

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: BROWARD COUNTY CTC

COUNTY (IES): BROWARD

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REVIEW PERIOD: FY 2011-2012 **REVIEW DATES:** 07/01/11-06/30/12

PERSON CONDUCTING THE REVIEW: MPO STAFF

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LCB EVALUATION WORKBOOK

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EVALUATION INFORMATION

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

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
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Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

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

USING THE APR, COMPILER 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:
ALLIED; LUCANUS; MEDEX; TENDER LOVING CARE (TLC)

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH: **See TDSP, Appendix C; See attached**

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. **REVIEW AND DISCUSS TD HELPLINE CALLS:**

OMBUDSMAN/TD	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid NA (TMS)			
Quality of Service			
Service Availability			
Toll Permit			
Other			

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.” See TDSP, Pages 38-41; Appendix E

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

1. Contractors are required to provide the CTC with updated Driver Rosters by the tenth (10) 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 the date of the latest criminal record check. Contractors are also required to maintain updated Driver Rosters in the Computerized Trip Management System (CTMS) supplied to them by the CTC.
2. Contractors must provide CTC with evidence that all drivers have completed the training program offered by the CTC prior to any such driver providing service, and must attend a refresher class or repeat new driver training at a minimum of once every two years. Classes include Defensive Driver, Passenger Assistance Technique, Responding to Client Incidents, SUNsational Service, and any other training required by the Provider.
3. This training shall be included as part of the monthly operating summary package. Additionally, drivers are required to participate in a driver training program developed by the CTC. Contractors must require all personnel providing transportation to possess the following, which shall be filed with the CTC prior to such personnel providing paratransit service: a current, valid Broward County Chauffeur's Registration in accordance with the requirements of Chapter 22-1/2, Broward County Code of Ordinances. The Provider ADEPT driver roster is submitted weekly to the Broward County Risk Management department. They verify daily for driver license violations which would require driver removal from operating a vehicle.
4. CTC requests State of Florida Motor Vehicle Reports for contractor's drivers on a periodic basis. In the event such a report shows evidence of any violations, the CTC will promptly notify the contractor and the Taxi Section of the Broward County Division of Consumer Affairs. The contractor must have procedures in place to periodically review their drivers' Motor Vehicle Reports. Compliance is monitored by the CTC staff.
5. The training program includes methods for measuring the effectiveness of the training in developing skill and improving performance. The methods shall be based on performance indicators which measure proficiency and not solely on the contractor meeting minimum training hours required. Such measurement procedure shall be provided to the CTC upon request.
6. The CTC performs annual evaluations of the contractors ensuring compliance with the System Safety Program Plan, locally approved standards, FCTD standards, FDOT standards, annual operating data and insurance requirements.
7. The CTC's direct involvement in the day-to-day operations of the 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. Full cooperation is provided by the contractors for the CTC's monitoring programs. Contractors provide full access to all driver records at the operating facilities. Contractors are required to make available a work station, desk, telephone, and chair for use by a CTC representative, if so requested, at the contractors' facilities. The CTC's on-street monitoring shall include, but is not limited to: on-time performance, knowledge of the 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 thereof, safety equipment, driving habits, and compliance with the Florida Motor Vehicle Regulations.
8. Contractors provide the CTC with service data, via summary reports generated by the Computerized Trip Management System (CTMS), and a weekly invoice for each component of service for the previous week

(Monday through Sunday) 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 the 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; the weekly reimbursement charges for services rendered the previous week, and trips requests that are denied (Please note that the CTC operates with a zero trip denial rate. If one provider is unable to perform a requested trip due to capacity constraints, another provider performs the trip).

9. Contractors must keep separate denial forms/logs, by component, of all requests for service that cannot be accommodated. Contractors shall fill out all information required on the log for each ride request that could not be accommodated. A cumulative denial form/log shall be filled out, showing all rides denied for the week, and shall be included as part of the monthly service summary submitted to the CTC (Please note that the CTC operates with a zero trip denial rate. If one provider is unable to perform a requested trip due to capacity constraints, another provider performs the trip).
10. Pursuant to the Federal Transit Administration's standards for precision, accuracy, and accountability, the CTC is required to report data to the National Transit Database (Section 15 data). As may be required by the Federal Transit Administration, or the CTC, contractors shall collect Section 15 data and other "service supplied" information or "service consumed" information, as said terms are defined in Section 15 of the Federal Transit Administration Regulations. Contractors are responsible for the collection of financial and operational data, including on-board operational and passenger-related data, for transmittal to the CTC on CTC-approved forms as follows: operational and passenger-related data shall be submitted to the CTC no less than weekly, financial data shall be submitted to the CTC no less than quarterly, and designated "service supplied" data shall be submitted to the CTC thirty (30) days prior to the termination of the CTC's fiscal year. All source documents for Section 15 filings shall be subject to audit and shall be maintained by the contractors for five (5) years following final payment under their agreement with the CTC.
11. Contractors must provide written monthly reports to the CTC by the tenth (10th) day of the month following the month of service. All required information shall be collected and reported individually for each funding component of service. Such reports shall be submitted on a form developed by the contractor and approved by the CTC, and shall include, but not be limited to the following:
 - Brief Narrative: A brief narrative highlighting the month's activities, any unusual events, trends and other noteworthy observations.
 - Ridership: Number of one-way passenger trips, PCA's, and Companions on a day-by-day basis, for each funding and fare entity and category.
 - Miles and Hours: Total hours of service and vehicle miles on a day-by-day basis.
 - Cost of Service: Total service revenue based upon the contracted rates, collected fares, and net revenue to provide service (total revenue less imputed fares).
 - Service Quality Measures: On-time performance data, trips completed, missed trips, and trip denials with an explanation.
 - Efficiency Measures: Appropriate measures to include passengers per mile, hour, or vehicle trip.
 - Fleet Data: Updated fleet listings and status of all vehicles.
 - Other: Accident/incident reports/briefs/findings, training activities/certifications, including sensitivity training and education, key personnel changes, and suggested improvements.
12. All vehicles, wheelchair lifts or ramps, and wheelchair securement devices are inspected annually by CTC staff. All vehicles must be approved, inspected and display an inspection sticker issued by the CTC prior to providing service. If any complaints are received concerning any aspect of a vehicle or its equipment, the vehicle must report to the CTC's facility the next business day for an inspection. Any vehicle found to be in violation of any contractual standard must be removed from service until such violation is remedied.
13. The CTC reserves the right, through its agreements with the contractors, in its sole discretion, at any time,

to inspect vehicles and maintenance facilities during normal working hours, and to review contractors' maintenance records.

14. Day-to-day monitoring is also conducted through the CTC's Complaint Procedure. All client complaints shall be referred to the CTC's Paratransit Customer Services. The contractors shall not respond directly to a client who desires to file a service complaint. CTC personnel may make initial contact with the contractors to obtain a verbal response and to determine the validity and resolution of the complaint. All complaints are entered into Computerized Trip Management System (CTMS). A copy of the complaint will be forwarded to the contractor for a written (or electronic) response to the CTC. Contractors' responses shall be made within three (3) business days of receipt of the complaint. Complaints of more serious nature, such as injury, driver misconduct, and client safety issues shall be responded to by the end of that business day. Complaints are tallied each month, indicating the total number of complaints, and type of complaints, for each contractor. The complaint standard is established at 2.0 complaints per 1,000 trips in a given month.
15. The CTC works closely with the CTD's Ombudsman Program staff to resolve all service complaints and inquiries. The CTC investigates each item as described above (see #13), contacts all concerned parties, and sends the CTD's Ombudsman Program staff a report on the resolution of the complaint/inquiry.

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?

- Insurance Certificates are monitored and updated annually to ensure compliance with State and Local standards.
- Random site visits.
- Random vehicle inspections.
- Review of Annual Operating Report data.

Is a written report issued? Yes No

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

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

Drivers and vehicles may be removed from service, financial disincentives may be applied, payment may be withheld and termination could possibly occur.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services

[Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM? N/A

A school bus joint use program is not used in Broward County at this time. The expense of liability insurance in the service area has been a major concern raised by the local School Board. Also, lack of seat belts and air conditioning on school buses makes this form of transportation a problem for some groups of people. However, there is an agreement between Broward County Transit and the Broward County School Board to provide emergency transportation services for residents to designated shelters in the event of a hurricane or other natural disaster. The School Board services could be used for backup for assisted living facilities, mobile home parks, and other congregated living sites.

