



February 1<sup>st</sup>, 2013

Presented to:

South Florida Regional Transit Authority

Att: JARC/New Freedom

800 NW 33<sup>rd</sup> Street, Suite 100

Pompano Beach, Florida 33064

**Fiscal Year 2012**  
**Application and Proposed Project**  
**Section 5317 - New Freedom Grant Program**  
**Federal Transit Administration**



Presented by:

Brock Rosayn, President

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*Metro Taxi of Palm Beach County is a proud member  
of the Taxicab, Limousine, & Paratransit Association*



**TAXICAB, LIMOUSINE &  
PARATRANSIT ASSOCIATION**

## Application Checklist

The following information must be included in the final JARC or New Freedom application packet to be considered complete. Incomplete applications will be disqualified after the application deadline has passed. Six (6) copies of the application must be submitted on 8 ½ x 11 inch paper and bounded with a paper clip or black binder clip and in electronic format on a CD. Failure to provide either will disqualify project from consideration.

ALL PROJECT APPLICATIONS MUST BE RECEIVED AT THE SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY OFFICE BY DECEMBER 21, 2012 AT 12:00 NOON EST.

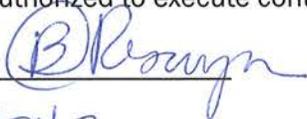
- Signed Application Checklist
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Name: Brock Rosayn

(Individual authorized to execute contracts with South Florida Regional Transportation Authority)

Signature: 

Date: 01/31/13

**SECTION 1: SUMMARY OF APPLICATION**

Application Type

Please indicate whether this is a JARC or New Freedom Application. CHECK ONLY ONE PROGRAM. If both Program boxes below are checked, the application may be deemed ineligible.

- Section 5316 – Job Access and Reverse Commute (JARC)  
 Section 5317 – New Freedom

Applicant Name and Contact Information

Name of Applicant	Transportation Service Systems, Inc. dba Metro Taxi of Palm Beach County
Contact Person	Arielle Richardson
Address	1730 South Federal Highway, #344, Delray Beach, Florida 33483
Email	arielle@metrotaxifl.com
Phone Number	561-702-7844

Organization Type

- Local Government Authority  
 Private Non-Profit Organization *(please attach IRS 501(c)(3) documentation of non-profit status)*  
 Public Operator of Public Transportation Services  
 Private Operator of Public Transportation Services

Partnering Organization and Contact Information (Indicate N/A if not applicable)

Partnering Organization	N/A
Contact Person	N/A
Address	N/A
Email	N/A
Phone Number	0

Project Type (Place an X in the appropriate box). For a detailed list of eligible projects, please refer to Appendix B: JARC and NF Eligible Projects.

Capital Only	X
Operating Only	
Capital & Operating	
Mobility Management/Coordinated Planning	

Project Information

Project Name	Metro Taxi Mobility
Service Area	Southern Palm Beach County
Start Date	Estimated to be April, 2013
Total Project Cost	\$164,775.00
JARC/NF Funding Requested	\$131,820.00
Number of Years for Which Funding Requested	One
Total Local Match	\$32,955.00

**IMPORTANT:** Cost information provided in the above table will be used when the projects are evaluated and funding is requested for successful projects from FTA.

To the best of my knowledge, all information in this application is true and accurate. The document has been duly authorized by the governing body or authorized representative of the applicant and the applicant will comply with any certifications and assurances if the fund is awarded.

Signature of Authorized Representative	
Printed Name of Authorized Representative	Brock Rosayn
Date	January, 31, 2013

## SECTION 2: APPLICANT, EXISTING SERVICES, AND SERVICE AREA

- 1) Provide a brief description of the applicant and its background with implementing this type of project.

Transportation Service Systems, Inc. d/b/a Metro Taxi of Palm Beach County, hereinafter referred to as "Metro Taxi" is a family owned and operated for-hire taxicab service provider in Palm Beach County. Nearly 27 years ago, owners Brock and JoAnne Rosayn started Metro Taxi with just one vehicle and today are proud to have a fleet of over 30 sedans and passenger vans. Our experience in providing reliable transportation brings a sense of familiarity and quality to consumers resulting in unparalleled customer service not often found with other transportation providers. In addition to being a fully licensed and insured taxicab company, Metro Taxi operates sedans and passenger vans at regulated taximeter rates. Metro Taxi has a proud reputation of providing prompt and courteous personalized service to our customers and clients. Our knowledgeable and customer friendly staff enables Metro Taxi to stand out as a valued transportation service provider to the area.

Metro Taxi is open and fully operational with computer assisted radio dispatch 24 hours-a-day, 7 days-a-week, and 365 days-a-year. In our constant effort to maintain and improve upon safety, quality, convenience, and efficiency for our customers and passengers, all of our vehicles undergo routine scheduled maintenance and are equipped with GPS tracking and navigation. Our drivers are certified by the Palm Beach County Department of Consumer Affairs and undergo a comprehensive in-house driver training program. Additionally, as an added service and convenience, we accept all major credit cards.

Having strong roots in the Palm Beach County community, we recognize there are some gaps in current service provisions for persons with disabilities. Federal laws define a person with a disability as "any person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such an impairment." Metro Taxi has a strong foundation and the experience necessary to expand transportation mobility options to persons with disabilities that go beyond Americans with Disabilities Act (ADA) requirements. Our region is home to thousands of people with physical or mental impairments – such as hearing, mobility and visual impairments, chronic alcoholism, chronic mental illness, AIDS, AIDS Related Complex, and mental retardation that substantially limits one or more major life activities. Again, Metro Taxi is poised to facilitate the transportation needs of those whose major life activities (including walking, talking, hearing, seeing, breathing, learning, performing manual tasks, and caring for oneself) are limited.

Our experience speaks for itself. Metro Taxi is a longtime member of the Greater Boca Raton Chamber of Commerce, the Palm Beach County Consumer Affairs MVP Program, and the Taxi, Limousine, & Paratransit Association (TLPA) - which is the only national organization in the United States that represents the taxicab industry. In addition to servicing our local assisted living facilities,

drug rehabilitation as well as physical rehabilitation facilities and therapy centers, we have long-term existing transportation contracts with the local Hospitals and Medical Facilities in our area. We are well positioned to enhance our transportation services to the benefit of persons with disabilities that go beyond Americans with Disabilities Act (ADA) requirements.

In 2011, Metro Taxi applied for its first New Freedom Grant Program. Having met all of the criteria, it is our hope and anticipation that we will soon be given the green light to move forward and implement the Fiscal Year 2010-2011 proposed project.

**2) Provide a brief description of the applicant's existing services.**

Metro Taxi is an operator of vehicles for hire, including taxicabs, in the Palm Beach County area. The company has been servicing locations in our region for nearly 27 years. We are open and fully operational 24 hours-a-day, 7 days-a-week and 365 days-a-year and the company is based in Delray Beach.

In addition to servicing prearranged transportation reservations, same-day service is also offered. Our knowledgeable and customer friendly drivers are assisted by our Call Center which provides them with all of the information and support necessary to transport customers safely and soundly to their destinations. Metro Taxi prides itself on safety and reliability. Our computer assisted radio dispatch center provides our drivers with all of the information necessary to transport their passengers in a timely manner. Drivers are provided with the name and phone number of the each customer, their desired pick-up and drop-off times & locations, and of course any specific details that may be helpful to them. For example, if a passenger is being picked up at a a grocery store, the driver would be provided in his or her notes that the customer may need help with their bags.

Our dispatch system also has the capability of servicing and storing repeat orders. We have found this feature to be a huge convenience for our customers that have a set and regular schedule that rely on us for taxicab transportation. For example, we have many customers who require dialysis treatments on a regular basis. Thanks to our high-tech dispatch software, all they need to do is call us once to schedule their regular transportation schedule. This information is stored and alerts us each day or each week as to that customer's transportation needs. The feedback we receive from this service is great!

As an added service and convenience, Metro Taxi accepts all major credit cards. There is a credit card swipe installed in each of our vehicles that features what is known as a PIM system or Personal Information Management; a security feature that encrypts customers' credit card information and is PCI compliant. This technology protects the integrity of our customer's financial information and prevents fraud. This service has also proved to be extremely convenient for our customers and clientele.

Other services Metro Taxi offers are Personal, Business, and Insurance Charge Accounts. This service is relatively unique in our area. Essentially, it allows customers or a third party to pay for transportation on a monthly basis. We have a lot of experience with administering these Charge Accounts. Some of our accounts include Delray Medical Center, West Boca Medical Center, Bethesda Memorial Hospital, and numerous other medical and rehabilitation facilities throughout Palm Beach County. Organizations like these are happy to provide this service to their patients and customers. Southern Palm Beach County is also home to countless addiction and recovery centers where folks from other areas of the state and parts of the country come to for treatment. It is not uncommon for their clients to be without a driver's license or a vehicle of their own to get them

where they need to go. Offering Charge Accounts affords their family members the option to cover the cost of their transportation. The same goes for our aging population. Metro Taxi frequently initiates Charge Accounts with those wishing to cover the cost of transportation for their aging or elderly parents and family members. We take pride in providing reliable taxicab service to those who cannot or don't wish to drive themselves.

Additionally, Metro Taxi provides a courier service. Whether it is food, documents, dry cleaning, or cigarettes, we are happy to deliver. For instance, we happen to have a Charge Account with a Prescription Services company that relies on us to pick-up and deliver prescriptions for various people who are unable to do so themselves. We also transport documents and equipment on behalf of law firms and medical offices. This is another service that we are proud to offer!

**3) Provide a brief description of the existing service area (provide demographic, economic, and geographic information).**

Metro Taxi is a licensed taxicab service provider in Palm Beach County. While we can service the entire county, our main service area is presently considered to be Southern Palm Beach County, which we define as Southern Boulevard south to the Broward County line - which includes cities and municipalities such as Boca Raton, Delray Beach, Boynton Beach, Highland Beach, Briny Breezes, Ocean Ridge, Manalapan, Hypoluxo, Lake Worth, Lantana, and Gulf Stream - just to name a few. As mentioned elsewhere in this application, Palm Beach County is the largest county in the state of Florida in total area, and third in population. As of 2010, the county's estimated population was 1,320,134, making it the twenty-eighth most populous in the United States. Over 40 percent of the county's population lives in unincorporated areas near the Atlantic coast. Palm Beach County is one of three counties comprising the South Florida metropolitan area. Its largest city is West Palm Beach (Central County), which has an incorporated population of over 105,000 and an unincorporated population of 250,000. Boca Raton (South County), is the second largest, having a population approaching 90,000. Boynton Beach (South County), is the third largest city, with a population nearing 70,000 residents. There are nearly 374,000 seniors and nearly 173,425 persons with disabilities. Please see a map of our service area attached.

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**SECTION 3: PROJECT INFORMATION**

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4) Project Title: Metro Taxi Mobility

5) Specify the type of project.

- Continuation of an Existing JARC/NF Project
- Expansion of an Existing Project not previously funded through JARC/NF
- Existing fixed route service not previously funded through JARC
- New Project

6) Provide a description of the project. For projects seeking operating assistance, provide details of proposed routes, schedules, and trip coordination strategies. For capital projects, explain the quantity and type of assets to be procured, use, useful life, and whether assets are expansion or replacement assets. If the project has multiple elements (i.e., operating, mobility management, capital), please include a description of how these elements relate to each other.

Metro Taxi is requesting 5 wheelchair accessible vehicles to be used as taxicabs dedicated to a high level “Beyond ADA” service to local disabled and elderly riders. Ambulatory riders, who may ride in the same vehicle as the elderly or disabled rider, will have plenty of comfortable seating. Our goal is to deliver the high level of responsive service that our local disabled riders deserve. The vehicles provide ample room for an enjoyable, comfortable ride for all riders - including aides or handlers that may be accompanying certain passengers.

According to a nationwide study by Easter Seals Project Action called “The Use of Taxicabs in Paratransit Programs” taxicabs are an effective and inexpensive method of providing wheelchair accessible transportation to the disabled community. Not only have taxicab costs been proven to be far less expensive than the same trip conveyed in a Paratransit vehicle, taxicabs can be dispatched with less management and overhead, thus saving even more money for the purchaser of this transportation.

It should be further noted that accessible taxicab service is one of the specific goals and objectives of the New Freedom program. In the Circulars for New Freedom, wheelchair taxicab service is specifically mentioned several times as an eligible New Freedom project. There are very few wheelchair accessible taxicabs available in our region, including one owned and operated by Metro Taxi. Metro Taxi would like to expand this type of service and has a plan to ensure its success. For this project, drivers that operate these vehicles will be required to prioritize wheelchair trips in the service area, bringing rapid response wheelchair accessible taxicab service to members of the disabled community. Thus, the proposed program will bring prompt dependable service and important new transportation service options to disabled riders.

Metro Taxi of Palm Beach County is an operator of vehicles for hire, including taxicabs, in the Palm Beach County area. The company has been servicing locations in our region for nearly 27 years. We are open and fully operational 24-hours per day, 7 days a week and 365 days per year, and our company is based in Delray Beach.

- Metro Taxi would ensure that transportation services provided to the transportation disadvantaged would be provided in the most appropriate and cost-effective manner possible, given the guidelines of Chapter 427, Florida Statutes and Section 41-2, Florida Administrative Code.
- For these same reasons, Metro Taxi can provide cost-effective transportation for those transportation disadvantaged individuals who are unable to access the fixed route transit system.
- Palm Beach County has a limit on the use of a vehicle set at 10 years from the date of manufacture. It is our intent to provide the elderly and disabled residents of the Palm Beach County community with reliable, dependable and affordable taxicab transportation for as many years possible.
- The 5 wheelchair accessible vehicles Metro Taxi is requesting are intended to be an expansion asset with regard to the services we currently offer.

