

CTC

EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: Lake County Board of County Commissioners

COUNTY (IES): Lake

ADDRESS: 2440 Highway 441/27, Fruitland Park, FL 34741

CONTACT: Tomika Monterville/Amy Bradford PHONE: (352) 323-5733

REVIEW PERIOD: FY 14/15 REVIEW DATES: March-May 2016

PERSON CONDUCTING THE REVIEW: Lake County Transportation
Disadvantaged Coordinating Board/Community Transportation Coordinator
Evaluation Subcommittee and Lake~Sumter MPO Staff

CONTACT INFORMATION: T.J. Fish/Nancy Valenzano (352) 315-0170

EVALUATION INFORMATION

INTRODUCTION AND BRIEFING:

The evaluation of the Lake County Community Transportation Coordinator (CTC) is conducted annually by the Transportation Disadvantaged Coordinating Board (TDCB) with the guidance of the Lake~Sumter Metropolitan Planning Organization (MPO) staff.

The Lake County Board of County Commissioners is the designated CTC for Lake County. On March 7, 2013 the Florida Commission for the Transportation Disadvantaged extended Lake County's CTC designation effective July 1, 2013 through June 30, 2018. On July 30, 2013 the Lake County Board of County Commissioners entered into an agreement with Ride-Right, LLC to be its transportation provider. The agreement began on October 1, 2013. It is important to note that MV Transportation was the transportation provider for Lake County through September 30, 2013.

The purpose of the annual review is to evaluate the CTC's performance. The evaluation ensures quality of service is being obtained and that it is being provided in the most cost effective, efficient, and unduplicated manner. The evaluation also ensures that all requirements are met in providing provision of any services by operators and coordination contractors in the coordinated system.

The evaluation was conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlines the formal process for evaluation of the CTC. The evaluation addresses the following areas:

- Entrance Interview Questions
- Chapter 427, Rules 41-2 and 14-90, CTD Standards and Local Standards
- Ombudsman Program
- Monitoring of contractors
- Surveys: Riders, Contractors and Purchasing Agencies
- On site observation and bus rides
- Driver Files
- TD Eligibility Applications
- Recommendations/Commendations

The evaluation report and recommendations to the CTC were presented by the CTC Evaluation Subcommittee at the June 6, 2016 TDCB meeting. The final workbook with the recommendations will be transmitted to the Florida Commission for the Transportation Disadvantaged and the Lake County CTC by MPO staff. The CTC will forward a status report to the TDCB within 30 working days. The TDCB will continue utilizing the use of quarterly surveys and on site observations to assist with evaluating the CTC's performance.

ENTRANCE INTERVIEW QUESTIONS

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: RURAL · URBAN

2. ORGANIZATION TYPE: · PRIVATE-FOR-PROFIT
 · PRIVATE NON-PROFIT
 GOVERNMENT
 · TRANSPORTATION AGENCY

3. NETWORK TYPE: · SOLE PROVIDER
 · PARTIAL BROKERAGE
 COMPLETE BROKERAGE

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

 Ride Right Transit, LLC.

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

 Beacon College, Inc.
 Bridgeway Services
 Brower, Joan
 Building Blocks Ministries
 Central Florida Group Homes, LLC.
 Community Supports, Inc. d/b/a Lakeview Terrace
 Gift of Love, Inc.
 Great Expectations of Lake County Corp.
 Kinsman Transportation, Inc.
 Life Care Services
 Love Thy Neighbor
 Sunrise Arc, Inc.

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

Name of Agency	% of Trips	Name of Contact	Telephone Number
Agency for Health Care Administration	18%	Milagros Chervoni	407-420-2483
Agency for Persons with Disabilities	Overall	Clarence Lewis	352-330-2759
CTC	Total 25%	Tomika Monterville	352-323-5733
Coordination Contractors	4%	Various	Various
Commission for the Transportation Disadvantaged	17%	Steven Holmes	850-470-5700
Mid Florida Senior Services	7%	Mat Kline	352-796-1425
Florida Department of Transportation	13%	Jo Santiago	407-482-7800
Local Government	20%	Tomika Monterville	352-323-5733
Local Non-Government (Fare Box)	0%	Tomika Monterville	352-323-5733

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability	2	2	
Toll Permit			
Other	2	2	

GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC: January 1, 2001
2. WHAT IS THE COMPLAINT PROCESS?

When the CTC receives a complaint, staff will complete a detailed complaint form, and depending on the urgency of the complaint, staff will either call, e-mail or fax the complaint to the Operator to initiate the investigation. When a complaint is made to the Operator by phone a written report shall also be sent.

For any complaint the CTC receives by voice mail or mail a verbal acknowledgment will be made within twenty-four (24) hours to the customer to inform the person that their complaint is being investigated.

Within ten (10) working days of receiving a complaint, a follow-up letter will be sent to the individual filing the complaint to determine if the problem has been resolved to the person's satisfaction.

At the discretion of the CTC and depending on the severity of the complaint, a verbal response may replace the written response, but the complaint will still be documented in the Monthly Report.

Complaints that are considered "HOT:" shall be responded to within 24 hours. Hot complaints are addressed in the contract with the operator.

For any complaint received directly by the Operator, the Operator shall log the call into the system under the customer's file and resolve the complaint as soon as possible or no longer than five days of receipt of the complaint. It is important to note that in addition to a timely follow up and resolution to complaints, it is also imperative that the problem that caused the complaint is eliminated. The Operator shall provide the CTC with a list of all such complaints on a monthly basis, along with resolution of the complaint.

Local Coordinating Board Grievance Procedures is Appendix B in the TDSP.

- | | | | | |
|-------------------------------------------------------------------------------------------------------|----------|-----|---|----|
| IS THIS PROCESS IN WRITTEN FORM?
(Make a copy and include in folder) | X | Yes | ▪ | No |
| Is the process being used? | X | Yes | ▪ | No |
| 3. DOES THE CTC HAVE A COMPLAINT FORM?
(Make a copy and include in folder) | X | Yes | ▪ | No |
| 4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK? | | | | |

Yes ▪ No

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

Yes ▪ No

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

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

Yes ▪ **No**

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

When the complainant is not satisfied with the outcome.

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

Yes ▪ No

If no, what is done with the complaint?

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

Yes ▪ No If yes, what type? *Rider's Guide*

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

Yes ▪ No

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

Yes ▪ No

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

Transportation services are available to anyone who meets the qualifications of the respective sponsoring agency. Medicaid transportation is available to anyone who is authorized under the Medicaid Program. Transportation Disadvantaged services are based upon Chapter 427 and meeting the Federal Poverty Guideline as adopted by the County, unless the client falls under the Mary Bennett Rule.

This rule allows persons receiving dialysis treatment, as well as those with long term medical condition such as cancer treatments, heart conditions, diabetes, neuropathy, etc. that require on-going treatment to qualify for services regardless of their income.

All persons will be required to complete an Eligibility Application and must provide all of the required information, including verification of income. If a person provides

false or misleading information they will be denied services. Incomplete applications may be granted 60 day provisional services if it appears that the applicant will qualify for services.

This program is intended for 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 s. 411.202.

MPO staff verified the following passengers from March 16, 2016 manifest had an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?
L Cruz Burgos	15042 Timber Road Groveland	3/16/16	Yes
J Alexander	321 Giovani Blvd Clermont	3/16/16	Yes
B Russ	38404 Jamestown St. Umatilla	3/16/16	Yes
E Wright	2124 Woodland Blvd. Leesburg	3/16/16	Yes
C Jackson	1836 Jefferson Drive Mount Dora	3/16/16	Yes
J Miller	26 Bayberry Drive Leesburg	3/16/16	Yes
E Cole	3050 Brown Ave Mount Dora	3/16/16	Yes
T Benn	2927 Griffin Road Leesburg	3/16/16	Yes
H Golden	1300 Wall St Eustis	3/16/16	Yes
A Lombardi	3001 Javens Circle Mount Dora	3/16/16	ADA time for renewal – Operator sent a new form
M Hunt	32105 Laurel Court Eustis	3/16/16	Yes
J Mullen	3050 Brown Ave Mount Dora	3/16/16	Yes
R Baker	837 Sun Village Groveland	3/16/16	MFCS client
F Kantor	27516 Pine Straw Road Okahumpka	3/16/16	MFCS client
D Jasso	924 April Hills Blvd Lady Lake	3/16/16	Medicaid/MTM

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

We are in the process of implementing a Travel Training Program. This program will encourage those who are utilizing the door-to-door service to use the fixed route service and aid them by providing training to guide them through the process of riding fixed route transit.

Random Gate Checks of our contracted service provider, Ride Right, are being implemented to ensure the quality, cleanliness and safety of all of the vehicles used in delivery of our service.

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

The CTC continuously works with our Operator to improve services and processes.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

The need for Medicaid trips to be provided outside the coordinated system, and not having enough funding to be able to provide unmet trips.

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

The need for Medicaid trips to be provided outside the coordinated system.

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

AHCA / Medicaid

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

Through electronic correspondence and our website where we encourage donations to the TD fund.

GENERAL QUESTIONS

Findings: None

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

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

REPORTING TIMELINESS

Were the following items submitted on time?

- | | | | | |
|-------------------------------------|-------------------------------------|-----|-------------------------------------|----|
| a. Annual Operating Report | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Any issues that need clarification? | <input type="checkbox"/> | Yes | <input checked="" type="checkbox"/> | No |

Any problem areas on AOR that have been re-occurring? No

List:

- | | | | | |
|----------------------------------------------|-------------------------------------|-----|--------------------------|----|
| b. Memorandum of Agreement | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| c. Transportation Disadvantaged Service Plan | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| d. Grant Applications to TD Trust Fund | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| e. All other grant application (____%) | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

The CTC is in compliance with this section. Items are submitted on time.

COMPLIANCE WITH CHAPTER 427, F.S.

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

"Review all transportation operator contracts annually."

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

The CTC, MPO and Operator meet weekly to discuss transportation issues.

The CTC performs an annual review of our operator along with Florida Department of Transportation (FDOT), and the Federal Transit Administration's (FTA) Triennial Review of our transit program and our contract service provider, Ride Right.

Staff periodically monitors the Operator by showing up unannounced at dialysis facilities, nursing homes and other sites to observe interaction between drivers, staff and customers.

A 5310 review was completed by FDOT on June 20, 2015. A Triennial On-Site Review, Triennial Maintenance Audit, Bus Systems Safety Review and Vehicle Inventory Inspection is scheduled June 9, 2016.

Is a written report issued to the operator? Yes No

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

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

The CTC annually inspects all Coordination Contractors in accordance of Chapter, 427, Florida Statutes 41-2 F.A.C. and Chapter 14-90.

Is a written report issued? Yes No

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

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

A corrective action plan is provided and the contractor is given an allotted time to remedy the problems. If the problems are not resolved within the specified time we will seek to find a new provider.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

MPO staff requested copies of latest monthly reports and annual inspections.

CTC staff currently performing the annual inspections for each coordination contract. Staff assured all inspections will be complete prior to September 30, 2016. Reports will be provided to planning staff.

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?

The TDSP states "School Bus Utilization:"

There is an agreement between LifeStream Behavioral Center, Inc. and Ride Right Transit, LLC. to provide some school board trips to students going to LifeStream Academy.

No County owned vehicles are to be used to transport students to LifeStream Academy.

The School Board and CTC work together as part of the ESF 1 in the Emergency Operations Center to provide transportation during disasters and other catastrophic events where people must be evacuated.

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?

The CTC uses (LakeXpress) public transportation services for transportation disadvantaged customers who can navigate the fixed route system in lieu of paratransit (door-to-door) and ADA paratransit complementary services.

In addition, the County's RouteMatch scheduling software system is helping to identify paratransit clients who can be transferred from door-to-door to fixed route.

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

Yes No

If YES, what is the goal?

5%

Is the CTC accomplishing the goal?

Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments: ***With the implementation of the RouteMatch scheduling software program the CTC is identifying those clients who can be transferred from the door-to-door to the fixed route service.***

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

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$100,000 per person and \$300,000 per incident.

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

For the Coordination Contractors it is \$100,000 per person and \$300,000 per incident. For Ride Right and their sub-contractor (Maruti) it is \$5,000,000 per person and \$5,000,000 per incident.

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
<i>Ride Right Transit, LLC.</i>	<i>\$268,725.48</i>

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT? Yes No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

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

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

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

Date of last SSPP Compliance Review June 20, 2015. Obtain a copy of this review.

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes No

DRIVER REQUIREMENT CHART

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

Driver Last Name	Driver License Expiration	Last Physical	CPR/1 st Aid	Defensive Driving	ADA Training	Other
Toro	6/6/22	9/17/15	4/2/14	9/16/13	9/6/13	
Rivers	7/26/18	1/6/16	4/28/14	1/16/14	1/7/14	
Perero	7/27/20	9/17/15	4/3/2014	9/14/13	9/14/13	
Morgan	4/7/18	1/14/16	4/23/14	9/16/13	9/16/13	
Lee	9/5/20	10/21/15	4/10/14	9/14/13	9/14/13	
Harris	5/13/20	9/15/15	4/10/14	9/14/13	9/14/13	
Gooden	2/16/20	10/22/15	4/1/14	9/14/13	9/14/13	
Delgado	5/31/21	9/9/15	4/4/14	9/14/13	9/14/13	
Davis	1/5/24	9/14/15	11/12/15	9/28/15	9/30/15	
Bennett	11/24/20	1/29/15	3/14/15	2/2/15	2/3/15	

MPO Staff comments:

CPR/1st Aid training is for two years. Ride Right confirmed a course has been set up online for drivers to renew CPR/1st Aid. All drivers have been enrolled into the CPR training and everyone will be current by June, 3, 2016.