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

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

N/A

See TDSP, Pages 30-31

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

- To date, 3,470 bus stops have been made fully ADA accessible out of a total of 4,020 bus stops which may be ADA accessible.” There are ADA accessible bus stops on all routes.
- 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, both inside buses and at the bus stops, complies with ADA regulations.

Clients requesting transportation services are directed to the fixed route service provided by Broward County Transit Division (BCT). Those who are unable to use fixed route service are encouraged to apply for TOPS paratransit service. Disabled clients who can use fixed route bus service for some trips are granted ADA eligibility under “Category 4,” or conditional eligibility, and are encouraged to use paratransit service for only those trips where the bus service is not accessible or navigable.

To help clients navigate the fixed route bus service, Paratransit Services offers a free Travel Training Program. A professional instructor provides personal and group lessons at no charge to teach riders how to use county buses. Paratransit eligible riders can learn to travel the fixed route bus service by calling 954-357-7705 and making an appointment. Between July 1, 2010 and June 30, 2011, 120 persons were travel trained and 14 group travel training presentations were completed.

BCT provides service to 410 square miles within Broward County. BCT buses connect to Palm Beach and Miami-Dade transit systems and to Tri-Rail. The BCT fleet has 312 fixed-route buses (all of which are 100% accessible) providing service on 35 weekday routes; 78 community buses operated in partnership with 21 municipalities; and the Tri-Rail feeder shuttles. BCT transports 37.8 million passengers annually (120,403 daily) with an annual service mileage of 14 million miles. Forty routes receive service on weekdays, 37 on Saturdays, and 35 on Sundays. There are 4,861 designated bus stops, 494 of which have bus shelters.

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 the 163rd Street Mall and Golden Glades Park, Route 2 to 207th Street & University Drive and Golden Glades Park, and Routes 1, 4 and 101 to Aventura Mall. New: 95-Express – From CB Smith Park to downtown Miami.

BCT provides free Wi-Fi on the 441 Breeze and U.S. 1 Breeze routes and at the Broward Central Terminal. In 2008-2009 BCT introduced seventeen 40' hybrid buses, five articulated diesel buses and ten hybrid articulated buses to the fleet.

Transit Technology

BCT Advanced Public Transportation Systems (APTS)

New technologies are a priority at BCT. During the 1990s, BCT began investing in Advanced Public Transportation Systems (APTS) projects to enhance fleet management and service performance. APTS are the transit components of Intelligent Transportation Systems (ITS). It helps BCT to meet a Broward County Commission goal of creating a sense of place; achieved by establishing a more pedestrian/public transportation friendly environment. APTS are important to integrating transit into the many communities that comprise Broward County. In addition, BCT is implementing and planning for a future that not only has efficient and effective public transportation, but also enhances the passenger experience.

The vision for the APTS program is to ensure seamless integration with internal and regional ITS implementations that have undergone sound systems engineering analysis and are providing adequate resources for long-term support.

Voice Annunciation System (VAS)

VAS gives on-board automatic voice announcements in English and Spanish of major transfer points, landmarks and safety advisories. This insures that BCT is compliant with ADA regulations for automated audio and visual bus stop location information. Voice annunciation technology enhances the travel experience for all BCT riders by keeping them informed of their current location.

Status: 100 percent of the BCT bus fleet is VAS equipped. All location based announcements are in two languages at a time, either English and Spanish or English and Creole (depending on the demographics of the area). The safety messages that are triggered by the bus operator are spoken in all three languages though.

They announce bus stops, major transfer points and safety advisories.

Automated Fare Collection System (AFC)

AFC, also known as electronic fare payment, uses electronic communication, data processing, and data storage techniques to automate manual fare collection processes. AFC also collects information about ridership that is used for planning and operations purposes. More importantly, the information collected is used for regular periodic fiscal reporting. The use of this technology makes fare payment more convenient for travelers and revenue collection less costly for BCT. This technology accepts fare payment via prepaid term passes or cash on-board and allows riders to board more quickly and easily. BCT is also seeking to procure a GPS interface to the current farebox system to provide location-specific passenger fare type data.

Status: AFC is fully operational and functioning and we are currently researching the integration of Smart Card technology to these devices.

Geographic Information Systems (GIS)

GIS provides a current, spatial, visual representation of transit operations such as maps showing stop locations, routes, landmarks, and streets. It is a special computerized database management system in which geographic databases are related via a common set of location coordinates. This allows information to be developed and displayed to assist operators, dispatchers, and street supervisors to make on-the-spot decisions, and to assist planners in service assessment, restructuring, and system development. It may incorporate U.S. Census Data for planning future service. GIS technology allows BCT to graphically display information about its transit system that can be distributed to its customers.

Status: BCT has been using GIS since 2000.

Comprehensive Scheduling and Customer Information System

This system consists of a software application that primarily enables the efficient production of vehicle

timetables and operator assignments. The application has an integrated module for customer information that is used by BCT Customer Service to answer telephone inquiries about service.

Status: BCT has been using this system since 2001.

Automatic Vehicle Locator (AVL)

This is a computerized bus tracking technology that locates the buses on the street network. It allows real time monitoring of a bus's movements, better control of the bus headway, closer schedule adherence tracking, and the ability to direct maintenance crews to the scene faster in the event of a vehicle breakdown or loss of communication. This technology allows BCT to improve dispatch efficiency and reliability of the bus service. In addition, extensive information is collected for planning purposes.

Status: BCT is in the process of selecting a vendor to provide a new state-of-the-art Computer Aided Dispatch (CAD)/Automated Vehicle Locator (AVL) system for its fixed-route fleet and community buses. The new CAD/AVL system will use cellular communications to increase the frequency of location reports from the bus and also provide more reliable voice communications.

Automatic Passenger Counters (APC)

APCs automatically count passengers when they board and leave buses. This technology will enable BCT to develop or refine bus schedules and collect information for planning purposes. APCs will reduce the cost of collecting ridership information. Most important, it will increase the amount and quality of information obtained and will permit continuous sampling of stop-by-stop ridership. APCs also can be used to meet National Transit Database data reporting requirements, for tracking ridership data, for improving system on-time performance, and to maximize operational efficiencies.

Status: BCT currently has approximately fifty percent of the fixed route fleet using this technology.

Real Time Transit Information

This technology is designed to provide better customer service by disseminating timely and accurate service information about projected bus arrival and departure times, disruptions and delays, transfers, and other transportation services at select locations. It may also give customers other travel related information such as date and time, weather, security related information, updates during emergencies, and public service announcements. Access to this information is made through a variety of media including Passenger Advisory Signs (PAS), cable television, personal digital assistants (PDAs), internet, telephones, and dynamic message signs (DMS) strategically located at bus shelters, transit centers, major office buildings and shopping centers. Riders use real time information to choose how they will travel (by bus, car or rail), which route, and when.

This technology ties into BCT's primary function – to give the best possible customer service by helping travelers make efficient use of their time while waiting for a bus. Knowing when a bus will arrive or depart helps to reduce traveler anxiety. **Status:** As a part of the new CAD/AVL system, BCT will be deploying technology that will enable BCT to disseminate and provide bus arrival and departure times, delays, and other traveler related information to provide improved customer service. The CAD/AVL project scope includes PASs at three major transfer locations and sixty major bus stops as well as real-time information delivered through Interactive Voice Response (IVR), website, email, text messaging and mobile phone apps. BCT will determine where the Passenger Advisory signs will be installed during the system design phase of the new CAD/AVL project.

Traffic Signal Priority System (TSP)

TSP is an ITS strategy that gives buses preference at traffic signals, when they arrive at intersections, or under certain conditions. BCT expects this technology to reduce bus delays and maintain schedules with minimum impact on cross street traffic. TSP will improve mobility, reliability, and efficiency.

Status: There is a joint project underway with FDOT and Broward County Traffic Engineering. BCT has been testing this technology with the traffic light system to determine its' potential uses and benefits.

