

**BROWARD COUNTY**

**TRANSPORTATION**

**DISADVANTAGED**

**SERVICE**

**PLAN**

**MINOR UPDATE**

**November 2010**

Prepared for  
Broward County, Florida  
and the  
Florida Commission for the Transportation Disadvantaged  
by the  
Broward Metropolitan Planning Organization  
and the  
Broward County Community Transportation Coordinator  
(Broward County Transportation Department)

**COORDINATING BOARD FOR TRANSPORTATION DISADVANTAGED SERVICES**

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**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
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**X indicates areas that are being updated/ amendment**

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**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
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X indicates areas that are being updated/ amendment

|             |   |               |
|-------------|---|---------------|
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## INTRODUCTION

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

The Broward County Board of County Commissioners was officially designated as the Community Transportation Coordinator (CTC) for the Broward County service area on August 15, 1990, pursuant to Chapter 427, F. S. In its role as the CTC, the Broward County Board of County Commissioners has expanded access to transportation disadvantaged services by means of added programs and service capability. The CTC reports performance information to the BCCB at each meeting, and two service providers serve on the Board. The Florida Commission for the Transportation Disadvantaged (FCTD) created Local Coordinating Boards to enhance local participation in the planning and delivery of coordinated transportation services.

This document is a TDSP minor update required by the FCTD. The 2010 TDSP Minor Update will address the Development Plan, the Operation Element of the Service Plan, and an update to the Cost/Revenue Allocation and Rate Structure Justification. The Broward County TDSP was developed in accordance with the legislative requirements of Rule 41-2, F.A.C., in conformance with the FCTD's "Coordinated Transportation Contracting Instructions" dated June 1996, and incorporating the TDSP criteria provided by the FCTD.

The TDSP also addresses the requirements of the federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), expanding it as a Coordinated Public Transit-Human Services Transportation Plan (CHSTP). The purpose of this plan is to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate and cost-effective transportation possible with available resources. The plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. **The BCCB's membership meets that requirement. Both State and Federal Laws require coordination of human transportation services, and the TDSP incorporates the specific requirements of both.**

# **I. DEVELOPMENT PLAN**

This section of the Broward County Transportation Disadvantaged Service Plan Minor Update includes: the Organizational Chart, the Local Coordinating Board Certification, Service Analysis, the Goals, Objectives and Strategies, and the Implementation Plan of the Transportation Disadvantaged Improvement Projects.

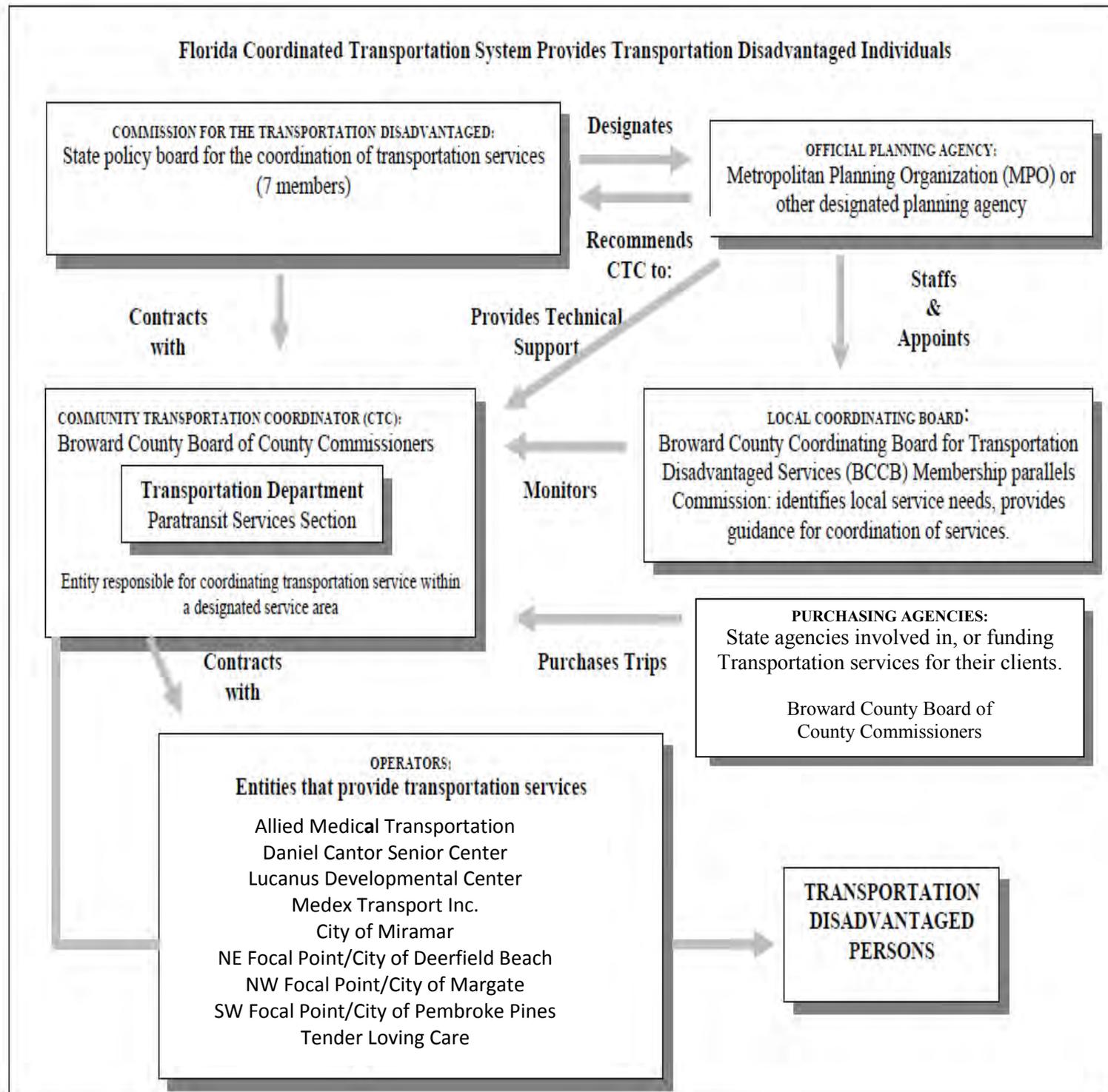
## **A. INTRODUCTION TO THE SERVICE AREA**

### **3. Organizational Chart**

### **5. Local Coordinating Board Certification**

Representative membership of the Broward County Coordinating Board for Transportation Services is located on page 4. This membership is established pursuant to Rule 41-2.012(3), F.A.C.

### 3. Organizational Chart



## BROWARD COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

**NAME (MPO/DOPA):** Metropolitan Planning Organization  
**ADDRESS:** 100 West Cypress Creek Road, Suite 850  
 Ft. Lauderdale, FL 33309

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

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

**SIGNATURE:** \_\_\_\_\_

**DATE:**

| REPRESENTATION                        | MEMBER              | ALTERNATE               | TERM      |
|---------------------------------------|---------------------|-------------------------|-----------|
| 1. CHAIRMAN                           | Mayor J. Varsallone | None                    | MPO       |
| 2. CITIZEN ADVOCATE                   | Diane Smith         | Vera Sharitt            | 8/31/2010 |
| 3. DISABLED COMMUNITY                 |                     | Denise Payne            | 8/31/2012 |
| 4. ELDERLY (60+) COMMUNITY            | Mary Macomber       | Robert J. Siedlecki     | 8/31/2010 |
| 5. CITIZEN ADVOCATE/ SYSTEM USER      | Donald Felder       | Rosanna Lippen          | 8/31/2012 |
| 6. VETERANS' COMMUNITY                | Sharon Ross         | Tanya Eaves             | 8/31/2010 |
| 7. COMMUNITY ACTION -                 | Pamela Carre        | Annette Wellington-Hall | 8/31/2011 |
| 8. PUBLIC EDUCATION COMMUNITY         | Eugene Williams     | Theresa Moore           | 8/31/2011 |
| 9. FDOT                               | Jayne Pietrowski    | Jaclyn Meli             | Agency    |
| 10. FDCF                              | Emilio Maicas       | Maria Chiari            | Agency    |
| 11. FDOE/VOCATIONAL REHABILITATION    | Jane Haughian       | Brenda Motter           | Agency    |
| 12. FDEA                              | Edith Lederberg     | Shirley Snipes          | Agency    |
| 13. FAHCA                             | Rafael Copa         | Karen Porter            | Agency    |
| 14. CHILDREN AT RISK                  | Holly Stracquadaine | Gilbert Rincon          | 8/31/2011 |
| 15. PRIVATE TRANSPORTATION            | Karen Caputo        | Taumika Jackson         | 8/31/2011 |
| 16. MASS/PUBLIC TRANSIT INDUSTRY      | No Member           | None                    |           |
| 17. LOCAL MEDICAL COMMUNITY           | Deborah Hill        |                         | Agency    |
| 18. LOCAL WORKFORCE DEVELOPMENT BOARD | Mason Jackson       |                         | Agency    |

## **C. SERVICE ANALYSIS**

### **2. Needs Assessment**

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

Based on the U.S. Census Bureau 2008 estimates, the disabled and elderly comprise 32% of Broward's population. Including the economically disadvantaged these populations comprise approximately 45% of Broward's population. Due to reduced employments employment opportunities for the disabled they are also economically disadvantaged.

The unmet needs of the economically disadvantaged and low-income individuals include: jobs that will provide income and benefits; and transportation. The historical patterns of high vehicle ownership, low provision of public transportation and suburban sprawl have combined to create an environment in which not owning a car is a serious barrier to employment and economic self-sufficiency. Almost 98% of Broward County's workers drive to work not only because the car is more convenient and flexible but also because public transportation headways are long and routes do not offer direct connections to where the jobs are. Broward County Transit Division has successfully applied for New Freedom Grants. New Freedom grant funds will be used for projects that provide transit services beyond the requirements of the Americans with Disabilities Act (ADA) by enhancing access to transit services, information and assistive devices that utilize technology that can be applied to different areas of transportation and community mobility.

### **3. Barriers to Coordination**

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

- the fragmentation inherent in a service area encompassing thirty-one (31) municipalities,
- the manner in which information is collected, retained, and reported among providers, municipalities, agencies, and the Community Transportation Coordinator (CTC) for Broward County, and
- regional coordination

The Broward County Transit Division operating as Broward County Transit (BCT) is responsible for the county-wide fixed route and paratransit transportation services. Broward County Transit works closely with Broward Metropolitan Planning Organization in the development of plans and the analysis of transit issues. In addition to regular fixed route and Community Bus services, the BCTD also offers TOPS (Transportation Options) for qualified individuals that meet ADA or Transportation Disadvantaged (elderly, disabled, or economically disadvantaged ) requirements. The process includes adhering to the established transportation/transit goals and policies, monitoring and evaluating existing service and service needs, developing improvements, and public review.

In addition, the Commission for the Transportation Disadvantaged is a primary resource for information, guidance, oversight and legislative advocacy on behalf of the statewide coordinated system.

## **D. GOALS, OBJECTIVES AND STRATEGIES**

The Goals and Objectives of the TDSP, presented on pages 9-21, are consistent with Florida legislative and administrative requirements and support the goals and objectives of the Florida Commission for the Transportation Disadvantaged. The TDSP is consistent with the Broward MPO's Long-Range Transportation Plan, BCT's Ten-Year Transit Development Plan, and simultaneously supports other planning efforts. Every effort is made to address regional issues outlined in the Strategic Regional Policy Plan for South Florida produced by the South Florida Regional Planning Council.

Broward County's paratransit service known as TOPS or Transportation Options is one of the nation's largest and most effective paratransit programs. Enhanced service standards, responsiveness to client input and partnering with other local community agencies contribute to continuing improvement in the delivery of services.

## **E. IMPLEMENTATION PLAN**

The Five-Year Transportation Disadvantaged Improvement Program and the Implementation Schedule are updated annually and are tied to TDSP Goals and Objectives.

### **1. Five-Year Transportation Disadvantaged Improvement Program**

The Transportation Disadvantaged Improvement Projects are located in Section 6, "County and Local Projects" within the Transportation Improvement Program (TIP), as adopted by the Broward Metropolitan Planning Organization. The Broward MPO's TIP is multi-modal in nature and is developed through the input and involvement of governmental agencies, the private sector, and citizen advocates. The Transportation Disadvantaged Improvement Program projects and schedule are presented on Page 23.

## **F. MPO PUBLIC INVOLVEMENT PLAN**

The Broward MPO's policy on public participation is to create opportunities for all segments of the public to learn and become informed about issues and proposals under its consideration, particularly those affected by the outcomes or with special needs. This policy lays the foundation in ensuring the public is a key player in the planning and decision-making process.

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

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

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

The MPO continually assesses the effectiveness of its public involvement techniques to develop strategies for improving progress toward public involvement objectives.