Driver files were color coded and separated by Employee Information/Medical/Training, easy to locate required items.

Drivers are required to attend monthly safety meetings. Drivers who have an incident receive additional training.

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)	\$18.78				
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)	\$0.00				
Ambulatory	\$21.52				
Wheelchair	\$36.89				
Stretcher	\$76.85				
Special or unique considerations that influence costs?					
Explanation:					
<i>The Coordination Contractors are paid through the Med Waiver Program. The Coordination Contractors do not provide services for the CTC.</i>					

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.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)	N/A				
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: None

Recommendations:

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

Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	<p><i>The CTC number 352-323-5733 and the TD Ombudsman toll free phone number 1-800-983-2435 for compliments, complaints, comments or grievances shall be posted inside all vehicles.</i></p> <p><i>The CTC goal is to have no more than one (1) complaint per 1,000 total rides annually. Complaints are handled on an individual basis. Every complaint received through the CTC or Operator is required to be recorded on a standardized complaint form. It is then investigated and findings are annotated on the complaint form. The person filing the complaint is to receive a written reply of the complaint, findings, and resolution.</i></p> <p><i>Residents have access to a local toll-free number in order to contact the Operator for service which is 1-800-792-7003.</i></p>
Vehicle Cleanliness	<p><i>The interior and exterior of all vehicles must 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></p>
Passenger/Trip Database	<p><i>A Passenger/trip database is maintained and is accessible to the CTC on each rider being transported within the system. This database tracks information such as Medicaid number, home address, mailing address, passenger type, passenger needs, mobility type, birth date, language, sponsoring agency, funding type, and trip history.</i></p> <p><i>A separate data base is maintained for special need clients who are enrolled with Lake County Emergency Management.</i></p>
Adequate seating	<p><i>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 and standing capacity shall be scheduled or transported in a vehicle at any time.</i></p>
Driver Identification	<p><i>Each driver must have photo identification which is legible 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.</i></p>

Commission Standards	Comments
	<p><i>Paratransit and coordination contractor drivers shall be required to announce and identify themselves by name and company name in a manner that is conducive to effective communication 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.</i></p>
<p>Passenger Assistance</p>	<p><i>The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The assistance shall include opening the vehicle door, fastening safety belts or wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door.</i></p> <p><i>Assistance shall also include allowing for the use of the lift when requested by a passenger. If necessary and as long as the safety of other passengers in the vehicle is not endangered, the driver may open and close building doors for passengers.</i></p> <p><i>Passenger assistance must be provided in a dignified manner. Drivers may not assist wheelchair up or down more than one step.</i></p>
<p>Smoking, Eating and Drinking</p>	<p><i>Drivers and Passengers are prohibited from eating, drinking, or smoking on the vehicle. Exceptions to these vehicle operation policies would be made in accordance with guidance from ADA for persons who, for a medically necessary reason, must eat or drink on a strict time frame or nutritional regimen. Exceptions may be made for individuals on extended trips.</i></p>
<p>Two-way Communications</p>	<p><i>All vehicles within the coordinated system shall be equipped with two-way communication devices that provide audible communications between the driver and base at all times. Verizon direct connect radios will be acceptable to meet this requirement as long as the system can provide adequate coverage throughout the county.</i></p>
<p>Air Conditioning/Heating</p>	<p><i>All vehicles used within the coordinated system shall have working air conditioners and heaters. If an air conditioner or heater fails, the vehicle will be scheduled for repair or replacement as soon as possible. In extreme weather condition the vehicle shall be removed from service until the problem is remedied.</i></p>
<p>Billing Requirements</p>	<p><i>All bills shall be paid in accordance with the Prompt Pay Act.</i></p>

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	<i>One escort, companion or dependent child will be permitted to be transported at no additional fare. Escorts must be at least 16 years of age. Escorts for Medicaid recipients must be at least 18 years of age. The CTC may allow additional family members to travel with a client under unique circumstances if space is available.</i>
Use, Responsibility, and cost of child restraint devices	<i>All children under five (5) years of age are required to use child restraint devices. Child restraint devices must be used in accordance with Florida Law. Parents will be responsible for providing the child restraint device. The driver will ensure that the child seat is properly installed.</i>
Out-of-Service Area trips	<i>The service area is all of Lake County. Trips are made to Gainesville on Mondays, Wednesdays and Fridays and to Orlando on Tuesdays and Thursdays. Service to other areas will be provided as required by Medicaid. Other request for out of service area trips shall be provided when approved by the sponsoring agency or CTC.</i>
CPR/First Aid	<i>Each vehicle must have a First Aid Kit on board when passengers are being transported. However, the drivers are not trained to provide CPR or First Aid.</i>
Driver Criminal Background Screening	<i>All drivers in the Coordinated System must undergo an FBI Background Check, an FDLE Level 2 Background Check and a local background check.</i>
Rider Personal Property	<i>Personal belongings are the sole responsibility of the passenger. Passengers are responsible for loading and unloading their belongings. Under limited circumstances passengers may request the driver to assist with their belongings. However, there is a five (5) bag limit and each bag cannot weigh more than twenty (20) pounds. Passenger's personal belongings do not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices, or intravenous devices.</i>

<p>Advance reservation requirements</p>	<p><i>The CTC has established a two-day (48-hour) advance reservation requirement, although some urgent care service will be accepted pursuant to Medicaid guidelines if vehicles and driver are available. CTC will try to meet the standards of each of its funding partners in providing service to their respective client.</i></p>
<p>Pick-up Window</p>	<p><i>Customer Service Representatives will give the passenger two estimated pick up times for all round trips. The first estimated pick up time will be from the passenger's residence to the destination. The second estimated pick up time will be the return from the destination back to the passenger's residence.</i></p> <ul style="list-style-type: none"> • <i>Each <u>pick up time</u> is the start of a one hour window. Passengers should expect the driver to arrive within the one hour window.</i> • <i>Passengers will need to <u>be ready</u> to travel at any time within this window.</i> • <i>Schedules are developed to allow passengers to get to their destination when they are picked up within the window.</i> <p><i>Pick up times may be negotiated with the passengers to allow more efficient scheduling. Pick up window adjustments of <u>up to one hour</u> may be required.</i></p> <p><i>Estimated pick up times include:</i></p> <ul style="list-style-type: none"> • <i>The one hour window.</i> • <i>Additional time for the trip distance.</i> • <i>Additional time for peak periods (rush hour).</i> • <i>Additional time for other passengers scheduled on the vehicle.</i> • <i>Additional "negotiated" time of up to one hour if necessary.</i> <p><i>The first pick up window is based on the passenger appointment time at the passenger's destination. The second pick up window is based on the passengers requested return time. Multi-legged trips will be treated as round trips with multiple returns (second, third, etc. windows based on requested return times).</i></p>

MEASURABLE STANDARDS/GOALS

Measurable Standards/Goals	Standard/Goal	Latest Figures	Is the CTC/Operator meeting the Standard?
Public Transit Ridership <i>The CTC has established if a client has been denied ADA transportation service the fixed route service is available to them.</i>	CTC = Operator A	CTC = Operator A	
	5%	12%	Yes
On-time performance <i>The CTC uses the minimum standard on time performance of 95%.</i>	CTC = Operator A	CTC = Operator A	
	95%	87%	The CTC is working with our Operator to improve.
Passenger No-shows <i>The CTC has established a goal of 4% for no-shows.</i>	CTC = Operator A	CTC = Operator A	
	4%	6,234/154,281 =4%	Yes
Accidents <i>The CTC has established a standard of no more than one preventable accident per 100,000 miles. Operator miles for reporting period is 1,812,650 miles.</i>	CTC = Operator A	CTC = Operator A	
	1/100,000 .001%	11 accidents or 11/1,812,650 miles .0006%	Yes
Roadcalls <i>The CTC has established a policy of no more than one road call per 15,000 miles. Average age of fleet: 3.8 years</i>	CTC = Operator A	CTC = Operator A	
	1/15,000 .006%	36 road calls or 1/50,351 miles. .00002%	Yes
Complaints <i>The goal of the CTC is to keep complaints to no more than 1 per 1,000 rides annually. Number filed: 116</i>	CTC = Operator A	CTC = Operator A	
	1/1,000	1/1,330	Yes
Call-Hold Time <i>3 minutes or less</i>	CTC = Operator A	CTC = Operator A	
	3 minutes or less	2 minutes 6 seconds	Yes

Surveys

50 surveys returned.

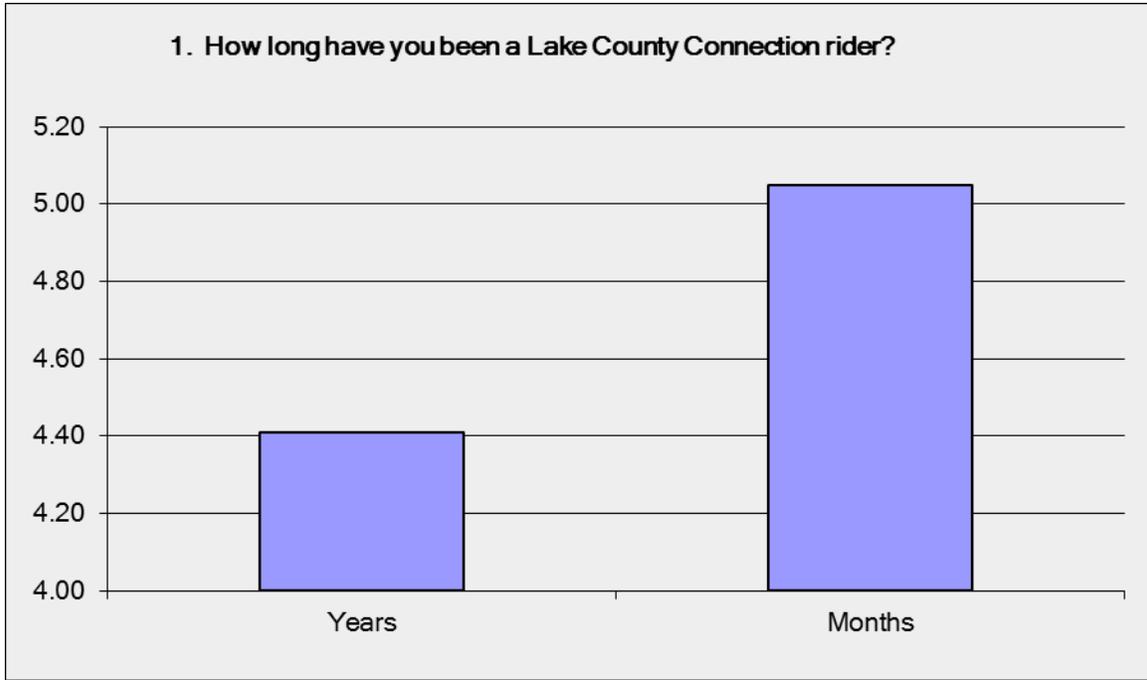
(50 surveys mailed/25 surveys handed out on buses/25 phone calls)

Comments and Suggestions

- Regina is a wonderful person
- I rate the service an 8/10 – I never have a problem, only the wait time to be picked up and dropped off. The service is important part of the disabled community. I could not get around I am on a scooter.
- I rate the service a 10/10. If I have an emergency I may be able to ask a neighbor but they are all older than myself. Best driver is Pansy. The service means everything to me - I do not have a car. One comment is I have to pay cash when I board the bus. I do not have any way to get to the bank so it is a struggle to get to the bank so that I can pay cash to the driver.
- The service means independence, I do not have to worry about how to get to my appointments. My family lives out of town. Means the world to me. Drivers treat the dialysis patients very well. I never wait for more than 30 minutes. They always apologize when they have an add-on and the trip is a little longer. Reservationists are sweet as can be.
- I love the service.
- Seat belts do not always work well.
- No complaints.
- Good service.
- A-OK, drivers are excellent.
- Everyone is very kind. Thank you for the service.
- There is a big improvement since last Jan-April 2015. No problems now.
- This service is wonderful for one who needs it. My arthritis stops me from doing some things.
- It is a blessing.
- Thank you for the service.
- Dialysis patient and wait time after treatment ends is 30 minutes, ride home is 15 minutes.
- Dialysis patient, I am usually picked up in 5 minutes after treatment, ride home is 10 minutes. When on will call I have to wait 2 hours. I'm not going to wait on no bus to get me home.
- Will call is horrible just sent the next bus. Drivers wait 5 minutes and they are gone. One driver rode me around for 2 hours, he said it was public transportation. When you report a bad driver nothing is ever done.
- Dialysis patient, wait time after treatment is 30 minutes, ride home 30 minutes. Treatments are never cut short due to the transportation schedule.
- The bus is usually at the dialysis center when I am ready for pick up, never have to use will call, treatments are never cut short. Donald is a great driver, very helpful, respectful, courteous. All others are good too he just stands out.
- Have never had to use will call. Donald is a good driver, very helpful and respectful, all drivers are good, Donald just stands out.
- Keep up the great work!
- The people are very nice and friendly and hard workers.

