

Broward County Transportation Disadvantaged Service Plan Update

September 2016

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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Transportation Disadvantaged Service Plan Update/Amendment Table

☒ indicates areas that have been updated/amended

I.	Development Plan	<input checked="" type="checkbox"/>
A.	Introduction to the Service Area	<input checked="" type="checkbox"/>
1.	Background of the Transportation Disadvantaged (TD) Program	<input type="checkbox"/>
2.	Designation Date/history.....	<input type="checkbox"/>
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	d. Commission for the Transportation Disadvantaged (CTD) 5Yr/20Yr	<input type="checkbox"/>
	e. Broward Metropolitan Planning Organization (MPO) 2040 Long Range Transportation Plan (LRTP) Update	<input type="checkbox"/>
	f. Broward Metropolitan Planning Organization Transportation Improvement Program (TIP)	<input type="checkbox"/>
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	c. Employment	<input type="checkbox"/>
C.	Service Analysis	<input checked="" type="checkbox"/>
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2.	Needs Assessment.....	<input checked="" type="checkbox"/>
3.	Barriers to Coordination	<input checked="" type="checkbox"/>
D.	Goals, Objectives, and Strategies.....	<input checked="" type="checkbox"/>

Transportation Disadvantaged Service Plan Update/Amendment Table

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E.	Implementation Plan	<input checked="" type="checkbox"/>
1.	5-Year Transportation Disadvantaged (TD) Improvement Program	<input checked="" type="checkbox"/>
2.	Implementation Schedule	<input checked="" type="checkbox"/>
3.	2040 Long Range Transportation Plan (LRTP).....	<input checked="" type="checkbox"/>
4.	Transit Development Plan (TDP)	<input checked="" type="checkbox"/>
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Introduction

Purpose of the Plan

The Transportation Disadvantaged Service Plan (TDSP)/Coordinated Human Services Transportation Plan (CHSTP) outlines services and service parameters governing coordination of transportation services provided to the transportation disadvantaged (TD). The TDSP/CHSTP addresses requirements of the federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: MAP-21 furthers several important goals, including safety, state of good repair, performance and program efficiency.

MAP-21 gives the Federal Transit Authority (FTA) significant authority to strengthen the safety of public transportation systems throughout the United States. The act puts emphasis on restoring and replacing our aging public transportation infrastructure by establishing a needs-based formula program and asset management requirements. In addition, it establishes performance-based planning requirements aligning Federal funding with key goals and tracks progress towards these goals. Finally, MAP-21 improves efficiency with administering grant programs by consolidating several programs.

The Section 5310 Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program provides formula funding to increase mobility of seniors and persons with disabilities. The Federal goal of the Section 5310 Program is to provide assistance in meeting the needs of seniors and individuals with disabilities where public transit services are unavailable, insufficient or inappropriate. Funds are apportioned based on each state's share of targeted populations and are apportioned to states (for all areas under 200,000) and large urbanized areas (over 200,000).

Projects selected for Section 5310 funding must be included in a locally developed, coordinated public transit-human services transportation plan. Section 5310 funds may be used for the capital and/or operating expense of transit services to seniors and/or individuals with disabilities. Eligible expenses are limited to buses, vans or other paratransit vehicles (including sedans and station wagons), radios and communications equipment, wheelchair lifts and restraints, vehicle rehabilitation, vehicle overhaul, data processing hardware/software, other durable goods such as spare components with a useful life of more than one year and a per unit cost over \$300, initial installation costs, vehicle procurement/testing, vehicle inspection and vehicle preventative maintenance, passenger facilities related to Section 5310-funded vehicles, support facilities and equipment for Section 5310-funded vehicles, operating costs associated with providing transit service, costs associated with transit service that exceeds the requirements of the Americans with Disabilities Act (ADA) of 1990, projects that improve access to fixed route service and decrease reliance by individuals with disabilities on complementary paratransit, and alternatives to public transportation that assist seniors and individuals with disabilities with transportation. An applicant applying for preventative maintenance

costs must have a District-approved preventative maintenance plan and a cost allocation if activities are performed in house. The Federal 5310 share for eligible capital expenses may not exceed 80 percent.

At least 55 percent of program funds must be spent on types of capital projects eligible under the former Section 5310. The remaining 45 percent may be used for: public transportation projects exceeding requirements of ADA, public transportation projects improving access to fixed-route service and decreasing reliance by individuals with disabilities on complementary paratransit, or alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for operating expenses requires a 50 percent local match, while using these funds for capital expenses (including acquisition of public transportation services) requires a 20 percent local match. MAP-21 focuses on improving efficiency of grant program operations by consolidating certain programs and repealing other programs.

Plan Overview and History

The 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.

Broward County Board of County Commissioners (BCBCC) was officially designated as CTC of the Broward County service area on August 15, 1990, pursuant to Chapter 427, FS. In its role as CTC, the BCBCC has expanded access to 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/CHSTP update, required by the CTD, contains development, service and quality assurance components. This TDSP update addresses the Development Plan, Operation Element of the Service Plan and an update to Cost/Revenue Allocation and Rate Structure Justification. The TDSP operates in accordance with legislative requirements of Rule 41-2, FAC, in conformance with the CTD's "Coordinated Transportation Contracting Instructions" dated June 1996 and incorporates TDSP criteria provided by the CTD.

I. Development Plan

This section of the Transportation Disadvantaged Service Plan (TDSP) includes the Organizational Chart, Local Coording Board (LCB) Certification, Service Analysis, Goals, Objectives and Strategies and the Implementation Plan of the Transportation Disadvantaged Improvement projects.