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|  | PERFORMANCE MEASURE  | EST. DATE OF COMPLETION | CURRENT STATUS | RESPONSIBLE AGENCY |
|--|--|-------------------------|----------------|--------------------|
| <p><b>Objective 1: Promote the provision of the most effective mix of transportation services that meets the demands for sponsored and non-sponsored trips.</b></p> <p><b>Strategy #1:</b> Maximize use of computer software by the CTC and TOPS Reservation Center (Inktel Direct) in the areas of routing, scheduling, and operating data.</p> <p><b>Strategy #2:</b> Require Operators to develop and maintain records of pickup / appointment times, referrals to CTC, and trip denials.</p> | #1) Number of non-sponsored trips provided                 | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |
|  | #2) Number of clients and trips allocated to each provider | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |
|  | #3) Number of non-sponsored trips delivered                | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|   | PERFORMANCE MEASURE                        | EST. DATE OF COMPLETION | CURRENT STATUS | RESPONSIBLE AGENCY |
|---|--|-------------------------|----------------|--------------------|
| <p><b>Strategy #3:</b> Continue to maintain computerized trip information to monitor and manage the provision of transportation disadvantaged services.</p> | #4) number of sponsored trips              | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |
| <p><b>Strategy #4:</b> Continue to develop an information system for marketing transportation disadvantaged services.</p>                                   | #5) number and kinds of services           | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |
| <p><b>Strategy #5:</b> Expand the transit market by promoting and marketing the BCT –family of services.”</p>   | #6) An accounting of marketing activities. | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|   | PERFORMANCE MEASURE                                    | EST. DATE OF COMPLETION | CURRENT STATUS | RESPONSIBLE AGENCY |
|---|--|-------------------------|----------------|--------------------|
| <p><b>Objective 2: Community awareness of Transportation Disadvantaged transportation services.</b></p> <p><b>Strategy #1:</b> Develop marketing tools to agencies serving individuals who could benefit.</p> <p><b>Strategy #2:</b> Continue efforts to market informational materials for riders of the system.</p> | #1) number of new Transportation Disadvantaged clients | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |
|   | #2) total amount spent on marketing/public information | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |
|   | #3) number of informational documents distributed      | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|  | PERFORMANCE MEASURE                   | EST. DATE OF COMPLETION | CURRENT STATUS | RESPONSIBLE AGENCY |
|--|---------------------------------------|-------------------------|----------------|--------------------|
| <p><b>Objective 1: Implement appropriate methods and procedures to accomplish cost-effective service delivery.</b></p> <p><b>Strategy #1:</b> Continue the monthly reporting process via computerized trip management system to monitor efficiency and cost effectiveness.</p> | #1) cost to County per passenger trip | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>         |
|  | #2) cost to County per vehicle mile   | <b>Ongoing</b>          | <b>Ongoing</b> |                    |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|  | PERFORMANCE MEASURE  | EST. DATE OF COMPLETION   | CURRENT STATUS   | RESPONSIBLE AGENCY   |
|--|--|---|--|--|
| <p><b>Objective 2: Ensure effective program administration.</b></p> <p><b>Strategy #1:</b> Continue the monthly report format to evaluate efficiencies and effectiveness of the TD program.</p> <p><b>Strategy #2:</b> Ensure service plan adherence.</p> <p><b>Strategy #3:</b> Continue the monthly reporting process via computerized trip management system to monitor efficiency, cost effectiveness and quality.</p> | <p>#1) Annual evaluation of CTC performance by the Local Coordinating Board</p> <p>#2) Quality Assurance Performance Evaluation performed by Florida Commission for the Transportation Disadvantaged</p> <p>#3) passenger trips per hour</p> <p>#4) passenger trips per vehicle mile</p> | <p style="text-align: center;"><b>November 2010</b></p> <p style="text-align: center;"><b>July 2010</b></p> <p style="text-align: center;"><b>Ongoing</b></p> <p style="text-align: center;"><b>Ongoing</b></p> | <p style="text-align: center;"><b>Ongoing</b></p> <p style="text-align: center;"><b>Complete</b></p> <p style="text-align: center;"><b>Ongoing</b></p> <p style="text-align: center;"><b>Ongoing</b></p> | <p style="text-align: center;"><b>LCB<br/>CTC</b></p> <p style="text-align: center;"><b>FCTD</b></p> <p style="text-align: center;"><b>BCT</b></p> |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|  | PERFORMANCE MEASURE  | EST. DATE OF COMPLETION | CURRENT STATUS | RESPONSIBLE AGENCY                 |
|--|--|-------------------------|----------------|------------------------------------|
| <p><b>Objective 3: Promote utilization of the most cost-effective transportation mode.</b></p> <p><b>Strategy #1:</b> Continue the monthly reporting process via computerized trip management system to monitor usage and effectiveness of the TD program.</p> <p><b>Strategy #2:</b> Promote and continue monthly bus pass program for individuals and large user agencies.</p> | #1) percent fixed-route trips are of total trips           | <b>Monthly</b>          | <b>Ongoing</b> | <b>BCT</b>                         |
|  | #2) percent group-trips (program trips) are of total trips | <b>Monthly</b>          | <b>Ongoing</b> | <b>BCT</b>                         |
|  | #3) percent subscription trips are of total trips          | <b>Monthly</b>          | <b>Ongoing</b> | <b>BCT</b>                         |
|  | #4) number of TD bus pass sales                            | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>                         |
|  | #5) number of valid applicants                             | <b>Ongoing</b>          | <b>Ongoing</b> | <b>Out Source Contractor (NRC)</b> |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|  | PERFORMANCE MEASURE  | EST. DATE OF COMPLETION | CURRENT STATUS  | RESPONSIBLE AGENCY  |
|--|--|-------------------------|-----------------|---------------------|
| <p><b>Objective 1: Encourage courteous service and passenger satisfaction.</b></p> <p><b>Strategy #1:</b> Conduct transportation evaluations for quality services (new contract for quality evaluations)</p> <p><b>Strategy #2:</b> Utilize surveys to receive feedback from riders and to maintain quality service.</p> | #1) percentage of satisfied clients                          | <b>Ongoing</b>          | <b>Ongoing</b>  | <b>BCT</b>          |
|  | #2) number of complaints/grievances filed against the system | <b>Ongoing</b>          | <b>Ongoing</b>  | <b>BCT<br/>FCTD</b> |
|  | #3) analysis of quality survey results                       | <b>July 2010</b>        | <b>Complete</b> | <b>BCT<br/>FCTD</b> |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|   | PERFORMANCE MEASURE  | EST. DATE OF COMPLETION   | CURRENT STATUS  | RESPONSIBLE AGENCY                                     |
|---|--|---|---|--|
| <p><b>Objective 2: Promote service that minimizes rider travel and wait times.</b></p> <p><b>Strategy #1:</b> Adhere to the service plan.</p> <p><b>Strategy #2:</b> Update and promote the paratransit riders guide.</p> | <p>#1) percent on-time (pick-up and/or drop-off)</p> <p>#2) number of trip requests referred to other providers</p> <p>#3) number of complaints filed</p> <p>#4) number of guides produced and distributed</p> | <p><b>Ongoing</b></p> <p><b>Monthly</b></p> <p><b>Ongoing</b></p> | <p><b>Ongoing</b></p> <p><b>Ongoing</b></p> <p><b>Ongoing</b></p> | <p><b>BCT</b></p> <p><b>FCTD</b></p> <p><b>BCT</b></p> |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

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

|   | PERFORMANCE MEASURE  | EST. DATE OF COMPLETION   | CURRENT STATUS  | RESPONSIBLE AGENCY  |
|---|--|---|---|---|
| <p><b>Objective 3: Require the provision of safe and reliable service.</b></p> <p><b>Strategy #1:</b> Maintain accident records for Annual Operating Report.</p> <p><b>Strategy #2:</b> Conduct FDOT System Safety Plan evaluations for transportation operators.</p> | <p>#1) vehicle accidents per 100,000 vehicle miles</p> <p>#2) road call rate per passenger trip</p> <p>#3) FDOT Summary Report</p> | <p style="text-align: center;"><b>September 2010</b></p> <p style="text-align: center;"><b>September 2010</b></p> | <p style="text-align: center;"><b>Complete</b></p> <p style="text-align: center;"><b>Complete</b></p> | <p style="text-align: center;"><b>BCT</b></p> <p style="text-align: center;"><b>BCT</b></p> |

**BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN**

**GOAL 4: SECURE NECESSARY FUNDING TO SUPPORT THE TD PROGRAM.**

|  | PERFORMANCE MEASURE                           | EST. DATE OF COMPLETION | CURRENT STATUS  | RESPONSIBLE AGENCY          |
|--|---|-------------------------|-----------------|-----------------------------|
| <p><b>Objective 1: Maintain and increase funding to better meet the continued demand for paratransit services.</b></p> <p><b>Strategy #1:</b> Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding TD transportation services.</p> <p><b>Strategy #2:</b> Continue to pursue funding for non-sponsored trips.</p> | #1) total funds received from TD Trust fund   | <b>November 2010</b>    | <b>Complete</b> | <b>BCCB<br/>MPO<br/>BCT</b> |
|  | #2) total funds received from current sources | <b>Ongoing</b>          | <b>Ongoing</b>  |                             |
|  | #3) total funds received from new sources     |                         |                 | <b>BCT</b>                  |

**BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN**

**GOAL 4: SECURE NECESSARY FUNDING TO SUPPORT THE TD PROGRAM. (Continued)**

|   | PERFORMANCE MEASURE  | EST. DATE OF COMPLETION     | CURRENT STATUS         | RESPONSIBLE AGENCY                 |
|---|--|-----------------------------|------------------------|------------------------------------|
| <p><b>Objective 2: Encourage public and private agencies to identify and allocate sufficient funds to meet the transportation needs of their program participants.</b></p> <p><b>Strategy #1:</b> Maintain monitoring by LCB, MPO and CTC of annual reports of agencies funding transportation service for their clients.</p> | <p>#1) total funds budgeted by state agencies in the coordinated system</p> <p>#2) total funds spent by state agencies in the coordinated system</p> <p>#3) total funds budgeted to provide sponsored trips by non-state agencies</p> <p>#4) total funds spent to provide sponsored trips by non-state agencies</p> <p>#5) total funds budgeted to provide ADA trips</p> <p>#6) total funds spent to provide ADA trips</p> | <p><b>November 2010</b></p> | <p><b>Complete</b></p> | <p><b>BCT<br/>BCCB<br/>MPO</b></p> |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

### GOAL 5: ENSURE TD PROGRAM ACCOUNTABILITY.

|   | PERFORMANCE MEASURE  | EST. DATE OF COMPLETION | CURRENT STATUS | RESPONSIBLE AGENCY         |
|---|--|-------------------------|----------------|----------------------------|
| <p><b>Objective 1: Adhere to state and federal statutes, rules, and regulations for the TD program.</b></p> <p><b>Strategy #1:</b> Develop and maintain schedules, (monthly, quarterly, and annual) for all pertinent activities related to the TD program in response to TD Commission, Chapter 427 and Federal law.</p> | <p>#1) timely submission of required documentation: i.e., CTC's Annual Operating Report, Service Plan, Coordination Contracts, Operator Contracts, Grant Applications, Memorandum of Agreement, Monthly Billing, Quarterly Planning Grant deliverables, CTC evaluations, Progress Reports, - All accompanied by necessary endorsements and signatures.</p> | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT<br/>LCB<br/>MPO</b> |
|   | <p>#2) compliance with Americans with Disabilities Act of 1990 and other state and federal requirements</p>  | <b>Ongoing</b>          | <b>Ongoing</b> | <b>BCT</b>                 |

## BROWARD COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

### GOAL 5: ENSURE TD PROGRAM ACCOUNTABILITY. (Continued)

|  | PERFORMANCE MEASURE   | EST. DATE OF COMPLETION | CURRENT STATUS  | RESPONSIBLE AGENCY |
|--|---|-------------------------|-----------------|--------------------|
| <p><b>Objective 2: Collect, compile, report, and maintain data necessary for evaluation of the local Transportation Disadvantaged program.</b></p> <p><b>Strategy #1:</b> Evaluate monthly status reports; quality control reports; provider meetings and marketing activities.</p> <p><b>Strategy #2:</b> Maintain all records including complaint resolution; TD eligibility list; coordination contracts in orderly manner, facilitating audit and review activities.</p> | #1) completion of annual CTC performance evaluation performed by the Local Coordinating Board and recommendation by MPO | <b>November 2010</b>    | <b>Ongoing</b>  | <b>LCB</b>         |
|  | #2) review and dissemination of performance evaluations as conducted by Commission staff                                | <b>Annually</b>         | <b>Complete</b> | <b>BCT</b>         |

# FUNDED PROJECTS LISTING

## SECTION 6



# TRANSPORTATION DISADVANTAGED

**TRANSPORTATION DISADVANTAGED Projects**

**BROWARD METROPOLITAN PLANNING ORGANIZATION TRANSPORTATION IMPROVEMENT PROGRAM**

**5-Year Listing of Federal, State, County and Local Roadway**

| TIP #/<br>LRTP #/<br>FM # | PROJECT NAME/<br>MPO DISTRICT           | DESCRIPTION OR LIMITS, AND<br>TYPE OF WORK  | LENGTH | TOTAL<br>COST (\$000) | FUND<br>SRC        | PHASE             | FISCAL YEAR USE BY FUND TYPE (\$000) |                         |                         |                         |                         |                         | COMMENTS   |
|---------------------------|---|---|--------|-----------------------|--------------------|-------------------|--------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--|
|                           |   |   |        |                       |                    |                   | Prior                                | 10-11                   | 11-12                   | 12-13                   | 13-14                   | 14-15                   |  |
| 565                       | TRANSPORTATION FOR<br>THE DISADVANTAGED | COUNTY COMMISSION<br>CONTRIBUTION<br><br>TRANSPORTATION OF<br>DISADVANTAGED CLIENTS |        | \$107,705             | LF                 | MSC               | \$17,705                             | \$18,000                | \$18,000                | \$18,000                | \$18,000                | \$18,000                | TOTAL FOR ADA<br>PARATRANSIT AND<br>TD (CC<br>CONTRIBUTION<br>ONLY) DOES NOT<br>INCLUDE TD GRANT |
| 499<br><br>2370361        | BROWARD COUNTY                          | TD COMMISSION TRIP AND<br>EQUIPMENT GRANT<br><br>PTO                                |        | \$19,315              | LF<br>TDDR<br>TDTF | OPS<br>OPS<br>OPS | \$329<br>\$5<br>\$2,956              | \$320<br>\$4<br>\$2,881 | \$320<br>\$4<br>\$2,881 | \$320<br>\$4<br>\$2,881 | \$320<br>\$4<br>\$2,881 | \$320<br>\$4<br>\$2,881 |  |
| 521<br><br>2370362        | BROWARD COUNTY                          | TD COMMISSION PLANNING GRANT<br><br>PTO   |        | \$318                 | TDTF               | PLN               | \$53                                 | \$53                    | \$53                    | \$53                    | \$53                    | \$53                    |  |

## II. SERVICE PLAN

### A. OPERATION ELEMENT

Broward County Mass Transit Division (BCT) serves residents through a combination of fixed route public transit, paratransit, and community bus services. Within the coordinated paratransit system, 34 agencies offer transportation to their clients.

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

| Types of Service  | Hours and Days of Service   |
|---|---|
| TOPS Reservation Call Center  | Available during the published operating hours of BCT (normally 4:40 a.m. to 12:40 a.m., Monday through Saturday; and 6:45 a.m. to 10:15 p.m., Sundays and holidays).         |
| Ambulatory and wheelchair transportation service, fixed route and paratransit             | Available during the published operating hours of BCT (normally 4:40 a.m. to 12:40 a.m., Monday through Saturday; and 6:45 a.m. to 10:15 p.m., Sundays and holidays).         |
| Ambulatory and wheelchair accessible feeder service available to Tri-County Commuter Rail | Seven days per week, generally between 5:00 a.m. and 11:00 p.m., Monday through Friday; 6:00 a.m. to 11:30 p.m., Saturdays; and 8:00 a.m. to 6:30 p.m., Sundays and holidays. |
| Developmental Services provides ambulatory and wheelchair transportation                  | Generally, from 6:00 a.m. to 6:00 p.m., Monday through Friday, or as warranted by an individually sponsored program.  |
| Local municipalities provide ambulatory and wheelchair accessible service                 | Usually on a weekday basis, Monday through Friday, from 8:00 a.m. to 5:00 p.m.  |
| Coordinated Agencies  | Varies by agency, usually on a weekday basis, Monday through Friday, from 8:00 a.m. to 5:00 p.m.  |

### **Cost of Service**

See Appendix A —Rate Structure.”

### **Use of Fixed Route Service**

All Broward County buses and community buses are wheelchair-accessible (equipped with lifts and kneelers—this is also helpful for non-wheelchair passengers who cannot navigate steps). Bus fare is \$1.75 and increased effective October 1, 2010. BCT offers 31-day bus passes at discounted rates to elderly, youth, college student, and disabled riders. For information on fixed-route bus service and routes, please call 954-357-8400, option 1, or go to <http://www.broward.org/bct>. Community buses range from free-of-charge to \$1.00, depending on the community. For information on community bus services and routes, please go to <http://www.broward.org/bct/communitybuses.htm>

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

All registered ADA Paratransit clients may ride the Broward County fixed-route buses free of charge without affecting their paratransit eligibility. For information, please call 954-357-8400, option 2.

All registered TD Medical Paratransit clients may ride the Broward County fixed-route buses free of charge without affecting their paratransit eligibility. For information, please call 954-357-8400, option 2.

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 cancel TD Nutrition Paratransit eligibility. For information, please call 954-357-8400, option 2.

Clients requesting transportation services are directed to the fixed route service. 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. BCT continues to offer and has expanded its free “Travel Training” for disabled applicants, including mental health clients, who can use fixed route service after some one-on-one instruction and assistance. This popular program is both beneficial and cost effective. During 2009-10, it is estimated that 120 people will be travel trained (93 travel trained to date).

BCT is dedicated to improving its fixed route bus system on an ongoing basis, and have

completed the following improvements to enhance accessibility:

- In the past three years, 976 bus stops have been made fully ADA accessible.
- 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.

### **Inter-County Arrangements**

Broward County works cooperatively with paratransit clients from other counties who request visitor status and can show proof of current paratransit eligibility. The CTC provides approximately 431 such inter-county trips on a weekly basis. There are currently 358 eligible clients registered as visitors with the TOPS paratransit service.

### **Other Community Service Sponsored Trips**

Various community support agencies (such as United Cerebral Palsy) and other non-profit agencies that participate in the Section 5310 van program provide transportation for eligible clients in Broward County. There are currently 35 local agencies that participate in the Broward County coordinated program. See Appendix B, —Operators and Coordination Contractors”.

