members. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official not serving as the Chairperson shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

B. VOTING MEMBERS

1. An elected official from the service area, serving as the chairperson;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. A person who is recognized by the Veterans Service Office representing the veterans in the county;
7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
8. A person over sixty representing the elderly in the county;
9. A person with a disability representing the disabled in the county;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
11. A local representative for children at risk;

12. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the CTC.
13. A local representative of the Florida Department of Elder Affairs;
14. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the LCB;
15. A local representative of the Florida Agency for Health Care Administration;
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

It is the intent of the Commission for the membership of every LCB to not only consist of individuals who represent the appropriate governmental agencies or groups of people as defined above, but also for the membership to represent, to the maximum degree possible a cross section of their local community.

No employee of a CTC shall serve as voting member of the LCB. However, an elected official serving as Chairperson of the Coordinating Board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the CTC shall not be precluded from serving as voting members of the LCB.

C. TECHNICAL ADVISORS – NON-VOTING MEMBERS

Upon a majority vote of a quorum of the LCB, technical advisors may be approved for the purpose of providing the LCB with technical advice as necessary.

D. MULTI-COUNTY COORDINATING BOARDS - 41-2.012(1) FAC

The Planning Agency may recommend multi-county LCBs to meet the service needs of the transportation disadvantaged in two or more counties based on these guidelines, and when agreed upon in writing by all county commissions in each county to be covered in the service area. The multi-county LCB will be made up of the same membership of the aforementioned single-county LCB with the following exception: An elected official from each county of the multi-county service area will be appointed to the LCB, one of which will serve as Chair of the LCB and one as the Vice Chair. The recommendation of a multi-county LCB shall be presented to the Commission for approval.

E. ALTERNATES

1. Alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency, if desired.
2. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
3. Alternates for a LCB member who cannot attend a meeting must be a representative of the same interest as the primary member.

V. TERMS OF APPOINTMENT

Except for the Chairperson and state agency representatives, the members of the LCB shall be appointed for three year staggered terms with initial memberships being appointed equally for one, two and three years to avoid a significant turnover during a particular period (41-2.012(4) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency.

VI. ATTENDANCE

The Planning Agency shall review, and consider rescinding, the appointment of any member of the LCB who fails to attend three consecutive meetings. The Planning Agency must complete attendance roster for each local coordinating board meeting. LCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

VII. BY-LAWS AND PARLIAMENTARY PROCEDURES

The LCB shall develop and adopt a set of by-laws. The by-laws shall state that the LCB will conduct business using parliamentary procedures according to Robert's Rules of Order. The by-laws shall be reviewed, updated (if necessary), and adopted annually. It is recommended that the by-laws are reviewed and approved during the first quarter (July-September). Approved by-laws shall be submitted to the Commission.

VIII. LOCAL COORDINATING BOARD DUTIES

The LCB shall:

A. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the Commission.

B. Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process, to include, but not be limited to, the public, planning agency staff, and the CTC.

C. Annually, provide the MPO/planning agency with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage)

for the number of trips provided within the system to be on public transit where such services are available. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the Commission upon approval by the LCB. In areas where a planning agency serves as the CTC, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the CTC.

D. In cooperation with the CTC, review and provide recommendations to the Commission and the MPO or Designated Official Planning Agency, on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the Coordinating Board and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. Such a process should include at least:

1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
   a) The need for the requested funds or services;
   b) Consistency with local government comprehensive plans;
   c) Coordination with local transit agencies, including the CTC;
   d) Consistency with the TDSP;
   e) Whether such funds are adequately budgeted amounts for the services expected; and,
   f) Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.

2. Notify the Commission of any unresolved funding requests without delays in the application process.

E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.

F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, operating hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and

2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.

G. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations for the local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The LCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the LCB. (41-2.012(5)(c), FAC).

H. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).

I. Annually hold at a minimum, one Public Meeting/Workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public meeting/workshop will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public meeting/workshop be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the LCB meeting).

   NOTE: This must be a completely separate meeting not simply an opportunity to provide public comment during the quarterly LCB meeting. The public meeting/workshop must be noticed as a separate meeting, have its own agenda and minutes. A public meeting/workshop held jointly with the Commission will satisfy this annual requirement.

J. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).

K. Work cooperatively with regional workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).

L. Evaluate multi county or regional transportation opportunities (427.0157(6), FS).

Broward MPO

Metropolitan Planning Organization

TRANSPORTATION DISADVANTAGED (TD)
LOCAL COORDINATING BOARD (LCB)

LCB
BYLAWS

May 18~~19~~, 202~~6~~5

BYLAWS OF THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

1.0 The Local County Coordinating Board (LCB).

1.01 Preamble. The LCB has been created by an action of the Broward Metropolitan Planning Organization (MPO) acting as the Designated Official Planning Agency (DOPA) for Broward County, Florida. These rules, which constitute the bylaws of the LCB, shall serve to guide the proper functioning of the transportation disadvantaged coordination process by the LCB for Broward County, Florida. These rules provide general procedures and policies for the LCB fulfilling the requirements of the applicable provisions of Chapter 427, Florida Statutes (FS) and Rule 41-2, Florida Administrative Code (FAC).

1.02 Interpretation. All provisions contained in these rules shall be interpreted to be consistent with applicable state and federal law.

1.03 Membership.

1.031 The membership of the LCB shall be consistent with Rule 41-2, FAC.

1.032 Each member of the LCB, except the chairperson, shall have an alternate.

(1) Non-agency alternates shall be appointed by the LCB on the recommendation of the member. Agency alternates shall be designated by the agency. Alternates shall be proposed within sixty (60) days of a member's appointment.

(2) In the absence of a proposal from the non-agency member, staff as defined in Section 1.07 Administration herein, shall propose a non-agency alternate.

(3) Alternates acceptance by the LCB shall be accomplished by a vote of the LCB.

(4) Each alternate may vote only in the absence of the member the alternate represents.

(5) It shall be the obligation of the regular member to provide five (5) business days' notice to alternate and staff that the regular member will or will not attend a meeting.

1.033 Each member is expected to demonstrate interest in the activities of the LCB through regular attendance at scheduled meetings. Staff shall maintain attendance records and shall send a notice to any member and alternate after two (2) missed consecutive meetings. Staff shall notify the LCB of any member or his/her alternate who fails to attend three (3) consecutive meetings. The LCB shall have staff notify the CTD if any state agency voting member or his/her alternate fails to attend three (3) consecutive meetings. The LCB may review and consider remedial action including rescinding the appointment of any such member.

1.04 Appointment, Qualification and Terms of Office.

1.041 The MPO shall appoint all members to serve on the LCB.

1.042 The non-agency members shall serve a staggered three-year term, expiring November 30.

1.043 LCB members must be qualified, as specified in Rule 41-2, FAC, in order to retain membership.

1.044 A member appointed to a vacant position will complete that unexpired term.

1.05 Officers and Duties.

1.051 The chairperson is an elected official appointed by the MPO.

1.052 The LCB shall hold an election at its organizational meeting each year to select a vice-chairperson. The vice-chairperson shall be elected by a majority of those present and voting.

1.053 The chairperson shall preside over all meetings and workshops. In the absence of the chairperson, or at the chairperson’s direction, the vice-chairperson shall temporarily assume the powers and duties of the chairperson.

1.054 In the absence of the chairperson and vice-chairperson, those present shall elect a chairperson pro tem.

1.06 Duties.

1.061 The LCB shall review and approve the Memorandum of Agreement (MOA) between the Florida Commission for the Transportation Disadvantaged (CTD) and Community Transportation Coordinator (CTC) and the Transportation Disadvantaged Service Plan (TDSP) prior to submittal to the CTD.

1.062 The LCB shall conduct an annual performance evaluation of the CTC, using evaluation criteria developed by the CTD. The results of this evaluation shall be forwarded to the MPO for its use in recommending the designation of a new entity, or continuance of an existing entity as the CTC.

1.063 In cooperation with the CTC, the LCB shall review and provide recommendations to the CTD of funding applications affecting the transportation disadvantaged.

1.064 The LCB member government agencies will provide for LCB review, all applications or purchase of service requests for client services, which contain funds for transportation disadvantaged services.

1.065 The LCB shall consolidate annual expenditures of direct federal funds and local government funds used within the service area to provide transportation disadvantaged services and forward the report to the CTD.

1.07 Administration.

1.071 Staff to the MPO, as directed by the MPO Executive Director, shall act as the staff of the LCB.

1.072 Staff to the LCB is responsible for managing and overseeing the operations of the LCB.

1.073 Staff to the LCB is responsible for scheduling meetings, preparing meeting agendas and agenda packages, and other necessary administrative duties.

1.08 Public Meetings and Workshops

1.081 The regular meeting of the LCB shall be held as often as necessary; however, the LCB shall meet at least quarterly on or by the fourth Monday of such month, at a time and place designated by the LCB. Meeting dates and times may be changed by the LCB chairperson or MPO Staff to accommodate holidays or for other reasons.

1.082 The organizational meeting of the LCB shall be held at the first regular meeting in each calendar year.

1.083 Special and emergency meetings of the LCB may be called by the Chairperson or MPO Staff. Special meetings may also be called on the initiative of three or more members petitioning the chairperson.

1.084 The LCB may choose to hold workshops and public meetings when it is deemed necessary or required by agreement with the CTD.

1.085 LCB public meetings and public workshop shall be open to the public and minutes from each meeting shall be available to the public upon request.

1.086 LCB public meetings and public workshop must be advertised in accordance with State Law and County Ordinance.

1.087 Except as otherwise provided in these rules, the most recent edition of Roberts-Rules of Order shall be used to conduct all meetings of the LCB and its committees.

1.09 Quorum and Voting.

1.091 A majority of the total membership of the LCB shall constitute a quorum. A quorum must be present at all meetings. Any member may attend the LCB meeting by audio interactive telephone conference, including voting; however, no member attending the meeting by audio interactive telephone conference may be counted as establishing a quorum.

1.092 All members present must vote on all actions requiring a vote unless there is a stated conflict of interest. Voting by full roll call will be conducted as necessary to fulfill the requirements of the Florida Commission for the Transportation Disadvantaged Planning Grant Agreement.

1.093 No motion may be approved by the LCB except upon the affirmative vote of a majority of the members present.

1.10 Committees.

1.101 Committees shall be designated by the Chairperson of the LCB, as necessary, to investigate and report on specific subject areas of interest to the LCB.

1.102 The LCB will approve designation of a committee by an affirmative vote of a majority of those present.

1.103 A committee, as named by the chairperson, shall consist of at least three (3) LCB members or designated alternates in the event that a LCB member gives adequate notice to such alternate of inability to attend.

1.104 No motion may be approved by a committee except upon the affirmative vote of a majority of the full committee.

1.11 General Policies. General policies shall also apply to all committees of the LCB.

1.111 The adoption of major reports, studies, plans, and programs shall be by majority vote, or if requirements dictate, by resolution of the LCB. All committees and subcommittees of the LCB shall make recommendations, unless a more formal document is specifically required by a state or federal law, regulation, or grant procedure.

1.112 Changes in the provisions of these rules may be made only by a two-thirds (2/3) vote of the appointed LCB members. Any changes in the provisions of these rules must first be placed on the agenda and advertised prior to the meeting in which a vote will take place.

1.113 The LCB and its committees shall maintain a broad perspective covering the range of all modes of transportation and associated facilities in all recommended planning work programs so that proper study and evaluation of transportation disadvantaged needs shall result in a coordinated transportation service plan, balanced with respect to area-wide needs and properly related to area-wide comprehensive plan goals and objectives.

1.12 Grievance Committee.

1.121 The LCB may refer to a Grievance Committee any complaints which have not been resolved to the satisfaction of both parties, and any issues concerning Chapter 427, F.S., and/or Rule 41-2, F.A.C., which have a direct impact on service delivery.

1.122 The Grievance Committee shall serve as a mediator to process and to investigate grievances and other pertinent issues, only as referred to it by the MPO Staff/TD Planning Administrator recommending resolutions to the LCB in a timely manner.

1.123 The LCB may accept, reject, or take action on the recommendations of the Grievance Committee.

ADOPTED 04-14-91
REVISED 12-24-98
REVISED 08-22-01
REVISED 02-04-02
REVISED 03-19-03
REVISED 05-02-05
REVISED 05-17-10
REVISED 09-15-10
REVISED 05-15-12
REVISED 06-17-13
REVISED 06-30-14
REVISED 05-15-17
REVISED 05-21-18
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REVISED 05-09-22
REVISED 05-16-23
REVISED 05-20-24
REVISED 05-21-25
REVIEWED 05-18-26

_____
Commissioner Caryl Shuham, LCB Chair

Broward MPO
Metropolitan Planning Organization
Move People | Create Jobs | Strengthen Communities

Action Items 4.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

REQUESTED ACTION:
MOTION TO APPROVE the LCB Complaint & Grievance Procedures

WHY THIS ACTION IS NECESSARY:
This action is required by Chapter 427, Florida Statutes (FS); Rule 41-2, Florida Administrative Code (FAC); and the Transportation Disadvantaged (TD) Planning Grant Agreement. Each year the LCB Complaint & Grievance Procedures must be reevaluated by the LCB.

SUMMARY EXPLANATION/BACKGROUND:
The LCB appoints a Grievance Committee to serve as a mediator to hear and investigate grievances from agencies, users, transportation operators, potential users of the system, and the Community Transportation Coordinators (CTCs) in the designated service area, as well as to make recommendations to the LCB or to the Florida Commission for the Transportation Disadvantaged (CTD) in the event a local resolution cannot be found.

The LCB Review Committee met on April 20, 2026 and reviewed the LCB Complaint & Grievance Procedures in accordance with the CTD's most recent Local Coordinating Board and Planning Agency Operating Guidelines document, found in Attachment 1.

This year, the Review Committee felt that no changes were needed to the LCB Complaint & Grievance Procedures. To view the current Procedures, please see Attachment 2.

ADDITIONAL INFORMATION/PREPARER:
If you have any questions about the LCB Complaint & Grievance Procedures, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.

Attachments

1. Local Coordinating Board and Planning Agency Operating Guidelines
2. LCB Complaint & Grievance Procedures

Florida Commission for the



Transportation Disadvantaged

LOCAL COORDINATING BOARD AND PLANNING AGENCY OPERATING GUIDELINES

Issued By:

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399-0450
850-410-5700
www.fdot.gov/ctd
August 2017

I. INTRODUCTION

The purpose of these guidelines is to give clear instructions and uniform guidance in the administration, duties, and operating practices of local Coordinating Boards (LCB) and Planning Agencies.

II. PURPOSE OF THE LOCAL COORDINATING BOARD

The purpose of each LCB is to identify local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the LCB is considered an advisory body. (Section 427.0157, Florida Statutes).

III. ADMINISTRATION OF THE LOCAL COORDINATING BOARD

A. Planning Agency Responsibilities

The Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA), also uniformly referred to as the Planning Agency, shall provide the LCB with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the duties of the LCB. This includes, but is not limited to, scheduling meetings; training board members; evaluating cost effectiveness; working with the CTC to update and/or develop the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

B. Meetings

The LCB shall meet at least quarterly. All meetings, including committee meetings, will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on their agenda. Planning Agency staff shall make every effort to secure a quorum. In situations where a quorum is not obtained, the members present may elect to either:

1. Cancel the meeting and reschedule the meeting at a later date, or,
2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

LCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

C. Meeting Notices

1. Full Board Meeting Notices

   All LCB meetings, public workshops/meetings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and request accessible formats.

Planning Agency staff shall provide the agenda and meeting package to the Commission, LCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP, shall be given for additional review time. The agenda shall include a public participation opportunity.

2. Emergency Meeting Notices and Committee Meeting Notices
Planning Agency staff shall give the Commission, LCB members and all interested parties one week notice, if possible, of the date, time, location, and proposed agenda for the LCB committee meetings and emergency meetings. Meeting materials shall be provided as early as possible. Emergency/ Committee Meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

3. Agenda Action Items
Many of the action items for LCB review and approval are grant deliverables for the Planning Agency. Lack of a quorum will impact the payment of such grant deliverables and may require emergency meetings. Planning grant deliverables requiring LCB review and/or approval are:
    - LCB By-Laws
    - LCB Grievance Procedures
    - TDSP
    - Annual Operating Report
    - LCB's Evaluation of the CTC

D. Minutes
Planning Agency staff is responsible for preparing and maintaining an official set of minutes for each LCB meeting regardless of the presence of a quorum. The minutes shall be prepared in a reasonable time following the meeting and shall include an attendance roster indicating what agency, organization or position each member represents and reflect a summary of official actions taken by the LCB. The record of official actions shall include who made and seconded the motion, as well as who voted for and against the motions. If there is no quorum, action items will be tabled until the next LCB meeting. Minutes shall reflect that no official action was taken and provide a summary of discussion. Meeting minutes shall be provided at the next regularly scheduled LCB meeting for approval. Copies of approved minutes shall be sent to the Commission in the quarterly report. Committee meetings minutes may be in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board.

IV. LOCAL COORDINATING BOARD MEMBERSHIP

A. OFFICERS

1. CHAIRPERSON
   The Planning Agency shall appoint an elected official to serve as the official Chairperson for all LCB meetings. The appointed chairperson shall be an elected official from the county that the LCB serves (41-2.012(1) FAC). For a multi-county LCB, the Chairperson shall be from one of the counties involved. The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

2. VICE-CHAIRPERSON
   The LCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the LCB members. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official not serving as the Chairperson shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

B. VOTING MEMBERS

1. An elected official from the service area, serving as the chairperson;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. A person who is recognized by the Veterans Service Office representing the veterans in the county;
7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
8. A person over sixty representing the elderly in the county;
9. A person with a disability representing the disabled in the county;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
11. A local representative for children at risk;

12. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the CTC.
13. A local representative of the Florida Department of Elder Affairs;
14. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the LCB;
15. A local representative of the Florida Agency for Health Care Administration;
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

It is the intent of the Commission for the membership of every LCB to not only consist of individuals who represent the appropriate governmental agencies or groups of people as defined above, but also for the membership to represent, to the maximum degree possible a cross section of their local community.

No employee of a CTC shall serve as voting member of the LCB. However, an elected official serving as Chairperson of the Coordinating Board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the CTC shall not be precluded from serving as voting members of the LCB.

C. TECHNICAL ADVISORS – NON-VOTING MEMBERS

Upon a majority vote of a quorum of the LCB, technical advisors may be approved for the purpose of providing the LCB with technical advice as necessary.

D. MULTI-COUNTY COORDINATING BOARDS - 41-2.012(1) FAC

The Planning Agency may recommend multi-county LCBs to meet the service needs of the transportation disadvantaged in two or more counties based on these guidelines, and when agreed upon in writing by all county commissions in each county to be covered in the service area. The multi-county LCB will be made up of the same membership of the aforementioned single-county LCB with the following exception: An elected official from each county of the multi-county service area will be appointed to the LCB, one of which will serve as Chair of the LCB and one as the Vice Chair. The recommendation of a multi-county LCB shall be presented to the Commission for approval.

E. ALTERNATES

1. Alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency, if desired.
2. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
3. Alternates for a LCB member who cannot attend a meeting must be a representative of the same interest as the primary member.

V. TERMS OF APPOINTMENT

Except for the Chairperson and state agency representatives, the members of the LCB shall be appointed for three year staggered terms with initial memberships being appointed equally for one, two and three years to avoid a significant turnover during a particular period (41-2.012(4) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency.

VI. ATTENDANCE

The Planning Agency shall review, and consider rescinding, the appointment of any member of the LCB who fails to attend three consecutive meetings. The Planning Agency must complete attendance roster for each local coordinating board meeting. LCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

VII. BY-LAWS AND PARLIAMENTARY PROCEDURES

The LCB shall develop and adopt a set of by-laws. The by-laws shall state that the LCB will conduct business using parliamentary procedures according to Robert's Rules of Order. The by-laws shall be reviewed, updated (if necessary), and adopted annually. It is recommended that the by-laws are reviewed and approved during the first quarter (July-September). Approved by-laws shall be submitted to the Commission.

VIII. LOCAL COORDINATING BOARD DUTIES

The LCB shall:

A. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the Commission.

B. Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process, to include, but not be limited to, the public, planning agency staff, and the CTC.

C. Annually, provide the MPO/planning agency with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage)

for the number of trips provided within the system to be on public transit where such services are available. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the Commission upon approval by the LCB. In areas where a planning agency serves as the CTC, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the CTC.

D. In cooperation with the CTC, review and provide recommendations to the Commission and the MPO or Designated Official Planning Agency, on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the Coordinating Board and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. Such a process should include at least:

1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
   a) The need for the requested funds or services;
   b) Consistency with local government comprehensive plans;
   c) Coordination with local transit agencies, including the CTC;
   d) Consistency with the TDSP;
   e) Whether such funds are adequately budgeted amounts for the services expected; and,
   f) Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.

2. Notify the Commission of any unresolved funding requests without delays in the application process.

E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.

F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, operating hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and

2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.

G. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations for the local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The LCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the LCB. (41-2.012(5)(c), FAC).

H. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).

I. Annually hold at a minimum, one Public Meeting/Workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public meeting/workshop will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public meeting/workshop be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the LCB meeting).

   NOTE: This must be a completely separate meeting not simply an opportunity to provide public comment during the quarterly LCB meeting. The public meeting/workshop must be noticed as a separate meeting, have its own agenda and minutes. A public meeting/workshop held jointly with the Commission will satisfy this annual requirement.

J. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).

K. Work cooperatively with regional workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).

L. Evaluate multi county or regional transportation opportunities (427.0157(6), FS).

TRANSPORTATION DISADVANTAGED (TD)
LOCAL COORDINATING BOARD (LCB)

LCB

COMPLAINT & GRIEVANCE PROCEDURES

May 2019, 2026

SECTION 1: CREATION OF FORMAL PROCEDURE

1.1 There is hereby created a formal complaint/grievance procedure for the transportation disadvantaged program as specified by the Commission for the Transportation Disadvantaged (CTD) pursuant to Chapter 427, Florida Statute and Rule 41-2.012, Florida Administrative Code, hereinafter referred to as the Grievance Process. The following rules and procedures shall constitute the grievance process to be utilized in the coordinated community transportation disadvantaged system for Broward County.

SECTION 2: DEFINITIONS

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

(a) **Community Transportation Coordinator (CTC):** A transportation entity recommended by a Metropolitan Planning Organization (MPO), or by the appropriate designated official planning agency as provided for in Section 427.011-427.017, Florida Statutes, in an area outside the purview of a MPO, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area. The current CTC is Broward County / Broward County Transit.

(b) **Designated Official Planning Agency (DOPA):** The official body or agency designated by the CTD to fulfill the functions of transportation

disadvantaged planning in areas not covered by ~~a~~an MPO. The MPO shall serve as the DOPA in areas covered by such organization. The Broward MPO is the DOPA for Broward County.

(c) **Transportation Disadvantaged (TD):** 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 on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

(d) **Agency:** An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation services-providing agency.

(e) **Transportation Operator:** One or more public, private for-profit, or private nonprofit entities engaged by the CTC to provide service to TD persons pursuant to a coordinated system service plan.

(f) **Service Complaint:** Incidents that may occur on a daily basis and are reported to the CTC involved with the daily operations, and are resolved within the course of a reasonable time suitable to the complainant. Local service complaints are driven by the inability of the CTC to meet local service standards established by the CTC and LCB. All service complaints should be recorded and reported by the CTC to the LCB.

(g) **Formal Grievance:** A written complaint to document any concerns or an unresolved service complaint regarding the administration of TD services by the CTC, DOPA, or LCB.

(h) **Administrative Meeting of the Grievance Committee Process:** Chapter 120, Florida Statute.

(i) **Ombudsman Program:** A toll-free telephone number established and administered by the CTD to enable persons to access information and/or file complaints/grievances regarding transportation services provided under the coordinated effort of the CTC.

(j) **TD Program Administrator:** Serves as staff to the MPO, as directed by the MPO Executive Director, and shall act as the staff of the LCB.

SECTION 3: OBJECTIVES

3.1 The objective of the grievance process shall be to process, investigate, and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities and the customer. It is not the objective of the grievance process to have “adjudicate” or “determinative” powers.

3.2 The CTC must provide the TD Program’s telephone number (954) 357-8405 in all collateral materials regarding the reporting of complaints.

3.3 All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

3.4 A written copy of the grievance procedure shall be available to anyone upon request.

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

SECTION 4: MEMBERSHIP

4.1 The Grievance Committee shall be composed of a minimum of three (3) Members or Alternates and shall be appointed by the LCB Chairperson, or in his/her absence the Vice Chairperson. The Chairperson, or in his/her absence the Vice Chairperson, of the LCB reserves the right to make reappointments should any conflict of interest arise.

4.2 The TD Program Administrator/MPO staff or designee shall be an advisory member of the Grievance Committee.

SECTION 5: TERMS OF MEMBERS

5.1 A member of the Grievance Committee may be added or removed for cause by the LCB Chairperson, or in his /her absence, the Vice Chairperson. Vacancies in the membership of the Grievance Committee shall be filled in the same manner as the original appointments.

5.2 A minimum of three (3) Grievance Committee members shall be present for official action. Meetings shall be held at such times as the Grievance Committee may determine and/or as necessitated by formally filed grievances.

SECTION 6: GRIEVANCE PROCESS

6.1 Grievance procedures will be those as specified by the LCB, developed from guidelines of the CTD, and approved by the LCB as set forth below. The grievance procedures are for the purpose of fact-finding and not exercising adjudicative powers. Therefore, it should be understood that these procedures are for the purpose of "hearing", "advising" and "making recommendations" on issues affecting the service delivery and administration of the TD program in the service area.

6.2 Apart from the grievance procedures outlined below, aggrieved parties with proper standing may also have recourse through the Chapter 120, Florida Statutes Administrative Meeting of the Grievance Committee Process, the judicial court system, the CTD.

6.3 Service Complaints: All service complaints should be recorded and reported by the CTC to the LCB. Service complaints may include, but are not limited to:

- Late pick-up and/or late drop-off
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, e.g., may not qualify, lack of TD funds, etc.)
- Other, as deemed appropriate by the LCB

6.4 Formal Grievance: The customer, in their formal complaint, should demonstrate or

establish their concerns as clearly as possible. The formal grievance process shall be open to addressing concerns by any person or agency including, but not limited to: users, potential users, the CTC, the DOPA, elected officials, and operators. Formal grievances may include, but are not limited to:

- Chronic or reoccurring or unresolved Service Complaints (Refer to description of service complaints)
- Violations of specific laws governing the provision of TD services i.e., Chapter 427, F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA).
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures
- Denial of service
- Suspension of service
- Unresolved safety issues
- Other, as deemed appropriate by the LCB

6.5 All formal grievances filed must be written and contain the following:

- Name and address of the complainant
- A statement of the grounds for the grievance supplemented by

supporting documentation made in a clear and concise manner. This shall include a complete description of efforts taken by the customer to resolve the complaint.

- An explanation of the relief desired by the customer.

If the customer does not supply the above information to substantiate the grievance, no further action will be taken.

6.6 **Step 1:** The customer shall first contact the CTC. The CTC will attempt to mediate and resolve the grievance. The customer may also contact the CTD Ombudsman representative through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or via https://www.fdot.gov/ctd/ctd-home may email CTDOmbudsman@dot.state.fl.us .

6.7 **Step 2:** The Community Transportation Coordinator will render a decision in writing, giving the complainant an explanation of the facts that lead to the Community Transportation Coordinator's decision and provide a method or ways to bring about a resolution. The written response to the complainant on the status of the complaint must be transmitted by the CTC Program Manager within ten (10) working days of receipt. In addition, the written response shall advise the customer of the existence of the Ombudsman helpline and provide the customer with the helpline's toll-free telephone number.

6.8 **Step 3:** If mediation with the CTC is not successful, the CTC or customer may file an official complaint with the Broward MPO staff/TD Program Administrator.

6.9 **Step 4:** The Broward MPO staff/TD Program Administrator will make every effort to resolve the grievance by arranging a meeting between the involved parties in an attempt to assist them in reaching an amicable resolution. The meeting shall take place within ten (10) working days of receipt of all evidence regarding the grievance. The Broward MPO staff/TD Program Administrator shall prepare a report regarding the meeting outcome. The report shall be sent to the customer and the Grievance Committee within ten (10) working days of the date of the meeting.

6.10 **Step 5:** If the Broward MPO staff/TD Program Administrator is unsuccessful at resolving the grievance through the process outlined in 6.9 above, the customer may request, in writing, that their grievance be heard by the Grievance Committee. This request shall be made within ten (10) working days of receipt of the report prepared as a result of the mediation meeting arranged under Section 3 above and sent to the Broward MPO staff/TD Program Administrator.

6.11 **Step 6:** Upon receipt of the written request for the grievance to be heard by the Grievance Committee, the Broward MPO staff/TD Program Administrator shall have fifteen (15) working days to contact Grievance Committee members and set a meeting date and location. The customer and all parties involved shall be notified of the meeting of the Grievance Committee date and location at least ten (10) working days prior to the meeting date.

6.12 **Step 7:** Upon conclusion of the meeting, the Grievance Committee must submit a written report of the Grievance Committee proceedings to the Chairperson, or the Vice Chairperson in his/her absence, of the LCB within ten (10) working days. The

report must outline the grievance and the Grievance Committee's findings/recommendations. If the grievance is resolved through the meeting process (Steps 3 through 6), the grievance process will end. The final report will be forwarded to the members of the LCB. The Local Coordinating Board Grievance Committee must review all grievances and report accordingly to the full LCB.

6.13 The CTC will submit to the LCB board the following reports by the last LCB meeting of the fiscal year:

- Grievance report and the outcome.
- A comprehensive annual TD rider's report, which includes number of riders and number of trips, provided.

If the grievance has not been resolved as outlined in these grievance procedures, the customer may exercise their adjudicative rights, use the Administrative Hearing Process outlined in Chapter 120, Florida Statutes, or request that their grievance be heard by the CTD through the Ombudsman program established herein and the CTD's Grievance Process outlined in Section 7.

SECTION 7: CTD GRIEVANCE PROCESS

7.1 If the LCB Grievance Process does not resolve the grievance, the customer will be informed of his/her right to file a formal grievance with the CTD. The customer may begin this process by contacting the CTD through the established Helpline at 1-800-983-2435 or by mail to: Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street MS-49, Tallahassee, FL 32399-0450 or via https://www.fdot.gov/ctd/ctd-home may email CTDOmbudsman@dot.state.fl.us.

Upon request of the customer, the CTD will provide the customer with an accessible copy of the CTD's Grievance Procedures. If the CTD is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance. All of the steps outlined in Section 6 and Section 7.1 must be attempted in the listed order before a grievance will move to the next step. The customer should provide as many details as possible when filing a complaint, such as date, times, names, vehicle numbers, etc. The Ombudsman Program, provided by the CTD, is available to anyone who requests assistance in resolving complaints/grievances. The Ombudsman Program may be reached through the toll free Helpline at 1-800-983-2435 or via https://www.fdot.gov/ctd/ctd-home may email CTDOmbudsman@dot.state.fl.us. By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed in Sections 6 and 7 above. The Ombudsman will document each complaint and upon the request of the customer, file the complaint with the local CTC on the customer's behalf, to begin the local complaint process. If the customer has already filed the grievance locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process. The customer has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

- ADOPTED 04-14-91
  REVISED 06-10-05
  REVISED 05-15-12
  REVISED 06-17-13

REVISED 06-22-15
REVISED 05-15-17
REVISED 04-15-18
REVISED 05-20-19
REVISED 05-18-20
REVISED 05-17-21
REVISED 05-09-22
REVISED 05-17-23
REVISED 05-20-24
REVIEWED 05-21-25
REVIEWED 05-18-26

Action Items 5.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

REQUESTED ACTION:
MOTION TO APPROVE:

A. The Community Transportation Coordinator's (CTC's) Performance Evaluation

B. Broward County (through Broward County Transit / BCT) to Continue in Its Role as the CTC for Broward County

WHY THIS ACTION IS NECESSARY:
This action is required by Rule 41-2, Florida Administrative Code (FAC), which states that the LCB shall evaluate the CTC annually.

SUMMARY EXPLANATION/BACKGROUND:
41-2, FAC states that the LCB will annually provide the MPO with an evaluation of the CTC's performance relative to Florida Commission for the Transportation Disadvantaged (CTD) and local standards and the performance results of the most recent Transportation Disadvantaged Service Plan (TDSP).

A. The LCB Review Committee met on April 20, 2026 to review the fiscal year (FY) 2024-2025 CTC Evaluation Workbook and to provide recommendations and comments to the LCB for approval. In addition, they also turned in surveys as part of the evaluation process. Both the Workbook with proposed updates and changes (using the "~~strikethrough~~ and underline method") as well as the surveys are provided in Attachment 1. The recommendations and comments of the LCB Review Committee are summarized in Attachment 2.

B. After reviewing the CTC's performance, the LCB Review Committee made the unanimous recommendation that the Broward County through BCT should continue as the CTC.

The CTC will be available at the meeting to address questions and comments regarding the evaluation.

ADDITIONAL INFORMATION/PREPARER:
If you have any questions about the CTC evaluation, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.

Attachments

1. FY 2024-2025 CTC Evaluation Workbook and Surveys
2. Summary of LCB Review Committee Recommendations

CTC
EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: BROWARD COUNTY TRANSIT

COUNTY: BROWARD

ADDRESS: 1 N. UNIVERSITY DRIVE, 3100-A, PLANTATION, FL 33324

CONTACT: PAUL STROBIS PHONE: 954-357-8321

REVIEW PERIOD: FY 2023~~3~~4 – 2024~~4~~5 REVIEW DATES 02/0~~1~~2/25~~5~~6-04/01/25~~5~~6

PERSON CONDUCTING THE REVIEW: MPO STAFF

CONTACT INFORMATION: REBECCA SCHULTZ 954-876-0047

LCB EVALUATION WORKBOOK

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EVALUATION INFORMATION

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

1	Cover Page
4 - 5	Entrance Interview Questions
6	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
9	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
14	Insurance
15	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
18-25	Commission Standards and Local Standards
35	Level of Cost - Worksheet 1
35	Level of Competition – Worksheet 2
37	Level of Coordination – Worksheet 3
42 – 111	Surveys

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to CTD).