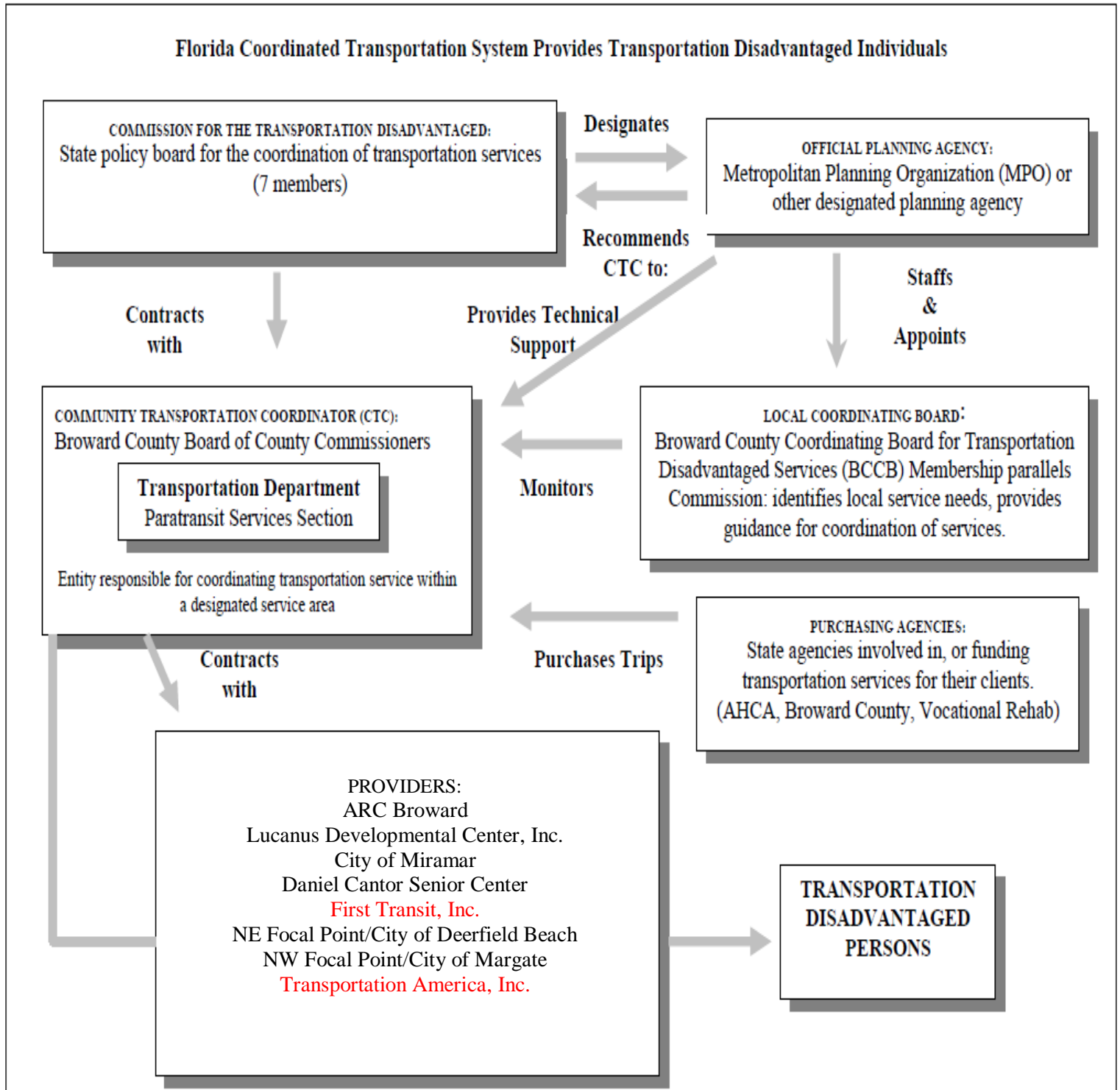
A. Introduction To The Service Area

3. Organizational Chart

5. Local Coordinating Board (LCB) Certification

Representative membership of the LCB , established pursuant to Rule 41-2.012(3), FAC, is located on page 10.

3. Organizational Chart



LOCAL COORDINATING BOARD (LCB) MEMBERSHIP CERTIFICATION

NAME (MPO/DOPA): Metropolitan Planning Organization
ADDRESS: 100 West Cypress Creek Road,
 8th Floor, Suite 850
 Fort Lauderdale, FL 33309-2112

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

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

SIGNATURE: 
 Gregory Stuart, BMPO Executive Director

DATE: September 12, 2016

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. CHAIRMAN	Mayor Joy Cooper	None	MPO
2. FDEA	Edith Lederberg (Vice Chair)	Shirley Snipes	Agency
3. CITIZEN ADVOCATE	Diane Smith	Vera Sharitt	11/30/2016
4. DISABLED COMMUNITY	Tom Ryan	Harry Kember	11/30/2018
5. ELDERLY (60+) COMMUNITY	Robert J. Siedlecki	Mark Levitt	11/30/2016
6. CITIZEN ADVOCATE/ SYSTEM USER	Vacant	Vacant	
7. VETERANS' COMMUNITY	Sharon Ross	Phillip Davis	11/30/2016
8. ECONOMICALLY DISADVANTAGED	Pamela Carre	Annette Wellington-Hall	11/30/2017
9. PUBLIC EDUCATION COMMUNITY	Carolyn Brownlee-Fuller	Christine Jenkins	12/31/2018
10. FDOT	Vacant	Wibet Hay	Agency
11. FDCF	Emilio Maicas	Maria Chiari	Agency
12. FDOE/VOCATIONAL REHABILITATION	S. Lynn Popejoy	Eva-Lyn Facey	Agency
13. AHCA/MEDICAID	Maria Hernandez	Marielisa Amador	Agency
14. CHILDREN AT RISK	Sue Gallagher	Catherine Baez Sholl	12/31/2018
15. PRIVATE TRANSPORTATION	Vacant	Diandre Hernandez	11/30/2017
16. MASS/PUBLIC TRANSIT INDUSTRY	CTC - No Member	None	
17. LOCAL MEDICAL COMMUNITY	Judith C. Elfont	Barbara Bateman	Agency
18. LOCAL WORKFORCE DEVELOPMENT BOARD	Melanie Magill	Samora Cunningham	Agency

C. Service Analysis

2. Needs Assessment

Broward County is the second largest county in Florida in terms of population and employment. The County has a larger senior citizen population, with 14.3 percent age 65 or older, than the national average, of 12.6 percent. These factors are key indicators of transit/paratransit use as are automobile availability, income, traffic, urban growth and land use/site planning. These factors contribute to the need for public transit in Broward County.

Based on 2010 US Census Bureau estimates, disabled senior individuals comprise 32% of Broward's population. Including economically disadvantaged persons, seniors, disabled, and economically disadvantaged populations comprise approximately 45% of Broward's population. Due to reduced employment opportunities for the disabled, they are also economically disadvantaged. As baby boomers age that percentage will rise, as will the demand for transportation disadvantaged (TD) services. Transportation alternatives must be available and accessible. As a result, Florida's population will reach 23.5 million by 2020 with one in four Floridians over the age of 65.

Major challenges include:

- ◆ Cost of service
- ◆ Proper allocation of funding
- ◆ Keeping up with demand
- ◆ Medicaid contract requirements and reduced funding
- ◆ Regionalization

Unmet needs of economically disadvantaged and low-income individuals include jobs providing at a minimum a living-wage income, benefits and transportation. Historical patterns of high vehicle ownership, low provision of public transportation and suburban sprawl have combined to create an environment where not owning a car is a serious barrier to employment and economic self-sufficiency. Almost 98 percent of Broward's workers drive to work because it is reliable, convenient, and flexible, while public transportation headways are long and routes do not offer direct connections to employment centers.

3. Barriers to Coordination

Identification of barriers is important to establish and operate an efficient system of TD services. Barriers to coordination and accessibility identified for Broward County include:

- ◆ Fragmentation inherent in a service area encompassing 31 municipalities

- How information is collected, retained and reported among providers, municipalities, agencies
- Regional coordination
- Lack of funding

In January 2016, the Local Coordinating Board (LCB) held a workshop that focused on identifying additional barriers that potential users of TD services face, such as confusion over eligibility requirements and the application process. The Community Transportation Coordinator (CTC) was present at the workshop to make note of these needs and to develop solutions. Since the workshop, the CTC has worked to implement some of these solutions, such as visiting LCB member organizations and providing guidance on the application process. The CTC will continue to work with LCB members organizations in this way going forward.