Metro Taxi needs these 5 vehicles to better service the large number of elderly & disabled in Palm Beach County. As described in the following pages, this project will truly fill all gaps in disabled transportation service today, including gaps in ADA Paratransit service by providing service in all geographies, 24 hours-a-day 365 days-per-year and without the necessity of advanced reservations. (Note: Advanced reservations will however be suggested for late night through 6 a.m. service and during very busy travel periods or for trips to the airport.)

Taxicab style service is a primary method of providing beyond-ADA service for disabled persons. ADA required Paratransit trips for example are limited to those situations where a person can plan ahead for the trip (the advanced reservations requirements), and to the locations and hours where service is available. Taxicab service however can respond at all hours of the day or night and to all locations in the service area, including areas where there are no fixed route bus or Paratransit service available, and with no requirement that an advanced reservation be made. This proposal will thus provide beyond-ADA service and allow individuals a level of freedom and flexibility for a certain portion of their transportation needs.

The wheelchair taxicabs will further provide service:

- 24 hours, 365 days per year service
- To all areas of Palm Beach County
- Same day service

There are several sources where these vehicles can be acquired, and we would consider any source presented by the designated recipient.

- 7) **Identify target population(s) of the project.** Cite any studies conducted and the corresponding recommendations that contributed to the development of the project. Explain how the project will be marketed to those populations. If the project will serve others in addition to the target population, specify how you will assure that the target population will be given priority on all project activities and how the availability of service to the target population will not be compromised by the provision of services to those other than the target population.

The HSTCP reports that there are nearly 230,000 senior individuals estimated to be living in Palm Beach County. More than half of the Palm Tran Connection ridership are senior. It should be noted that large segments of the senior population do not live within walking distance to Palm Tran's bus routes. With the senior population increasing every year, living longer and having more promensity to become disabled, the need for alternative transportation choices becomes more relevant. This is an example of the target population our project aims to service.

Also a target, those persons with disabilities. There are also nearly 224,000 individuals living in Palm Beach County who are considered to have one or more disabilities. Public awareness campaigns and enforcement of the Americans with Disabilities Act (ADA) has, in recent years, significantly increased employment opportunities for the disabled population. Despite the fact that 41.9 percent of Palm Beach County's disabled population of working age (16-64 years) is employed, the percentage of this population living below the poverty level is significantly higher – 13.9 percent – than the 9.4 percent rate of poverty among the general population in the County.

Though we know there are roughly 230,000 seniors and 224,000 persons with disabilities living in Palm Beach County, it is difficult to forecast how many disabled individuals will need our services. We do know that ridership on the Palm Tran ADA transportation service has stayed consistently at a high level over the years.

That being said, Metro Taxi intends to target these populations for this project. We currently receive daily requests for accessible taxicab trips and feels that the demand for such trips is actually double or perhaps triple the current demand. Due to our current inventory of one (1) accessible taxicab, many current requests go un-served. With this application, Metro Taxi intends to provide a far greater degree of low cost, accessible, always available transportation alternative to elderly and disabled residents of Palm Beach County.

Though we intend to offer our services to all Palm Beach County riders, our marketing efforts will be centered on our company's traditional service area of Southern Palm Beach County, which we define as the area from Southern Blvd south to the Broward Line. For pick-ups north of Southern Blvd, we will request that a client call us at least 2 hours ahead of time. Our marketing team intends to advertise heavily and build upon the relationships Metro Taxi already has with places like area Hospitals and Medical Centers, Veterans Affairs (VA) Centers, Elderly and Assisted Living facilities, rehabilitation offices, clinics and so on.

The wheelchair accessible taxicabs will provide services as a first priority to those needing wheelchair accessible service. Then, when otherwise available, the vehicle will service other trips. These taxicabs will thus be dispersed throughout the service area because they will be providing on-demand service as typical taxicabs, increasing availability and response times to on demand wheelchair calls. To ensure priority service for these beyond ADA trips, all vehicle operators, as a condition of operating the subsidized vehicle, will agree to prioritize them. Dispatch procedures shall be in place to ensure these requirements are followed through on a continuous basis. Thanks to our state of the art computer assisted radio dispatch software, we have GPS capability of seeing where exactly our company vehicles are located at all times – allowing our dispatchers to assign beyond ADA calls to the closest driver. Additionally, in order to maximize vehicle availability for beyond ADA service after hours and on weekends, the vehicles will utilize multiple drivers, rather than being operated by a single driver, as is often the case with some taxicab companies.

- 8) Please specify the unmet needs this project is designed to meet and how those unmet needs were identified.

This project supports many of the specific goals described in the Human Services Coordinated Transportation Plan (HSCTP), including filling unmet needs and local transportation gaps by going "beyond ADA" in the services provided.

Below is a list of unmet needs as stated in the HSCTP:

- Small feeder vehicles for gated communities
- Increase transit boundaries & service hours
- Mobility Manager needed to reduce transit barriers and outreach to the public
- Multi-loading vehicles that are sometimes inefficient with a client's time

- Subsidized Taxi for seniors, disabled, low income workers based on a sliding scale
- On-demand service for Palm Beach County transit
- Guaranteed ride home program when public transit is not available
- Problems crossing county line

Throughout Palm Beach County, several populations are considered to be underserved, the most notable of which are the elderly and disabled. Many of these people are also low and fixed-income individuals just above the Medicaid threshold that need transportation to medical services. Furthermore, many of these individuals either live in the remote areas of the region, or in an area far removed from the services they require. Many local people who are either seniors or disabled have difficulty getting to certain destinations, other than senior centers, primarily for basic needs like groceries, going to the beauty parlor, visiting family - and other non-medical services.

Beyond the basics like getting to and from doctors appointments, there is an unmet need for those with mobility issues who are house-bound and not able to attend social functions or visit with friends. We feel this is an important and under-recognized need for the elderly and disabled who are often isolated and unable to engage something as simple as going over to a friends house for dinner or attending lectures, and so on. Metro Taxi intends to provide this means of transportation at an affordable rate.

Human services organizations also provide specific trip types, which may limit their ability to provide transportation to others who do not fall into categories in which they serve. For example, an agency who serves the disabled may not be able to serve low-income individuals due to restrictions on use of funds and/or the agency mission statement. However, agencies with similar needs may be able to "share" a vehicle or resources.

Metro Taxi intends to address the unmet needs mentioned above in the following ways:

- Metro Taxi will provide small feeder vehicles for gated communities
- As a 24/7/365 service, and with taxicab destinations not regulated or restricted, our company is ideally positioned to help increase transit boundaries and service hours
- In Palm Beach County, Metro Taxi would be an ideal fit to work with the county's designated Mobility Manager in reducing barriers and outreach to the public.
- A wheelchair-accessible taxicab with a rear-loading ramp operated by Metro Taxi would overcome the problem of many of Palm Beach County's Multi-loading vehicles that are sometimes inefficient with a client's time
- Metro Taxi is willing to be part of a Subsidized Taxi program for seniors, disabled, and/or low income workers based on a sliding scale
- Metro Taxi is open 24/7/365 so we could be an on demand service for Palm Beach County transit, and also a Guaranteed ride home program when public transit is not available
- Metro Taxi has no problems crossing county lines

9) Does the project address at least one (1) strategy identified in the local Coordinated Plan? (The Coordinated Plans of Broward, Miami-Dade, and Palm Beach Counties can be found on the SFRTA website at [www.sfrta.fl.gov/grants](http://www.sfrta.fl.gov/grants))

Yes

No

If YES, list the strategies in the local Coordinated Plan that your project conforms with. List the name of the Coordinated Plan, conforming goal, and page number.

Metro Taxi's project absolutely addresses a number of the strategies identified in the Palm Beach County local Coordinated Plan. For example:

In an effort to achieve Goal #1, which is stated to provide the highest level of accessible and available fixed route bus service to the transportation disadvantaged (listed in Appendix N on page number 108), we plan to assign staff to investigate and record performance measures and improvements. We plan to do this by breaking down reports and/or direct observations. We will also train drivers on accessibility, equipment operations and sensitivity to the needs of the transportation disadvantaged riders. Metro Taxi will develop and continually update training logs, customer service reports and conduct customer satisfaction surveys. We also commit to retrain in instances where problems are reported.

In an effort to achieve Goal #2, which is stated to increase the utilization of the fixed route system by those who are Transportation Disadvantaged and ADA, (also listed in Appendix N on page 108), we plan to promote outreach in many ways, including word of mouth, brochures and marketing materials. Thanks to Metro Taxi's sophisticated dispatch software, we will have the ability to track the outreach, for example through monthly/quarterly operating reports and ridership numbers.

In an effort to achieve Goal #3, which is stated to provide cost-effective door-to-door services for those transportation disadvantaged individuals who are unable to access the fixed route transit system, (also listed in Appendix N on page 108), Metro Taxi wants to continually develop and improve upon an effective in-house quality assurance program which accurately assesses the program's service quality. The strategy would be to incorporate program design by utilizing Service Coordinators and other staff with trip checks and inspections.

In an effort to achieve Goal #4, which is stated to create relationships with agencies providing transportation services to the transportation disadvantaged that enhance and maximize coordination and cost effectiveness, (also listed in Appendix N on page 109), we will most definitely identify appropriate agencies and encourage the advantages of coordination.

In an effort to achieve Goal #5, which is stated to ensure that transportation services provided to the transportation disadvantaged are provided in the most appropriate and cost-effective manner possible, (also listed in Appendix N on page 109), we fully intend to expand our marketing tools and materials and distribute them to a wider range of people and networks, in order to promote this new service. We will also be available 24/7/365 to answer any questions potential riders may have.

In an effort to achieve Goal #6, which is stated to Establish policies and procedures that ensure program effectiveness and integrity, (also listed in Appendix N on page 109), Metro

Taxi will conduct inspections and daily monitoring of operators & coordination contracts. We will do this by monitoring reports and inspections as well as any grievances. We also intend to work with our software engineers and develop and conduct the training program. Sensitivity training regarding transportation disadvantaged clients will also be covered by our program.

- 10) Describe the geographic boundaries of the project. Applicants must attach a map (8.5 x 11) depicting the project boundaries.

The following comes from the HSCTP.

With an approximate area of 2,386 square miles total, Palm Beach County's urbanized area population, representing 96 percent of the total population of Palm Beach County, is concentrated along the Atlantic Ocean coastline. The County measures approximately 45 miles North to South and 53 miles East to West. Palm Beach County is considered to be the largest county east of the Mississippi River.

On the western border of the county, the population is concentrated around the rural Belle Glade/Pahokee area along Lake Okeechobee, providing a dramatic contrast to the urbanized areas along the coastline. Between the western edge of the urbanized area and the eastern limits of the county's western area lies an area of intense agricultural production.

Though we intend to offer our services to all Palm Beach County riders, our outreach and marketing efforts will be concentrated in our company's traditional service area of Southern Palm Beach County, which we define as the area from Southern Boulevard south to the Broward County Line. For trips north of Southern Boulevard, we request that a client call us at least 2 hours in advance.

\*\*Please see Map of Project Boundary attached at end of document.

- 11) Estimate the number of low-income population (JARC) and individuals with disabilities (NF) that will be served by the project. Provide an explanation as to how the estimate was determined.

The HSTCP reports that roughly 224,000 of Palm Beach County's population has one or more disabilities. Public awareness campaigns and enforcement of the Americans with Disabilities Act (ADA) has, in recent years, significantly increased employment opportunities for the disabled population.

While it is difficult to forecast how many disabled individuals will need our services, we do know that ridership on the Palm Tran ADA transportation service has stayed consistently at a high level over the years.

Our current disabled ridership is limited due to our lack of wheelchair assessable taxicabs. With a successful application and subsequent New Freedom Grant award, Metro Taxi will be able to grow our current disabled and elderly ridership totals.

Projected Ridership- We hope to be able to reach out to all the disabled and elderly residents of southern Palm Beach County that are not currently receiving transportation services sufficient to meet their needs. We realize that a large part of our projected riders will come from the same population base that currently accesses services provided by Palm Tran and social service agencies like those listed elsewhere in this proposal.

As far as the potential number of rides provided, we have used the following method of estimation: Metro Taxi projects that we would be able to successfully transport approximately 13,000 one-way passenger trips per year, and 65,000 one-way trips during the 5-year projected life-span of these proposed New Freedom vehicles. This number is achieved by projecting that each of the five proposed vehicles at full capacity would transport an estimated 10 one-way disabled and/or elderly riders per day, or 50 per week. Five vehicles would then project to carry an estimated 250 one-way passengers per week, or a total of 13,000 per year.

#### SECTION 4: COORDINATION

- 12) Explain how your organization coordinated with existing public transportation providers to develop the project. Identify other transportation providers that currently operate similar services to the target population within the project area. How do you plan to prevent the duplication of services? Discuss anticipated formal agreements, arrangements to coordinate services, joint funding initiatives, the pooling of resources and any other coordination efforts planned or already initiated.

Metro Taxi currently provides small feeder vehicles for gated communities for those without mobility issues. This is a perfect example of coordination with existing public transportation providers because, for instance, Palm Tran does not go inside most gated communities. Metro Taxi often picks up from where they leave off. It is our anticipation that once Metro Taxi is able to offer wheelchair accessible vehicles to the riding public, we can work in a coordinated effort with Palm Tran to transport those with mobility issues.

Another transportation provider who offers similar services to the target population is Palm Tran Connection. It should be noted though, that they require an advanced reservation - in contrast to Metro Taxi which is a 24/7/365 on-demand service. This is a perfect example of how duplication of services would be a non-issue. They also require that fares be paid with exact change or a pre-purchased CONNECTION "Ticket to Ride," as their drivers are prohibited from making change. This is also in contrast to Metro Taxi's flexible payment options where customers and clients have the option to pay by cash, credit card or charge to a personal charge account.