- LCB reviews the CTC once every year to evaluate the operations and performance of the local coordinator.

  LCB will be reviewing the following areas:

  - Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - Following up on the Status Report from last year and calls received from the Ombudsman program.
  - Monitoring of contractors
  - Surveying riders/beneficiaries, purchasers of service, and contractors

- LCB will issue a Review Report with findings and recommendations to CTC no later than 30 working days after review has concluded.

- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE ANNUAL OPERATING REPORT (AOR), COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: RURAL **X** URBAN

2. ORGANIZATION TYPE:
   - PRIVATE-FOR-PROFIT
   - PRIVATE NON-PROFIT
   - **X** GOVERNMENT
   - TRANSPORTATION AGENCY

3. NETWORK TYPE:
   - SOLE PROVIDER
   - **X** PARTIAL BROKERAGE
   - COMPLETE BROKERAGE

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

   ARC Broward, Miramar Senior Services, NE Focal Point, NW Focal Point, Transportation America, United Community Options.

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

Agency for Community Treatment Services (ACTS), ARC Broward, Archways, Ann Storck Center, BARC Housing, Broward Children's Center, Cerebral Palsy Adult Home, Inc., Christina G. Smith Community Mental Health Foundation, City of Deerfield Beach – Northeast Focal Point (NEFP), City of Lauderhill, City of Margate – Northwest Focal Point (NWFP), City of Miramar, City of Pembroke Pines – Southwest Focal Point (SWFP), City of Tamarac, Douglas Gardens North, Friendship Circle, Gulf Coast Jewish Family and Community Services Center, Henderson Behavioral Health, House of Hope, Lighthouse of Broward, Memorial Hospital System - South Broward Hospital District, Sunrise Community Center, United Community Options, Woodhouse, Inc.

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

OMBUDSMAN/TD	Number of calls	Closed Cases	Unsolved Cases
Cost	0	0	0
Medicaid NA	0	0	0
Quality of Service	0	0	0
Service Availability	0	0	0
Toll Permit	0	0	0
Other	0	0	0

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.
"Review all transportation operator contracts annually." **See TDSP, Pages 256-304; Appendix H**

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

1. Contractors are required to provide CTC with updated Driver Rosters by the twentieth (20) calendar day of each month. Roster shall indicate driver's name, date of hire, training dates, last Drug and Alcohol test, Motor Vehicle Record (MVR) review date and date of latest criminal record check. Contractors are required to maintain updated Driver Rosters in the Computerized Trip Management System (CTMS)

2. Contractors must provide CTC with evidence all drivers have completed the training program offered by CTC prior to any driver providing service and must attend a refresher class or repeat new driver training a minimum of once every two (2) years. Classes include Defensive Driver, Passenger Assistance Technique, Responding to Client Incidents, SUNsational Service and other training required by Provider.

3. Training information shall be included in the monthly operating summary package. Additionally, drivers are required to participate in a driver training program developed by CTC. Contractors must require all personnel providing transportation to possess the following, which shall be filed with CTC prior to personnel providing paratransit service: current, valid Broward County Chauffeur's Registration in accordance with requirements of Chapter 22-1/2, Broward County Code of Ordinances. Provider ADEPT driver roster is submitted weekly to Broward County Risk Management department. They verify daily for driver license violations which would require driver removal from operating a vehicle. Driver Training Program shall include a minimum of eighty (80) hours of training prior to driving a service vehicle. This shall include the following: Passenger Assistance Technique; Defensive Driver; Responding to Client Incidents; Vehicle breakdown, Vehicle and/or Passenger Accidents; Vehicle Orientation; Trip Scheduling; and biannual refresher classes.

4. CTC requests MVRs for Contractor's drivers on a periodic basis. When a report shows evidence of violations, CTC will promptly notify Contractor and Taxi Section of Broward County's Division of Consumer Affairs. Contractor must have procedures to periodically review drivers' MVRs. Compliance is monitored by CTC staff. Per Contract "County may request and review State of Florida MVRs for Contractor's drivers on a monthly basis".

5. Training program includes methods for measuring effectiveness of training in developing skill and improving performance. Methods shall be based on performance indicators which measure proficiency and not solely on Contractor meeting minimum training hours required. Such measurement procedure shall be provided to CTC upon request.

6. CTC performs annual evaluations of Contractors ensuring compliance with the System

Safety Program Plan, locally approved standards, FCTD and FDOT standards, annual operating data and insurance requirements.

7. CTC's direct involvement in day-to-day operations of service includes but is not limited to: on-street monitoring of drivers and vehicles, equipment and customer service inspections, contract compliance and quality control. Contractors cooperate fully with the CTC monitoring programs. Contractors provide full access to all driver records at operating facilities. Contractors are required to make available: work station, desk, telephone and chair if so requested.

8. CTC's on-street monitoring shall include but is not limited to: on-time performance, knowledge of service area and routing, driver assistance, manifest accuracy and completeness, driver and vehicle appearance, wheelchair lift condition and operation, wheelchair securement systems and use, safety equipment, driving habits and compliance with Florida Motor Vehicle Regulations. Language from Contractor Service Agreement (See page 6, #3).

9. Contractors provide CTC with service data via summary reports generated by CTMS and a bi-weekly invoice for each component of service for previous bi-weekly (Monday through Sunday) period. This information shall include but is not limited to the following: number of one-way passenger trips by type of trip; total hours of vehicle service; copies of daily reports for driver activity or other daily reports showing starting and ending times; starting and ending mileage for each vehicle; copies of trip tickets, log sheets or driver manifests; weekly reimbursement charges for services and denied trip requests.

10. CTC operates with zero trip denial rates. If one provider is unable to perform a requested trip due to capacity constraints another provider performs the trip.

11. Pursuant to Federal Transit Administration's (FTA) standards for precision, accuracy and accountability, CTC is required to report data to the National Transit Database (Section 15 data). As required by FTA, or CTC, Contractors shall collect Section 15 data and other "service supplied" information or "service consumed" information, as terms are defined in Section 15 of FTA regulations. Contractors are responsible for collection of financial and operational data, including on-board operational and passenger-related data and for transmittal to CTC on CTC approved forms as follows: operational and passenger-related data shall be submitted to CTC no less than weekly, financial data shall be submitted to CTC no less than quarterly and designated "service supplied" data shall be submitted to CTC thirty (30) days prior to termination of CTC's fiscal year. All source documents for Section 15 filings shall be subject to audit and shall be maintained by Contractors for five (5) years following final payment under their agreement with CTC.

12. Contractors must provide written monthly reports to CTC by the twentieth (20th) day of the month following the month of service. All required information shall be collected and reported individually for each funding component of service. Reports shall be submitted on a form developed by Contractor and approved by CTC and shall include, but not be limited to the following:

    - Brief Narrative: Brief narrative highlighting month's activities, unusual events, trends

and other noteworthy observations.

- Ridership: Number of one-way passenger trips, Personal Care Attendants (PCAs) and Companions on a day-by-day basis for each funding and fare entity and category.

- Miles and Hours: Total hours of service and vehicle miles on a day-by-day basis.

- Cost of Service: Total service revenue based upon contracted rates, collected fares and net revenue to provide service (total revenue less imputed fares).

- Service Quality Measures: On-time performance data, trips completed, missed trips and trip denials with an explanation.

- Efficiency Measures: Appropriate measures to include passengers per mile, hour or vehicle trip.

- Fleet Data: Updated fleet listings and status of all vehicles.

- Other: Accident/incident reports/briefs/findings, training activities/certifications, including sensitivity training and education, key personnel changes and suggested improvements.

13. All vehicles, wheelchair lifts or ramps and wheelchair securement devices are inspected annually by CTC staff. All vehicles must be approved, inspected and display an inspection sticker issued by CTC prior to providing service. Complaints received concerning any vehicle or its equipment, at CTC's discretion, may require vehicle to report to CTC's facility. If the complaint is related to safety issues, vehicle must report to the CTC immediately. Any vehicle found in violation of any contractual standard must be removed from service until violation is remedied.

14. CTC reserves the right through its agreements with Contractors, in its sole discretion, at any time, to inspect vehicles and maintenance facilities during normal working hours and to review Contractors' maintenance records.

15. Day-to-day monitoring is also conducted through CTC's Complaint Procedure. All client complaints shall be referred to CTC's Paratransit Customer Service. All complaints are entered into CTMS. Complaint will be forwarded to Contractor for written or electronic response. Contractor's responses shall be made within three (3) business days of receipt of complaint. Complaints of more serious nature such as injury, driver misconduct and client safety shall be responded to by the end of that business day. Complaints are tallied each month, indicating total number of complaints and type of complaints, for each Contractor. The complaint standard is established at 0.2% of trips delivered in a calendar month.

16. CTC works closely with CTD's Ombudsman Program to resolve all service complaints and inquiries. CTC investigates each item as described above (see #15), contacts all concerned parties and sends CTD's Ombudsman Program a report on the resolution of the complaint/inquiry.

Is a written report issued to the operator? **X** Yes □ No

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

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

- Insurance Certificates are monitored and updated annually to ensure compliance with State and Local standards.
- Random site visits.
- Random vehicle inspections.
- Review of Annual Operating Report data.

Is a written report issued? **X** Yes □ No

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

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

Drivers and vehicles may be removed from service and/or termination of Coordination Agreement.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes □ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM? N/A

School bus joint use program is not used in Broward County. Expense of liability insurance is a major concern raised by the School Board. In addition, lack of seat belts and air conditioning on school buses is a problem for TOPS customers. However, there is an agreement between Broward County Transit (BCT) and the School Board to provide emergency transportation services for residents to designated shelters in the event of a hurricane or other natural disaster. School Board services could be used for backup for assisted living facilities, mobile home parks and other congregate living sites.

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

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM? ☐ N/A

BCT is dedicated to improving its fixed-route bus system on an ongoing basis and has completed the following improvements to enhance accessibility:

- Of the 4,588 total bus stops within Broward County, ~~3,602~~ 3,616 are ADA compliant.
- Of the ~~986~~ 972 non-ADA compliant bus stops 280 bus stops are structurally unable to meet ADA requirements due to space/easement limitations. All BCT routes have ADA accessible bus stops.
- All bus drivers are trained to provide assistance upon request.

- All buses are equipped with voice annunciation systems which provide on-board automatic voice announcements in English, Spanish and Creole. They announce bus stops, major transfer points and safety advisories.
- All signage, both inside buses and at bus stops, complies with ADA regulations.

Customers requesting transportation services are directed to fixed-route service provided by BCT. Those unable to use fixed-route service are encouraged to apply for TOPS! paratransit service. Disabled customers who can use fixed-route bus service for some trips are granted ADA conditional eligibility and use paratransit service only for trips where bus service is not accessible or navigable.

BCT provides service to 410 square miles within Broward County. BCT fixed-route buses connect with Palm Beach and Miami-Dade transit systems and Tri-Rail. BCT's fleet has ~~415~~ 383 fixed-route buses (all BCT buses are wheelchair accessible, and our bus operators provide assistance upon request) providing service on ~~43~~ 44 weekday routes and 67 community buses operated in partnership with 17 municipalities. BCT transports ~~24~~ 23 million passengers annually (~~65,743~~ 65,196 daily) with an annual service mileage of over 14 million miles. There are ~~43~~ 44 BCT Routes and 51 Community Shuttle Routes Monday-Friday. On Saturdays, service is reduced to 32 BCT directly operated Fixed Routes and ~~22~~ 23 Community Bus Routes. Service is further reduced on Sundays, with BCT providing rides on ~~32~~ 33 directly operated Fixed Routes and 5 Community Bus Routes. There are ~~4,588~~ 4,655 designated bus stops and ~~1,385~~ 1,231 bus stops have shelters with ads with a minimum of 50 shelters planned for construction in ~~2025.~~2026.

BCT provides service into Miami-Dade and Palm Beach Counties.

Fixed-route service into Palm Beach County includes Route 19 to Sandalfoot and Route 10 to Mizner Park.

Fixed-route service into Miami-Dade County includes Route 18, 441 Breeze and University Breeze to Golden Glades; Route 2, 207th Street and University Drive; and Routes 1, 28 and US 1 Breeze to Aventura Mall and 95 & 595 Express Buses from various Park & Rides to downtown Miami, Brickell, ~~and~~ Civic Center , and Miami Intermodal Center.~~.~~

BCT provides free Wi-Fi on all buses.

Transit Technology

Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL)

This computerized bus tracking technology locates buses in service. It allows real time monitoring of bus movements, better control of bus headway, closer schedule adherence tracking and ability to direct maintenance crews faster in the event of vehicle breakdown or loss of communication. This technology allows BCT to improve dispatch efficiency and reliability of bus service. In addition, extensive information is collected for planning purposes.

Status: CAD/AVL uses cellular communications to provide frequent location reports from the bus and provides more reliable voice communications. CAD/AVL also allows real-time bus tracking information to be shared via website, mobile application, and passenger advisory signs located at bus stops and terminals. BCT has a CAD/AVL system in fixed-route and community busses.

Automatic Passenger Counters (APC)

APCs count passengers when they board and exit buses. This technology enables BCT to develop or refine bus schedules and collect information for planning purposes. APCs reduce the cost of collecting ridership information. It increases the amount and quality of information obtained and permits continuous sampling of stop-by-stop ridership. APCs can be used to meet National Transit Database data reporting requirements for tracking ridership data, improving system on-time performance and to maximize operational efficiencies.

Status: BCT is exploring options to replace its existing Automatic Passenger Counter (APC) system with newer technology that will result in greater data quality and reliability. A new APC system will interface with the new CAD/AVL system currently being installed.

Real Time Transit Information

This technology provides better customer service by disseminating timely and accurate service information about projected bus arrival and departure times, disruptions and delays, transfers and other transportation services at select locations. It also provides customers other travel related information: date and time, transportation-related security information, updates during emergencies and public service announcements. Access to information is provided through media including Passenger Advisory Signs (PAS), smart phones, mobile devices, internet, and dynamic message signs strategically located at bus shelters, transit centers, major office buildings and shopping centers. Riders use real time information to choose how they travel (bus, car or rail), which route and when. This technology ties into BCT's primary function – to give the best customer service by helping travelers make efficient use of time while waiting for a bus. Knowing when a bus will arrive or depart helps reduce traveler anxiety.

Status: The CAD/AVL system enables BCT to disseminate and provide bus arrival and departure times, delays and other travel-related information to provide improved customer service. CAD/AVL project scope includes PASs at three (3) major transfer locations and real-time information delivered through Interactive Voice Response (IVR), website, email, text messaging and mobile phone apps.

Traffic Signal Priority System (TSP)

TSP is an ITS strategy providing buses preference at traffic signals when they arrive at intersections or under certain conditions. BCT expects this technology to reduce bus delays and maintain schedules with minimum impact on cross street traffic. TSP will improve mobility, reliability, schedule, and efficiency.

Status: BCT is actively collaborating with its regional partners such as FDOT and Broward MPO, as well as Broward County Traffic Engineering to determine its potential application and benefits. Transit Division will begin testing this technology with the traffic light system once the CAD/AVL system is fully operational.

TOPS! Paratransit Customers and Fixed Route Service

Eligible conditional status ADA paratransit customers may ride Broward County fixed-route buses free-of-charge without affecting their paratransit eligibility.

Broward County's fixed route service is the easiest and most affordable and economical way to travel throughout Broward County while the express bus service provides free, commuter park and ride locations, and travel along the major interstate highways to Miami on weekdays during morning and afternoon peak travel hours.

MyRide.Broward.org helps customers know when the next three buses will arrive at their location.

Customers needing assistance to plan a trip can call 954-357-8400 and be sure to tell the customer service agent:

- Where customer is (city, major intersection or address)
- Where customer would like to go (destination)
- What days of the week customer wants to travel
- What time of day customer will be traveling

Passengers who prefer online trip planning assistance for travel on BCT buses can log on to Google Transit™ at www.google.com/transit. BCT offers riders an online trip planner as an alternative to driving directions. Passengers start by entering the starting and ending destination and expected departure or arrival time. Google Transit™ will provide up to three (3) suggested trip plans featuring trip maps, transfer instructions, and estimated arrival times.

Fares and Passes

New Mobile-Friendly Fareboxes
All BCT buses have been retrofitted with mobile-friendly fareboxes. The new fareboxes make travel easier and more convenient for customers, who are now able to purchase a bus pass using their smartphone. The new fareboxes can process various forms of payments including mobile tickets, smart cards, and cash. Customers will also be able to connect with all South Florida Transportation systems.

BCT Mobile Ticketing ~~App~~
To purchase a ticket through the mobile ticketing app a customer needs to: 1. Download the ~~Broward County Transit Mobile Ticketing~~ RideBCT App or the SoFloGO App 2. Purchase ticket on customer's smartphone 3. Scan and ride. View the instructional video ~~https://www.broward.org/BCT/Pages/Mobile-Ticketing-App.aspx~~ https://www.broward.org/BCT/Fares/Pages/MobileApp.aspx

Mobile Ticketing Reduced Fare Pass Registration
In order to purchase reduced-fare electronic bus passes in the Mobile Ticketing App, you must visit one of our locations for a Customer Service Agent to create your account.

Mobile Ticketing Registration is available at the following locations:

- Government Center West
  1 North University Drive
  Plantation FL 33324
  Second Floor
  Hours: Monday - Friday, 9-11AM and 2-4PM
- Broward Central Terminal
  101 NW 1 Avenue
  Fort Lauderdale FL 33301
  Hours: Monday - Friday, 8AM - 5PM
- Lauderhill Transit Center
  1359 NW 40th Avenue
  Lauderhill FL 33313
  Hours: Monday - Friday, 8AM - 5PM
- Northeast Transit Center
  304 Dr. Martin Luther King Jr. Boulevard
  Pompano Beach FL 33060
  Hours: Monday and Wednesday: 6:30AM - 2:30PM; Friday: 11AM - 5PM

Required Documentation:
Original documentation ONLY (Photocopies will not be accepted)

- **Senior Fares (65 and older) -** Proof of age is required.
- **Medicare or Disability Fares -** Proof of disability is required
  - A valid government issued photo I.D. is also required. All Medicare cards, doctor letters and Government issued photo I.D. cards must be originals.
- **College Bus Pass –** Current college photo I.D. card or a current copy of the student's class schedule and a current photo I.D. is required.
- **Youth fares (18 years or younger) –** Proof of age is required.

The BCT Bus Pass is a credit-card size fare card with a magnetic swipe. It is a cost-savings pass for daily, unlimited travel for a specific period of time.

Adult Fares (Ages 19-64)

- One-way Cash Fare $2
- 3 Day Bus Pass $12
  Unlimited rides for 3 consecutive days. Starts the first day the card is swiped on the bus.
- 7 Day Bus Pass $20
  Unlimited rides for 7 consecutive days. Starts the first day the card is swiped on the bus.
- 10 Ride Bus Pass $20
  Expires after the 10th ride is taken.
- All Day Pass $5
  Available for purchase on the bus. Unlimited rides all day on BCT fixed routes.
- 31 Day Adult Bus Pass $70
  Unlimited rides for 31 consecutive days. Starts the first day the card is swiped on the bus.
- Premium Express one-way cash fare $2.65
- Premium Express 10 Ride Bus Pass $26.50
- Premium Express 31 Day Bus Pass $95

Senior Fares (65 and older)
Medicare or Disability Fares (proof of disability required)

- One-Way Cash Fare Reduced $1
- All Day Bus Pass Reduced $4
- 31 Day Bus Pass Reduced $40
- Premium Express One-Way Cash Fare Reduced $1.30

Proof of age is required for a senior fare.

BCT offers a Reduced Fare Photo I.D. Card to make it easier for persons age 65 years and older and disabled persons to qualify for the reduced bus fare.

Photographs for the Reduced Fare Photo I.D. Card program are taken at the Broward Central Terminal, 101 NW 1st Avenue, Fort Lauderdale, and at the Lauderhill Transit Center, 1359 NW 40th Ave. in front of the Lauderhill Mall, Lauderhill.

Hours are Monday, Tuesday, Thursday, Friday, 9AM to 4PM (closed for lunch 12:30 to 1:30PM) at the Customer Service Center.

Persons 65 years and older have the option of obtaining a Reduced Fare Photo I.D. Card or showing another acceptable form of identification with proof of age. To receive a Reduced Fare Photo I.D. Card, riders must prove eligibility according to these requirements:

For a BCT Disabled Reduced Fare Photo I.D. Card, proof of disability is required with a Medicare card or a dated letter from a doctor (on Doctor's letterhead) stating 50 percent or more permanent disability or a Social Security Award Letter (letter must have the wording 'disabled individual'). A valid government issued photo I.D. is also required. All Medicare cards, doctor letters and Government issued photo I.D. cards must be originals. No copies will be accepted.

Youth Fares (18 years or younger)

- One-Way Cash Fare Reduced $1
- All Day Bus Pass Reduced $4
- 31 Day Bus Pass Reduced $40
- Premium Express One-Way Cash Fare Reduced $1.30

All bus passes are not exchangeable, refundable or transferable. Damaged cards are invalid. Lost, stolen or damaged cards will NOT be replaced by BCT.

College Bus Pass

- 31 Day College Bus Pass $50

To purchase this pass, a current college photo I.D. card or a current copy of the student's class schedule and a current photo I.D. is required. The College Student bus pass is only available for sale at the Broward County Main Library (MN), North Regional/BC Library (NR), South Regional/BC Library (SR), Miramar Library (MI), Northwest Regional Library (NO), Tamarac Branch Library (TA), Alvin Sherman Library located at Nova Southeastern University, on some college campuses, and at the Central Bus Terminal and Northeast Transit Center.

All bus passes are not exchangeable, refundable or transferable. Damaged cards are invalid. Lost, stolen or damaged cards will NOT be replaced by BCT.
BCT partners with Broward County Homeless Initiative Partnership Administration to provide discounted bus passes, (50%), to agencies in Broward County serving homeless individuals. County Human Services provides BCT a list of agencies eligible to purchase discounted passes and is not a grant.

Transfers between regular BCT bus service and BCT Express bus service
Passengers using any BCT bus pass and transferring from a regular BCT route to an Express bus route, must pay a $1.00 upgrade fee. Passengers with a Premium bus pass do not have to pay the $1.00 upgrade fee. Passengers paying with cash, on a regular BCT bus route, will not be able to transfer to an Express bus route without paying the full premium fare when boarding the Express bus. Passengers using an All-Day bus pass will be required to pay the $1.00 upgrade fee when boarding Express buses.

Transfers from BCT to other South Florida Transit Systems
When boarding a BCT bus, passenger pays the appropriate BCT fare and may request a transfer from the bus operator if transferring to Miami-Dade Transit (MDT), Palm Tran or Tri-Rail.

Transfers to BCT to other South Florida Transit Systems
When transferring from MDT, Palm Tran and Tri-Rail to BCT regular fixed-route bus service, passenger pays $.50 with a transfer issued by MDT or Palm Tran and proof of fare payment such as Easy Card and receipt issued by Tri-Rail. Tri-Rail passengers boarding BCT at any locations other than at a Tri-Rail station will be required to pay the full fare.

Transfers between other South Florida Transit Systems and BCT Premium Express bus service
Transfers to MDT or Tri-Rail from Premium Express Service, a transfer is issued and passenger must pay appropriate MDT or Tri-Rail fare. Transfer from MDT or Tri-Rail to Premium Express Service, a $.50 transfer fee is required with the appropriate transfer from MDT or Tri-Rail. The Premium Express Service does not connect with Palm Tran. The Easy Card issued by MDT and Tri-Rail is not accepted as payment on any BCT bus.

Upgrade Transfer Policy
From BCT local to BCT Express: BCT bus pass plus $1 upgrade, pertains to holders of all BCT passes: All Day, 3 Day, 7 Day, 10 Ride, Adult 31 Day Regular, Adult 31 Day Senior, Disabled/Medicare, Youth and College Student Pass.

Bus Pass Purchase Online

Bus passengers and authorized vendors can purchase bus passes online after creating an "Access Broward" account. Visit https://www.broward.org/BCT/Pages/default.aspx and click on "Fares," then select "Bus Pass Purchase." Broward County Transit (BCT) bus passes can be ordered online by making an electronic payment. Transit riders can order only 10-Ride, 7-Day, 31-Day Adult, 10-Ride Premium and 31-Day Premium bus passes. Reduced fare bus passes (Youth/Senior/Disabled/Medicare/College Student) must be purchased in person at the main terminal or authorized vendor locations as valid I.D. is required for age, student status and/or disability verification. Authorized bus pass vendors are able to purchase all bus passes online with the exception of the All-Day bus pass which can only be purchased onboard the bus.
When an online purchase is made, the customer will be sent an e-mail confirming the order. Standard shipping via the U.S. Postal Service (USPS) is free. Authorized bus pass vendors have the option of bus passes being shipped for free by USPS or by secure delivery for a graduated rate.

Online orders are usually processed within three business days. For orders shipped within the U.S., please allow 7-10 business days to receive your bus pass.

Orders may be placed 24-hours-a-day, seven-days-a-week; however, orders placed after 2:00 p.m. on Friday, weekends or holidays will be considered received the following business day and will usually be processed within three business days.

Online transaction information is processed using a 128-bit "Secure Socket Layer" (SSL) certificate. This protection makes it extremely difficult – if not impossible – for anyone to intercept personal or credit card information.

All online bus pass purchases are final; bus passes cannot be exchanged or refunded. BCT does not assume responsibility or liability for bus passes that are lost during shipping. Under Florida law, e-mail addresses are public records. If customers do not want their account

registered email addresses released in response to a public records request, they should not register to purchase bus passes online.

BCT's Customer Relations and Communications Section develops and implements marketing, advertising and public relations programs to provide the public with information about current, new and enhanced bus service, special projects and events and benefits of riding public transportation. This section responds to a myriad of customer inquiries and provides personal trip planning through the customer information telephone center and Google Transit™ accessible on BCT's web site www.broward.org/bct.

Improvements are ongoing at https://www.broward.org/BCT/Pages/default.aspx. Its redesign and more user-friendly layout have resulted in continued increases of monthly visits. Enhancements include 'Transit Flash," a monthly e-newsletter sent to a customer e-mail database with up-to-date information online bus pass purchasing and translation from English to Spanish and Creole.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT? **X** Yes ☐ No

If YES, what is the goal? 120 riders per year

Is the CTC accomplishing the goal? ☐ Yes **X** No

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

Comments:

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

Minimum limits of One Million Dollars ($ 1,000,000.00) per occurrence combined single limit for Bodily Injury Liability and Property Damage Liability.

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

See TDSP, Appendix G, Operator Contract, Article 16

- HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

City of Miramar/Miramar Senior Services	~~$500.16~~ $501
NE Focal Point (Deerfield)	No trips performed
NW Focal Point (Margate)	$~~35,864~~ $40,688
Transportation America	~~$3,831,109.99~~$4,245,779
United Community Options (UCP)	~~$2,740.42~~ $603

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

☐ Yes **X** No

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

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

Comments:

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.
"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

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

Cost [CTC and Coordination Contractor (CC)]
See TDSP Appendix B, Providers and Coordination Contractors

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) ($ amount / unit)	NA				
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
AMBULATORY	$ ~~25.54~~ $24.55				
WHEELCHAIR	$ ~~43.78~~ $42.08				

Special or unique considerations that influence costs?
Explanation:

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

Cost [CTC and Transportation Alternative (Alt.)] NA

None known to CTC	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) ($ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes □ No

Rule 41-2

Findings: Recommendations:

COMPLIANCE WITH 41-2, F.A.C.
Compliance with Commission Standards ***"...shall adhere to Commission approved standards…"***

Review the TDSP for the Commission standards. **See TDSP, Appendix G, Paratransit Contract**

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	Rule 41-2.006 (4) (f), F.A.C.: A local toll free for complaints or grievance shall be posted inside the vehicle. The local complaint process be outlined as a section in the local Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local coordinating board. Local Policy: Services provided by BCT may be reached by calling BCT Customer Service Paratransit Services Section, (954) 357-8400 #2 or 1-866-682-2258 (toll free within Dade, Broward and Palm Beach Counties) hearing impaired–(954) 357-8302. FCTD has a TD Hotline available Monday through Friday, 8:00 a.m. to 5:00 p.m., 1-800-983-2435 or TTY 1-800-648-6084. The phone numbers are posted in all TOPS! vehicles and are also included in the *Rider's Guide*, which is sent to all TOPS! customers.
Vehicle Cleanliness	Rule 41-2.006 (4) (h), F.A.C.: Interior of all vehicles shall be free of 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. Local Policy: Broward County Vehicle Standards: It is the responsibility of CONTRACTOR to ensure each vehicle meets standards established in the TDSP, MOA, FCTD and Chapter 341.061(2)(a), Florida Statutes and Rules. The following are minimum standards which must be met by CONTRACTOR at all times while providing services: Vehicle exterior or is free of grime, oil or other substance, cracks, breaks, dents and damaged paint that noticeably detracts from the overall appearance of the vehicle. Body molding should be in place, or if removed, holes filled and painted. Interior shall be free from dirt, grime, oil, trash or other material which could soil items and protruding metal or other objects that could damage items. Passenger compartment is clean, free of torn upholstery or floor coverings, damaged or broken seats, protruding sharp edges and vermin or insects. All

Commission Standards	Comments
	vehicles shall be cleaned inside and out daily. Vehicles used in general service with capacity of fifteen (15) passengers or less cannot be more than five (5) years old.
Passenger/Trip Database	Rule 41-2.006 (4) (j), F.A.C.: Broward County passenger/trip database must be maintained or accessible by the BCT paratransit services section on each rider being transported within the system. Local Policy: Required Records: Call representative shall confirm or record the following in CTMS for each call: A) PIN #; B) confirm Name, Address, Phone Number and Emergency Contact; C) determine if call is for a complaint or transportation; D) Verify eligibility: E) Verify Pick-up location; F) Determine drop-off location; G) Determine date of travel; H) Verify if pick-up or appointment; I) Determine appointment time; J) Determine if PCA or companion is traveling; K) Recap information; L) Save to wait-list and advise caller they will receive an automated call the night before advising the pick-up time. Customer Pick Up: CONTRACTOR shall be required to provide door-to-door service. Drivers must go into lobbies or vestibules of buildings to locate and/or assist a customer; however, drivers are prohibited from entering residences. Sounding a horn at the curb shall be insufficient notification of a ride's arrival. When customer boards the vehicle, driver shall complete paperwork or utilize an alternate automated system indicating pickup. The following information, at a minimum, shall be recorded by driver: (A.) pick-up time (B.) vehicle odometer mileage; (C.) fare collected from passenger (D.) Other information as required by COUNTY. Section 15 Filing: Pursuant to FTA's standards for precision, accuracy and accountability, COUNTY is required to report data to National Transit Database (Section 15 data). As required by FTA or COUNTY, CONTRACTOR shall collect Section 15 data and other "service supplied" information or "service consumed" information, as terms are defined in Section 15 of FTA Regulations. CONTRACTOR shall be responsible for collection of financial and operational data, including on-board operational and passenger related data and transmittal to COUNTY on COUNTY approved forms as follows: (A.) Operational and passenger related data

Commission Standards	Comments
	shall be submitted to COUNTY no less than weekly (B.) Financial data shall be submitted to COUNTY no less than quarterly and (C.) Designated service supplied data shall be submitted to COUNTY thirty (30) days prior to termination of COUNTY'S fiscal year. All source documents for Section 15 filings shall be subject to audit and shall be maintained by CONTRACTOR for five (5) years following final payment under this Agreement.
Adequate seating	Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit service 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. Local Policy: Availability: "Availability" shall mean a measure of capability of transit system to be used by potential patrons such as hours system is in operation, route spacing, seating availability and pick-up and delivery time parameters. Denials/Refusal of Service: CONTRACTOR may refuse to provide contracted paratransit service if vehicle capacity is insufficient to accommodate users at the time they wish to travel. When service is refused for vehicle capacity reasons, CONTRACTOR will notify the Call Center. Call Center will make other arrangements to provide the requested trip including contacting Customer. Wheelchair to Seat Transfer: CONTRACTOR may ask customers who use wheelchairs if they wish to transfer from wheelchair to seat. Such transfer is at the discretion of the customer and service may not be refused or denied based upon decision of customer. Accessibility: CONTRACTOR shall provide sufficient dedicated vehicles, which shall include but not be limited to, an appropriate number of vehicles equipped with lift or ramp, wheelchair securement devices and spare vehicles to maintain service in case of vehicle

Commission Standards	Comments
	breakdowns, suitable for transportation of customers to meet requirements specified in this Agreement. All vehicles, wheelchair lifts or ramps and wheelchair securement devices used for paratransit service shall meet all applicable ADA regulations, be approved by COUNTY and are subject to annual COUNTY inspection. CONTRACTOR shall meet or exceed standards and requirements for accessible vehicles set forth in Architectural and Transportation Barriers Compliance Board (ATBCB) as published in 49 CFR Section 37.161, 37.163, 37.167, 37.169,38.21 and 38.23-38.33, on September 6, 1991. Failure to provide adequate vehicles to meet terms and conditions of this Agreement may result in termination of Agreement as provided by Article 15 herein.
Driver Identification	Rule 41-2.006 (4) (l), F.A.C.: 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 specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transport the rider on a recurring basis. Each driver must have a photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. Local Policy: Trip Delivery: Safety of driver, riders, public and a positive experience for the rider and driver are of primary importance to COUNTY. CONTRACTOR shall ensure drivers provide service as follows: Wear either company photo identification or name badge, patch, inscription with the name of the company/driver and, at Contractor's option, a company designated uniform.
Passenger Assistance	Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. Boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the door. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver. Local Policy: Customer Pick Up: CONTRACTOR shall

Commission Standards	Comments
	be required to provide door-to-door service. Drivers must go into lobbies or vestibules of buildings to locate and/or assist customer; however, drivers are prohibited from entering residences. Sounding a horn at the curb shall be insufficient notification of a ride's arrival. When customer boards the vehicle, driver shall complete paperwork, or utilize an alternate automated system, indicating pick-up has been made. The following information, at a minimum, shall be recorded by the driver: (A.) pick-up time (B.) vehicle odometer mileage (C.) fare collected from passenger; (D.) Other information as required by COUNTY. Door-to-Door Service: Customers shall be provided door-to-door service as defined by Article I herein. Sounding the horn at the curb shall not be acceptable as sufficient notification of driver's arrival. Door, used herein, shall be building's door, not an individual office or apartment door located within a building. Customer Assistance: Boarding and disembarking assistance shall be provided to any customer. Driver shall go to door, announce his or her arrival (e.g., face-to-face or by intercom) and provide any additional assistance which will ensure customer's safe passage to and from vehicle and vehicle seat. Even if customer indicates he or she does not require driver's assistance, driver shall take necessary precautions to ensure customer's safe passage. Trip Delivery: Safety of driver, riders and public and a positive experience for rider and driver, are of primary importance to COUNTY. CONTRACTOR shall ensure drivers provide service as follows: Provide courteous and safe assistance to riders. Drivers: Driver Training Program must include a minimum of eighty (80) hours of training prior to (scheduled classroom training such as Defensive Driving may be accomplished during the first thirty (30) days of employment, due to class scheduling considerations) driving a service vehicle. All drivers providing service under this Agreement must be employees of CONTRACTOR and use of independent contractors is not allowed. Training must include, in addition to training requirements for all employees as set forth above, instruction in: Passenger Assistance Technique Certification or an equivalent course which must be approved by COUNTY prior to service delivery. Training

Commission Standards	Comments
	shall include elderly and disabled customer sensitivity, awareness and communications, passenger relations and assistance, hands-on assistance to visually impaired and dealing with service animals (guide dogs), assistance with mobility equipment including wheelchairs, scooters, walkers, canes, crutches, braces, etc.
Smoking, Eating and Drinking	Rule 41-2.006 (4) (n), F.A.C.: Smoking is prohibited in any vehicle. Local Policy: Broward County Vehicle Standards: It is CONTRACTOR's responsibility to ensure each vehicle meet standards established in the TDSP, MOA, FCTD and Chapter 341.061(2)(a), Florida Statutes and Rules. The following are minimum standards which must be met by CONTRACTOR at all times while providing services: No smoking in vehicle.
Two-way Communications	Rule 41-2.006 (4) (p), F.A.C.: All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after May 1, 1996. Local Policy: Broward County Communication: CONTRACTOR shall be required to provide a base radio station and two-way mobile radios and/or cellular telephones for CONTRACTOR owned vehicles and sufficient portable two-way radios and/or cellular telephones to enable office and field supervisors to communicate with each other and dispatch staff.