The Broward County Transportation Department operating as Broward County Transit (BCT) is responsible for countywide fixed-route and paratransit transportation services. BCT works closely with the Broward Metropolitan Planning Organization (MPO) in the development of plans and the analysis of transit issues. This process includes adhering to established transportation goals and policies, monitoring and evaluating existing service and service needs, developing improvements, and public review.

BCT provides Paratransit services known as Transportation OPtionS (TOPS!) for individuals meeting Americans with Disabilities Act (ADA) or TD eligibility requirements in addition to regular fixed-route and community bus services.

The Commission for the Transportation Disadvantaged (CTD) is a primary resource for information, guidance, oversight and legislative advocacy on behalf of the statewide coordinated system.

D. Goals, Objectives and Strategies

Transportation Disadvantaged Service Plan (TDSP) goals and objectives presented on pages 13 to 25 are consistent with Florida legislative and administrative requirements and support CTD goals. The TDSP is consistent with the Broward MPO's Long Range Transportation Plan (LRTP), BCT's Ten-Year Transit Development Plan (TDP) and simultaneously supports other planning efforts. Every effort is made to address regional issues outlined in the Strategic Regional Policy Plan for South Florida produced by South Florida Regional Council (SFRC).

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

E. Implementation Plan

The Five-Year Transportation Disadvantaged (TD) Improvement Program and Implementation Schedule are contained in the Implementation Plan. Updating these sections occurs annually as related to Transportation Disadvantaged Service Plan (TDSP) goals and objectives.

1. Five-Year Transportation Improvement Program (TIP)

The TD Improvement Projects are located in Section 6 – Transportation Disadvantaged within the current Transportation Improvement Program (TIP), which was adopted by the Broward MPO Board on July 14, 2016. Input and involvement received from governmental agencies, representatives of the private sector and citizen advocates are included as the TIP is multimodal in nature. See TIP projects on page 27.

2. Implementation Schedule

TDSP goals, objectives and strategies with the Schedule of Implementation are on pages 13 to 25.

3. 2040 Long Range Transportation Plan (LRTP)

The MPO's LRTP, known as Commitment 2040, guides the expenditure of federal, state and local transportation funds. The Plan addresses the transportation system (major pedestrian, bikeways, transit and highways) planning needs for a 20-year horizon. Also included in the primary LRTP tasks are: identification of goals and objectives, estimation of financial resources, identification of the future transportation system "needed," development of the Cost Feasible Plan, and the implementation of 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 considered for inclusion in the TIP.

Commitment 2040 builds on previous efforts by integrating existing ideas, concepts and plans with the latest available information and public opinion. Affordable projects (those that are considered to be financially feasible) are specific improvements we can afford to build over the next 24 years. Unfunded improvements are identified projects we cannot currently afford, but would implement should additional funding become available. New MPO programs will utilize eligible funds to accelerate the delivery of projects that support complete streets and other localized initiatives. For more information, please visit <http://browardmpo.org/index.php/core-products/long-range-transportation-plan-lrtp>.

4. Transit Development Plan (TDP)

The fiscal year (FY) 2016-25 TDP serves as the strategic guide for public transportation in Broward County over the next 10 years. The development of the TDP includes documentation and analysis of the demographic conditions in the BCT service area as well as the evaluation of existing transit services in Broward County, a review of market research and public involvement efforts, an analysis of immediate and longer-term transit service and capital project needs and a funding analysis and plan that initiates strategic approaches to maintaining and expanding transit services in Broward County for the next 10 years and beyond.

To view the complete TDP, please visit
<http://www.broward.org/BCT/Reports/Pages/TransitDevelopmentPlan.aspx>.

F. MPO Public Participation Plan (PPP)

The Broward MPO's policy on public participation is to create opportunities for 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. This policy lays the fundamentals in 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, Web pages and e-blasts.

One of the primary goals of the Broward MPO in providing public involvement is to ensure that transportation plans reflect community input and benefit all segments of the community equitably. The Broward MPO's PPP contains the following objectives to obtain this goal:

1. Informing the Public
2. Educating the Public
3. Involving the Public
4. Reaching Out to Communities
5. Improving Public Involvement

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

The MPO's PPP is on the web at:

<http://browardmpo.org/index.php/core-products/public-participation-plan-ppp> .

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
<p>Objective 1: Promote the provision of the most effective mix of transportation services that meets demands for sponsored and non-sponsored trips.</p> <p>Strategy #1: Maximize use of computer software by CTC and TOPS! Reservation Center in routing, scheduling and operating data.</p> <p>Strategy #2: Require Providers to develop and maintain records of pick-up / appointment times, referrals to CTC and trip denials.</p>	#1) Number of non-sponsored trips provided	Quarterly* reporting	Ongoing**	BCT
	#2) Number of clients and trips allocated to each Provider	Quarterly* reporting	Ongoing**	BCT
	#3) Number of non-sponsored trips delivered	Quarterly* reporting	Ongoing**	BCT

*Quarterly reporting to the LCB board

**Ongoing data recording by BCT

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
Strategy #3: Continue to maintain computerized trip information to monitor and manage the provision of TD services.	#4) Number of sponsored trips	Quarterly* reporting	Ongoing**	BCT
Strategy #4: Continue to develop an information system for marketing TD services.	#5) Number and kinds of services	Quarterly* reporting	Ongoing**	BCT
Strategy #5: Expand transit market by promoting and marketing BCT's "family of services."	#6) Accounting of marketing activities.	Quarterly* reporting	Ongoing**	BCT

*Quarterly reporting to the LCB board

**Ongoing data recording by BCT

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. Strategy #2: Continue efforts to market informational materials for riders.	#1) Number of new TD clients	Quarterly* reporting	Ongoing**	BCT
	#2) Total amount spent on marketing/public information	Ongoing**	Ongoing**	BCT
	#3) Number of Informational documents distributed	Ongoing**	Ongoing**	BCT

*Quarterly reporting to the LCB board

**Ongoing data collection by BCT

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
<p>Objective 1: Implement appropriate methods and procedures to accomplish cost-effective service delivery.</p> <p>Strategy #1: Continue monthly reporting process via computerized trip management system (CTMS) to monitor efficiency and cost effectiveness.</p>	#1) Cost to County per passenger trip	Monthly	Ongoing**	BCT
	#2) Cost to County per vehicle mile	Monthly	Ongoing**	BCT

*Quarterly reporting to the LCB board

**Ongoing data collection by BCT

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
<p>Objective 2: Ensure effective program administration.</p> <p>Strategy #1: Continue monthly reporting format to evaluate efficiencies and effectiveness of the TD program.</p> <p>Strategy #2: Ensure service plan adherence.</p> <p>Strategy #3: Continue monthly reporting process via CTMS to monitor efficiency, cost effectiveness and quality.</p>	#1) Annual evaluation of CTC performance by the Local Coordinating Board	May 2016	Complete	LCB CTC
	#2) Quality Assurance Performance Evaluation performed by Florida Commission for the Transportation Disadvantaged	Ongoing**	Ongoing**	CTD
	#3) Passenger trips per hour	Quarterly* reporting	Ongoing**	BCT
	#4) Passenger trips per vehicle mile	Quarterly* reporting	Ongoing**	BCT