Smart Cards

Smart cards are replacing magnetic stripe cards as the fare collection system of choice in many recent applications. The cards look similar to standard credit cards and are equipped with a programmable memory chip that performs several functions: holding instructions, holding value, self-monitoring, and creating an electronic bill record. BCT is currently pursuing Smart-Card technology which allows even more flexibility for payments to be accepted by several transit systems in the region, using a variety of payment methods.

Status: New technologies and a wider array of payment methods are currently being reviewed, as testing of some potential equipment is being performed. Stay tuned for details as new developments take place.

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

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

Transit Fare Types	Effective October 1, 2011
Regular One-Way Fare (Base Cash)	\$1.75
Reduced Youth/ Senior/Disabled/Medicare	\$0.85
10-Ride Pass	\$16.00
All Day Pass	\$4.00
Reduced Youth/ Senior/Disabled/Medicare	\$3.00
7-Day Pass	\$16.00
31-Day Adult Pass	\$58.00
Reduced Youth/ Senior/Disabled/Medicare	\$29.00
Reduced College Student	\$40.00
Express Regular One Way Fare	\$2.35
Express Senior/Youth/Disables/Medicare One Way Fare	\$1.15
Express Premium 10-Ride Pass	\$23.50
Express Premium 31-Day Pass	\$85.00

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

Passengers transferring from BCT to the Miami-Dade Transit (MDT), Palm-Tran, or Tri-Rail system will be issued a free transfer and must pay the appropriate fare on the other transit system. Passengers transferring from Miami-Dade Transit (MDT), Palm Tran or Tri-Rail, will be required to pay \$.50 with a transfer issued by MDT, Palm Tran, or with a Tri-Rail pass.

All registered ADA Paratransit clients may ride the Broward County fixed-route buses free of charge without affecting their paratransit eligibility.

All registered TD Medical Paratransit clients may ride the Broward County fixed-route buses free of charge without affecting their paratransit eligibility.

All registered TD Nutrition Paratransit clients may ride the Broward County fixed-route buses free of charge in lieu of utilizing the paratransit service. Free use of fixed route service will not cancel TD Nutrition Paratransit eligibility.

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

BCT has added another customer-friendly feature to its Web site. Bus passengers and authorized vendors can now purchase bus passes online, in the convenience of their home or office. Visit www.broward.org/bct and click on "Purchase Bus Pass."

The new, three-easy-step purchase is available 24-hours-a-day, seven days-a-week, on a confidential

and secure Broward County online site that accepts all approved major credit cards. The 10-Ride, 7-Day and 31-Day Adult passes are available.

The 31-Day Reduced Fare bus passes for youth, seniors, disabled, Medicare recipients and college students cannot be purchased online as valid identification is required. These bus passes are sold at the Broward Terminal in Fort Lauderdale, Northeast Transit Center in Pompano Beach, all County libraries and select check cashing store locations throughout Broward County. The All-Day bus pass is also not available for online purchase as it is sold only on board the bus.

Online bus pass orders are processed at no extra cost using standard shipping via the United States Postal Service (USPS). Online purchasers will receive an email confirming their order and should allow seven to 10 business days to receive their pass.

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

Major improvements were made to the website at www.broward.org/bct. Its redesign and a more user-friendly layout have resulted in the continuous increase in monthly hits. Enhancements to the site include "Transit Flash," a monthly e-newsletter that is sent to a client e-mail database with up-to-date information, online bus pass purchasing, and translation from English to other languages including Spanish and Creole.

BCT was the recipient of a Federal Homeland Security Grant to implement a public security and emergency awareness program. A public outreach campaign, "Transit Watch," was introduced in summer 2009 to educate and encourage transit passengers to identify and assist transit officials to maintain a secure transit environment. Promotions consisted of brochures, radio and print media advertisements, a BCT web page with instructive web-video, bus shelter posters, and a designated call-in telephone line. The campaign ended in January 2013.

BCT RECEIVES \$35.1 MILLION IN STIMULUS FUNDS

Thanks to the \$35.1 million received in stimulus funds as part of the American Recovery and Reinvestment Act of 2009 (ARRA), BCT will redesign and construct a new operations and maintenance facility at Ravenswood, make bus stop/shelter enhancements and infrastructure improvements county-wide, implement a centralized login system for fixed-route bus operations and install real-time monitoring technology for all Paratransit vehicles.

Most of the funds, \$17.9 million, will go toward renovating the operations and maintenance facility at Ravenswood, which is currently at capacity and in need of upgrades to both the parking lot areas and maintenance buildings.

The second largest share will go toward bus stop/shelter enhancements. Aside from improvements to meet all of the Americans with Disabilities Act (ADA) requirements, the bus stop/shelter project will include adding street furniture, such as benches and trash receptacles; bike racks at selected locations; landscaping enhancements; transit signage; lighting; and real-time transit information incorporated when feasible and powered by solar energy. The project will impact 25 municipalities.

\$1.6 million will be used by Paratransit Services to purchase Intelligent Transportation Systems (ITS) – AVL/GPS systems for all vehicles, Mobile Data Computers for all vehicles and an Interactive Voice Response System (IVR). This system will prevent and detect fraud and has the ability to obtain accurate, reliable and verifiable data for federal and state reporting requirements among other beneficial features.

Multimodalism is a trend in public transit geared to meet passengers' needs for several methods of accessible and timely transportation. BCT is well on the way to multimodal status with its Bus Your Bike service that allows passengers to take their bicycles on the bus as a secondary transportation option. Bicycles are transported on racks located on the front of all BCT buses.

BCT also has partnerships with Tri-Rail, Transportation Management Association, Community Buses and

the Western Express, a free commuter shuttle service. BCT also offers free on-demand door-to-door minibus service in designated service areas. By using these many different forms of transportation, Broward County residents can assist in reducing traffic congestion and environmental pollution.

Tri-Rail is 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 the area's three international airports: Miami International Airport, Fort Lauderdale/Hollywood International Airport, and Palm Beach International Airport. Representatives from both the CTC and the Planning Agency serve on the SFRTA ADA Advisory Committee.

TMAX EXPRESS is no longer in operation.

Emergency Ride Home: If you work in downtown Fort Lauderdale for an employer who is a TMA member and you rideshare, walk or bicycle, and you are unexpectedly stranded at work or have a personal or family emergency, the TMA will provide you with a free ride to your home or wherever the emergency dictates.

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

Yes No

If YES, what is the goal? 120 riders per year

Is the CTC accomplishing the goal? Yes through travel training No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

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

Compliance with 41-2.006(1), Minimum Insurance Compliance <i>"...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."</i>
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WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

Minimum limits of Three Hundred Thousand Dollars (\$300,000.00) per occurrence combined single limit for Bodily Injury Liability and Property Damage Liability.

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

See TDSP, Appendix B Operator Contract Article 16

- HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
Allied Medical Transp, Inc.	\$741,500
Daniel Cantor Senior Center	\$111,358
Lucanus Developmental Ctr	\$441,036
Medex Transport, Inc.	N/A
City of Miramar	\$950,000
NE Focal Point (Miramar)	\$8,838
NW Focal Point (Margate)	\$74,125
Tender Loving Care	\$144,326

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

Yes No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

Compliance with 41-2.011(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."

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

Cost [CTC and Coordination Contractor (CC)]

See TDSP Appendix B for Coordination Contractors

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)	NA				
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
AMBULATORY	\$24.79				
WHEELCHAIR	\$42.50				
Special or unique considerations that influence costs?					

Explanation:

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? Yes No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)] NA

None known to CTC	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards
"...shall adhere to Commission approved standards..."