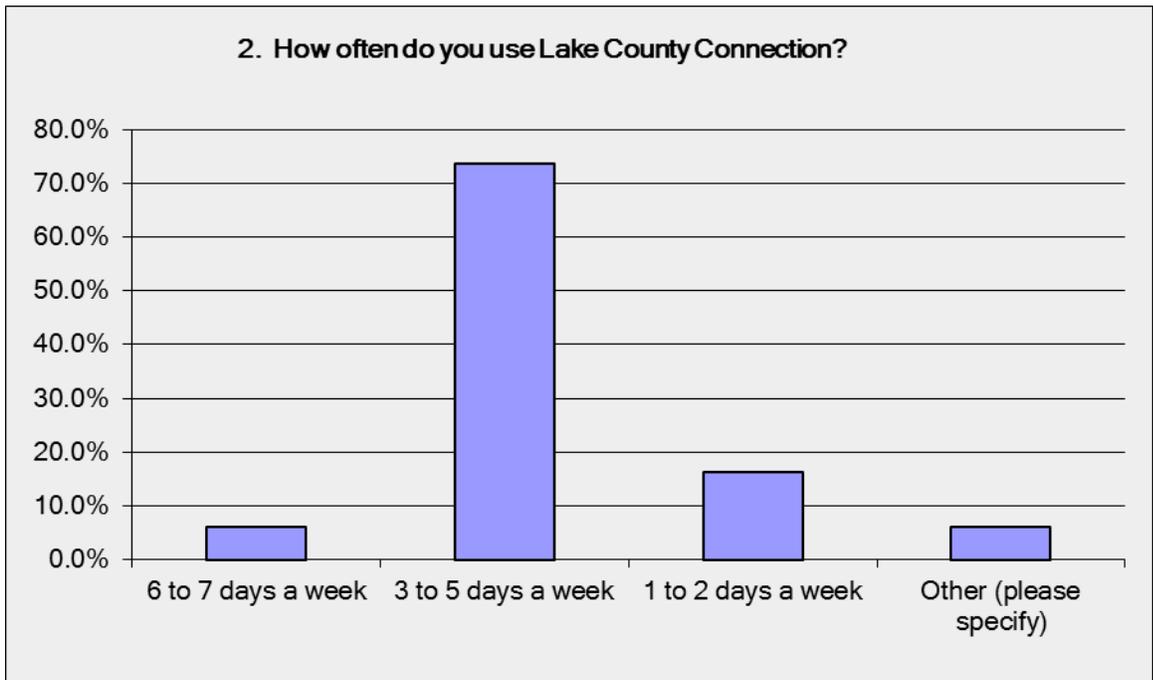
1. How long have you been a Lake County Connection rider?

Answer Options	Response Average	Response Total	Response Count
Years	4.41	172	39
Months	5.05	101	20
<i>answered question</i>			47
<i>skipped question</i>			3



2. How often do you use Lake County Connection?

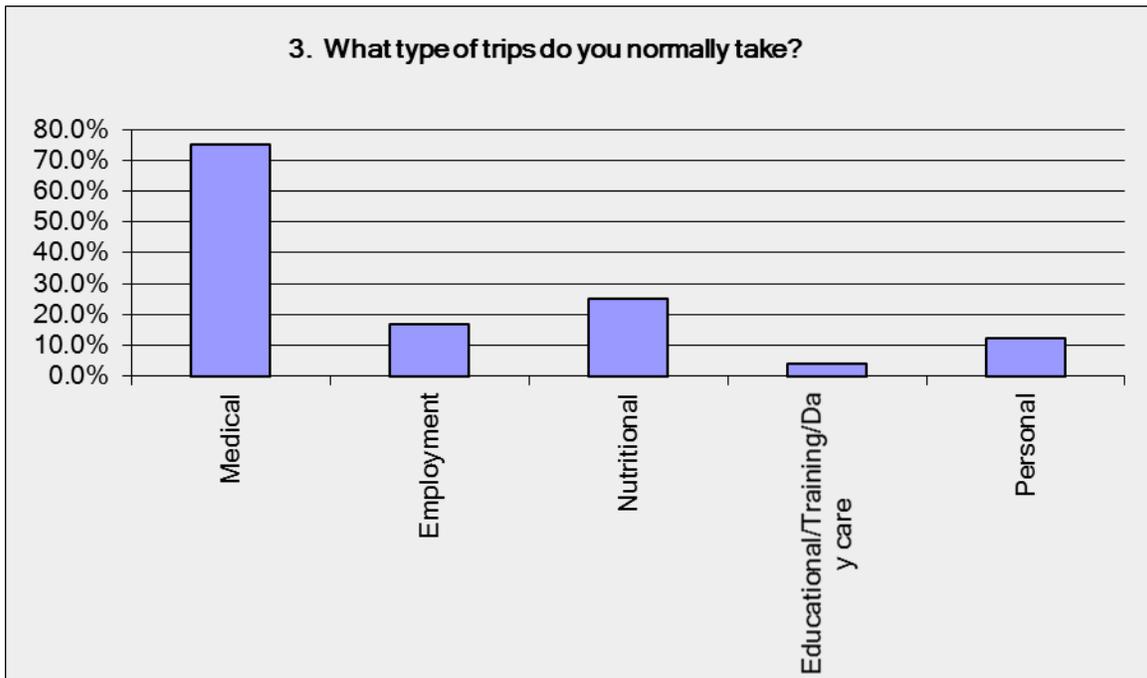
Answer Options	Response Percent	Response Count
6 to 7 days a week	6.1%	3
3 to 5 days a week	73.5%	36
1 to 2 days a week	16.3%	8
Other (please specify)	6.1%	3
<i>answered question</i>		49
<i>skipped question</i>		1



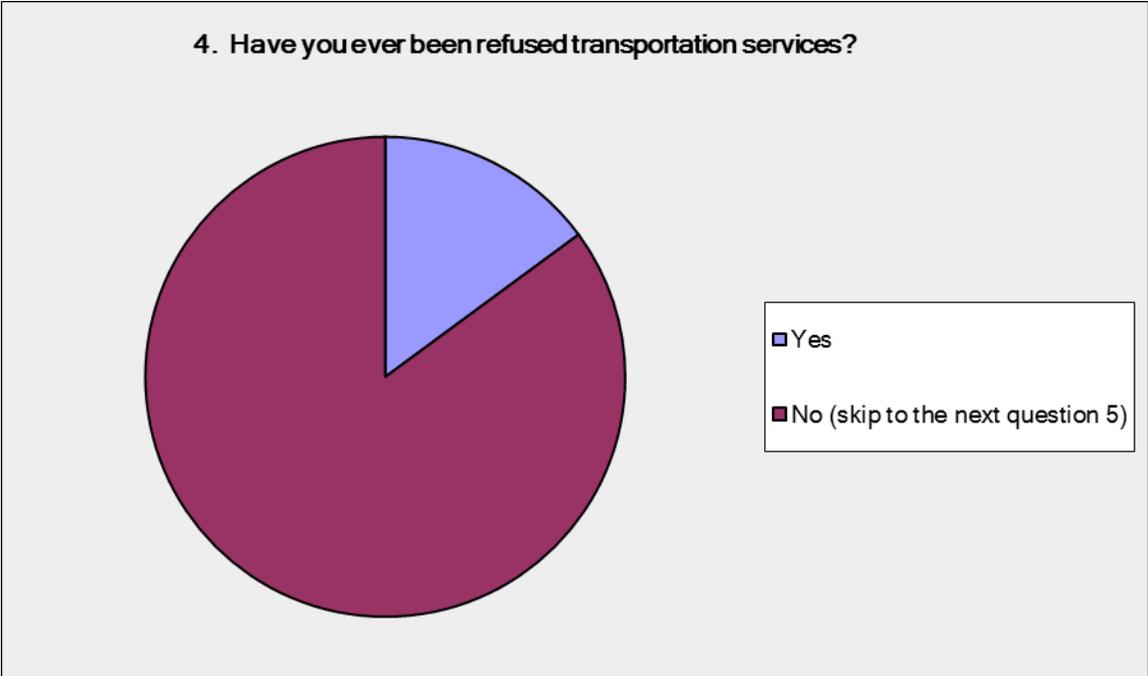
Other: 1-3 days per month

3. What type of trips do you normally take?

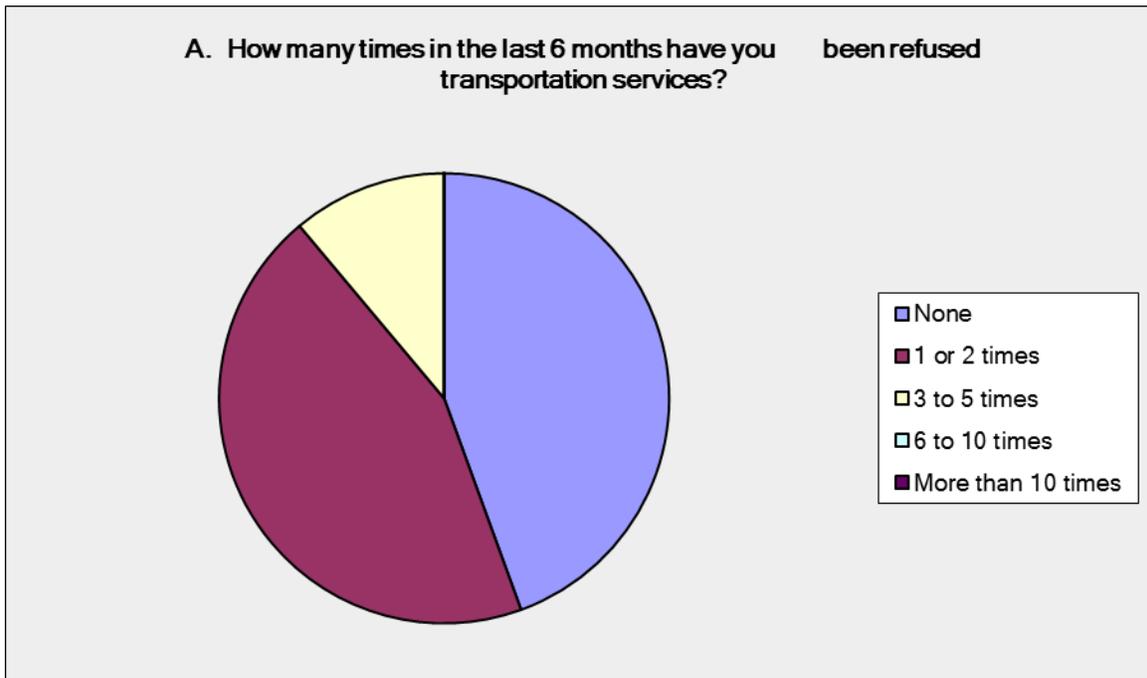
Answer Options	Response Percent	Response Count
Medical	75.0%	36
Employment	16.7%	8
Nutritional	25.0%	12
Educational/Training/Day care	4.2%	2
Personal	12.5%	6
<i>answered question</i>		48
<i>skipped question</i>		2



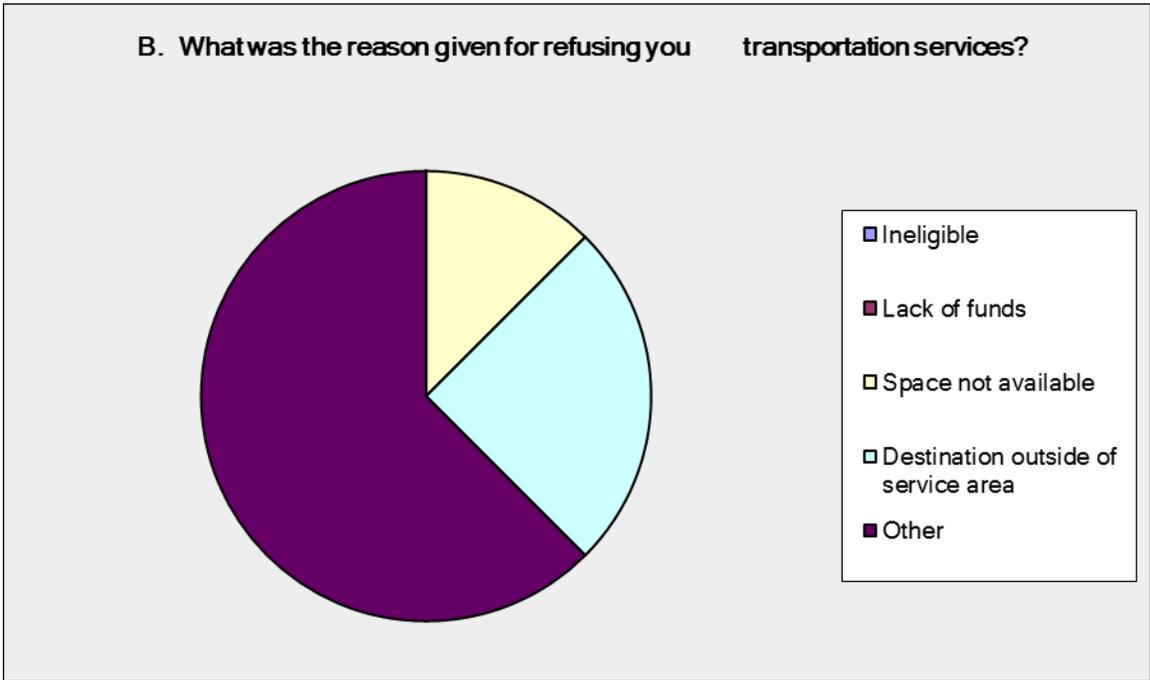
4. Have you ever been refused transportation services?		
Answer Options	Response Percent	Response Count
Yes	14.9%	7
No (skip to the next question 5)	85.1%	40
<i>answered question</i>		47
<i>skipped question</i>		3