Commission Standards	Comments
Air Conditioning/Heating	Rule 41-2.006 (4) (q), F.A.C.: All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance after May 1, 1996. Local Policy: Vehicle Standards: It is CONTRACTOR's responsibility to ensure each vehicle meet standards established in the TDSP, MOA, FCTD and Chapter 341.061(2)(a), Florida Statutes and Rules. The following are minimum standards which must be met by CONTRACTOR at all times while providing services: Vehicles are to be equipped with operable air-conditioning system. If air conditioning system becomes inoperable during the day, vehicle may continue to provide service only for the remainder of that day.
Billing Requirements	Rule 41-2.006 (4) (i), F.A.C.: Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined by the local Coordinating Board and provided in the local Service Plan. All bills shall be paid within 15 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator is a non-governmental agency. Local Policy Compensation: COUNTY shall compensate CONTRACTOR for services rendered in full compliance with terms and conditions of this Agreement. Compensation: CONTRACTOR shall be compensated for services delivered pursuant to terms and conditions of this Agreement as follows: Payment: COUNTY will remit payment to CONTRACTOR within thirty (30) days from date each report is received pursuant to Article 7.1. COUNTY shall comply with provisions of the "Florida Prompt Payment Act" as required by Section 1-51.6 of Broward County Code of Ordinances. Per contract language, "COUNTY shall remit payment to CONTRACTOR within thirty (30) calendar days of receipt

Commission Standards	Comments
	of CONTRACTOR's completed monthly report and proper invoice as set forth in Article 8. COUNTY shall comply with provisions of the "Florida Prompt Payment Act" as required by Section 1-51.6 of Broward County Code of Ordinances." Disincentives: COUNTY shall reduce payment to CONTRACTOR by any disincentive deduction assessed for failure to comply with service, performance or maintenance requirements as specifically set forth by this Agreement. Reimbursement: COUNTY shall not process or remit payment for any reimbursement after sixty (60) days of the actual trip date. Noncompliance: In the event of failure by CONTRACTOR to comply with any requirement of this Agreement, COUNTY shall withhold payment until CONTRACTOR is determined to be in compliance. Noncompliance shall include, but not be limited to, the following: (A.) Services were improperly rendered. (B.) CONTRACTOR failed to meet service specifications. (C.) Services were otherwise questionable. Fare Structure: COUNTY shall determine customer fare structure for each service trip. COUNTY retains right to implement and CONTRACTOR shall comply with fare adjustments. Fare Collection: CONTRACTOR is responsible for collection of fares due and owing from customer, maintenance of records and deposit receipts for fares collected, as per terms and conditions of this Agreement. CONTRACTOR shall accept all means of payment approved from time to time by COUNTY including, but not limited to, cash, passes, tickets, transit punch cards, transfers and electronic transit fare cards. All fares are collected as customer boards vehicle. Customers must pay exact fare when boarding and vehicle operators are not permitted to make change. Drivers will not be permitted to accept gratuities. Billing Functions: Billing functions shall be performed through CTMS.

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.
Compliance with Local Standards ***"...shall adhere to Commission approved standards..."***

Review the TDSP for the Local standards. **See TDSP, Appendix G Paratransit Contract**

Local Standards	Comments
Transport of Escorts and dependent children policy	Rule 41-2.006 (4) (b), F.A.C.: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan. Local Policy: Broward County complies with the transport of escorts and dependent children policy. Escort/PCA: "Escort/PCA" shall mean a person traveling as an aide to facilitate travel by a person with a disability. PCAs may include, but are not limited to, nurses, caretakers~~,~~ and parents of customers. Pursuant to 42 CFR 37.125(i), customer shall indicate, at time of registration, whether or not he or she travels with a PCA. No fare shall be collected from an Escort/PCA. "Mobility Aids" shall mean a device or animal used by a person to facilitate travel, including, but not limited to, Escort/PCA, wheelchair, walker, cane or service animal. Children younger than five (5) years old must be transported in an appropriate car seat. All eligible customers and companions, including children, must pay the one-way fare. CTC does not provide child safety seats. Children under eighteen (18) are not permitted to ride in the front seat of a paratransit vehicle.
Use, Responsibility and cost of child restraint devices	Rule 41-2.006 (4) (c), F.A.C.: Use of child restraint devices shall be determined locally as to their responsibility~~,~~ and cost of such device in the local Service Plan. Local Policy: Broward County complies with use of child restraint devices. Child Restraints: As required by the Child Passenger Protection Act, the following requirements apply when transporting children: Children Under One (1) Year of Age: Children under one (1) year of age must be buckled into a federally-approved child safety seat when they ride in the back seat. Children One-to-Five Years of Age/Front Seat: Children under eighteen (18) are not permitted to ride in the front

Local Standards	Comments
	seat of a paratransit vehicle. Children One-to-Five Years of Age/Back Seat: Children one (1)-to-five (5) years of age must ride in a federally-approved child passenger restraint until they are at least 5 years old and weigh more than 40 pounds. Children weighing more than 40 pounds but less than 8 years old or less than 4'9' tall must ride in a booster seat. CONTRACTOR is not required to provide a child safety seat. CONTRACTOR shall refuse to transport any child under five (5) years of age when a child safety seat is not provided by customer or responsible party. This information shall be documented on drivers' log and shall be considered a customer no show. CONTRACTOR agrees to comply with any subsequent provisions of this policy.
Out-of-Service Area trips	Rule 41-2.006 (4) (g), F.A.C.: Out of Service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips. Local Policy: Delivery of transportation service in Broward County continues to evolve into a multi-provider, intermodal, intercounty and coordinated system. BCT has service into Miami-Dade and Palm Beach Counties. The three (3) counties have designated several transfer locations for customers to transfer across service areas. The counties have an intercounty service agreement for paratransit delivery. Broward County works cooperatively with paratransit customers from other counties and states who request visitor status and show proof of current paratransit eligibility.
CPR/1st Aid	Rule 41-2.006 (4) (r,s), F.A.C.: Cardiopulmonary resuscitation policy shall be determined locally and provided in the local Service Plan. First aid policy shall be determined locally. Local Policy: Broward County complies with locally established emergency medical policy. Proper response to emergency medical needs of riders is to immediately contact 911.
Driver Criminal Background Screening	FCTD Standards Training Manual states: "A policy establishing the minimum driver criminal background screening to be performed should be developed and addressed in the service plan." It should be noted that this standard is not required by Rule 41-2 of the F.A.C., the Memorandum of Agreement or the Coordinated

Local Standards	Comments
	Transportation Contracting Instruction. Local Policy: Broward County Driver Roster: CONTRACTOR shall provide COUNTY with updated Driver Rosters by the twentieth (20th) calendar day of each month. Each roster shall indicate driver's name, date of hire, training dates, last Drug & Alcohol test, MVR review date and date of latest criminal record check. Driver Training: CONTRACTOR must provide COUNTY with evidence all drivers have completed the training program offered by CONTRACTOR prior to driver providing service. This training shall be included as part of the monthly operating summary package. Additionally, drivers shall be required to participate in a driver training program which may be developed by COUNTY. CONTRACTOR will receive information regarding any COUNTY program. CONTRACTOR shall require all personnel providing transportation under the Agreement to possess the following, which shall be filed with COUNTY Contract Administrator prior to driver providing paratransit service: Current, valid Broward County Chauffeur's Registration in accordance with the requirements of Chapter 22-1/2, Broward County Code of Ordinances. COUNTY shall request State of Florida MVRs for CONTRACTOR'S drivers on a periodic basis. If report shows evidence of violations, COUNTY shall promptly notify CONTRACTOR and the Taxi Section of COUNTY Consumer Affairs Division. CONTRACTOR shall have procedures to periodically review driver's MVR's. Compliance shall be monitored by CTC. Background check completed biannually when the chauffeur's license is renewed.
Rider Personal Property	Rule 41-2.006 (4) (d), F.A.C.: Passenger property that can be carried by the passenger and/or driver in one (1) trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices or intravenous devices. Local Policy Personal Belongings: "Personal Belongings" shall mean passenger property carried by passenger and safely stowed for transport with the passenger at no additional charge. "Personal Belongings" do not include for

Local Standards	Comments
	purpose of this definition wheelchairs, child seats, stretchers, secured oxygen or personal assistive devices. Personal Property in Vehicles: Any personal property of a customer found in a vehicle shall be retained by CONTRACTOR for a minimum of sixty (60) days after which, with prior approval of COUNTY, CONTRACTOR may dispose of said property.
Advance reservation requirements	Local Policy Advanced Reservation Service: "Advanced Reservation Service" shall mean service which is reserved by the customer one (1) to three (3) days in advance. Same Day Service: "Same Day Service" shall mean service is provided on the same day a request for service is made. "Same Day Service": Requests for service made on the same day may be provided at the discretion of County and TOPS! Reservation Center. County attempts to make every reasonable effort to accommodate same day trip requests.
Pick-up Window	Local Policy On Time: "On Time" shall mean service vehicle arriving within fifteen (15) minutes before or fifteen (15) minutes after pick-up time recorded at time of the scheduled trip request. For example, a pick-up is scheduled at 10:15 a.m. Customers shall expect to be picked-up between 10:00 a.m. and 10:30 a.m. Vehicle is on time if it arrives no earlier than 10:00 a.m. and no later than 10:30 a.m. Window: "Window" shall mean the period of time allowed prior to and after scheduled time of pick-up of any rider(s). Reservation Hours (Reservations): Requests for Service shall be made available to caller by TOPS! Reservation Center through a telephone operator, seven (7) days-a-week between 8:00 a.m. and 5:00 p.m. Reservations shall be available to client by TOPS! Reservation Center through reservation agents or online. Eligible customers must reserve paratransit service one (1) to three (3) days prior to the date of desired trip. Pick-up window will be communicated to client via automated telephone call the evening prior to the trip. Reservations shall be available to client by TOPS! Reservation Center through reservation agents or online. See TOPS! Rider's Guide for step-by-step on-line reservation details. Riders' Guide available at https://www.broward.org/BCT/Pages/Paratransit.aspx

Local Standards	Comments
	Scheduling and Dispatching: All trips must be scheduled by TOPS! Reservation Center and dispatched through CONTRACTOR's local dispatch facility using COUNTY supplied CTMS. The following requirements pertain to scheduling and dispatching: If CONTRACTOR fails to deliver client on time, client shall not be penalized for the return trip if he/she cannot be ready at the scheduled return pick-up time. A window of thirty (30) minutes will be from time client is ready for his/her return trip.
On-Time Pick Up and On-Time Arrival	On-Time Pick Up and On-Time Arrival – The Vehicle arrives at the designated pick-up location within the Pick-Up Window as established by the CTMS or earlier or the drop off location by the appointment time as requested by the customer.

Measurable Standards/Goals	**Standard/Goal**	**Latest Figures**	**Is the CTC/Operator meeting the Standard?**
Public Transit Ridership: Travel Training Program	CTC Travel Training 120	0	NO
Public Transit Ridership: Bus Pass Program	CTC Bus Pass	~~19,319~~ 20,183	N/A
On-time performance:	CTC 07/01/202~~34~~-06/30/2024~~5~~	% ~~89.20%~~ 88.15%	NO
Accidents: Reported from the current AOR	CTC 2.5/100,000 miles	~~1.17~~ .56	YES

Measurable Standards/Goals	Standard/Goal	Latest Figures	Is the CTC/Operator meeting the Standard?
Road calls: Reported from the current AOR	CTC	~~102~~ 230	N/A
Average Age of Fleet: CTC records	CTC	100% Fleet < 10 years old	
Complaints: Rider complaints as reported to CTC (excluding WMR).	CTC 0.2% of trips delivered in a calendar month	Program wide: .2%	
	Transportation America	~~.38%~~ .43	NO
Call -Hold Time:	CTC <90 seconds		
Inktel Direct, TOPS! Reservation Center: *Per Ducati Reporting System.	TOP's Reservation Center < 90 seconds	seconds* ~~11 seconds~~ 29 seconds	YES

Florida Commission for the Transportation Disadvantaged

CTC Expense Sources

County: Broward
Fiscal Year: 07/01/2023 - 06/30/2024

CTC Status: Complete
CTD Status: Complete

CTC Organization: Broward County

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	$ 1,233,807	$ 2,322,943	$ 3,556,750	$ 994,602	$ 2,383,747	$ 3,378,349
Fringe Benefits	$ 431,548	$ 671,329	$ 1,102,877	$ 319,441	$ 803,005	$ 1,122,446
Services	$ 216,093	$ 501,336	$ 717,429	$ 191,276	$ 382,155	$ 573,431
Materials & Supplies Consumed	$ 3,668,731	$ 758,015	$ 4,426,746	$ 3,188,817	$ 789,475	$ 3,978,292
Utilities	$ 259,121	$ 42,654	$ 301,775	$ 78,189	$ 64,663	$ 142,852
Casualty & Liability	$ 0	$ 786,664	$ 786,664	$ 0	$ 855,104	$ 855,104
Taxes	$ 75,392	$ 2,505	$ 77,897	$ 60,407	$ 3,891	$ 64,298
Miscellaneous	$ 3,317	$ 23,750	$ 27,067	$ 6,471	$ 117,734	$ 124,205
Interest	$ 0	$ 1,100	$ 1,100	$ 0	$ 22,366	$ 22,366
Leases & Rentals	$ 0	$ 4,033	$ 4,033	$ 0	$ 29,315	$ 29,315
Capital Purchases	$ 0	$ 57,139	$ 57,139	$ 0	$ 147,307	$ 147,307
Contributed Services	$ 0	$ 64,801	$ 64,801	$ 0	$ 21,401	$ 21,401
Allocated Indirect Expenses	$ 0	$ 112,094	$ 112,094	$ 0	$ 61,848	$ 61,848
Purchased Transportation Services						
Bus Pass	$ 734,858	N/A	$ 734,858	$ 629,965	N/A	$ 629,965
School Board (School Bus)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Transportation Network Companies (TNC)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Taxi	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Contracted Operator	$ 36,496,867	N/A	$ 36,496,867	$ 32,342,406	N/A	$ 32,342,406
Total - Expense Sources	$ 43,119,734	$ 5,348,363	$ 48,468,097	$ 37,811,574	$ 5,681,011	$ 43,492,585

County: Broward **CTC Status:** Submitted **CTC Organization:** Broward County

Fiscal Year: 07/01/2024 - 06/30/2025 **CTD Status:** Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	$ 1,456,577	$ 2,451,282	$ 3,907,859	$ 1,233,807	$ 2,322,943	$ 3,556,750
Fringe Benefits	$ 521,294	$ 614,384	$ 1,135,678	$ 431,548	$ 671,329	$ 1,102,877
Services	$ 450,795	$ 354,025	$ 804,820	$ 216,093	$ 501,336	$ 717,429
Materials & Supplies Consumed	$ 3,825,701	$ 776,585	$ 4,602,286	$ 3,668,731	$ 758,015	$ 4,426,746
Utilities	$ 260,226	$ 49,156	$ 309,382	$ 259,121	$ 42,654	$ 301,775
Casualty & Liability	$ 0	$ 901,492	$ 901,492	$ 0	$ 786,664	$ 786,664
Taxes	$ 89,509	$ 1,459	$ 90,968	$ 75,392	$ 2,505	$ 77,897
Miscellaneous	$ 3,107	$ 15,697	$ 18,804	$ 3,317	$ 23,750	$ 27,067
Interest	$ 0	$ 4	$ 4	$ 0	$ 1,100	$ 1,100
Leases & Rentals	$ 0	$ 4,965	$ 4,965	$ 0	$ 4,033	$ 4,033
Capital Purchases	$ 0	$ 80,396	$ 80,396	$ 0	$ 57,139	$ 57,139
Contributed Services	$ 0	$ 36,375	$ 36,375	$ 0	$ 64,801	$ 64,801
Allocated Indirect Expenses	$ 0	$ 167,972	$ 167,972	$ 0	$ 112,094	$ 112,094
Purchased Transportation Services						
Bus Pass	$ 699,736	N/A	$ 699,736	$ 734,858	N/A	$ 734,858
School Board (School Bus)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Transportation Network Companies (TNC)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Taxi	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Contracted Operator	$ 47,893,867	N/A	$ 47,893,867	$ 36,496,867	N/A	$ 36,496,867
Total - Expense Sources	$ 55,200,812	$ 5,453,792	$ 60,654,604	$ 43,119,734	$ 5,348,369	$ 48,468,097

Worksheet 2

1. Inventory of Transportation Operators in the Service Area

** Number fluctuates. Definition of operators in the area would have included those in the region and we do not collect that data.	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	** unknown	12	~~238,028~~ 249,472	~~12~~% 11%
Private For-Profit	** unknown	1	~~877,607~~ 980,588	~~42~~% 44%
Government	** unknown	~~65~~	~~100,964~~ 103,014	5 %
Public Transit Agency – Bus Pass trips	1	1	~~848,819~~ 871,101	~~41~~% 40%
Total	1	~~20~~ 19	~~2,065,498~~ 2,204,145	100%

2. How many of the operators are coordination contractors? _~~18~~17_

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

   Does the CTC have the ability to expand? Yes

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

   Renewed Coordination Agreements:
   Ann Storck Center October 18, 2021
   Christina G Smith Mental Health Foundation October 18, 2021
   City of Pembroke Pines October 18, 2021

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

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

1	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties
	Requests for Letters of Interest

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

Request for Letters of Interest

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

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

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

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? Advertised on County website and followed County RFP publication and solicitation process.

   How many responded? 7 for service providers, 2 bids for call center

   The request for bids/proposals was distributed:

   X Locally X Statewide X Nationally

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

Level of Availability (Coordination)
Worksheet 3

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

Coordinated plans for transporting the TD population are described in Broward County's TDSP. The TDSP is updated annually by the MPO and CTC and adherence to the plan is closely monitored. **See the Introduction and Service Analysis of the current TDSP here: https://www.browardmpo.org/major-initiatives/transportation-disadvantaged-services**

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

Coordinated plans for transporting the TD population are described in Broward County's TDSP. The TDSP is updated annually by the MPO and CTC and adherence to the plan is

closely monitored. For the MPO's current Public Participation Plan, please see: https://browardmpo.org/index.php/core-products/public-participation-plan-ppp. To view the current TDSP plan, please visit: https://www.browardmpo.org/major-initiatives/transportation-disadvantaged-services

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

TD Trips - Pursuant to Chapter 427 Florida Statutes, Broward County as the CTC under direction from CTD and in cooperation with the LCB, developed local eligibility guidelines. The CTC requires a written application for TD eligible customers, of whom there were 304 ~~186~~ registered customers with TOPS! Door to door paratransit service and 3,771 ~~3,650~~ registered customers for the TD Bus Pass Program. The CTC and LCB have an established Complaint and Grievance Procedure for applicants and customers. Applicant may request a review of the application by the CTC program director. TOPS! performed ~~251,434~~ 276,054 TD trips.

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

ADA: ADA Eligible Trips - BCT is responsible for providing complementary paratransit services under the Americans with Disabilities Act of 1990. Customers under this service are eligible based upon Federal ADA Rules and Regulations. There ~~were~~ ~~6,632~~ 6,385 active eligible ADA customers registered with TOPS! paratransit service. TOPS! performed ~~626,233~~ 704,504 complementary ADA trips.

ADA eligibility is determined by applicant's functional limitations in demonstrating ability to use a fixed-route bus and/or navigate the fixed-route system. Applicants complete a written application. A physician of the applicant's choice completes the medical section. Completed applications are reviewed by a third-party BCT-contracted medical functional assessment facility. Those applicants not receiving presumptive approval are sent for an assessment to determine appropriate service - ADA paratransit or fixed-route bus service. Assessments are conducted by a team of specifically trained professionals including physical and occupational therapists and comprise functional, cognitive, visual and respiratory evaluations. Applicants who qualify and are enrolled in ADA paratransit service must apply for re-certification every three (3) to five (5) years. The CTC has established an eligibility appeals board that meets as needed. BCT's Paratransit Services Section staff processed ~~9,400~~ 9,624 applications and approved ~~6,451~~ 7,274 applications for ADA and TD paratransit service this reporting period.

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

Telephone Services:
Courteous and Polite Dealings: TOPS! Reservation Center shall ensure personnel assigned to service telephone lines maintain a courteous and polite attitude relating to services. All personnel assigned to service telephone lines shall announce their names in all telephone calls related to services addressed within this Agreement.

Full Access To Service: Customers (within service area) shall be provided full, easy and toll-free access to paratransit services. Full access shall include Telephone Devices for the Deaf (TDD), and/or use of the Florida Relay Service provided by BellSouth (1-800-955-8770).

TOPS! Reservation Center shall have staff trained in proper TDD usage and available to answer during all service hours.

Customer Telephone Line: Client reservation telephone lines shall be exclusively utilized for paratransit service client services and shall not be used by TOPS! Reservation Center for any other purpose. Telephone lines must be answered by properly trained staff during all service hours.

Answering and On-Hold Time Standards: TOPS! Reservation Center shall establish a system to ensure calls shall be answered within five (5) rings and on-hold time shall be kept at minimum while customers are booking transportation. Maximum hold time shall be defined as no more than ninety (90) seconds. TOPS! Reservation Center shall establish a plan detailing–how on-hold times may be kept to a minimum. This plan shall include maximum estimated hold times for both peak and off-peak travel times. Approximate peak times on weekdays are 6:00 a.m. until 9:00 a.m. and 3:00 p.m. until 5:00 p.m.
Reporting Function: TOPS! Reservation Center shall have a reporting function on the telephone system which measures: number of calls by function, average length of call, hold times, abandoned calls, cancellations and other reporting capabilities.

Hotline: TOPS! Reservation Center shall provide a "hotline" telephone number (unpublished) for exclusive use by COUNTY staff. Telephone hotline shall provide for direct communication in resolving day-to-day operational issues and shall be active and functioning during all hours of service delivery. The hotline shall be answered within five (5) rings and on-hold time shall be kept at a minimum. Maximum on-hold time shall be defined as no more than ninety (90) seconds. Hotline telephone number shall be supplied to COUNTY prior to initiating service and shall not be provided to other parties.

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

Reservation Hours (Reservations): All requests for service shall be made available to client through TOPS! Reservation Call Center at 1-866-682-2258 or online. Reservations service operates seven (7) days-a-week between 8:00 a.m. and 5:00 p.m. and online reservations are available twenty-four (24) hours a day, seven (7) days a week. Eligible customers shall reserve paratransit service one (1) to three (3) days prior to requested date of service. Next day reservations must be completed before 5 p.m. Pick-up times may be negotiated provided all negotiations comply with ADA regulations. Passengers will receive their Service Window for each trip the night before travel, between 5 p.m. and 9 p.m., through an automated system. If the Service Window provided is not convenient and the passenger would like to negotiate a different time or wishes to cancel the trip, they must contact the Call Center. The system will call the passenger via the most current phone number(s) on file. If the passenger has an answering machine or voicemail, the system will leave a message. When the vehicle is approximately ten (10) minutes away from the passenger's location, the passenger will receive an automated Advanced Arrival Reminder Notification call.

Reservations shall be available to client by TOPS! Reservation Center through reservation agents or online www.mytopstrips.org. See TOPS! Rider's Guide for step-by-step on-line reservation details. The Riders' Guide is available at www.broward.org/BCT (select "Paratransit").

All reservations are booked into CTMS at the actual time of request and required data fields are updated, verified and entire reservation is read back to client for their approval. All reservations received during the day at TOPS! Reservations Center are constantly monitored and scheduled for efficiency, effectiveness and productivity.

Required Records: For each call, call taker shall, at a minimum, record the following information on the CTMS reservation screen:

A. Name of client.

B. Appropriate funding component of service.

C. Client's Paratransit Service Identification Number.

D. Pick-up location.

E. Drop-off location.

F. Desired drop-off time/appointment time

G. Telephone number where caller can be reached.

H. Number in party (including PCA and/or companion).

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

Trip/client/ allocations are determined during contract negotiations prior to execution of the agreement between CTC and transportation operators. Please note assigned site locations were voided at the start of the current Paratransit contract effective 1/1/2015.

Scheduling – How is the trip assignment to vehicles coordinated?

Scheduling: All trips must be scheduled through TOPS! Reservation Center. CONTRACTORS locally dispatch from Call Center supplied CTMS manifest. The following are requirements pertaining to scheduling and dispatching:

A. Client is not permitted to request a specific driver.

B. Appointment times and locations shall be confirmed with caller at time trip is reserved.

C. Any changes made to an existing reservation shall be accompanied by supporting documentation a CTMS entry.

D. If CONTRACTOR fails to deliver client to appointment on time, client shall not be penalized for return trip in the event client cannot be ready at scheduled return pick-up time. A window of thirty (30) minutes shall be given in situations involving late delivery to appointments from time client is ready for return trip.

E. A minimum sixty (60) minute wait is required between the client's appointment time and the client's next pick-up time.

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

Transportation providers are responsible for the actual provision of services set forth in their formal agreements with CTC.

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

Scheduling: All trips must be scheduled through TOPS! Reservation Center. CONTRACTOR's dispatchers are required to communicate with drivers per Local Policy: Broward County Communication: CONTRACTOR shall be required to provide a base radio station and two-way mobile radios and/or cellular telephones for CONTRACTOR owned vehicles and sufficient portable two-way radios and/or cellular telephones to enable office and field supervisors to communicate with each other and dispatch staff.

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

CTC staff monitors performance of transportation operators through on-site visits, random audits of trip records, examination of invoices and monthly reports, customer complaints and careful monitoring of contractual service standards.

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

CTC staff, customer service representatives, MPO staff, other County staff and contracted operators work very closely together and with customers to resolve day-to-day service issues that arise, often with immediate resolution. CTC staff coordinates and documents all efforts.

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

CTMS tracks and reports coordination of trips.

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

Invoices are generated by CTMS, reviewed for accuracy and approved by CTC staff and processed for payment by BCT.

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

Reporting requirements are specified in formal agreements with operators and coordination contractors. CTC staff compiles, examines and approves all reports.

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

Administration services related to the program (eligibility, customer service, and quality control) are performed by CTC. The operators' Scope of Services is related to on-street performance.

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

Information is shared during meetings with three boards/committees: the Broward County Advisory Board for Individuals with Disabilities, South Florida Regional Transportation Authority's ADA Advisory Committee, and the Broward MPO through the LCB as well as presentations at the Commission for Transportation Disadvantaged annual workshops for

CTD staff and transportation professionals. Information is also shared with the following organizations in Broward County: Agency for Persons with Disabilities, Division of Blind Services, CareerSource Broward, Center for Independent Living, Vocational Rehab, Park 7 Veterans Club of Coral Springs, Veterans Affairs Voluntary Service (VAVS) Kling Clinic, South Florida AIDS Network (SFAN), Rock Island HOA, The Preserve at Palm-Aire, Learning Center for Vision Impaired Seniors, Lighthouse of Broward, National Federation of the Blind of Broward County, Davita Inc., Plantation Kidney Center, FMC Fresenius Dialysis Center, Tamarac Artificial Kidney Center, Cleveland Clinic , University of Miami (Deerfield Beach location), Memorial Health Systems, Holy Cross Hospital, South Florida Wellness Network, Jubilee, Broward Partnership – Fort Lauderdale, Broward Outreach – Hollywood, LifeNet, House of Hope,Club 55+ Senior Citizens "Coffee & Conversation" City of Fort Lauderdale, City of Pembroke Pines - Southwest Focal Point Senior Center, Northeast Focal Point, Northwest Focal Point, Tamarac Community Center and The Quest Center. Additionally, TD program information and applications can be found on our website: www.broward.org/BCT

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

CTC has one (1) formal service contract agreements with operators of the paratransit system and ~~18~~17 formal agreements with all coordination contractors.

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: _____

Please list any special guests that were present: _____

Location: _____

Number of Passengers picked up/dropped off: _____

Ambulatory _____

Non-Ambulatory _____

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

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

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

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

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

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

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

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

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

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

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

Did the driver properly use the lift and secure the passenger? ☐ Yes ☐ No
If no, please explain:

CTC: Broward County Transit County: Broward

Date of Ride: _____

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

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

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: _____ County: BROWARD

Date of Call: / / Funding Source: _____

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

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

If so, how much? _____

3) How often do you normally obtain transportation? □ Daily - 7 Days a Week
□ 1-2 Times/Week □ 3-5Times/Week □ Other

4) Have you ever been denied transportation services? □ Yes □ No
If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services? □ None □ 3-5 Times □ 1-2 Times □ 6-10 Times
If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?
□ Ineligible □ Space not available
□ Lack of funds □ Destination outside service area
□ Other _____

5) What do you normally use the service for?
□ Medical □ Education/Training/Day Care
□ Employment □ Life-Sustaining/Other
□ Nutritional

6) Did you have a problem with your trip on _____?
□ Yes If yes, please state or choose problem from below
□ No - If no, skip to question # 6
What type of problem did you have with your trip?
□ Advance notice □ Cost
□ Pick up times not convenient □ Late pick up-specify time of wait
□ Assistance □ Accessibility
□ Service Area Limits □ Late return pick up - length of wait
□ Drivers - specify □ Reservations - specify length of wait
□ Vehicle condition □ Other

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

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

Additional Comments _____
_____

Contractor Survey
Broward County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip? □Yes □No

2. Do the riders/beneficiaries call your facility directly to issue a complaint? □Yes □No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?
□Yes □No

   If yes, is the phone number posted the CTC's? □Yes □No

4. Are the invoices you send to the CTC paid in a timely manner? □Yes □No

5. Does the CTC give your facility adequate time to report statistics? □Yes □No

6. Have you experienced any problems with the CTC? □Yes □No

   If yes, what type of problems?

Comments: _____

_____

_____

_____

PURCHASING AGENCY SURVEY **NA**

Staff making call: _____
Purchasing Agency name: _____
Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system? □ YES □ NO

If no, why? _____

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?
- □ Medical
- □ Employment
- □ Education/Training/Day Care
- □ Nutritional
- □ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?
- □ 7 Days/Week
- □ 1-2 Times/Week
- □ 3-5 Times/Week
- □ 1-3 Times/Month
- □ Less than 1 Time/Month

5) Have you had any unresolved problems with the coordinated transportation system?
- □ Yes
- □ No - If no, skip to question 7

6) What type of problems have you had with the coordinated system?
- □ Advance notice requirement [specify operator (s)]
- □ Cost [specify operator (s)]
- □ Service area limits [specify operator (s)]
- □ Pick up times not convenient [specify operator (s)]
- □ Vehicle condition [specify operator (s)]
- □ Lack of passenger assistance [specify operator (s)]
- □ Accessibility concerns [specify operator (s)]
- □ Complaints about drivers [specify operator (s)]
- □ Complaints about timeliness [specify operator (s)]
- □ Length of wait for reservations [specify operator (s)]
- □ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?
- □ Yes
- □ No - If no, why? _____

Contractor Survey
Broward County

Contractor name (optional) **Inktel (305) 523.1233 Ext: 99062**

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

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

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?
   No – we operate the Call Center.

   If yes, is the phone number posted the CTC's?
   ☐ Yes ☐ No

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

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

6. Have you experienced any problems with the CTC?
   No.
   If yes, what type of problems?

Comments: **N/A**

Contractor Survey

Broward County

Contractor name: **Transportation America (954) 463-0845**

1. Do the riders/beneficiaries call your facility directly to cancel a trip?
   No.

2. Do the riders/beneficiaries call your facility directly to issue a complaint?
   No. Sometimes get calls, but redirect to the Call Center or Broward County.