Review the TDSP for the Commission standards. **See TDSP, Appendix F Paratransit Contract**

Commission Standards	Comments
<p>Local toll free phone number must be posted in all vehicles.</p>	<p>Rule 41-2.006 (4) (f), F.A.C.: A local toll free for complaints or grievance shall be posted inside the vehicle. The local complaint process be outlined as a section in the local Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local coordinating board.</p> <p>Local Policy: Services provided by Broward County may be reached by calling the BCT Paratransit Services Section, at (954) 357-8400 or 1-800-599-5432 (toll free within Dade, Broward and Palm Beach Counties). For the hearing impaired, BCT has TTY capability which may be accessed by calling (954) 357-8302. The Florida Commission for the Transportation Disadvantaged has a TD Hotline that is available Monday through Friday, from 8:00 a.m. to 5:00 p.m. They can be reached at 1-800-983-2435 or TTY 1-800-648-6084. These numbers are posted in all TOPS vehicles and are also included in the Rider's Guide.</p>
<p>Vehicle Cleanliness</p>	<p>Rule 41-2.006 (4) (h), F.A.C.: Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.</p> <p>Local Policy: Broward County Vehicle Standards: It is the responsibility of CONTRACTOR to ensure that each vehicle meet the standards as established in the TDSP, MOA, FCTD, and Chapter 341.061(2)(a), Florida Statutes, and Rules there under. The following are the minimum standards which must be met by CONTRACTOR at all times while providing the services: Vehicle exterior is to be free of grime, oil, or other substance and be free from cracks, breaks, dents, and damaged paint that noticeably detracts from the overall appearance of the vehicle. Body molding should be in place, or if removed, holes filled and painted. The interior shall be free from dirt, grime, oil, trash, or other material which could soil items placed therein and protruding metal or other objects that could damage items placed therein. Passenger compartment is to be clean, free of torn upholstery or floor coverings, damaged or broken seats, and protruding sharp edges. All vehicles shall be cleaned, inside and out, daily.</p> <p>In addition, vehicles used in general service with a capacity of fifteen passengers or less cannot be more than five years old.</p>
<p>Passenger/Trip Database</p>	<p>Rule 41-2.006 (4) (j), F.A.C.: Broward County passenger/trip data base must be maintained or accessible by the BCT paratransit services section on each rider being transported within the system.</p>

Commission Standards	Comments
	<p>Local Policy: Required Records: For each caller, the call taker shall, at a minimum, record the following information on the Computerized Trip Management System (CTMS) reservation screen: (A.) Name of Caller. (B.) Appropriate funding component of service. (C.) Caller's Paratransit Services Identification Number. (D.) Pick Up location. (E.) Drop Off location. (F.) Desired pick up time (if applicable). (G.) Desired drop off time (if applicable). (H.) Telephone number where caller can be reached. (I.) Number in party (PCA and/or Companion).</p> <p>Client Pick Up: CONTRACTOR shall be required to provide door-to-door service. Drivers must go into the lobbies or vestibules of buildings to seek out and/or assist a client; however, drivers are prohibited from entering residences. Sounding a horn at the curb shall be insufficient notification of a ride's arrival. When the client boards the vehicle, driver shall complete paperwork, or utilize an alternate automated system, indicating that the pickup has been made. The following information, at a minimum, shall be recorded by the driver: (A.) Actual pick up time. (B.) Actual vehicle odometer mileage. (C.) Actual fare collected from the passenger. (D.) Client signature on the ride ticket, manifest, and route sheet. (E.) Other information as may be required by COUNTY.</p> <p>Section 15 Filing: Pursuant to the Federal Transit Administration's standards for precision, accuracy, and accountability, COUNTY is required to report data to the National Transit Database (Section 15 data). As may be required by the Federal Transit Administration or COUNTY, CONTRACTOR shall collect Section 15 data and other "service supplied" information or "service consumed" information, as said terms are defined in Section 15 of the Federal Transit Administration Regulations. CONTRACTOR shall be responsible for the collection of financial and operational data, including on-board operational and passenger related data, for transmittal to COUNTY on COUNTY approved forms as follows: (A.) Operational and passenger related data shall be submitted to COUNTY no less than weekly. (B.) Financial data shall be submitted to COUNTY no less than quarterly. (C.) Designated service supplied data shall be submitted to COUNTY thirty (30) days prior to the termination of COUNTY'S fiscal year.</p> <p>All source documents for Section 15 filings shall be subject to audit and shall be maintained by CONTRACTOR for five (5) years following final payment under this Agreement.</p>
Adequate seating	<p>Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit service provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.</p>

Commission Standards	Comments
	<p>Local Policy: Availability: "Availability" shall mean a measure of the capability of a transit system to be used by potential patrons, such as the hours the system is in operation, the route spacing, the seating availability, and the pickup and delivery time parameters.</p> <p>Denials/Refusal of Service: (A.) CONTRACTOR may refuse to provide contracted paratransit service to clients if vehicle capacity is insufficient to accommodate the users at the time they wish to travel. When service is refused for vehicle capacity reasons, CONTRACTOR shall: refer program participants to another contractor, who provides similar service for COUNTY under this Agreement, by giving the telephone number(s) of such contractor(s) to the client or directly assist the client by attempting to arrange the service with another contractor. In the event that the client is unable to arrange service for him/herself after contacting the alternative contractors, the COUNTY reserves the right to make the service arrangements for the client directly with a service provider.</p> <p>Wheelchair to Seat Transfer: CONTRACTOR may ask clients who use wheelchairs if they wish to transfer from wheelchair to seat once aboard a vehicle. Such transfer is entirely at the discretion of the client and service may not be refused or denied based upon the decision of the client.</p> <p>Accessibility: CONTRACTOR shall provide sufficient dedicated vehicles, which shall include, but not be limited to, an appropriate number of vehicles equipped with lift or ramp, wheelchair securement devices, and spare vehicles to maintain service in case of vehicle breakdowns, suitable for transportation of the clients to meet the requirements specified in this Agreement. All vehicles, wheelchair lifts or ramps, and wheelchair securement devices used for paratransit service shall meet all applicable Americans with Disabilities Act regulations, be approved by COUNTY, and are subject to annual COUNTY inspection. CONTRACTOR shall meet or exceed the standards and requirements for accessible vehicles set forth in Architectural and Transportation Barriers Compliance Board (ATBCB) as published in 49 CFR Section 37.161, 37.163, 37.167, 37.169,38.21, and 38.23-38.33, on September 6, 1991. Failure to provide adequate vehicles to meet the terms and conditions of this Agreement may result in termination of the Agreement as provided by Article 15 herein.</p>
Driver Identification	<p>Rule 41-2.006 (4) (l), F.A.C.: Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transport the rider on a recurring basis. Each driver must have a photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable.</p> <p>Local Policy: Trip Delivery: Safety of the driver, riders, and the public, and a positive experience for the rider and driver, are of</p>

Commission Standards	Comments
	<p>primary importance to the COUNTY. In effectuating this concept CONTRACTOR shall ensure that the drivers provide service as follows: (A.) Wear either a company photo identification or a name badge, patch, inscription with the name of the company/driver and, at Contractor's option, a company designated uniform.</p>
<p>Passenger Assistance</p>	<p>Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the door. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.</p> <p>Local Policy: Client Pick Up: CONTRACTOR shall be required to provide door-to-door service. Drivers must go into the lobbies or vestibules of buildings to seek out and/or assist a client; however, drivers are prohibited from entering residences. Sounding a horn at the curb shall be insufficient notification of a ride's arrival. When the client boards the vehicle, driver shall complete paperwork, or utilize an alternate automated system, indicating that the pickup has been made. The following information, at a minimum, shall be recorded by the driver: (A.) Actual pick up time. (B.) Actual vehicle odometer mileage. (C.) Actual fare collected from the passenger. (D.) Client signature on the ride ticket, manifest, and route sheet. (E.) Other information as may be required by COUNTY.</p> <p>Door-to-Door Service: Clients shall be provided door-to-door service as defined by Article I herein. Sounding of the horn at the curb shall not be acceptable as sufficient notification of a driver's arrival. Door, used herein, shall be the building's door, not an individual office or apartment door located within a given building.</p> <p>Client Assistance: Boarding and disembarking assistance shall be provided to any client. The driver shall go to the door, announce his or her arrival (e.g., face-to-face or by intercom), and provide any additional assistance which will ensure the client's safe passage to and from the vehicle and to and from the vehicle seat. Even if the client indicates that he or she does not require the driver's assistance, the driver shall take the necessary precautions to ensure the client's safe passage.</p> <p>Trip Delivery: Safety of the driver, riders, and the public, and a positive experience for the rider and driver, are of primary importance to the COUNTY. In effectuating this concept CONTRACTOR shall ensure that the drivers provide service as follows: (H.) Provide courteous and safe assistance to riders.</p> <p>Drivers: The Driver Training Program must include a minimum of eighty (80) hours of training prior to (scheduled classroom training such as Defensive Driving may be accomplished during the first thirty [30] days of employment, due to class scheduling considerations) driving a service vehicle. All drivers providing service under this Agreement must be employees of the</p>