A. How many times in the last 6 months have you been refused transportation services?		
Answer Options	Response Percent	Response Count
None	44.4%	4
1 or 2 times	44.4%	4
3 to 5 times	11.1%	1
6 to 10 times	0.0%	0
More than 10 times	0.0%	0
<i>answered question</i>		9
<i>skipped question</i>		41



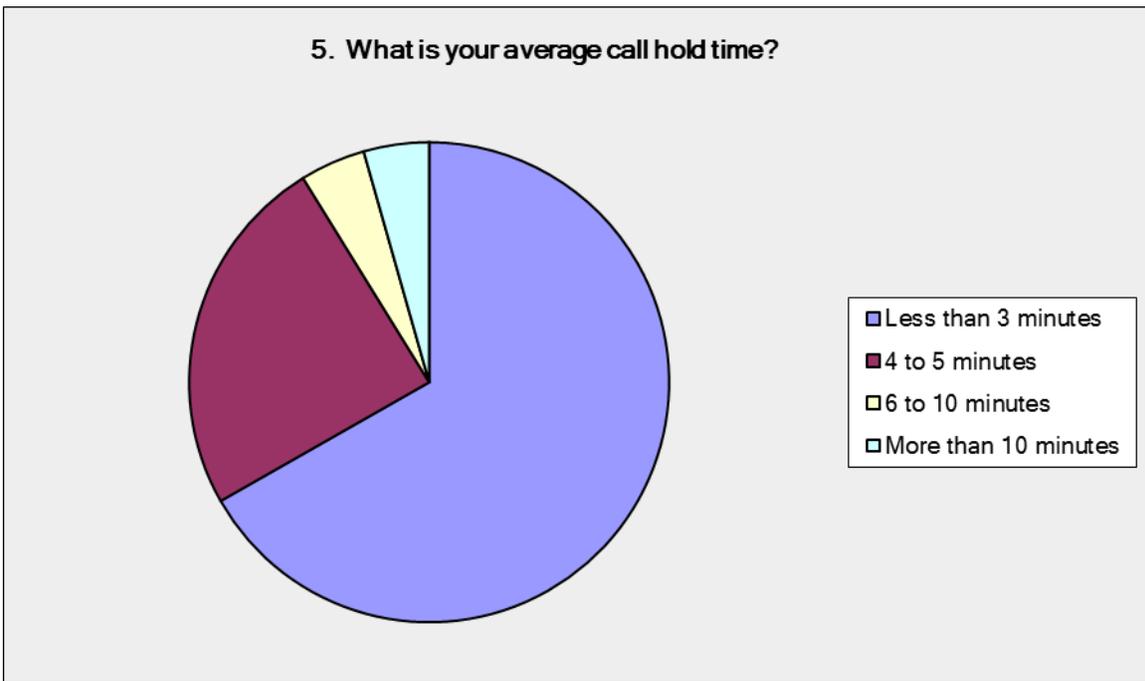
B. What was the reason given for refusing you transportation services?		
Answer Options	Response Percent	Response Count
Ineligible	0.0%	0
Lack of funds	0.0%	0
Space not available	12.5%	1
Destination outside of service area	25.0%	2
Other	62.5%	5
<i>answered question</i>		8
<i>skipped question</i>		42



Other:
 Driver refused to push wheelchair.
 I do not understand why.

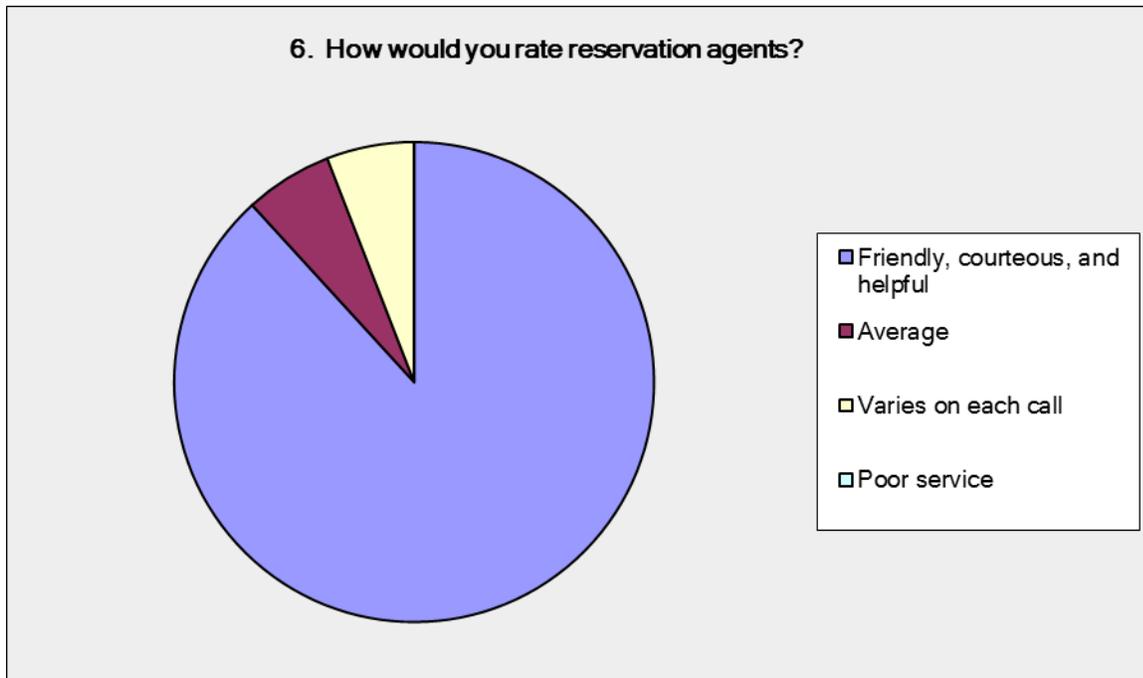
5. What is your average call hold time?

Answer Options	Response Percent	Response Count
Less than 3 minutes	66.7%	30
4 to 5 minutes	24.4%	11
6 to 10 minutes	4.4%	2
More than 10 minutes	4.4%	2
<i>answered question</i>		45
<i>skipped question</i>		5



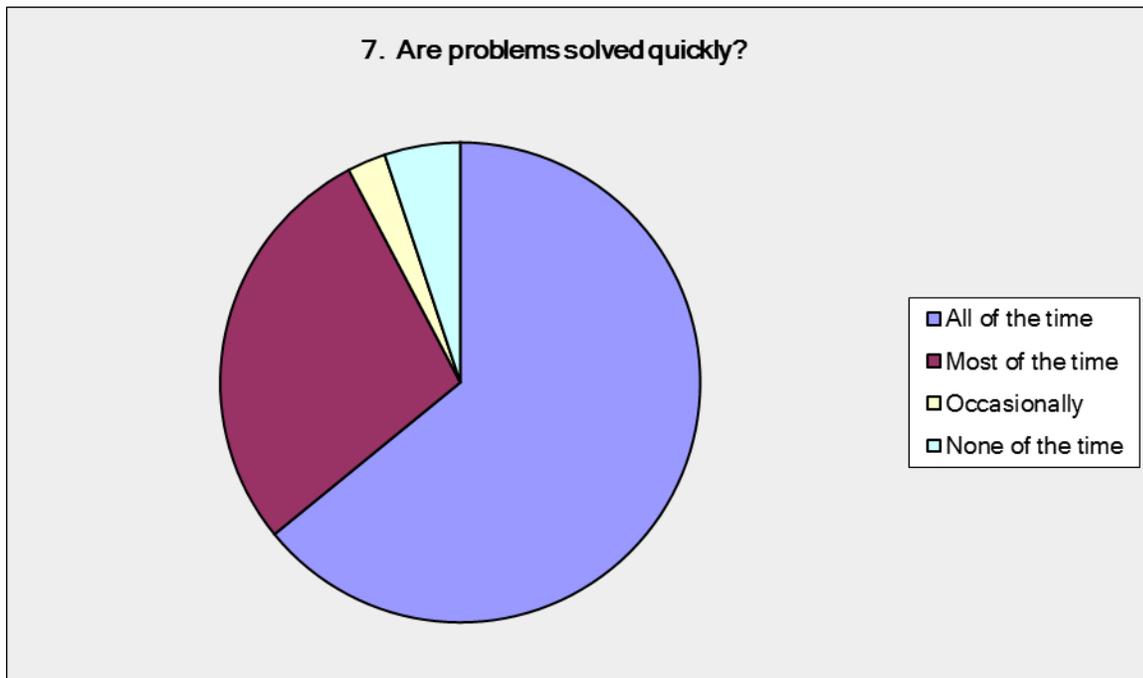
6. How would you rate reservation agents?

Answer Options	Response Percent	Response Count
Friendly, courteous, and helpful	88.2%	30
Average	5.9%	2
Varies on each call	5.9%	2
Poor service	0.0%	0
<i>answered question</i>		34
<i>skipped question</i>		9



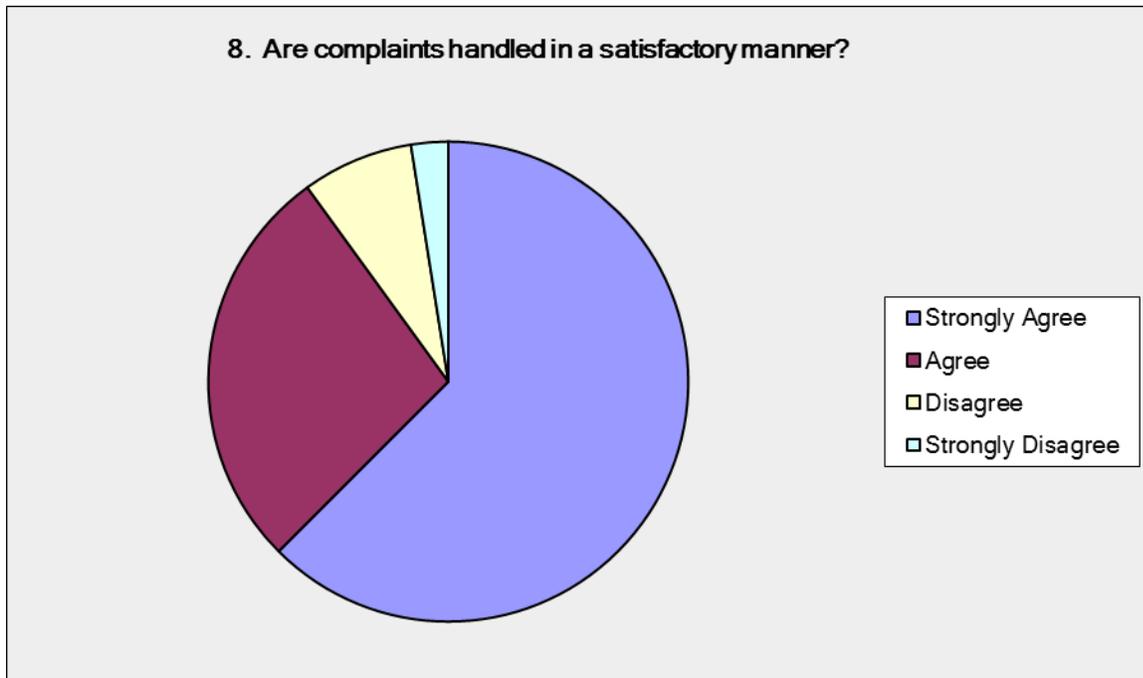
7. Are problems solved quickly?