### **Pre-Scheduled Trips**

Reservations for pre-scheduled trips must be made between the hours of 8:00 a.m. and 5:00 p.m., seven days a week. Reservations must be made one (1) day in advance.

### **Same Day Service**

Same day service is provided on a very limited basis, at the discretion of the County and the Tops Reservation Center, based upon available vehicle capacity and available time slots in the schedule for that day. The contractor makes every reasonable effort to accommodate same day trip requests on a case by case basis. Broward County TOPS paratransit program does not provide emergency or stretcher transportation.

## **Subscription Trips**

Subscription trips are trips for which an individual goes to and from the same origin and destination, at the same time of day, at least two days per week and requests the trip through a standing reservation rather than a daily request. ADA paratransit clients have priority for subscription trips, when subscription capacity is inadequate to meet all requests for subscription service. Contractors maintain a list of subscription clients documenting the level of subscription service provided by various funding components. Subscription trips comprise approximately 65% of total trips.

## **2. Accessing Services**

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.

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

Reservations may be made seven days a week, 8:00 am - 5:00pm, and must be made one day in advance.

TOPS Reservation Number: 1-866-682-2258

Where's my ride inquiries and other trip questions or concerns can call the reservation number and speak to a reservations agent from M-F 4:40AM to 12:40AM, Sundays and holidays 6:45AM to 10:15PM.

Registration or certification information for other programs' clients may be reached by calling the individual program sponsor. Broward County routinely publishes the availability of transportation disadvantaged services in informational materials widely distributed throughout the community, including the telephone number for BCT and the Paratransit Services Section. The Aging & Disability Resource Center of Broward County, the Agency for Persons with Disabilities, Henderson Mental Health and other community organizations provide similar directories of services available to the general public, including the transportation disadvantaged. BCT publishes a Paratransit Services Rider's Guide, which details how a client can access the service. The Rider's Guide is updated periodically. All of BCT's materials are available in large print, audio cassette, CD, and Braille upon request. In 2009-2010, the CTC provided 412 large print 98 audio tape, 41 CD and 4 Braille items. The Rider's Guide is also available in Spanish.

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.

### **Cancellations and "No-Show" Policies**

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

When the assigned provider fails to pick up a client for a scheduled trip, with the exception of a trip canceled by a client or a client no-show, it is considered a missed trip. Rides canceled by the assigned provider shall be considered missed trips. Trips in which the assigned provider arrives more than one (1) hour after the scheduled time, and the client was declared a no-show, are considered missed trips.

### **Procedures for Dispatching Backup or After-Hours' Service**

Each contractor is responsible for all trips that have been pre-scheduled for a given day. If a vehicle is late, clients can call the TOPS Reservation Center for the estimated time of arrival. The CTC also has client service representatives who are available on weekdays to answer questions. If a pickup does not occur, they may contact the County Paratransit Service Office at (954) 357-8400, or (800) 599-5432 in Broward, Dade and Palm Beach Counties, or TTY for those who are hearing impaired at (954) 357-8302. Clients who have not been picked up by the end of 15 minutes after their scheduled pickup time are to be transported at no cost to the client. The County or the TOPS Reservation Center may also, at its discretion, contact another provider to provide backup service if deemed necessary. BCT also invokes contractual terms specifying financial disincentives for lateness or missed trips.

### **Eligibility**

**TD:** 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 2,123 registered with the TOPS paratransit service (See Appendix C, "Transportation Disadvantaged Eligibility Application"). The CTC and the Coordinating Board have an established eligibility appeal process for the clients. The CTC, in cooperation with the LCB, may establish a review committee appointed by the LCB for TD eligibility appeals if so desired by the applicant. The applicant may also request a review of the application by the CTC program manager. TOPS performs over 250,000 TD trips annually.

**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 12,704 eligible ADA clients registered with the TOPS paratransit service.

ADA eligibility is determined by a client's functional 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 professionally trained team of physical and occupational therapists. The assessment comprises 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 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. BCT's Paratransit Services Section staff processed 9,374 applications for ADA and TD paratransit service in 2008-2009.

### **Prioritization**

At this time in Broward County, there is no prioritization of trips. All pre-scheduled trips requested are performed.

### **Fare Changes Effective January 1, 2010**

- On October 1, 2010 BCT increased its fixed route fare to \$1.75 and the Paratransit Rider's Fare increased to \$3.50. This increase was also addressed during a formal public hearing. The contracted service providers will continue to retain \$3.00, but the County will retain the additional \$0.50. Revenue for County Fiscal Year 2010 is expected to exceed \$300,000. County Board Approved – Amendment – 08.31.10.
- Implementation of the centralized reservation system and virtual fleet.
- Conduct a more thorough needs assessments - both new and renewal TD applications must be accompanied by documentation verifying monthly income (similar to the process used by other CTC's, such as Palm Beach County).
- Research the possibility of recruiting volunteers to assist with the needs assessment, (e.g., social work graduate students at local universities)
- Formation of a sliding scale to determine an equitable Rider's Fare for nutrition clients that currently travel free-of-charge. BCT will request the assistance of the Aging and Disability Resource Center of Broward County (formerly the Area Agency on Aging of Broward County) on this initiative.

### **3. Transportation Operators and Coordination Contractors**

A new five-year Paratransit contract went into effect January 1, 2010.. Four contractors, and five sub-contractors provide approximately 2,650 daily trips (see Appendix B, —Operators and Coordination Contractors). There are currently 15,274 eligible clients registered in the system.

TOPS providers are selected under the competitive process established by Florida's Administrative Code. The same process – letters of interest, reviews of responses, selection/negotiation committee, national and international searches, qualifications review, presentations, selection, and, as needed, emergency bid quotation requests according to established criteria – is utilized when a new contract is required or there is a need to expand the number of contracted operators.

### **4. Public Transportation Utilization**

BCT provides service to 410 square miles within Broward County. BCT buses connect to Palm Beach and Miami-Dade transit systems and to Tri-Rail. BCT buses provide connections to our community's multimodal transportation network, as well as system wide connections at three transfer terminals: Broward Central Terminal (downtown Fort Lauderdale); West Regional Terminal (Plantation) and Lauderhill Mall Transfer Facility (Lauderhill). The Northeast Transit Center (Pompano Beach) will open in Fall 2011.

The BCT fleet has 303 fixed-route buses (all of which are 100% accessible via lifts and hydraulic kneelers) providing service on 38 routes, 70 community buses operated in partnership with 21 municipalities, and the Tri-Rail feeder shuttles. BCT transports 36.7 million passengers annually. On weekdays 38 routes receive service, 30 on Saturdays, and 28 on Sundays.

BCT provides free Wi-Fi on the 441 Breeze and U.S. 1 Breeze routes and at the Broward Central Terminal. In 2008 BCT introduced twelve 40' hybrid buses to the fleet. In December 2008 BCT will receive delivery of five additional 40' hybrid buses, five articulated diesel buses and ten hybrid articulated buses.

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

BCT launched the addition of Spanish and Creole languages on its Web site. The translated versions can be accessed from the BCT home page at [www.broward.org/bct](http://www.broward.org/bct) by selecting from the —Language Chooser” button. Bus schedules and maps are not translated, as these web pages identify departure and arrival times, bus stop locations, landmarks and other non-translatable terms.

BCT issues photo identification cards for those fixed-route users deemed eligible for a reduced fare based on age 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:

As of June 19, 2008, bus passengers who prefer online trip planning assistance for travel on Broward County Transit (BCT) can log on to Google Transit™ at [www.google.com/transit](http://www.google.com/transit).

Google Transit is a feature of Google Maps™ that provides public transportation trip planning 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](http://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 passes for youth, seniors, disabled, Medicare recipients and college students cannot be purchased online as valid identification is required. These passes are sold at the main bus terminal, all County libraries and select check cashing store locations throughout Broward County. The All-Day 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.

For more information about the online bus pass purchase, contact the Broward County Transit Communications Section at 954-357-6786.

Effective October 1, 2010, BCT increased its bus fares. The changes are as follows:

| <b>Transit Fare Types</b>        | <b>Effective October 1, 2010</b> |
|----------------------------------|----------------------------------|
| Regular One-Way Fare (Base Cash) | \$1.75                           |
| Reduced Youth                    | \$0.85                           |
| Reduced Senior/Disabled/Medicare | \$0.85                           |
| 10-Ride Pass                     | \$16.00                          |
| All Day Pass                     | \$4.00                           |
| Reduced Youth                    | \$3.00                           |
| Reduced Senior/Disabled/Medicare | \$3.00                           |
| 7-Day Pass                       | \$16.00                          |
| 31-Day Adult Pass                | \$58.00                          |
| Reduced Youth                    | \$29.00                          |
| Reduced Senior/Disabled/Medicare | \$29.00                          |
| Reduced College Student          | \$40.00                          |

**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.

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.

## **6. Vehicle Inventory**

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

See Appendix D, —~~V~~ehicle Inventory.”

## **7. System Safety Program Plan Certification**

A Broward County Safety Inspection is conducted annually by BCT with the Florida Department of Transportation in accordance with Chapter 14-90, FAC.

Security Program Plan: In accordance with Chapter 14-90.004, FAC, all TOPS providers

must develop and maintain a Security Program Plan. This becomes part of the System Safety Program Plan requirements. See Appendix E.

## **8. Intercounty Services**

BCT provides service into Miami-Dade and Palm Beach Counties. Fixed route service into Palm Beach County includes Route 18 to Sandalfoot, and Route 10 to Mizner Park. Fixed route service into Miami-Dade County includes Route 18 to the 163rd Street Mall and Golden Glades Park, Route 2 to 207th Street & University Drive and Golden Glades Park, and Routes 1 and 4 to Aventura Mall. The three counties have designated several transfer locations for paratransit clients who need to transfer across service areas. The three counties have an intercounty service agreement for paratransit delivery.

## **9. Natural Disaster/Emergency Preparedness**

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

In order to address issues pertaining to the operation of Special Needs Shelters during emergencies and to prepare for future emergency needs of Special Needs Shelter clients, Broward County's Human Services Department initiated the Special Needs Task Force (SNTF). The SNTF meets on a monthly basis to address issues including client eligibility, client registration, transportation services, shelter staffing, shelter inspections, shelter supplies and inventory, electrical needs, plumbing needs, medical needs, oxygen needs, public awareness, etc.

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

In 2009-2010, the following activities were completed or recertified by the Broward CTC staff:

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

## 10. Marketing

BCT's Customer Relations and Communications Section develops and implements marketing, advertising, and public relations programs to provide the public with information about current, new and enhanced bus service, special projects and events, and the benefits of riding public transportation. The section responds to a myriad of 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](http://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 Spanish and Creole translation.

In partnership with Wannado City, the —Wannado City Breeze" was launched, a mini-replica of a BCT bus as the official transport guide inside the role-playing theme park for children. The project includes replica bus stops, a main transit terminal and audio-videos that feature facts on BCT careers and services. This partnership provides children and families an interactive experience with the transit system that is both educational and entertaining.

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,” will educate and encourage the active participation of transit passengers to identify and assist transit officials to maintain a secure transit environment. Promotions will consist of brochures, radio and print advertisements, an instructive web-video on the BCT web site, posters, and a designated call-in telephone line. —Transit Watch” will be introduced in summer 2009.

## **11. Acceptable Alternatives**

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, and Community Buses. 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:** TMAX Express connects key downtown locations including Olde Town and Las Olas Riverfront, and also connects downtown to the beach via Las Olas Boulevard. It provides convenient lunchtime shuttle service for downtown employees and now has a new courthouse route. Express also provides a park and ride shuttle service operating between Lauderdale Lakes Marketplace and downtown Fort Lauderdale.

**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.

### III. QUALITY ASSURANCE

Chapter 427, F.S., Rule 41-2, F.A.C., and the local coordinating board operating guidelines prescribe the CTC Evaluation process which summarizes the CTC's strengths and weaknesses over the past year in terms of implementing the Chapter and Rule, the terms of the MOA, and the goals and objectives appearing in the TDSP. The BCCB is charged with the responsibility of conducting this Evaluation of the CTC. The BCCB and staff perform the evaluation process, utilizing FCTD approved criteria. A copy of the Evaluation is provided to the MPO and the FCTD. The 2008 CTC Evaluation was submitted to the Commission for the Transportation Disadvantaged on December 24, 2008. The Evaluation recommended that the CTC continue in its role and was approved by the CTD on March 19, 2009.

#### B. GRIEVANCE PROCEDURES/PROCESS

##### Paratransit Service Complaint and Grievance Procedure

The Complaint and Grievance provide the transportation disadvantaged general public a forum to address complaints and grievances relative to contract non-compliance.

COMPLAINT AND GRIEVANCE PROCEDURES  
BROWARD COUNTY COORDINATING BOARD  
FOR TRANSPORTATION DISADVANTAGED SERVICES

The complaint and grievance rights of the user are posted in a location that is generally visible to sighted clients and are periodically explained verbally to sight impaired clients.

##### COMPLAINT PROCEDURES

1. A letter stating the problem is sent to the Community Transportation Coordinator (CTC) Program Manager. The letter should outline the nature of the alleged complaint, the transportation operator involved and, where applicable, the date, time and place where the incident occurred.
2. A written response to the complainant on the status of the complaint must be transmitted by the CTC Program Manager within ten (10) working days of the receipt of the letter. In addition, the written response shall advise grievant of the following:
  - a) The existence of the Ombudsman helpline and provide grievant with the helpline's toll free telephone numbers; and
  - b) If applicable, the existence of the Medicaid Fair Hearing process

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

#### GRIEVANCE PROCEDURES

1. The Grievance Committee has the power to hold hearings, conduct investigations and take testimony in all matters relating to complaints or grievances brought before the Committee.
2. If the CTC Program Manager receives notice of an appeal, a notice of hearing is served on the operator stating the nature of the complaint and the time and place of the hearing scheduled before the Grievance Committee.
3. Notice provided by the CTC Program Manager must provide the operator of services with no less than ten (10) days, excluding Saturdays, Sundays and legal holidays, written notice of the time, date, and place of the hearing. The said Notice of Hearing must be sent by certified mail, return receipt requested, to the last known address of the operator of the services.
4. In any hearing before the Grievance Committee irrelevant, immaterial or unduly repetitious evidence will be excluded. All other evidence of a type commonly relied upon by reasonably prudent persons in the conduct of their affairs will be admissible whether or not such evidence would be admissible in the courts of Florida.
5. Each party has the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, to examine opposing witnesses on any relevant matter, even though

the matter was not covered under direct examination, and to impeach any witness regardless of which party first called the witness to testify.

6. After an evidentiary hearing, the Grievance Committee submits to the Coordinating Board its recommended order consisting of findings of fact, conclusions of law and recommendations.
7. The Coordinating Board may adopt the recommended order as its final order. The Coordinating Board may reject or modify the conclusions of law and recommend final action, but may not reject or modify the findings of fact, unless it first determines from a review of the complete record and states with particularity in its final order, that the findings of fact were not based on competent substantial evidence or that the proceedings in which the findings were based did not comply with the essential requirements of law.
8. All meetings and hearings must be open to the public and advertised, but the public will not be given the opportunity to participate. Minutes will be kept at each hearing.
9. Appeal from the decision of the Coordinating Board is by certiorari to the circuit court in accordance with the Florida Rules of Appellate Procedure.

## **C. EVALUATION PROCESS**

### **2. CTC Monitoring Procedures of Operators and Coordination Contractors**

#### **Operators:**

- a. Contractors are required to provide the Broward County Transit Division (BCT) 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 BCT.
- b. Contractors must provide BCT with evidence that all drivers have completed the training program offered by BCT 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. 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 BCT. Contractors must require all personnel providing transportation to possess the following, which shall be filed with BCT 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.