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?
   No toll-free number as all calls are in Broward. Yes, provide local number.
   If yes, is the phone number posted for the CTC's?

   Yes, phone number posted for the CTC.

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

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

6. Have you experienced any problems with the CTC?
   No.

   If yes, what type of problems?

Comments: **N/A**

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Charlotte/Carol Martin
County: BROWARD

Date of Call: 02/18/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☒ Yes ☐No If no, skip to question # 5

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

☐ None ☒ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☒ Other no reason provided

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by for use in publications.) Very important as it helps her to to her doctor's appointments in a timely fashion

Additional Comments They have a lift where she can use her walker.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Charlotte/Carol Martin
County: BROWARD

Date of Call: 02/23/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☒ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Employment
☒ Nutritional
☐ Education/Training/Day Care
☒ Life-Sustaining/Other

6) Did you have a problem with your trip?

☒ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Pick up times not convenient
☐ Service Area Limits
☐ Drivers - specify
☐ Cost
☐ Assistance
☐ Accessibility
☐ Vehicle condition
☒ Late pick up-specify time of wait
☒ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

8) What does transportation mean to you? (Permission granted by Reliable transportation required to get to places with safety for use in publications.)

Additional Comments _____

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Charlotte/Carol Martin
County: BROWARD

Date of Call: 02/23/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☐ Yes ☒ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☐No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☐No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments Client indicated they do not take this transportation

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Charlotte/Carol Martin
County: BROWARD

Date of Call: 02/19/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☒ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other n/a

5) What do you normally use the service for?

☒ Medical
☐ Employment
☒ Nutritional
☐ Education/Training/Day Care
☐ Life-Sustaining/Other

6) Did you have a problem with your trip?

☒ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Pick up times not convenient
☐ Service Area Limits
☐ Drivers - specify
☐ Cost
☐ Assistance
☒ Accessibility
☐ Vehicle condition
☒ Late pick up-specify time of wait
☒ Late return pick up - length of wait
☒ Reservations - specify length of wait
☒ Other Unsafe drivers, not respecting timeframes and communication barriers

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 0

8) What does transportation mean to you? (Permission granted by Important but need better drivers for use in publications.)

Additional Comments Drivers are horrible and have no compassion. Busses need a number so seniors can know which bus they should be on. Client has placed multiple complaint tickets.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Charlotte/Carol Martin
County: BROWARD

Date of Call: 02/23/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☐No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☐No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments Client did not want to answer any further questions and hung up.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Charlotte/Carol Martin
County: BROWARD

Date of Call: 02/18/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☒ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Employment
☐ Nutritional
☐ Education/Training/Day Care
☐ Life-Sustaining/Other

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Pick up times not convenient
☐ Service Area Limits
☐ Drivers - specify
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____
☐ Cost
☐ Assistance
☐ Accessibility
☐ Vehicle condition

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

8) What does transportation mean to you? (Permission granted by Very beneficial as she does not have a vehicle for use in publications.)

Additional Comments _____

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Charlotte/Carol Martin
County: BROWARD

Date of Call: 02/18/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☒ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Employment
☒ Nutritional
☐ Education/Training/Day Care
☐ Life-Sustaining/Other

6) Did you have a problem with your trip?

☒ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Pick up times not convenient
☐ Service Area Limits
☐ Drivers - specify
☒ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____
☐ Cost
☐ Assistance
☐ Accessibility
☐ Vehicle condition

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by Very important and can't drive and works out for her. for use in publications.)

Additional Comments They are sometimes late, have to wait 30 minutes.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Fermer / Lacey / Manny Fuentes
County: BROWARD

Date of Call: 3/27/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year USED 2026
July 2023 – June 2024? ☐ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times
If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☑ Medical
- ☐ Education/Training/Day Care
- ☐ Employment
- ☐ Life-Sustaining/Other
- ☑ Nutritional

6) Did you have a problem with your trip?

- ☐ Yes If yes, please state or choose problem from below
- ☑ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☐ Late pick up-specify time of wait
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____

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

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

Additional Comments _____

Means everything, especially for dr's appt. High traffic times are not stressful as rider "Tops is the Tops!"

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Ferrer-Lopez / Manny Fuentes
County: BROWARD

Date of Call: 3/31/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year 2026 July 2023 – June 2024? ☑ Yes ☐ No today

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times
If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☐ Medical
- ☑ Education/Training/Day Care
- ☐ Employment
- ☐ Life-Sustaining/Other
- ☐ Nutritional

6) Did you have a problem with your trip?

- ☑ Yes If yes, please state or choose problem from below
- ☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☑ Late pick up-specify time of wait 2-3 hr. delay
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other Lack of communication, No Show

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 6

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

Additional Comments _____

Has autism - needed for school transportation. Cardiac + caused frenzy

Communication needs to be better

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: MANNY FUENTES
County: BROWARD

Date of Call: 03/26/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☒ Yes ☐No If no, skip to question # 5

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

☐ None ☒ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☒ Other WAS NOT ALLOWED WITH HER SERVICE ANIMAL

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments ESSENTIAL SERVICE THAT ASSISTS A SPECIAL NEEDS CLIENT NAVIGATE THROUHOUT THE COUNTY.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: MANNY FUENTES
County: BROWARD

Date of Call: 03/26/27 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☒ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☒ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☒ Nutritional

6) Did you have a problem with your trip?

☒ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☒ Other DELAY IN TRANSPORT AND WAITING AN UNREASONABLE TIME FOR A RIDER THAT NEVER SHOWED UP AT PICK LOCATION.

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

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

Additional Comments IT IS A GREAT SERVICE, THAT WITH NOT HAVING OTHER TRANSPORTATION, GREATLY HELPS ME.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Feiver-Lopez / Manny Fuentes
County: BROWARD

Date of Call: 3/27/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☐ Yes ☑ No (2026)

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times
If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☑ Medical
- ☐ Employment
- ☐ Nutritional
- ☑ Education/Training/Day Care
- ☐ Life-Sustaining/Other

6) Did you have a problem with your trip?

- ☐ Yes If yes, please state or choose problem from below
- ☑ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Pick up times not convenient
- ☐ Service Area Limits
- ☐ Drivers - specify
- ☐ Cost
- ☐ Assistance
- ☐ Accessibility
- ☐ Vehicle condition
- ☐ Late pick up-specify time of wait
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____

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

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

Additional Comments _____

very important
very needed

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Ferrer-Lopez / Tiffanie Fuentes
County: BROWARD

Date of Call: 2/27/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☐ Yes ☑ No Used 2024

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☑ Medical
- ☐ Education/Training/Day Care
- ☐ Employment
- ☐ Life-Sustaining/Other
- ☑ Nutritional

6) Did you have a problem with your trip?

- ☐ Yes If yes, please state or choose problem from below
- ☑ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☑ Late pick up-specify time of wait 10-20 minutes (see below)
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____

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

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

Additional Comments _____

- Due to loss of balance & falls, he appreciates the service now that he is no longer able to drive.
- In AM experiences delayed pickup as drivers do not follow correct road directions to navigate in trailer park.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen - Torres - Lopez / Nanny Fuentes
County: BROWARD

Date of Call: 3/27/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☐ Yes ☑ No Used 2024

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? ____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other ____

5) What do you normally use the service for?

- ☐ Medical
- ☐ Education/Training/Day Care
- ☐ Employment
- ☑ Life-Sustaining/Other Bank
- ☐ Nutritional

6) Did you have a problem with your trip?

- ☐ Yes If yes, please state or choose problem from below
- ☑ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☐ Late pick up-specify time of wait
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____

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

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

Additional Comments _____

- Appreciates TOPS, it is a great service
- Always on time
- Drivers Go above and beyond with their service
- Always help to destination as he is *blind, they assist ~~him~~ from door to door/desk.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Cindy Fernandez / Manny Fuentes
County: BROWARD

Date of Call: 3/27/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation serv e between the year July 2023 – June 2024? ☑ Yes ☐ No 2026

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☑ Medical
- ☐ Education/Training/Day Care
- ☐ Employment
- ☐ Life-Sustaining/Other
- ☐ Nutritional

6) Did you have a problem with your trip?

- ☑ Yes If yes, please state or choose problem from below
- ☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☑ Late pick up-specify time of wait 15 mins to ½ hour
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☑ Other no show due to lack of communication for address location

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments _____

- Delays due to multiple passenger pickup.
- means something to him – due to health can no longer drive, can navigate with less pain as he is not in driver's seat.
- Appreciative, definitely a County asset

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Ferrer / Lopez / Manny Fuentes
County: BROWARD

Date of Call: 3/31/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☐ Yes ☐ No 2026

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

☐ Daily - 7 Days a Week ☑ 1-2 Times/Week
☐ 3-5 Times/Week ☑ Other Varies

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☑ Medical
- ☐ Education/Training/Day Care
- ☐ Employment
- ☐ Life-Sustaining/Other
- ☑ Nutritional

6) Did you have a problem with your trip?

- ☐ Yes If yes, please state or choose problem from below
- ☑ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☐ Late pick up-specify time of wait
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____

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

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

Additional Comments _____

Enjoy • drivers nice service)

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Ferrer Lopez / Manny Fuentes
County: BROWARD

Date of Call: 3/27/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☐ Yes ☑ No 2025-2026

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

☐ Daily - 7 Days a Week ☐ 1-2 Times/Week
☐ 3-5 Times/Week ☑ Other cut down & paused services since son now drives a car

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☐ Medical
- ☑ Education/Training/Day Care
- ☐ Employment
- ☐ Life-Sustaining/Other
- ☐ Nutritional

6) Did you have a problem with your trip?

- ☑ Yes If yes, please state or choose problem from below
- ☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☑ Late pick up-specify time of wait more than 1 hr.
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments _____

- Great help, single parent - helped greatly by this service
- Convenience

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Perez Lopez / Manny Fuentes
County: BROWARD

Date of Call: 3/27/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☑ Yes ☐ No
2020, 2021, 2022, 2023 & 2024

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☑ Yes ☐ No If no, skip to question # 5

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

☐ None ☑ 1-2 Times → COVID
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☒ Other Not enough drivers, cancelled service 2020 During COVID

5) What do you normally use the service for?

- ☑ Medical
- ☐ Education/Training/Day Care
- ☐ Employment
- ☐ Life-Sustaining/Other
- ☐ Nutritional

6) Did you have a problem with your trip?

- ☐ Yes If yes, please state or choose problem from below
- ☑ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☐ Late pick up-specify time of wait
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____

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

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

Additional Comments _____

- Service is outstanding
- door to door service
- Extra help from drivers is so appreciated

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RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Ferrer-Lopez / Manny Fuentes
County: BROWARD

Date of Call: 3/31/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☑ Yes ☐ No past

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

☐ Daily - 7 Days a Week ☐ 1-2 Times/Week
☐ 3-5 Times/Week ☒ Other 2x/month

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times
If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☐ Medical
- ☐ Education/Training/Day Care
- ☐ Employment
- ☐ Life-Sustaining/Other
- ☑ Nutritional

6) Did you have a problem with your trip?

- ☑ Yes If yes, please state or choose problem from below
- ☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Cost
- ☐ Pick up times not convenient
- ☐ Assistance
- ☐ Service Area Limits
- ☐ Accessibility
- ☐ Drivers - specify
- ☐ Vehicle condition
- ☑ Late pick up-specify time of wait 30 mins
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments _____

No comments

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Carmen Ferrer-Lopez / Manny Fuentes
County: BROWARD

Date of Call: 3/27/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☑ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? ____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other ____

5) What do you normally use the service for?

- ☑ Medical
- ☑ Employment
- ☐ Nutritional
- ☐ Education/Training/Day Care
- ☐ Life-Sustaining/Other

6) Did you have a problem with your trip?

- ☑ Yes If yes, please state or choose problem from below
- ☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Pick up times not convenient
- ☐ Service Area Limits
- ☐ Drivers - specify
- ☑ Late pick up-specify time of wait 20 30minutes
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____
- ☐ Cost
- ☐ Assistance
- ☐ Accessibility
- ☐ Vehicle condition

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 6

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

Additional Comments _____

- muy importante / Service is very important
- Especialmente porque me hace falta para llegar a mi trabajo / Needed to get to work el transporte
- Inconviene cuando llega tarde / Llego tarde a mi trabajo / Inconvenient when late resulting in tardiness to job.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: [illegible] Manny Fuentes
County: BROWARD

Date of Call: 3/27 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☐ Yes ☐ No

V. 2025 an. May 2025

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☑ No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☑ No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☐ Medical
- ☑ Employment
- ☐ Nutritional
- ☐ Education/Training/Day Care
- ☐ Life-Sustaining/Other

2 Volunteer Services

6) Did you have a problem with your trip?

- ☑ Yes If yes, please state or choose problem from below
- ☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Pick up times not convenient
- ☐ Service Area Limits
- ☐ Drivers - specify
- ☑ Late pick up-specify time of wait 2 hours
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other _____
- ☐ Cost
- ☐ Assistance
- ☐ Accessibility
- ☐ Vehicle condition

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

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

Additional Comments _____

Good service, providing transportation services for those without a vehicle, like me.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Tatiana Gillyard
County: BROWARD

Date of Call: 03/31/27 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☒ Yes ☐No If so, how much? $3 NEVER KNOW HOW MUCH SHE WILL BE CHARGED

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times
If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☒ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☒ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☒ Late pick up-specify time of wait
☒ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 5

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

Additional Comments MEDICAL CONDITON AND NEED TO GET TO DOCTORS AND DIALYSIS THE TRANSPORTATION SERVICES ARE NEEDED.

The client is on disability and can not afford the $3 fare.

The client mentioned late pickup and drop off times to her appointment.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Tatiana Gillyard
County: BROWARD

Date of Call: 03/31/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☐ Yes ☒ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments The client stated that they do not receive transportation services, the survey was not completed due to the client stating they do not receive services.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: TATIANA GILLYARD
County: BROWARD

Date of Call: 03/31/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments GETTING FROM ONE PLACE TO ANOTHER SUCCESSFULLY.

THE RIDER STATED THEY NO LONGER USED THE TRANSPORTATION SERVICES

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: TATIANA GILLYARD
County: BROWARD

Date of Call: 03/31/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☒ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☒ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☒ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments FOR HIS SON TRANSPORTATION MEANS FREEDOM

THE SERVICE IS GREAT BUT THERE IS ROOM FOR IMPROVEMENT

ON ONE OCCASION HE WAS DROPPED OFF TO THE WRONG LOCATION AND SOMETIMES

TRANSPORATTION ARRIVES AN HOUR LATE

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Tatiana Gillyard
County: BROWARD

Date of Call: 03/31/27 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

Her father is in a wheelchair and the drivers are very helpful to hin

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

Additional Comments TRANSPORTATION MEANS THE ONLY WAY SHE CAN GET AROUND WITH HER FATHER INA WHEELCHAIR

STATED THAT SHE HOPES THE COUNTY CONTINUES PROVIDING THE SERVICES

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Tatiana Gillyard
County: BROWARD

Date of Call: 04/01/26 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☐No If so, how much? THE CASE MANAGER DOES NOT HAVE THIS INFORMATION AND STATED THAT THE RIDER WOULD NOT BE ABLE TO REMEMBER AND ANSWER THESE QUESTIONS, THEREFORE, SURVEY WAS ENDED.

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☐No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available

☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments _____

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Tatiana Gillyard
County: BROWARD

Date of Call: 04/01/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☐No If so, how much? STARTED CHARGING $3.50

SMELLED SO BAD REASON SHE STOPPED USING THE SERVICES. CONVENIENT BUT THE SMELL WAS HORRIBLE CAUSING HER TO VOIMIT WHEN SHE WENT HOME.

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available

☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments CONVENIENCE. LOT OF HELP BECAUSE SHE DIDN'T WANT TO DRIVE, HOWEVER, THE SMELL WAS UNBEARABLE. THE SMELL WAS IN ALL OF THE CARS

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/6/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments Transportation means to me: It means a lot because I can't drive and I don’t have anyone to take me to dialisys.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/4/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☒ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments Transportation means to me: A way to get around to do errands. Additional Comments: Sometimes they run late.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/6/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

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

Additional Comments Transportation means to me: Helps me and my family 90% of the time. Aditional comments: Every once in a while the scheduled transportation is too early, but is not often.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/4/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☒ Employment
☒ Nutritional
☐ Education/Training/Day Care
☒ Life-Sustaining/Other

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Pick up times not convenient
☐ Service Area Limits
☐ Drivers - specify
☐ Cost
☐ Assistance
☐ Accessibility
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments Transportation means to me: Without TOPS I could not go anywhere. Best service in South Florida.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/4/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☐ Medical
- ☐ Employment
- ☐ Nutritional
- ☒ Education/Training/Day Care
- ☒ Life-Sustaining/Other

6) Did you have a problem with your trip?

- ☐ Yes If yes, please state or choose problem from below
- ☐ No - If no, skip to question # 7

What type of problem did you have with your trip?

- ☐ Advance notice
- ☐ Pick up times not convenient
- ☐ Service Area Limits
- ☐ Drivers - specify
- ☐ Cost
- ☐ Assistance
- ☐ Accessibility
- ☐ Vehicle condition
- ☒ Late pick up-specify time of wait
- ☐ Late return pick up - length of wait
- ☐ Reservations - specify length of wait
- ☐ Other Late time 30 minutes - 1 hour

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by (Anikaas Saplflor answered the survey - his son has autism and unable to answer. for use in publications.)

Additional Comments Transportation means to me: It's helpful. He can go wherever he needs to go. Comments: Occasionally, they come too late, sometimes 30 minutes, and she is fine with that. However, if TOPS could let customers know that they are running late then they could be doing something during the wait time or try to get another ride.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/4/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments The service gives me the opportunity to get the medical care that I need because I cant drive. Complaint: A few times I have found roaches walking around the bus and sometimes vehicles are not properly cleaned.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/6/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Employment
☐ Nutritional
☐ Education/Training/Day Care
☒ Life-Sustaining/Other

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Pick up times not convenient
☐ Service Area Limits
☐ Drivers - specify
☐ Cost
☐ Assistance
☐ Accessibility
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments Transportation means to me: When we have to travel far, we use TOPS to visit our family. Additional comments: Service is excellent.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/4/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Employment
☐ Nutritional
☐ Education/Training/Day Care
☒ Life-Sustaining/Other

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Pick up times not convenient
☐ Service Area Limits
☐ Drivers - specify
☐ Cost
☐ Assistance
☐ Accessibility
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments What transportation means to me: Without it, I would be in my house. I do not have a leg and the transportation is a relief. Comments: (1) Sometimes they are late. (2) The rider uses a wheelchair and feels that her wheelchair needs to be fastened tighter to the bus when riding. Sometimes she feels that she may fall.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/4/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☒ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments What transportation means to me: It means freedom to get places where I need to go. Comments: The bus brokedown only once. People with medical issues may have problesms because the temperature is always hot. Drivers are really kind.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 03/04/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times
If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☒ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

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

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

Additional Comments What transportation means to me: Its very necessary. I do not have a car and it helps me a lot since I am unable to drive a car. Comments: Sometimes drivers take too long to pick me up.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/12/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☒ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

8) What does transportation mean to you? (Permission granted by Wilmer Guebara (The person who is taking care of him was next to him at the time of the interview) for use in publications.)

Additional Comments Transportation means to me: It's a big benefit because I can go to work since I cannot drive.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 3/6/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical
☐ Education/Training/Day Care
☐ Employment
☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice
☐ Cost
☐ Pick up times not convenient
☐ Assistance
☐ Service Area Limits
☐ Accessibility
☐ Drivers - specify
☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 6

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

Additional Comments Service means to me: It helped me during the process when I had to go to a lot of doctor visits. Aditional comments: Customer routes should be close to the other customers that share the ride. Sometimes they had to take me to Boca and first they went to places close to Miami. I had to travel from almost one side to the opposite side.

RIDER/BENEFICIARY SURVEY

Staff/LCB Member making call: Shatara Piedrasanta
County: BROWARD

Date of Call: 03/4/2026 Funding Source: Transportation Disadvantaged

1) Did you receive transportation service between the year July 2023 – June 2024? ☒ Yes ☐ No

2) Where you charged an amount in addition to the co-payment?

☐ Yes ☒No If so, how much? _____

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes ☒No If no, skip to question # 5

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

☐ None ☐ 1-2 Times
☐ 3-5 Times ☐ 6-10 Times

If none, skip to question # 5.

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

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☒ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip?

☐ Yes If yes, please state or choose problem from below
☒ No - If no, skip to question # 7

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Assistance
☐ Service Area Limits ☐ Accessibility
☐ Drivers - specify ☐ Vehicle condition
☐ Late pick up-specify time of wait
☐ Late return pick up - length of wait
☐ Reservations - specify length of wait
☐ Other _____

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

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

Additional Comments What transportation means to me: It takes me where I need to go. Comments: I am satisfied with the service.

MEETING MINUTES
BROWARD METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED
REVIEW COMMITTEE
Monday, April 20, 2026, 2:00 p.m.
100 West Cypress Creek Road, Suite 850
Fort Lauderdale, FL 33309

Members and Alternates Present
Manny Fuentes, Broward County Elderly and Veterans' Services Division
Tatiana Gillyard, Florida Department of Transportation
Shatara Piedrasanta, Alternate, Community Action Agency

Members Absent
Charlotte Mather-Taylor

MPO Staff
Rebecca Schultz, Transportation Disadvantaged (TD) Program Administrator/Communications Specialist

Also Present
Nancy Weizman, Broward County Transit (Paratransit) Division

REGULAR ITEMS
(All Items Open for Public Comment)

1. Call to Order

The meeting was called to order at 2:02 p.m.

2. Approval of Agenda

Motion made by Ms. Piedrasanta, seconded by Mr. Fuentes, for approval of the Agenda. (The Agenda was approved by consensus.)

3. Motion to Elect a Chair

Motion made by Mr. Fuentes, and duly seconded, to elect Ms. Piedrasanta, who was elected as Chair by consensus.

4. Public Comments

None.

ACTION ITEMS

1. MOTION TO RECOMMEND THE LCB APPROVE THE LCB Bylaws

Ms. Schultz noted that there were no changes proposed to the By-laws.

Motion made by Ms. Gillyard, seconded by Mr. Fuentes, to approve. (The **motion** was approved by consensus.)

2. MOTION TO RECOMMEND THE LCB APPROVE the LCB Complaint & Grievance Procedures

Ms. Schultz advised that there were no changes proposed to the Complaint and Grievance Procedures.

Motion made by Mr. Fuentes, seconded by Ms. Gillyard, to recommend the LCB Complaint and Grievance procedure. (The **motion** was approved by consensus.)

3. MOTION TO RECOMMEND THE LCB APPROVE:

A. The Community Transportation Coordinator's (CTC's) Performance Evaluation

Ms. Gillyard noted that the performance evaluation for the Community Transportation Coordinator (CTC) was provided in the members' evaluation workbook. Ms. Schultz stated that one addition to the evaluation addressed the new mobile app for ticketing and included updated data.

Motion made by Ms. Gillyard, seconded by Mr. Fuentes, to approve. (The **motion** was approved by consensus.)

B. Broward County to Continue as the CTC

Motion made by Ms. Gillyard, seconded by Mr. Fuentes, to approve. (The **motion** was approved by consensus.)

ADMINISTRATIVE ITEMS

1. Member Comments

The Committee members discussed comments provided through the rider survey, with Ms. Gillyard noting that the responses provided useful feedback on the day-to-day

impact of transportation on riders' lives. Mr. Fuentes added that some riders had never been previously surveyed and felt it was useful to provide comments. All riders surveyed had indicated the system is an extremely valuable resource to them, as access to transportation provides greater freedom.

Chair Piedrasanta observed that the survey received fewer complaints than in the past, and that riders who noted complaints also addressed positive aspects of the system. Some caregivers completed the survey as well.

Ms. Gillyard pointed out that one rider she had attempted to contact had passed away and asked if Broward County Transit (BCT) is notified when this happens. Nancy Weizman, representing BCT's Paratransit Division, explained that the service is not notified, and many families may not know how to reach out to them. She added that this information must be verified by BCT before a rider's account can be closed.

With no other business to come before the Committee at this time, the meeting was adjourned at 2:16 p.m.

NEXT MEETING: May 18, 2026

Broward MPO
Metropolitan Planning Organization
Move People | Create Jobs | Strengthen Communities

Action Items 6.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

REQUESTED ACTION:
MOTION TO APPROVE the Community Transportation Coordinator (CTC) Rate Model for 2026-2027

WHY THIS ACTION IS NECESSARY:
The LCB reviews the rate model worksheets for accuracy of local financial and operational data. The rate model is included in the local Transportation Disadvantaged Service Plan (TDSP) prior to July 1 of each year.

SUMMARY EXPLANATION/BACKGROUND:
Each year, the Florida Commission for the Transportation Disadvantaged (CTD) reviews and approves prices charged by transportation operators for rides purchased in the Coordinated Transportation System. The rate approval process begins with completion of the rate model worksheets. The information put into the worksheets considers past, current, and projected costs and revenues associated with the area's transportation services.

The rate model worksheets are updated each year to adjust for continuously changing factors related to capital equipment and replacement; local, state and federal subsidies that offset the cost of services; service demand changes; expenses that experience large changes, such as fuel; and anticipated or actual profits or losses. The CTC rate model worksheets for 2026-2027 are included in the Attachment.

The draft CTC rate model worksheets are initially sent to CTD staff for review and approval. The CTD review focuses on the most common procedural and utilization errors and a confirmation of projections related to CTD funding streams. Upon approval of the rate model by CTD staff, the worksheets are submitted to the LCB for each respective area.

CTC staff will be available to address any questions or comments on the revised rate model at the meeting.

ADDITIONAL INFORMATION/PREPARER:
If you have any questions about the CTC Rate Model, please contact Rebecca Schultz at (954) 876-0047 or schultzr@browardmpo.org.

Attachments

CTC Rate Model Worksheets 2026-2027

Preliminary Information Worksheet

Version 1.4

CTC Name:	Broward County
County (Service Area):	Broward County
Contact Person:	Paul Strobis
Phone #	954-357-8321

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- (•) Governmental
- ( ) Private Non-Profit
- ( ) Private For Profit

NETWORK TYPE:

- ( ) Fully Brokered
- (•) Partially Brokered
- ( ) Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Broward County
County: Broward County

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

	Prior Year's **ACTUALS** from Oct 1st of **2024** to Sept 30th of **2025**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2025** to Sept 30th of **2026**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2026** to Sept 30th of **2027**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	**2**	**3**	**4**	**5**	**6**	**7**
REVENUES (CTC/Operators ONLY / Do **NOT** include coordination contractors!)						
Local Non-Govt						
Farebox						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services	$ 43,784,188	$ 48,593,753	$ 62,464,441	11.0%	28.5%	
County Cash	$ 590,132	$ 596,520	$ 596,520	1.1%	0.0%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 5,311,190	$ 5,368,687	$ 5,368,687	1.1%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Broward County
County: Broward County

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

	Prior Year's **ACTUALS** from Oct 1st of **2024** to Sept 30th of **2025**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2025** to Sept 30th of **2026**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2026** to Sept 30th of **2027**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	**2**	**3**	**4**	**5**	**6**	**7**
APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None	None			
Total Revenues =	**$49,685,510**	**$54,558,960**	**$68,429,648**	**9.8%**	**25.4%**	

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

Operating Expenditures						
Labor	$ 1,508,238	$ 1,531,000	$ 1,558,578	1.5%	1.8%	Services increase include new cellular services to monitor in-vehicle camera and new paratransit software maintenance rate increase.
Fringe Benefits	$ 564,164	$ 585,900	$ 609,336	3.9%	4.0%	
Services	$ 774,414	$ 672,370	$ 881,488	-13.2%	31.1%	
Materials and Supplies						Contracted Services includes 8% ridership increase, new contract rates, and significantly higher fuel cost estimates.
Utilities						
Casualty and Liability						
Taxes	$ 92,637	$ 92,670	$ 92,670	0.0%	0.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	$ 46,746,056	$ 51,677,020	$ 65,287,576	10.5%	26.3%	
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	$ -	$ -	$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
	($0)					
Total Expenditures =	**$49,685,510**	**$54,558,960**	**$68,429,648**	9.8%	25.4%	

See NOTES Below.

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Broward County
County: Broward County

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

	Prior Year's **ACTUALS** from Oct 1st of **2024** to Sept 30th of **2025**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2025** to Sept 30th of **2026**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2026** to Sept 30th of **2027**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: **Broward County**

County: **Broward County**

1. *Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3*
2. *Complete applicable **GOLD** cells in column and 5*

	Upcoming Year's **BUDGETED** Revenues from Oct 1st of **2026** to Sept 30th of **2027**	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
	1	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ -		$ -		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ 62,464,441	$ -	$ 62,464,441		
County Cash	$ 596,520	$ 596,520	$ -		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					local match req.
Non-Spons. Trip Program	$ 5,368,687	$ 5,368,687	$ -	$ -	$ 596,521
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ -		$ -		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ -	$ -	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ -	$ -	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells

MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: **Broward County**

County: **Broward County**

1. *Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3*
2. *Complete applicable **GOLD** cells in column and 5*

	Upcoming Year's **BUDGETED** Revenues from Oct 1st of **2026** to Sept 30th of **2027**	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	1	2	3	4	5
APD					
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ -	$ -	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
xxx	$ -		$ -	
xxx	$ -		$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
xxxx	$ -		$ -	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -	
Total Revenues =	**$ 68,429,648**	**$ 5,965,207**	**$ 62,464,441**	**$ -**

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures	
Labor	$ 1,558,578
Fringe Benefits	$ 609,336
Services	$ 881,488
Materials and Supplies	$ -
Utilities	$ -
Casualty and Liability	$ -
Taxes	$ 92,670
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ 65,287,576
Other	$ -
Miscellaneous	$ -
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ -
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ -
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ -
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	**$ 68,429,648**
minus **EXCLUDED** Subsidy Revenue =	$ 62,464,441
Budgeted Total Expenditures **INCLUDED** in Rate Base =	$ 5,965,207
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	**$ 5,965,207**

$ 62,464,441

Amount of Budgeted Operating Rate Subsidy Revenue

$

[1] Rate Base Adjustment Cell

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

[1] The Difference between Expenses and Revenues for Fiscal Year: **2024 - 2025**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: **Broward County** Version 1.4
County: **Broward County**

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

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

PROGRAM-WIDE RATES

Total Projected **Passenger** Miles = 4,154,802

Rate Per Passenger Mile = $ 1.44

Total Projected **Passenger** Trips = 269,792

Rate Per Passenger Trip = $ 22.11

Fiscal Year

2026 - 2027

Avg. Passenger Trip Length = 15.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = $ 16.47

Rate Per Passenger Trip = $ 253.64

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

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

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **Broward County** Version 1.4
County: **Broward County**

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

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	◉ Yes ○ No	◉ Yes ○ No	○ Yes ◉ No	○ Yes ◉ No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	◉ Yes ○ No	◉ Yes ○ No	○ Yes ◉ No	○ Yes ◉ No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No
	Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?				
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for **Contracted Services:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per P**assenger Trip** =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **Broward County** Version 1.4
County: **Broward County**

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?..... ○ Yes ◉ No

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

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... ◉ Pass. Trip ○ Pass. Mile — **Leave Blank**

per passenger mile?.....