Additionally, Metro Taxi is open 24/7/365, so we could be an on demand service for Palm Beach County transit, and also a Guaranteed Ride Home program when public transit is not available. Duplication of services would not be an issue because as previously mentioned, Palm Tran does not go inside many gated communities. We would be happy to maintain open lines of communication with Palm Tran and other existing transportation providers to ensure duplication of services is never an issue.

Another important fact of our service area is that Metro Taxi will address the gap in service known as "First Mile, Last Mile." This service gap occurs when a local elderly or disabled rider of

Palm Tran is able to access local bus service, but cannot get from their home to the bus stop, nor can they get from the destination bus stop to their final destination. Metro Taxi's demand-response taxi service using rear-entry minivans for wheelchair accessibility provides a very inexpensive way for riders to get from their home to the bus stop or the bus transfer depot, and then from the destination drop off to their final destination.

Metro Taxi also plans to approach Palm Tran about offering to provide an inexpensive alternative to operating Palm Tran Paratransit buses in remote areas or during times of low ridership. Many communities in this county now use demand/response taxis in non-peak periods to service disabled riders, and the cost savings to the transit agency is often significant, with the agency no longer having to deploy large buses and hourly-paid drivers during periods of low ridership.

Partner with other agencies to develop and implement this project:

Metro Taxi is already one of the premier privately-owned transportation services in Palm Beach County. We intend to engage other agencies in our area to help implement this project. We are eager to establish and expand relationships with other transportation providers since our company already transports dozens of elderly and disabled each day of the week. With our computer dispatch system, we will bring the same efficiencies to this project that we already bring to our current clients. Our reservation system can accommodate either demand service or advance reservation service for all clients. Advance reservation service may be for either an individual trip or for a series of on-going trips. Additionally, in anticipation of a successful grant application, Metro Taxi has spread the word and received numerous letters in support of our efforts to acquire these wheelchair accessible vehicles, which are attached. Notably, many of Palm Beach County's area hospitals have pledged their support and are anxiously awaiting word that they will soon be able to offer their customers and patients this mobility transportation option.

Coordinate cross-jurisdictional trips:

We are prepared to offer services to any and all current transit programs that are in need of accessible transportation. We also expect, over time, to develop a large number of demand response taxicab clients from the general public. Cash riders will pay the same fares as riders of non-accessible taxicabs. Our company is interested in improving the area's Mobility Management, especially between the various social services agencies and government funded transit programs that require accessible transportation. This project will bring wheelchair accessible taxicab service to the service area including all local health and human service agencies, the public and private sector, non-profit agencies, other transportation providers (who frequently use taxicabs for backup service), and individuals with disabilities.

- 13) **Explain how your organization coordinated with human service transportation providers and/or other private non-profit/for-profit operators to develop the project.** Identify other human service transportation providers and/or other private non-profit/for-profit operators that currently operate similar services to the target population within the project area. How to you plan to prevent the duplication of services? Discuss anticipated formal agreements, arrangements to coordinate services, joint funding initiatives, the pooling of resources and any other coordination efforts planned or already initiated.

Metro Taxi does business with many human service agencies and non-profit clients throughout southern Palm Beach County. Our riders travel to and from many local clinics and hospitals, assisted living centers, government agencies, schools and universities, insurance agencies, city centers, and major employers. The wheelchair-accessible taxicabs will be further marketed via traditional advertising means, including our website, press releases, Chamber events, local events, and social media - such as Facebook and Twitter. We will keep the community fully apprised on this project. Our company already transports dozens of elderly and disabled each day of the week to various area social service agencies, non-profits, health care providers, medical centers, and elderly housing facilities. With our computer dispatch system, we will continue to bring even greater efficiencies to this project than we already bring to our current clients. Our ride sharing program, combined with our dispatch technology, also detailed in this document, demonstrate our robust ability to conduct mobility management.

Metro Taxi is also prepared to offer services to any and all current transit programs that are in need of accessible transportation. We also expect, over time, to develop a large number of demand response taxicab clients from the general public. All riders will pay the SAME fares as riders of non-accessible taxicabs.

The following is a sample of current Metro Taxi Clients with similar work performed. It is important to note that many of the organizations listed below have current, long-term exclusive contracts with Metro Taxi. Our many years of experience makes us confident that through our existing relationships with these and other organizations in Palm Beach County, we can continue to coordinate with human service transportation providers and/or other private non-profit/for-profit operators to continue developing this project. It is also important to note that many of the organizations below have already pledged their commitment to participate in this project and are eagerly awaiting confirmation that Metro Taxi will soon be able to offer wheelchair accessible transportation to their customers/clients/patients, etc.

- Delray Medical Center
- West Boca Medical Center
- Boca Raton Regional Hospital
- Bethesda Memorial Hospital
- Family Medicine Center
- Humana
- Delray Eye Associates
- Abbey Delray North
- Abbey Delray South
- JFK Hospital
- Diagnostic Centers of America
- Adoption by Shepherd Care
- Manor Care Nursing Homes
- South County Mental Health

Metro Taxi continues to be proud and active members of both the Greater Boca Raton Chamber of Commerce as well as the Greater Delray Beach Chamber of Commerce. Through our participation and activity with these business-friendly organizations, we are extremely confident that our business relationships within the community will continue to strengthen and grow. Metro Taxi is also a proud member of the Taxicab, Limousine and Paratransit Association (TLPA), a non-profit trade association of and for the private passenger transportation industry, who continually work with us to ensure we are apprised of and connected with those who may need transportation in our area.

**SECTION 5: IMPLEMENTATION AND SCALABILITY**

- 14) Please provide the number of months needed upon receipt of award to begin providing services to the project's target population. Identify the activities that have been completed thus far to develop the project. Provide a schedule for project implementation and complete the Milestone Information Form provided in Exhibit H. If your service is dependent upon the purchase of vehicles, use the vehicle anticipated delivery date as your starting point to determine the number of months needed to begin initiation of service.

ACTIVITY	RESPONSIBILITY	TIME FRAME
Award Notification	SFRTA	Month 1
Vehicles Ordered from Manufacturer	Metro Taxi	Month 1
Create press releases & community outreach materials	Metro Taxi	Month 2
Take Delivery of Vehicle Custom Decal and Meter Install	Metro Taxi	Month 3
Potential Drivers recruited or selected from current roster	Metro Taxi	Month 4
Drivers trained	Metro Taxi	Month 4
Begin Service	Metro Taxi	Month 4

- 15) Provide evidence of financial capability to implement the project. Please note that no advance payments will be made by SFRTA to applicants under any circumstances.

Metro Taxi's private resources will be used to implement the project. To reinforce our financial capability to implement this project, we have also attached a letter indicating Brock Rosayn's, President of Metro Taxi, personal line of credit.

\*\*Please see attached bank lines of credit.

- 16) Could the project be implemented on a more limited scope with less funding?

- Yes  
 No

If YES, please describe in detail how your project could be scaled down with less funding. Please provide specific funding scenarios.

As previously mentioned in this application, there are approximately 224,000 disabled individuals currently living in Palm Beach County and approximately 230,000 senior individuals. Palm Beach County has an approximate area of 2386 square miles. While our project could technically be scaled down by reducing the number of wheelchair accessible vehicles requested, we could not possibly hope to meet the substantial number of unmet needs of the target population in any kind of reasonable manner. Any reduction in the number of vehicles granted would decrease our goals and estimates by 1/5 per vehicle.

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## SECTION 6: PROJECT MANAGEMENT AND REPORTING

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- 17) How will the project be monitored and evaluated on an ongoing basis? What criteria will be used to establish the success of the project?

Performance measures will be greatly facilitated by Metro Taxi's communication system which supplies detailed information on taxicab dispatching. Metro Taxi can create reports on the following:

- 1) Service Response Time
- 2) Driver Activity
- 3) Vehicle Utilization
- 4) Regional Activity
- 5) Account (client or group of clients) Activity

Our 'trip report' lists all completed trips for a specified parameter in a specified time period. This is a tool we intend to use to evaluate the effectiveness of the project and how we intend to keep pace with our identified goals and objectives.

Specific performance measures will include:

- 1) Passenger Trips and Trip Productivity - Statistics to be tracked will include passenger trips overall and by trip type (i.e., ambulatory and wheelchair).
- 2) Response Time Performance - The Company will survey response times by type of trip (i.e., ambulatory and wheelchair)
- 3) Complaints, Compliments or Incidents by program trips - The Company will act on each complaint immediately. Metro Taxi carefully records all customer input including written complaints, compliments and incident reports.
- 4) Field Observation Reports Including Safe Driving - The Company will tally objective random field vehicle inspections. A formal inspection form and procedures will be utilized.
- 5) Telephone Response - Statistics are tracked on an ongoing basis including minimizing average time to answer calls. Additionally, please note that Metro Taxi also tracks live statistics for faster action on many call-center measures.
- 6) All required grant and regulatory reports turned in on timely fashion.

Metro Taxi plans to have a comprehensive plan of public outreach and project assessment. We strongly believe that customer input is one of the most important methods available for monitoring service. This input includes complaints, compliments and suggestions. Acting on the input provides a method to reward or discipline, to improve procedures and to maintain customer relations. We do not see a complaint as a problem, but rather as an opportunity to improve something about our company that will allow us to offer even better service to the public. This is how we intend to ensure this project will have a positive impact in our community.

The activities and procedures stated above and other performance measures will be used to further ensure quality service. Performance measures to be tracked were described in the previous section. For each measure, Metro Taxi will review and analyze any sub-par performance trends. For any measure below standard the company will investigate to determine the cause and take appropriate action. Appropriate action depends on the exact circumstances of each situation. Records will be kept on any such occurrence and the corrective action taken.

*Please note that the FTA requires that the following measures be reported on by program:*

JARC

- *Actual or estimated number of jobs that can be accessed as a result of geographic or temporal coverage of JARC projects implemented in the current reporting year.*
- *Actual or estimated number of rides (as measured by one-way trips) provided as a result of the JARC projects implemented in the current reporting year.*

New Freedom

- *Services provided that impact availability of transportation services for individuals with disabilities as a result of the New Freedom projects implemented in the current reporting year. Examples include geographic coverage, service quality and/or service times.*
- *Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc), technology, vehicles that impact availability of transportation services as a result of the New Freedom projects implemented in the current reporting year.*
- *Actual or estimated number of rides (as measured by one-way trips) provided for individuals with disabilities as a result of New Freedom projects implemented in the current reporting year.*

18) Does your organization have experience in administering federal grants? Your response should include the following:

- Details of federally funded grants that your agency has managed.
- Procedures your organization has developed for implementing a Civil Rights Program.

Yes. In addition to our normal implementation procedures, Metro Taxi intends to engage the services of Mr. Joseph M. Rubino, who will play a key role in the implementation and administration of our New Freedom Project. Metro Taxi engaged in consulting services with Mr. Rubino on other grant projects in the past and we are happy to engage him once more. We are confident that his knowledge and extensive experience with administering federal grants will enable Metro Taxi to achieve our stated goals. Mr. Rubino has worked on projects involving ground passenger transportation in 37 states. His career in the industry has spanned more than 35 years as an executive and now as a consultant, has worked on approximately 50 New

Freedom Projects in more than 30 states. Mr. Rubino has more than 25 years of experience in administering federal grants. He is one of the most knowledgeable individuals in the United States regarding the conception and operation of New Freedom Projects. In fact, in 2008, Mr. Rubino was selected by the Federal Transit Administration (FTA) to provide assistance to private companies on government contracting, including Medicaid, ADA Paratransit, and various federal grant programs which provide transportation for the indigent, the infirm, the disabled, and the elderly. He is one of the nation's foremost authorities on elderly & disabled transportation, & has authored more than 300 published articles & made more than 140 speeches on the passenger transportation industry.

As far as procedures Metro Taxi has developed for implementing a civil rights program, we abide by the requirements listed below:

#### CIVIL RIGHTS REQUIREMENTS

29 U.S.C. § 623, 42 U.S.C. § 2000

42 U.S.C. § 6102, 42 U.S.C. § 12112

42 U.S.C. § 12132, 49 U.S.C. § 5332

29 CFR Part 1630, 41 CFR Parts 60 et seq.

#### Applicability to Contracts:

The Civil Rights Requirements apply to all contracts.

#### Flow Down:

The Civil Rights requirements flow down to all third party contractors and their contracts at every tier.

Civil Rights - The following requirements apply to the underlying contract:

(1) Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

(2) Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:

(a) Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment

or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(b) Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(c) Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(3) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

19) Describe your agency's ability to manage the project, including its financial and human resources, and its institutional capacity.

Metro Taxi has been one of the providers of transportation for elderly and disabled residents of the Palm Beach County region since 1984. Metro Taxi, through our many years of experience, has the institutional knowledge necessary to execute our stated goals for this project. We have a strong foundation with multiple commercial properties, a 24/7/365 call center, and round the clock service. As previously mentioned, our company is uniquely suited for a Beyond-ADA service in that our call center is open and operating 24/7/365. Palm Beach County's finest taxicab service is also one of the most technologically advanced transportation solutions in the area. Not only is our company extremely experienced in the region, but our management, fleet size, and current technology help us to provide a level of service that our elderly and disabled population require and deserve. Metro Taxi also has the financial wherewithal to initiate and administer the said project.

Our talented operations team always allows for a smooth transition when starting-up any new project. We also make a practice of implementing any software upgrades necessary to operate any new project, and having it ready by the starting date. One can be assured that, if any new systems or practices are ever required, that our reservationists, dispatchers and other staff will be fully trained in the requirements of the program and the reservations, scheduling and dispatching process for the service.