- c. BCT 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, BCT will promptly notify the contractor and the Taxi Section of the Broward County Permitting, Licensing and Consumer Protection Division. The contractor must have procedures in place to periodically review their drivers' Motor Vehicle Reports. Compliance is monitored by BCT staff.
- d. 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 BCT upon request.
- e. BCT performs annual evaluations of the contractors ensuring compliance with the System Safety Program Plan, locally approved standards, Florida Commission for the Transportation Disadvantaged (CTD) standards, Florida Department of Transportation (FDOT) standards, annual operating data and insurance requirements.
- f. BCT'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 BCT'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 BCT representative, if so requested, at the contractors' facilities. BCT'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.
- g. Contractors provide BCT 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 BCT operates with a zero trip denial rate. If one contractor is unable to perform a requested trip due to capacity constraints, another contractor performs the trip).

- h. 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 BCT (Please note that BCT operates with a zero trip denial rate. If one contractor is unable to perform a requested trip due to capacity constraints, another contractor performs the trip).
- i. Pursuant to the Federal Transit Administration's standards for precision, accuracy, and accountability, BCT is required to report data to the National Transit Database (NTD). As may be required by the Federal Transit Administration, or BCT, contractors shall collect NTD 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 BCT on BCT -approved forms as follows: operational and passenger-related data shall be submitted to BCT no less than weekly, financial data shall be submitted to BCT no less than quarterly, and designated "service supplied" data shall be submitted to BCT thirty (30) days prior to the termination of BCT's fiscal year. All source documents for Section 15 filings shall be subject to audit and shall be maintained by the contractors for five (5) years following final payment under their agreement with BCT.
- j. Contractors must provide written monthly reports to BCT 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 BCT, and shall include, but not be limited to the following:
  - k. Brief Narrative: A brief narrative highlighting the month's activities, any unusual events, trends and other noteworthy observations.
  - l. Ridership: Number of one-way passenger trips, Personal Care Attendants, and Companions on a day-by-day basis, for each funding and fare entity and category.
  - m. Miles and Hours: Total hours of service and vehicle miles on a day-by-day basis.
  - n. Cost of Service: Total service revenue based upon the contracted rates, collected fares, and net revenue to provide service (total revenue less imputed fares).

- o. Service Quality Measures: On-time performance data, trips completed, missed trips, and trip denials with an explanation.
- p. Efficiency Measures: Appropriate measures to include passengers per mile, hour, or vehicle trip.
- q. Fleet Data: Updated fleet listings and status of all vehicles.
- r. Other: Accident/incident reports/briefs/findings, training activities/certifications, including sensitivity training and education, key personnel changes, and suggested improvements.
- s. All vehicles, wheelchair lifts or ramps, and wheelchair securement devices are inspected annually by BCT staff. All vehicles must be approved, inspected and display an inspection sticker issued by BCT prior to providing service. If any complaints are received concerning any aspect of a vehicle or its equipment, the vehicle must report to BCT'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.
- t. BCT 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.
- u. Day-to-day monitoring is also conducted through BCT's Complaint Procedure. All client complaints shall be referred to BCT's Paratransit Customer Services. The contractors shall not respond directly to a client who desires to file a service complaint. BCT 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 BCT. Contractors' responses shall be made within three (3) business days of receipt of the complaint. Complaints of a 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 (maximum allowed) is established at 2.9 complaints per 1,000 trips in a given month.
- v. BCT works closely with the CTD's Ombudsman Program staff to resolve all service complaints and inquiries. BCT 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.

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

## IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The TOPS paratransit contract went into effect on January 1, 2010. Four (4) providers, and (5) subcontractors signed a five-year contract with Broward County. The new contract incorporates a per trip rate for contractors. See Appendix A, Rate Structure –FD Trust Fund Service Rates.”

The rate structure justification can be broken down in two parts. The first details the contractors’ functions and the second details the Community Transportation Coordinator’s functions:

TOPS Reservation Call Center: Telephone In-take; Scheduling

Contractor: Dispatching; Vehicle Maintenance; Trip Reconciliation/Billing

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

APPENDIX A  
RATE STRUCTURE

TRANSPORTATION DISADVANTAGED TRUST FUND  
SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR:

Broward County Board of County Commissioners, Transportation Department

EFFECTIVE DATE: July 1, 2010

| TYPE OF SERVICE TO BE PROVIDED | UNIT<br>Passenger Mile or<br>Trip | COST PER UNIT<br>\$ |
|--------------------------------|-----------------------------------|---------------------|
| Ambulatory Pickup              | Trip                              | \$26.10             |
| Wheelchair Pickup              | Trip                              | \$44.74             |

## APPENDIX B

### TOPS PARATRANSIT OPERATORS

| BUSINESS NAME  | VEHICLES | PHONE        | CONTACTS            | STREET ADDRESS                 | CITY            | ZIP   |
|--|----------|--------------|---------------------|--------------------------------|-----------------|-------|
| AAA WHEELCHAIR WAGON SERVICE, INC.                     | 83       | 954-820-0900 | KAREN CAPUTO        | 5890 RODMAN STREET             | HOLLYWOOD       | 33023 |
| AGING & DISABILITY RESOURCE CENTER OF BROWARD COUNTY   | N/A      | 954-745-9587 | EDITH LEDERBERG     | 5300 HIATUS ROAD               | SUNRISE         | 33351 |
| ALLIED MEDICAL TRANSPORTATION, INC.                    | 20       | 954-738-3754 | WAYNE ROWE          | 4820 N. STATE ROAD 7, STE 205  | FT. LAUDERDALE  | 33319 |
| CITY OF DEERFIELD BEACH - NE FOCAL POINT SENIOR CENTER | 13       | 954-480-4444 | DONNA DEFRONZO      | 227 NW 2ND STREET              | DEERFIELD BEACH | 33441 |
| CITY OF MARGATE - NW FOCAL POINT SENIOR CENTER         | 11       | 954-977-6558 | YOLANDA RODRIGUEZ   | 6009 NW 10TH STREET            | MARGATE         | 33063 |
| CITY OF MIRAMAR - SENIOR CENTER                        | 8        | 954-987-1605 | MARVA GRAHAM        | 7687 VENETIAN STREET           | MIRAMAR         | 33023 |
| CITY OF PEMBROKE PINES - SW FOCAL POINT SENIOR CENTER  | 24       | 954-450-8888 | TAMI J. FARTHING    | 301 NW 103RD AVENUE            | PEMBROKE PINES  | 33026 |
| DANIEL D. CANTOR SENIOR CENTER                         | 9        | 954-742-2299 | GAIL WEISBERG-EDDIE | 5000 NOB HILL ROAD             | SUNRISE         | 33351 |
| HANDI-VAN, INC.  | 31       | 954-735-7433 | DIANA FLETCHER      | 2400 NW 53RD STREET            | TAMARAC         | 33309 |
| LUCANUS DEVELOPMENTAL CENTER                           | 17       | 954-981-4019 | CHRIS BUCKLEY       | 6400 TAFT STREET               | HOLLYWOOD       | 33024 |
| M & T TRANSPORTATION, INC.                             | 17       | 954-987-1517 | MARK HIGGS          | 8011 RODMAN STREET, STE. 202   | HOLLYWOOD       | 33023 |
| MEDEX TRANSPORT, INC.                                  | 7        | 954-827-6827 | TIM GARLAND         | 2632 HOLLYWOOD BLVD., STE. 102 | HOLLYWOOD       | 33020 |
| SUPPORT MANAGEMENT, INC.                               | 27       | 954-432-1313 | PAULA WELCH         | 916 NE 62ND STREET             | OAKLAND PARK    | 33334 |
| TENDER LOVING CARE                                     | 5        | 954-917-8099 | DARLENE PONDER      | 155 POMPANO PKWY.              | POMPANO BEACH   | 33069 |
| VILLAGE CAR SERVICE, INC.                              | 49       | 954-821-1450 | PASQUALE VARONE     | 245 S. FEDRAL HWY.             | DANIA BEACH     | 33004 |

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### COORDINATION CONTRACTORS

| BUSINESS NAME  | VEHICLES | PHONE        | CONTACTS   | STREET ADDRESS             | CITY             | ZIP   |
|--|----------|--------------|--|----------------------------|------------------|-------|
| ACTS-AGENCY FOR COMMUNITY TREATMENT SERVICES, INC.     | 3        | 813-246-4899 | KEN SALZER                                       | 4612 N 56TH STREET         | TAMPA            | 33610 |
| ARC BROWARD, INC.                                      | 27       | 954-577-4157 | JODY ELLIS/RYRON HENRY                           | 10250 NW 53RD STREET       | SUNRISE          | 33351 |
| ARCHBISHOP HURLEY HALL and ST. JOSEPH'S TOWER          | 1        | 954-485-5150 | DEBRA HAMELRATH                                  | 3475 NW 30TH STREET        | LAUDERDALE LAKES | 33311 |
| BARC HOUSING, INC.                                     | 7        | 954-577-4157 | JODY ELLIS/RYRON HENRY                           | 10250 NW 53RD STREET       | SUNRISE          | 33351 |
| BRIGHT STYLE, INC.                                     | 3        | 954-893-3028 | ERNEST PRATT/CARLA PRATT                         | P. O. BOX 1174             | HALLANDALE       | 33008 |
| BROWARD CHILDREN'S CENTER, INC.                        | 15       | 954-943-7336 | MARGARET E. BRUMMERLOH                           | 200 SE 19TH AVENUE         | POMPANO BEACH    | 33060 |
| CEREBRAL PALSY ADULT HOME, INC.                        | 3        | 954-786-0344 | MARSHA F. LINVILLE                               | 1405 NW 10TH STREET        | DANIA            | 33004 |
| CITY OF DEERFIELD BEACH (NE FOCAL POINT SENIOR CENTER) | 13       | 954-480-4449 | DONNA DEFRONZO/REACHES HARPER                    | 227 NW 2ND STREET          | DEERFIELD BEACH  | 33441 |
| CITY OF HALLANDALE BEACH (HEPBURN CENTER)              | 3        | 954-457-1480 | VICTOR DE SOUZA                                  | 750 NW 8TH AVENUE          | HALLANDALE BEACH | 33009 |
| CITY OF LAUDERHILL (HERBERT SANDKIN COMMUNITY CENTER)  | 6        | 954-730-3003 | JANE SULLIVAN/MURT BLADES/MADIA HERCULES         | 3800 INVERRARY BLVD.       | LAUDERHILL       | 33069 |
| CITY OF MARGATE (NW FOCAL POINT SENIOR CENTER)         | 12       | 954-873-0300 | YOLANDA A. RODRIGUEZ/WELLY DOSTA/TERRY LIEBERMAN | 6009 NW 10TH STREET        | MARGATE          | 33063 |
| CITY OF MIRAMAR (MIRAMAR SATELLITE SENIOR CENTER)      | 11       | 954-495-3644 | MARVA GRAHAM/GARY BARNISTER/MELISSA D'URRY       | 6700 MIRAMAR PARKWAY       | MIRAMAR          | 33023 |
| CITY OF PEMBROKE PINES (SW FOCAL POINT SENIOR CENTER)  | 26       | 954-450-8850 | TAMI J. FARTHING/TRENDRE COLEY                   | 301 NW 103RD AVENUE        | PEMBROKE PINES   | 33028 |
| CITY OF TAMARAC SENIOR CENTER                          | 9        | 954-587-3833 | DANIA MALDONADO/RIGNE DURE-PERSADI               | 8801 WEST COMMERCIAL BLVD  | TAMARAC          | 33321 |
| CRIS TRANSPORTATION SERVICES, LLC                      | 8        | 954-751-8077 | MARIA ISABEL RODRIGUEZ/CASSANDRA HAMPTON         | 5370 STATE ROAD 84, BAY #1 | DAVIE            | 33314 |
| DANIEL D. CANTOR SENIOR CENTER                         | 7        | 954-742-2299 | NATALIE GRUNEWALD/BONNIE KRAHNS                  | 5000 NOB HILL ROAD         | SUNRISE          | 33351 |
| DGN, INC.  | 1        | 954-704-3464 | LITHA S. BERGER/ADA HERNANDEZ                    | 705 SW 88TH AVENUE         | PEMBROKE PINES   | 33025 |
| ERIC & SHERRENA'S GROUP HOME, INC.                     | 2        | 954-818-8122 | ERIC MCKNIGHT/SHERRENA MCKNIGHT                  | 5230 SW 101 AVEENUE        | COOPER CITY      | 33328 |

| BUSINESS NAME                                    | VEHICLES | PHONE        | CONTACTS                                      | STREET ADDRESS              | CITY             | ZIP   |
|--|----------|--------------|---|-----------------------------|------------------|-------|
| HENDERSON MENTAL HEALTH CENTER                   | 51       | 954-777-1662 | ERICA M. RICKETTS/JOHN AQUINO                 | 4740 NORTH STATE ROAD 7     | FORT LAUDERDALE  | 33319 |
| HOME SWEET HOME                                  | 29       | 954-987-2293 | HOWARD ROBERTS/TAMMY BRIDGECROSS/BRENDA DAVIS | 5120 SW 22ND STREET         | HOLLYWOOD        | 33023 |
| LUCANUS DEVELOPMENTAL CENTER                     | 26       | 954-981-4019 | CHRIS BUCKLEY                                 | 6411 TAFT STREET, SUITE 300 | HOLLYWOOD        | 33024 |
| MERRY STAR, INC.                                 | 1        | 954-742-6349 | MARIE DERAVILE                                | 11471 NW 35TH STREET        | SUNRISE          | 33323 |
| NW FEDERATED WOMAN'S CLUB                        | 1        | 954-714-3500 | SANDRA HUNTER/VELMA TENNYSON                  | 2185 NW 19TH STREET         | FORT LAUDERDALE  | 33311 |
| SAMUEL M. & HELENE SOREF JEWISH COMMUNITY CENTER | 1        | 954-792-6700 | DONALD GRAW/SARAH DUNKELMAN                   | 6501 W SUNRISE BLVD.        | PLANTATION       | 33313 |
| SE FOCAL POINT/JOSEPH MEYERHOFF SENIOR CENTER    | 5        | 954-966-9805 | CARMEN PORTE                                  | 3081 TAFT STREET            | HOLLYWOOD        | 33021 |
| SILVER IMPACT, INC.                              | 1        | 954-572-0444 | ILLENE GREENBERG                              | 7155 W. OAKLAND PARK BLVD.  | LAUDERHILL       | 33313 |
| ST. ANTHONY'S REHABILITATION HOSPITAL            | 1        | 954-739-6233 | GWEN DUNCAN                                   | 3487 NW 30TH STREET         | LAUDERDALE LAKES | 33311 |
| ST. ELIZABETH GARDENS                            | 1        | 954-941-4597 | JOHN A. CAMERON                               | 801 NE 33RD STREET          | POMPANO BEACH    | 33064 |
| SUNRISE COMMUNITY, INC.                          | 1        | 954-744-1126 | PAULINE HAZEL                                 | 5450 STIRLING ROAD          | DAVIE            | 33314 |
| SUNRISE OPPORTUNITIES, INC.                      | 4        | 954-744-1126 | MIGDALIA DIAZ/JUAN RAMOS                      | 5450 STIRLING ROAD          | DAVIE            | 33314 |
| TENDER LOVING CARE ADULT DAY HEALTH CENTER       | 7        | 954-917-8099 | DARLENE PONDER                                | 155 SOUTH POMPANO PARKWAY   | POMPANO BEACH    | 33069 |
| UNIQUE HOME CARE AND TRANSPORTATION, INC.        | 4        | 954-749-3268 | JANET WHEATLE                                 | 8358 W. OAKLAND PARK BLVD.  | SUNRISE          | 33351 |
| UNITED CEREBRAL PALSY OF BROWARD COUNTY, INC.    | 30       | 954-315-4040 | ELLA SHUTT                                    | 3117 SW 13TH COURT          | FORT LAUDERDALE  | 33312 |
| WOODHOUSE, INC                                   | 3        | 954-788-0344 | MARSHA F. LINVILLE                            | 1001 NE 3RD AVENUE          | POMPANO BEACH    | 33060 |

**Total Coordination Contractors**

323

All of the above operators and coordinators provide paratransit transportation to residents of Broward County. These residents attend various agencies, schools, training facilities, or simply enhance their social abilities as any resident able to use the fixed-route service is able to accomplish. These contractors and coordinators provide the transportation with assistance from local, state, federal and private dollars. Updated 05/09/09

# APPENDIX C

## TRANSPORTATION DISADVANTAGED REQUEST

ALL requests to receive **TRANSPORTATION DISADVANTAGED** paratransit service must be made on this form. Telephone enrollments and immediate service requests cannot be accommodated by the Broward County TOPS Paratransit program. An **original Doctor's & Client's signature** is required for **each** request. Any questions, call: **954-357-8400**.