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

4. How much will you charge each escort?..... — Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... — **Do NOT Complete Section IV**

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

Loading Rate **0.00** to 1.00

SECTION V: Rate Calculations for Mulitple Services:

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

RATES FOR FY: 2026 - 2027

		Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	4,154,802 =	3,452,641 +	702,161 +	+	0	
Rate per Passenger Mile =		**$1.28**	**$2.20**	**$0.00**	**$0.00** per passenger	**$0.00** per group

		Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	269,792 =	224,197 +	45,595 +	+		
Rate per Passenger Trip =		**$19.73**	**$33.82**	**$0.00**	**$0.00** per passenger	**$0.00** per group

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

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	**$1.28**	**$2.20**	**$0.00**	**$0.00** per passenger	**$0.00** per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	**$14.70**	**$25.19**	**$0.00**	**$0.00** per passenger	**$0.00** per group
Rate per Passenger Trip =	**$226.32**	**$387.97**	**$0.00**	**$0.00** per passenger	**$0.00** per group

Program These Rates Into Your Medicaid Encounter Data

Worksheet for Multiple Service Rates

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

CTC: **Broward County** Version 1.4
County: **Broward County**

Non-Action Items 1.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

SUMMARY:
Paratransit Update and Transportation Disadvantaged Grant Tracking Report - Paul Strobis, BCT Paratransit Manager

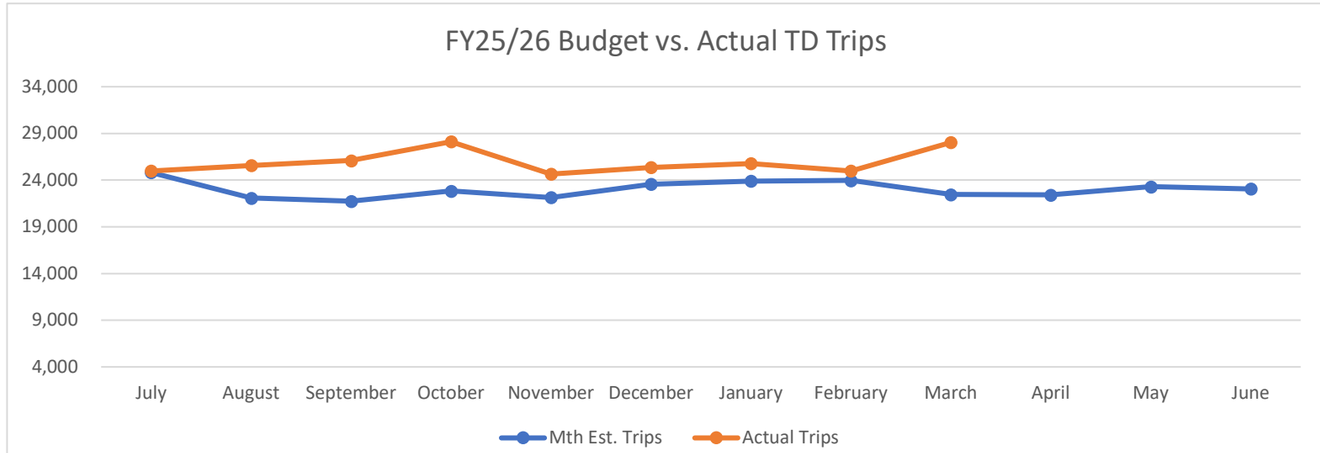
Attachments
FY 2025/2026 Transportation Disadvantaged Grant Tracking Report

FY2025/2026 TRANSPORTATION DISADVANTAGED GRANT TRACKING REPORT

FY25/26	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Disbursement Schedule	**$447,397.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$447,390.00**	**$5,368,687.00**
Total Billed Services	$814,832.32	$831,168.08	$844,305.76	$902,510.40	$803,951.36	$826,947.84	$835,578.56	$810,559.44	$904,156.56				$7,574,010.32
Minus 10% Match	($49,710.78)	($49,710.00)	($49,710.00)	($49,710.00)	($49,710.00)	($49,710.00)	($49,710.00)	($49,710.00)	($49,710.00)				($447,390.78)
Emergency Funds													$0.00
Net Billed	$765,121.54	$781,458.08	$794,595.76	$852,800.40	$754,241.36	$777,237.84	$785,868.56	$760,849.44	$854,446.56	$0.00	$0.00	$0.00	$7,126,619.54
Over/Under	**($317,724.54)**	**($334,068.08)**	**($347,205.76)**	**($405,410.40)**	**($306,851.36)**	**($329,847.84)**	**($338,478.56)**	**($313,459.44)**	**($407,056.56)**	**$0.00**	**$0.00**	**$0.00**	($3,100,102.54)

Actual vs. Estimated trips

	Service %	Mth Est. Trips	Actual Trips	Variance	Percent
July	8.98%	24,812	24,992	(180)	-0.73%
August	7.99%	22,082	25,560	(3,478)	-15.75%
September	7.87%	21,745	26,090	(4,345)	-19.98%
October	8.27%	22,834	28,110	(5,276)	-23.10%
November	8.01%	22,139	24,647	(2,508)	-11.33%
December	8.52%	23,548	25,361	(1,813)	-7.70%
January	8.65%	23,900	25,763	(1,863)	-7.80%
February	8.67%	23,960	24,971	(1,011)	-4.22%
March	8.13%	22,451	28,026	(5,575)	-24.83%
April	8.11%	22,412		22,412	
May	8.43%	23,291		23,291	
June	8.35%	23,074		23,074	
Total		**276,249**	**233,520**	**42,729**	**-105.54%**



Eligibility	July	August	September	October	November	December	January	February	March	April	May	June	Totals
New Clients	107	90	79	75	65	80	110	135	111				
Total Clients Registere	3,953	3,861	3,891	3911	3852	3929	3961	3967	4059				

Bus Passes	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Reduced Fare Passes	781	712	748	742	714	725	719	715	735				**6,591**
													0
Adult Pass	1040	1051	1040	1034	1021	1023	1073	1084	1101				**9,467**
Total TD Passes	**1821**	**1763**	**1788**	**1776**	**1735**	**1748**	**1792**	**1799**	**1836**	**0**	**0**	**0**	**16,058**

Ontime Performance	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Transportation America	89.62%	85.46%	84.45%	84.75%	86.90%	**85.60%**	**87.05%**	**84.31%**	**85.64%**				**85.98%**
Total	**89.62%**	**85.46%**	**84.45%**	**84.75%**	**86.90%**	**85.60%**	**87.05%**	**84.31%**	**85.64%**				**85.98%**

Complaints	July	August	September	October	November	December	January	February	March	April	May	June	Totals
BCT	3	0	2	1	3	3	0	4	1				**17**
Inktel - Call Center	7	9	11	7	7	3	8	13	16				**81**
													0
TA	56	73	84	80	62	74	69	72	105				**675**
Total	**66**	**82**	**97**	**88**	**72**	**80**	**77**	**89**	**122**	**0**	**0**	**0**	**773**
Compliments													
BCT	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Inktel - Call Center	0	1	0	0	0	0	0	0	0	0	0	0	**1**
													0
TA	0	1	2	1	1	0	2	0	0			0	**7**
Total	**0**	**2**	**2**	**1**	**1**	**0**	**2**	**0**	**0**	**0**	**0**	**0**	**8**

Non-Action Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

Report from Partner Agency - Broward County Transit - Transit Development Plan

SUMMARY EXPLANATION/BACKGROUND:

The Broward County Transit (BCT) Transit Development Plan (TDP) serves as the strategic guide for public transportation in Broward County over a 10-year planning horizon. BCT conducts a Major Update to the TDP every five years, and the most recent TDP Major Update was completed in 2024. The TDP Major Update included an assessment of demographic conditions within the service area, an evaluation of existing transit services and performance, market research and public involvement activities, identification of short- and long-term operational and capital needs, and development of a funding strategy to maintain and enhance transit service over the planning period.

The 2026–2035 TDP Annual Update, found in Attachment 1, builds on the 2024–2033 Major Update by refining the implementation program and identifying planned operational and capital improvements to the BCT system. The update highlights accomplishments during fiscal year (FY) 2025, outlines planned services and projects for FY 2026, and presents updated recommendations for the remaining years of the planning horizon, including the addition of a new 10th year (2036). The 2026–2035 Annual Update is the second of four annual updates to the 2024–2033 Major Update.

At the upcoming meeting, BCT staff will present the TDP and address any questions or comments. For the PowerPoint Presentation, please see Attachment 2.

ADDITIONAL INFORMATION/PREPARER:

If you have any questions about this item, please contact Amanda Christon at (954) 876-0078 or christona@browardmpo.org.

Attachments

1. Broward County Transit - Transit Development Plan Annual Progress Report FY2026-35 - Executive Summary
2. Broward County Transit Development Plan - Annual Update & Progress Report FY2026-2035 - PowerPoint Presentation

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BROWARD COUNTY Transit CONNECTED

January 2026



Broward County Transit

Transit Development Plan Annual Progress Report FY2026-35

Executive Summary

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Section 1: Introduction

Broward County Transit (BCT) continues to advance a safer, more connected, and reliable transit system through *BCT Connected*, its Transit Development Plan (TDP), which serves as the county's 10-year blueprint for improving mobility, expanding access, and investing in critical transit infrastructure. Transit agencies in Florida are required by the Florida Department of Transportation (FDOT) to complete a major TDP update every five years to remain eligible for Public Transit Block Grant funding.

The Fiscal Year (FY) 2026–2035 Annual Progress Report (APR) builds on the TDP adopted in December 2023, updating financial and program elements, adding a new tenth planning year, and summarizing progress and coordination from FY2025. BCT's fiscal year runs from October 1 to September 30.

APR Checklist

The APR follows the requirements in FDOT's 2024 TDP Rule and the accompanying TDP Handbook. These updated guidelines were developed to make the reporting process more streamlined statewide and to enhance coordination with MPO's planning processes for project identification and prioritization.

Table 1-1 APR Requirements

#	Requirement	Status	Location in APR
1	Brief overview of TDP process	✓	Section 1
2	Updated 10-year Schedule of Projects table	✓	Section 2
3	Updated Financial Plan table with previous year removed and a new tenth year added	✓	Section 2
4	Updated List of Priority Projects table	✓	Section 2
5	Documents Progress and achievements on coordination efforts with local MPO, including coordination on UPWP, TIP, and Corridor Development Studies during the previous year	✓	Section 3
6	Draft report presented to MPO Board as an information item	✓	N/A
7	Final report submitted to FDOT by March 1st, or a revised date as agreed by FDOT	✓	N/A

Source: TDP Handbook: Guidance for Preparing & Reviewing Transit Development Plans, Version IV, May 2025

BCT System Overview

The system offers a broad range of service options, including 36 local fixed routes, two (2) limited-stop Breeze routes, six (6) express routes, 54 community shuttle routes, Transportation OPtionS (TOPS!) Paratransit service, and Late Shift Connect. BCT operates seven (7) days per week, with service beginning as early as 4:34 A.M. and continuing until 1:31 A.M.

BCT's system has an extensive network of connection facilities, including six (6) Park-and-Ride lots, eight (8) Tri-Rail stations, one (1) Brightline station, and coordinated links with Miami-Dade Transit

and Palm Tran services in Miami-Dade and Palm Beach County. Key transfer hubs like the Broward Central Terminal, Lauderhill Transit Center, West Regional Terminal, and Northeast Transit Center support the system.

Transit System Ridership

Ridership for FY2025 totaled 26.4 million trips, reflecting a 0.56% decrease from FY2024. Local service remained the largest contributor, with 22.4 million trips, a slight 0.94% decline from the previous year. Breeze service experienced a more significant reduction of 17.17%, while Express service saw a modest 1.21% increase. Community Shuttles reported strong growth, rising 11.61% to 1.49 million trips. TOPS! Paratransit service recorded a 9.97% increase, the second highest growth of all modes. Overall, while some modes showed notable gains, systemwide ridership experienced a minor year-over-year decline.

Table 1-2 Transit System Annual Ridership

Service Type	FY2025	FY2024	Percent Change
Local	22,412,215	22,625,249	-0.94%
Breeze	974,413	1,176,425	-17.17%
Express	410,039	405,118	1.21%
Community Shuttles	1,488,671	1,333,760	11.61%
TOPS!	1,159,520	1,054,399	9.97%
System Total	**26,444,858**	**26,594,951**	**-0.56%**

**Service totals are rounded to the nearest whole number, while system total reflects the sum of actual ridership numbers*

Key Accomplishments

BCT advanced several major systems, programs, and initiatives in FY2025 that support its long-term mobility vision, operational efficiency, and regional coordination goals.

Strategic Accomplishments

Following its adoption by the Broward County Board of County Commissioners in June 2023, the Premium Mobility Plan (PREMO) continues to guide BCT's efforts to establish a countywide premium transit network. Broward Commuter Rail South completed the Federal Transit Administration (FTA) Project Development Risk Review in spring 2025, including a request for entry into the Engineering phase. The Airport-Seaport-Convention Center Connector began the Project Development and Environmental phase, and the Oakland Park Boulevard Bus Rapid Transit (BRT) Project saw continued development of project concepts and station coordination with FDOT and local cities. These developments mark major milestones in the implementation of PREMO.

The Comprehensive Operational Analysis (COA) study evaluating systemwide performance, route efficiency, and service design was completed, and recommendations are now under review by BCT. BCT plans to begin the second round of Public Involvement in 2026.

BCT actively participated in the Broward Safety Action Plan (BSAP), contributing to technical working groups and representing transit interests during meetings. As a direct result of the BSAP, BCT has updated internal SOPs for stop location reviews to incorporate mid-block access considerations.

Additionally, BCT's ongoing implementation of a bus stop lighting initiative supports the goals of the BSAP.

Operational and Infrastructure Accomplishments

BCT launched the SoFloGO App in August 2025, a unified mobile platform for Miami-Dade Transit (MDT), BCT, Palm Tran, and Tri-Rail (SFRTA) that enables trip planning, real-time vehicle tracking, mobile ticketing, step-by-step directions, and service alerts—simplifying inter-county travel and fare payment for riders. Additionally, passenger amenities across the system were significantly upgraded, including the installation of eight (8) new shelters, 158 solar lights, and 1,296 bus stop signs, enhancing safety, convenience, and overall rider experience throughout the network.

Community Engagement and Outreach

BCT engaged the community through on-corridor outreach for the Oakland Park BRT, Mobility Week participation, the Miramar Park & Ride ribbon cutting, and an Office of Economic and Small Business Development (OESBD) Meet & Greet.

Across all platforms, BCT's social media presence saw strong overall growth, driven primarily by a 334.84% increase on Instagram, far surpassing every other channel. Facebook grew by 11.08%, X by 17.51%, LinkedIn by 49.38%, and YouTube by 26.78%, reflecting steady gains in digital engagement across the system.

Performance Goals

Nearly all Major TDP performance goals remain on track or met, with notable progress in Safety, Infrastructure Improvements, and Outreach. In FY2025, BCT achieved major safety and service improvements, with safety events per 100,000 miles down 42% and operator assaults down 29%, exceeding annual targets.

Section 2: Ten-Year Operating and Capital Program

This section provides an update on the Ten-Year Operating and Capital Program. The Ten-Year Operating and Capital Program documents any changes to the prior year's Ten-Year Operating and Capital Program since it was approved in 2025. This update also shifts the planning horizon forward one (1) year to cover the period spanning FY2026 to FY2035. Based on the updated TDP Handbook from FDOT, which provides guidance on the revised TDP Rule, the Ten-Year Schedule of Projects, Financial Plan, and List of Priority Projects have been split into separate tables.

Ten-Year Schedule of Projects

The Ten-Year Schedule of Projects, shown in **Table 2-3** and **Table 2-4**, lays out BCT's planned Program of Projects (POP) for the next ten years. In addition to maintaining existing services, key projects include new or renovated facilities and BCT's PREMO projects, which encompass new High Frequency Bus (HFB) expansion, Commuter Rail, Bus Rapid Transit (BRT), and Light Rail Transit (LRT). The Ten-Year Schedule of Projects identifies an implementation timeframe for each project, defined as ongoing, short-term (1-5 years), mid-term (6-10 years), or long-term (11+ years). Four (4) PREMO projects have planned implementation timelines within the next five (5) years: Sample Road HFB, Hollywood Boulevard HFB, US/1/Federal Highway South HFB, and Oakland Park Boulevard BRT. The majority of PREMO projects are planned for implementation in the mid-term, with two (2) PREMO projects—Sunrise Boulevard BRT and Broward Boulevard Connector—planned for implementation in the long-term.

The Ten-Year Schedule of Projects also highlights the coordination between BCT and the MPO on planned projects, based on a review of MPO core planning documents, such as the Metropolitan Transportation Plan (MTP), Transportation Improvement Program (TIP), Unified Planning Work Program (UPWP), and List of Priority Projects (LOPP).

Financial Plan

The Financial Plan is broken down into capital and operating costs and revenues (**Table 2-5** through **Table 2-9**). It is important to note that the Ten-Year Operating and Capital Program is not intended to be a budget. Approval of this plan by the Broward County Board of County Commissioners does not obligate funds. The Broward County Board of County Commissioners must approve BCT's budget annually.

Operating Program

Operating expenses total approximately $3.4 billion over the ten-year period and are paid for by several funding sources, including the Transportation Surtax with $2 billion and existing local revenue from transit operations, which provides an additional $1.2 billion. State block grants and anticipated farebox revenues from new service expansions such as HFB, BRT, Commuter Rail, and LRT add another $152 million. A five (5) percent reserve deduction is applied to recurring revenues to ensure budget conservatism and resilience against fluctuations. With these combined sources, the plan maintains fiscal discipline by matching projected operating costs to reliable funding without deficits.

Capital Program

In addition to operations, the plan identifies $6.5 billion in capital investments needed to support service expansion, infrastructure improvements, fleet modernization, and major projects in the PREMO Plan. Major capital initiatives include $4.3 billion allocated for new transitways (including Oakland Park Boulevard BRT and Airport-Seaport-Convention Center Connector) and more than $763 million for new or expanded transit facilities. These capital costs are primarily funded through Transportation Surtax capital revenues ($3.3 billion), federal grants ($458 million), and a mix of non-local matching funds, FTA formula grants, and trust fund transfers. The capital revenues align with planned capital expenditures to ensure a balanced budget without funding gaps.

Together, the operating and capital program total $9.9 billion over the ten-year planning horizon and are funded by identified revenue streams.

List of Priority Projects

The projects in the Ten-Year Schedule of Projects are prioritized based on the following system: Priority 1 projects maintain existing service or state of good repair; Priority 2 projects support service expansion or improvements that have a short-term (1-5 years) implementation time frame; Priority 3 projects support service expansion or improvements that have a mid-term (6-10 years) implementation time frame; and Priority 4 projects support service expansion or improvements that have a long-term (11+ years) implementation time frame. This approach is demonstrated in **Table 2-10**. The List of Priority Projects also highlights which projects have funding availability, based on funding allocations within the first five years, which are fiscally constrained.

Additional details are provided below for new premium services as well as vehicle replacement and expansion. Improvements to existing local bus, express bus, Breeze, and Community Shuttle networks will be guided by the findings and recommendations from the COA and incorporated into future APRs.

Premium Services

The implementation plan and projects for PREMO presented in the Major Update have been updated to include the new tenth year and reflect up to date implementation timelines (see **Table 2-1**).

HFB corridors such as Sample Road, Hollywood Boulevard, and Federal Highway South are introduced between 2026 and 2030, with both operating and capital funds timed to support the prioritized approach. The implementation schedule staggers capital investments, such as transitways, facility expansions, and charging infrastructure.

Broward Commuter Rail South, which will connect Fort Lauderdale to Miami along the Florida East Coast Railway corridor, is scheduled for implementation in 2033, with major capital investment occurring in 2026 and 2027 (see **Table 2-5** and **Table 2-6**). Similarly, the Oakland Park Boulevard BRT project receives significant capital funding in 2026–2028 and transitions into operations by 2030. This corridor spans 15 miles and features 16 stations to serve a key east-west mobility need. The Airport-Seaport-Convention Center Connector is another major investment, with over $1.6 billion in capital spending scheduled for 2029 and operations ramping up in 2033. It is expected to enhance mobility

between Fort Lauderdale-Hollywood International Airport, Port Everglades, and the Convention Center.

The Ten-Year Schedule of Projects and Financial Plan also include capital investments for premium services that will be implemented outside the ten-year period. For example, capital funding is scheduled for the Sunrise Boulevard BRT in 2028 and 2033, though the anticipated service start date is after 2035.

Table 2-1 PREMO Anticipated Service Start Dates

Project/Corridor	Anticipated Service Start Date									
	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
Sample Road HFB		X	X	X	X	X	X	X	X	
Hollywood Boulevard HFB		X	X	X	X	X	X	X	X	
Oakland Park Boulevard BRT					X	X	X	X	X	
US 1/Federal Highway South HFB					X	X	X	X	X	
US 1/Federal Highway North HFB										
Atlantic Boulevard HFB										
Sheridan Street HFB										
Dixie Highway HFB										
SR 7/US 441 HFB										
Broward Commuter Rail South										
Airport-Seaport-Convention Center Connector										
SR 7/US 441 BRT										
University Drive BRT										
Powerline Road BRT										
Downtown Connector										
Commercial Boulevard BRT										

Note: HFB = High Frequency Bus; BRT = Bus Rapid Transit

Vehicle Replacement and Expansion

The vehicle replacement and expansion plan in **Table 2-2** has been updated to include the new tenth year. The vehicle expansion numbers have been updated to align with BCT's scheduled service expansions.

Table 2-2 Vehicle Replacement and Expansion by Year and Service Type

Year	Replacement Fixed Route		Replacement Express		Expansion	Total		
	New	Retired	New	Retired	New	New	Retired	Fleet Size
2026	102	-102	5	-5	0	107	-107	370
2027	18	-18	9	-9	0	27	-27	370
2028	28	-28	0	0	0	28	-28	370
2029	6	-6	11	-11	0	17	-17	370
2030	19	-19	0	0	31	50	-19	401
2031	38	-38	0	0	20	58	-38	421
2032	87	-87	0	0	9	96	-87	430
2033	64	-64	10	-10	22	96	-74	452
2034	45	-45	0	0	41	86	-45	493
2035	0	0	0	0	13	13	0	506
10-Yr Total	407	-407	35	-35	136	578	-442	

Table 2-3 Ten-Year Schedule of Projects – Operating Projects

Project Description	Type of service	Level of service	Project Location	Associated costs	MPO Alignment	Implementation Timeframe
Maintain Existing Fixed Route & TOPS Service Operations				**$3,056,389,054**		
Maintain Existing Fixed Route Services	Fixed Route	36 local fixed routes, two (2) Breeze routes, six (6) express routes, operating seven (7) days per week, with services starting as early as 4:34 A.M. and ending as late as 1:31 A.M.	Countywide	$2,170,859,289	Yes	Ongoing
Maintain Existing Paratransit Services	Paratransit	Seven (7) days per week, with services starting as early as 4:34 A.M. and ending as late as 1:31 A.M. TOPS! is available from 6:45AM to 10:15PM on holidays.	Countywide	$643,557,322	Yes	Ongoing
Maintain Transit Security Operations	Transit Operations	Transit Watch, on-board equipment performs surveillance and sensor monitoring and safety and security staff and department activity.	Countywide	$120,722,443	Yes	Ongoing
Maintain Existing Community Shuttle	Community Shuttles	54 existing community shuttle routes	Countywide	$88,321,400	Yes	Ongoing
New Community Shuttle Expansion	Community Shuttles	New community shuttle routes to increase connectivity and service area	Countywide	$28,178,600	Yes	Ongoing
Maintain Late Shift Connect	On Demand	9:00pm-7:00am Monday through Friday and 8:00pm-7:00am Saturday and Sunday	Countywide	$2,000,000	Yes	Short-term
Maintain MicroTransit Program	Microtransit	MicroTransit implementation and project development	Countywide	$2,750,000	No	Short-term
New High Frequency Bus (HFB) Expansion				**$97,339,631**		
Implement PREMO - Corridor: Sample Road HFB	High Frequency Bus	HFB service spanning 12-mile corridor Weekday 5:00am - 11:00pm; 15-minute Peak	Sample Rd from US 1 to University Dr	$9,693,880	Yes	Short-term
Implement PREMO - Corridor: Hollywood Blvd HFB	High Frequency Bus	HFB service spanning 20-mile corridor Weekday 4:56am - 11:30pm; 15-minute Peak	Hollywood Blvd from US 1 to Flamingo Rd	$20,506,285	Yes	Short-term
Implement PREMO - Corridor: US/1/Federal Hwy South HFB	High Frequency Bus	HFB service spanning 22-mile corridor Weekday 4:50am - 12:43am;15-minute Peak	US1 from Broward Blvd to Aventura Mall	$11,978,297	Yes	Short-term
Implement PREMO - Corridor: US/1/Federal Hwy North HFB	High Frequency Bus	HFB service spanning 22-mile corridor Weekday 5:05am - 12:18am; 15-minute Peak	US1 from Broward Blvd to Palmetto Park Rd	$15,728,367	Yes	Mid-term
Implement PREMO - Corridor: Atlantic Blvd HFB	High Frequency Bus	HFB service spanning 13-mile corridor Weekday 5:08am - 10:58pm; 15-minute Peak	Atlantic Blvd from US1 to University Dr	$15,279,499	Yes	Mid-term
Implement PREMO - Corridor: Sheridan Street HFB	High Frequency Bus	HFB service spanning 20-mile corridor Weekday 4:40am - 11:25pm; 15-minute Peak	Sheridan Street from US1 to University Dr	$9,114,725	Yes	Mid-term
Implement PREMO - Corridor: Dixie Hwy HFB	High Frequency Bus	HFB service spanning 25-mile corridor Weekday 5:00am - 12:12pm; 15-minute Peak	Dixie Hwy from Broward Blvd to Cypress Creek Rd	$7,926,461	Yes	Mid-term
Implement PREMO - Corridor: US 441 HFB	High Frequency Bus	HFB service spanning 13-mile corridor Weekday 4:34am - 1:31pm; 15-minute Peak	US441 from Sandalfoot to Lauderhill Transit Center	$7,112,117	Yes	Mid-term
New Broward Commuter Rail South (BCR)				**$48,886,491**		
Implement PREMO - Corridor: Broward Commuter Rail	Commuter Rail	Commuter Rail service spanning 11.5-mile corridor with 3 proposed stations	Aventura Station to SW 15th / SW 17th	$48,886,491	Yes	Mid-term
New Bus Rapid Transit (BRT)				**$125,231,233**		
Implement PREMO - Corridor: Oakland Park Blvd BRT	Bus Rapid Transit	BRT service spanning 15 miles with approximately 16 proposed stations Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)	Oakland Park Blvd from A1A to Sawgrass Mills Mall	$70,629,283	Yes	Short-term
Implement PREMO - Corridor: SR7/US 441 BRT	Bus Rapid Transit	BRT service spanning 15 miles with approximately 16 proposed stations	US 441 / SR 7 from Commercial Blvd to County Line Rd	$27,739,950	Yes	Mid-term

Project Description	Type of service	Level of service	Project Location	Associated costs	MPO Alignment	Implementation Timeframe
		Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)				
Implement PREMO - Corridor: Powerline Road BRT	Bus Rapid Transit	BRT service spanning 10.5 miles with approximately 10 proposed stations Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)	Powerline Rd from Broward Blvd to Sample Rd	$11,255,000	Yes	Mid-term
Implement PREMO - Corridor: University Drive BRT	Bus Rapid Transit	BRT service spanning 16 miles with approximately 16 proposed stations Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)	University Blvd from Sample Rd to County Line Rd	$15,607,000	Yes	Mid-term
New Light Rail Transit (LRT)				**$52,055,619**		
Implement PREMO - Corridor: Airport-Seaport-Convention Center Connector	Light Rail Transit	Service spanning 3.5-mile corridor with 3 proposed stations. Tentative Service Frequency 10 minutes	Broward County Convention Center to IMC Station	$40,128,766	Yes	Mid-term
Implement PREMO - Corridor: Downtown Connector	Light Rail Transit	Service spanning 3-mile corridor Tentative Service Frequency 10 minutes	Exact corridor extent under development.	$11,926,853	Yes	Mid-term

Table 2-4 Ten-Year Schedule of Projects – Capital Projects

Project Description	Type of service	Level of service	Project Location	Associated costs	MPO Alignment	Implementation Timeframe
Grants and Concurrency				**$500,196,861**		
Bus and Vehicle Acquisition/Replacement/Maintenance Program	Maintenance	Purchase of replacement vehicles and maintenance of existing vehicles	Countywide	$369,261,370	Yes	Ongoing
Infrastructure Improvement/Maintenance Program	Maintenance	Maintenance and improvements for transit infrastructure	Countywide	$12,453,746	Yes	Ongoing
Security Program	Transit Operations	Transit security	Countywide	$22,107,316	Yes	Ongoing
Information Technology Program	Transit Operations	Transit IT	Countywide	$67,175,429	No	Ongoing
Non-Grant Projects	Planning	Bus stop and shelter improvements and county match for new buses	Countywide	$29,199,000	Yes	Short-term
Transit				**$536,190,423**		
New 30-yr Bus Service Plan (New Vehicles)	Vehicles	New vehicles for service expansion	Countywide	$0	Yes	Long-term
Existing Fixed Route Services	Fixed Route	Improvements to existing fixed route service	Countywide	$332,275,480	Yes	Short-term / Ongoing
PREMO – High Frequency Buses	High Frequency Bus	Buses for HFB routes	Countywide	$16,211,990	Yes	Short-term
COA Transit Improvements	Planning	Planning activity to support COA transit improvements.	Countywide	$19,977,000	Yes	Short-term
Paratransit Vehicles	Paratransit	Obtain new paratransit vehicles.	Countywide	$112,050,953	Yes	Short-term / Ongoing
Planning Studies	Planning	Major TDP, COA, other studies	Countywide	$55,675,000	Yes	Short-term / Ongoing
Transitways				**$4,317,689,190**		
BRT				**$1,384,930,100**		
PREMO - Oakland Park Boulevard BRT	Bus Rapid Transit	BRT service spanning 15 miles with approximately 16 proposed stations Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)	Oakland Park Blvd from A1A to Sawgrass Mills Mall	$274,293,480	Yes	Short-term
PREMO - US 441/State Road 7 BRT	Bus Rapid Transit	BRT service spanning 15 miles with approximately 16 proposed stations	US 441 / SR 7 from Commercial Blvd to County Line Rd	$225,636,620	Yes	Mid-term

Project Description	Type of service	Level of service	Project Location	Associated costs	MPO Alignment	Implementation Timeframe
		Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)				
PREMO - Powerline Road BRT	Bus Rapid Transit	BRT service spanning 10.5 miles with approximately 10 proposed stations Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)	Powerline Rd from Broward Blvd to Sample Rd	$198,000,000	Yes	Mid-term
PREMO - University Drive BRT	Bus Rapid Transit	BRT service spanning 16 miles with approximately 16 proposed stations Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)	University Blvd from Sample Rd to County Line Rd	$334,000,000	Yes	Mid-term
PREMO - Commercial Boulevard BRT	Bus Rapid Transit	BRT service spanning 5.5 miles with approximately 10 proposed stations Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)	Commercial Blvd from US 1 to US 441 / SR 7	$113,000,000	Yes	Mid-term
PREMO - Sunrise Boulevard BRT	Bus Rapid Transit	BRT service spanning 14 miles with approximately 12 proposed stations Service Frequency 10 minutes on peak / 20 minutes off peak (Peak Period: 5-9am and 3-8pm)	Sunrise Blvd from A1A to Sawgrass Mills Mall	$240,000,000	Yes	Long-term
LRT				**$2,932,759,090**		
PREMO - Airport-Seaport-Convention Center Connector	Light Rail Transit	Service spanning 3.5-mile corridor with 3 proposed stations	Broward County Convention Center to IMC Station	$1,560,759,090	Yes	Mid-term
PREMO - Downtown Connector	Light Rail Transit	Service spanning 3-mile corridor	Exact corridor extent under development.	$442,000,000	Yes	Mid-term
PREMO - Broward Boulevard Connector	Light Rail Transit	Service spanning 4-mile corridor	Exact corridor extent under development.	$930,000,000	Yes	Long-term
Transit Infrastructure				**$763,481,088**		
Bus Shelters	Fixed Route Infrastructure	Construct new bus shelters	Countywide	$64,226,456	Yes	Short-term / Ongoing
Bus Stop Improvements	Fixed Route Infrastructure	Implement bus stop improvements	Countywide	$29,603,010	Yes	Short-term / Ongoing
Park and Ride Lots	Facilities	Construct new park and ride lots	Countywide	$2,429,910	Yes	Short-term
Local Bus Infrastructure	Fixed Route Infrastructure	Construct new bus infrastructure	Countywide	$0	Yes	Long-term
Electric Bus Charging Infrastructure	Facilities	Charging infrastructure for electric buses	Countywide	$14,804,586	Yes	Short- to mid-term
West Broward Intermodal Center	Facilities	Future intermodal transportation center in Broward County.	East side of Red Snapper Road between Panther Parkway/Northwest 136 Avenue and Sawgrass Mills Circle.	$109,880,220	Yes	Short-term
Redevelopment of Copans Facility	Facilities	27-acre facility will feature a 200,000-square-foot maintenance facility, as well as a 16,900-square-foot training center that will provide advanced training opportunities for BCT's workforce	3201 W. Copans Rd	$30,367,210	Yes	Short-term
Copans Facility - Control Center	Facilities	New Control Center as part of the Copans facility redevelopment	3201 W. Copans Rd	$53,256,160	Yes	Short-term
Hollywood Transit Transfer Facility	Facilities	New transfer facility	TBD	$7,270,130	No	Short-term
Thomas Street Facility	Facilities	Transit infrastructure storage facility	2326 Thomas St, Hollywood FL 33020	$413,280	No	Short-term

Project Description	Type of service	Level of service	Project Location	Associated costs	MPO Alignment	Implementation Timeframe
Future Transit Facility	Facilities	New transit facility	Countywide	$409,202,496	Yes	Short- to mid-term
IT Enhancements	Facilities	Various IT enhancements	Countywide	$5,396,260	Yes	Short-term
Land Acquisition	Facilities	Acquire land for future transit corridors, facilities / transit infrastructure.	Countywide	$20,500,000	No	Short-term
Transit Infrastructure Project Management	Facilities	Management of transit infrastructure for future projects.	Countywide	16,131,370	No	Short-term
Commuter Rail				**$395,000,000**		
Broward Commuter Rail South	Commuter Rail	Commuter rail service spanning 11.5-mile corridor with 3 proposed stations.	Aventura Station to SW 15th / SW 17th	$395,000,000	Yes	Mid-term
Community Shuttle				**$23,009,187**		
Community Shuttle Buses	Community Shuttle	Buses for Community Shuttle program	Countywide	$23,009,187	Yes	Ongoing