Commission Standards	Comments
	<p>CONTRACTOR and the use of independent contractors is not allowed. This training must include, in addition to the training requirements for all employees as set forth above, instruction in: (A.) Passenger Assistance Technique (P.A.T.) Certification or an equivalent course which must be approved by COUNTY prior to service delivery. Training shall include elderly and disabled client sensitivity, awareness and communications, passenger relations and assistance, hands-on assistance to the visually impaired and dealing with service animals (guide dogs), assistance in the use of mobility equipment including wheelchairs, scooters, walkers, canes, crutches, braces, and the like.</p>
Smoking, Eating and Drinking	<p>Rule 41-2.006 (4) (n), F.A.C.: Smoking is prohibited in any vehicle.</p> <p>Local Policy: Broward County Vehicle Standards: It is the responsibility of CONTRACTOR to ensure that each vehicle meet the standards as established in the TDSP, MOA, FCTD, and Chapter 341.061(2)(a), Florida Statutes, and Rules there under. The following are the minimum standards which must be met by CONTRACTOR at all times while providing the services: (A.) No smoking in the vehicle.</p>
Two-way Communications	<p>Rule 41-2.006 (4) (p), F.A.C.: All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after May 1, 1996.</p> <p>Local Policy: Broward County Communication: CONTRACTOR shall be required to provide a base radio station and two-way mobile radios, and/or cellular telephones, for CONTRACTOR owned vehicles, and sufficient portable two-way radios, and/or cellular telephones, to enable office and field supervisors to communicate with each other and dispatch staff.</p>

Commission Standards	Comments
Air Conditioning/Heating	<p>Rule 41-2.006 (4) (q), F.A.C.: All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance after May 1, 1996.</p> <p>Local Policy: Vehicle Standards: It is the responsibility of CONTRACTOR to ensure that each vehicle meet the standards as established in the TDSP, MOA, FCTD, and Chapter 341.061(2)(a), Florida Statutes, and Rules there under. The following are the minimum standards which must be met by CONTRACTOR at all times while providing the services: The vehicles are to be equipped with an operable air-conditioning system. If the air conditioning system becomes inoperable during the day, the vehicle may continue to provide service only for the remainder of that day.</p>
Billing Requirements	<p>Rule 41-2.006 (4) (i), F.A.C.: Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined by the local Coordinating Board and provided in the local Service Plan. All bills shall be paid within 15 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator is a non-governmental agency.</p> <p>Local Policy Compensation: COUNTY shall compensate the CONTRACTOR for services rendered in full compliance with the terms and conditions of this Agreement.</p> <p>Compensation: CONTRACTOR shall be compensated for services delivered pursuant to the terms and conditions of this Agreement as follows:</p> <p>Payment: COUNTY will remit payment to the CONTRACTOR within thirty (30) days from the date that each weekly Wednesday report is received, pursuant to Article 7.1. COUNTY shall comply with the provisions of the "Florida Prompt Payment Act" as required by Section 1-51.6 of the Broward County Code of Ordinances.</p> <p>Disincentives: COUNTY shall reduce payment to CONTRACTOR by any disincentive deduction assessed for failure to comply with service, performance, or maintenance requirements as specifically set forth by this Agreement.</p> <p>Reimbursement: COUNTY shall not process or remit payment for any reimbursement after sixty (60) days of the actual trip date.</p> <p>Noncompliance: In the event of failure by CONTRACTOR to comply with any requirement of this Agreement, COUNTY shall</p>

Commission Standards	Comments
	<p>withhold payment until CONTRACTOR is determined to be in compliance. Noncompliance shall include, but not be limited to, the following: (A.) Services were improperly rendered. (B.) CONTRACTOR failed to meet service specifications. (C.) Services were otherwise questionable.</p> <p>Fare Structure: COUNTY shall determine the client fare structure for each service trip. COUNTY retains the right to implement, and CONTRACTOR shall comply with, fare adjustments.</p> <p>Fare Collection: The CONTRACTOR is responsible for collection of fares due and owing from a client, and the maintenance of records and deposit receipts for the fares collected, as per the terms and conditions of this Agreement. CONTRACTOR shall accept all means of payment approved from time to time by the COUNTY, including, but not limited to, cash, passes, tickets, transit punch cards, transfers, and electronic transit fare cards. All fares are to be collected as the client boards the vehicle. Clients must pay the exact fare when boarding and vehicle operators are not permitted to make change. Clients shall not be required to pay any fare to the vehicle operator when the actual pick up service is over sixty (60) minutes past the scheduled pick up time. COUNTY paratransit clients will not be expected or requested to pay, and drivers will not be permitted to accept, gratuities.</p> <p>Billing Functions: Billing functions shall be performed through the Computer Trip Management System (CTMS).</p>

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards. **See TDSP, Appendix F Paratransit Contract**

Local Standards	Comments
<p>Transport of Escorts and dependent children policy</p>	<p>Rule 41-2.006 (4) (b), F.A.C.: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.</p> <p>Local Policy: Broward County complies with transport of escorts and dependent children policy. Escort/PCA: "Escort/PCA (Personal Care Attendant)" shall mean a person traveling as an aide to facilitate travel by a person with a disability. Personal care attendants may include, but are not limited to, nurses, caretakers, and parents of clients. Pursuant to 42 CFR § 37.125(i), client shall indicate, at the time of registration, whether or not he or she travels with a personal care attendant. No fare shall be collected from an Escort/PCA.</p> <p>"Mobility Aids" shall mean a device or animal used by a person to facilitate travel, including, but not limited to, Escort/PCA, a wheelchair, walker or cane, or a service animal, such as a guide dog.</p> <p>All children younger than four years old must be transported in an appropriate car seat. All ADA-eligible riders and companions, including children, must pay the one way fare. The CTC does not provide child safety seats. All children under the age of 18 are not permitted to ride in the front seat of a paratransit vehicle.</p>
<p>Use, Responsibility, and cost of child restraint devices</p>	<p>Rule 41-2.006 (4) (c), F.A.C.: Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Service Plan.</p> <p>Local Policy: Broward County complies with use of child restraint devices. Child Restraints: As required by the Child Passenger Protection Act, the following requirements apply when transporting children:</p> <p>Children Under One Year of Age: Children under one year of age must be buckled into a federally-approved child safety seat, when they ride in the back seat.</p> <p>Children One to Four Years of Age/Front Seat: Children one to four years of age, and/or within the body weight requirement of the Act, must be in a child safety seat when they ride in the front seat.</p>