Eligibility **processing may take 1-2 days** before an applicant is able to schedule trips.

Name of Requesting Center: \_\_\_\_\_ Contact: \_\_\_\_\_

Address: \_\_\_\_\_ City, State & Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email(s): \_\_\_\_\_

**Please provide transportation to/from the above-named facility for:** > **Please Print** <

**LAST Name:** \_\_\_\_\_ **FIRST Name:** \_\_\_\_\_

Address: \_\_\_\_\_ **Apt/Rm#:** \_\_\_\_\_

City, State & Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Social Security #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Date of Birth (mm/dd/yyyy): \_\_\_\_/\_\_\_\_/\_\_\_\_ Drivers Lic **OR** FL ID #: \_\_\_\_\_

**Emergency Contact Name & Phone:** \_\_\_\_\_

**Does Client have Medicaid?**  Yes  No If Yes, Program code: \_\_\_\_\_ Medicaid#: \_\_\_\_\_

**Mobility:**  Scooter/PWR-WC  Wheelchair  Walker  Cane  Crutches  Cognitive

**This Client needs to receive:**  Dialysis  Radiation  Chemo  Nutrition

**Is Client a Meals-On-Wheels Recipient?**  Yes  No **P.C.A. Required?**  Yes  No

**What is your current means of Transportation?** *(check all that apply):*  Bus / Shuttle  EMT

Drive  Taxi / Private Car  Walk / Bike  Family / Friends  Residential Facility

**Does client have a disability that would prevent the use of BCT Fixed Route buses for the inbound portion of trip:**  Yes  No **If "YES" list disabilities & reasons disability prevents INBOUND BCT travel:** \_\_\_\_\_

We have discussed transportation alternatives with client & client's family and have found that this client needs transportation (*check all that apply*):  from Home to Center  from Center to Home

**Financial Information:** Number of persons in Household: \_\_\_\_\_  
 Total Monthly Household income: \$ \_\_\_\_\_ (Income, Pensions, SSI, Etc.)  
 Monthly Expenses (non Medical): \$ \_\_\_\_\_  
 Medical Expenses: \$ \_\_\_\_\_  
 Medication Expenses: \$ \_\_\_\_\_

**NOTICE OF COLLECTING SOCIAL SECURITY NUMBER  
 FOR GOVERNMENT PURPOSE**

Broward County collects your social security number for a number of different purposes. The Florida Public Records Law (specifically, section 119.071(5), Florida Statutes (2007)), requires the County to give you this written statement explaining the purpose and authority for collecting your social security number.

| <u>Form</u>                                       | <u>Purpose</u>  | <u>Authorization</u>    |
|---|---|-------------------------|
| ADA & TD program<br>eligibility application forms | To conduct eligibility verification, cross-checks, and to monitor for possible abuse. | County policy (Note 1.) |

**Note: 1.** Broward County collects your Social Security Number in the performance of a duty or responsibility the County must complete in accordance with law or business necessity. In the event a law does not specifically provide the County with the authority to collect your Social Security Number, it is imperative that the County collect your Social Security Number and this is expressly provided in 119.071(5)2.b.

**We, the undersigned, certify the information provided in this application is true and correct. We, the undersigned, understand that providing false or misleading information, or making false statements on behalf of others constitutes fraud and is considered a felony under the laws of the State of Florida.**

Doctor's Name (print): \_\_\_\_\_ Dr.'s Florida License #: \_\_\_\_\_

Doctor's Signature: \_\_\_\_\_ Dr.'s Telephone #: \_\_\_\_\_

Client's Signature: \_\_\_\_\_ (Dr.'s info not required for **Nutrition** trips)



**THIS CONCLUDES THE APPLICANT'S PORTION OF THE FORM**

PIN: \_\_\_\_\_ Processed by: \_\_\_\_\_

Return Trips Only Miles To Center: \_\_\_\_\_

Round Trips Service # of Closer Centers: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Feet to BCT: \_\_\_\_\_  
Feet to Center: \_\_\_\_\_

Total Number Of Buses: \_\_\_\_\_  
Total Feet for Transfers: \_\_\_\_\_

**Mail this request to Paratransit 3201 W Copans RD, Pompano Beach, FL 33069**

**12/1/2008**

G:\Paratransit Forms, Letters, Publications & Graphics\Forms\TD Request.doc

## APPENDIX D

| Provider                     | Fleet # | Year | Manufacturer | Model   | Body Style    | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|------------------------------|---------|------|--------------|---------|---------------|---------|-----------------|--------------------|-----------------|-----------------------|
| AAA Wheelchair Wagon Service | 2       | 2005 | Ford         | E-350   | W/C Van       | TRUE    | 11/17/2008      | 197541             | 11/18/2008      | 197541                |
| AAA Wheelchair Wagon Service | 7       | 2005 | Ford         | E-350   | W/C Van       | TRUE    | 11/10/2008      | 143257             | 2/12/2009       | 143257                |
| AAA Wheelchair Wagon Service | 8       | 2005 | Ford         | E-250   | W/C Van       | TRUE    | 11/5/2008       | 168997             | 11/5/2008       | 168997                |
| AAA Wheelchair Wagon Service | 11      | 2005 | Ford         | E-350   | W/C Van       | TRUE    | 12/17/2008      | 149596             | 12/23/2008      | 149596                |
| AAA Wheelchair Wagon Service | 514     | 2003 | Ford         | E-350   | Passenger Van | FALSE   | 12/2/2008       | 317670             | 2/12/2009       | 317670                |
| AAA Wheelchair Wagon Service | 523     | 2003 | Ford         | E-350   | Passenger Van | FALSE   | 11/10/2008      | 294148             | 2/13/2009       | 294148                |
| AAA Wheelchair Wagon Service | 674     | 2003 | Ford         | E-350   | W/C Van       | TRUE    | 11/7/2008       | 264212             | 11/13/2008      | 264212                |
| AAA Wheelchair Wagon Service | 679     | 2003 | Ford         | E-350   | W/C Van       | TRUE    | 12/23/2008      | 293916             | 1/6/2009        | 296523                |
| AAA Wheelchair Wagon Service | 681     | 2003 | Ford         | E-350   | W/C Van       | TRUE    | 12/23/2008      | 322383             | 1/27/2009       | 322383                |
| AAA Wheelchair Wagon Service | 682     | 2003 | Ford         | E-350   | W/C Van       | TRUE    | 12/23/2008      | 328720             | 12/23/2008      | 328720                |
| AAA Wheelchair Wagon Service | 683     | 2003 | Ford         | E-350   | W/C Van       | TRUE    | 12/17/2008      | 305690             | 12/17/2008      | 305690                |
| AAA Wheelchair Wagon Service | 691     | 2005 | Ford         | E-250   | W/C Van       | TRUE    | 12/2/2008       | 143113             | 1/9/2009        | 145492                |
| AAA Wheelchair Wagon Service | 695     | 2004 | Ford         | E-350   | W/C Van       | TRUE    | 1/13/2009       | 294630             | 1/15/2009       | 294630                |
| AAA Wheelchair Wagon Service | 721     | 2003 | Dodge        | CARAVAN | Passenger Van | FALSE   | 12/17/2008      | 267768             | 12/17/2008      | 267768                |
| AAA Wheelchair Wagon Service | 729     | 2003 | Dodge        | CARAVAN | Passenger Van | FALSE   | 12/17/2008      | 265925             | 12/17/2008      | 265925                |
| AAA Wheelchair Wagon Service | 730     | 2003 | Dodge        | CARAVAN | Passenger Van | FALSE   | 12/23/2008      | 281430             | 2/12/2009       | 281530                |
| AAA Wheelchair Wagon Service | 731     | 2003 | Dodge        | CARAVAN | Passenger Van | FALSE   | 11/10/2008      | 276340             | 12/10/2008      | 276350                |

| Provider                     | Fleet # | Year | Manufacturer | Model   | Body Style    | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|------------------------------|---------|------|--------------|---------|---------------|---------|-----------------|--------------------|-----------------|-----------------------|
| AAA Wheelchair Wagon Service | 739     | 2003 | Dodge        | CARAVAN | Passenger Van | FALSE   | 12/3/2008       | 248557             | 12/8/2008       | 249359                |
| AAA Wheelchair Wagon Service | 741     | 2004 | Dodge        | CARAVAN | Passenger Van | FALSE   | 12/2/2008       | 276033             | 2/12/2009       | 276033                |
| AAA Wheelchair Wagon Service | 746     | 2007 | Dodge        | CARAVAN | Passenger Van | FALSE   | 12/1/2008       | 90603              | 12/12/2008      | 92589                 |
| AAA Wheelchair Wagon Service | 750     | 2005 | Dodge        | CARAVAN | Passenger Van | FALSE   | 12/12/2008      | 220104             | 12/12/2008      | 220104                |
| AAA Wheelchair Wagon Service | 756     | 2007 | Dodge        | CARAVAN | Passenger Van | FALSE   | 12/8/2008       | 80414              | 12/8/2008       | 80414                 |
| AAA Wheelchair Wagon Service | 14      | 2005 | Ford         | E-250   | W/C Van       | TRUE    | 12/2/2008       | 150467             | 12/2/2008       | 150467                |
| AAA Wheelchair Wagon Service | 1       | 2006 | Ford         | E-350   | W/C Van       | TRUE    | 11/10/2008      | 129194             | 11/10/2008      | 129194                |
| AAA Wheelchair Wagon Service | 3       | 2006 | Ford         | E-350   | W/C Van       | TRUE    | 12/2/2008       | 145491             | 12/2/2008       | 145491                |
| AAA Wheelchair Wagon Service | 4       | 2006 | Ford         | E-350   | W/C Van       | TRUE    | 11/7/2008       | 124571             | 11/7/2008       | 124571                |
| AAA Wheelchair Wagon Service | 5       | 2007 | Ford         | E-350   | W/C Van       | TRUE    | 12/2/2008       | 49375              | 12/2/2008       | 49375                 |
| AAA Wheelchair Wagon Service | 6       | 2007 | Ford         | E-350   | W/C Van       | TRUE    | 11/17/2008      | 63043              | 11/17/2008      | 63043                 |
| AAA Wheelchair Wagon Service | 10      | 2007 | Ford         | E-350   | W/C Van       | TRUE    | 11/17/2008      | 79270              | 11/17/2008      | 79270                 |
| AAA Wheelchair Wagon Service | 12      | 2005 | Ford         | E-250   | W/C Van       | TRUE    | 12/1/2008       | 151132             | 12/1/2008       | 151132                |
| AAA Wheelchair Wagon Service | 15      | 2005 | Ford         | E-350   | W/C Van       | TRUE    | 12/23/2008      | 191157             | 12/23/2008      | 191157                |
| AAA Wheelchair Wagon Service | 18      | 2006 | Ford         | E-350   | W/C Van       | TRUE    | 12/23/2008      | 136687             | 12/23/2008      | 136687                |
| AAA Wheelchair Wagon Service | 21      | 2006 | Ford         | E-350   | W/C Van       | TRUE    | 11/10/2008      | 117708             | 11/10/2008      | 117708                |
| AAA Wheelchair Wagon Service | 22      | 2006 | Ford         | E-350   | W/C Van       | TRUE    | 11/10/2008      | 153507             | 11/10/2008      | 1533507               |

| Provider                     | Fleet # | Year | Manufacturer | Model | Body Style    | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|------------------------------|---------|------|--------------|-------|---------------|---------|-----------------|--------------------|-----------------|-----------------------|
| AAA Wheelchair Wagon Service | 515     | 2003 | Ford         |       | Passenger Van | FALSE   | 12/23/2008      | 275335             | 12/23/2008      | 275335                |
| AAA Wheelchair Wagon Service | 516     | 2003 | Ford         | E-350 | Passenger Van | FALSE   | 12/17/2008      | 240308             | 12/17/2008      | 240308                |
| AAA Wheelchair Wagon Service | 517     | 2002 | Ford         | E-350 | Passenger Van | FALSE   | 11/10/2008      | 331565             | 11/10/2008      | 331565                |
| AAA Wheelchair Wagon Service | 518     | 2003 | Ford         | E-350 | Passenger Van | FALSE   | 11/3/2008       | 275511             | 11/3/2008       | 275511                |
| AAA Wheelchair Wagon Service | 519     | 2003 | Ford         | E-350 | Passenger Van | FALSE   | 12/1/2008       | 264879             | 12/1/2008       | 264879                |
| AAA Wheelchair Wagon Service | 520     | 2003 | Ford         | E-350 | Passenger Van | FALSE   | 11/3/2008       | 235905             | 11/3/2008       | 235905                |
| AAA Wheelchair Wagon Service | 521     | 2003 | Ford         | E-350 | Passenger Van | FALSE   | 11/5/2008       | 258279             | 11/5/2008       | 258279                |
| AAA Wheelchair Wagon Service | 522     | 2003 | Ford         | E-350 | Passenger Van | FALSE   | 12/2/2008       | 285668             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 651     | 2006 | Ford         | E-350 | W/C Van       | TRUE    | 12/23/2008      | 143404             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 652     | 2006 | Ford         | E-350 | W/C Van       | TRUE    | 12/1/2008       | 131449             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 656     | 2006 | Ford         | E-350 | W/C Van       | TRUE    | 12/1/2008       | 123660             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 657     | 2006 | Ford         | E-350 | W/C Van       | TRUE    | 12/1/2008       | 139597             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 667     | 2007 | Ford         | E-350 | W/C Van       | TRUE    | 11/10/2008      | 59615              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 668     | 2007 | Ford         | E-350 | W/C Van       | TRUE    | 12/1/2008       | 58625              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 669     | 2007 | Ford         | E-350 | W/C Van       | TRUE    | 12/1/2008       | 59143              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 670     | 2007 | Ford         | E-350 | W/C Van       | TRUE    | 11/10/2008      | 56073              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 671     | 2007 | Ford         | E-350 | W/C Van       | TRUE    | 12/2/2008       | 66492              | 5/27/2009       | 0                     |

| Provider                     | Fleet # | Year | Manufacturer | Model   | Body Style | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|------------------------------|---------|------|--------------|---------|------------|---------|-----------------|--------------------|-----------------|-----------------------|
| AAA Wheelchair Wagon Service | 675     | 2003 | Ford         | E-350   | W/C Van    | TRUE    | 12/11/2008      | 327190             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 676     | 2003 | Ford         | E-350   | W/C Van    | TRUE    | 11/20/2008      | 292585             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 677     | 2003 | Ford         | E-350   | W/C Van    | TRUE    | 11/3/2008       | 295263             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 678     | 2003 | Ford         | E-350   | W/C Van    | TRUE    | 12/23/2008      | 276004             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 688     | 2007 | Ford         | E-350   | W/C Van    | TRUE    | 12/2/2008       | 76825              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 698     | 2007 | Ford         | E-350   | W/C Van    | TRUE    | 2/10/2009       | 76799              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 693     | 2004 | Ford         |         | W/C Van    | TRUE    | 11/10/2008      | 263167             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 694     | 2004 | Ford         | E-350   | W/C Van    | TRUE    | 11/20/2008      | 235455             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 696     | 2004 | Ford         | E-350   | W/C Van    | TRUE    | 12/1/2008       | 239208             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 697     | 2004 | Ford         | E-350   | W/C Van    | TRUE    | 11/10/2008      | 233390             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 718     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/7/2008       | 239998             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 719     | 2003 | Dodge        | CARA    | Mini-Van   | FALSE   | 11/10/2008      | 271731             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 720     | 2005 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/1/2008       | 182911             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 722     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/2/2008       | 302713             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 723     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/5/2008       | 292158             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 724     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/3/2008       | 344871             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 725     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/2/2008       | 301366             | 5/27/2009       | 0                     |