Table 2-5 Financial Plan – Operating Costs

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	10-Year Total
Maintain Existing Fixed Route & TOPS Service Operations	**$275,200,530**	**$275,626,540**	**$284,457,381**	**$294,617,315**	**$303,106,334**	**$311,850,024**	**$320,856,026**	**$320,856,026**	**$330,132,206**	**$339,686,672**	**$3,056,389,054**
Maintain Existing Fixed Route Services	193,710,890	196,934,211	201,718,323	209,745,585	216,037,952	222,519,091	229,194,664	226,794,323	233,598,153	240,606,097	2,170,859,289
Maintain Existing Paratransit Services	54,558,960	56,195,729	59,917,060	61,714,572	63,566,009	65,472,989	67,437,179	69,460,295	71,544,103	73,690,426	643,557,322
Maintain Transit Security Operations	10,530,680	10,846,600	11,171,998	11,507,158	11,852,373	12,207,944	12,574,183	12,951,408	13,339,950	13,740,149	120,722,443
Maintain Existing Community Shuttle	8,832,140	8,832,140	8,832,140	8,832,140	8,832,140	8,832,140	8,832,140	8,832,140	8,832,140	8,832,140	88,321,400
New Community Shuttle Expansion	2,817,860	2,817,860	2,817,860	2,817,860	2,817,860	2,817,860	2,817,860	2,817,860	2,817,860	2,817,860	28,178,600
Maintain Late Shift Connect	2,000,000	-	-	-	-	-	-	-	-	-	2,000,000
Maintain MicroTransit Program	2,750,000	-	-	-	-	-	-	-	-	-	2,750,000
New High Frequency Bus (HFB) Expansion	**-**	**3,015,256**	**3,105,713**	**3,198,884**	**5,146,666**	**12,858,342**	**15,177,330**	**17,776,521**	**18,309,819**	**18,751,100**	**97,339,631**
Implement PREMO - Corridor: Sample Road HFB	-	967,860	996,896	1,026,802	1,057,607	1,089,335	1,122,015	1,122,015	1,155,675	1,155,675	9,693,880
Implement PREMO - Corridor: Hollywood Blvd HFB	-	2,047,396	2,108,817	2,172,082	2,237,245	2,304,363	2,373,493	2,373,493	2,444,698	2,444,698	20,506,285
Implement PREMO - Corridor: US/1/Federal Hwy South HFB	-	-	-	-	1,851,814	1,907,370	1,964,590	2,023,528	2,084,234	2,146,761	11,978,297
Implement PREMO - Corridor: US/1/Federal Hwy North HFB	-	-	-	-	-	2,962,510	3,051,386	3,142,926	3,237,215	3,334,330	15,728,367
Implement PREMO - Corridor: Atlantic Blvd HFB	-	-	-	-	-	2,877,964	2,964,302	3,053,231	3,144,829	3,239,173	15,279,499
Implement PREMO - Corridor: Sheridan Street HFB	-	-	-	-	-	1,716,800	1,768,304	1,821,353	1,875,994	1,932,274	9,114,725
Implement PREMO - Corridor: Dixie Hwy HFB	-	-	-	-	-	-	1,933,240	1,938,989	1,997,159	2,057,073	7,926,461
Implement PREMO - Corridor: US 441 HFB	-	-	-	-	-	-	-	2,300,986	2,370,015	2,441,116	7,112,117
New Broward Commuter Rail South (BCR)	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**13,012,322**	**17,694,467**	**18,179,702**	**48,886,491**
Implement PREMO - Corridor: Broward Commuter Rail	-	-	-	-	-	-	-	13,012,322	17,694,467	18,179,702	48,886,491
New Bus Rapid Transit (BRT)	**-**	**-**	**-**	**5,067,819**	**10,135,638**	**10,439,708**	**10,752,899**	**11,075,486**	**25,072,750**	**52,686,933**	**125,231,233**
Implement PREMO - Corridor: Oakland Park Blvd BRT	-	-	-	5,067,819	10,135,638	10,439,708	10,752,899	11,075,486	11,407,750	11,749,983	70,629,283

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	10-Year Total
Implement PREMO - Corridor: SR7/US 441 BRT	-	-	-	-	-	-	-	-	13,665,000	14,074,950	27,739,950
Implement PREMO - Corridor: Powerline Road BRT	-	-	-	-	-	-	-	-	-	11,255,000	11,255,000
Implement PREMO - Corridor: University Drive BRT	-	-	-	-	-	-	-	-	-	15,607,000	15,607,000
New Light Rail Transit (LRT)	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**12,729,188**	**13,365,648**	**25,960,783**	**52,055,619**
Implement PREMO - Corridor: Airport-Seaport-Convention Center Connector	-	-	-	-	-	-	-	12,729,188	13,365,648	14,033,930	40,128,766
Implement PREMO - Corridor: Downtown Connector	-	-	-	-	-	-	-	-	-	11,926,853	11,926,853
Total Operating Costs	**$275,200,530**	**$278,641,796**	**$287,563,094**	**$302,884,018**	**$318,388,638**	**$335,148,074**	**$346,786,255**	**$375,449,543**	**$404,574,890**	**$455,265,190**	**$3,379,902,028**

Table 2-6 Financial Plan – Capital Costs

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	10-Year Total
Grants and Concurrency	**$51,620,530**	**$51,632,390**	**$51,632,410**	**$51,658,410**	**$51,672,270**	**$46,470,952**	**$46,606,229**	**$49,279,838**	**$49,473,840**	**$50,149,992**	**$500,196,861**
Bus and Vehicle Acquisition/Replacement/Maintenance Program	37,795,450	35,870,150	35,722,120	35,273,540	36,035,180	36,409,819	36,243,263	38,605,982	38,479,768	38,826,098	369,261,370
Infrastructure Improvement/Maintenance Program	1,052,700	1,092,000	1,137,500	1,185,000	1,234,700	1,271,741	1,309,893	1,349,190	1,389,666	1,431,356	12,453,746
Security Program	1,927,000	2,248,100	2,016,600	2,077,100	2,139,400	2,203,582	2,269,689	2,337,780	2,407,914	2,480,151	22,107,316
Information Technology Program	5,028,380	6,593,140	6,927,190	7,267,770	6,393,990	6,585,810	6,783,384	6,986,886	7,196,492	7,412,387	67,175,429
Non-Grant Projects	5,817,000	5,829,000	5,829,000	5,855,000	5,869,000	-	-	-	-	-	29,199,000
Transit	**4,500,000**	**29,265,290**	**33,665,980**	**29,588,650**	**32,060,930**	**74,435,987**	**118,814,531**	**105,930,822**	**81,245,673**	**26,682,560**	**536,190,423**
New 30-yr Bus Service Plan (New Vehicles)	-	-	-	-	-	-	-	-	-	-	-
Existing Fixed Route Services	-	-	-	3,039,480	17,400,000	58,900,000	101,616,000	89,220,000	56,700,000	5,400,000	332,275,480
PREMO - High Frequency Buses	-	9,146,400	7,065,590	-	-	-	-	-	-	-	16,211,990
COA Transit Improvements	4,500,000		5,775,000	9,702,000	-	-	-	-	-	-	19,977,000
Paratransit Vehicles	-	14,233,890	15,825,390	9,147,170	9,660,930	10,035,987	10,608,531	11,210,822	15,545,673	15,782,560	112,050,953
Planning Studies	-	5,885,000	5,000,000	7,700,000	5,000,000	5,500,000	6,590,000	5,500,000	9,000,000	5,500,000	55,675,000
Transitways	**59,299,330**	**400,714,630**	**71,716,140**	**1,560,759,090**	**-**	**957,700,000**	**1,037,500,000**	**230,000,000**	**-**	**-**	**4,317,689,190**
BRT	59,299,330	400,714,630	71,716,140	-	-	515,700,000	107,500,000	230,000,000	-	-	1,384,930,100
PREMO - Oakland Park Boulevard BRT	42,999,330	214,913,770	16,380,380	-	-	-	-	-	-	-	274,293,480
PREMO - US 441/State Road 7 BRT	-	180,300,860	45,335,760	-	-	-	-	-	-	-	225,636,620
PREMO - Powerline Road BRT	7,500,000	-	-	-	-	190,500,000	-	-	-	-	198,000,000
PREMO - University Drive BRT	8,800,000	-	-	-	-	325,200,000	-	-	-	-	334,000,000
PREMO - Commercial Boulevard BRT	-	5,500,000	-	-	-	-	107,500,000	-	-	-	113,000,000
PREMO - Sunrise Boulevard BRT	-	-	10,000,000	-	-	-	-	230,000,000	-	-	240,000,000
LRT	-	-	-	1,560,759,090	-	442,000,000	930,000,000	-	-	-	2,932,759,090
PREMO - Airport-Seaport-Convention Center Connector	-	-	-	1,560,759,090	-	-	-	-	-	-	1,560,759,090
PREMO - Downtown Connector	-	-	-	-	-	442,000,000	-	-	-	-	442,000,000

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	10-Year Total
PREMO - Broward Boulevard Connector							930,000,000				930,000,000
Transit Infrastructure	**41,800,230**	**166,075,320**	**51,095,840**	**13,986,470**	**77,261,030**	**77,065,702**	**79,763,002**	**82,554,707**	**85,444,121**	**88,434,666**	**763,481,088**
Bus Shelters	-	-	-	5,752,790	8,575,330	9,305,110	9,630,789	9,967,867	10,316,742	10,677,828	64,226,456
Bus Stop Improvements	1,152,500	4,620,250	4,917,660	5,228,940	2,613,210	2,064,433	2,136,688	2,211,472	2,288,873	2,368,984	29,603,010
Park and Ride Lots	1,102,500	-	-	-	1,327,410	-	-	-	-	-	2,429,910
Local Bus Infrastructure	-	-	-	-	-	-	-	-	-	-	-
Electric Bus Charging Infrastructure	-	-	-	-	3,315,770	2,142,450	2,217,436	2,295,046	2,375,373	2,458,511	14,804,586
West Broward Intermodal Center	520,810	109,359,410	-	-	-	-	-	-	-	-	109,880,220
Redevelopment of Copans Facility	8,029,070	16,809,070	5,529,070	-	-	-	-	-	-	-	30,367,210
Copans Facility - Control Center	11,130,000	21,063,080	21,063,080	-	-	-	-	-	-	-	53,256,160
Hollywood Transit Transfer Facility	90,000	510,000	6,352,500	317,630	-	-	-	-	-	-	7,270,130
Thomas Street Facility	413,280	-	-	-	-	-	-	-	-	-	413,280
Future Transit Facility	350,470	4,787,040	1,855,840	-	61,404,550	63,553,709	65,778,089	68,080,322	70,463,133	72,929,343	409,202,496
IT Enhancements	1,642,000	3,072,120	23,340	634,040	24,760	-	-	-	-	-	5,396,260
Land Acquisition	15,000,000	-	5,500,000	-	-	-	-	-	-	-	20,500,000
Transit Infrastructure Project Management	2,369,600	5,854,350	5,854,350	2,053,070	-	-	-	-	-	-	16,131,370
Commuter Rail	**17,225,000**	**377,775,000**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**395,000,000**
Broward Commuter Rail South	17,225,000	377,775,000	-	-	-	-	-	-	-	-	395,000,000
Community Shuttle	**289,150**	**62,700**	**3,600,020**	**4,071,040**	**3,772,760**	**1,358,193**	**802,987**	**1,034,740**	**5,199,842**	**2,817,755**	**23,009,187**
Community Shuttle Buses	289,150	62,700	3,600,020	4,071,040	3,772,760	1,358,193	802,987	1,034,740	5,199,842	2,817,755	23,009,187
Total BCT Capital Costs	**$174,734,240**	**$1,025,525,330**	**$211,710,390**	**$1,660,063,660**	**$164,766,990**	**$1,157,030,834**	**$1,283,486,749**	**$468,800,107**	**$221,363,476**	**$168,084,973**	**$6,535,566,749**

Table 2-7 Financial Plan – Operating Revenues

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	10-Year Total
Transportation Surtax Operating	152,343,990	159,961,190	167,959,250	176,357,209	185,175,070	198,500,539	208,079,872	231,133,378	255,095,419	296,945,897	2,031,551,814
Existing Transit Operations	111,717,420	107,663,343	108,248,207	115,206,774	119,380,351	119,962,124	121,141,032	120,871,121	122,077,299	123,319,664	1,169,587,335
State Block Grants	12,455,730	11,883,215	12,239,712	12,239,712	12,729,301	14,109,401	14,532,683	14,532,683	14,968,664	15,417,724	135,108,825
State Block Grants – New HFB Expansion	-	141,717	145,969	150,348	241,893	604,342	713,335	835,497	860,561	881,302	4,574,964
State Block Grants - New BRT	-	-	-	202,713	476,375	490,666	505,386	520,548	1,178,419	2,476,286	5,850,393
State Block Grants - New BCR	-	-	-	-	-	-	-	1,100,136	1,129,840	1,160,346	3,390,322
State Block Grants - New LRT	-	-	-	-	-	-	-	1,081,981	1,103,621	1,125,693	3,311,295
Farebox revenues – New HFB Expansion	-	361,831	369,066	479,832	823,466	2,057,336	2,428,372	2,844,244	2,929,570	3,000,178	15,293,895
Farebox revenues - New BRT	-	-	-	-	1,621,702	1,565,956	1,612,935	1,661,323	3,897,563	8,312,409	18,671,888
Farebox revenues - BCR South	-	-	-	-	-	-	-	1,652,565	2,247,197	2,308,822	6,208,584
Farebox revenues - New LRT	-	-	-	-	-	-	-	1,616,607	1,697,437	3,297,019	6,611,063
Operating Reserves	-	-	-	-	-	-	-	-	-		-
Less 5% only recurring revenues	(1,316,610)	(1,369,500)	(1,399,110)	(1,752,570)	(2,059,520)	(2,147,510)	(2,227,360)	(2,400,540)	(2,610,700)	(2,980,150)	(20,263,570)
Total Operating Revenues	**$275,200,530**	**$278,641,796**	**$287,563,094**	**$302,884,018**	**$318,388,638**	**$335,142,854**	**$346,786,255**	**$375,449,543**	**$404,574,890**	**$455,265,190**	**$3,379,896,808**

Table 2-8 Financial Plan – Capital Revenues

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	10-Year Total
Transportation Surtax Capital	104,622,793	492,332,660	120,986,690	410,318,034	104,459,146	631,715,102	771,880,520	419,520,269	171,889,636	117,934,981	3,345,659,831
Federal Grants Transportation	45,803,530	45,803,390	45,803,410	45,803,410	45,803,270	45,803,347	45,803,347	45,803,347	45,803,347	45,803,347	458,033,745
Transfer from Transportation Concurrency Trust Fund	5,817,000	5,829,000	5,829,000	5,855,000	5,869,000	-	-	-	-	-	29,199,000
FTA Formula Grants (New Bus) - HFB & Fixed Route	-	-	-	-	-	191,230	312,216	396,953	498,570	513,527	1,912,496
FTA Formula Grants (New BRT)	-	-	-	-	-	476,375	490,666	505,386	520,548	1,102,201	3,095,176
FTA Formula Grants (New LRT)	-	-	-	-	-	-	-	1,272,920	1,311,106	1,350,440	3,934,466
FTA Formula Grants (New LRT Fixed Guideway)	-	-	-	-	-	-	-	-	-	-	-
FTA Formula Grants (New CR) - BCR	-	-	-	-	-	-	-	1,301,232	1,340,269	1,380,477	4,021,978
FTA Formula Grants (New CR Fixed Guideway) - BCR	-	-	-	-	-	-	-	-	-		-
Non-Local Match	-	440,900,650	23,801,820	1,170,569,310	-	478,850,000	465,000,000	-	-		2,579,121,780
Interest Earnings	18,490,917	40,659,630	15,289,470	27,517,906	8,635,574	-	-	-	-	-	110,593,497
Total BCT Capital Revenues	**$174,734,240**	**$1,025,525,330**	**$211,710,390**	**$1,660,063,660**	**$164,766,990**	**$1,157,036,054**	**$1,283,486,749**	**$468,800,107**	**$221,363,476**	**$168,084,973**	**$6,535,571,969**

Table 2-9 Financial Plan – Total Operating Costs & Revenue Summary

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	10-Year Total
Total Revenues	**$449,934,770**	**$1,304,167,126**	**$499,273,484**	**$1,962,947,678**	**$483,155,628**	**$1,492,178,908**	**$1,630,273,004**	**$844,249,650**	**$625,938,366**	**$623,350,163**	**$9,915,468,777**
Total Costs	**$449,934,770**	**$1,304,167,126**	**$499,273,484**	**$1,962,947,678**	**$483,155,628**	**$1,492,178,908**	**$1,630,273,004**	**$844,249,650**	**$625,938,366**	**$623,350,163**	**$9,915,468,777**

Table 2-10 List of Priority Projects

Priority Ranking	Project Name and Description	Operating or Capital	Implementation Timeframe	Type of Service	Location	Funding Availability
1	Maintain Existing Fixed Route Services	Operating	Ongoing	Fixed Route	Countywide	Yes
1	Maintain Existing Paratransit Services	Operating	Ongoing	Paratransit	Countywide	Yes
1	Maintain Transit Security Operations	Operating	Ongoing	Transit Operations	Countywide	Yes
1	Maintain Existing Community Shuttle	Operating	Ongoing	Community Shuttles	Countywide	Yes
1	Maintain Late Night Shift Connect	Operating	Short-term	On Demand	Countywide	Yes
1	Maintain MicroTransit Program	Operating	Short-term	Microtransit	Countywide	Yes
1	Bus and Vehicle Acquisition/Replacement/Maintenance Program	Capital	Ongoing	Maintenance	Countywide	Yes
1	Infrastructure Improvement/Maintenance Program	Capital	Ongoing	Maintenance	Countywide	Yes
1	Security Program	Capital	Short-term	Transit Operations	Countywide	Yes
1	Information Technology Program	Capital	Ongoing	Transit Operations	Countywide	Yes
1	Non-Grant Projects	Capital	Short-term	Planning	Countywide	Yes
1	Existing Fixed Route Services	Capital	Short-term / Ongoing	Fixed Route	Countywide	Yes
1	Paratransit Vehicles	Capital	Short-term / Ongoing	Paratransit	Countywide	Yes
1	Community Shuttle Buses	Capital	Ongoing	Community Shuttles	Countywide	Yes
2	PREMO - Corridor: Sample Road HFB	Operating	Short-term	High Frequency Bus	Sample Rd from US 1 to University Dr	Yes

Priority Ranking	Project Name and Description	Operating or Capital	Implementation Timeframe	Type of Service	Location	Funding Availability
2	PREMO - Corridor: Hollywood Blvd HFB	Operating	Short-term	High Frequency Bus	Hollywood Blvd from US 1 to Flamingo Rd	Yes
2	PREMO - Corridor: US/1/Federal Hwy South HFB	Operating	Short-term	High Frequency Bus	US1 from Broward Blvd to Aventura Mall	Yes
2	PREMO - Corridor: Oakland Park Boulevard BRT	Operating and Capital	Short-term	Bus Rapid Transit	Oakland Park Blvd from A1A to Sawgrass Mills Mall	Yes
2	PREMO - High Frequency Buses	Capital	Short-term	Fixed Route	Countywide	Yes
2	COA Transit Improvements	Capital	Short-term	Planning	Countywide	Yes
2	New Community Shuttle Expansion	Operating	Ongoing	Community Shuttles	Countywide	Yes
2	Planning Studies	Capital	Short-term / Ongoing	Planning	Countywide	Yes
2	Bus Shelters	Capital	Short-term / Ongoing	Fixed Route Infrastructure	Countywide	Yes
2	Bus Stop Improvements	Capital	Short-term / Ongoing	Fixed Route Infrastructure	Countywide	Yes
2	Park and Ride Lots	Capital	Short-term	Facilities	Countywide	Yes
2	Electric Bus Charging Infrastructure	Capital	Short- to mid-term	Facilities	Countywide	Yes
2	West Broward Intermodal Center	Capital	Short-term	Facilities	East side of Red Snapper Road between Panther Parkway/Northwest 136 Avenue and Sawgrass Mills Circle.	Yes
2	Redevelopment of Copans Facility	Capital	Short-term	Facilities	3201 W. Copans Rd	Yes
2	Copans Facility - Control Center	Capital	Short-term	Facilities	3201 W. Copans Rd	Yes
2	Hollywood Transit Transfer Facility	Capital	Short-term	Facilities	TBD	Yes
2	Thomas Street Facility	Capital	Short-term	Facilities	2326 Thomas St, Hollywood FL 33020	Yes
2	Future Transit Facility	Capital	Short- to mid-term	Facilities	Countywide	Yes
2	IT Enhancements	Capital	Short-term	Facilities	Countywide	Yes
2	Land Acquisition	Capital	Short-term	Facilities	Countywide	Yes
2	Transit Infrastructure Project Management	Capital	Short-term	Facilities	Countywide	Yes
3	PREMO - Corridor: US/1/Federal Hwy North HFB	Operating	Mid-term	High Frequency Bus	US1 from Broward Blvd to Palmetto Park Rd	No
3	PREMO - Corridor: Atlantic Blvd HFB	Operating	Mid-term	High Frequency Bus	Atlantic Blvd from US1 to University Dr	No
3	PREMO - Corridor: Sheridan Street HFB	Operating	Mid-term	High Frequency Bus	Sheridan Street from US1 to University Dr	No
3	PREMO - Corridor: Dixie Hwy HFB	Operating	Mid-term	High Frequency Bus	Dixie Hwy from Broward Blvd to Cypress Creek Rd	No
3	PREMO - Corridor: US 441/State Road 7 HFB	Operating	Mid-term	High Frequency Bus	US 441 from Sandalfoot to Lauderhill Transit Center	No
3	PREMO - Corridor: US 441/State Road 7 BRT	Operating and Capital	Mid-term	Bus Rapid Transit	US 441 / SR 7 from Commercial Blvd to County Line Rd	Yes; Capital
3	PREMO - Corridor: Powerline Road BRT	Operating and Capital	Mid-term	Bus Rapid Transit	Powerline Rd from Broward Blvd to Sample Rd	Yes; Capital
3	PREMO - Corridor: University Drive BRT	Operating and Capital	Mid-term	Bus Rapid Transit	University Blvd from Sample Rd to County Line Rd	Yes; Capital
3	PREMO - Commercial Boulevard BRT	Capital	Mid-term	Bus Rapid Transit	Commercial Blvd from US 1 to US 441 / SR 7	Yes; Capital
3	PREMO - Corridor: Airport-Seaport-Convention Center Connector	Operating and Capital	Mid-term	Light Rail Transit	Broward County Convention Center to Intermodal Center	Yes; Capital
3	PREMO - Corridor: Broward Commuter Rail South	Operating and Capital	Mid-term	Commuter Rail	Aventura Station to SW 15th / SW 17th	Yes
3	PREMO - Corridor: Downtown Connector	Operating and Capital	Mid-term	Light Rail Transit	Exact corridor extent under development	No
4	PREMO - Sunrise Boulevard BRT	Capital	Long-term	Bus Rapid Transit	Sunrise Blvd from A1A to Sawgrass Mills Mall	Yes; Capital
4	PREMO - Corridor: Broward Boulevard Connector	Capital	Long-term	Light Rail Transit	Exact corridor extent under development.	No
4	Local Bus Infrastructure	Capital	Long-term	Fixed Route Infrastructure	Countywide	No
4	New 30-yr Bus Service Plan (New Vehicles)	Operating and Capital	Long-term	Vehicles	Countywide	No

Section 3: Metropolitan Transportation Planning Process Coordination

BCT regularly coordinates with the Broward MPO through participation in the MPO's committees, including the Technical Advisory Committee (TAC), Citizens Advisory Committee (CAC), Complete Streets Advisory Committee (CSAC), and Transportation Disadvantaged (TD) Local Coordinating Board (LCB). In FY2025, BCT and the Broward MPO collaborated on a number of regional planning initiatives, documents and processes, including:

- Broward MPO Premium Transit Education Series
- 2025–2029 Transportation Improvement Program (TIP)
- 2024–2025 Transportation Disadvantaged Service Plan
- 2050 Metropolitan Transportation Plan (MTP)
- SoFloGO Regional Transit App Launch
- Broward Safety Action Plan (BSAP)
- Annual Performance Report

In addition to the committee meetings, BCT and Broward MPO staff hold quarterly coordination meetings to promote close collaboration and ensure cohesive regional planning, particularly as it relates to PREMO.

Per Fla. Admin. Code 14-73.001, this Annual Update will be presented to the MPO Board in March 2026.

Broward County Transit Development Plan

Annual Update & Progress Report

FY2026-2035

Broward County Transit (BCT)

March 2026 – CAC Meeting
March 2026 – TAC Meeting
March 2026 – Board Meeting
May 2026 – LCB Meeting

BROWARD COUNTY Transit CONNECTED

BCT Connected & TDP Annual Progress Report

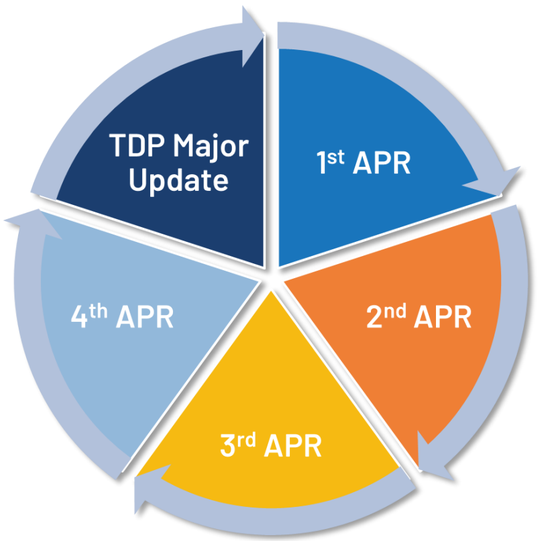
BCT Connected – Ten-Year Transit Development Plan (TDP):

- Agency's Strategic Blueprint
- Required For State Funding Eligibility
- Major Update Every Five Years

Annual Progress Report (APR) – Provides Yearly Update On BCT's Progress By:

- Updating The Ten-Year Operating and Capital Program
- Adding A New Tenth Year
- Summarizing Coordination With The MPO
- Prioritizing Projects

TDP CYCLE



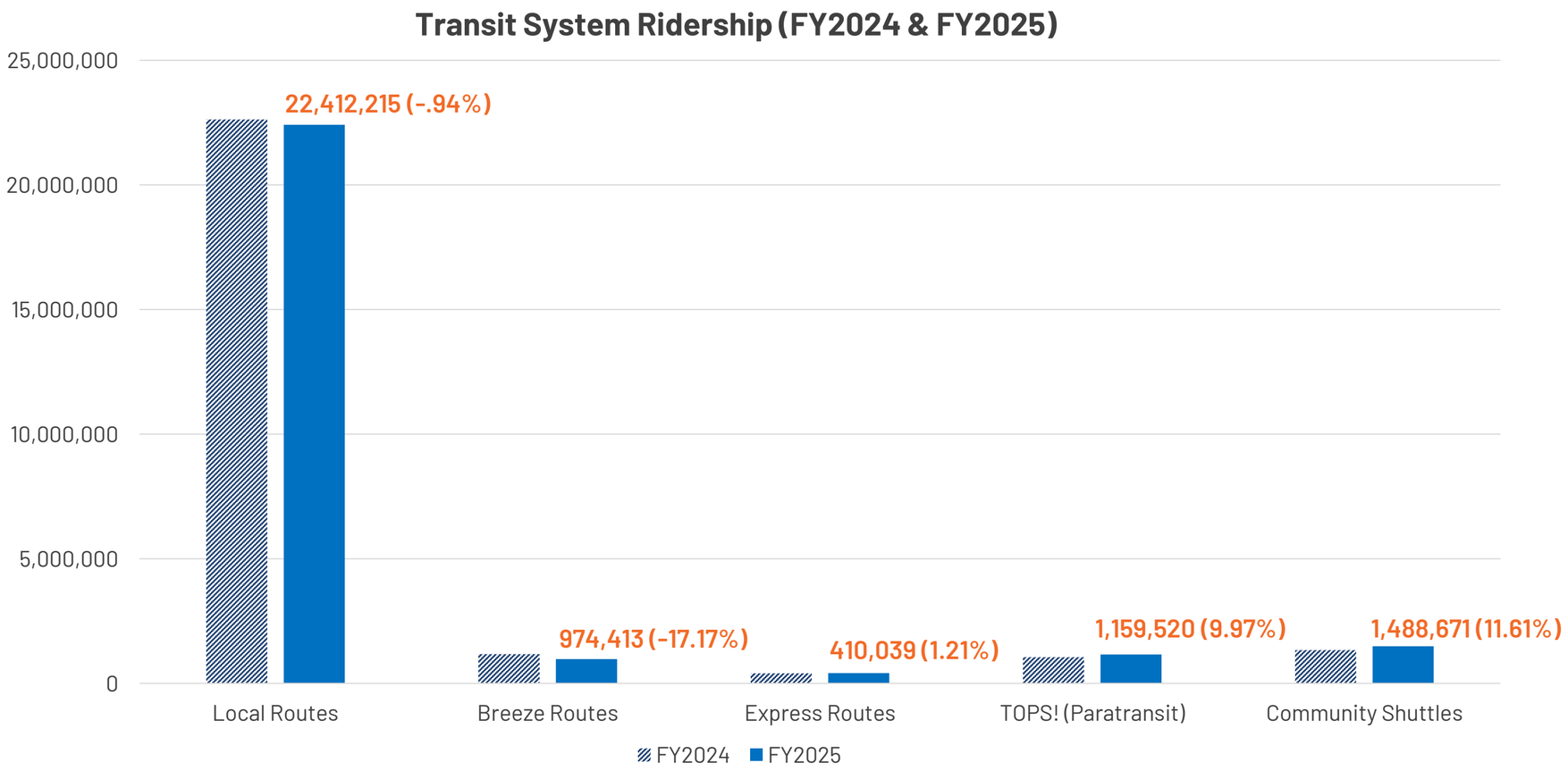
APR Checklist

APR Follows The Requirements In FDOT's 2024 TDP Rule And TDP Handbook

FY2026-2035 APR Includes The Following Elements:

	TDP Requirement
A Brief Overview Of The TDP Process And Any Highlights Or Significant Operational Changes	✓
An Updated Ten-Year Schedule of Projects	✓
An Updated Financial Plan Table	✓
An Updated List of Priority Projects	✓
A Summary Of Coordination Efforts With The Broward MPO	✓

Transit System Ridership



Ridership Trends

- FY2025 Ridership Totaled 26.4 Million Trips
- Systemwide Ridership Experienced A Minor Decline From FY2024
- Express Service, Community Shuttles And TOPS! Experienced Increases

APR Intro and Background

Key Accomplishments

PREMO Progress

- Advanced **BCR South** Toward Engineering
- Began Project Development For The **Airport–Seaport–Convention Center Connector**
- Advanced **Oakland Park Boulevard BRT** Coordination And Design

System Performance & Safety

- Supported The **Broward Safety Action Plan**
- Upgraded **Passenger Amenities** Across The System Including New Shelters, Solar Lights, And Bus Stop Signs
- **Reduced Safety Events** And Operator Assaults

Customer Experience & Outreach

- Launched The **SoFloGO App** With Strong User Adoption
- Delivered **Targeted Outreach** For Oakland Park BRT, Mobility Week Activities, And The Miramar Park & Ride Opening

Social Media Growth

- **334.84%**
- **11.08%**
- **17.51%**
- **49.38%**
- **26.78%**

BROWARD COUNTY Transit CONNECTED

Ten-Year Schedule of Projects

The Ten-Year Schedule of Projects summarizes BCT's **planned program of projects** for the next ten years.