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

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
<p>Objective 3: Promote utilization of the most cost-effective transportation mode.</p> <p>Strategy #1: Continue monthly reporting process via CTMS to monitor usage and effectiveness of the TD program.</p> <p>Strategy #2: Promote and continue monthly bus pass program for individuals and large user agencies.</p>	#1) Percent fixed-route trips are of total trips	Monthly	Ongoing**	BCT
	#2) Percent group-trips (program trips) are of total trips	Monthly	Ongoing**	BCT
	#3) Percent subscription trips are of total trips	Monthly	Ongoing**	BCT
	#4) Number of TD bus pass sales	Monthly	Ongoing**	BCT
	#5) Number of valid applicants	Monthly	Ongoing**	BCT

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

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
<p>Objective 1: Encourage courteous service and passenger satisfaction.</p> <p>Strategy #1: Conduct transportation evaluations for quality services.</p> <p>Strategy #2: Utilize surveys to receive feedback from riders and maintain quality service.</p>	#1) Number of complaints/grievances filed against the system	Ongoing**	Ongoing**	BCT CTD
	#2) Analysis of quality survey results	April 2016	Completed / Ongoing**	LCB
	#3) Percentage of satisfied clients	April 2016	Completed / Ongoing**	LCB CTD

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

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 service plan. Strategy #2: Update and promote paratransit rider's guide.	#1) Percent on-time (pick-up and/or drop-off)	Quarterly* Report	Ongoing**	BCT
	#2) Number of trip requests referred to other Providers	Ongoing**	Ongoing**	BCT
	#3) number of complaints filed	Quarterly* Report	Ongoing**	CTD

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

	#4) Number of guides produced and distributed	Ongoing**	Ongoing**	BCT
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*Quarterly reporting to the LCB board **Ongoing data collection by BCT

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). Strategy #2: Conduct FDOT System Safety Plan evaluations for transportation Providers.	#1) Vehicle accidents per 100,000 vehicle miles	July 2016	Complete	BCT
	#2) Road call rate per passenger trip	July 2016	Complete	BCT
	#3) FDOT Summary Report			

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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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
<p>Objective 1: Maintain and increase funding meet the continued demand for paratransit services.</p> <p>Strategy #1: Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding TD services.</p> <p>Strategy #2: Continue to pursue funding for non-</p>	<p>#1) Total funds received from TD Trust fund</p> <p>#2) Total funds received from</p>	<p>June 2017</p> <p>Ongoing**</p>	<p>Ongoing</p> <p>Ongoing**</p>	<p>LCB</p> <p>MPO</p> <p>BCT</p> <p>BCT</p>

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

sponsored trips.	current sources	Ongoing**	Ongoing**	BCT
	#3) Total funds received from new sources			

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

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
<p>Objective 2: Encourage public and private agencies to identify and allocate sufficient funds to meet transportation needs of their program participants.</p> <p>Strategy #1: Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding transportation service for their clients.</p>	<p>#1) Total funds budgeted by state agencies in the coordinated system</p> <p>#2) Total funds spent by state agencies in the coordinated system</p> <p>#3) Total funds budgeted to provide sponsored trips</p>	<p>June 2016</p>	<p>Complete</p>	<p>BCT LCB MPO</p>

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

by non-state agencies
 #4) Total funds spent to provide sponsored trips by non-state agencies

*Quarterly reporting to the LCB board **Ongoing data collection by BCT

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

GOAL 5: ENSURE TD PROGRAM ACCOUNTABILITY. (Continued)

	PERFORMANCE MEASURE	EST. DATE OF COMPLETION	CURRENT STATUS	RESPONSIBLE AGENCY
<p>Objective 2: Collect, compile, report and maintain data necessary for evaluation of the local Transportation Disadvantaged program.</p> <p>Strategy #1: Evaluate monthly status reports; quality control reports; and Provider meetings and marketing activities.</p>	<p>#1) Completion of annual CTC performance evaluation performed by the Local Coordinating Board and recommendation by MPO</p> <p>#2) Review and dissemination</p>	<p>June 2016</p>	<p>Completed</p>	<p>LCB MPO</p>

BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

<p>Strategy #2: Maintain all records including complaint resolution; TD eligibility list; coordination agreements and facilitating audit and review activities.</p>	<p>Of performance evaluations as conducted by FCTD Commission staff</p>	<p align="center">Ongoing**</p>	<p align="center">Ongoing**</p>	<p align="center">CTD BCT</p>
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*Quarterly reporting to the LCB board

**Ongoing data collection by BCT

FUNDED PROJECTS LISTING

SECTION 6



TRANSPORTATION DISADVANTAGED

Broward MPO Transportation Improvement Program - FY 2017 - 2021

Phase	Fund Source	2017	2018	2019	2020	2021	Total
BROWARD CO. - FM# 4320271 (TIP#)							*Non-SIS*
Type of Work: TD COMMISSION - CAPITAL					Lead Agency: FDOT		
Project Type: State Managed					LRTP#: PG 52		
TD COMMISSION TRIP AND EQUIPMENT GRANT PTO, FORMERLY 2370361							
OPS	TDTF	3,803,488	0	0	0	0	3,803,488
OPS	TDDR	265,000	0	0	0	0	265,000
OPS	LF	416,213	0	0	0	0	416,213
Total		4,484,701	0	0	0	0	4,484,701
<i>Prior Years Cost</i>			<i>Future Years Cost</i>			<i>Total Project Cost</i>	
						4,484,701	
BROWARD CO. - FM# 4320291 (TIP# 521)							*Non-SIS*
Type of Work: TD COMMISSION - CAPITAL					Lead Agency: FDOT		
Project Type: State Managed					LRTP#: PG 52		
TD COMMISSION PLANNING GRANT PTO, FORMERLY 2370362							
PLN	TDTF	58,063	0	0	0	0	58,063
Total		58,063	0	0	0	0	58,063
<i>Prior Years Cost</i>			<i>Future Years Cost</i>			<i>Total Project Cost</i>	
						58,063	
BROWARD VOLUNTARY DOLLARS FOR COMMISSION TD - FM# 4320281 (TIP#)							*Non-SIS*
Type of Work: TD COMMISSION - CAPITAL					Lead Agency: FDOT		
Project Type: State Managed					LRTP#: PG 52		
TD COMMISSION - CAPITAL VOLUNTARY DOLLARS COMMISSION TD, FORMERLY 2370363							
ADM		938	0	0	0	0	938
Total		938	0	0	0	0	938
<i>Prior Years Cost</i>			<i>Future Years Cost</i>			<i>Total Project Cost</i>	
						938	
TRANSPORTATION FOR THE DISADVANTAGED - FM# 565 (TIP# 565)							*Non-SIS*
Type of Work: TD COMMISSION - OPERATING					Lead Agency: Transportation Disadvantaged		
Project Type: State Managed					LRTP#: PG 52		
COUNTY COMMISSION CONTRIBUTION TRANSPORTATION OF DISADVANTAGED CLIENTS							
OPS	LF	385,000	0	0	0	0	385,000
Total		385,000	0	0	0	0	385,000
<i>Prior Years Cost</i>		18,000,000	<i>Future Years Cost</i>			<i>Total Project Cost</i>	
						18,385,000	

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II. Service Plan

A. Operations Element

BCT serves residents through a combination of fixed-route public transit, paratransit and community bus services. Within the coordinated paratransit system, 27 agencies offer transportation to their clients.