Owned and operated by Brock Rosayn, Metro Taxi is eminently qualified to perform our stated project, as qualified personnel are in place for all key positions. Mr. Rosayn's family, including his wife and two children, has operated Metro Taxi since 1984, and Mr. Rosayn has been directly involved in the transportation of elderly and disabled riders from the beginning.

- 20) Describe your agency's financial management system, including accounting software and accounting system.

Metro Taxi is a family owned and operated taxicab service provider who regards themselves as a controlled entity handling all financials in-house. The accounting software utilized by Metro Taxi is Quickbooks, which assists in tracking inventory, sales, and customer information, as well as providing reports for managing business and serving customers.

## SECTION 7: ADDITIONAL INFORMATION OF OPERATING PROJECTS

*Questions 21 - 29 apply to projects that include an operations element. If your project does not include an operations element, please skip to question 30.*

- 21) Indicate how the proposed service will be operated.

- Applicant will operate service  
 Service will be contracted out (explain how an operator will be selected).

Metro Taxi intends to operate this service 100% in-house via our own marketing team, private call center (not outsourced), our company vehicles and maintenance professionals.

- 22) If the proposed project is the continuation of an existing JARC/NF funded project, is the project currently meeting its main objectives including serving target population ridership projections?

N/A

- 23) If the proposed project is an expansion of an existing project, explain how the expanded project will differ from the current service with respect to service coverage area, hours of service, trip purpose, or level of service.

N/A

- 24) Explain how the project you are seeking funding for differs from other services in the area with respect to service coverage area, hours of service, trip purpose, or level of service.

Taxicab style service is a primary method of providing beyond-ADA service for disabled persons. ADA requires paratransit trips that are sometimes limited to those situations where a person can plan ahead for the trip (the advanced reservations requirements), and to the locations and hours where service is available. Taxicab service however can respond at all hours of the day or night and to all locations in the service area, including areas where there is no fixed route bus or paratransit service available, and with no requirement that an advanced reservation be made. This proposal will thus provide beyond ADA service and allow individuals a level of freedom and flexibility for a certain portion of their transportation needs.

The wheelchair taxicabs will further provide service:

- 24 hours, 365 days per year service
- To all areas of Palm Beach County
- Same day service
- Customers will have the option to pay by credit card, by phone or in the taxicab itself

Our GPS aided computer dispatch system will make coordination simple. Also, our ability to invoice multiple parties, when necessary, result in a smooth process for our back office function.

#### Charge Accounts:

Metro Taxi also offers Charge Accounts. This differs from other services in the area, in that charge accounts are not often offered to everyone, and serves as an added service and convenience for our customers and clients. This has proven to be a major convenience for third-party payments and we have received much praise for offering this service. For example, Metro Taxi offers Charge Accounts to parents who may live outside our service area or outside the state for that matter, who wish to pay for their children's transportation (such as college students) or, those who wish to pay for their aging family members who have either become unable able to drive themselves or have chosen to give up their driver's license, etc. Many of the hospitals and medical offices in Palm Beach County have opened up charge accounts as an added service to their own customers and clients. Metro Taxi's high-tech dispatch software allows us to generate itemized statements that may be paid by cash, check, or credit card. This is most definitely an enhanced level of service not offered by most transportation companies in the area.

#### Multilingual Call Center and Customer Service Representatives:

It is also important to note that our call center is supported by english speaking customer service representatives (CSR's) as well as spanish and creole speaking CSR's. This has always been a benefit for those in our area, especially since Palm Beach County has large Hispanic and Haitian populations. It's just another way Metro Taxi strives to enhance our level of service.

#### High-Tech Computer Assisted Dispatch Software:

Another element that serves as an added level of service is Metro Taxi's ability to make specific repeat reservations in advance of needed transportation. For example, Metro Taxi has the capability, via our high-tech dispatch software, to store repeat orders for clients with detailed information. So if, for example, Mrs. Jones needs to go to her dialysis appointment for blood transfusions every Monday, Wednesday and Friday at 1:00pm, we have the ability to store that information, including her name, address, phone number and any other pertinent information such as a gate code or apartment number and even notes like "please assist her with any bags" in our computer so that she only needs to call us one time for all of her trips. This has proven to be huge convenience for our customers and clients.

**Courier Service:**

Metro Taxi also offers courier services. This helpful service is constantly utilized by those with mobility issues or illnesses, or by those who just don't have their own transportation. For example, one of our Charge Accounts Clients, Shared Prescription Services, utilizes our courier services frequently to pick up and deliver prescriptions to their clients, particularly to those members of the aging community. They simply fax in the pick-up information which includes the location of the doctors office or pharmacy, the name, and drop off instructions. This is sometimes done in advance or on-demand. Again, the fact that we are open and fully operational 24/7/365 is an added convenience.

**Order Options:**

Metro Taxi also has the capability of processing trip orders by phone and/or by fax which is certainly something that most transportation companies do not offer on a regular basis. Soon to come will be the option to place trip orders by email through our website. We are in the process of working with our software engineers to make this option available to the public within the next 6 months. Our goal is to make it that much easier to arrange transportation. This could be done through a computer or via smart phones.

**Proprietary Metro Taxi Charge Cards:**

Also in the works: Pre-paid Metro Taxi charge cards. The idea here is to afford our customers the ability to purchase a "Metro Taxi gift card" in any denomination they wish, with the ability to refill the card through our website when necessary. Card holders will also have the ability to check their card balance through our website. For example, this will be great for parents with children attending one the colleges or universities in Palm Beach County. We believe it will give both the parents and the students peace-of-mind in knowing they'll always have a safe ride home, 24/7/365 with funds available on their personal Metro Taxi card to get them wherever they need to go. We believe it will also prove beneficial to those wishing to pay for their friends or family members who might be members of the aging community and/or the transportation disadvantaged. It will allow for ease of payment, without the use cash. They would simply swipe they charge card in the car, and be provided a receipt. Simple and easy.

**Ride Sharing:**

Metro Taxi already offers a shared-ride option to local people and to visitors who want to travel to or from local airports and other destinations. If we receive our New Freedom Grant Award through this proposal, we can greatly expand our ride-sharing service offerings. As a provider of transportation services to many elderly, disabled, and infirm residents of the Palm Beach County area particularly those who are patients at the many hospitals and medical centers that engage our services, Metro Taxi would have an excellent opportunity to offer shared ride services to those riders. For example, if any institution requests the transportation of two or more individuals at the same time from the same place, and/or to the same destination, we could convey those riders at a shared ride cost. A Common Example of Ride-Sharing: A local hospital, medical center, nursing home, non-profit agency, or a senior living facility calls our company on a demand response basis to discharge or to simply transport two different patients or individuals, one going, for example, 6 miles east and the second traveling a few miles further in the same direction, our company can dispatch only one vehicle, and charge only one fare, which would be the amount on the meter at the completion of the 2nd person's discharge. There is no additional charge for the first person's transportation. That is true ride-sharing.

**Van Pooling:**

We will also offer "Van-Pooling" to the General Public. A service that is unique in our area. That means that if a local disabled or elderly rider needing a wheelchair accessible vehicle requests

transportation to an event or to any ordinary destination, and is willing to share their ride with another party traveling at the same time who also wishes to share the ride, then our Cab Pooling service will match the two riders who will share the cost of the fare.

**Information Sharing:**

The information sharing/capacity management strategy area is intended to facilitate the sharing of resources, such as vehicles. Metro Taxi intends to make its entire fleet, especially its proposed accessible taxicabs, available 24/7/365 for resources sharing. As previously stated, our dispatch system includes GPS tracking and navigation, locator devices in every vehicle, and real-time dispatching with both computer and voice capability. Future operations planning targets emerging needs by creating efficiencies from better resource sharing. Besides the information listed on the previous two points, Metro Taxi's computer dispatch system features a mobility management component that can produce a wide variety of reports in any number of formats. All this reporting data would be available to local planning and transit agencies.

Our Metro Taxi Mobility Service would accomplish the following: A demand-response, wheelchair accessible, beyond ADA transportation service for the disabled riders of the Palm Beach County area.

- We will provide this service with paratransit quality but in a wheelchair-accessible vehicle.
- Deliver the high level of responsive service that our local disabled riders deserve.
- Offer true ride-sharing to individuals, commercial institutions, non-profit organizations, and to local transit agencies.
- Offer a low-cost demand-response transportation alternative to the current expenses retail services available to the wheelchair riding public.
- Our service will be available 24/7/365. We never stop operating and there is always management on duty.
- Our service is not restricted by geography, time of day or day of week.
- We will provide our service to all members of the transportation disadvantaged community: the disabled and the elderly.
- Our service will have vehicle pricing rather than costs typical of currently available commercial lift-van service.
- Our services will be offered to provide back-up services, or to help cover excess demand from local paratransit and Medicaid transportation operators.

- 25) Explain what connections the project provides to key destinations and activity centers, particularly those destinations that present opportunities for employment assistance or employment. Be as specific as possible in identifying significant destinations.

To answer this question simply: This is what Metro Taxi already does.

As an existing taxicab company, much of our daily work is done near centers for employment, medical appointments, shopping, TriRail stations, Airports, and bus stops. Traditional taxicab riders use our services in the same way that transit customers use buses, that is, as a way to get to work and to the various locations one has to travel to access that services that all residents of southern Palm Beach County require.

Every day, we travel dozens of times to schools, shopping and employment centers, hospitals, as well as all the major attractors in southern Palm Beach County. Our New Freedom service is designed to address what our local Human Services Transportation Coordinated Plan (HSTCP) refers to as a significant issue in our rapidly developing county, that is, the fact that many jobs and services follow the new residential construction which is usually away from the traditional, established transit corridors.

According to the HSTCP, the following represents the some of the largest trip generators in Palm Beach County for disabled and elderly residents in recent years:

- Palm Beach Habilitation Center
- Gulfstream Goodwill Life Academy
- North County Senior Center
- Mid-county Adult Daycare,
- the VA Medical Center,
- the ARC,
- Boca Habilitation Center,
- Alzheimer's Community Care West Palm Beach,
- Schwartz Dialysis Center and
- Goodwill Industries.

In addition, according to the HSTCP there five major malls in the county as other major attractors (Palm Beach Gardens, Palm Beach, Boynton Beach, Wellington and Town Center alls). Mizner Park in Boca Raton, Atlantic Avenue in Delray Beach, City Place and Clematis Street in West Palm Beach, Legacy Place and Downtown at the Gardens in Palm Beach Gardens, and Abacoa in Jupiter are all major upscale entertainment/shopping areas that equate to heavy ridership.

Metro Taxi has been servicing most, if not all, of these locations on a daily basis since they were created, and we will have no operational issues in servicing these same locations with our proposed New Freedom Program. In fact, this issue fits neatly into our concept of "First Mile- Last Mile" described earlier in this application.

**26) Explain how this project provides access to other transportation services that go beyond the project's proposed geographic boundary.**

This project will provide access to other transportation services, such as Airlines and Cruise Ships, that go beyond the proposed geographic boundary. The reciprocity agreement between Miami-Dade, Broward and Palm Beach Counties allows Metro Taxi to transport passengers, including individuals with disabilities, beyond the county lines.

Another example would be if an individual who lives in Century Village of Boca Raton (which is in Palm Beach County) is in need of a wheelchair accessible vehicle to take them to a Doctor's Appointment or therapy session in Deerfield Beach (which is in Broward County), Metro Taxi can provide them with roundtrip transportation. In other words, even though it's only one town away, it's divided by a county line which Metro Taxi would have no problem servicing due to county reciprocity agreements.

Another example of how this project will provide access to other transportation services that go beyond the projects proposed geographic boundary deals with TriRail and Amtrak. For example, if individuals with disabilities live in the southern part of Boca Raton, the nearest TriRail and Amtrak station will be in Deerfield Beach. Metro Taxi will be able to safely and efficiently transport those individuals to that location. This affords individuals with disabilities the opportunity to take advantage of other transportation services that are outside the scope of their in-county transportation system at an affordable cost. This will further expand their freedom.

27) Provide the projected ridership in the table below.

**PROJECTED RIDERSHIP (12-month period)**

Program	Target Population	Current Ridership (one-way trips)	Projected Ridership (one-way trips)
JARC	Low Income/Welfare	0	0
New Freedom	Individuals with Disabilities	3000	8500
	Other	5000	4500
	<b>TOTAL</b>	<b>8000</b>	<b>13000</b>

Explain how the ridership was determined.

Our current disabled ridership is limited due to our lack of wheelchair accessible taxicabs. With a successful application and subsequent New Freedom Grant award, Metro Taxi will be able to grow our current disabled and elderly ridership totals, as demonstrated by the chart above.

**Projected Ridership:**

We hope to be able to reach out to all the disabled and elderly residents of Palm Beach County that are not currently receiving transportation services sufficient to meet their needs. As mentioned previously in this application, we have already been in touch with all of our Charge Account Customers, including area hospitals and medical facilities - as well as the Florida Health Care Association who has an incredible number of nursing homes in our service area - who are eager to see this project realized. Included in the Letters of Support, attached, you will see a commitment from the CEO of "Your Aging Resource Center - Area Agency on Aging" to link Metro Taxi's expanded transportation services to the seniors and disabled individuals in Palm Beach County via their elder hotline. We realize that a large part of our projected riders will come from the same population base that currently accesses services provided by Palm Tran and social service agencies like those listed elsewhere in this proposal.

As far as the potential number of rides provided, we have used the following method of estimation: We project that we would be able to successfully transport approximately 13,000 one-way passenger trips per year, and 65,000 one-way trips during the 5-year projected life-span of these proposed New Freedom vehicles. This number is achieved by projecting that each of the five proposed vehicles at full capacity would transport an estimated 10 one-way disabled and/or elderly riders per day, or 50 per week. Five vehicles would then project to carry an estimated 250 one-way

passengers per week, or a total of 13,000 per year.