Answer Options	Response Percent	Response Count
All of the time	64.1%	25
Most of the time	28.2%	11
Occasionally	2.6%	1
None of the time	5.1%	2
<i>answered question</i>		39
<i>skipped question</i>		11



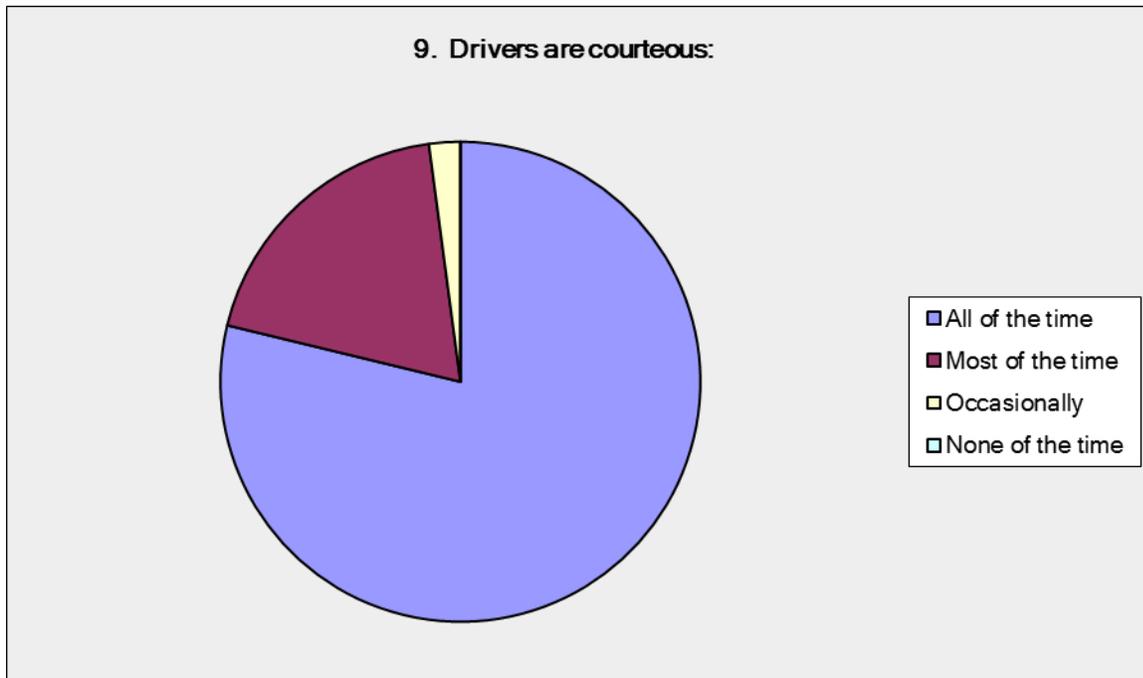
8. Are complaints handled in a satisfactory manner?

Answer Options	Response Percent	Response Count
Strongly Agree	62.5%	25
Agree	27.5%	11
Disagree	7.5%	3
Strongly Disagree	2.5%	1
<i>answered question</i>		40
<i>skipped question</i>		10



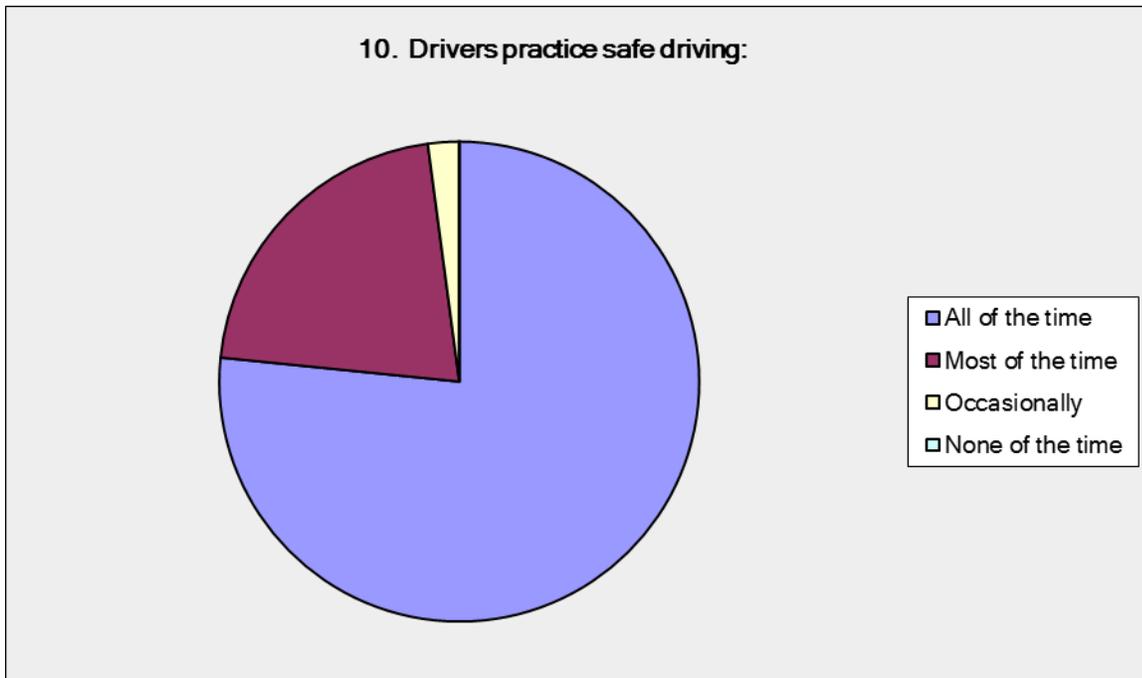
9. Drivers are courteous:

Answer Options	Response Percent	Response Count
All of the time	78.7%	37
Most of the time	19.1%	9
Occasionally	2.1%	1
None of the time	0.0%	0
<i>answered question</i>		47
<i>skipped question</i>		3



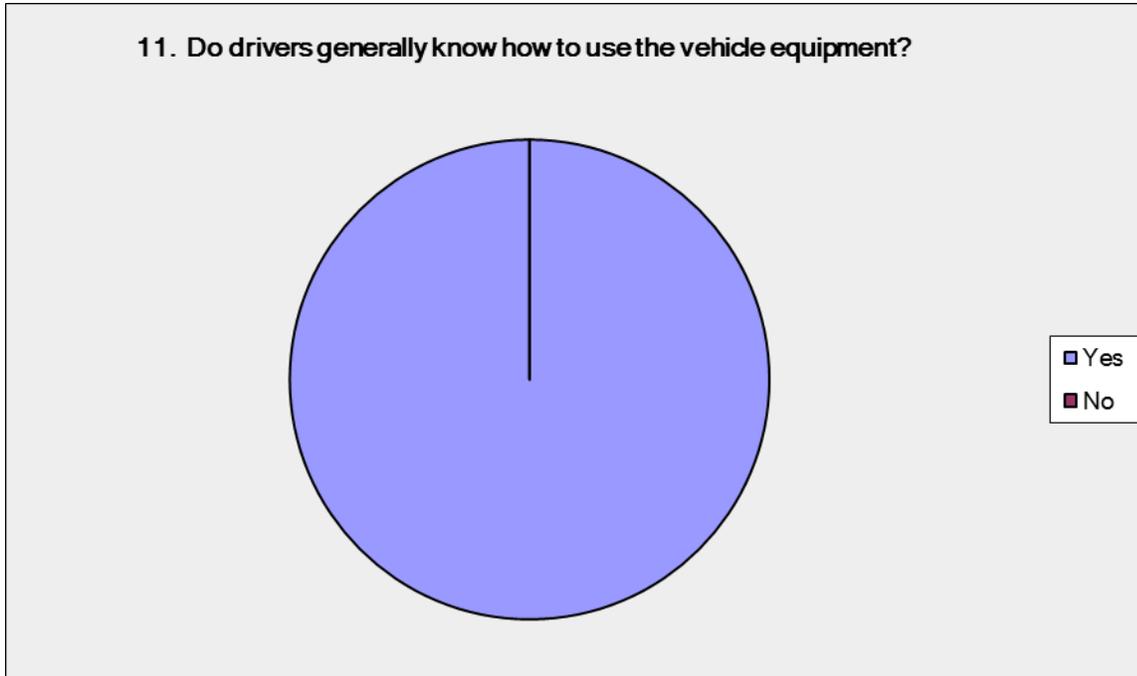
10. Drivers practice safe driving:

Answer Options	Response Percent	Response Count
All of the time	76.6%	36
Most of the time	21.3%	10
Occasionally	2.1%	1
None of the time	0.0%	0
<i>answered question</i>		47
<i>skipped question</i>		3



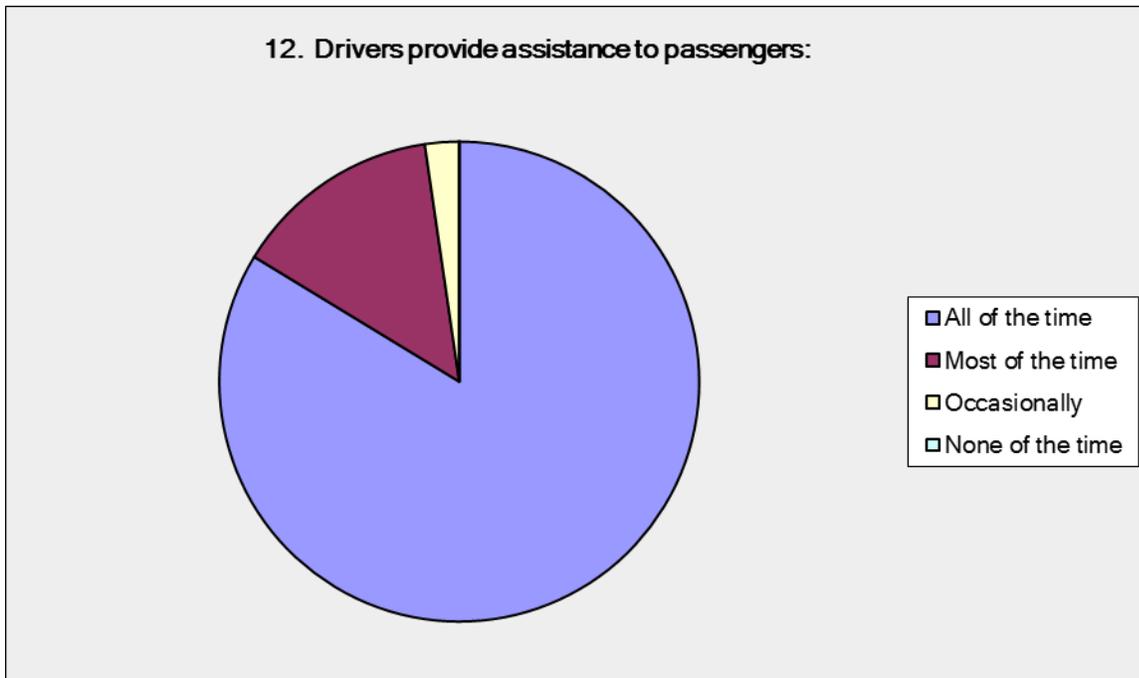
11. Do drivers generally know how to use the vehicle equipment?

Answer Options	Response Percent	Response Count
Yes	100.0%	47
No	0.0%	0
<i>answered question</i>		47
<i>skipped question</i>		3



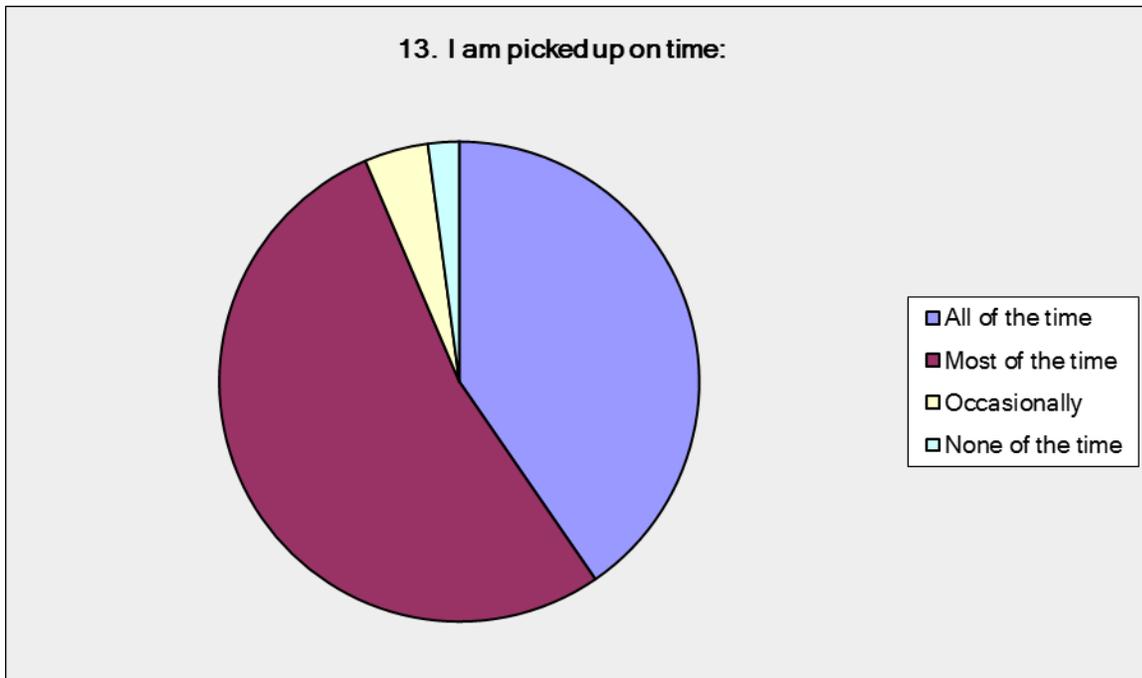
12. Drivers provide assistance to passengers:

Answer Options	Response Percent	Response Count
All of the time	83.7%	36
Most of the time	14.0%	6
Occasionally	2.3%	1
None of the time	0.0%	0
<i>answered question</i>		43
<i>skipped question</i>		7