1. Types, Hours, and Days of Service

Types of Service	Hours and Days of Service
TOPS! Reservation Call Center	Available during published BCT operating hours 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 published BCT operating hours 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 accessible feeder service available to Tri-County Commuter Rail	Seven (7) days-per-week, generally 5:00 a.m. and 11:00 p.m., Monday through Friday; 6:00 a.m. to 11:30 p.m., Saturdays; and 8:00 a.m. to 6:30 p.m., Sundays and holidays.
Developmental Services provides ambulatory and wheelchair transportation	Generally, 6:00 a.m. to 6:00 p.m., Monday through Friday, or as scheduled by individually sponsored programs.
Local municipalities provide ambulatory and wheelchair accessible service	Usually on weekdays 8:00 a.m. to 5:00 p.m.
Coordinated Agencies	Varies by agency, usually on a weekday basis, 8:00 a.m. to 5:00 p.m.

Cost of Service

See Appendix A “Rate Structure.”

Use of Fixed-Route Service

All BCT buses and community buses are wheelchair accessible (equipped with lifts and kneelers—this is helpful for non-wheelchair passengers who cannot navigate steps). Bus fare is \$12.00. BCT offers 31-day discounted bus passes to elderly, youth, college students and disabled riders. For information on bus service and routes, call 954-357-8400, option 1, or go to <http://www.broward.org/bct>. Community bus fares range from free-of-charge to \$1.00, depending on community. For information on community bus services and routes, go to <http://www.broward.org/bct/communitybuses.htm>.

TOPS! Paratransit Service offers free personal travel training services for elderly and disabled riders able to use the bus system but are unfamiliar with it. For travel-training information, call 954-357-7705.

All registered TD Conditional Paratransit clients may ride BCT’s fixed-route buses free-of-charge without affecting paratransit eligibility. For information, call 954-357-8400, option 2.

Clients requesting transportation services receive fixed-route service. Those unable to navigate the fixed-route service independently are encouraged to apply for TOPS! Paratransit Service. Granting ADA/ TD conditional approval allows disabled clients who can use the fixed-route bus service for some trips to do so and use paratransit service for only trips where bus service is not accessible or conditions apply.

BCT’s dedication to continue to improve the fixed-route bus service shows in the following listed improvements that enhance accessibility:

- 3,777 bus stops are ADA accessible out of 4,587 ADA eligible stops.
- All bus drivers 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 inside buses and at bus stops, complies with ADA regulations.

Other Community Service Sponsored Trips

Various community non-profit agencies participating in the Section 5310 program provide transportation for eligible clients currently 25 agencies participate in the Coordination Agreement 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 (7) days-a-

week by calling TOPS! Reservation number, 1-866-682-2258 or online at www.mytopstrips.org twenty-four (24) hours a day. Reservations must be scheduled a minimum of one (1) to a maximum of three (3) days in advance.

Same-Day Service

It is at the discretion of BCT and 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. TOPS! Paratransit program does not provide emergency or stretcher transportation.

Subscription Trips

Subscription trips are for an individual going to-and-from the same origin and destination at the same time, at least two (2) days-per-week and requests trips through a standing reservation rather than daily requests. CTC maintains documentation of subscription service provided by funding components. Subscription trips comprise approximately 69% **of total trips**.

2. Accessing Services

Access BCT services by calling BCT Paratransit Customer Services Section, (954) 357-8400 or 1-800-599-5432 (toll free within Miami-Dade, Broward and Palm Beach Counties) or TTY (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 riders with trip questions or concerns may call 1-866-682-2258 and speak with a reservation agent Monday - Friday 4:40 a.m. to 12:40 a.m., Saturday, Sunday and Holidays 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.

Clients 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 telephone number for BCT and Paratransit Customer Services Section. Aging & Disability Resource Center of Broward County, Agency for Persons with Disabilities, Henderson Behavioral Health Center, 211 and other community organizations provide similar directories of services available to the public. BCT publishes a *Paratransit Services Rider's Guide* that details how to access service. The *Paratransit Rider's Guide* is current. BCT's materials are available in alternate forms upon request.

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

Client Pick-Up

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

Cancellations and "No-Show" Policies

A trip is a "no-show" if client calls to cancel a trip less than two (2) hours before scheduled pick-up time, places a request for service but does not meet the ride upon arrival or is not ready to board within five (5) minutes after arrival of the ride during the pick-up window and vehicle departs without them. An excessive accumulation of "no-shows" may result in suspension of service.

When assigned Provider fails to pick-up a client for a scheduled trip, it is considered a missed trip. A missed trip is an arrival of the vehicle by more than one (1) hour after scheduled pick-up time

Procedures for Dispatching Backup or After-Hours' Service

Provider is responsible for all pre-scheduled trips. If a vehicle is late, clients may call TOPS! Reservation Center for the estimated time of arrival. The CTC has client service representatives available on weekdays to answer questions. If pick-up does not occur, clients may contact TOPS! Paratransit Customer Service Section at (954) 357-8400 or 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 back-up 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 FCTD, and in cooperation with LCB, developed TD eligibility guidelines for Broward County residents. CTC requires a completed, written application on file for all TD participants (applications are available in alternative formats). In-person or telephone assistance in completing applications is available by request. Applicants requesting door-to-door paratransit service must have the medical page(s) completed and signed by a Florida licensed physician.

CTC eligibility team reviews submitted applications. Staff evaluate each application to

ensure compliance with current Federal Poverty Guidelines at the 225 percent level and not eligible/receiving transportation from other source(s) and for Door-to-door paratransit applicant to ensure physical and/or mental disability criteria is 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, participant will receive an Award Letter, a Bus Pass Request Card and a 31-day 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 monthly TD bus pass is a request card to submit to receive the next 31-day TD-funded bus pass.. Participant shall mail TD Bus Pass request card no more than two (2) weeks prior to current bus pass expiration date. Additionally, CTC Travel Training will be available to train participants how to use fixed-route bus system. Participants must apply for eligibility every year prior to expiration of current eligibility period. Clients receive a thirty (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 and requesting a TD application or picking up an application at Government Center West, 1 N. University Drive, Plantation, FL 33324. Participants seeking certification 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 and a TOPS! *Rider's Guide* is mailed to the participant. Participants are limited by mileage or facility type to: dialysis facility within five (5) miles of residence; radiation/chemotherapy facility within ten (10) miles of residence; all other trips are limited to closest facility to residence. Participants enrolled in TD door-to-door paratransit program must apply for eligibility every year prior to expiration of their current eligibility period. Clients receive a thirty (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 application or picking up an application at Government Center West, 1 N. University Drive, Plantation, FL 33324. Participants seeking eligibility for TD service must complete full eligibility determination process. 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.