28) Summarize operating funding request in the table below. Please round all numbers to the nearest dollar.

**OPERATING FUNDING REQUEST (50%/50% Match Required)**

	12-month period	24-month period (maximum allowable)
Total Operating Cost (all eligible operating costs)	\$0	\$0
Less Project Revenues (Fare box)	\$(0)	\$(0)
Net Project Cost	\$0	\$0
Local Share Requirement (50% of Net Project Cost)	\$0	\$0
Request for Operating Funding	\$0	\$0

*If the funding request is for any other duration, clearly state the project duration,*

Provide supplementary budget sheets to illustrate how the total operating cost was derived. If funding is sought for multiple routes, cost estimates must be provided for individual routes. Failure to provide necessary details to justify the project cost may result in rejection of the application.

If the funding request is for expanding an existing service that currently does not receive JARC/NF funding; only the expansion portion of the project is eligible for JARC/NF funding consideration.

N/A

29) Based on the projected ridership and operating cost, estimate the cost per one-way trip.

Please see our discussion regarding Project Ridership. Using this projected annual trip estimate of 13,000 along with the statistical data as well as our industry experience, we can estimate that approximately 8500 of these trips would be for disabled riders and about 4500 of them would be for elderly riders. It should be emphasized, though, that:

- 1) these projects are rough estimates only
- 2) these estimates reflect vehicle capability and not actual demand which could be either higher or lower

- 3) many disabled riders are also elderly
- 4) trip totals in the first year may be less due to the program getting established
- 5) although the vehicles have a useful life of 5 years according to FTA specs, the vehicles will most likely be used much longer, at least 7 to 8 years, and for as long as 10 years. (Palm Beach County mandates that vehicles for hire may operate up to 10 years from date of manufacture.

Per Trip Cost to the FTA over the Five Year Period of the Project

Although it is likely that these proposed vehicles will operate for a minimum of 7 to 8 years, the FTA depreciates the vehicles over a 5 year period. If looked at over the 5 years, the projected total of 65,000 one way trips, divided into the FTA share of \$131,820, would result in a cost of \$2.03 for each trip completed.

**SECTION 8: ADDITIONAL INFORMATION OF CAPITAL/MOBILITY MANAGEMENT PROJECTS**

*Questions 30 - 33 apply to projects that include Capital and/or Mobility Management elements. If your project does not include these elements, please skip to question 34.*

- 30) For each capital project element, provide the appropriate information in the table below. Please round all numbers to the nearest dollar.

**CAPITAL FUNDING REQUEST (80%/20% Match Required)**

Capital Elements	Estimated Cost	Local Share	Federal Request
5 Dodge Grand Caravans	\$ 164,775	\$ 32,955	\$ 131,820
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
<b>TOTALS</b>	<b>\$ 164,775</b>	<b>\$ 32,955</b>	<b>\$ 131,820</b>

Provide supplementary budget sheets to illustrate how the total capital cost was derived. Failure to provide necessary details to justify the project cost may result in rejection of the application.

Metro Taxi contacted multiple vehicle manufacturers to get quotes on five wheelchair accessible vehicles, all with the identical same specs/features. Upon review of each quote, we based our grant request on the company that was the most cost effective or least expensive. Please see attached budget sheet and vehicle quotes.

- 31) For each element identified in question #30, please explain the major items that are included in the estimated cost and how the estimate was derived.

Our proposal includes \$164,775 of capital funds for 5 wheelchair accessible Dodge Grand Caravans. The estimates were derived from quotes received directly from the manufacturer. The cost per vehicle is the same for all 5 vans and includes all taxes and fees.

- 32) For each Mobility Management/Planning project element, please provide the appropriate information below. Please round all numbers to the nearest dollar.

**MOBILITY MANAGEMENT/PLANNING FUNDING REQUEST (80%/20% Match Required)**

Major Activities	Estimated Cost	Local Share	Federal Request
N/A	\$ 0	\$ 0	\$ 0
	\$	\$	\$

FY 2012 Programs Guide and Application  
 FTA 5316 Job Access Reverse Commute (JARC) and 5317 New Freedom (NF) Programs

	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
<b>TOTALS</b>	\$ 0	\$ 0	\$ 0

33) For each element identified in question #32, please explain the major items that are included in the cost estimate and how the estimate was derived.

N/A

**SECTION 9: SUMMARY OF PROJECT COST**

Questions 34-36 apply to all projects.

34) Provide the requested information in the following table for the year you are requesting funds. Transfer the information from questions 28, 30, and 32 as appropriate for the funding request. If a request is for less than 12 months please note the funding period in terms of months. Please round all numbers to the nearest dollar.

Eligible Project Activities		TOTAL FUNDING REQUEST					
		Year 1 Request			Year 2 Request		
		Federal Funding	Local Match	Total Net Cost	Federal Funding	Local Match	Total Net Cost
Operating - 50% Match Required		\$0	\$0	\$0	\$0	\$0	\$0
		\$0	\$0	\$0	\$0	\$0	\$0
Capital - 20% Match Required	5 Wheelchair Accessible Vehicles	\$131,820	\$32,955	\$164,775	\$	\$	\$
		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
		\$	\$	\$	\$	\$	\$
Mobility Management / Planning - 20% Match Required		\$	\$	\$	\$	\$	\$
<b>TOTAL</b>		\$131,820	\$32,955	\$164,775	\$	\$	\$

35) Indicate the source of local match for each year that funding is requested. If local match funds are being derived from an existing grant, please attach a copy of the grant agreement/contract or supporting documentation. Also, explain how stable the local match funding source is.

The source of local match is our company's private resources. Our company has been in the transportation business for over 25 years and we can say without hesitation that our company is financially stable. Please see bank line of credit attached.

- 36) Is there a commitment of funds beyond the requested grant period?  Yes  No

If yes, please explain the nature of the commitment.

If no, please explain the steps you will take to attain sustainability.

It is our expectation and projection that the vehicles will pay for themselves within 5 years. Metro Taxi will have no problem attaining and maintaining sustainability. Per the existing Palm Beach County Vehicle for Hire Ordinance, vehicles may operate up to 10 years from the date of manufacture. Thanks to our comprehensive preventative maintenance program, our vehicles will be able to fulfill their 10 year usage potential therefore allowing Metro Taxi to achieve sustainability.

This project will bring wheelchair accessible taxicab service to the service area including all local health and human service agencies, the public and private sector, non-profit agencies, other transportation providers (who frequently use taxicabs for backup service), and individuals with disabilities. These organizations and individuals are among the largest users of taxicab service, and wheelchair populations should also receive this important service.

Involvement will be achieved through our outreach to local agencies, non-profits, and elderly and disabled advocate groups. We will work to inform local entities of this service.

Metro Taxi plans to market the expanded services we will be able to offer with the vehicles provided by New Freedom. It is our goal and expectation to expand and promote this accessible service, which will facilitate sustainability.

Additionally, Metro Taxi will pursue subcontracting opportunities with existing agencies that can or cannot provide accessible transportation, which could be mutually beneficial. It is our goal to maximize utilization of the accessible vehicles.

For marketing, first as a major operator of taxicabs in the service area, Metro Taxi is pleased to have a comprehensive network of clients throughout the service area. Metro Taxi's clients include all of its riders and the gamut of local area social service agencies, hospitals and clinics, assisted living centers, government agencies, universities and schools, insurance agencies, travel and transportation attractions centers, major employers, other local area business and individuals. On a daily basis we are communicating with these clients constantly. As mentioned previously, Metro Taxi is a proud long-time member both the Greater Boca Raton Chamber of Commerce as well as the Greater Delray Beach Chamber of Commerce. These organizations have always been an avenue for growth for us, as we are constantly engaging in various events designed for benefit the business community. We have seen a tremendous amount of success since joining these chambers and made countless contacts and relationships with all sorts of local businesses and agencies. Our continued participation will most definitely be a factor in our continued success and sustainability.

Metro Taxi's communications to this client network about these new programs will result in rapid dissemination of project information, via both direct mail and direct contact. This outreach will include a wheelchair taxicab program. The wheelchair taxicabs will be further marketed via traditional advertising means, web site, advertising materials, social media, etc. Finally Metro Taxi's management networks with area agencies, non-profit and private sector users and

facilitators of disabled transportation services. We will keep the community fully apprised on this project, which is aide in maintaining sustainability.

Owned and operated by Mr. Brock Rosayn, Metro taxi is eminently qualified to perform our stated project, as qualified personnel are in place for all key positions. Mr. Rosayn's family has operated Metro Taxi since 1984, and Mr. Rosayn as well his wife and 2 children have been directly involved in the transportation of elderly and disabled riders since 1984. We have a fully staffed 24/7/365 call center with key personal in place to initiate this project without difficulty. For this reason and others, Metro Taxi will have no problem maintaining sustainability.

Metro Taxi manages risk and provides for safe delivery of services by maintaining a full service vehicle maintenance facility. Our comprehensive preventative maintenance program is supported by various in-house and/or outsources ASE certified mechanics and/or technicians. Our facility consists of 3 bays and 2 lifts, plus wash facilities for all of the vehicles as well as parts storage, paved fenced lighted parking, waiting area and other amenities. Our vehicles are meticulously maintained to ensure clean, safe, and aesthetically pleasing vehicles for the riding public. Metro Taxi also has the required insurance levels to transport elderly and disabled passengers and one of the finest driver taxicab training programs in the region. In an effort to go above and beyond our standard driver training, Metro Taxi plans to institute a thorough and intensive supplementary driver training program, specifically designed for our drivers of wheelchair accessible taxicabs. This training program also addresses equipment safety.

According to FTA policies, each requested vehicle will be depreciated over a 5 year period. In actual use, however, as Metro Taxi has a greater understanding of the average lifespan of a taxicab in the Palm Beach County area, combined with our superior maintenance department and policies, each New Freedom grant vehicle should last a minimum of 8 years, which would extend the benefits of this project over that entire period. Many of these proposed vehicles may last a total of ten years, which would DOUBLE the value of the federal grant money used to pay for these vehicles, as well as greatly extend the service time of the project. As far as sustainability is concerned, this proposal helps to solves the "chicken or the egg" problem with supply and demand. This proposal provides a Beyond-ADA service while it also provides a foundation or "floor level" of business. Once the service is well-known and the demand is in place, demand will sustain supply and vice-versa.

Further, our wheelchair accessible vehicles are also sustainable in that they will continue in service because those needing wheelchair accessible vehicles can pay cash fares, and because the vehicle can be further supported by other cash fares, and finally there is the availability of other government programs for rider that the wheelchair vehicles can service. The fact that Metro Taxi has a large number of other clients who are now paying 100% for their client's transportation could provide an alternative solution toward the sustainability of this proposed service.

**SECTION 10: LETTERS OF SUPPORT**

Letters of Support

All letters of support must be submitted with the application. Letters should indicate the nature of support (financial, participation, coordination, etc.).

Indicate if letters of support are included.  Yes  No

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**APPLICANT SIGNATURE**

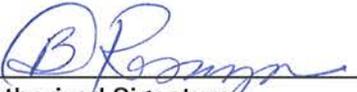
I certify, to the best of my knowledge, that the information in this application is true and accurate and that this organization has the necessary fiscal, data collection, and managerial capability to implement and manage the projects associated with this application.

Applicant Agency      Transportation Service Systems, Inc dba Metro Taxi of Palm Beach County

Project Title            Metro Taxi Mobility

Name of Signatory      Brock F. Rosayn

Title of Signatory        President

  
Authorized Signature

01/31/13  
Date

January 17, 2013

To whom it may concern:

It is with great pleasure that we lend our support to Metro Taxi of Palm Beach County in their efforts to incorporate wheelchair accessible vehicles into their fleet.

The Florida Health Care Association is a federation which was established in 1956 and represents over 1,000 members and over 500 facilities which provide skilled nursing, post-acute and sub-acute care, short-term rehab, assisted living and other services to the frail elderly and individuals with disabilities in Florida. FHCA membership also includes more than 400 Associate Members, or companies, that provide valuable products and services to long term care providers.

With more than 175 nursing homes and assisted living facilities in the Palm Beach County area, we would most definitely be interested in utilizing their services. Transportation, especially reasonably priced transportation, for the elderly and disabled is in short supply for nursing homes and we welcome Metro Taxi's effort to expand it.

Sincerely,



J. Emmett Reed, CAE  
Executive Director



Your Aging Resource Center  
Area Agency on Aging  
PALM BEACH / TREASURE COAST, INC.

**Serving seniors, adults with disabilities  
and their caregivers**

\*Indian River \*Martin \*Okeechobee \*Palm Beach \*St. Lucie counties

**Elder Helpline 1.866.684.5885**  
[www.YourAgingResourceCenter.org](http://www.YourAgingResourceCenter.org)

January 24, 2013

To Whom It May Concern,

I am writing to you as the Chief Executive Officer of the Area Agency on Aging Palm Beach/Treasure Coast, Inc. dba Your Aging Resource Center. A major aspect of my work is to identify and address the most critical needs of our older adult population. As a recently designated Aging and Disability Resource Center, our agency is even more cognizant of the critical need that transportation fulfills for both our aging and disability populations. By linking residents to food, healthcare and social interaction transportation is the conduit for self-sufficiency and a meaningful life.

Though our agency is able to fund some transportation in Palm Beach County through our Older Americans Act funds, it does not begin to meet the need for the nearly 374,000 seniors in Palm Beach County. More than 58,000 of the 65+ population in this county have an ambulatory disability.