Key Projects:

- Maintaining Existing Services & Programs
- PREMO Projects
- New Or Renovated Facilities
- COA (TransitFORWARD2040) Improvements
- Bus Stops And Shelters
- Park And Ride Lots

Excerpt from Ten-Year Schedule of Projects

Project Description	Type of service	Level of service	Project Location	Associated costs	MPO Alignment	Implementation Timeframe
Maintain Existing Fixed Route & TOPS Service Operations				**$3,056,389,054**		
Maintain Existing Fixed Route Services	Fixed Route	36 local fixed routes, two (2) Breeze routes, six (6) express routes, operating seven (7) days per week, with services starting as early as 4:34 A.M. and ending as late as 1:31 A.M.	Countywide	$2,170,859,289	Yes	Ongoing
Maintain Existing Paratransit Services	Paratransit	Seven (7) days per week, with services starting as early as 4:34 A.M. and ending as late as 1:31 A.M. TOPS! is available from 6:45AM to 10:15PM on holidays.	Countywide	$643,557,322	Yes	Ongoing
Maintain Transit Security Operations	Transit Operations	Transit Watch, on-board equipment performs surveillance and sensor monitoring and safety and security staff and department activity.	Countywide	$120,722,443	Yes	Ongoing
Maintain Existing Community Shuttle	Community Shuttles	54 existing community shuttle routes	Countywide	$88,321,400	Yes	Ongoing
New Community Shuttle Expansion	Community Shuttles	New community shuttle routes to increase connectivity and service area.	Countywide	$28,178,600	Yes	Ongoing
Maintain Late Shift Connect	On Demand	9:00pm-7:00am Monday through Friday and 8:00pm-7:00am Saturday and Sunday	Countywide	$2,000,000	Yes	Short-term
Maintain MicroTransit Program	Microtransit	MicroTransit implementation and project development	Countywide	$2,750,000	No	Short-term

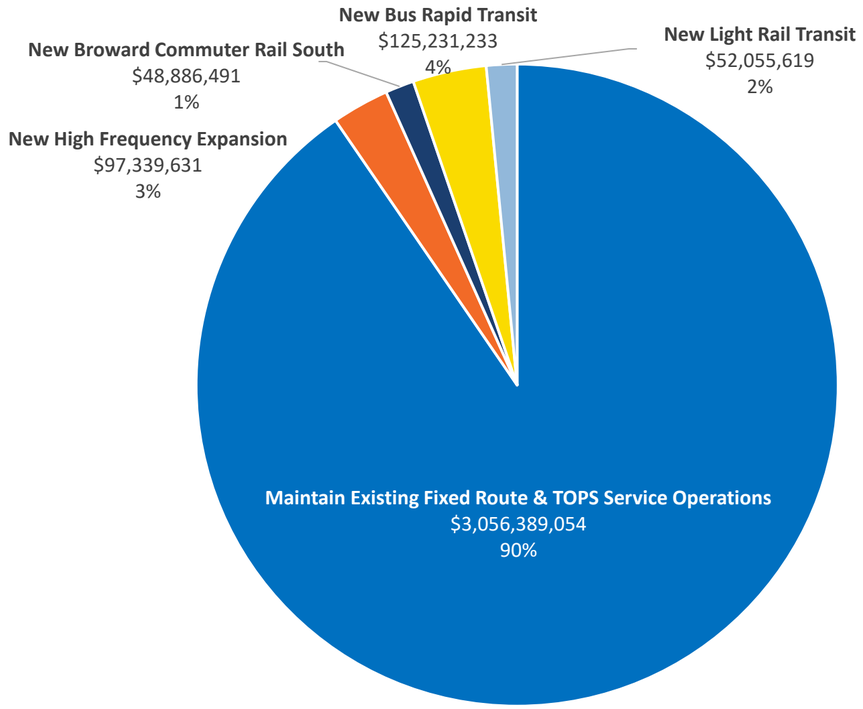
BROWARD COUNTY Transit CONNECTED

Ten Year Operating and Capital Program

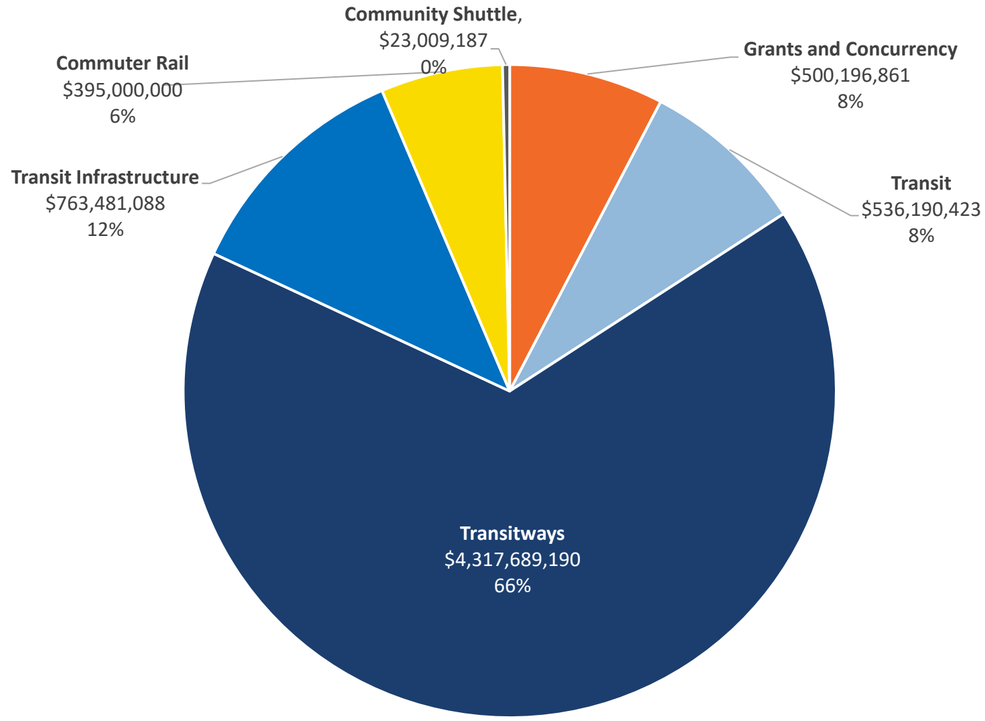
Financial Plan

Operating Expenses Total Approximately **$3.4 Billion** And Capital Expenses Total About **$6.5 Billion** From FY2026-2035

Operating Costs



Capital Costs



List of Priority Projects

- **Priority 1** Projects **Maintain Existing Service** Or State Of Good Repair
- **Priority 2** Projects Support Service Expansion Or Improvements That Have A **Short-Term** (1-5 Years) Implementation Time Frame
- **Priority 3** Projects Support Service Expansion Or Improvements That Have A **Mid-Term** (6-10 Years) Implementation Time Frame
- **Priority 4** Projects Support Service Expansion Or Improvements That Have A **Long-Term** (11+ Years) Implementation Time Frame

PREMO Anticipated Service Start Dates

	Project/Corridor	Anticipated Service Start Date									
		2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
2	Sample Road HFB		■	■	■	■	■	■	■	■	■
2	Hollywood Boulevard HFB		■	■	■	■	■	■	■	■	■
2	Oakland Park Boulevard BRT					■	■	■	■	■	■
2	US 1/Federal Highway South HFB					■	■	■	■	■	■
3	US 1/Federal Highway North HFB						X	X	X	X	X
3	Atlantic Boulevard HFB						X	X	X	X	X
3	Sheridan Street HFB						X	X	X	X	X
3	Dixie Highway HFB							X	X	X	X
3	SR 7/US 441 HFB								X	X	X
3	Broward Commuter Rail South								X	X	X
3	Airport-Seaport-Convention Center Connector								X	X	X
3	SR 7/US 441 BRT									X	X
3	University Drive BRT										X
3	Powerline Road BRT										X
3	Downtown Connector										X
3	Commercial Boulevard BRT										X

BROWARD COUNTY Transit CONNECTED

Collaboration With The Broward MPO

BCT Collaborated On **Numerous Regional Planning Documents And Processes**



FY2025-2029 TIP



Route To 2050 MTP



Broward Safety Action Plan
(Safe Streets and Roads for All)

SoFloGO

SoFloGO App

BCT Also Regularly Coordinates With The Broward MPO Through Quarterly Staff Meetings And Participation In Several Of The MPO's Committees:

- Technical Advisory Committee (TAC)
- Citizens Advisory Committee (CAC)
- Complete Streets Advisory Committee (CSAC)
- Transportation Disadvantaged (TD) Local Coordinating Board (LCB)

BROWARD COUNTY Transit CONNECTED

Questions

Administrative Items 2.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

SUMMARY:
Monthly LCB Operating Reports (December 2025 - March 2026)

Attachments

Monthly LCB Operating Reports - December 2025
Monthly LCB Operating Reports - January 2026
Monthly LCB Operating Reports - February 2026
Monthly LCB Operating Reports - March 2026

Inktel
GOVERNMENT BPO SERVICES

INVOICE

8200 N.W. 33rd Street
Suite 100
Doral FL, 33122
Phone 305-523-1000

Strobis, Paul (Paratransit)

Digitally signed by Strobis, Paul (Paratransit)
Date: 2026.01.28 12:28:55 -05'00'

Invoice #103325
DATE: 1/28/2026

To:
Paul Strobis
Broward County Paratransit Division
1 N. University Drive
Suite 2400B
Plantation Fl, 33324
954-357-8321

For:
Call Center
P.O. # MTD2600055

DESCRIPTION	AMOUNT
Paratransit Call Center Services – December 1-31, 2025	$ 392,108.51

TOTAL: $ 392,108.51

Received 1.28.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1618.42)	1	$86,260.87	$86,260.87
Agent Service Hours	10236.79	$30.08	$307,922.64
Performance Disincentives			
Complaint Response greater than 5 days	0	($25.00)	$0.00
Loss of Power/System Malfunction	0	($5,000.00)	$0.00
Failure to Maintain Call Management Level (98%):			
- First Month	0	($5,000.00)	$0.00
- Second Month	0	($10,000.00)	$0.00
- Beyond Second Month	0	($20,000.00)	$0.00
OTP			
- < 90%	0	($500.00)	$0.00
- < 88%	0	($750.00)	$0.00
- < 86%	1	($1,000.00)	($1,000.00)
Failure to Attend Meeting	0	($500.00)	$0.00
Productivity < 1.50	0	($1,000.00)	$0.00
Employee Utilization < 65%	1	($1,000.00)	($1,000.00)
Failure to Meet Reporting Requirements	0	($500.00)	$0.00
Discourteous/Unprofessional Employee	3	($25.00)	($75.00)
Vacancy of Key Personnel			
- 30 Days	0	($1,000.00)	$0.00
- > 30 Days	0	($250.00)	$0.00
		TOTAL	**$392,108.51**

Agent Name	Reg	OT	Total
Acosta, Maribel	177.62	2.67	180.29
Adriazola, Jose	128.02	0.00	128.02
Aguilera, Arianna	159.03	1.07	160.10
Augustin, Tatiana	172.25	0.67	172.92
Barbour, Kathy	176.53	0.55	177.08
Barcelo, Jessica	171.68	5.32	177.00
Barillas, Doris	126.20	0.00	126.20
Barr, Natalie	168.25	1.78	170.03
Brooks, Brandi	142.87	0.00	142.87
Castano, Giosvany	178.50	0.00	178.50
Cespedes, Luis	174.30	0.40	174.70
Cintron, Christian	163.67	0.00	163.67
Colon, Hellery	94.52	0.57	95.09
Cuadra, Giovanny	124.92	0.00	124.92
Cuervo, David	140.78	0.00	140.78
Daceus, Sabrina	174.30	0.00	174.30
De La Cruz, Nadia	152.82	0.00	152.82
Delgado, Kassandra	157.10	0.12	157.22
Diquez, Marsha	173.83	4.78	178.61
Dodier, Brianna	170.13	0.07	170.20
Estrada, Maribel	175.20	0.52	175.72
Exavier, Pat	35.20	0.00	35.20
Falcon, Margarita	167.73	0.00	167.73
Ferguson, Mario	149.58	0.00	149.58
Gamble, Rocio	164.18	0.53	164.71
Garcia, Guillermo	181.58	1.08	182.66
Gattereau, Rose	148.45	1.43	149.88
Gonzalez, Lilliam	160.82	2.05	162.87
Gutierrez, Michael	175.08	0.17	175.25
Hardaway, Lenesha	137.06	0.00	137.06
Hernandez, Christine	172.12	0.00	172.12
Holmes, Patrice	157.27	0.43	157.70
Joseph, Steve	176.15	1.33	177.48
Kelly, Monica	140.55	0.00	140.55
Lewis-Francis, Jassette	135.08	0.00	135.08
Malcolm, Kiara	174.28	0.15	174.43
Martin, Michael	174.72	0.08	174.80
Martinez, Sandra	64.17	0.40	64.57
Montalvo, Amaury	175.90	0.58	176.48
Moore, Gwendolyn	175.92	2.80	178.72
Morales-Osorio, Yennyffer	175.97	0.33	176.30
Nordlund, Maria	184.48	1.22	185.70
Peralta-Miranda, Katerine	170.85	0.63	171.48
Perez, Erick	164.82	0.30	165.12
Perez, Mario	176.05	0.72	176.77
Pierre-Louis, Barbara	130.85	0.00	130.85
Quintero-Quinones, Paola	134.35	0.00	134.35
Ramirez, Pablo	166.33	0.10	166.43
Rios, Bianca	167.45	0.00	167.45
Rolo, Sophia	144.13	0.00	144.13
Rothberg, Joy	152.28	3.13	155.41
Saint Louis, Alceline	175.22	0.32	175.54
Sanchez, Leilani	170.57	0.43	171.00
Sandoval, Justin	178.17	13.07	191.24
Sariol, Samantha	126.10	0.00	126.10
Silva, Eliana	179.62	0.08	179.70
Soles, Michelle	176.27	8.67	184.94
Torres, Angelique	172.95	0.27	173.22
Valdes, Diana	182.90	0.85	183.75
Valdes, Rolando	182.35	5.53	187.88
Williams, Maria	182.25	4.68	186.93
Williams, Samantha	183.13	3.87	187.00
Williams, Taryn	160.32	1.27	161.59
Williamson, Emperorist	156.00	0.00	156.00
Grand Total	**10161.77**	**75.02**	**10236.79**

Scheduler Name	Reg	OT	Total
Barillas, Martin	160.00	8.27	168.27
Beaujour, Byron	184.58	3.70	188.28
Evans, Tandra	115.97	1.18	117.15
Martinez, Jose	184.12	10.67	194.79
Rodriguez, Ernesto	169.95	1.35	171.30
St.Valiere, Sasha	167.32	2.90	170.22
Stephen, Clarence	172.55	0.67	173.22
Taylor, Millicent	178.00	0.50	178.50
Tiexeira, Michael	176.37	0.82	177.19
Valerie, Deniza	79.50	0.00	79.50
Grand Total	**1588.36**	**30.06**	**1618.42**

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Dec-25
Total Passenger Trips Request	97,160
Total Capacity Denials	100
Total Eligibility Denials	173
Total Trip Refusals by Clients	137
Total trips scheduled	84,334
Total advance cancellations	11,395
Total late cancellations	6,749
Total no-shows	5,468
Total trips provided to clients	84,334
Total client will-call trips	99
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,028 total trips/ 11.89%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,631 total trips/ 1.93%

Telephone Service Details

Total number of calls handled	92,484
Total number of calls received	93,610
Total number of calls by type:	
BCT Reservations	80,073
BCT Spanish Reservations	13,242
BCT Creole	42
BCT Supervisor Call	253
Total number of calls answered	92,484
Total number of calls abandoned	1,126
Percent Total of calls abandoned	1.20%
Average speed of answer time	0:11
Average handle time with hold	3:24
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:30
Employee Utilization	56.59%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	43
Total number of contractor commendations	54

On Time Performance	84.54%
Passenger Trips per Hour	1.50
Call Management	98.31%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	3
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	98.31%
On-Time Performance <90% (monthly)	84.54%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.50
Employee Utilization < 65%	56.59%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

Monthly Management Report

Achievements

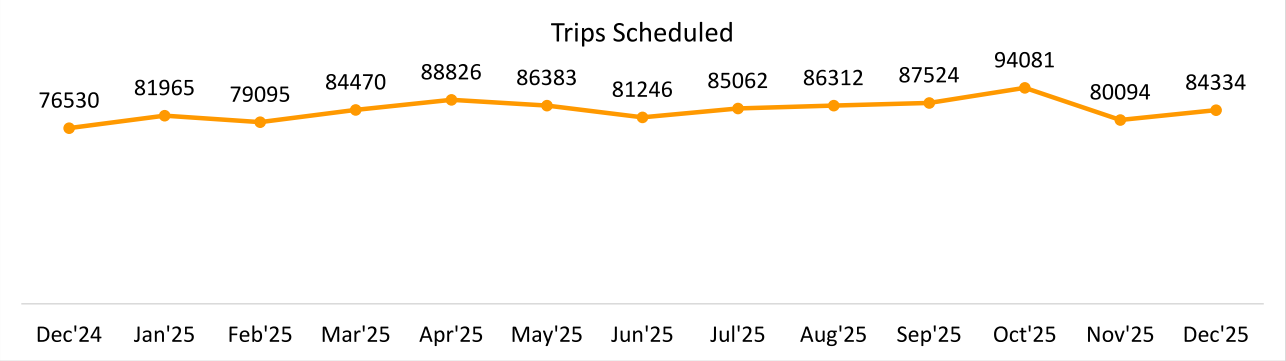
Met productivity goal at 1.50

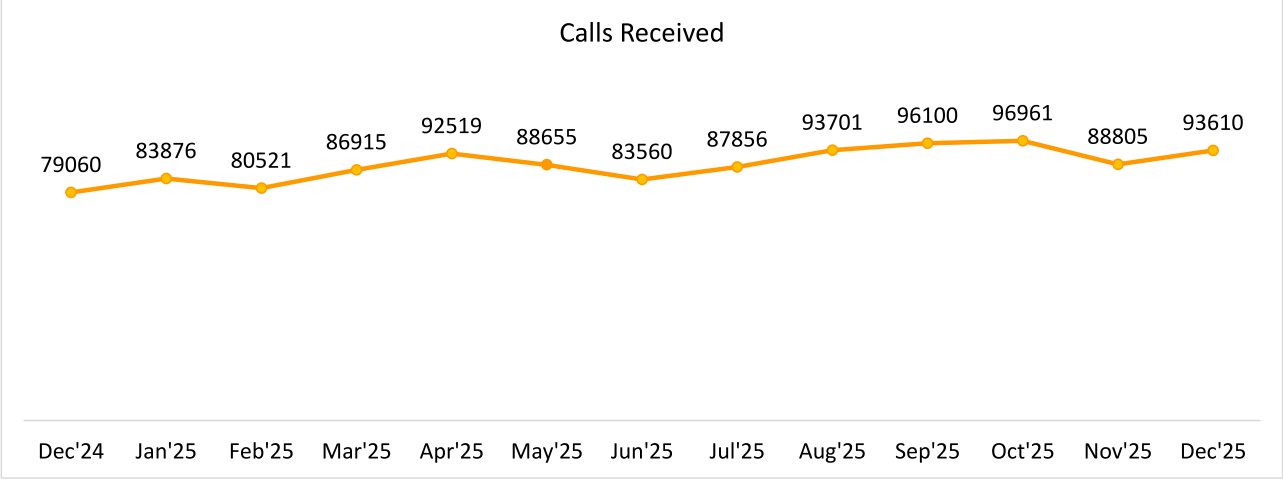
Service level was achieved organically with no waiver necessary at 98.31%

Challenges

Utilization was under the 65% goal this month at 56.59%.

OTP goal was missed at 84.54%





Measures	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec
Longest Call In Queue	00:03:35	00:05:15	00:02:08	00:06:28	00:04:01	00:05:01	00:04:11

8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec
00:02:36	00:04:44	00:03:54	00:08:08	00:05:56	00:05:12	00:07:30

15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec
00:02:25	00:03:50	00:03:18	00:01:31	00:01:32	00:06:52	00:06:54

22-Dec	23-Dec	24-Dec	25-Dec	26-Dec	27-Dec	28-Dec
00:01:53	00:01:28	00:04:43	00:01:18	00:01:29	00:03:04	00:03:18

29-Dec	30-Dec	31-Dec
00:02:28	00:02:21	00:00:27

Measures	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec
Staff by Day	56	57	63	57	49	30	39

8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec
60	58	55	53	47	30	39

15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec
60	59	60	53	48	31	41

22-Dec	23-Dec	24-Dec	25-Dec	26-Dec	27-Dec	28-Dec
57	55	50	44	42	31	38

29-Dec	30-Dec	31-Dec
53	54	47

Inktel
GOVERNMENT BPO SERVICES

INVOICE

8200 N.W. 33rd Street
Suite 100
Doral FL, 33122
Phone 305-523-1000

Strobis, Paul (Paratransit)

Digitally signed by Strobis, Paul (Paratransit)
Date: 2026.02.26 12:56:56 -05'00'

Invoice #103328
DATE: 2/25/2026

To:
Paul Strobis
Broward County Paratransit Division
1 N. University Drive
Suite 2400B
Plantation Fl, 33324
954-357-8321

For:
Call Center
P.O. # MTD2600055

DESCRIPTION	AMOUNT
Paratransit Call Center Services – January 1-31, 2026	$ 387,577.94

TOTAL: $ 387,577.94

Received 2.25.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1493.57)	1	$88,848.70	$88,848.70
Agent Service Hours	9708.82	$30.98	$300,779.24
Performance Disincentives			
Complaint Response greater than 5 days	0	($25.00)	$0.00
Loss of Power/System Malfunction	0	($5,000.00)	$0.00
Failure to Maintain Call Management Level (98%):			
- First Month	0	($5,000.00)	$0.00
- Second Month	0	($10,000.00)	$0.00
- Beyond Second Month	0	($20,000.00)	$0.00
OTP			
- < 90%	0	($500.00)	$0.00
- < 88%	0	($750.00)	$0.00
- < 86%	1	($1,000.00)	($1,000.00)
Failure to Attend Meeting	0	($500.00)	$0.00
Productivity < 1.50	0	($1,000.00)	$0.00
Employee Utilization < 65%	1	($1,000.00)	($1,000.00)
Failure to Meet Reporting Requirements	0	($500.00)	$0.00
Discourteous/Unprofessional Employee	2	($25.00)	($50.00)
Vacancy of Key Personnel			
- 30 Days	0	($1,000.00)	$0.00
- > 30 Days	0	($250.00)	$0.00
		TOTAL	**$387,577.94**

Agent Name	Reg	OT	Total
Acosta, Maribel	174.13	2.25	176.38
Aguilera, Arianna	154.95	0.83	155.78
Augustin, Tatiana	159.68	0.22	159.90
Barbour, Kathy	154.97	0.00	154.97
Barcelo, Jessica	172.15	2.05	174.20
Barillas, Doris	149.87	0.00	149.87
Barr, Natalie	183.85	2.22	186.07
Brooks, Brandi	166.43	0.30	166.73
Castano, Giosvany	166.25	0.05	166.30
Cespedes, Luis	151.48	0.00	151.48
Cintron, Christian	183.78	0.08	183.86
Cuadra, Giovanny	109.37	0.00	109.37
Cuervo, David	145.50	0.00	145.50
Daceus, Sabrina	150.55	0.00	150.55
De La Cruz, Nadia	148.05	0.00	148.05
Delgado, Kassandra	143.13	0.40	143.53
Diquez, Marsha	172.63	5.42	178.05
Dodier, Brianna	180.53	0.47	181.00
Estrada, Maribel	165.73	0.68	166.41
Falcon, Margarita	155.47	0.00	155.47
Ferguson, Mario	165.87	0.00	165.87
Gamble, Rocio	179.12	0.42	179.54
Garcia, Guillermo	144.07	0.52	144.59
Gattereau, Rose	175.90	0.00	175.90
Gonzalez, Lilliam	178.88	2.83	181.71
Gutierrez, Michael	166.13	0.23	166.36
Hardaway, Lenesha	114.30	0.00	114.30
Hernandez, Christine	173.65	0.25	173.90
Holmes, Patrice	170.57	0.43	171.00
Joseph, Steve	183.85	1.75	185.60
Kelly, Monica	149.12	0.00	149.12
Lewis-Francis, Jassette	176.72	0.00	176.72
Malcolm, Kiara	182.93	0.20	183.13
Martin, Michael	180.65	0.20	180.85
Montalvo, Amaury	166.67	0.00	166.67
Moore, Gwendolyn	168.13	3.58	171.71
Morales-Osorio, Yennyffer	169.20	1.75	170.95
Nordlund, Maria	167.75	1.88	169.63
Peralta-Miranda, Katerine	184.28	0.70	184.98
Perez, Erick	179.03	1.13	180.16
Perez, Mario	175.03	0.48	175.51
Pierre-Louis, Barbara	130.70	0.00	130.70
Quintero-Quinones, Paola	154.28	0.00	154.28
Ramirez, Pablo	159.82	0.42	160.24
Rios, Bianca	166.71	0.63	167.34
Rolo, Sophia	167.15	0.00	167.15
Rothberg, Joy	161.78	3.18	164.96
Saint Louis, Alceline	60.98	0.00	60.98
Sanchez, Leilani	141.27	0.02	141.29
Sandoval, Justin	168.97	0.43	169.40
Sariol, Samantha	146.93	0.00	146.93
Silva, Eliana	155.28	0.00	155.28
Soles, Michelle	183.73	4.82	188.55
Torres, Angelique	149.05	0.10	149.15
Valdes, Diana	162.05	0.65	162.70
Valdes, Rolando	174.33	1.53	175.86
Williams, Maria	171.05	9.62	180.67
Williams, Samantha	166.75	7.92	174.67
Williams, Taryn	176.15	1.23	177.38
Williamson, Emperorist	109.62	0.00	109.62
Grand Total	**9646.95**	**61.87**	**9708.82**

Scheduler Name	Reg	OT	Total
Barillas, Martin	177.88	5.27	183.15
Beaujour, Byron	158.57	3.52	162.09
Evans, Tandra	152.30	1.58	153.88
Martinez, Jose	168.10	15.75	183.85
Rodriguez, Ernesto	154.32	4.08	158.40
St.Valiere, Sasha	176.77	3.28	180.05
Stephen, Clarence	156.25	0.00	156.25
Taylor, Millicent	60.37	0.63	61.00
Tiexeira, Michael	159.77	2.05	161.82
Valerie, Deniza	93.08	0.00	93.08
Grand Total	**1457.41**	**36.16**	**1493.57**

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Jan-26
Total Passenger Trips Request	99,492
Total Capacity Denials	60
Total Eligibility Denials	127
Total Trip Refusals by Clients	117
Total trips scheduled	86,814
Total advance cancellations	9,942
Total late cancellations	6,123
Total no-shows	5,112
Total trips provided to clients	86,814
Total client will-call trips	84
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,245 total trips/ 11.80%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,674 total trips/ 1.93%

Telephone Service Details

Total number of calls handled	92,061
Total number of calls received	92,917
Total number of calls by type:	
BCT Reservations	79,334
BCT Spanish Reservations	13,291
BCT Creole	29
BCT Supervisor Call	258
BCT Emergency Line	5
Total number of calls answered	92,061
Total number of calls abandoned	856
Percent Total of calls abandoned	0.92%
Average speed of answer time	0:09
Average handle time with hold	3:13
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:26
Employee Utilization	56.59%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	59
Total number of contractor commendations	35

On Time Performance	85.49%
Passenger Trips per Hour	1.53
Call Management	99.04%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	2
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	99.04%
On-Time Performance <90% (monthly)	85.49%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.53
Employee Utilization < 65%	56.59%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

Monthly Management Report

Achievements

Met productivity goal at 1.53

Service level was achieved organically with no waiver necessary at 99.04%

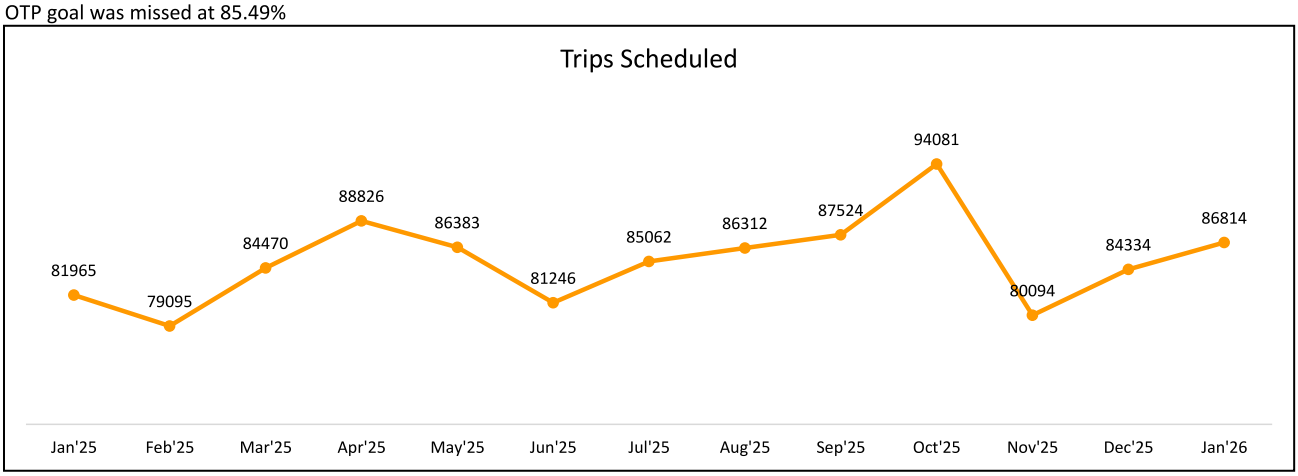
AHT reduced notably to 3:13

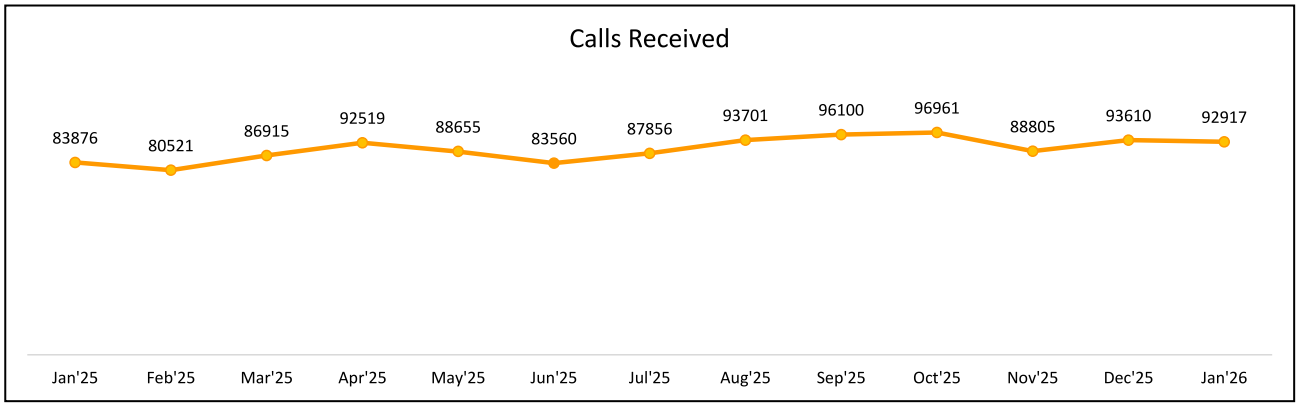
Abandons reduced by 24% to 856 calls from 1,126 calls

Challenges

Utilization was under the 65% goal this month at 56.59%.

OTP goal was missed at 85.49%





Measures	1-Jan	2-Jan	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan
Longest Call In Queue	00:03:16	00:02:43	00:02:17	00:03:49	00:02:10	00:02:30	00:01:35

8-Jan	9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan
00:01:53	00:04:32	00:04:02	00:02:13	00:02:10	00:01:48	00:02:49

15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan
00:02:29	00:02:10	00:03:36	00:05:17	00:00:45	00:04:31	00:02:52

22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan
00:02:30	00:05:38	00:05:05	00:02:42	00:04:25	00:02:22	00:03:42

29-Jan	30-Jan	31-Jan
00:01:49	00:02:47	00:06:15

Measures	1-Jan	2-Jan	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan
Staff by Day	41	43	30	40	57	55	58

8-Jan	9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan
49	45	30	39	58	57	60

15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan
50	44	32	37	51	52	56

22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan
51	41	31	38	53	55	55

29-Jan	30-Jan	31-Jan
49	43	31

Inktel
GOVERNMENT BPO SERVICES

INVOICE

8200 N.W. 33rd Street
Suite 100
Doral FL, 33122
Phone 305-523-1000

Strobis, Paul (Paratransit)

Digitally signed by Strobis, Paul (Paratransit)
Date: 2026.03.24 10:21:57 -04'00'

Invoice #103331
DATE: 3/24/2026

To:
Paul Strobis
Broward County Paratransit Division
1 N. University Drive
Suite 2400B
Plantation Fl, 33324
954-357-8321

For:
Call Center
P.O. # MTD2600055

DESCRIPTION	AMOUNT
Paratransit Call Center Services – February 1-28, 2026	$ 381,328.97

TOTAL: $ 381,328.97

Received 3.24.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1385.80)	1	$88,848.70	$88,848.70
Agent Service Hours	9507.11	$30.98	$294,530.27
Performance Disincentives			
Complaint Response greater than 5 days	0	($25.00)	$0.00
Loss of Power/System Malfunction	0	($5,000.00)	$0.00
Failure to Maintain Call Management Level (98%):			
- First Month	0	($5,000.00)	$0.00
- Second Month	0	($10,000.00)	$0.00
- Beyond Second Month	0	($20,000.00)	$0.00
OTP			
- < 90%	0	($500.00)	$0.00
- < 88%	0	($750.00)	$0.00
- < 86%	1	($1,000.00)	($1,000.00)
Failure to Attend Meeting	0	($500.00)	$0.00
Productivity < 1.50	0	($1,000.00)	$0.00
Employee Utilization < 65%	1	($1,000.00)	($1,000.00)
Failure to Meet Reporting Requirements	0	($500.00)	$0.00
Discourteous/Unprofessional Employee	2	($25.00)	($50.00)
Vacancy of Key Personnel			
- 30 Days	0	($1,000.00)	$0.00
- > 30 Days	0	($250.00)	$0.00
		TOTAL	**$381,328.97**

Agent Name	Reg	OT	Total
Acosta, Maribel	160.00	25.67	185.67
Aguilera, Arianna	154.82	0.90	155.72
Aleman, Lissett	70.22	0.00	70.22
Augustin, Tatiana	130.97	2.63	133.60
Avendano, Esperanza	66.53	0.00	66.53
Barbour, Kathy	140.53	0.00	140.53
Barcelo, Jessica	142.28	2.05	144.33
Barillas, Doris	141.12	0.00	141.12
Barr, Natalie	160.00	10.85	170.85
Bernard, Amy	69.88	0.00	69.88
Brooks, Brandi	148.78	0.47	149.25
Castano, Giosvany	154.22	0.43	154.65
Cespedes, Luis	158.90	0.00	158.90
Cintron, Christian	151.82	0.43	152.25
Ciriaco, Janetzy	67.33	0.00	67.33
Cuadra, Giovanny	119.50	0.00	119.50
Cuervo, David	140.70	5.75	146.45
Daceus, Sabrina	153.08	0.00	153.08
De La Cruz, Nadia	119.98	0.00	119.98
De-La-Torre, Amanda	70.80	0.00	70.80
Delgado, Kassandra	142.30	11.60	153.90
Diquez, Marsha	159.00	8.72	167.72
Dodier, Brianna	156.97	9.17	166.14
Emiliani-Marchena, Rafael	60.92	0.00	60.92
Estrada, Maribel	151.60	0.83	152.43
Falcon, Margarita	25.02	0.25	25.27
Ferguson, Mario	110.37	0.00	110.37
Gamble, Rocio	150.87	0.57	151.44
Gattereau, Rose	155.87	0.00	155.87
Gonzalez, Lilliam	37.52	0.00	37.52
Gutierrez, Michael	159.88	0.92	160.80
Hardaway, Lenesha	89.60	0.00	89.60
Henderson, Loretta	66.47	0.00	66.47
Hernandez, Christine	165.45	0.00	165.45
Hernandez, Ronald	69.00	0.00	69.00
Holmes, Patrice	164.82	5.97	170.79
James, Precious	96.67	10.08	106.75
Joseph, Steve	160.00	21.48	181.48
Kelly, Monica	127.80	0.00	127.80
Lewis-Francis, Jassette	158.72	0.00	158.72
Malcolm, Kiara	143.02	0.00	143.02
Marin, Himera	68.53	0.00	68.53
Martin, Michael	159.77	9.27	169.04
Montalvo, Amaury	155.22	0.05	155.27
Moore, Gwendolyn	160.00	11.15	171.15
Morales-Osorio, Yennyffer	166.67	3.95	170.62
Nordlund, Maria	160.85	1.28	162.13
Peralta-Miranda, Katerine	152.12	0.65	152.77
Perez, Erick	148.30	13.63	161.93
Perez, Mario	157.58	0.00	157.58
Pierre-Louis, Barbara	120.47	0.00	120.47
Quintero-Quinones, Paola	136.22	0.00	136.22
Ramirez, Pablo	159.77	0.07	159.84
Rios, Bianca	151.68	0.00	151.68
Rolo, Sophia	116.22	0.00	116.22
Rothberg, Joy	161.22	7.67	168.89
Sams, Ebony	66.89	0.00	66.89
Sanchez, Leilani	108.53	0.25	108.78
Sandoval, Justin	157.55	9.95	167.50
Sariol, Samantha	150.73	0.00	150.73
Scott, Jennielle	66.57	0.00	66.57
Silva, Eliana	141.93	0.00	141.93
Soles, Michelle	157.42	12.95	170.37
Solis, Reynaldo	66.67	0.00	66.67
Torres, Angelique	164.42	0.32	164.74
Valdes, Diana	162.43	2.33	164.76
Valdes, Rolando	134.52	1.57	136.09
Viscarra, Erlan	63.87	0.00	63.87
Williams, Maria	159.32	8.95	168.27
Williams, Samantha	162.53	4.20	166.73
Williams, Taryn	156.57	8.62	165.19
Williamson, Emperorist	123.58	0.00	123.58
Grand Total	**9291.48**	**215.63**	**9507.11**