| Provider                     | Fleet # | Year | Manufacturer | Model   | Body Style | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|------------------------------|---------|------|--------------|---------|------------|---------|-----------------|--------------------|-----------------|-----------------------|
| AAA Wheelchair Wagon Service | 726     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/3/2008       | 0                  | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 727     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/10/2008      | 322163             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 728     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/2/2008       | 267207             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 732     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/3/2008       | 270643             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 733     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/17/2008      | 248797             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 734     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/10/2008      | 326988             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 735     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/10/2008      | 307919             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 736     | 2003 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/11/2008      | 318444             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 738     | 2002 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/14/2008      | 230604             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 740     | 2004 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/2/2008       | 271002             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 742     | 2004 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/1/2008       | 218467             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 743     | 2004 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/17/2008      | 200186             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 745     | 2004 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/2/2008       | 287826             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 747     | 2005 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/10/2008      | 170359             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 748     | 2005 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/12/2008      | 111538             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 749     | 2005 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 11/10/2008      | 189906             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 751     | 2005 | Dodge        | CARAVAN | Mini-Van   | FALSE   | 12/2/2008       | 198806             | 5/27/2009       | 0                     |

| Provider                     | Fleet # | Year | Manufacturer | Model   | Body Style    | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|------------------------------|---------|------|--------------|---------|---------------|---------|-----------------|--------------------|-----------------|-----------------------|
| AAA Wheelchair Wagon Service | 752     | 2005 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 12/4/2008       | 196671             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 753     | 2004 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 11/10/2008      | 191478             | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 754     | 2007 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 11/10/2008      | 67131              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 755     | 2007 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 11/10/2008      | 54689              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 757     | 2007 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 11/10/2008      | 62018              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 758     | 2007 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 12/2/2008       | 85031              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 759     | 2007 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 11/10/2008      | 56942              | 5/27/2009       | 0                     |
| AAA Wheelchair Wagon Service | 760     | 2007 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 11/10/2008      | 69688              | 5/27/2009       | 0                     |
| Allied Medical Transport     | 929     | 2009 | Ford         | E-150   | W/C Van       | TRUE    | 6/1/2009        | 54031              | 6/1/2009        | 54031                 |
| Allied Medical Transport     | 928     | 2009 | Ford         | E-150   | W/C Van       | TRUE    | 6/1/2009        | 1703               | 6/1/2009        | 1703                  |
| Allied Medical Transport     | 104     | 2003 | Ford         | E-350   | Passenger Van | FALSE   | 12/22/2008      | 171166             | 12/22/2008      | 171166                |
| Allied Medical Transport     | 103     | 2006 | Ford         | E-350   | Passenger Van | FALSE   | 12/23/2008      | 107924             | 12/23/2008      | 107924                |
| Allied Medical Transport     | 701     | 2004 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 12/23/2008      | 245218             | 12/23/2008      | 245218                |
| Allied Medical Transport     | 705     | 2008 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 11/24/2008      | 30891              | 11/24/2008      | 30891                 |
| Allied Medical Transport     | 922     | 2007 | Ford         | E-350   | W/C Van       | TRUE    | 12/22/2008      | 45748              | 12/22/2008      | 45748                 |
| Allied Medical Transport     | 923     | 2007 | Ford         | E-250   | W/C Van       | TRUE    | 12/22/2008      | 49781              | 12/22/2008      | 49781                 |
| Allied Medical Transport     | 924     | 2008 | Ford         | E-250   | W/C Van       | TRUE    | 12/22/2008      | 49463              | 12/22/2008      | 49463                 |
| Allied Medical Transport     | 926     | 2009 | Ford         | E-250   | W/C Van       | TRUE    | 2/6/2009        | 7478               | 2/6/2009        | 7478                  |
| Allied Medical Transport     | 925     | 2008 | Ford         | E-250   | W/C Van       | TRUE    | 12/22/2008      | 46963              | 12/22/2008      | 46963                 |
| Allied Medical Transport     | 927     | 2009 | Ford         | E-250   | W/C Van       | TRUE    | 1/21/2009       | 4374               | 1/21/2009       | 4374                  |
| Allied Medical Transport     | 105     | 2004 | Ford         | E-350   | W/C Van       | TRUE    | 12/22/2008      | 210996             | 2/9/2009        | 21774                 |
| Allied Medical Transport     | 702     | 2004 | Dodge        | CARAVAN | Mini-Van      | FALSE   | 12/18/2008      | 224201             | 2/9/2009        | 227869                |
| Allied Medical Transport     | 908     | 2006 | Ford         | E-250   | W/C Van       | TRUE    | 12/18/2008      | 88600              | 1/6/2009        | 90969                 |
| Allied Medical Transport     | 914     | 2003 | Ford         | E-250   | W/C Van       | TRUE    | 12/22/2008      | 182256             | 12/24/2008      | 182302                |
| Allied Medical Transport     | 901     | 2003 | Ford         | E-250   | W/C Van       | TRUE    | 12/18/2008      | 245237             | 12/18/2008      | 245237                |
| Allied Medical Transport     | 902     | 2003 | Ford         | E-250   | W/C Van       | TRUE    | 12/22/2008      | 233821             | 3/5/2005        | 242943                |

| Provider                 | Fleet # | Year | Manufacturer | Model  | Body Style          | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|--------------------------|---------|------|--------------|--------|---------------------|---------|-----------------|--------------------|-----------------|-----------------------|
| Allied Medical Transport | 915     | 2003 | Ford         | E-250  | W/C Body On Chassis | TRUE    | 12/18/2008      | 181489             | 3/5/2009        | 192627                |
| Allied Medical Transport | 921     | 2007 | Ford         | E-250  | W/C Van             | TRUE    | 3/5/2009        | 70486              | 3/5/2009        | 70486                 |
| Daniel Cantor Center     | 19      | 2002 | Ford         | E-350  | W/C Van             | TRUE    | 12/16/2008      | 98689              | 5/27/2009       | 0                     |
| Daniel Cantor Center     | 18      | 2002 | Ford         | E-350  | Passenger Van       | FALSE   | 12/16/2009      | 109424             | 5/27/2009       | 0                     |
| Daniel Cantor Center     | 5       | 2004 | Ford         | E-350  | W/C Van             | TRUE    | 12/16/2008      | 81396              | 5/27/2009       | 0                     |
| Daniel Cantor Center     | 7       | 2009 | Chevy        | C-4500 | W/C Body On Chassis | TRUE    | 3/4/2009        | 1681               | 5/27/2009       | 0                     |
| Daniel Cantor Center     | 6       | 2009 | Chevy        | C-4500 | W/C Body On Chassis | TRUE    | 3/4/2009        | 1609               | 5/27/2009       | 0                     |
| Daniel Cantor Center     | 4       | 2004 | Ford         | E-350  | W/C Van             | TRUE    | 12/16/2008      | 88255              | 5/27/2009       | 0                     |
| Daniel Cantor Center     | 3       | 2003 | Ford         | E-350  | Passenger Van       | FALSE   | 12/16/2009      | 103897             | 5/27/2009       | 0                     |
| Daniel Cantor Center     | 2       | 2003 | Ford         | E-350  | Passenger Van       | FALSE   | 12/16/2008      | 72724              | 5/27/2009       | 0                     |
| Daniel Cantor Center     | 1       | 2003 | Ford         | E-450  | Passenger Van       | FALSE   | 12/16/2008      | 56249              | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 504     | 2009 | Ford         | E-250  | W/C Van             | TRUE    | 4/6/2009        | 2076               | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 514     | 2007 | Ford         | E-350  | W/C Van             | TRUE    | 12/22/2008      | 120680             | 2/9/2009        | 136140                |
| Handi-Van Inc.           | 405     | 2003 | Chevy        | MALABU | Sedan               | FALSE   | 12/24/2008      | 229826             | 12/30/2008      | 230252                |
| Handi-Van Inc.           | 205     | 2003 | Ford         | E-250  | W/C Van             | TRUE    | 12/1/2008       | 254392             | 12/12/2008      | 254500                |
| Handi-Van Inc.           | 202     | 2003 | Ford         |        | Passenger Van       | FALSE   | 12/24/2008      | 295866             | 1/14/2009       | 295900                |
| Handi-Van Inc.           | 43      | 2005 | Ford         | E-350  | Passenger Van       | FALSE   | 11/19/2008      | 154094             | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 518     | 2008 | Ford         | E-250  | W/C Van             | TRUE    | 12/1/2008       | 65120              | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 517     | 2007 | Ford         | E-250  | W/C Van             | TRUE    | 12/1/2008       | 75555              | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 516     | 2007 | Ford         | E-250  | W/C Van             | TRUE    | 11/18/2008      | 91196              | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 513     | 2007 | Ford         | E-250  | W/C Van             | TRUE    | 11/19/2008      | 129810             | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 512     | 2005 | Ford         | E-250  | W/C Van             | TRUE    | 11/18/2008      | 245667             | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 511     | 2005 | Ford         | E-250  | W/C Van             | TRUE    | 11/18/2008      | 227522             | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 510     | 2007 | Ford         | E-250  | W/C Van             | TRUE    | 11/18/2008      | 58208              | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 507     | 2005 | Ford         | E-250  | W/C Van             | TRUE    | 11/17/2008      | 285916             | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 506     | 2009 | Ford         | E-250  | W/C Van             | TRUE    | 2/20/2009       | 253                | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 503     | 2009 | Ford         | E-250  | W/C Van             | TRUE    | 2/23/2009       | 336                | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 502     | 2005 | Ford         | E-250  | W/C Van             | TRUE    | 11/18/2008      | 209023             | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 500     | 2005 | Ford         | E-250  | W/C Van             | TRUE    | 11/21/2008      | 219165             | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 407     | 2003 | Chevy        |        | Sedan               | FALSE   | 12/9/2008       | 211388             | 5/27/2009       | 0                     |
| Handi-Van Inc.           | 107     | 2009 | Mitsubishi   | GALANT | Sedan               | FALSE   | 11/21/2008      | 86                 | 5/27/2009       | 0                     |

| Provider       | Fleet # | Year | Manufacturer | Model    | Body Style          | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|----------------|---------|------|--------------|----------|---------------------|---------|-----------------|--------------------|-----------------|-----------------------|
| Handi-Van Inc. | 106     | 2009 | Mitsubishi   | GALANT   | Sedan               | FALSE   | 11/21/2008      | 79                 | 5/27/2009       | 0                     |
| Handi-Van Inc. | 105     | 2007 | Chevy        | IMPALA   | Sedan               | FALSE   | 12/1/2008       | 86884              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 104     | 2007 | Chevy        | IMPALA   | Sedan               | FALSE   | 11/18/2008      | 76402              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 103     | 2007 | Chevy        | IMPALA   | Sedan               | FALSE   | 11/18/2008      | 97158              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 102     | 2007 | Chevy        | IMPALA   | Sedan               | FALSE   | 11/21/2008      | 93495              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 48      | 2007 | Ford         | E-350    | Passenger Van       | FALSE   | 11/17/2008      | 72938              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 47      | 2007 | Ford         | E-350    | Passenger Van       | FALSE   | 11/18/2008      | 61844              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 46      | 2007 | Ford         | E-350    | W/C Van             | TRUE    | 11/20/2008      | 60229              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 45      | 2007 | Ford         | E-350    | Passenger Van       | FALSE   | 11/17/2008      | 51510              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 44      | 2007 | Ford         | E-250    | Passenger Van       | FALSE   | 11/17/2008      | 59354              | 5/27/2009       | 0                     |
| Handi-Van Inc. | 38      | 2008 | Ford         | E-250    | Passenger Van       | FALSE   | 11/17/2008      | 32003              | 5/27/2009       | 0                     |
| Lucanus        | 26      | 2003 | Ford         | E-550    | W/C Body On Chassis | TRUE    | 12/17/2008      | 65915              | 12/17/2008      | 65915                 |
| Lucanus        | 50      | 2009 | Chevy        | C-4500   | W/C Body On Chassis | TRUE    | 2/13/2009       | 1591               | 5/27/2009       | 0                     |
| Lucanus        | 49      | 2009 | Chevy        | C-4500   | W/C Body On Chassis | TRUE    | 2/17/2009       | 1594               | 5/27/2009       | 0                     |
| Lucanus        | 45      | 2008 | Chevy        | C-5500   | W/C Body On Chassis | TRUE    | 12/17/2008      | 18282              | 5/27/2009       | 0                     |
| Lucanus        | 44      | 2007 | Chevy        | C-4500   | W/C Body On Chassis | TRUE    | 12/17/2008      | 20076              | 5/27/2009       | 0                     |
| Lucanus        | 37      | 2007 | Chevy        | C-5500   | W/C Body On Chassis | TRUE    | 12/17/2008      | 54874              | 5/27/2009       | 0                     |
| Lucanus        | 32      | 2006 | Chevy        | C-5500   | W/C Body On Chassis | TRUE    | 12/17/2008      | 54386              | 12/17/2008      | 54386                 |
| Lucanus        | 43      | 2007 | Chevy        | C-4500   | W/C Body On Chassis | TRUE    | 12/17/2006      | 17530              | 5/27/2009       | 0                     |
| Lucanus        | 40      | 2006 | Ford         | E-350    | W/C Van             | TRUE    | 12/17/2008      | 43777              | 5/27/2009       | 0                     |
| Lucanus        | 38      | 2007 | Chevy        | C-5500   | W/C Body On Chassis | TRUE    | 12/17/2008      | 51955              | 5/27/2009       | 0                     |
| Lucanus        | 47      | 2008 | Chevy        | UPLANDER | Mini-Van            | FALSE   | 12/17/2008      | 2325               | 3/2/2009        | 2401                  |
| Lucanus        | 41      | 7    | Ford         | E-250    | W/C Van             | TRUE    | 12/17/2008      | 26457              | 5/27/2009       | 0                     |
| Lucanus        | 42      | 2008 | Dodge        | CARAVAN  | W/C Mini-Van        | TRUE    | 1/21/2009       | 23082              | 1/21/2009       | 23125                 |