We support the plans of Metro Taxi to incorporate into their fleet wheelchair accessible vehicles for those with mobility issues and other disabilities in Palm Beach County. Our Elder Helpline will be able to assist both seniors and disabled individuals to link to Metro Taxi's expanded transportation services to meet their needs. Once Metro Taxi's wheelchair accessible vehicles are available, we will ensure that our aging network partners are also made aware of this service.

Sincerely,

Jaime Estremera-Fitzgerald  
Chief Executive Officer

# **DELRAY** Medical Center

5352 Linton Blvd  
Delray Beach, FL 33484  
561-498-4440  
[www.delraymedicalctr.com](http://www.delraymedicalctr.com)



January 30, 2013

To Whom It May Concern:

Please accept this letter in support of Metro Taxi of Palm Beach County. Metro Taxi has been providing quality transportation service for several years and has many outstanding professionals in their organization. Metro Taxi provides Delray Medical Center with excellent service in satisfying the requests of our staff and the needs of our clients. They provide prompt and courteous transportation service and are responsive and thorough in all verbal and written communications. Our staff feels confident when doing business with Metro Taxi and much of that confidence comes from our interaction with their courteous drivers and very professional Call Center.

We are hopeful that Metro Taxi will soon be able to offer Wheelchair Accessible Vehicles within their fleet. As a hospital serving in Palm Beach County, we would certainly be interested in utilizing their services.

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert C. Dunwoody, Jr.'.

Robert C. Dunwoody, Jr.  
Chief Financial Officer

# WEST BOCA

## Medical Center

21644 State Road 7  
Boca Raton, FL 33428  
Tel. 561.488.8000

January 15, 2013

Metro Taxi of Palm Beach County  
1730 South Federal Hwy  
Delray Beach, FL 33483

To whom it may concern:

Please accept this letter in support of Metro Taxi of Palm Beach County. Metro Taxi has been providing quality transportation for many years and has been providing our hospital with exceptional service in satisfying the requests of our staff and the needs of our clients. Our staff feels very confident when doing business with Metro Taxi and their courteous drivers and professional Call Center.

We are hopeful that Metro Taxi will soon be able to offer wheelchair accessible vehicles within their fleet. As a hospital serving Palm Beach County, we would be most definitely be interested in utilizing their services.

Sincerely,



Brook Thomas  
Chief Financial Officer





January 29, 2013

Metro Taxi of Palm Beach County  
1730 South Federal Hwy  
Delray Beach, FL 33483

To Whom This May Concern,

Boca Raton Regional Hospital is in full support of Metro Taxi expanding their services to provide wheelchair accessible transportation. As there are a very limited number of providers who are able to offer this service to our patients, we believe this addition would be beneficial to our hospital and to those we serve.

Over the last several years, our experience and relationship with Metro Taxi has been positive and collaborative. They provide timely, courteous and quality transportation services.

Thank you,

A handwritten signature in cursive script that reads "Edye Cleary".

Edye Cleary  
Executive Director, Healthcare Quality

*Family Medicine Center  
Boynton Care Center  
Delray Harbor Medical Center  
Walk In Family Medicine Center*

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3795 W. Boynton Beach Blvd.  
Boynton Beach, FL 33436  
561-736-2001

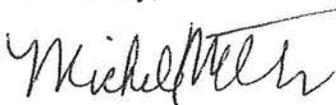
January 31, 2013

To Whom It May Concern:

As Administrator of 3 large Medicare Advantage Centers the need for transportation is great. Our patient base is 95% geriatric and many times we utilize the services of Metro Taxi. We have always found them to be reliable, honest and caring towards our elderly patients.

The addition of wheelchair accessible vehicles would be a lifesaver. At times our patients require this service; it is far more expensive when you have to use a specialty company or non emergency ambulance. We fully support Metro Taxi in the extension of their services.

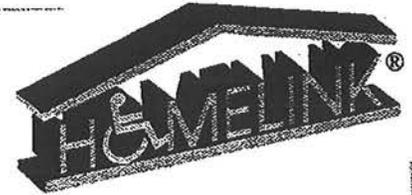
Sincerely,



Michele Welter  
Administrator

Provider Network

1.800.482.1993



January 31, 2013

To whom it may concern,

Homelink serves as a national network of transportation service providers for several workers' compensation insurance companies. We coordinate ambulatory, wheelchair van, stretcher/gurney, ALS/BLS ambulance, and air/air ambulance transportation services in all 50 states.

We have been coordinating ambulatory transportation services with Metro Taxi in Delray Beach, FL since 2003, and have always been very pleased with the services they provide for us. Through the duration of our business partnership, we at HOMELINK have been very impressed with Metro Taxi's dedication to providing the highest quality vehicles and service to the clients we have referred to them. They are prompt, professional, and courteous. They are also quick to adapt to the changing needs of our clients. The commitment to excellence exhibited by Metro Taxi has earned them the right to be considered one of HOMELINK's preferred providers for transportation services in the areas they serve.

We understand Metro Taxi is currently being considered for the addition of wheelchair van services to their existing line of business under the New Freedom Project. We feel they would be an excellent candidate for participation in this project. If you have any questions for me, you may contact me directly at the phone number or email address listed below.

Sincerely,

Craig Douglas  
AVP of Provider Relations  
HOMELINK  
[craig.douglas@vgm.com](mailto:craig.douglas@vgm.com)  
877-218-2825 Phone/Fax

*A division of VGM and Associates*

1111 West San Marnan Dr. • P.O. Box 1860 • Waterloo, Iowa 50704  
P 800.482.1993 • P 319.235.7173 • F 800.357.4636 • [vgmhomelink.com](http://vgmhomelink.com)



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**TROY M. McLELLAN, CCE, FCCP**  
**PRESIDENT & CEO**

January 28, 2013

To Whom It May Concern:

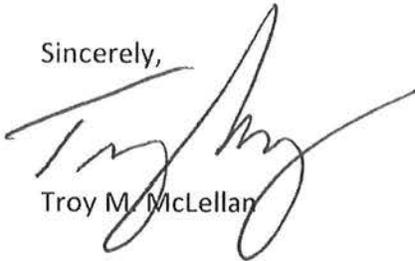
We are pleased to offer this letter in support of Metro Taxi of Palm Beach County, a longtime member of The Greater Boca Raton Chamber of Commerce. We are a 501(c)6 not-for-profit organization and the largest Chamber in Palm Beach County, with a membership presently composed of nearly 1,500 companies representing over 85,000 employees in eastern, central, and western Boca Raton and South Palm Beach County.

The Chamber acknowledges Metro Taxi as having a great reputation of providing prompt and courteous transportation service to the residents, businesses and visitors of Boca Raton and Palm Beach County. As one of just two licensed taxicab companies in the City of Boca Raton, Metro Taxi does a fantastic job of meeting the transportation needs of our community.

We understand Metro Taxi is being considered for the addition of wheelchair accessible vehicles to their current fleet under the New Freedom Project and feel they would be an excellent choice for participation in this project.

Should you require any further information, please don't hesitate to contact us.

Sincerely,



Troy M. McLellan



Metro Taxi of Palm Beach County  
1730 South Federal Highway  
Delray Beach, FL 33483

January 30, 2013

To Whom It May Concern:

Please accept this letter in support of Metro Taxi of Palm Beach County and their plans to add wheelchair accessible vehicles to their fleet. Metro Taxi has provided quality transportation for many years and is meeting an important need of our local residents and businesses. We are happy to have Metro Taxi as a member in good standing of the Greater Delray Beach Chamber of Commerce.

We are hopeful that Metro Taxi will soon be able to provide wheelchair accessible vehicles in their fleet of transportation. These vehicles would be greatly appreciated by area residents and medical centers who most certainly need this mode of transportation.

Sincerely,

A handwritten signature in cursive script that reads "Karen Granger".

Karen Granger  
Interim President



**TAXICAB, LIMOUSINE &  
PARATRANSIT ASSOCIATION**

*Representing taxicab, limousine, sedan, airport  
shuttle, paratransit, Medicaid & non-emergency  
medical fleets worldwide.*

30 January 2013

South Florida Regional Transportation Authority  
800 NW 33rd Street, Suite 100  
Pompano Beach, Florida 33064

Re: New Freedom Grant Application of Metro Taxi of Palm Beach County

To whom it may concern:

I know Metro Taxi of Palm Beach County to be a very creative and innovative for-hire ground transportation company. Brock Rosayn, president of this family owned company, is a long time member of the Taxicab, Limousine and Paratransit Association (TLPA). TLPA is the non-profit trade association of and for the for-hire vehicle industry that includes over 1,100 taxicab, limousine and paratransit fleets. Mr. Rosayn serves with distinction as a member of the TLPA Board of Directors. He also serves on our TLPA Taxicab Steering Committee, where he championed the rights and abilities of taxicab operators to provide paratransit (wheelchair accessible) services.

Sincerely,

Harold E. Morgan  
Executive Vice President

**EXHIBIT A1: RESOLUTION BY APPLICANTS WITH A GOVERNING BOARD**

Exhibit A1 (see next page) must be completed by all applicants with a Governing Board. The resolution must clearly identify the person who is authorized to enter into an agreement with SFRTA if the proposed project is awarded a JARC/NF grant. Further, the resolution must certify the availability and source of local match. Failure to provide an executed resolution along with the completed application will result in rejection.

N/A

**Resolution No.**

**Project Title**

Resolution authorizing applications for and execution of a Job Access Reverse Commute or New Freedom grant agreement under the South Florida Regional Transportation Authority's general authority to make such Grants.

Whereas, the South Florida Regional Transportation Authority ("SFRTA"), is authorized make such grants as the designated recipient of Job Access Reverse Commute and New Freedom programs for Broward, Miami-Dade, and Palm Beach counties; and

Whereas, the SFRTA has the power to expend funds for use in connection with Job Access Reverse Commute or New Freedom projects, and

Whereas, the SFRTA has the power to make and execute all contracts and other instruments necessary or convenient to the exercise of its powers, and

Whereas, approval for said funds will impose certain financial obligations upon the recipient.

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BOARD OF THE [ *Name of Applicant*]:

**Section 1.** That the [ *Authorized Official*], { *Title* } and his/her successor is authorized to execute and file applications on behalf of [ *Name of Applicant*] with the South Florida Regional Transportation Authority for a Job Access Reverse Commute or New Freedom grant for [ *Project Title*].

**Section 2.** That the [ *Authorized Official*], { *Title* } and his/her successor is authorized to furnish such additional information, assurances, certifications and amendments as the SFRTA may require in connection with this Job Access Reverse Commute or New Freedom grant agreement application.

**Section 3.** That the [ *Authorized Official*], { *Title* } and his/her successor certify that { *Name of Applicant* } will provide the required local match from { *Source of Funds and the Amount of Local Match* } funds.

**Section 4.** That the [ *Authorized Official*], { *Title* } and his/her successor is authorized and directed on behalf of the [ *Name of Applicant*] to execute and deliver grant agreements and all subsequent amendments thereto between the [ *Name of Applicant*] and the SFRTA for Job Access Reverse Commute or New Freedom grant, and the Secretary of the ( *Name of Applicant*) is authorized and directed on behalf of the [ *Name of Applicant*] to attest said agreements and all subsequent amendments thereto.

**Section 5.** That the [ *Authorized Official*], { *Title* } and his/her is authorized and directed to take such action as is necessary or appropriate to implement, administer and enforce said agreements and all subsequent amendments thereto on behalf of the [ *Name of Applicant*].

PRESENTED and ADOPTED the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
Signature of Authorized Official

\_\_\_\_\_  
Signature of Attest

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

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**EXHIBIT A2: CERTIFICATION BY APPLICANTS WITHOUT A GOVERNING BOARD**

Exhibit A2 (see next page) must be completed by all applicants without a Governing Board. The certification must clearly identify the person who is authorized to enter into an agreement with SFRTA if the proposed project is awarded a JARC/NF grant. Further, the applicant must certify the availability and source of local match. Failure to provide an executed certification along with the completed application will result in rejection.

**Project Title Metro Taxi Mobility**

The undersigned hereby certifies that Metro Taxi of Palm Beach County  
is authorized to enter (applicant)

into an Agreement with the South Florida Regional Transportation Authority to receive a Section 5316 (Job Access and Reverse Commute) and/or a Section 5317 (New Freedom) grant for programs and services designed to improve access to transportation for people with disabilities or individuals with lower incomes as noted herein.

The undersigned also certifies that Metro Taxi of Palm Beach County  
agrees to provide the (applicant)

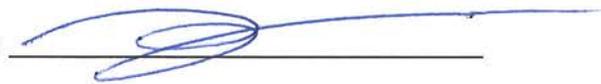
requisite local share of \$32,955 {Enter the amount} from company resources {Enter source(s) of funds} funds.

State of Florida  
County of Palm Beach  
The foregoing instrument was acknowledged before  
me this 25 day of January, 2013  
by Brock Rosayn  
Personally known: \_\_\_\_\_  
Type ID produced \_\_\_\_\_  
Notary Public

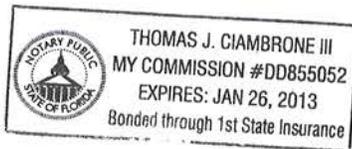


Brock Rosayn  
Name

President  
Title

Notary: 

Metro Taxi of Palm Beach County  
Organization



## EXHIBIT B: PUBLIC MEETING

An opportunity for a public hearing is required **ONLY** for Public Agencies requesting capital grants under Sections 5316 and 5317. An application for Section 5316 and/or Section 5317 submitted by a public agency should contain a copy of the notice of public hearing (identified as Exhibit B) and an affidavit of publication. If Exhibit B is not applicable, this should be stated in the application.