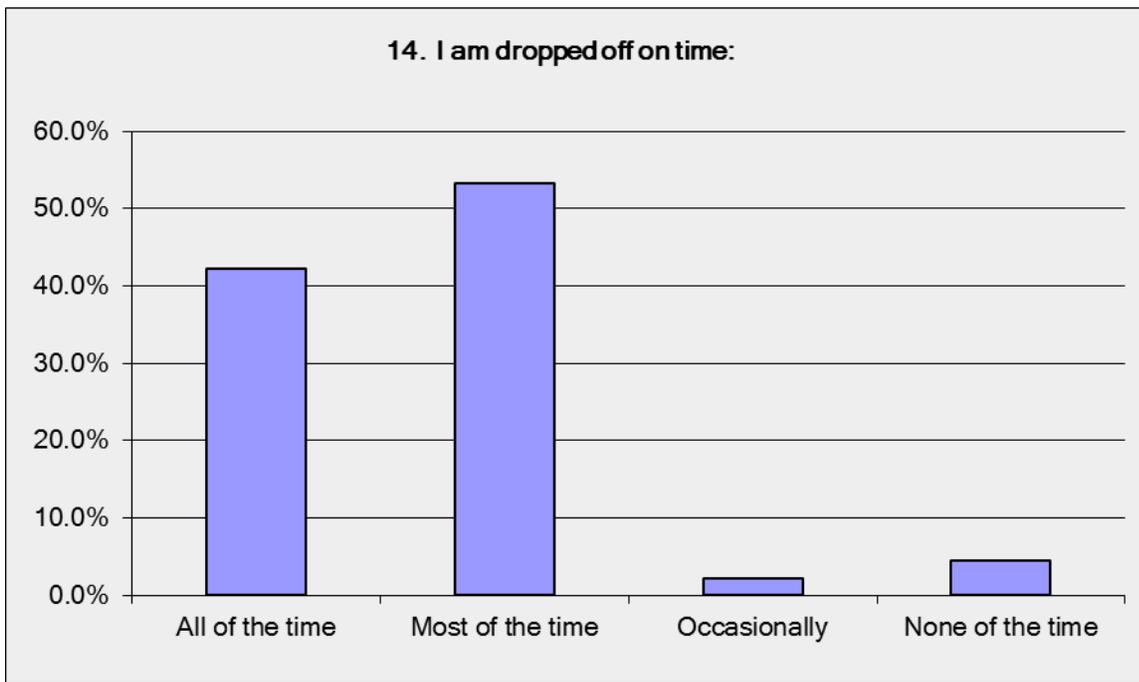
13. I am picked up on time:

Answer Options	Response Percent	Response Count
All of the time	40.4%	19
Most of the time	53.2%	25
Occasionally	4.3%	2
None of the time	2.1%	1
<i>answered question</i>		47
<i>skipped question</i>		3



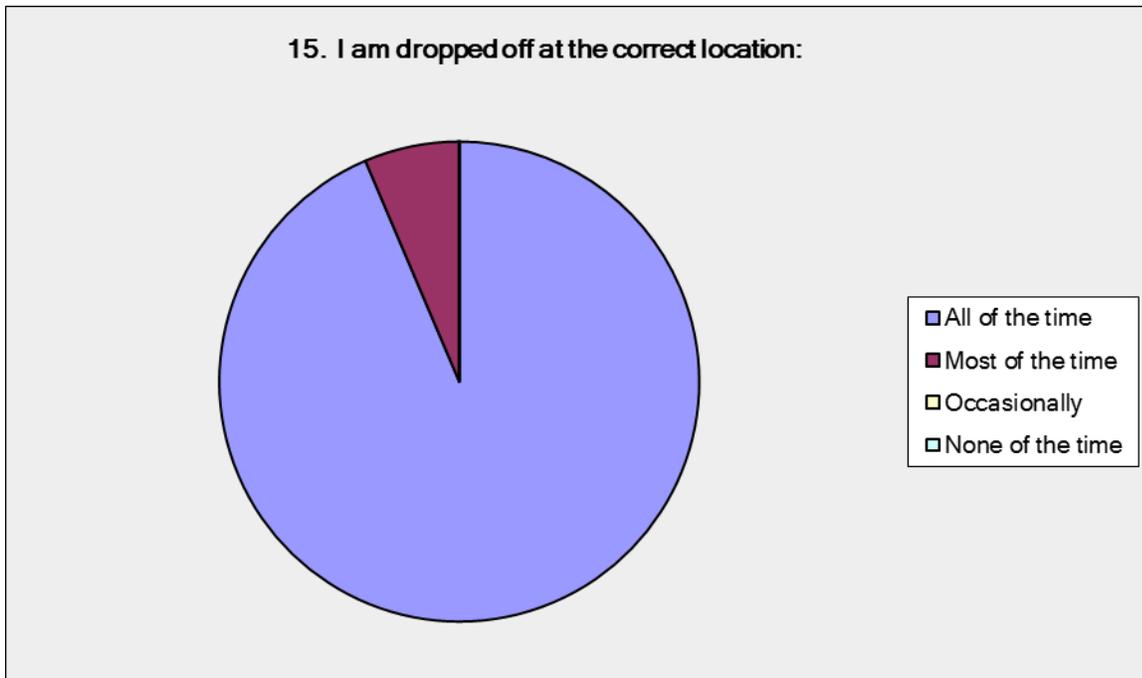
14. I am dropped off on time:

Answer Options	Response Percent	Response Count
All of the time	42.2%	19
Most of the time	53.3%	24
Occasionally	2.2%	1
None of the time	4.4%	2
Other (please specify)		2
<i>answered question</i>		45
<i>skipped question</i>		5



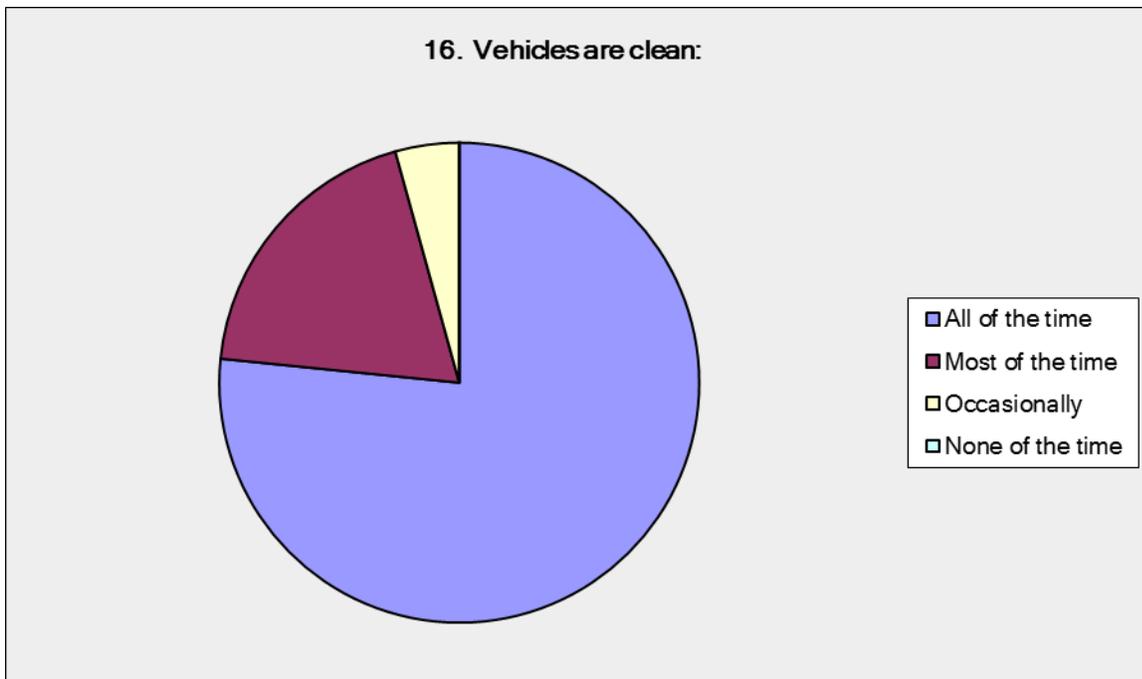
15. I am dropped off at the correct location:

Answer Options	Response Percent	Response Count
All of the time	93.6%	44
Most of the time	6.4%	3
Occasionally	0.0%	0
None of the time	0.0%	0
<i>answered question</i>		47
<i>skipped question</i>		3



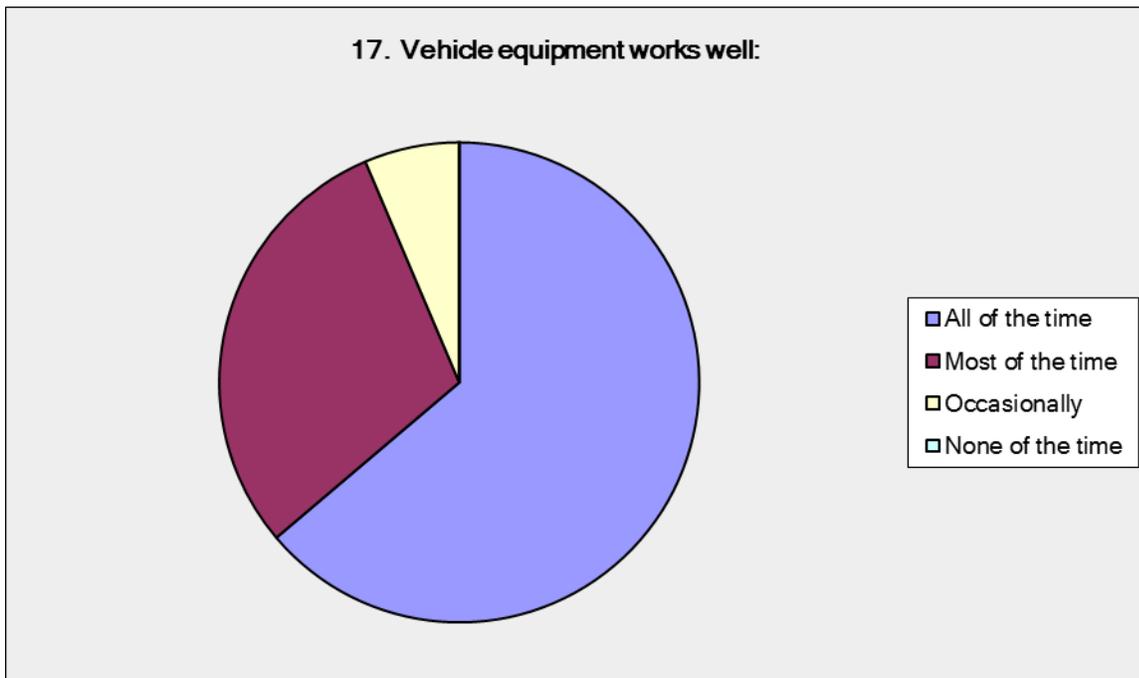
16. Vehicles are clean:

Answer Options	Response Percent	Response Count
All of the time	76.6%	36
Most of the time	19.1%	9
Occasionally	4.3%	2
None of the time	0.0%	0
<i>answered question</i>		47
<i>skipped question</i>		3



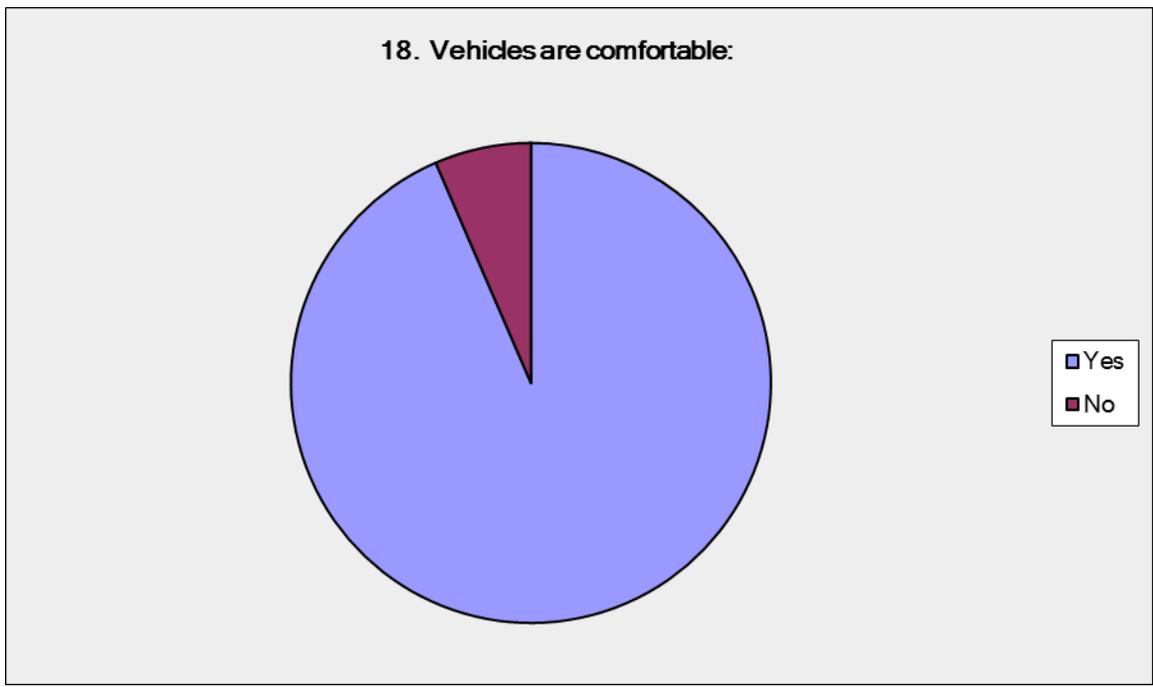
17. Vehicle equipment works well:

Answer Options	Response Percent	Response Count
All of the time	63.8%	30
Most of the time	29.8%	14
Occasionally	6.4%	3
None of the time	0.0%	0
<i>answered question</i>		47
<i>skipped question</i>		3



18. Vehicles are comfortable:

Answer Options	Response Percent	Response Count
Yes	93.5%	43
No	6.5%	3
<i>answered question</i>		46
<i>skipped question</i>		4



ON-SITE OBSERVATION OF THE SYSTEM – LAKE COUNTY CONNECTION

Date of Observation: 4/15/16 Time: 11:50-1:50 Bus Number: 28622
(verify bus number is posted on outside of bus) YES, AND INSIDE

Name of Evaluator: BEBE CHUDEUSZ

Pick-up Location (Evaluator): RIDE RIGHT, 31735 EXECUTIVE BLVD, LEESBURG

1. Is driver wearing identification? Yes No

Comments: _____

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

Comments: THERE ARE TWO SIGNS POSTED REGARDING TITLE IV OF CIVIL RIGHTS ACT (BUT ONE DID NOT HAVE CONTACT INFO OR PHONE NUMBER). BUT NO TD HELPLINE INFO OR NUMBER POSTED ANYWHERE.