	<p>Children One to Four Years of Age/Back Seat: Children one to four years of age must either use a child safety seat or use regular seat belts when they ride in the back seat.</p> <p>The CONTRACTOR is not required to provide a child safety seat. CONTRACTOR shall refuse to transport any child under one year of age when a child safety seat is not provided by the client or responsible party. This information shall be documented on the drivers' log form and shall be considered a client no show. CONTRACTOR agrees to comply with any subsequent provisions of this policy.</p>
<p>Out-of-Service Area trips</p>	<p>Rule 41-2.006 (4) (g), F.A.C.: Out of Service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.</p> <p>Local Policy: Delivery of transportation service in Broward County continues to evolve into a multi-provider, intermodal, intercounty, and coordinated system. Broward County Transit has service into Miami-Dade and Palm Beach Counties. The three counties have designated several transfer locations for riders who need to transfer across the service areas. The three counties have an intercounty service agreement for paratransit delivery. Broward County works cooperatively with paratransit clients from other counties who request visitor status and can show proof of current paratransit eligibility.</p>
<p>CPR/1st Aid</p>	<p>Rule 41-2.006 (4) (r,s), F.A.C.: Cardiopulmonary resuscitation policy shall be determined locally and provided in the local Service Plan. First aid policy shall be determined locally.</p> <p>Local Policy: Broward County complies with locally established emergency medical policy. Proper response to emergency medical needs of riders is to immediately contact 911.</p>
<p>Driver Criminal Background Screening</p>	<p>FCTD Standards Training Manual states: "A policy establishing the minimum driver criminal background screening to be performed should be developed and addressed in the service plan." It should be noted that this standard is not required by Rule 41-2 of the F.A.C., the Memorandum of Agreement or the Coordinated Transportation Contracting Instruction.</p> <p>Local Policy: Broward County Driver Roster: CONTRACTOR shall provide COUNTY with updated Driver Rosters by the tenth (10th) calendar day of each month. Each roster shall indicate driver's name, date of hire, training dates, last Drug & Alcohol (D&A) test, Motor Vehicle Record (MVR) review date, and the date of the latest criminal record check.</p> <p>Driver Training: CONTRACTOR must provide COUNTY with evidence that all drivers have completed the training program offered by CONTRACTOR prior to any such driver providing service. This training shall be included as part of the monthly operating summary package. Additionally, drivers shall be required to participate in a driver training program which may be</p>

	<p>developed by COUNTY. CONTRACTOR will receive information regarding any COUNTY program. CONTRACTOR shall require all personnel providing transportation under the Agreement to possess the following, which shall be filed with the COUNTY Contract Administrator prior to such driver providing paratransit service. (B.) A current, valid Broward County Chauffeur's Registration in accordance with the requirements of Chapter 22, Broward County Code of Ordinances.</p> <p>COUNTY shall request State of Florida Motor Vehicle Reports (MVR) for CONTRACTOR'S drivers on a periodic basis. In the event such a report shows evidence of any violations, COUNTY shall promptly notify CONTRACTOR and the Taxi Section of the COUNTY Consumer Affairs Division. CONTRACTOR shall have procedures in place to periodically review driver's MVR's. Compliance shall be monitored by COUNTY Mass Transit Division staff.</p>
Rider Personal Property	<p>Rule 41-2.006 (4) (d), F.A.C.: Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices, or intravenous devices.</p> <p>Local Policy Personal Belongings: "Personal Belongings" shall mean passenger (client) property that can be carried by the passenger (client) and safely stowed for transport with the passenger (client) at no additional charge. "Personal Belongings" do not include for the purposes of this definition wheelchairs, child seats, stretchers, secured oxygen, or personal assistive devices.</p> <p>Personal Property in Vehicles: Any personal property of a client found in a vehicle shall be retained by CONTRACTOR for a minimum of sixty (60) days after which, with the prior approval of the COUNTY, the CONTRACTOR may dispose of said property.</p>
Advance reservation requirements	<p>Local Policy Advanced Reservation Service: "Advanced Reservation Service" shall mean service which is reserved by the client one (1) day in advance.</p> <p>Same Day Service: "Same Day Service" shall mean the service that is provided to a client on the same day that a request for service is made.</p> <p>"Same Day Service": Requests for service made on the same day may be provided at the discretion of County and the TOPS / Reservation Center. County attempts to make every reasonable effort to accommodate same day trip requests.</p>
Pick-up Window	<p>Local Policy On Time: "On Time" shall mean service vehicle arriving within fifteen (15) minutes before or fifteen (15) minutes after the pickup time recorded at the time of the scheduled trip request. For example, for a pick up scheduled on the vehicle</p>

	<p>manifest as 10:15 a.m., riders shall expect to be picked up between 10:00 a.m. and 10:30 a.m. The vehicle is on time if it arrives no earlier than 10:00 a.m. and no later than 10:30 a.m.</p> <p>Window: "Window" shall mean the period of time allowed prior to and after the scheduled time of pickup of any rider(s).</p> <p>Reservation Hours (Reservations): Requests for Service shall be made available to caller by TOPS Reservation Center, through the use of a telephone operator, seven (7) days a week between the hours of 8:00 a.m. and 5:00 p.m. Reservations shall be made available to client by TOPS Reservation Center through the use of reservation agents. Eligible clients must reserve paratransit service one day prior to the date of the desired trip. Pick up times may be negotiated, however, an ADA Paratransit Client may not be required to schedule a trip to begin more than one hour before or after the client's desired pick up time.</p> <p>Scheduling and Dispatching: All trips must be scheduled by TOPS Reservation Center and dispatched through the CONTRACTOR's local dispatch facility using COUNTY supplied CTMS. The following are requirements pertaining to scheduling and dispatching: If the CONTRACTOR fails to deliver a client to an appointment on time, the client shall not be penalized for the return trip when and if he/she cannot be ready at the scheduled return pick up time. A window of thirty (30) minutes will be given in situations such as this from the time the client is ready for his/her return trip.</p>
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<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership: Bus Pass / Program and the Travel Training Program.	CTC 120	CTC 120	Yes
	Allied Medical Transportation, Inc.	Allied Medical Transportation, Inc.	N/A
	Daniel Cantor Senior Center	Daniel Cantor Senior Center	N/A
	Lucanus Developmental Center	Lucanus Developmental Center	N/A
	Medex Transport, Inc.	Medex Transport, Inc.	N/A
	City of Miramar	City of Miramar	N/A
	NE Focal Point	NE Focal Point	N/A
	NW Focal Point	NW Focal Point	N/A
	SW Focal Point	SW Focal Point	N/A
	Tender Loving Care	Tender Loving Care	N/A
On-time performance:	CTC 92%	CTC 92%	83.84%
	Allied Medical Transportation, Inc. 92%	Allied Medical Transportation, Inc. 71.83%	No
	Daniel Cantor Senior Center 92%	Daniel Cantor Senior Center 96.75%	Yes
	Lucanus Developmental Center 92%	Lucanus Developmental Center 68.18%	No
	Medex Transport, Inc. 92%	Medex Transport, Inc. 86.63%	No
	City of Miramar 92%	City of Miramar 100%	Yes
	NE Focal Point 92%	NE Focal Point 81.41%	No
	NW Focal Point 92%	NW Focal Point 99.28%	Yes
	SW Focal Point 92%	SW Focal Point 73.94%	No
	Tender Loving Care 92%	Tender Loving Care 76.50%	No

Passenger No-shows (The increase is due to increase in ridership.)	CTC 10%	CTC	
	Allied Medical Transportation, Inc. 10%	Allied Medical Transportation, Inc. 41%	No
	Daniel Cantor Senior Center 10%	Daniel Cantor Senior Center 1%	Yes
	Lucanus Developmental Center 10%	Lucanus Developmental Center 35%	No
	Medex Transport, Inc. 10%	Medex Transport, Inc. 16%	No
	City of Miramar 10%	City of Miramar 1%	Yes
	NE Focal Point 10%	NE Focal Point 0%	Yes
	NW Focal Point 10%	NW Focal Point 0%	Yes
	SW Focal Point 10%	SW Focal Point 0%	Yes
	Tender loving Care 10%	Tender Loving Care 8%	Yes
	CTC 2.5/100,000 miles	CTC	
	Allied Medical Transportation, Inc. 2.5/100,000 miles	Allied Medical Transportation, Inc. 62	Yes
Daniel Cantor Senior Center 2.5/100,000 miles	Daniel Cantor Senior Center 0	Yes	
Lucanus Developmental Center 2.5/100,000 miles	Lucanus Developmental Center 61	Yes	
Medex Transport, Inc. 2.5/100,000 miles	Medex Transport, Inc. 11	Yes	
City of Miramar 2.5/100,000 miles	City of Miramar 0	Yes	
NE Focal Point 2.5/100,000 miles	NE Focal Point 0	Yes	
NW Focal Point 2.5/100,000 miles	NW Focal Point 1	Yes	
SW Focal Point 2.5/100,000 miles	SW Focal Point 3	Yes	
Tender Loving Care 2.5/100,000 miles	Tender Loving Care 12	Yes	