A public notice should contain all pertinent information relating to the project (such as number and types of vehicles as well as the estimated cost of the vehicles) and should be published at least one time in a newspaper of general circulation in the applicant's service area, no less than 15 or more than 30 days prior to the submission of an application. The notice should state that persons requesting a hearing must notify the applicant of the request, in writing, and send a copy of the request for a hearing to the SFRTA.

The deadline for hearing requests **must** be prior to the date applications are due at the SFRTA. If a hearing is requested:

1. A hearing must be conducted;
2. The SFRTA must be notified of the date, time, and location of the hearing; and
3. A copy of the minutes of the hearing (to include a discussion of issues raised and resolution of issues) must be submitted to SFRTA, before a Section 5316 and/or 5317 award can be made.

**EXHIBIT C: SINGLE AUDIT ACT**

All non-Federal entities that expend \$500,000 or more of Federal awards in a year are required to obtain an annual audit in accordance with the Single Audit Act as described in OMB Circular A-133. A single audit is intended to provide a cost-effective audit for non-Federal entities in that one audit is conducted in lieu of multiple audits of individual programs. The Single Audit's objective is to provide assurance to the Federal government as to the management and use of such funds by recipients. A Single Audit encompasses an examination of a recipient's financial records, financial statements, federal award transactions and expenditures, the general management of its operations, internal control systems, and federal assistance it received during the audit period.

To determine if your agency is subject to the Single Audit Act, please select the appropriate statement(s) below regarding your agency's current use of Federal funds.

- A.  Receives \$500,000 or more for the current fiscal year from all Federal sources.
- B.  Does not receive \$500,000 or more in Federal funds for the current fiscal year from all Federal sources combined.
- C.  Receives ONLY Section 5316 and/or Section 5317-funded vehicles/equipment.

If you checked option A, then your agency is subject to the Single Audit Act and the following requirements must be satisfied:

1. A copy of the applicant's most recent audit report must be submitted with the application if this was not done previously. The report should be marked "Exhibit C."
2. If the most recent audit report was previously sent to the SFRTA, the date submitted should be shown in "Exhibit C" in the application.
3. Applicants that received a Section 5316 and/or a Section 5317 award in the last fiscal year should include a copy of the pages from the annual audit that indicates the auditor specifically tested for Section 5316 and/or Section 5317 requirements and certifies compliance.

(Type name and title of authorized individual)

\_\_\_\_\_  
(Signature of authorized individual)

\_\_\_\_\_  
(Date)

If you checked option B and/or C, then your agency is not subjected to the Single Audit Act. The applicant must certify the following:

1. Will not receive \$500,000 or more for the current Fiscal Year from all federal sources combined, and is, therefore, exempt from the Single Audit Act as described in OMB A-133; and
2. In the event the applicant does receive \$500,000 or more in total from all federal sources during the current fiscal year, the applicant will comply with the Single Audit Act and submit to the SFRTA a copy of its most recent audit conducted in compliance with the Act.

Brock Rosayn, President

\_\_\_\_\_  
(Type name and title of authorized individual)



\_\_\_\_\_  
(Signature of authorized individual)

01/31/13

\_\_\_\_\_  
(Date)

---

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**EXHIBIT D: FEDERAL CERTIFICATIONS AND ASSURANCES**

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To ensure compliance with various federal requirements, sub-recipients of JARC and New Freedom funds are required to sign Federal Certifications and Assurances for FTA Assistance Programs as part of the application, and these are reviewed as part of the overall application review process. The Federal Register Notice is revised annually and is usually available around January 1 of each year. Applicants may obtain a copy of the current year document through [http://www.fta.dot.gov/documents/2012\\_Certs\\_Appendix\\_A.pdf](http://www.fta.dot.gov/documents/2012_Certs_Appendix_A.pdf). If unable to access the form, applicants may contact SFRTA for assistance.

The last page (Appendix A) of the annual Federal Register Notice that applies to Federal Certifications and Assurances provides applicants with a signature page. An individual authorized by the applicant's governing board and its attorney must certify compliance with the requirements of the various Federal Transit Administration grants or cooperative agreements. The appropriate signed Federal certification/assurance form must be included in the application when it is submitted to the South Florida Regional Transportation Authority. Blue ink is suggested as it distinguishes an original signature from a photocopied signature.

The FY 2012 Certifications and Assurances for FTA Assistance Programs list 24 Groups. To make a single selection of certifications and assurances, place an "X" at the top of Appendix A next to the statement that reads: "The Applicant agrees to comply with applicable provisions of Groups 1-24."

APPENDIX A

**FEDERAL FISCAL YEAR 2012 CERTIFICATIONS AND ASSURANCES FOR  
FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS**

*(Signature page alternative to providing Certifications and Assurances in TEAM-Web)*

Name of Applicant: Metro Taxi of Palm Beach County

The Applicant agrees to comply with applicable provisions of Groups 01 – 24. X

OR

The Applicant agrees to comply with applicable provisions of the Groups it has selected:

<u>Group</u>	<u>Description</u>	
01.	Assurances Required For Each Applicant.	_____
02.	Lobbying.	_____
03.	Procurement Compliance.	_____
04.	Protections for Private Providers of Public Transportation.	_____
05.	Public Hearing.	_____
06.	Acquisition of Rolling Stock for Use in Revenue Service.	_____
07.	Acquisition of Capital Assets by Lease.	_____
08.	Bus Testing.	_____
09.	Charter Service Agreement.	_____
10.	School Transportation Agreement.	_____
11.	Demand Responsive Service.	_____
12.	Alcohol Misuse and Prohibited Drug Use.	_____
13.	Interest and Other Financing Costs.	_____
14.	Intelligent Transportation Systems.	_____
15.	Urbanized Area Formula Program.	_____
16.	Clean Fuels Grant Program.	_____
17.	Elderly Individuals and Individuals with Disabilities Formula Program and Pilot Program.	_____
18.	Nonurbanized Area Formula Program for States.	_____
19.	Job Access and Reverse Commute (JARC) Program.	_____
20.	New Freedom Program.	_____
21.	Paul S. Sarbanes Transit in Parks Program.	_____
22.	Tribal Transit Program.	_____
23.	TIFIA Projects	_____
24.	Deposits of Federal Financial Funding to a State Infrastructure Banks.	_____

APPENDIX A

**FEDERAL FISCAL YEAR 2012 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE**  
(Required of all Applicants for FTA funding and all FTA Grantees with an active capital or formula project)

AFFIRMATION OF APPLICANT

Name of Applicant: Metro Taxi of Palm Beach County

Name and Relationship of Authorized Representative: Brock Rosayn, President

BY SIGNING BELOW, on behalf of the Applicant, I declare that the Applicant has duly authorized me to make these certifications and assurances and bind the Applicant's compliance. Thus, the Applicant agrees to comply with all Federal statutes and regulations, and follow applicable Federal directives, and comply with the certifications and assurances as indicated on the foregoing page applicable to each application it makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2012.

FTA intends that the certifications and assurances the Applicant selects on the other side of this document, as representative of the certifications and assurances, should apply, as provided, to each project for which the Applicant seeks now, or may later seek FTA funding during Federal Fiscal Year 2012.

The Applicant affirms the truthfulness and accuracy of the certifications and assurances it has made in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31 apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized in 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing certifications and assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature B Rosayn Date: 1/31/13

Name Brock Rosayn, president  
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Metro Taxi of Palm Beach County

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the certifications and assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the certifications and assurances have been legally made and constitute legal and binding obligations on the Applicant.

I further affirm to the Applicant that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these certifications and assurances, or of the performance of the project.

Signature Kenneth Ronan Date: 1/31/13

Name [Signature]  
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active capital or formula project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

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## EXHIBIT E: CIVIL RIGHTS REQUIREMENTS

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As a condition of receiving Federal Transit Administration Section 5316 or 5317 program funds through the South Florida Regional Transportation Authority (SFRTA), sub-recipients must comply with the requirements of the US Department of Transportation's Title VI regulations. The purpose of Title VI is to ensure that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Sub-recipients are also responsible for ensuring compliance of each third party contractor at any tier of the project.

### REQUIREMENT TO DEVELOP TITLE VI PROGRAM

All successful sub-recipients must submit a Title VI program to the SFRTA. Please refer to the Title VI circular that can be found at [http://www.fta.dot.gov/documents/FTA\\_Title\\_VI\\_FINAL.pdf](http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf) for specific information on developing a Title VI program. Below are some of the elements that should be included in your TITLE VI program.

### REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES

Sub-recipients must develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request.

### REQUIREMENT TO RECORD TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Sub-recipients must prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the sub-recipient that allege discrimination on the basis of race, color, or national origin.

### REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENCY PERSONS

Sub-recipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). To this end sub-recipients may develop and carry out a language implementation plan. Certain sub-recipients, such as those serving very few LEP persons or those with very limited resources may choose not to develop a written LEP plan. However, the absence of a written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to a recipient's program or activities. Sub-recipients electing not to prepare a written language implantation plan should consider other ways to reasonably provide meaningful access.

### REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

Sub-recipients must provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. Sub-recipients that provide transit service shall disseminate this information to the public through measures that can include but shall not be limited to a posting on the agency's Web site.

### DISADVANTAGED BUSINESS ENTERPRISE REQUIREMENTS

It is the policy of SFRTA that Disadvantaged Business Enterprises (DBE), as defined in 49 CFR Part 26, shall have the maximum opportunity to participate in the performance of contracts. SFRTA will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the award and performance of any contract covered by 49 CFR Part 26 on the basis of race, color, sex, or national origin.

Sub-recipients are encouraged to take all necessary and reasonable steps to ensure that DBE's have the maximum opportunity to compete for and perform services on contracts, including participation in any subsequent supplemental contracts. If the sub-recipient intends to subcontract a portion of

the services on the project, sub-recipient is encouraged to seek out and consider DBE's as potential subcontractors, by soliciting their interest, capability, and qualifications.

**EXHIBIT F: PROCUREMENT**

FTA has developed Circular 4220.1F “Third Party Contracting Guidance” to assist its recipients and their sub-recipients in complying with the various Federal laws and regulations that affect their FTA-assisted procurements. This document is located at [www.fta.dot.gov/documents/FTA\\_Circular\\_4220.1F.pdf](http://www.fta.dot.gov/documents/FTA_Circular_4220.1F.pdf).

FTA C 4220.1F sets forth the requirements a sub-recipient must adhere to in the solicitation, award and administration of its third party contracts. FTA encourages sub-recipients to review their written procurement policies to ensure that they are in compliance with FTA C 4220.1F.

Applicants should also reference FTA’s Best Practices Manual located at [www.fta.dot.gov/grants/13054\\_6037.html](http://www.fta.dot.gov/grants/13054_6037.html).

**EXHIBIT G: RESTRICTIONS ON LOBBYING**

Pursuant to the Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] - Contractors who apply or bid for an award of \$100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

The applicants with project value exceeding \$100,000 must submit the certification regarding lobbying (see next page).

**CERTIFICATION REGARDING LOBBYING**

Certification for Contracts, Grants, Loans, and Cooperative Agreements  
(To be submitted with each bid or offer exceeding \$100,000)

The undersigned Brock Rosayn, President of Metro Taxi of Palm Beach County [*Firm*] certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

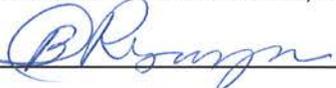
(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form–LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.)]

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Firm, Brock Rosayn, President of Metro Taxi of Palm Beach County, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Firm understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

 Signature of Firm's Authorized Official

BROCK ROSAYN Name and Title of Firm's Authorized Official

01/31/13 Date

**EXHIBIT H: MILESTONE INFORMATION**

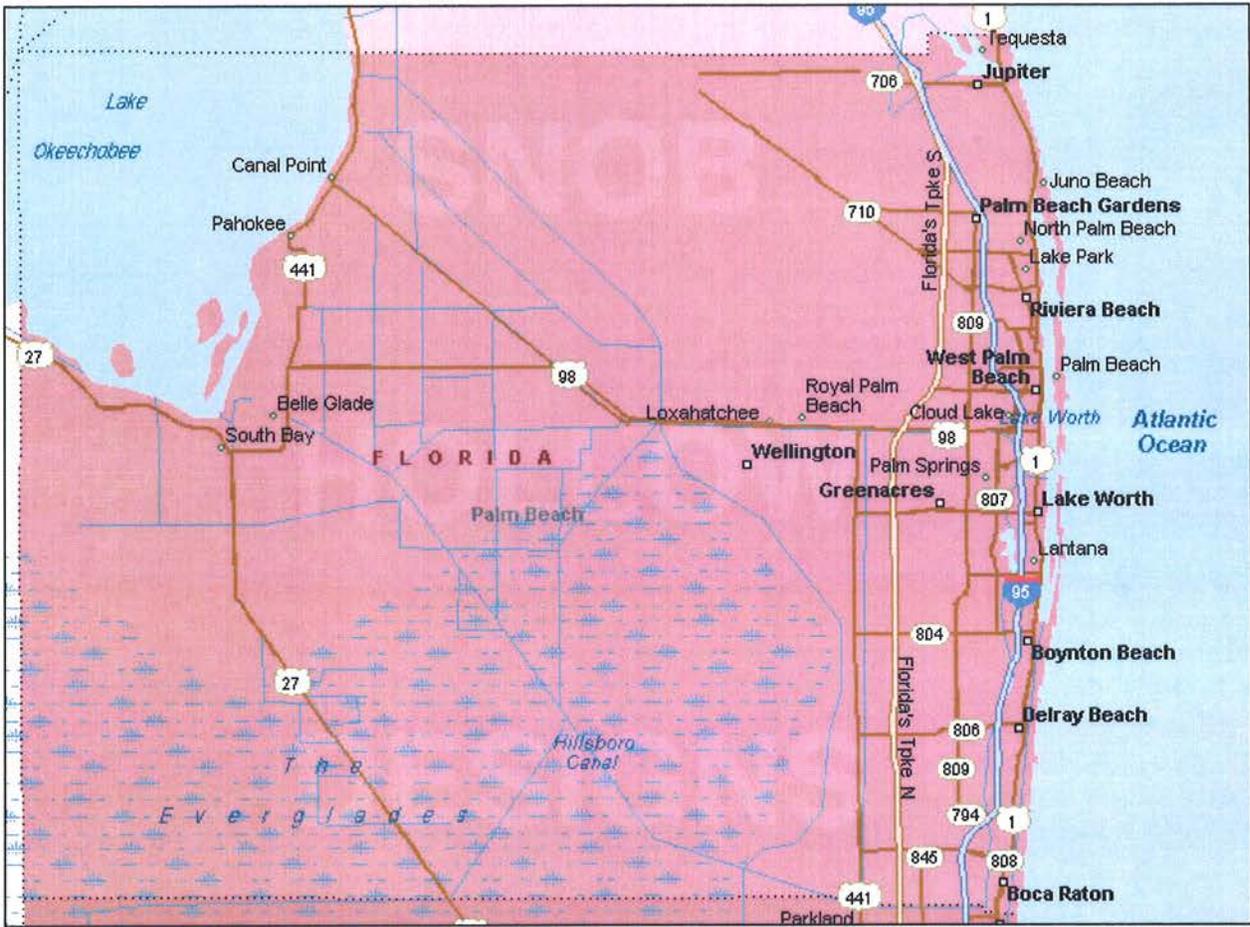
Use the Milestone format below for bus (vehicle) purchases. This is the required FTA format for this activity and you should not change Milestone descriptions.