3. 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

Comments: _____

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

Comments: _____

5. Does the vehicle have two-way communication in good working order? Yes No

Comments: _____

6. Did the driver safely operate the tablet? Yes No

Comments: TABLET? DID NOT OBSERVE A TABLET. DRIVER HAD CELL PHONE LIKE DEVICE THAT WAS ONLY FOR COMMUNICATION WITH RIDE RIGHT. USED IT SAFELY.

7. Did the driver ensure the passengers were properly belted? Yes No

Comments: SHE ASSISTED SOME RIDERS BUT SOME RIDERS PREFERRED TO BUCKLE THEMSELVES.

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

Comments: _____

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

Comments: I DON'T KNOW PROPER PROTOCOL FOR AMBULATORY RIDERS' USE OF LIFT. DO THEY RIDE LIFT ALONE? SHOULD THEY HAVE THE BELT FASTENED BEHIND THEM? FACE BUS OR AWAY?...

10. Is there safe and appropriate seating for all passengers? Yes No

Comments: _____

11. Total number of passengers picked up/dropped off: 4
 Ambulatory 4 Non-Ambulatory 0

12. Was the driver on time for the pick-up and drop-off of each passenger?
 **MPO staff will request a copy of manifest and verify the actuals for timeliness of each trip. If possible please fill in the pick-up and drop-off times for each passenger. Thank you.

Pick-up	Passenger #	Pick - up time	Drop - off time	LOCATION
SENIOR CENTER MEAL SITE, PANN ST, LEESBURG PALM PLAZA PUBLIX	Passenger #1 DORETHGA	12:10 - 12:20	1:08	HOME ↓
	Passenger #2 DORA	" "	1:27	
	Passenger #3 DONALD	" "	12:40	
	Passenger #4 KEN	12:31	12:52	
Passenger #5				
Passenger #6				

Additional Comments by Evaluator:

DRIVER EXPRESSED SHE WAS GRATEFUL FOR RECENT TRAINING ON HOW TO ASSIST RIDERS WITH BLINDNESS, SAID SHE WOULD BE OPEN TO MORE TRAINING ON INTERACTING WITH RIDERS.

THREE OF THESE RIDERS WERE PICKED UP FROM A SENIOR CENTER MEAL SITE. THIS IS A WELL-ESTABLISHED, LONG-STANDING, DAILY (WEEKDAYS) TRIP FOR THESE RIDERS - VERY ROUTINE. ALL WERE OBVIOUSLY COMFORTABLE AND FRIENDLY WITH THEIR USUAL DRIVER. THE FOURTH RIDER WAS ALSO ON A ROUTINE, ALMOST DAILY, TRIP. ALL WERE ESTABLISHED RIDERS AND FAMILIAR WITH USE OF BUS SERVICE.

DRIVER IS FREQUENTLY ASKED BY NON-RIDERS ABOUT THE SERVICE. TOO COMPLEX TO EXPLAIN TO, ADA, APPLICATION PROCESS, ETC. WOULD BE BENEFICIAL FOR DRIVERS TO HAVE INFO CARD TO HANDOUT...

Passenger Comments:

REFER TO THE ENCLOSED RIDER SURVEYS I CONDUCTED WITH EACH OF THE FOUR RIDERS.

EVALUATOR COMMENTS CONTINUED: I OBSERVED NUMEROUS BUSES TODAY AND THE EXTERIOR SIGNAGE WAS DIFFERENT ON MOST OF THEM. I THINK THAT UNIFORM, EASY-TO-READ, CONSISTENTLY PLACED SIGNS ON THE EXTERIOR WOULD ASSIST WITH IDENTIFICATION, "BRANDING"... FOR EXAMPLE: THE SAME SIGN (WITH SAME NAME, LOGO) ON FRONT DOORS OF BUS, FRONT OF BUS, REAR

LAKE COUNTY CONNECTION - BUS RIDE EVALUATION FORM OF BUS. ANY ADVERTISING SIGNS WOULD BE IN OTHER, CONSISTENT LOCATIONS LIKE SIDES OF BUS...

ON-SITE OBSERVATION OF THE SYSTEM – LAKE COUNTY CONNECTION

Date of Observation: 4/15/16 **Time:** 11:45 **Bus Number:** 28622
(verify bus number is posted on outside of bus)

Name of Evaluator: Jo Santiago

Pick-up Location (Evaluator): Mullo Hill Senior Center, Public We picked up the bus at Ride Right in Leesburg

1. Is driver wearing identification? Yes No
Comments: _____

2. Is the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? Yes No
moderately free from dirt
Comments: just some dirt

3. 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
Comments: not posted inside the bus, there are 2 Title 6 plaques - one has the contact info for complaints but the other plaque is blank. Need the TD helpline

4. Does the vehicle have working heat and air conditioning? Yes No
Comments: _____

5. Does the vehicle have two-way communication in good working order? Yes No
Comments: looks like a cell phone

6. Did the driver safely operate the tablet? Yes No don't know
Comments: this bus is not equip w a tablet yet

7. Did the driver ensure the passengers were properly belted? Yes No
Comments: _____

8. If used, was the lift in good working order? Yes No
Comments: driver deployed lift a few times to load & alight passengers

9. Did the driver properly use the lift and secure the passenger? Yes No
Comments: _____

10. Is there safe and appropriate seating for all passengers? Yes No
Comments: _____

11. Total number of passengers picked up/dropped off: 4
 Ambulatory 4 Non-Ambulatory _____

12. Was the driver on time for the pick-up and drop-off of each passenger?
 **MPO staff will request a copy of manifest and verify the actuals for timeliness of each trip. If possible please fill in the pick-up and drop-off times for each passenger. Thank you.

Passenger #	Pick – up time	Drop – off time
Passenger #1 Mills Site Senior Center	12 PM	12:43 PM
Passenger #2 " "	12 PM	April hills 1:10 PM
Passenger #3 " "	12 PM	1:30 PM
Passenger #4 Publix	12:30 PM	12:54 PM
Passenger #5		
Passenger #6		

Additional Comments by Evaluator:

The public transportation sign that says transportation service provided... doesn't say, then it says the vehicle [are] open to the general public. The message that it is trying to convey is good but poorly written.

Passenger Comments:

Passengers are happy with the service. It gets them out of the house and they were generally happy. Some passengers needed assistance and were very well assisted. Grateful to have the service.

Contractor Survey - Lake County Connection

Contractor Name:

Ride Right LLC.

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 phone number?

- 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

Comment: We have worked with the county as they have worked through vehicle shortages and are excited about the new vehicles being put into service at the end of this month. (Ride Right, LLC)

Purchasing Agency Survey - Lake County Connection

Purchasing Agency Name:

Mid Florida Community Services, Inc.

Name of Representative from Purchasing Agency:

Mary Stahl

1. Do you purchase transportation from the coordinated system?

Yes

No

If no why?

2. Which transportation operator provides services to your clients?

Ride Right, Lake County

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

Purchasing Agency Survey - Lake County Connection

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

- Advance notice requirement
- Cost
- Service area limits
- Pick up times not convenient
- Vehicle condition
- Lack of passenger assistance
- Accessibility concerns
- Complaints about drivers
- Complaints about timeliness
- Length of wait for reservations

Other (please specify)

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

Yes

No

If no, why?

Purchasing Agency Survey – Agency for Persons With Disabilities – Survey not returned as of 4/12/2016 MPO staff emailed APD on 4/5/2016 and 4/12/2016

Level of Cost
Worksheet 1

Expense	Community Transportation Coordinator	Coordination Contractor	Total Expense
<i>Labor</i>	<i>\$145,635</i>	<i>\$144,673</i>	<i>\$290,308</i>
<i>Fringe Benefits</i>	<i>\$44,971</i>	<i>\$11,464</i>	<i>\$56,435</i>
<i>Services</i>	<i>\$558,636</i>	<i>\$3,102</i>	<i>\$561,738</i>
<i>Materials & Supplies</i>	<i>\$570,961</i>	<i>\$14,3201</i>	<i>\$714,162</i>
<i>Utilities</i>	<i>\$3,248</i>	<i>\$3,366</i>	<i>\$6,614</i>
<i>Casualty & Liability</i>	<i>\$2,441</i>	<i>\$89,575</i>	<i>\$92,016</i>
<i>Taxes</i>	<i>\$154</i>	<i>\$2,114</i>	<i>\$2,268</i>
<i>Purchased Transp.</i>	<i>\$2,179,556</i>	<i>\$0</i>	<i>\$2,179,556</i>
<i>Miscellaneous</i>	<i>\$3,273</i>	<i>\$1,033</i>	<i>\$4,306</i>
<i>Interest</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Leases & Rentals</i>	<i>\$863</i>	<i>\$8,980</i>	<i>\$9,843</i>
<i>Annual Depreciation</i>	<i>\$581,332</i>	<i>\$35,004</i>	<i>\$616,336</i>
<i>Contributed Services</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Allocated Ind. Exp.</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Grant Total</i>	<i>\$4,091,070</i>	<i>\$442,512</i>	<i>\$4,553,582</i>

**Level of Competition
Worksheet 2**

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D of all Trips
Private Non-Profit	0	2	25,917	17%
Private For-Profit	23	10	15,606	10%
Government	0	0	0	0%
Public Transit Agency	1	1	112,758	73%
Total	24	13	154,281	100%

2. How many of the operators are coordination contractors? **12**
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity?
Does the CTC have the ability to expand? **1**
Yes
4. Indicate the date the latest transportation operator was brought into the system.
January 5, 2016
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

1	Requests for proposals
	Requests for interested parties

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

Requests for Proposals.

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

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

<input checked="" type="checkbox"/>	Scope of Work
<input checked="" type="checkbox"/>	Safety Program
<input checked="" type="checkbox"/>	Capacity
<input checked="" type="checkbox"/>	Training Program
	Insurance
<input checked="" type="checkbox"/>	Accident History
<input checked="" type="checkbox"/>	Quality
	Community Knowledge
<input checked="" type="checkbox"/>	Cost of the Contracting Process
<input checked="" type="checkbox"/>	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? **17**

How many responded? **5**

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...)?

The CTC is a full brokerage entity, the CTC provides the fuel and performs the vehicle maintenance.

Level of Availability (Coordination) Worksheet 3

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

- 1. Work with the transportation brokers to try to keep the coordinated system intact.**
- 2. Explore other state and federal agencies for the possibility of coordinating their transportation services.**
- 3. Continue to work with FACTS addressing the fragmentation of transportation services as a result of Medicaid reform.**

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

Through the County Website, Rider's Guide and Bus Schedules which are disseminated to local Libraries, schools, Chambers of Commerce's, local businesses, social service agencies and municipalities. Information is also disseminated through presentations to community groups and by participating in local events.

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

Ride Right Transit, LLC. maintains all certifications and registrations.

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

Transportation services are available to anyone who meets the qualifications of the respective sponsoring agency. Medicaid transportation is provided to individuals who receive prior authorization for each trip from their Medicaid Broker. Transportation Disadvantaged services are based upon Chapter 427. The Federal Poverty Guideline as adopted by the County will be one of the factors utilized when determining eligibility as well as the criteria of Chapter 427. Public-pay passengers pay the same fares as the sponsoring agencies.

This program is intended for 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 Florida Statute.

All persons will be required to complete an Eligibility Application and must provide all of the required information, including proof of income. If a person provides false or misleading information they will be denied services.