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| Lucanus              | 30      | 2005 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/17/2008      | 76920              | 5/27/2009       | 0                     |
| Lucanus              | 33      | 2006 | Chevy        | C-5500  | W/C Body On Chassis | TRUE    | 12/17/2008      | 69103              | 5/27/2009       | 0                     |
| Lucanus              | 31      | 2005 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/17/2008      | 72268              | 5/27/2009       | 0                     |
| Lucanus              | 23      | 2003 | Ford         | E-550   | W/C Body On Chassis | TRUE    | 12/17/2008      | 71865              | 5/27/2009       | 0                     |
| M&T Transportation   | 1507    | 2006 | Ford         | E-150   | Passenger Van       | FALSE   | 5/7/2009        | 48903              | 5/27/2009       | 0                     |
| M&T Transportation   | 1501    | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/2/2008       | 98042              | 5/27/2009       | 0                     |
| M&T Transportation   | 1505    | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 11/17/2008      | 71349              | 3/4/2009        | 79123                 |
| M&T Transportation   | 1402    | 2007 | Ford         | E-150   | W/C Van             | TRUE    | 11/25/2008      | 66731              | 3/4/2009        | 78480                 |
| M&T Transportation   | 1504    | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/2/2008       | 90210              | 5/27/2009       | 0                     |
| M&T Transportation   | 1406    | 2007 | Ford         | E-150   | W/C Van             | TRUE    | 11/24/2008      | 449498             | 11/25/2008      | 449530                |
| M&T Transportation   | 1401    | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 11/25/2008      | 57604              | 5/27/2009       | 0                     |
| M&T Transportation   | 104     | 2007 | Dodge        | CARAVAN | Passenger Van       | FALSE   | 12/2/2008       | 57732              | 12/3/2008       | 57801                 |
| M&T Transportation   | 1503    | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/5/2008       | 74296              | 5/27/2009       | 0                     |
| M&T Transportation   | 1502    | 2009 | Ford         | E-350   | Passenger Van       | FALSE   | 12/3/2008       | 73393              | 5/27/2009       | 0                     |
| M&T Transportation   | 1405    | 2007 | Ford         | E-150   | W/C Van             | TRUE    | 11/24/2008      | 65609              | 5/27/2009       | 0                     |
| M&T Transportation   | 1404    | 2007 | Ford         | E-150   | W/C Van             | TRUE    | 11/26/2008      | 68169              | 5/27/2009       | 0                     |
| M&T Transportation   | 1403    | 2007 | Ford         | E-150   | W/C Van             | TRUE    | 11/24/2008      | 564260             | 5/27/2009       | 0                     |
| M&T Transportation   | 1106    | 2006 | Dodge        | CARAVAN | Passenger Van       | FALSE   | 12/1/2008       | 70781              | 5/27/2009       | 0                     |
| M&T Transportation   | 1105    | 2007 | Dodge        | CARAVAN | Passenger Van       | FALSE   | 12/5/2008       | 60270              | 5/27/2009       | 0                     |
| M&T Transportation   | 1102    | 2005 | Ford         | TAURAS  | Sedan               | FALSE   | 12/1/2008       | 129556             | 5/27/2009       | 0                     |
| M&T Transportation   | 1410    | 2005 | Ford         | E-250   | W/C Van             | TRUE    | 6/3/2009        | 125853             | 6/3/2009        | 125853                |
| Medex Transport Inc. | 7118    | 2005 | Ford         | E-250   | W/C Van             | TRUE    | 12/24/2008      | 143106             | 1/14/2009       | 146391                |
| Medex Transport Inc. | 7124    | 2007 | Ford         | E-350   | Passenger Van       | FALSE   | 12/24/2008      | 88979              | 5/27/2009       | 0                     |
| Medex Transport Inc. | 7126    | 2004 | Ford         | E-350   | Body On Chassis     | FALSE   | 12/24/2008      | 177774             | 5/27/2009       | 0                     |
| Medex Transport Inc. | 7111    | 2006 | Dodge        | CARAVAN | Mini-Van            | FALSE   | 12/24/2008      | 143809             | 5/27/2009       | 0                     |
| Medex Transport Inc. | 7120    | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/24/2008      | 90171              | 5/27/2009       | 0                     |
| Medex Transport Inc. | 7121    | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/24/2008      | 97208              | 5/27/2009       | 0                     |
| Medex Transport Inc. | 7125    | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/24/2008      | 115192             | 5/27/2009       | 0                     |

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| Miramar (City of)          | 526     | 2003 | Ford           | E-450    | W/C Body On Chassis | TRUE    | 3/4/2009        | 91188              | 4/3/2009        | 92005                 |
| Miramar (City of)          | 529     | 2005 | Ford           | E-450    | W/C Body On Chassis | TRUE    | 1/7/2009        | 37331              | 5/27/2009       | 0                     |
| Miramar (City of)          | 516     | 1998 | Ford           | E-450    | W/C Body On Chassis | TRUE    | 1/7/2009        | 144405             | 5/27/2009       | 0                     |
| Miramar (City of)          | 536     | 1992 | Ford           | E-450    | Body On Chassis     | FALSE   | 12/26/2008      | 53438              | 3/11/2009       | 54108                 |
| Miramar (City of)          | 509     | 1994 | Chevy          | C-30     | Body On Chassis     | FALSE   | 12/26/2008      | 183644             | 1/7/2009        | 184264                |
| Miramar (City of)          | 519     | 2000 | General Motors | BLUEBIRD | W/C Body On Chassis | TRUE    | 12/26/2008      | 90442              | 5/27/2009       | 0                     |
| Miramar (City of)          | 533     | 2006 | Ford           | E-450    | W/C Body On Chassis | TRUE    | 12/26/2008      | 28968              | 12/26/2009      | 28977                 |
| Miramar (City of)          | 521     | 2001 | Ford           | E-450    | Body On Chassis     | FALSE   | 12/26/2008      | 12582              | 5/27/2009       | 0                     |
| NE Focal Point - Deerfield | 283     | 1996 | Ford           | E-350    | Body On Chassis     | FALSE   | 11/5/2008       | 108946             | 3/5/2006        | 109827                |
| NE Focal Point - Deerfield | 284     | 1996 | Ford           |          | W/C Body On Chassis | FALSE   | 11/5/2008       | 131079             | 5/27/2009       | 0                     |
| NE Focal Point - Deerfield | 286     | 1997 | Ford           | E-450    | W/C Body On Chassis | TRUE    | 11/5/2008       | 124261             | 5/27/2009       | 0                     |
| NE Focal Point - Deerfield | 287     | 1998 | Ford           |          | W/C Body On Chassis | TRUE    | 11/7/2008       | 142517             | 5/27/2009       | 0                     |
| NE Focal Point - Deerfield | 289     | 1999 | Dodge          | 3500     | W/C Van             | TRUE    | 12/16/2008      | 49915              | 5/27/2009       | 0                     |
| NE Focal Point - Deerfield | 297     | 2002 | Ford           | E-450    | W/C Body On Chassis | TRUE    | 11/15/2008      | 84170              | 5/27/2009       | 0                     |
| NE Focal Point - Deerfield | 279     | 2003 | Chevy          | 3500     | W/C Body On Chassis | TRUE    | 11/5/2008       | 97748              | 5/27/2009       | 0                     |
| NE Focal Point - Deerfield | 282     | 1995 | Dodge          | 3500     | Passenger Van       | FALSE   | 11/5/2008       | 72308              | 5/27/2009       | 0                     |
| NE Focal Point - Deerfield | 278     | 2004 | Ford           | E-450    | W/C Body On Chassis | TRUE    | 11/5/2008       | 54305              | 11/5/2008       | 54305                 |
| NE Focal Point - Deerfield | 299     | 2003 | Ford           | E-450    | W/C Body On Chassis | TRUE    | 11/7/2008       | 63107              | 12/3/2008       | 63107                 |

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|----------------------------|---------|------|--------------|---------|---------------------|---------|-----------------|--------------------|-----------------|-----------------------|
| NE Focal Point - Deerfield | 290     | 1999 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 11/7/2008       | 127675             | 12/10/2008      | 127675                |
| NE Focal Point - Deerfield | 288     | 1998 | Ford         |         | W/C Body On Chassis | TRUE    | 11/7/2008       | 152402             | 12/16/2008      | 153351                |
| NE Focal Point - Deerfield | 285     | 1997 | Ford         |         | Body On Chassis     | FALSE   | 11/7/2008       | 109083             | 11/7/2008       | 109083                |
| NW Focal Point - Margate   | 18      | 1998 | Ford         | E-350   | Passenger Van       | FALSE   | 12/16/2008      | 101591             | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 21      | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/16/2008      | 27249              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 22      | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/16/2008      | 28750              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 23      | 2008 | Chevy        | 3500    | W/C Van             | TRUE    | 12/16/2008      | 28895              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 24      | 2008 | Chevy        | 3500    | W/C Van             | TRUE    | 12/16/2008      | 13346              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 4       | 2002 | Ford         | E-350   | W/C Body On Chassis | TRUE    | 1/2/2009        | 98684              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 5       | 2002 | Ford         | E-350   | W/C Van             | TRUE    | 12/6/2008       | 85656              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 6       | 2003 | Ford         | E-450   | Body On Chassis     | FALSE   | 12/16/2008      | 36625              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 3       | 2002 | Ford         | E-350   | Passenger Van       | FALSE   | 12/16/2008      | 85597              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 2       | 2001 | Ford         | E-350   | Passenger Van       | FALSE   | 12/16/2008      | 99057              | 5/27/2009       | 0                     |
| NW Focal Point - Margate   | 1       | 2001 | Ford         | E-350   | Passenger Van       | FALSE   | 12/16/2008      | 93968              | 5/27/2009       | 0                     |
| Support Management         | 815     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/24/2008      | 72827              | 5/27/2009       | 0                     |
| Support Management         | 806     | 2006 | Dodge        | CARAVAN | Passenger Van       | FALSE   | 12/22/2008      | 72314              | 5/27/2009       | 0                     |
| Support Management         | 820     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 68880              | 5/27/2009       | 0                     |
| Support Management         | 811     | 2006 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 67120              | 5/27/2009       | 0                     |
| Support Management         | 805     | 2006 | Dodge        | CARAVAN | Mini-Van            | FALSE   | 12/22/2008      | 76894              | 5/27/2009       | 0                     |
| Support Management         | 803     | 2006 | Dodge        | CARAVAN | Mini-Van            | FALSE   | 12/23/2008      | 76067              | 5/27/2009       | 0                     |
| Support Management         | 827     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/23/2008      | 60647              | 5/27/2009       | 0                     |
| Support Management         | 826     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 65045              | 5/27/2009       | 0                     |
| Support Management         | 825     | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/8/2008       | 44227              | 5/27/2009       | 0                     |
| Support Management         | 824     | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/8/2008       | 64026              | 5/27/2009       | 0                     |
| Support Management         | 823     | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/22/2008      | 65214              | 5/27/2009       | 0                     |
| Support Management         | 822     | 2007 | Ford         | E-350   | W/C Van             | TRUE    | 12/22/2008      | 68825              | 5/27/2009       | 0                     |
| Support Management         | 821     | 2006 | Ford         | E-350   | Passenger Van       | FALSE   | 12/22/2008      | 53966              | 5/27/2009       | 0                     |
| Support Management         | 819     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 74391              | 5/27/2009       | 0                     |
| Support Management         | 817     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 61792              | 5/27/2009       | 0                     |

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| Support Management              | 816     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 79463              | 5/27/2009       | 0                     |
| Support Management              | 814     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 69732              | 5/27/2009       | 0                     |
| Support Management              | 813     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 65326              | 5/27/2009       | 0                     |
| Support Management              | 812     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 66846              | 5/27/2009       | 0                     |
| Support Management              | 810     | 2006 | Ford         | E-250   | W/C Van             | TRUE    | 12/31/2008      | 95292              | 5/27/2009       | 0                     |
| Support Management              | 809     | 2006 | Ford         | E-250   | W/C Van             | TRUE    | 12/22/2008      | 106332             | 5/27/2009       | 0                     |
| Support Management              | 807     | 2006 | Dodge        | CARAVAN | Mini-Van            | FALSE   | 12/31/2008      | 67430              | 5/27/2009       | 0                     |
| Support Management              | 808     | 2006 | Ford         | E-250   | W/C Van             | TRUE    | 12/22/2008      | 81832              | 5/27/2009       | 0                     |
| Support Management              | 804     | 2006 | Dodge        | CARAVAN | Mini-Van            | FALSE   | 12/22/2008      | 63771              | 5/27/2009       | 0                     |
| Support Management              | 802     | 2006 | Dodge        | CARAVAN | Mini-Van            | FALSE   | 12/31/2008      | 58588              | 5/27/2009       | 0                     |
| Support Management              | 801     | 2006 | Dodge        | CARAVAN | Mini-Van            | FALSE   | 12/31/2008      | 69962              | 5/27/2009       | 0                     |
| Support Management              | 818     | 2007 | Ford         | E-0250  | W/C Van             | TRUE    | 12/31/2008      | 66283              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8861    | 2007 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 24239              | 12/26/2008      | 24250                 |
| SW Focal Point - Pembroke Pines | 8859    | 2006 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 44090              | 1/9/2009        | 44110                 |
| SW Focal Point - Pembroke Pines | 8851    | 1998 | Chevy        | 3500    | W/C Body On Chassis | TRUE    | 12/15/2008      | 68491              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8848    | 2005 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 46128              | 1/9/2009        | 237166                |
| SW Focal Point - Pembroke Pines | 8845    | 2003 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 77748              | 1/9/2009        | 77762                 |
| SW Focal Point - Pembroke Pines | 8844    | 2004 | Ford         | E-350   | W/C Body On Chassis | TRUE    | 12/15/2008      | 83248              | 12/15/2008      | 83267                 |
| SW Focal Point - Pembroke Pines | 8827    | 1998 | Chevy        | MALIBU  | Sedan               | FALSE   | 12/15/2008      | 89142              | 12/15/2008      | 89160                 |
| SW Focal Point - Pembroke Pines | 8823    | 1997 | Ford         |         | W/C Body On Chassis | TRUE    | 1/14/2009       | 160217             | 2/23/2009       | 162190                |
| SW Focal Point - Pembroke Pines | 8863    | 2007 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 27639              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8862    | 2007 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/26/2008      | 27794              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8858    | 2006 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 37388              | 5/27/2009       | 0                     |

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| SW Focal Point - Pembroke Pines | 8852    | 1999 | Chevy        | C-30    | W/C Body On Chassis | TRUE    | 12/26/2008      | 71391              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8843    | 2004 | Ford         | E-350   | W/C Body On Chassis | TRUE    | 12/12/2008      | 87808              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8839    | 2002 | Chevy        | MALIBU  | Sedan               | FALSE   | 12/15/2008      | 29369              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8838    | 2002 | Chevy        | MALIBU  | Sedan               | FALSE   | 12/15/2008      | 68495              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8837    | 2002 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 92089              | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8836    | 2002 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 113978             | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8835    | 2002 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 108530             | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8830    | 1999 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 144217             | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8829    | 1999 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 144990             | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8824    | 1997 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 130063             | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8825    | 1997 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/26/2008      | 177863             | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 8822    | 1997 | Ford         | E-450   | W/C Body On Chassis | TRUE    | 12/15/2008      | 188010             | 5/27/2009       | 0                     |
| SW Focal Point - Pembroke Pines | 4237    | 1998 | Chevy        | MALIBU  | Sedan               | FALSE   | 1/9/2009        | 104315             | 5/27/2009       | 0                     |
| Tender Loving Care              | 620     | 2006 | Ford         | E-250   | W/C Van             | TRUE    | 12/17/2008      | 107926             | 5/27/2009       | 0                     |
| Tender Loving Care              | 630     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 11/14/2008      | 71045              | 5/27/2009       | 0                     |
| Tender Loving Care              | 660     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 11/10/2008      | 36305              | 5/27/2009       | 0                     |
| Tender Loving Care              | 650     | 2007 | Ford         | E-250   | W/C Van             | TRUE    | 12/17/2008      | 54226              | 5/27/2009       | 0                     |
| Tender Loving Care              | 720     | 2007 | Dodge        | CARAVAN | Passenger Van       | FALSE   | 11/25/2008      | 28235              | 12/4/2008       | 29993                 |
| Village Car Service             | 316     | 2005 | Ford         | E-350   | Passenger Van       | FALSE   | 12/30/2008      | 202907             | 3/3/2009        | 208974                |
| Village Car Service             | 327     | 2006 | Ford         | E-250   | W/C Van             | TRUE    | 12/30/2008      | 154249             | 3/25/2009       | 160497                |
| Village Car Service             | 376     | 2003 | Ford         | E-250   | W/C Van             | TRUE    | 12/30/2008      | 260029             | 2/3/2009        | 260223                |