Road calls: Reported from the AOR, 2011-2012	CTC	CTC	
	Allied Medical Transportation, Inc.	Allied Medical Transportation, Inc. 0	N/A
	Daniel Cantor Senior Center	Daniel Cantor Senior Center 0	N/A
	Lucanus Developmental Center	Lucanus Developmental Center 59	N/A
	Medex Transport, Inc.	Medex Transport, Inc. 46	N/A
	City of Miramar	City of Miramar 0	N/A
	NE Focal Point	NE Focal Point 1	N/A
	NW Focal Point	NW Focal Point 1	N/A
	SW Focal Point	SW Focal Point 20	N/A
	Tender Loving Care	Tender Loving Care 5	N/A
Average Age of Fleet: Per Steve Kidd, Vehicle & Eligibility Supervisor:	CTC	CTC - Figures	
		70% Fleet < 5 years old	
Complaints: Per Paul Strobis, Paratransit Manager - Figure represents total / complaint ratio of the entire program. <ul style="list-style-type: none"> Current breakdown for separate on street providers not available for the time line of 07/01/2011 - 06/30/2012. System wide changes, both internally & externally a major factor in the complaint spike. Also, mechanisms were not in place to differentiate the WMR- "Where's my ride calls". 	CTC 2.90/1000	CTC	
		Program wide: 4.9/1000	No
	Allied Medical Transportation, Inc. 2.90/1000	Allied Medical Transportation, Inc.	
	Daniel Cantor Senior Center 2.90/1000	Daniel Cantor Senior Center	
	Lucanus Developmental Center 2.90/1000	Lucanus Developmental Center	
	Medex Transport, Inc. 2.90/1000	Medex Transport, Inc.	
	City of Miramar 2.90/1000	City of Miramar	
	NE Focal Point 2.90/1000	NE Focal Point	
	NW Focal Point 2.90/1000	NW Focal Point	
	SW Focal Point 2.90/1000	SW Focal Point	
	Tender Loving Care 2.90/1000	Tender Loving Care	

<p>Call-Hold Time:</p> <p>Inktel Direct, TOPS Reservation Center: Requests for Service shall be made available to caller by TOPS Reservation Center, through the use of a telephone operator, seven (7) days a week between the hours of 8:00 a.m. and 5:00 p.m. Reservations shall be made available to client by TOPS Reservation Center through the use of reservation agents.</p> <p>*Per Ducati Reporting System.</p>	CTC < 90 seconds	CTC < 90 seconds	
	TOP's Reservation Center < 90 seconds	TOP's Reservation Center < 90 seconds: Average for year 22 seconds	Yes

LOCAL STANDARDS

Findings:

Recommendations:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No, how many minutes late/early?

Did the driver provide any passenger assistance? Yes No

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

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

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

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

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

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

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

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

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

Did the driver properly use the lift and secure the passenger? Yes No
If no, please explain:

CTC: _____ County: _____

Date of Ride: _____

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

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

Note: Attach the manifest

RIDER/BENFICIARY SURVEY

Staff/LCB Member making call: _____ County: _____

Date of Call: / / Funding Source: _____

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

2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
 No If no, skip to question # 4

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

- None 3-5 Times
 1-2 Times 6-10 Times

If none, skip to question # 4.

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

- Ineligible Space not available
 Lack of funds Destination outside service area
 Other _____

5) What do you normally use the service for?

- Medical Education/Training/Day Care
 Employment Life-Sustaining/Other
 Nutritional

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

- Yes If yes, please state or choose problem from below
 No If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice Cost
 Pick up times not convenient Late pick up-specify time of wait
 Assistance Accessibility
 Service Area Limits Late return pick up - length of wait
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other

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

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

Additional Comments: _____

Contractor Survey
_____ County

Contractor name (optional)

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments: _____

PURCHASING AGENCY SURVEY NA

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

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

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

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

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

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

Yes

No If no, skip to question 7

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

Advance notice requirement [specify operator (s)]

Cost [specify operator (s)]

Service area limits [specify operator (s)]

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

Vehicle condition [specify operator (s)]

Lack of passenger assistance [specify operator (s)]

Accessibility concerns [specify operator (s)]

Complaints about drivers [specify operator (s)]

Complaints about timeliness [specify operator (s)]

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

Other [specify operator (s)] _____

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

Yes

No If no, why? _____

Level of Cost Worksheet 1

Insert Cost page from the AOR.

Expense item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$6,942,634.00	\$2,372,786.00	\$9,315,420.00
Fringe Benefits (502):	\$419,623.00	\$479,210.00	\$898,833.00
Services (503):	\$1,811,328.00	\$131,408.00	\$1,942,736.00
Materials/Supplies Cons.:	\$3,021,056.00	\$1,232,765.00	\$4,253,821.00
Utilities (505):	\$316,325.00	\$159,836.00	\$476,161.00
Casualty and Liability (506):	\$1,049,415.00	\$479,753.00	\$1,529,168.00
Taxes (507):	\$359,821.00	\$30,186.00	\$390,007.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$72,800.00	\$2,039,445.00	\$2,112,245.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$343,267.00	\$27,389.00	\$370,656.00
Interest (511):	\$43,188.00	\$939.00	\$44,127.00
Leases and Rentals (512):	\$917,748.00	\$23,617.00	\$941,365.00
Annual Depreciation (513):	\$460,549.00	\$381,913.00	\$842,462.00
Contributed Services (530):	\$31,101.00	\$57,460.00	\$88,561.00
Allocated Indirect Expenses:	\$251,408.00	\$65,809.00	\$317,217.00
GRAND TOTAL:	\$16,040,263.00	\$7,482,516.00	\$23,522,779.00

<p>Level of Competition Worksheet 2</p>

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	119	20	358,951	8%
Private For-Profit	121	11	741,481	17%
Government	24	6	224,299	5%
Public Transit Agency	1	1	3,149,955	70%
Total	265	38	4,474,686	100%

2. How many of the operators are coordination contractors? 35-37
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? Given the funding, all of them.

Does the CTC have the ability to expand? Yes

4. Indicate the date the latest transportation operator was brought into the system.
03/19/12 Ann Storck Center

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

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

1	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties
1	Requests for Letters of Interest

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

Request for Letters of Interest

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

	Capabilities of operator
X	Age of company

	Scope of Work
X	Safety Program

X	Previous experience
X	Management
X	Qualifications of staff
X	Resources
X	Economies of Scale
X	Contract Monitoring
X	Reporting Capabilities
X	Financial Strength
	Performance Bond
X	Responsiveness to Solicitation

X	Capacity
X	Training Program
X	Insurance
X	Accident History
X	Quality
X	Community Knowledge
X	Cost of the Contracting Process
X	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? 344

How many responded? 11

The request for bids/proposals was distributed:

X Locally X Statewide X Nationally

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

Level of Availability (Coordination) Worksheet 3

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

Coordinated plans for transporting the TD population are described in Broward County's Transportation Disadvantaged Service Plan (TDSP). The TDSP is updated annually by MPO and CTC staff, and adherence to the plan is closely monitored as well. **See TDSP Introduction and Service Analysis**

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

Coordinated plans for transporting the TD population are described in Broward County's Transportation Disadvantaged Service Plan (TDSP). The TDSP is updated annually by MPO and CTC staff, and adherence to the plan is closely monitored as well. **See TDSP MPO Public Involvement Plan**

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

Transportation Disadvantaged (TD) Trips - Pursuant to Chapter 427 Florida Statutes, Broward County as the Community Transportation Coordinator (CTC) under direction from the Commission for the Transportation Disadvantaged, and in cooperation with the Local Coordinating Board, developed local eligibility guidelines. The CTC requires a written application for all TD eligible clients, of whom there are currently 4,804 977 registered with the TOPS paratransit service. The CTC and the Coordinating Board have an established eligibility appeal process for the clients. The CTC, in cooperation with the LCB, established a three-seven member review committee appointed by the LCB for TD eligibility appeals if so desired by the applicant. The applicant may also request a review of the application by the CTC program manager. TOPS performs over ~~425,000~~ 111,000 TD trips annually.

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

ADA: ADA Eligible Trips - BCT is responsible for providing complementary paratransit services under the Americans with Disabilities Act of 1990. Clients under this service are eligible based upon Federal ADA Rules and Regulations. There are currently ~~46,848~~ 15,638 eligible ADA clients registered with the TOPS paratransit service.