BCT paratransit has a TD-funded fare assistance program for eligible ADA riders. ADA-eligible Door-to-Door riders who have financial difficulty paying the fare and meet TD income eligibility can apply for fare assistance by contacting BCT customer service (954) 357-8400. Eligibility for TD fare assistance will expire annually on the same date

of the following year.

Appeals to Determinations of TD Eligibility

TD program applicants receive eligibility determinations in writing with the reason(s) for the decision. Ineligible applicants may appeal this determination in writing. Written instructions on how to appeal are included in the Letter of Determination. All appeals receive consideration on an informal basis with a review for completeness and new or additional information. Appellants whose appeal requests are complete and not resolved at the informal level, may ask for their case to be reviewed at the formal level by the seven (7) member TD Eligibility Appeals Board (Board).

Applicants for TD Paratransit/Bus Pass or current TD Paratransit riders may appeal the following:

- a. Determination an applicant is not eligible for TD Paratransit/Bus Pass services;
- b. Conditions placed upon eligibility for use of TD Paratransit services;
- c. Suspension of Paratransit/Bus Pass services for any reason

Provision of TD Paratransit service is suspended during the period between receipt of an appeal of initial determination regarding eligibility and determination of the Board Decisions not issued within thirty (30) days of hearing, paratransit service is provided from the thirty-first day until a decision to deny appeal is issued.

Trip eligibility appeal: Service for trip in question will continue through the conclusion of the appeal hearing.

Suspension of service appeals: For any reason other than violent, seriously disruptive or threatening behavior, service will continue through the conclusion of the appeal hearing.

Suspension of service for violent, seriously disruptive or threatening behavior: Service stops until receipt of the appeal decision.

TD Eligibility Determination Appeals Committee

The CTC and the Coordinating Board have an established eligibility appeal process for the clients. The CTC, in cooperation with the LCB, may establish a review committee appointed by the LCB for TD eligibility appeals if so desired by the applicant.

Appeal Procedures

All persons found ineligible to receive services will receive information on how to appeal a decision of denial or suspension.

Filing an appeal

1. All appeals must be in writing to Paratransit Manager, Transit Division, 1 North University Drive, 3100-A, Plantation, Florida 33324.
2. Send appeals in writing within sixty (60) days of receipt of original determination of ineligibility or suspension. The appeal is accepted on the next subsequent business day if the sixtieth day after original determination or trip denial is on a weekend or legal holiday.
3. To receive an overturn of a decision the appellants must state in the written appeal the reason(s) the determination does not accurately reflect their ability to use fixed-route bus service, why suspension is inappropriate or why they are seeking reconsideration of the determination of their application.
4. To offer the Board information for consideration submit all information about the specific functional ability of the appellant or relating to the general nature of individual's disability and any other additional documentary along with a list of witnesses expected to appear on behalf of appellant.
5. Hearings are as soon as practicable after receipt of appeal but no later than thirty (30) days after receipt of appeal unless otherwise agreed between parties

Appeal Hearing Procedures

1. It is the burden of the Appellant to establish the reason(s) to determine if eligibility is modified or reversed based upon facts and adherence to the TD Paratransit eligibility standards.

2. Testimony is under oath.
3. Copies of original application submitted by appellant (including medical verification), written determination of eligibility appeal form and any additional material submitted by applicant in filing appeal will be provided to Board at least three (3) days in advance of hearing.
4. Board Members shall not participate in or allow any ex-parte communications concerning substantive issues of appeal with appellant, paratransit section staff or third party consultant involved in decision under appeal.
5. Board may exclude irrelevant, immaterial or unduly repetitious evidence but all other evidence commonly relied upon by reasonably prudent persons in the conduct of their affairs may be ruled admissible, whether or not such evidence would be admissible in proceedings in Florida courts. Any part of evidence may be received in written form.

Hearsay evidence may be used for purpose of supplementing or explaining other evidence but shall not be sufficient in itself to support a finding, unless it would be admissible over objection in civil actions.

6. Board shall hear and consider:
 - (a) Information provided in original application and through medical verification
 - (b) Additional information, written or verbal, received from appellant
 - (c) Report of paratransit staff or third-party eligibility consultant concerning appellant's eligibility
 - (d) Statements of appellant, his-her advocate and other witnesses offered by appellant
 - (e) Information from paratransit staff regarding services, architectural or other barriers impacting access to and use of fixed-route service or other eligibility criteria; and
 - (f) Other material and statements deemed by Board to be germane for consideration of appellant's eligibility/suspension of TD Paratransit services.
7. Board shall render a decision and shall direct Board's counsel to prepare a letter to appellant regarding its determinations. Board will specify and the letter shall explain in detail, rationale for any decision which denies or limits Paratransit service eligibility.

8. Board will normally render its decision immediately. If Board determines it must delay a decision in order to obtain further information regarding appeal, FCTD regulations pertaining to presumptive eligibility shall apply.
9. If appellant decides to appeal any decision by Board, appellant will need a record of the proceedings. It will be appellant's responsibility to ensure a verbatim record of the proceeding is made which record includes testimony and evidence upon which appeal is to be based. Judicial review of this final administrative decision may be pursued through the Circuit Court for the Seventeenth Judicial Circuit, within thirty (30) days of rendition of written determination of Board.
10. Board shall adopt such additional procedures as necessary to carry out its functions.

Prioritization

Currently there is no prioritization of trips.

Fare Changes

- Effective February 1, 2014 the Commission 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 Providers and Coordination Contractors

A five-year Paratransit contract went into effect January 1, 2015. Two (2) Providers, and six (6) sub-contractors provide approximately 2,581 weekday, 678 Saturday and 463 Sunday trips (see Appendix B, "Providers and Coordination Contractors) during this reporting period. There are currently 9,428 eligible clients registered. TOPS! Providers are selected under the competitive bid process established by Florida's Administrative Code.

4. Public Transportation Utilization

BCT provides service to 410 square miles within Broward County. BCT buses connect with Palm Beach and Miami-Dade transit systems and Tri-Rail. BCT buses provide connections to the community's multimodal transportation network and system-wide connections at three (3) transfer terminals: Broward Central Terminal (downtown Fort Lauderdale); West Regional Terminal (Plantation) and Lauderhill Mall Transfer Facility (Lauderhill).

BCT has 351 fixed-route buses (all are 100% accessible via lifts and hydraulic kneelers), 87 community buses operated in partnership with 18 municipalities and Tri-Rail feeder shuttles. BCT transports 39.6 million passengers annually. There are 44 routes in service on weekdays, 39 on Saturdays, and 29 on Sundays and holidays.

BCT provides free Wi-Fi on 441, U.S. 1 Breeze routes, University Drive Breeze, all 6 express routes and the Broward Central Terminal. Currently BCT operates sixty-seven (67) 40' hybrid buses, twenty-nine (29) articulated diesel buses and nineteen (19) hybrid articulated 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 provides English, Spanish and Creole languages on its Web site. Translated versions are located at BCT's home page at www.broward.org/bct by selecting "Language Chooser". Translation is not available at this time for Bus schedules and maps, as these web pages identify departure and arrival times, bus stop locations, landmarks and other non-translatable terms.

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

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.