| Provider            | Fleet # | Year | Manufacturer | Model | Body Style    | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|---------------------|---------|------|--------------|-------|---------------|---------|-----------------|--------------------|-----------------|-----------------------|
| Village Car Service | 329     | 2006 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 179995             | 5/27/2009       | 0                     |
| Village Car Service | 328     | 2006 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 209260             | 5/27/2009       | 0                     |
| Village Car Service | 325     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/30/2008      | 205207             | 2/26/2009       | 211630                |
| Village Car Service | 322     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/30/2008      | 210714             | 5/27/2009       | 0                     |
| Village Car Service | 321     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/30/2008      | 100917             | 1/28/2009       | 204051                |
| Village Car Service | 313     | 2005 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 230323             | 1/27/2009       | 232503                |
| Village Car Service | 310     | 2005 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 224945             | 5/27/2009       | 0                     |
| Village Car Service | 306     | 2005 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 235204             | 1/27/2009       | 238117                |
| Village Car Service | 212     | 2006 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 92573              | 5/27/2009       | 0                     |
| Village Car Service | 208     | 2007 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 84529              | 5/27/2009       | 0                     |
| Village Car Service | 205     | 2006 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 108065             | 5/27/2009       | 0                     |
| Village Car Service | 203     | 2006 | Ford         | E-350 | W/C Van       | TRUE    | 12/30/2008      | 112752             | 5/27/2009       | 0                     |
| Village Car Service | 339     | 2008 | Ford         | E-350 | Passenger Van | FALSE   | 12/24/2008      | 51                 | 5/27/2009       | 0                     |
| Village Car Service | 338     | 2008 | Ford         | E-350 | Passenger Van | FALSE   | 12/23/2008      | 44                 | 5/27/2009       | 0                     |
| Village Car Service | 337     | 2009 | Ford         | E-350 | Passenger Van | FALSE   | 12/23/2008      | 774                | 5/27/2009       | 0                     |
| Village Car Service | 336     | 2008 | Ford         | E-250 | Passenger Van | FALSE   | 12/24/2008      | 53                 | 5/27/2009       | 0                     |
| Village Car Service | 335     | 2009 | Ford         | E-350 | Passenger Van | FALSE   | 12/24/2008      | 48                 | 5/27/2009       | 0                     |
| Village Car Service | 334     | 2008 | Ford         | E-250 | Passenger Van | FALSE   | 12/26/2008      | 81                 | 5/27/2009       | 0                     |
| Village Car Service | 533     | 2009 | Ford         | E-350 | Passenger Van | FALSE   | 12/26/2008      | 47                 | 5/27/2009       | 0                     |
| Village Car Service | 332     | 2008 | Ford         | E-350 | Passenger Van | FALSE   | 12/26/2008      | 50                 | 5/27/2009       | 0                     |
| Village Car Service | 331     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/10/2008      | 76144              | 5/27/2009       | 0                     |
| Village Car Service | 330     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/30/2008      | 95635              | 5/27/2009       | 0                     |
| Village Car Service | 326     | 2006 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 219948             | 5/27/2009       | 0                     |
| Village Car Service | 323     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/30/2008      | 226913             | 5/27/2009       | 0                     |
| Village Car Service | 320     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/28/2008      | 207111             | 5/27/2009       | 0                     |
| Village Car Service | 319     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/30/2008      | 188179             | 5/27/2009       | 0                     |
| Village Car Service | 318     | 2005 | Ford         | E-250 | Passenger Van | FALSE   | 12/30/2008      | 221848             | 5/27/2009       | 0                     |
| Village Car Service | 317     | 2005 | Ford         | E-350 | Passenger Van | FALSE   | 12/30/2008      | 162061             | 5/27/2009       | 0                     |
| Village Car Service | 315     | 2005 | Ford         | E-250 | Passenger Van | FALSE   | 12/30/2008      | 205221             | 5/27/2009       | 0                     |
| Village Car Service | 314     | 2005 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 20637              | 5/27/2009       | 0                     |
| Village Car Service | 312     | 2005 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 46201              | 5/27/2009       | 0                     |
| Village Car Service | 311     | 2005 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 225739             | 5/27/2009       | 0                     |
| Village Car Service | 309     | 2005 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 208189             | 5/27/2009       | 0                     |
| Village Car Service | 308     | 2005 | Ford         | E-250 | W/C Van       | TRUE    | 12/30/2008      | 268910             | 5/27/2009       | 0                     |

| Provider            | Fleet # | Year | Manufacturer | Model | Body Style | WC Lift | In Service Date | In Service Mileage | Inspection Date | Mileage at Inspection |
|---------------------|---------|------|--------------|-------|------------|---------|-----------------|--------------------|-----------------|-----------------------|
| Village Car Service | 305     | 2005 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 223207             | 5/27/2009       | 0                     |
| Village Car Service | 304     | 2005 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 232767             | 5/27/2009       | 0                     |
| Village Car Service | 303     | 2004 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 229240             | 5/27/2009       | 0                     |
| Village Car Service | 302     | 2004 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 221587             | 5/27/2009       | 0                     |
| Village Car Service | 213     | 2006 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 111692             | 5/27/2009       | 0                     |
| Village Car Service | 211     | 2006 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 104455             | 5/27/2009       | 0                     |
| Village Car Service | 210     | 2006 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 120738             | 5/27/2009       | 0                     |
| Village Car Service | 209     | 2006 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 92958              | 5/27/2009       | 0                     |
| Village Car Service | 206     | 2006 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 127050             | 5/27/2009       | 0                     |
| Village Car Service | 207     | 2007 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 81272              | 5/27/2009       | 0                     |
| Village Car Service | 204     | 2006 | Ford         | E-250 | W/C Van    | TRUE    | 12/30/2008      | 117175             | 5/27/2009       | 0                     |
| Village Car Service | 202     | 2006 | Ford         | E-350 | W/C Van    | TRUE    | 12/30/2008      | 125385             | 5/27/2009       | 0                     |

**\*\*AAA, HVN, VCS stopped providing services effective: 12/31/09. Support Mgmt. stopped providing services effective: 04/15/10.\*\***

**APPENDIX E**

**SYSTEM SAFETY PROGRAM PLAN**



TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/9/2010

**SAFETY AND SECURITY CERTIFICATION**

**Contractor's Name: ALLIED MEDICAL TRANSPORT INC.**

**Address: 4620 N State Rd. 7 Suite 205**

**City and State: Lauderdale Lakes, Florida 33319**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature: Rashelle Rowe President  
 Title: Owner or Manager Name and Title  
ALLIED MEDICAL TRANSPORT  
 Company Name

**NOTARY PUBLIC**

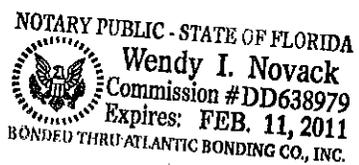
STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 9<sup>th</sup> day of March 2010  
by, Rashelle Rowe, who is personally known to me.

FDL# R000-721-75-959-1

Wendy I. Novack  
Notary Public

(SEAL)



Broward County Board of County Commissioners



TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/9/2010

**SAFETY AND SECURITY CERTIFICATION**

Name: **Contractor's Name: Cantor Transit**  
**Address: 5000 Nob Hill Road**  
**City and State: Sunrise, FL**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature:  
Title:

*[Handwritten Signature]* Executive Director  
 Owner or Manager Name and Title  
 DANIEL CANTOR Sr. CENTER  
 Company Name

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 9<sup>th</sup> day of March 2010, by Gail Weisberg, who is personally known to me.

*[Handwritten Signature]*  
Notary Public

(SEAL)





TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/15/2010

**SAFETY AND SECURITY CERTIFICATION**

Name: **Contractor's Name: HANDI-VAN, INC.**  
**Address: 65 NW 119 STREET**  
**City and State: NORTH MAIMI, FL 33168**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature:  
Title:

*Diana Fletcher*  
Owner or Manager Name and Title

*Handi-Van, Inc.*  
Company Name

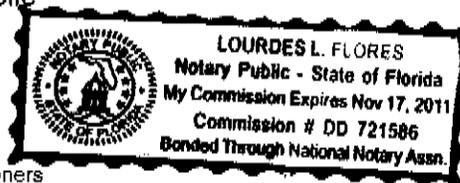
**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 15 day of March 20 10 by, Diana Fletcher, who is personally known to me.

*Loures L. Flores*  
Notary Public

(SEAL)





TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/9/2010

**SAFETY AND SECURITY CERTIFICATION**

Name: **Contractor's Name:** *Lucernus Developmental Center*  
**Address:** *4411 TAPT ST*  
**City and State:** *Hollywood, FL 33024*

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature: *[Handwritten Signature]*  
Title: *Director*  
Owner or Manager Name and Title  
*Lucernus Developmental Center*  
Company Name

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 9<sup>th</sup> day of March 2010,  
by, CHRISTOPHER BUCKLEY, who is personally known to me.

*Judith E. White*  
Notary Public  
(SEAL)





TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/15/2010

**SAFETY AND SECURITY CERTIFICATION**

Name: **Contractor's Name: Mark Higgs**  
**Address: 45 NW 156<sup>th</sup> Ln**  
**City and State: Pembroke Pines 33028**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

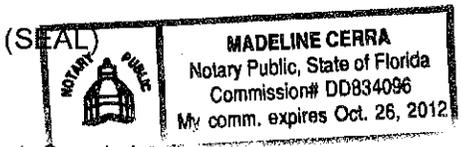
Signature: *Mark Higgs* *PRE'S. FL DL #200540661310*  
 Title: Owner of Manager Name and Title  
M & T Transportation Inc  
 Company Name

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 15<sup>th</sup> day of March 2010,  
by, Mark Higgs, who is personally known to me.

*Madelene Cerra*  
Notary Public





TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/9/2010

**SAFETY AND SECURITY CERTIFICATION**

**Contractor's Name: MEDEX TRANSPORT INC**

**Address: 2025 Harding Street**

**City and State: Hollywood, Florida 33020**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature: Taumika Jackson General Manager  
 Title: Owner or Manager Name and Title  
Medex Transport Inc  
 Company Name

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 9<sup>th</sup> day of March 2010,  
by, Taumika Jackson, who is personally known to me.

NOTARY PUBLIC - STATE OF FLORIDA  

 Wendy I. Novack  
 Commission #DD638979  
 Expires: FEB. 11, 2011  
 BONDED THRU ATLANTIC BONDING CO., INC.

Wendy I. Novack  
 Notary Public

(SEAL)



**City of Miramar**  
An Equal Opportunity Employer

Mayor

Lori C. Moseley

City Commission

Winston F. Barnes

Yvonne Garth

Troy R. Samuels

Barbara Sharief

City Manager

Robert A. Payton

"We're at  
the Center of Everything"

Public Works Department  
13900 Pembroke Road  
Miramar, Florida 33027

Phone (954) 538-6815  
FAX (954) 602-3750

March 3, 2010

**Re: SAFETY AND SECURITY CERTIFICATION**  
**City of Miramar Transit Division**  
**6700 Miramar Parkway**  
**Miramar, FL 33023**

The Bus Transit System named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009, Florida Administrative Code.
4. That the Broward Transit Division staff has performed all required safety inspections and security reviews at the address listed above.

Respectfully,

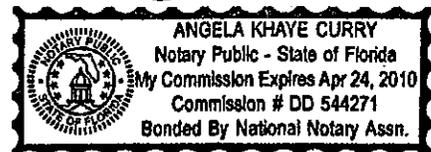
Thomas Good,  
Director of Public Works Department

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 3<sup>rd</sup> day of March, by Thomas White III, who is personally known to me.

(SEAL)





TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/12/2010

**SAFETY AND SECURITY CERTIFICATION**

(SUB)  
Name: **Contractor's Name: Northwest Focal Point**  
**Address: 6009 NW 10<sup>th</sup> Street**  
**City and State: Margate, FL**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature: Kelly Costa  
Title: Kelly Costa, Project Director  
Northwest Focal Point  
Company Name

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 12<sup>th</sup> day of March 2010,  
by, Kelly Costa, who is personally known to me

NOTARY PUBLIC STATE OF FLORIDA  
Terry Lieberman  
Commission # DD883711  
Expires: AUG. 21, 2013  
Notary Public

(SEAL)

Terry Lieberman



TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/9/2010

**SAFETY AND SECURITY CERTIFICATION**

**Contractor's Name: SUPPORT MANAGEMENT INC.**

**Address: 916 NE 62<sup>nd</sup> St**

**City and State: Oakland Park, Florida 33334**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature:

Paula Welch - COO

Title:

Owner or Manager Name and Title

Support Management, Inc.

Company Name

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 9<sup>th</sup> day of March 2010,  
by, Paula Welch, who is personally known to me.

FDL# W420-673-64-586-0

NOTARY PUBLIC - STATE OF FLORIDA  
**Wendy I. Novack**  
Commission #DD638979  
Expires: FEB. 11, 2011  
BONDED THRU ATLANTIC BONDING CO., INC.

Wendy I. Novack  
Notary Public

(SEAL)



TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/9/2010

**SAFETY AND SECURITY CERTIFICATION**

**Contractor's Name: Tender Loving Care Transportation Services Inc.**

**Address: 155 S Pompano Parkway**

**City and State: Pompano Beach, Florida 33069**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature:  
Title:

*Darlene Brian Ponder - owner*  
Owner or Manager Name and Title

*Tender Loving Care Transportation Service, Inc.*  
Company Name

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 9<sup>th</sup> day of March 2010  
by Darlene Ponder, who is personally known to me.

FDL# P536-162-64-626-0

*Wendy I. Novack*  
Notary Public

NOTARY PUBLIC - STATE OF FLORIDA  
 Wendy I. Novack  
Commission #DD638979  
Expires: FEB. 11, 2011  
BONDED THRU ATLANTIC BONDING CO., INC.

(SEAL)



TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/12/2010

**SAFETY AND SECURITY CERTIFICATION**

Name: Contractor's Name: AAA Wheelchair Wagon Service, Inc.  
Address: 5890 Rodman Street  
City and State: Hollywood, FL 33023

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

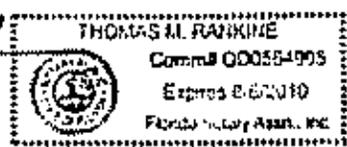
Signature: *[Handwritten Signature]* Senior Vice President  
 Title: Owner or Manager Name and Title  
AAA Wheelchair Wagon Service, Inc.  
 Company Name

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 11<sup>th</sup> day of March 2010  
by, Mark Leff, who is personally known to me.

*[Handwritten Signature]*  
 Notary Public  
 (SEAL)





TRANSPORTATION DEPARTMENT - TRANSIT DIVISION - ADMINISTRATION  
3201 West Copans Road • Pompano Beach, Florida 33069 • 954-357-8301 • FAX 954-357-8305

3/12/2010

**SAFETY AND SECURITY CERTIFICATION**

Name: **Contractor's Name:**  
**Address:**  
**City and State:**

The Paratransit Contractor named above hereby certifies the following:

1. The adoption of a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance, and at a minimum, with established standards set forth in Chapter 14-90, Florida Administrative Code.
2. Compliance with the adopted standards of the SSPP and SPP.
3. Performance of safety inspections on all Vehicles operated in accordance with Rule 14-90.009, Florida Administrative Code, for 2009
4. That the Transit Division staff has performed all required safety inspections and security reviews at the address listed above, for 2009

Signature: \_\_\_\_\_  
Title: Owner or Manager Name and Title  
\_\_\_\_\_  
Company Name

VILLAGE CAR  
OUT OF  
BUSINESS -  
DECLINED TO  
PARTICIPATE.

**NOTARY PUBLIC**

STATE OF FLORIDA  
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this \_\_\_\_ day of \_\_\_\_\_ 20\_\_,  
by, \_\_\_\_\_, who is personally known to me.

\_\_\_\_\_  
Notary Public

(SEAL)