ADA eligibility is determined by a client's functional limitations in demonstrating the ability to use a fixed route bus and/or navigate the fixed route system. Clients complete a written application. A physician of the client's choice completes the last page. Completed applications are reviewed by a third-party BCT-contracted physician. Those clients not receiving presumptive approval are sent for an assessment to determine the appropriate service - ADA paratransit or fixed route bus service. These assessments are conducted by a team of specifically trained professionals, including physical and occupational therapists, and are comprised of functional, cognitive, visual and respiratory evaluations. When it is determined that a client is not eligible for ADA paratransit service, and fixed route service is indicated, a three-month bus pass (Parapass) is issued and travel training is offered at no cost to the applicant. Clients who qualify and are enrolled in ADA paratransit service must apply for re-certification every three (3) years. The CTC has established an eligibility appeals board that meets on a monthly basis, as needed. BCT's Paratransit Services Section staff processed ~~7644~~ 4,494 applications for ADA and TD paratransit service in 20101 - 20142.

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

Telephone Services:

Courteous and Polite Dealings: TOPS Reservation Center shall ensure that personnel assigned to service telephone lines maintain a courteous and polite attitude in all dealings relating to the provision of services. All personnel assigned to service telephone lines shall announce their

names in all telephone calls related to the services addressed within this Agreement.

Full Access To Service: Clients (within the service area) shall be provided full, easy, and toll-free access to paratransit services. Full access shall include the provision of Telephone Devices for the Deaf (TDD), and/or use of the Florida Relay Service as provided by BellSouth (1-800-955-8770). TOPS Reservation Center shall have staff trained in proper TDD usage and available to answer this machine during all service hours.

Customer Telephone Line: Client reservation telephone lines shall be exclusively utilized for paratransit service client services and shall not be used by TOPS Reservation Center for any other purpose. Telephone lines must be answered by a properly trained staff person during all service hours.

Answering and On-Hold Time Standards: TOPS Reservation Center shall establish a system to ensure that calls shall be answered within five (5) rings and that on-hold time shall be kept at a minimum while clients are booking transportation. The maximum hold time shall be defined as no more than ninety (90) seconds. TOPS Reservation Center shall establish a plan that details how on-hold times may be kept to a minimum while clients are booking transportation. This plan shall include the maximum estimated hold times for both peak and off-peak travel times. The approximate peak times on weekdays are from 6:00 a.m. until 9:00 a.m., and from 3:00 p.m. until 5:00 p.m.

Reporting Function: TOPS Reservation Center shall have a reporting function on the telephone system which measures the number of calls by function, average length of call, hold times, abandoned calls, cancellations, and other reporting capabilities.

Hotline: TOPS Reservation Center shall provide a "hotline" telephone number (unpublished), for exclusive use by COUNTY staff. The telephone hotline shall provide for direct communication in resolving day-to-day operational issues and shall be active and functioning during all hours of service delivery. The hotline shall be answered within five (5) rings and on-hold time shall be kept at a minimum. The maximum on-hold time shall be defined as no more than ninety (90) seconds. The hotline telephone number shall be supplied to COUNTY prior to initiating service and shall not be provided to any other parties.

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

Reservation Hours (Reservations): All requests for service shall be made available to the client through the TOPS Reservation Call Center at the (800) number: 1-866-682-2258. The reservations service operates seven (7) days a week, between the hours of 8:00 a.m. and 5:00 p.m. Eligible clients shall reserve paratransit service one (1) day prior to the requested date of service. Pick-up times may be negotiated provided that all negotiations shall comply with the ADA.

All reservations are booked into the Computerized Trip Management System (CTMS) at the actual time of the request, and all required data fields are updated, verified and the entire reservation is read back to the client for their approval. This is a useful tool to prevent double bookings.

All the reservations that are received during the day at the TOPS/ Reservations Center are constantly being monitored and scheduled for efficiency, effectiveness and productivity.

Required Records: For each call, the call taker shall, at a minimum, record the following information on the CTMS reservation screen:

- A. Name of client.
- B. Appropriate funding component of service.
- C. Client's Paratransit Service Identification Number.
- D. Pick-up location.
- E. Drop-off location.
- F. Desired pick-up time and/or desired drop-off time/appointment time
- G. Telephone number where caller can be reached.
- H. Number in party (including PCA and/or companion).

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

Trip/client/ allocations are determined during contract negotiations, prior to the execution of the agreement between the CTC and the transportation operators. Please note that assigned site locations were voided at the start of the current Paratransit contract effective, 01/01/2010.

Scheduling – How is the trip assignment to vehicles coordinated?

Scheduling: All trips must be scheduled through TOPS Reservation Center. The CONTRACTORS locally dispatch from Call Center supplied CTMS manifest. The following are requirements pertaining to scheduling and dispatching:

- A. Client is not permitted to request a specific driver.
- B. All pick-up and/or appointment times and locations shall be confirmed with caller at the time the trip is reserved.
- C. Any changes made to an existing reservation shall be accompanied by supporting documentation in the form of a CTMS log entry.
- D. If CONTRACTOR fails to deliver a client to an appointment on time, the client shall not be penalized for the return trip in the event the client cannot be ready at the scheduled return pick-up time. A window of thirty (30) minutes shall be given in situations involving late delivery to appointments from the time the client is ready for their return trip.
- E. The pick-up window for medical return will-call trips shall be one (1) hour from the time the client calls TOPS Reservation Center for their return trip. Pick-ups beyond one hour shall be considered a late trip.

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

Transportation providers are responsible for the actual provision of services as set forth in their formal agreements with the CTC.

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

Scheduling: All trips must be scheduled through TOPS Reservation Center.
CONTRACTOR's dispatchers are required to communicate with drivers per Local Policy:
Broward County Communication: CONTRACTOR shall be required to provide a base radio station and two-way mobile radios, and/or cellular telephones, for CONTRACTOR owned vehicles, and sufficient portable two-way radios, and/or cellular telephones, to enable office and field supervisors to communicate with each other and dispatch staff.

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

CTC staff monitors performance of transportation operators through on-site visits, random audits of trip records, examination of invoices and monthly reports, customer complaints, and careful monitoring of contractual service standards.

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

CTC staff, customer service representatives, MPO staff, other County staff, and contracted operators work very closely together and with the clients to resolve any day-to-day service issues that arise, often with immediate resolution. CTC staff coordinates and documents all efforts.

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

The Computerized Trip Management System (CTMS) tracks and reports coordination of trips.

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

Invoices are generated by CTMS, reviewed for accuracy and approved by CTC staff, and processed for payment by the Broward County Transportation Department.

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

Reporting requirements are specified in the formal agreements with all operators and coordination contractors. CTC staff compiles, examines and approves all reports.

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 administration services related to the program (eligibility, customer service, and quality control) are performed by the CTC. The operators' Scope of Services is related to on-street performance.

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

Information is shared during meetings with the LCB (Broward County Coordinating Board for the Transportation Disadvantaged), the Broward County Advisory Board for Individuals with Disabilities, the Broward MPO, the Broward MPO Community Involvement Roundtable, the South Florida Regional Transportation Authority's ADA Advisory Committee, Paralyzed Veterans Association of Florida ADA Advisory Committee, Broward County Special Needs Task Force, Broward County Dialysis Committee, staff from various agencies (Agency for Persons with Disabilities, CTD staff), and meetings with other organizations in Broward County (Schott Communities Parent's Support Group, The Learning Center for Vision Impaired Seniors, Lighthouse of Broward, Plantation Kidney Center, St. Elizabeth's Gardens, National Federation of the Blind of Broward County, FMC Fresenius Dialysis Center, City, City of Pembroke Pines— Southwest Focal Point Senior Center, Tamarac Community Center, Employment Coalition of Florida, Tamarac Artificial Kidney Center. Center for Independent Living's Disaster Preparedness, Health and Wellness Resource Fair). The 2010 Disabilities Expo at Nova Southeastern University.

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

The CTC has four (4) formal service contract agreements with operators of the paratransit system, and thirty-five (35) formal contractual agreements with all coordination contractors.