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

Education, Standing Request, and Staffing:

We maintain a call log to see how long it takes Staff to reach the operator and when there are problems we immediately notify Ride Right. In addition the following strategies are implemented:

- 1. Education information about the best time to call is located in Rider’s Guide under "Customer Service Hours". Reservations can be made between 8:00 a.m. and 5:00 p.m., Monday through Friday.***
- 2. For Medicaid service after hours, such as late hospital discharges, passengers are requested to call 352-630-5495.***
- 3. The best time to call to make trip request or to travel is between 10:00 a.m. and 2:00 p.m. Depending on the call demands it may not always be possible to reach a reservationists on the first call.***
- 4. "Standing Requests" (more efficient service means fewer calls to the office). A "standing request" is for customers who travel to the same place at the same time on the same day(s) of the week. If a passenger has a regular appointment which they go to, they may ask the customer service representative to submit a "standing request" for service. Depending on the funding source of your trip, this request may be granted.***
- 5. Staffing – There are two (2) Customer Service Representatives who take transportation requests Monday through Friday from 8 a.m. to 5 p.m. There are two (2) Dispatchers who cover the phones Monday through Friday from 5 a.m. to 8 a.m. and from 5 p.m. to 9 p.m., and if the need arises during regular business hours. There is also a payroll clerk who answers the phones when necessary. The most recent phone hold time for five (5) days is listed below:***

Hour	14-Mar	15-Mar	16-Mar	17-Mar	18-Mar	Avg.
8 a.m.	0:00:28	0:00:06	0:00:18	0:00:27	0:00:29	0:00:24
9 a.m.	0:00:37	0:00:15	0:00:09	0:00:27	0:00:22	0:00:24
10 a.m.	0:01:10	0:00:32	0:00:48	0:02:18	0:00:40	0:01:05
11 a.m.	0:01:34	0:00:52	0:00:13	0:00:16	0:01:08	0:00:53
12 p.m.	0:00:47	0:01:41	0:00:52	0:00:39	0:01:12	0:01:10
1 p.m.	0:03:00	0:01:20	0:00:27	0:00:00	0:04:01	0:02:28
2 p.m.	0:01:21	0:01:31	0:01:26	0:00:48	0:03:07	0:01:33
3 p.m.	0:01:24	0:00:48	0:00:24	0:02:15	0:01:29	0:01:16
4 p.m.	0:02:25	0:00:13	0:00:16	0:02:30	0:01:38	0:01:27

The average daily hold time the week of March 14, 2016 was 0:02:06 minutes.

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

To make a reservation, passengers are requested to call Lake County Connection Call Center at (352) 326-2278 or 1-800-792-7003.

- **Passengers may schedule trips from 2 to 14 days in advance.**
- **Passengers may schedule up to three round trips with one phone call.**
- **Passengers will be limited to no more than three round trips in a given day.**
- **There is a minimum one-hour stay for all appointments.**
- **Managed Care Organization clients are required to call their respective transportation broker to schedule their transportation services.**

When making a reservation, have the following passenger information ready:

- **Client's name.**
- **Home address.**
- **Whether the passenger uses a wheelchair or other personal mobility device.**
- **Home telephone number, work or cell phone number.**
- **Birth date (An adult must accompany any child under age 15).**
- **Whether there are any other special considerations.**
- **Whether a service animal will be accompanying the passenger.**
- **Date transportation is needed.**
- **The time of the appointment or time the passenger needs to be at their destination.**
- **The time the passenger will need to be picked up for their return trip.**
- **The destination address, zip code and telephone number.**
- **The general purpose of the appointment.**
- **The drop-off and pick-up location (When making a reservation, give staff detailed information about the location. However, at larger facilities, such as hospitals, staff may request that the passenger wait in a common pick-up area that has been prearranged with the facility).**
- **An escort or companion is permitted to travel with the passenger. Please inform the reservationist at the time of making a transportation arrangement if an escort will be accompanying the passenger. All escorts must be at least 16 years of age and will not be charged a fare. A parent may also take one child who does not have an appointment with prior arrangements.**
- **Users of this service must provide their own child restraint devices and the device must meet the requirements of the Florida Child Safety Seat Law.**
- **Trips for day care may be provided when the parent is gainfully employed, attending school or the child has been court ordered to attend a day-care program. No minor child will be transported without an accompanying adult or guardian (the individual must be 16 years or older).**

Reservations for ADA service can be made one (1) day in advance.

Duplications are eliminated because the scheduling software prevents trips from being double booked.

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

Non-sponsored trips are allocated on a first call basis, standing orders are accepted for those who are going to dialysis and other related services. Trips are allocated based upon the guidelines of the sponsoring agencies.

Scheduling – How is the trip assignment to vehicles coordinated?

Based on passenger type (ambulatory, wheelchair or stretcher) and vehicle configuration and standing orders (vehicles are assigned to runs that have standing orders assigned to them based on location and destinations). Riders traveling from the same area to the same general vicinity are scheduled on the same vehicle as much as feasible.

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

Through origin and destination of the trips. When the call comes in the Customer Service Representative determines the origin, destination, time, the type of trip, allocation and the eligibility i.e. fixed route, paratransit or ADA and schedules accordingly.

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

Dispatchers and drivers use Verizon Direct Connect and all trips are maintained in Route Match. Most vehicles have GPS technology in order to provide real time information for all the vehicles. Drivers and dispatcher can provide real time information via communication through dispatch.

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

The CTC contracts with one operator, Ride Right Transport, LLC and they are monitored on an ongoing basis with one major evaluation a year. The CTC also meets weekly with the operator to discuss any issues that may have occurred. In addition, the FTA, FDOT, CTD as well as other funding partners monitor the program regularly.

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

Office functions are divided into reservations, scheduling and dispatching. Most "real time" trip problems are handled by dispatch. For example, if a driver is running late, dispatch might move a trip from the driver running late to help him/her to get back on schedule. In addition, the CTC will assist when necessary to get clients to critical appointments.

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

Through the Route Match software system. All trips are identified by funding source. For example: TD, Medicaid, FDOT, MFSC, APD, etc. Passengers must have been determined eligible prior to the trip being provided. Trips must be confirmed by the driver and part of the confirmation is the passenger pick-up time and mileage. Trips are also reconciled based upon the manifest, pick-up/drop off and vehicle mileage.

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

Through the scheduling software Route Match. All trips are identified by funding source. For example: TD, Medicaid, FDOT, MFSC, APD, etc. Passenger fares are based on funding source requirements. Fares collected by driver are totaled and deducted from the monthly amount the CTC pays the operator. After trips are verified in Route

Match and each funding partner is invoiced per our contract. Reimbursements are mailed or wire transferred to Board Finance.

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

Information is reported by the operator. The CTC examines and compiles the information prior to preparing the monthly reports for the TDCB, NTD and other sources. Staff also compiles various operational reports. Validations of the trips are done through the scheduling software. The Annual Operating Report is filed with the CTC on an annual basis.

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

The operator uses forty-two (42) county owned paratransit vehicles. The CTC provides the fuel as well as the vehicle maintenance. Fuel consumption and miles traveled are also monitored.

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

Public meetings such as the TDCB meeting and at any public transportation hearings/meetings that takes place throughout the year. In addition, the County staff will provide transportation information countywide at special events as well. Staff participates in various community events to make the public aware of the services.

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

The CTC has a written agreement with Ride Right to provide transportation services as well as the Coordination Contractors.

PA Staff Assigned to Review: T.J. Fish, Executive Director and Nancy Valenzano, TD Coordinator

I. RECORDS AND AREAS OF REVIEW

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

II. FINDINGS AND RECOMMENDATIONS

A. General Information

The Commission for the Transportation Disadvantaged designated Lake County Board of County Commissioners as the CTC for Lake County on March 7, 2013, effective July 1, 2013 – June 30, 2018. Lake County BCC/Lake County CTC is a local government entity.

Area of Noncompliance: None **Recommendation:** None **Timeline for Compliance:** None

B. Chapter 427, F.S.

To be in compliance with Chapter 427, F.S., Lake County BCC must meet the following requirements:

1) Execute uniform contracts for service using a standard contract, which includes performance standards for operators;(2) Collect annual operating data for submittal to the commission;(3) Review all transportation operator contracts annually;(4) Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan; Lake County currently is not providing school board transportation (5) In cooperation with a functioning coordinating board, review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies;(6) In cooperation with, and approved by, the coordinating board, develop, negotiate, implement, and monitor a memorandum of agreement including a service plan, for submittal to the commission; (7) In cooperation with the coordinating board and pursuant to criteria developed by the Commission for the Transportation Disadvantaged, establish eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys;(8) Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2);(9) Work cooperatively with regional workforce boards established in Chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

Area of Noncompliance: None

Recommendation: NA

Timeline for Compliance: NA

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

To be in compliance with Rule 41-2, F.A.C. Lake County must meet the following requirements: Ensure compliance with minimum liability insurance requirement; Ensure the purchaser that the Lake County CTCs operations and services are in compliance with safety requirements and continuing compliance with applicable state or federal laws relating to drug testing; Review with Coordinating Board, contracts on an annual basis to determine the effectiveness/efficiency of the Transportation Operator or renewal of Coordination Contracts; and adhere to locally developed and Commission approved standards.

Area of Noncompliance: None

Recommendation: NA

Timeline for Compliance: NA

D. Americans with Disabilities Act

Lake County CTC ensures all new vehicles, regardless of size, to be accessible and meets the system accessibility requirements. Lake County CTC also mandates service information be made available in accessible formats for visually and hearing impaired individuals. Lake County CTC provides schedules and reservation capabilities in alternative formats such as Braille or audio for the blind and use of a TDD or relay service for the deaf. Lake County CTC requires that both public and private transit providers adequately maintain accessible equipment. Out-of-order equipment is to be repaired promptly, and reasonable steps are taken to continue serving persons with disabilities while repairs are being made.

Area of Noncompliance: None

Recommendation: NA

Timeline for Compliance: NA

E. Bus/Van Ride

MPO and CTC staff along with TDCB members took part in the bus/van ride observation process of the Lake County Connection system. Bus rides are conducted on a quarterly basis. Details of the rides are included in workbook.

Area of Noncompliance: None

Recommendation: NA

Timeline for Compliance: NA

F. Survey Results

MPO staff conducts surveys on a quarterly basis. Survey results are included in workbook.

Area of Noncompliance: None

Recommendation: NA

Timeline for Compliance: NA

G. Follow-up of previous QAPE Review (if applicable)

Previous Area of Noncompliance:

Status: Lake County CTC is in compliance with the 2015 recommendations (update included in workbook)

H. Additional Observations

None

I. Current Year Trip and Equipment Grant (if applicable)

The Trip and Equipment Grant for Lake County currently runs from July 1, 2015 through June 30, 2016.

Area of Noncompliance: None

Recommendation: NA

Timeline for Compliance: NA

Recommendation: NA

Timeline for Compliance: NA

III. CONCLUSION:

2015 Recommendations and Update:

1. Coordinate with MPO staff, Operator staff and the CTC Evaluation Subcommittee to develop a Mystery Rider Program that allows board members and staff to call Lake County Connection and schedule a ride.
Status: Mystery Rider program has been established and is ongoing.
2. Ensure required signs are located on buses in uniformity ie: all paratransit buses have the same signs in the same location on buses. This includes bus numbers, local and CTD helpline phone numbers, Title VI sign, FDOT bus number on the outside of bus, LCC bus number on the inside and the outside of bus, the words Lake County Connection (or logo) posted on outside of bus and the words Public Transportation posted on outside of bus.
Status: All buses and signage will have required signage and branding by May, 2016.
3. Continue to explore the feasibility of keeping Medicaid transportation in the coordinated system.
Status: Due to Medicaid Broker System moving out of the coordinated system, the only Medicaid service Lake County Connection now provides is with MTM. The County is no longer exploring the feasibility of trying to keep the Medicaid Broker services in the coordinated system.
4. Consider a Lake County Connection Logo and separate Lake County Connection website.
Status: Lake County Connection has a new logo and the website is currently in the design process.
The logo for Lake County Connection features the words "Lake County" in a blue sans-serif font above the word "connection" in a larger, bold, blue sans-serif font. To the left of "connection" are three blue chevrons pointing to the right.
5. Recommend that any paratransit buses that are wrapped with advertisements have the Lake County Connection name prominently posted on the front or rear of the bus.
Status: Actively working with Graphics Direct to be in compliance with all of the required Lake County Connection information on the buses.
6. Monitor Fleet Maintenance for compliance with Section 5310 and 5311 Program Standards as it relates to preventative maintenance
Status: Complete, FDOT approved the Lake County new Preventative Maintenance Interval (PMI) March, 2016 to support a more efficient preventative maintenance.

2016 Recommendations/Commendations Approval June 6, 2016

Recommendation to the Lake County CTC:

1. Continue working with ADA and TD population to encourage travel training to help increase fixed-route ridership and manage paratransit service delivery.
2. Continue to monitor the impact of Medicaid changes on the transit industry and in neighboring jurisdictions to support trend analysis and planning for future paratransit service models.
3. Continue to monitor and observe the demand for ADA and TD Trips for Medicaid and industry changes in healthcare that affect transit.
4. Recommend continued research on the impact of land use on the provision of paratransit services. Specifically, partner with Lake County Planning Department and Municipal Planning and Zoning Agencies to incorporate adequate loading areas for ADA/TD clients at health and dialysis facilities. Develop a plan to incorporate transit staging areas as a development review and approval criteria for the siting of ambulatory and dialysis facilities which require parking and staging for multiple paratransit vehicles. This is a growing area of concern for Lake County Public Transit and our ability to serve the clients.

Commendations to the Lake County CTC:

1. Outreach program sharing transit data to municipalities via Commission Meetings to provide transit service information in a series of "Transit in Your Town" presentations on existing transit services and amenities.
2. Travel training initiative (Tavares special needs students and Vocational Programs). Continued training of clients to move them from ADA/TD if possible.