Bus passengers who prefer online trip planning assistance for travel on Broward County Transit (BCT) can log on to Google Transit™ at www.google.com/transit.

Google Transit™ is a feature of Google Maps™ providing public transportation trip planning as an alternative to driving directions. Passengers start by entering starting and ending destinations 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.

Bus passengers and authorized vendors may purchase bus passes online. Visit www.broward.org/bct and click "Purchase Bus Pass." Purchase is available 24-hours-a-day, seven (7) days-a-week, on a confidential and secure BCT online site that accepts all approved major credit cards. Only 10-Ride, 7 and 31-Day Adult passes are available online.

31-Day Reduced Fare passes for youth, seniors, disabled, Medicare recipients and college students cannot be purchased online as valid BCT identification is required. Riders may purchase passes at the Broward Central Terminal, all County libraries and select check cashing store locations throughout Broward County. The All-Day pass is not available online and is sold only on-board busses.

Online bus pass orders are processed at no extra cost using standard shipping via

United States Postal Service. Online purchasers will receive an e-mail confirming the order and should allow seven (7) to ten (10) business days for delivery. For information about online bus pass purchases, contact the BCT Communications Section, 954-357-6786.

Bus fares effective October 1, 2015:

Transit Fare Types	Effective October 1, 2015
Regular One-Way Fare (Base Cash)	\$ 2.00
Reduced Youth/Senior/Disabled/Medicare	\$ 1.00
10-Ride Pass	\$20.00
All Day Pass	\$5.00
Reduced Youth/Senior/Disabled/Medicare	\$4.00
7-Day Pass	\$20.00
31-Day Adult Pass	\$70.00
Reduced Youth/Senior/Disabled/Medicare	\$40.00
Reduced College Student	\$50.00
Express Regular One Way Fare	\$2.65
Express Senior/Youth/Disabled/Medicare One Way Fare	\$ 1.30
Express Premium 10-Ride Pass	\$26.50
Express Premium 31-Day Pass	\$95.00

Passengers transferring from BCT to Miami-Dade Transit (MDT), Palm-Tran or Tri-Rail system receive a free transfer and must pay appropriate fare on the other transit system.

Passengers transferring from MDT, Palm Tran or Tri-Rail, will be required to pay \$.50 with a transfer issued by MDT, Palm Tran or Tri-Rail pass.

BCT collaborates with Broward County Homeless Initiative Partnership Administration to provide discounted bus passes, (50%), to agencies in Broward County serving homeless individuals.

5. Vehicle Inventory

All Broward County vehicles receive an inspection 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. FDOT receives a safety certification for each operator.

Coordination Agreement Providers complete: an annual Automotive Service of Excellence inspection on transportation vehicles; vehicle On-line Preventative Maintenance Planning and Training; A, B or C level vehicle inspections; and FTA Maintenance Plans are updated annually. BCT completes annual monitoring evaluations.

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).

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 (3) counties have designated transfer locations for paratransit clients transferring across service areas and have an inter-county service agreement for paratransit delivery. The Broward County Board of County Commissioners has approved the expansion of the Paratransit service area to now include the Florida Atlantic University campus. Effective April 11, 2016, TOPS customers going to the FAU campus in Boca Raton will no longer be required to transfer with Palm Tran Connect at the Mizner Park transfer location. TOPS customers can 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 91,034 inter-county trips for the year averaging 1,750 trips per week

8. Natural Disaster/Emergency Preparedness

As a primary agency (Broward County Emergency Service Function #1), BCT, including Paratransit Services Section, maintains a special needs transportation capability by 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 and do not pay any fare under emergency conditions.

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 clients, Broward County's Human Services Department initiated the Special Needs Task Force (SNTF). SNTF meets monthly to address issues including client eligibility, registration, transportation services, shelter staffing, inspections and shelter supplies

and inventory, electrical, plumbing, and medical and oxygen needs, public awareness, etc.

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

CTC staff completed or recertified the following during this period.

- Required NIMS training and certification (ICS-100, ICS-200, ICS-300 (manager), and ICS-700) completed.
- Required training on WebEOC, software program utilized by Emergency Operations Center (EOC) completed.
- CTC staff provided updated training for EOC Call Center staff on policies and procedures for arranging special needs transportation during an emergency.
- Attended training on development and implementation of "Continuation of Operations Plan" (COOP).
- Updated Paratransit Services COOP for inclusion in BCT's COOP.
- Updated Paratransit Services "Hurricane Evacuation Plan" and Standard Operating Procedures.
- Attended the following:
 - o Workshop on Public Information During Activations
 - o Table Top Exercise Procedure Training
 - o County Emergency Response Team (Emergency Support Function 1 [ESF-1] Table Top Exercise
 - o County ESF-6, ESF-8, ESF-11 and ESF-18 Table Top Exercise
 - o 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 benefits of riding public transportation. The section responds to a myriad of client inquiries and provides personal trip planning through the "client information telephone center" and web-based Google Transit™ accessible on agency's web site.

The BCT's website at www.broward.org/bct receives improvements as needed.

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 to afford riders an opportunity to store their Bicycles during transport.

BCT has partnerships with Tri-Rail, Transportation Management Association (TMA) 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 South Florida Regional Transportation Authority (SFRTA), which 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 (3) international airports: Miami International, Fort Lauderdale/Hollywood International and Palm Beach International. Representatives from the CTC and Planning Agency serve on SFRTA ADA Advisory Committee.

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

III. QUALITY ASSURANCE

Chapter 427, Florida Statutes (FS), Rule 41-2, Florida Administrative Code (FAC) and the Local Coordinating Board (LCB) Operating Guidelines prescribe the Community Transportation Coordinator (CTC) evaluation process that summarizes the CTC's strengths and weaknesses over the past year in terms of implementing Chapter and Rule, MOA and goals and objectives in the Transportation Disadvantaged Service Plan (TDSP). The LCB has the responsibility to conduct the evaluation of the CTC. The LCB staff completes the evaluation process utilizing Florida Commission for the Transportation Disadvantaged (CTD)-approved criteria. A copy of the evaluation is provided to the Metropolitan Planning Organization (MPO) and the CTD receives a copy of the results of the evaluation. The fiscal year (FY) 2014-2015 CTC Evaluation received LCB approval on May 9, 2016, MPO approval on June 9, 2015, and was submitted to the CTD on July 7, 2016. The CTD approved the evaluation recommended by the LCB for the Broward County Board of County Commissioners / Transportation Department to continue as the CTC for Broward County.

B. LOCAL GRIEVANCE PROCEDURES/PROCESS

Paratransit Service Complaint and Grievance Procedures

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

COMPLAINT AND GRIEVANCE PROCEDURES
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD

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

COMPLAINT PROCEDURES

1. The client or client's advocate contacts the Call Center, using the telephone number posted in the vehicles citing a date and time and the reason for the complaint.

2. All complaints/compliments will be documented via the complaint module within the CTMS system. Complaints must be registered directly with the Call Center or COUNTY. The Call Center and/or COUNTY will input all such complaints in CTMS and assign each complaint to the provider for resolution.