Scheduler Name	Reg	OT	Total
Barillas, Martin	149.75	3.23	152.98
Beaujour, Byron	157.42	4.58	162.00
Evans, Tandra	129.17	6.48	135.65
Martinez, Jose	155.27	9.75	165.02
Rodriguez, Ernesto	156.58	19.07	175.65
St.Valiere, Sasha	160.48	4.60	165.08
Stephen, Clarence	155.73	0.17	155.90
Tiexeira, Michael	160.00	2.10	162.10
Valerie, Deniza	111.42	0.00	111.42
Grand Total	**1335.82**	**49.98**	**1385.80**

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Feb-26
Total Passenger Trips Request	96,084
Total Capacity Denials	59
Total Eligibility Denials	165
Total Trip Refusals by Clients	144
Total trips scheduled	84,158
Total advance cancellations	10,013
Total late cancellations	6,045
Total no-shows	5,603
Total trips provided to clients	84,158
Total client will-call trips	109
Number and percentage of trips up to 10 miles with travel times greater than 60 min	10,650 total trips/ 12.65%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,669 total trips/ 1.98%

Telephone Service Details

Total number of calls handled	94,954
Total number of calls received	96,631
Total number of calls by type:	
BCT Reservations	81,982
BCT Spanish Reservations	14,274
BCT Creole	32
BCT Supervisor Call	301
BCT Emergency Line	42
Total number of calls answered	94,954
Total number of calls abandoned	1,677
Percent Total of calls abandoned	1.74%
Average speed of answer time	0:15
Average handle time with hold	3:12
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:22
Employee Utilization	63.52%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	59
Total number of contractor commendations	31

On Time Performance	82.21%
Passenger Trips per Hour	1.53
Call Management	98.09%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	2
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	98.09%
On-Time Performance <90% (monthly)	82.21%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.53
Employee Utilization < 65%	63.52%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

Monthly Management Report

Achievements

We handled 2,893 more calls than in January

Met productivity goal at 1.53

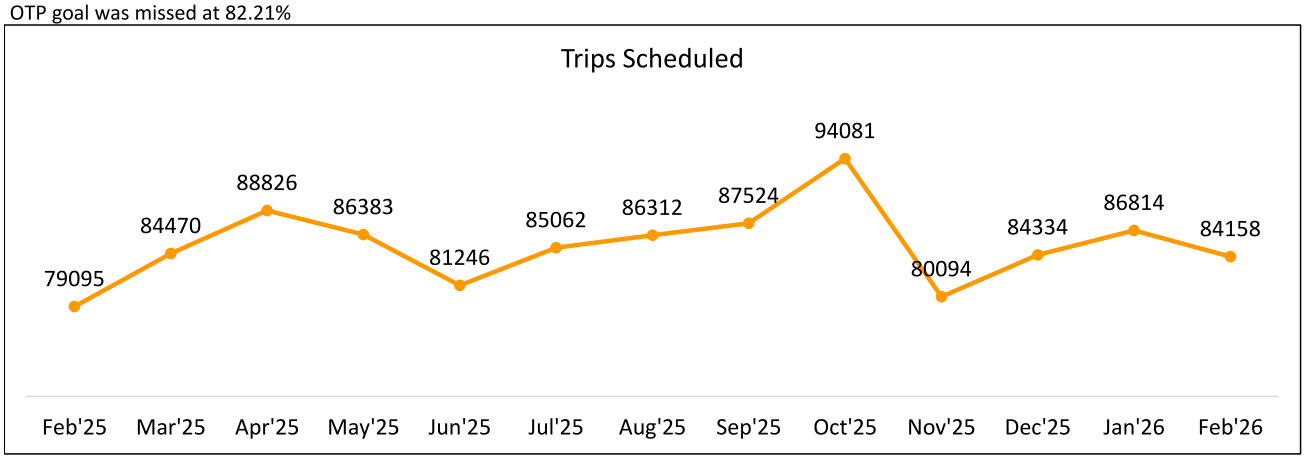
Service level was achieved organically with no waiver necessary at 98.09%

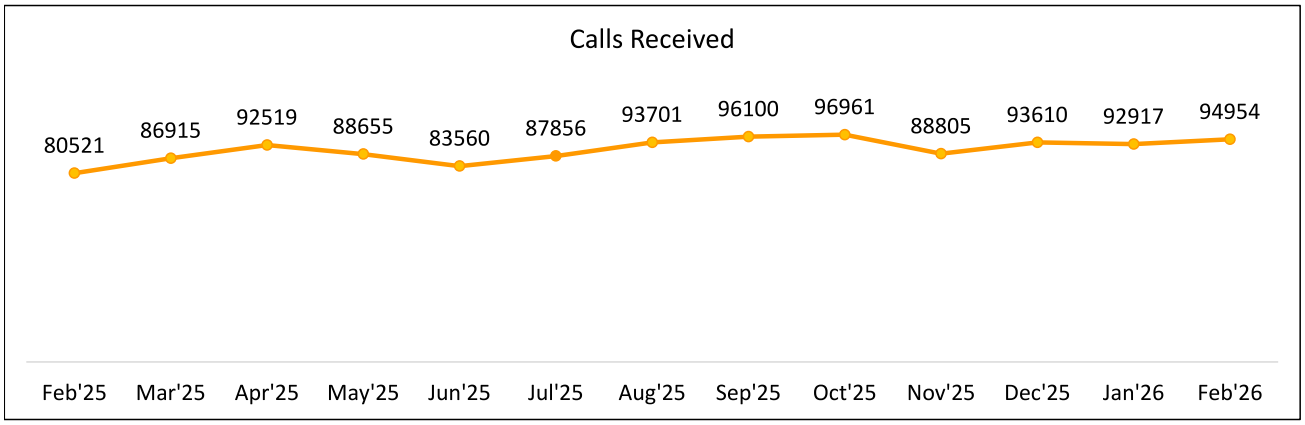
AHT improved to 3:12

Challenges

Utilization was under the 65% goal, but increased from 56.59% to 63.52%.

OTP goal was missed at 82.21%





Measures	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	6-Feb	7-Feb
Longest Call In Queue	00:01:55	00:03:40	00:02:25	00:02:10	00:09:16	00:04:44	00:04:50

8-Feb	9-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb
00:02:48	00:03:31	00:04:25	00:03:27	00:04:26	00:07:28	00:07:46

15-Feb	16-Feb	17-Feb	18-Feb	19-Feb	20-Feb	21-Feb
00:01:49	00:02:07	00:04:32	00:03:09	00:03:48	00:04:07	00:06:19

22-Feb	23-Feb	24-Feb	25-Feb	26-Feb	27-Feb	28-Feb
00:08:43	00:02:31	00:02:08	00:02:14	00:03:36	00:03:11	00:02:34

Measures	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	6-Feb	7-Feb
Staff by Day	29	39	40	43	38	34	25

8-Feb	9-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb
27	40	38	42	39	36	25

15-Feb	16-Feb	17-Feb	18-Feb	19-Feb	20-Feb	21-Feb
28	37	40	43	39	35	25

22-Feb	23-Feb	24-Feb	25-Feb	26-Feb	27-Feb	28-Feb
26	44	43	46	44	40	27

Inktel
GOVERNMENT BPO SERVICES

INVOICE

8200 N.W. 33rd Street
Suite 100
Doral FL, 33122
Phone 305-523-1000

Strobis, Paul (Paratransit)
Digitally signed by Strobis, Paul (Paratransit)
Date: 2026.04.29 09:10:52 -04'00'

Invoice #103334
DATE: 4/28/2026

To:
Paul Strobis
Broward County Paratransit Division
1 N. University Drive
Suite 2400B
Plantation Fl, 33324
954-357-8321

For:
Call Center
P.O. # MTD2600055

DESCRIPTION	AMOUNT
Paratransit Call Center Services – March 1-31, 2026	$ 430,362.78

TOTAL: $ 430,362.78

Received 4.28.26

DESCRIPTION	QUANTITY	RATE	AMOUNT
Service: BCT/TOPS Inbound			
Operations			
Fixed Cost (Schedulers Hrs = 1599.54)	1	$88,848.70	$88,848.70
Agent Service Hours	11089.06	$30.98	$343,539.08
Performance Disincentives			
Complaint Response greater than 5 days	0	($25.00)	$0.00
Loss of Power/System Malfunction	0	($5,000.00)	$0.00
Failure to Maintain Call Management Level (98%):			
- First Month	0	($5,000.00)	$0.00
- Second Month	0	($10,000.00)	$0.00
- Beyond Second Month	0	($20,000.00)	$0.00
OTP			
- < 90%	0	($500.00)	$0.00
- < 88%	0	($750.00)	$0.00
- < 86%	1	($1,000.00)	($1,000.00)
Failure to Attend Meeting	0	($500.00)	$0.00
Productivity < 1.50	0	($1,000.00)	$0.00
Employee Utilization < 65%	1	($1,000.00)	($1,000.00)
Failure to Meet Reporting Requirements	0	($500.00)	$0.00
Discourteous/Unprofessional Employee	1	($25.00)	($25.00)
Vacancy of Key Personnel			
- 30 Days	0	($1,000.00)	$0.00
- > 30 Days	0	($250.00)	$0.00
		TOTAL	**$430,362.78**

Agent Name	Reg	OT	Total
Acosta, Maribel	174.18	6.12	180.30
Aguilera, Arianna	138.92	3.03	141.95
Aleman, Lissett	105.72	0.00	105.72
Augustin, Tatiana	174.25	3.80	178.05
Avendano, Esperanza	163.75	0.58	164.33
Barbour, Kathy	178.27	3.02	181.29
Barcelo, Jessica	150.02	9.45	159.47
Barillas, Doris	156.48	0.00	156.48
Barr, Natalie	166.75	0.55	167.30
Bernard, Amy	163.42	6.63	170.05
Brooks, Brandi	121.62	0.00	121.62
Castano, Giosvany	178.00	0.00	178.00
Cespedes, Luis	143.17	0.00	143.17
Cintron, Christian	152.72	0.27	152.99
Ciriaco, Janetzy	164.95	0.00	164.95
Cuadra, Giovanny	115.45	0.00	115.45
Cuervo, David	171.72	4.32	176.04
Daceus, Sabrina	165.85	4.88	170.73
De La Cruz, Nadia	142.97	0.00	142.97
De-La-Torre, Amanda	134.32	0.13	134.45
Delgado, Kassandra	181.28	19.62	200.90
Diquez, Marsha	178.93	7.60	186.53
Dodier, Brianna	164.93	0.00	164.93
Emiliani-Marchena, Rafael	161.10	0.00	161.10
Estrada, Maribel	164.98	5.47	170.45
Ferguson, Mario	107.57	0.00	107.57
Gamble, Rocio	163.33	13.52	176.85
Gattereau, Rose	168.08	1.30	169.38
Gutierrez, Michael	167.22	0.22	167.44
Hardaway, Lenesha	149.28	2.58	151.86
Henderson, Loretta	160.23	0.90	161.13
Hernandez, Christine	158.85	7.42	166.27
Hernandez, Ronald	110.08	0.00	110.08
Holmes, Patrice	169.85	11.55	181.40
James, Precious	183.05	21.65	204.70
Joseph, Steve	167.52	8.55	176.07
Kelly, Monica	145.70	0.00	145.70
Lewis-Francis, Jassette	155.00	0.00	155.00
Malcolm, Kiara	167.60	0.00	167.60
Marin, Himera	151.35	0.00	151.35
Martin, Michael	158.28	0.00	158.28
Montalvo, Amaury	139.72	0.00	139.72
Moore, Gwendolyn	169.07	3.68	172.75
Morales-Osorio, Yennyffer	176.10	8.95	185.05
Nordlund, Maria	183.08	2.68	185.76
Peralta-Miranda, Katerine	128.00	0.55	128.55
Perez, Erick	176.13	20.43	196.56
Perez, Mario	162.98	0.08	163.06
Pierre-Louis, Barbara	131.08	0.00	131.08
Quintero-Quinones, Paola	155.28	0.00	155.28
Ramirez, Pablo	166.07	0.00	166.07
Rios, Bianca	173.07	0.88	173.95
Rodriguez, Ernesto	3.43	0.00	3.43
Rolo, Sophia	92.57	0.00	92.57
Rothberg, Joy	182.43	9.17	191.60
Sams, Ebony	170.40	1.57	171.97
Sandoval, Justin	176.17	13.23	189.40
Sariol, Samantha	148.13	0.00	148.13
Scott, Jennielle	171.87	2.52	174.39
Silva, Eliana	174.68	0.00	174.68
Soles, Michelle	176.43	9.87	186.30
Solis, Reynaldo	163.93	1.87	165.80
Torres, Angelique	176.18	24.33	200.51
Valdes, Diana	166.85	11.27	178.12
Valdes, Rolando	169.67	0.95	170.62
Viscarra, Erlan	170.03	0.50	170.53
Williams, Maria	165.63	9.27	174.90
Williams, Samantha	181.23	6.78	188.01
Williams, Taryn	162.17	0.38	162.55
Williamson, Emperorist	7.82	0.00	7.82
Grand Total	**10816.94**	**272.12**	**11089.06**

Scheduler Name	Reg	OT	Total
Barillas, Martin	171.15	5.13	176.28
Beaujour, Byron	178.25	5.47	183.72
Evans, Tandra	174.28	10.38	184.66
Martinez, Jose	185.35	24.75	210.10
Rodriguez, Ernesto	178.77	51.63	230.40
St.Valiere, Sasha	174.22	10.60	184.82
Stephen, Clarence	178.50	0.00	178.50
Tiexeira, Michael	159.68	0.98	160.66
Valerie, Deniza	90.40	0.00	90.40
Grand Total	**1490.60**	**108.94**	**1599.54**

Broward County Transit MOR
Monthly Operating Report

Metric/Month	Mar-26
Total Passenger Trips Request	108,015
Total Capacity Denials	78
Total Eligibility Denials	175
Total Trip Refusals by Clients	123
Total trips scheduled	94,611
Total advance cancellations	10,385
Total late cancellations	7,041
Total no-shows	6,137
Total trips provided to clients	94,611
Total client will-call trips	132
Number and percentage of trips up to 10 miles with travel times greater than 60 min	11,160 total trips/ 11.80%
Number and percentage of trips up to 10 miles with travel times greater than 90 min	1,717 total trips/ 1.81%

Telephone Service Details

Total number of calls handled	104,541
Total number of calls received	106,073
Total number of calls by type:	
BCT Reservations	89,789
BCT Spanish Reservations	15,679
BCT Creole	40
BCT Supervisor Call	385
BCT Emergency Line	180
Total number of calls answered	104,541
Total number of calls abandoned	1,532
Percent Total of calls abandoned	1.44%
Average speed of answer time	0:13
Average handle time with hold	3:28
Maximum hold times for all calls by hour for each day	See Longest Call In Queue
Average talk time	2:35
Employee Utilization	61.67%
Total number of agents on duty by hour of each day	See Staff by Day
Total number of contractor complaints	86
Total number of contractor commendations	35

On Time Performance	83.80%
Passenger Trips per Hour	1.52
Call Management	98.47%

Complaint Response greater than 5 days (per occurrence)	0
Unprofessional/Discourteous (per occurrence)	1
Loss of Power/System Malfunctions (per occurrence)	0
Call Management <98% (monthly)	98.47%
On-Time Performance <90% (monthly)	83.80%
Meeting Attendance (per occurrence)	0
Productivity >1.5 (monthly)	1.52
Employee Utilization < 65%	61.67%
Data Administration & Reporting Requirements (per occurrence)	0
Invoice/Payment (per day > 5 days)	0
Vacancy of Key Personnel	0

Monthly Management Report

Achievements

We handled 9,587 more calls than in February

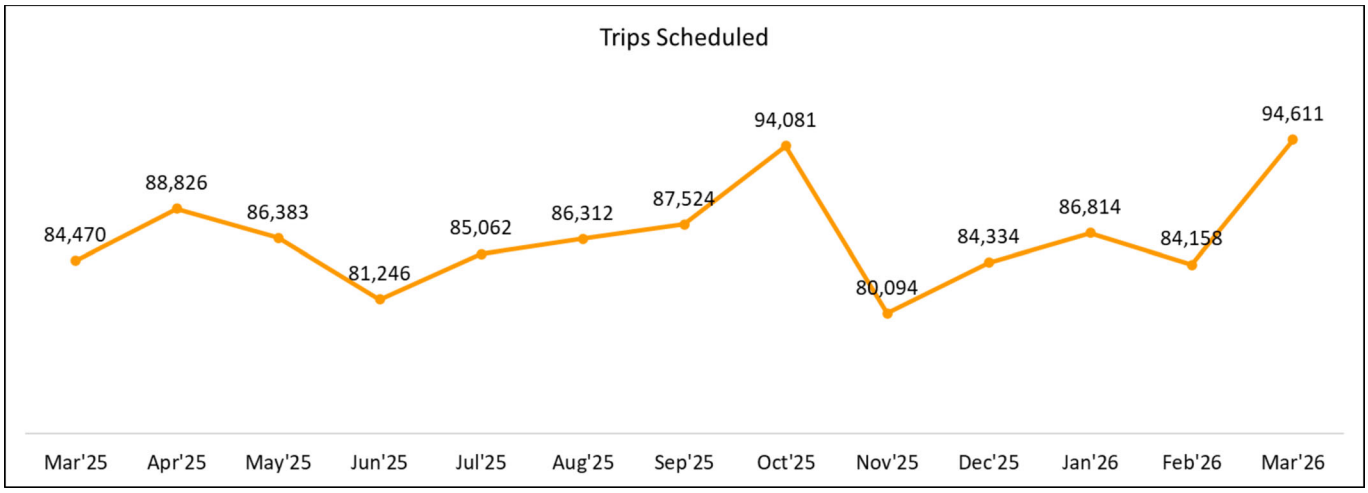
Met productivity goal at 1.52

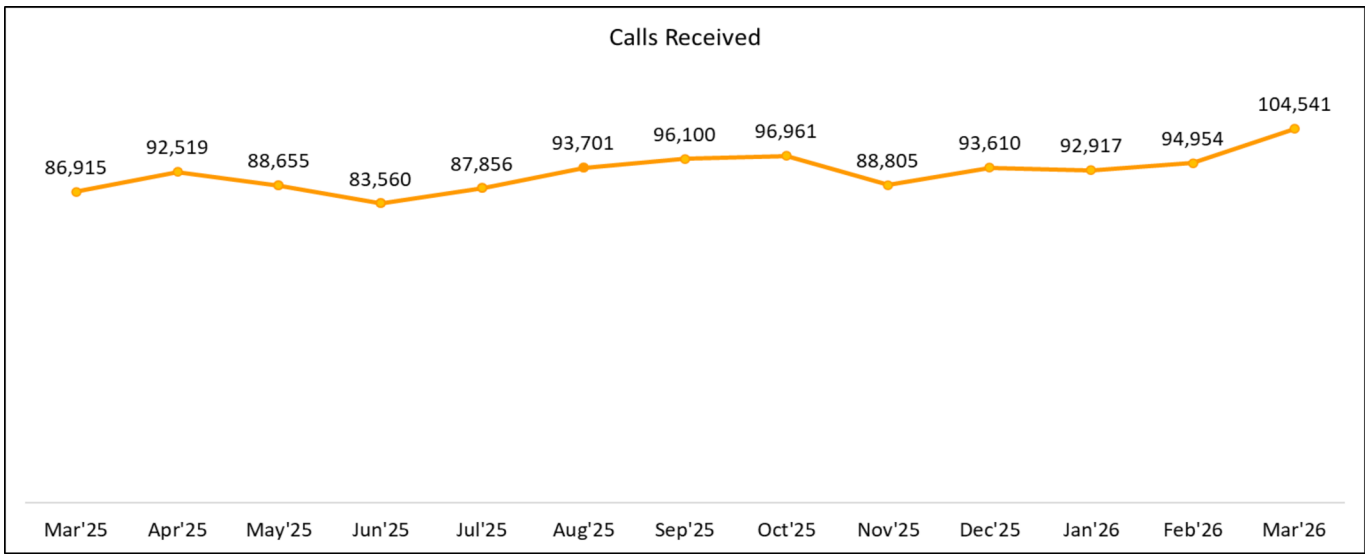
Service level was achieved organically with no waiver necessary at 98.47%

Challenges

Utilization was under the 65% goal

OTP goal was missed at 83.80%, but increased even though close to 12k more trips than February





Measures	1-Mar	2-Mar	3-Mar	4-Mar	5-Mar	6-Mar	7-Mar
Longest Call In Queue	0:03:55	0:04:52	0:03:04	0:02:28	0:04:34	0:06:12	0:03:54

8-Mar	9-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar
0:03:39	0:03:24	0:01:40	0:02:52	0:04:34	0:02:55	0:03:55

15-Mar	16-Mar	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar
0:02:27	0:04:34	0:04:40	0:01:41	0:02:46	0:04:05	0:06:06

22-Mar	23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar
0:03:55	0:03:51	0:04:27	0:02:43	0:01:33	0:03:48	0:03:28

29-Mar	30-Mar	31-Mar
0:04:25	0:03:15	0:02:36

Measures	1-Mar	2-Mar	3-Mar	4-Mar	5-Mar	6-Mar	7-Mar
Staff by Day	35	65	65	69	65	53	31

8-Mar	9-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar
33	59	63	66	59	47	36

15-Mar	16-Mar	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar
39	55	58	61	55	42	33

22-Mar	23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar
38	59	62	63	58	46	34

29-Mar	30-Mar	31-Mar
39	56	61

Broward MPO
Metropolitan Planning Organization

Administrative Items 3.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

SUMMARY:
Planning Related Grant Agreement Tasks Quarterly Progress Report

Attachments
Planning Related Grant Agreement Tasks Quarterly Progress Report

TD Planning Grant

INVOICE

County(ies) Name: **Broward**

Broward Metrololitan Planning Organization
100 W. Cypress Creek Rd #650
Ft. Lauderdale, FL 33309
954-876-0033

BILL TO:
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450

Invoice Number:	G3C93 Q3
Invoice Date:	April 27, 2026
Grant Number:	G3C93

Dates of Services	**January 1 - March 31, 2026**

Task	Budgeted Amount	Cummulative Total % Of Task Prev Billed	% of Task Complete This Billing Period	YTD % Of Task Complete	Complete	YTD Billed	Billed This Period	Remaining Budget
1: TDSP	$ 11,541.81	0%		0.0%		$ -	$ -	$ 11,541.81
2A: Evaluation (or) 2B: Selection	$ 10,183.95	0%		0.0%		$ -	$ -	$ 10,183.95
3: LCB Mtgs	$ 27,157.20	50%	25%	75.0%		$ 20,367.90	$ 6,789.30	$ 6,789.30
4: Public Workshop	$ 2,715.72	0%	100%	100.0%	YES	$ 2,715.72	$ 2,715.72	$ -
5: By-Laws	$ 2,715.72	0%		0.0%		$ -	$ -	$ 2,715.72
6: Grievance Procedures	$ 2,715.72	0%		0.0%		$ -	$ -	$ 2,715.72
7: AOR Review	$ 2,715.72	100%		100.0%	YES	$ 2,715.72	$ -	$ -
8: AER	$ 2,715.72	100%		100.0%	YES	$ 2,715.72	$ -	$ -
9: Quarterly Progress Rprt	$ 2,715.72	50%	25%	75.0%		$ 2,036.79	$ 678.93	$ 678.93
10: Training Workshop	$ 2,715.72	100%		100.0%	YES	$ 2,715.72	$ -	$ -
Total	$ 67,893.00					$ 33,267.57	$ 10,183.95	$ 34,625.43

Total To Be Paid On This Invoice **$** **10,183.95**

Add: Justification, notes, or explanation

Revision date: 06/30/2022

Template correction: 10/11/2022

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING SUMMARY REPORT

SERVICE AREA/COUNTIES:

Broward

INVOICE NUMBER: G3C93 Q3

INVOICE DATE: *April 27, 2026*

QUARTER SERVICE DATES: *January 1 - March 31,* 2026

AGENCY

Broward Metrololitan Planning Organization
100 W. Cypress Creek Rd #650
Ft. Lauderdale, FL 33309
954-876-0033

SUMMARY REPORT - Invoice Support (A review of the Planning Grant Program Manual is recommended when submitting each task.)

TASK	SUBMITTED	Deliverable & support documentation provided with invoice includes:	AMOUNT	FLCTD Reviewer's Initials
			$0.00	
3: LCB Mtgs	YES	Local Coordinating Board (LCB) has met for the quarter. Documentation for this meeting has been provided including but not limited to: meeting agenda; minutes; membership roster; notice of meetings.	$6,789.30	
4: Public Workshop	YES	Public Workshop Meeting took place during this quarter. Documentation for this meeting has been provided including but not limited to: meeting agenda; minutes; notice of meetings.	$2,715.72	
			$0.00	
			$0.00	
			$0.00	
			$0.00	
9: Quarterly Progress Rpt.	YES	A complete Quarterly Progress Report has been submitted with invoices. Quarterly report has been signed by planning agency representative. Electronic signatures are acceptable.	$678.93	
			$0.00	
TOTAL			**$10,183.95**	

Certification from Planner

By submission of this form, Grantee certifies that the above listed tasks have been completed and the required deliverables have been submitted in their entirety.

Revised: 06/30/2021

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES:
Broward

INVOICE NUMBER: G3C93 Q3
INVOICE DATE: *April 27, 2026*
QUARTER SERVICE DATES: *January 1 - March 31,* 2026

AGENCY
Broward Metrololitan Planning Organization

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, **solicit and recommend a CTC**. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this quarter.
B.	Develop and maintain a process for the **appointment and reappointment of voting and non-voting members** to the local coordinating board. (41-2.012, FAC)	No activity this quarter.
C.	Prepare **agendas** for local coordinating board meetings consistent with the *Local Coordinating Board and Planning Agency Operating Guidelines* . (Task 3)	The agenda for the February 2, 2026 regular business meeting was prepared consistent with the Local Coordinating Board and Planning Agency Operating Guidelines.
D.	Prepare official **minutes** of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	Official minutes are submitted with every quarterly report to the Commission, as well as with each agenda that is sent to all members, related staff and the CTD. LCB records are kept for all meetings for a minimum of five years. Support staff provides brief summary minutes and recommendations to the full board and CTD of all committee meetings. All meeting minutes, once approved, are available online at this link: http://browardmpo.org/index.php/agendas-minutes.
E.	Provide at least one **public workshop** annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	The Public Workshop was held on February 2, 2026 immediately prior to the regular business meeting (please see agendas included in this invoice package for additional information.) Notice of the workshop was provided via the MPO website & Sun Sentinel (copies of the aforementioned are included in this invoice package.)
F.	Provide staff support for **committees** of the local coordinating board. (Task 3)	No activity this quarter.
G.	Develop and update annually **by-laws** for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this quarter.
H.	Develop, annually update, and implement local coordinating board **grievance procedures** in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this quarter.
I.	Provide the Commission with a current **membership roster and mailing list** of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current membership roster, mailing list and attendance record is attached with this quarterly report.
J.	Provide **public notice** of local coordinating board meetings and local public workshops in accordance with the *Coordinating Board and Planning Agency Operating Guidelines* . (Task 3)	Public notice of all LCB meetings and public workshops are noticed in accordance with the Local Coordinating Board and Planning Agency Operating Guidelines through inclusion in the major circulation newspapers (Sun Sentinel), through posting on the MPO's website and outreach communications and through being sent electronically to all MPO Board/committee members and partners, including health and human services organizations.

K. Review and comment on the **Annual Operating Report** for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this quarter.
L. Report the **actual expenditures** (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this quarter.

II. SERVICE DEVELOPMENT	**PROGRESS**
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the **Transportation Disadvantaged Service Plan (TDSP)** following CTD guidelines. (Task 1)	No activity this quarter.
B. Encourage integration of "transportation disadvantaged" issues into **local and regional comprehensive plans**. Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	MPO staff to the LCB are employees of the Broward MPO, which collaborates closely with the Broward County planning staff on the Broward County Comprehensive Plan. This ensures integration and consistency with local, regional and state comprehensive planning activities. Staff attends and participates in Florida Department of Transportation and South Florida Regional Transportation Authority meetings, as well as Broward County Transit activities.
C. Encourage the local community transportation coordinator to work cooperatively with **regional workforce boards** established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	MPO staff to the LCB continue to coordinate with other DOPA staff to identify best practices and resources to assist with workforce development. As appropriate, resources from the Florida Department of Economic Opportunity and other funding and grant opportunities are shared with workforce staff/LCB Members.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	**PROGRESS**
A. Provide the LCB with **quarterly reports** of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	MPO staff provides the LCB with copies of Planning Grant deliverables, quarterly progress reports and notifications of area activities related or beneficial to the TD program and community. The CTC reports consultant contracts, studies/surveys and marketing activities to the LCB.
B. Attend at least one **Commission-sponsored training**, including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	No activity this quarter.
C. Attend at least one **CTD meeting** each year within budget/staff/schedule availability.	No activity this quarter.
D. Notify CTD staff of local **TD concerns** that may require special investigations.	Support staff notifies Commission staff of any local TD concerns or issues that may require CTD assistance.
E. Provide **training** for newly-appointed LCB members. (Task 3)	Staff provides a comprehensive LCB Guidebook and CTD training material to new members, and provides updates as needed to all members, along with other relevant information that may be helpful. All the updated material is available on the MPO website at https://www.browardmpo.org/major-initiatives/transportation-disadvantaged-services.
F. Provide **assistance** to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	Staff assists the CTC as needed, participates in MPO public and community outreach efforts, attends meetings of the South Florida Regional Transportation Authority's ADA Advisory Committee, and for effective regional collaboration coordinates with the 211-Broward 1-Click grant program and Palm Beach and Miami-Dade partners.

G. To the extent feasible, collect and review **proposed funding applications** involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Staff is instrumental in providing coordination information to health and human services agencies, enabling them to include coordination requirements in the contracts they have with transportation operators and participate in the 5310 Grant Program. Staff participates annually on FDOT's 5310 Grant Application Review Panel to allocate funding for vehicles for non-profit agencies that provide transportation to the elderly and disabled. Staff communicates with the CTC on Innovation and Service Development Grant opportunities and provides status updates on the Grant to the LCB.
H. Ensure the local coordinating board conducts, as a minimum, **an annual evaluation** of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	No activity this quarter.
I. Assist the CTD in **joint reviews** of the CTC.	No activity this quarter.
J. Ensure the LCB annually reviews **coordination contracts** to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this quarter.
K. Implement recommendations identified in the CTD's **QAPE** reviews.	No Quality Assurance Performance Evaluation (QAPE) activity this quarter.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

N/A

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Rebecca Schultz

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Representative
Date: 4/27/2026

Revised: 06/30/2021

Broward MPO
Metropolitan Planning Organization

Administrative Items 4.

Transportation Disadvantaged Local Coordinating Board (LCB)
Meeting Date: 05/18/2026

SUMMARY:
Attendance Roster - Members and Alternates

Attachments

Attendance Roster - Members and Alternates

BROWARD MPO | LCB-TD MEETINGS: MEMBERS & ALTERNATES 2025-2026 PARTICIPATION RECORD

Member | Alternate	Sep 15 2025	Oct 20 2025	Feb 2 2026	April 20 2026	May 19 2025
Commissioner Caryl Shuham Chair	MP	MP	MP		
Charlotte Mather-Taylor, Vice Chair Area Agency on Aging - ADRC	MP	MP	MP		
Lori Mandke Area Agency on Aging - ADRC	A	A	A		
 Citizen Advocate	V	V	V		
Denise Payne, Ctr. for Indep. Living Citizen Advocate	A	A	A		
Milory Senat Agency for Persons with Disabilities	MP	MP	A		
Pauline Spence Agency for Persons with Disabilities	A	A	A		
Vera Sharitt Persons Over 60	E	MP	MP		
Sam Cox Persons Over 60 Alternate	AP	A	A		
Jake McEntyre System User	MP	MP	MP		
Nancy Scott System User Alternate	A	AP	E		
Manny Fuentes Veterans' - Broward County Elderly & Veterans Services Div.	A	MP	MP		
Phelicia James Veterans' – Broward County Elderly & Veterans Services Div.	AP	E	NA		
 Community Action Agency	V	V	V		

Shatara Piedrasanta Community Action Agency	AP	AP	AP		
Rebecca Thompson Broward County School Board	A	A	NA		
 Broward County School Board	A	A	V		
Tatiana Gillyard Florida Dept. of Transportation	MP	MP	MP		
Marie Dorismond Florida Dept. of Transportation	A	A	A		
Maria Chiari FL Dept. of Children & Families	MP	A	MP		
Natasha Parks Florida Dept. of Children & Families	A	AP	A		
Prudence Mollica Florida Dept. of Education – Voc. Rehab	A	A	A		
Alexis Harrison Florida Dept. of Education – Voc. Rehab	A	A	A		
Jerome Hill Agency for Health Care Administration	MP	E	A		
 Agency for Health Care Administration	V	V	V		
Sue Gallagher Children's Services Council	MP	MP	MP		
Demetria Rawls Children's Services Council	A	A	A		
Hugh Chen Private Transportation	MP	MP	E		
Ray Croteau Private Transportation	A	A	NA		
Barbara Bateman	MP	A	MP		

Florida Dept. of Health - Broward					
Reginald Shagoury Florida Dept. of Health	A	A	A		
Michelle Ramirez Career Source Broward	A	A	A		
Vish Deonarine Career Source Broward	A	A	A		

NA: New Appointment | MP: Member Present | AP: Alternate Present | E: Excused | A: Absent | V: Vacant