3. 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 by the Contract Administrator prior to issuance to the customer. The provider shall notify the customer and COUNTY of the disposition of the complaint in writing within five (5) calendar days of receipt of said complaint. COUNTY reserves the right to change the complaint procedures.

4. . The CTC forwards the complaint to the appropriate contractor. The contractor is required to respond to complaints of a safety, security and/or of a severe nature within 24 hours immediately and other complaints within 5 business days.

5. The CTC requires that providers treat all customer concerns related to performance as complaints.

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

GRIEVANCE PROCEDURES

1. A letter stating the problem is sent to the Community Transportation Coordinator (CTC) Program Manager. The letter should outline the nature of the alleged complaint, the transportation operator involved and, where applicable, the date, time and place where the incident occurred.
2. A 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 letter. In addition, the written response shall advise grievant of the following:

- a) The existence of the Ombudsman helpline and provide grievant with the helpline's toll free telephone numbers; and
3. If the complainant is not satisfied with the reply or if the complaint has not been settled to the satisfaction of the complainant, the complainant may, within ten (10) working days of receiving the CTC Program Manager's response, request that a meeting be convened by the CTC Program Manager. The CTC Program Manager must schedule the meeting, within ten (10) working days of the notice by the complainant that such a meeting is requested, with the person or agency registering the complaint, the CTC Program Manager, the operator under contract, and the contracting agency.
- 4) If the complaint cannot be resolved as outlined above, the complainant must notify the CTC Program Manager by certified mail, return receipt requested, within ten (10) working days of the date of the meeting, of the complainant's intention to appeal the decision to the Coordinating Board.
- 5) Upon receipt of complainant's letter requesting appeal, the CTC Program Manager shall request the Coordinating Board to consider said appeal and to convene the Grievance Committee.

GRIEVANCE COMMITTEE PROCEDURES

- 1) The Grievance Committee has the power to hold hearings, conduct investigations and take testimony in all matters relating to complaints or grievances brought before the Committee.
- 2) If the CTC Program Manager receives notice of an appeal, a notice of hearing is served on the operator stating the nature of the complaint and the time and place of the hearing scheduled before the Grievance Committee.
- 3) Notice provided by the CTC Program Manager must provide the operator of services with no less than ten (10) days, excluding Saturdays, Sundays and legal holidays, written notice of the time, date, and place of the hearing. The said Notice of Hearing must be sent by certified mail, return receipt requested, to the last known address of the operator of the services.
- 4) In any hearing before the Grievance Committee irrelevant, immaterial or unduly repetitious evidence will be excluded. All other evidence of a type commonly relied upon by reasonably prudent persons in the conduct of their affairs will be admissible whether or not such evidence would be admissible in the courts of Florida.
- 5) Each party has the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, to examine opposing witnesses on any relevant matter, even though the matter was not covered under direct examination, and to impeach any witness regardless of which party first called the witness to testify.
- 6) After an evidentiary hearing, the Grievance Committee submits to the Coordinating Board its recommended order consisting of findings of fact, conclusions of law and recommendations.
- 7) The Coordinating Board may adopt the recommended order as its final order. The Coordinating Board may reject or modify the conclusions of law and recommend final action, but may not reject or modify the findings of fact, unless it first determines from a review of the complete record and states with particularity in its final order, that the findings of fact were not based on competent substantial evidence or that the proceedings in which the findings were based did not comply with the essential requirements of law.

- 8) All meetings and hearings must be open to the public and advertised, but the public will not be given the opportunity to participate. Minutes will be kept at each hearing.
- 9) Appeal from the decision of the Coordinating Board is by certiorari to the circuit court in accordance with the Florida Rules of Appellate Procedure.
- 10) CTC will submit to the LCB board the following reports by the last LCB meeting of the fiscal year:
- Grievance report and the resolution(s).
 - A comprehensive annual TD rider's report which includes number of riders and number of trips provided.

C. EVALUATION PROCESSES

2. CTC Monitoring Procedures of Providers and Coordination Contractors

Operators:

- a. Providers are required to provide BCT with updated Driver Rosters by the twentieth (20)-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 (2) 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 providers' 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, Florida Commission for the Transportation Disadvantaged (CTD) standards, and Florida Department of Transportation (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 work station, 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 Computerized Trip Management System (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 Federal Transit Administration's (FTA’s) standards for precision, accuracy and accountability, BCT is required to report data to the National Transit Database (NTD). As required by Federal Transit Administration, 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:
 - a. operational and passenger-related data shall be submitted to BCT no less than weekly,
 - b. financial data shall be submitted to BCT no less than quarterly,

- c. and designated "service supplied" data shall be submitted to BCT thirty (30) days prior to the termination of BCT's fiscal year.

All source documents for Section 15 filings is subject to audit and shall be maintained by Providers for five (5) years following final payment under their agreement with BCT.

- i. Providers must provide written monthly reports to BCT by the twentieth (20) day of the month following 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:
- j. Brief Narrative: Brief narrative highlighting month's activities, unusual events, trends and other noteworthy observations.
- k. 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.
- l. Miles and Hours: Total hours of service and vehicle miles on a day-by-day basis.
- m. Cost of Service: Total service revenue based upon contracted rates, collected fares and net revenue to provide service (total revenue less imputed fares).
- n. Service Quality Measures: On-time performance data, trips completed, missed trips and trip denials with an explanation.
- o. Efficiency Measures: Appropriate measures to include passengers per mile, hour, or vehicle trip.
- p. Fleet Data: Updated fleet listings and status of all vehicles.
- q. Other: Accident/incident reports/briefs/findings, training activities/certifications, including sensitivity training and education, key personnel changes, and suggested improvements.
- r. 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.
- s. 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 (5) 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. 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 FCTD's Ombudsman Program to resolve all service complaints and inquiries. BCT investigates each item as described above, contacts all concerned parties and sends FCTD's Ombudsman Program a report on resolution of the complaint/inquiry.

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

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

TOPS! Paratransit contract went into effect January 1, 2015. Two (2) Providers and six (6) Subcontractors participate in the five (5) year contract

The rate structure justification is broken down in two (2) sections. The first section details Providers'-functions and the second details CTC's functions. See Appendix A, Rate Structure "TD Trust Fund Service Rates."

Reservation Call Center: Telephone In-take; Scheduling

Provider: Dispatching; Vehicle Maintenance; Trip
 Reconciliation/Billing

CTC: Application Intake Eligibility Screening Eligibility Testing Eligibility Certification Re-certification	Community Outreach Complaint Processing Daily Service Monitoring Reporting Marketing
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Client Information Source
Systems
Client Service

Vehicle Inspections/Safety
Trip Reconciliation/Billing

APPENDIX A
RATE STRUCTURE

APPENDIX B

PROVIDERS and COORDINATION CONTRACTORS

APPENDIX C

TRANSPORTATION DISADVANTAGED APPLICATION

APPENDIX D
VEHICLE INVENTORY

APPENDIX E

SYSTEM SAFETY PROGRAM PLAN

APPENDIX F

PARATRANSIT CONTRACT and AMENDMENTS

APPENDIX G

TOPS! PARATRANSIT RIDER'S GUIDE

APPENDIX H
RATE MODEL