Item Description or Purpose	Total Budget Amount
Bus Purchase	\$
<i>Milestone Description</i>	<i>Milestone Dates</i>
RFP/IFB Issued	No RFP/IFB will be issued.
Contract Award Date	Month One / Estimate: April, 2013
First Vehicle Delivery	Month Two / Estimate: May, 2013
All Vehicles Delivered	Month Four / Estimate: July, 2012
Contract Complete Date	Month Four / Estimate: July, 2012

Use the format below to develop Milestones for all other budget items.

Item Description or Purpose	Total Budget Amount
	\$
<i>Milestone Description</i>	<i>Milestone Dates</i>
RFP/IFB Issued	
Contract Award Date	
Contract Complete Date	
Program Initiated	
Program Review	
Program Completed	
Route Initiated	
Route Review	
Route Determination	

Map of Project Boundary





Judy Byrd  
Personal Banker

SunTrust Bank  
302 E Atlantic Avenue  
Delray Beach FL 33483

January 29, 2013

Transportation Service System Inc  
1730 S Federal Hwy # 344  
Delray Beach FL 33483-3309

To Whom It May Concern;

The above name client has been banking with SunTrust Bank since 01/31/1992 and has a Line Of Credit for 50k and his accounts are in good standing.

If you have any questions, please feel free to contact me at 561-243-6744.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Byrd", is written over a faint circular stamp.

Judy Byrd  
Personal Banker



January 31, 2013

To Whom It May Concern:

This letter is to confirm you that our client, Brock Rosayn, has a home equity line of credit with SunTrust as of January 31<sup>st</sup>, 2013. The aforementioned credit line was established in October of 2005 and has a current credit limit of \$175,000. The account is currently in good standing. This letter places no financial obligations on said credit line. If you have any questions, please contact us at the phone number provided below.

Respectfully,

A handwritten signature in black ink, appearing to read "Joshua Dadan", is written over the word "Respectfully".

Joshua Dadan  
Personal Banker  
302 E. Atlantic Ave  
Delray Beach, FL 33483  
Tel: 561.243.6709  
Fax: 561.243.6711

# Drug Free Workplace Program Certification

## Transportation Service Systems, Inc.

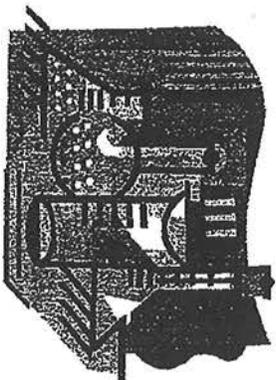
Transportation Service Systems, Inc. is a Florida Drug Free Workplace in accordance with FS 440.102 -- Florida Drug Free Workplace Requirements.

Transportation Service Systems, Inc. is a member of Florida Drug Screening's consortium for random testing of drugs. Transportation Service Systems, Inc. established this Drug Free Workplace Program on 1/1/2005 and is in good standing.

Dated: January 11, 2012



Patrick Galla, General Manager  
Florida Drug Screening



Related to Question #30 →

Supplementary Budget Sheet illustrating how the total capital cost was derived.

Metro Taxi contacted multiple vehicle manufacturers to get quotes on five wheelchair accessible vehicles, all with the identical same specs/features. Upon review of all the quotes, we chose to go with the company that was the most cost effective or least expensive.

<b>Capital Elements</b>	<b>Estimated Total Cost</b>	<b>Local Share</b>	<b>Federal Request</b>
<b>5 Dodge Grand Caravans Wheelchair Accessible</b>	<b>\$164,775</b>	<b>\$32,955</b>	<b>\$131,820</b>

# FREEDOM MOTORS Fleet



923 E. Michigan Ave  
 Battle Creek, MI 49014  
 TEL (269) 223-7369 FAX (223) 223-7425



Bill To:

Ship To

Metro Taxi  
 Arielle  
 1587 SW 4th Ave  
 Delray Beach FL 33444  
 561-272-0449 561-702-9055 Cell



Same

[arielle.metrofl@yahoo.com](mailto:arielle.metrofl@yahoo.com)

Date	F.O.B.	Terms	P.O. #	Quotation Number
1/28/2013	Battle Creek, MI	C.O.D.	Verbal Arielle	01282013-1JM

5 Unit Order

## SALES QUOTE

SHORT CUT

QUANTITY	DESCRIPTION	PRICE
----------	-------------	-------

Vehicle Information:		
5	Year: <b>2013</b>	MSRP 24,305 \$ 114,500.00
	Make: <b>Dodge</b>	
	Model: <b>Grand Caravan</b>	
	VIN: <b>TBD</b>	
	Color: <b>White</b>	
	Interior: <b>OEM</b>	
	Option Pkg: <b>SE</b>	
	Miles: <b>NEW</b>	
	Manufacturers Rebate (On New Vehicle Purchases Only)	
		<b>Total</b> \$ 114,500.00
5	<b>Documentation Fees</b>	\$ 950.00
5	<b>License/Title Fees</b>	\$ 75.00
	<b>Sales Tax</b>	By Customer
5	FMI Rear entry conversion with 1/2 cut One wheel chair position, Manual door and ramp	\$ 46,250.00
<p>34" Ramp</p>	All New Exclusive "True" wide floor and ramp. 34" wide floor and ramp	
	Mid row three person bench style seating with new "Extra leg room"	
	OEM Style carpet through out with easy care vinyl flooring in drop floor area	
	Q-Straint retractable tie downs with lap and shoulder for one chair	
	Stow position for rear retractable tiedowns	
	Conversion meets FMVSS and DOT Certifications and is covered by 3 year/36,000 Mi	
Not for Retail, Fleet pricing Only		
<b>Sub-total Conversion &amp; Material</b>		\$ 46,250.00
<b>Sub-total Vehicle</b>		\$ 114,500.00
<b>Shipping 5 units to FL</b>		\$ 6,750.00
<b>SUB-TOTAL</b>		\$ 167,500.00
<b>FEES</b>		\$ 1,025.00
<b>GRAND TOTAL</b>		\$ 168,525.00
<b>Deposit</b>		
TLPA Pricing Muti Unit order discount		\$ (3,750.00)
<b>Balance Due 5 Units</b>		\$ 164,775.00

Buyer: \_\_\_\_\_

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

(Price and Availability are subject to change without any prior notice)



5555 Oakbrook Parkway, Ste. 500  
 Norcross, GA 30093  
 Phone: 770.729.9400  
 Fax: 770.729.9669

## Purchase Agreement / Quote

**Purchaser**

Brock Rosayn	Transportation Services Systems Inc	Rep: JP Jackson
FL	FL	DL#:
<b>CoBuyer:</b>		
Phones: (561) 272-0449 (561) 702-9055 (561) 276-2420		

**Vehicle Purchase**

Stock	Year	Make	Model	Color	Miles	Vehicle Identification
	2013	DODGE	GRAND CARAVAN SE	WHITE	0	

Lien to be recorded as:	Total
	Vehicle \$ 24,490.00
	Wheelchair Conversion \$ 14,980.00
	Documentation Fee \$ 275.00
	Title Fee
	Trade in Allowance \$ -
	Trade in Payoff
	Warranty
	Delivery Fee \$ 696.00

**Notes**

This is a brand new van with a brand new EDGE II Long channel conversion. The van is as base model as you can go with manual doors.

	Subtotal	\$	40,441.00
	Tax Rate 0%	\$	-
	<b>TOTAL</b>	<b>\$</b>	<b>40,441.00</b>
	Deposit Received		
	<b>TOTAL DUE AT DELIVERY</b>	<b>\$</b>	<b>40,441.00</b>

**Trade In Vehicle**

Payoff	Year	Make	Model	Color	Miles	Vehicle Identification

Pay off sent to:

Acct#: Good through:

**REFUND POLICY:** It is AMS Vans, Inc. policy that all vehicle deposits are 100% refundable for a period of 21 days or until the installation of the conversion is complete. Any modifications made to a van or any adaptive equipment that is installed at the request of the customer, the cost of requested changes is non-refundable once the modifications have been completed.

Customer initials \_\_\_\_\_

\_\_\_\_\_  
Seller Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Purchaser Signature of Acceptance

\_\_\_\_\_  
Date



Brock Rosayn  
 Metro Taxi of Palm Beach County  
 1730 South Federal Hwy., #344  
 Delray Beach, FL 33483  
 Phone: (561) 276-2420

1090 Wilbeth Rd.  
 Akron, OH 44314  
 Ph. 800.769.8267  
 Fx. 616.825.6001

## Sales Quotation

Date: 1/28/2013  
 Quote Number: 001738  
 Quote Expires on: 1/28/2013

Line #	Part #	Description	Price	Qty	Extend
1	Mobility Works Advantage	<p>Mobility Works Liberty Grand Caravan/Town &amp; Country Conversion</p> <p>ADA / D409 compliant lowered-floor, rear-entry wheelchair accessible modification with 5-person capacity High strength steel frame construction with steel floor and easy to clean non-skid surface Bi-fold, counter-balanced ramp with piano hinge, dual handles, latching mechanism, anti-rattle magnetization, 4" side barriers, gentle 1:5 ratio (11.3 degree slope) and 1,000lbs capacity (61"x34") Universal (retractable) 4-point tie-down system with storage compartment Lap and shoulder belt for mobility device occupant Low-profile stainless steel fuel tank with protective shield, 20 Gallon OEM capacity (76L) 100" x 34" x 56" mobility securement area for two wheelchairs Custom aluminized steel exhaust system Zinc-plated, e-coated, stainless steel and aluminum corrosion resistant components with Sound-Barrier undercarriage insulation All-steel tubular frame construction Superior ground clearance suitable for diverse road conditions. Only 1/2" lower than original (unmodified) factory vehicle Fully Crash Tested Altoona Tested 3-year/36,000 mile Warranty on Conversion Deluxe Q-Straint retractors for one (1) wheelchair</p>	\$33,450.00	5	\$167,250.00

Line #	Part #	Description	Price	Qty	Extend
		3-person bench seat in second row  Installed on new 2013 Dodge Grand Caravans, model SXT, Units can be white or silver, full warranty on chassis  F.O.B. Delray Beach			

**I accept the terms and conditions of this quotation.**

Signed: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

**Terms: C.O.D. unless otherwise arranged.**

<b>Sub-Total</b>	<b>\$167,250.00</b>
<b>Tax</b>	<b>\$10,035.00</b>
<b>Total</b>	<b>\$177,285.00</b>

# PURCHASE ORDER

**SCHUMACHER**  
**AUTO GROUP**  
 3031 Okeechobee Blvd  
 West Palm Beach, FL 33409  
 561-683-3200

BIRTHDATE \_\_\_\_\_ DATE 01/31/2013  
 PURCHASER METRO TAX  
 PURCHASER ALEX  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
 RES PHONE \_\_\_\_\_ BUS PHONE \_\_\_\_\_  
 CELL PHONE (561) 702-7124 E-MAIL \_\_\_\_\_  
 DRIVERS LICENSE \_\_\_\_\_

(circle one) NEW USED DEMO (circle one) CAR TRUCK

Year 2013 Make VW Model JTY-1 Body \_\_\_\_\_ Color \_\_\_\_\_ Mileage \_\_\_\_\_  
 ID# \_\_\_\_\_ Sales Representative Bob Stoessel Stock # \_\_\_\_\_

INSURANCE AGENT				
ADDRESS				
CITY	STATE	ZIP	PRICE OF VEHICLE	44,700.00
PHONE			LESS TRADE-IN ALLOWANCE	DISC. FOR 5 OR <input checked="" type="checkbox"/>
COMPANY			TRADE DIFFERENCE (includes all incentives)	41,500.00
POLICY #				
EFFECTIVE - FROM		TO		
COVERAGES:	COLL	COMP	PIP	BI
ADDITIONAL VEHICLE EQUIPMENT				
INCLUDES, JUMP SEAT AND POWER RAMP			BATTERY FEES	
			FLORIDA WASTE TIRE FEES	6.50
DONT KNOW IF YOU ARE TAX EXEMPT			BILLING & HANDLING ( * )	695.00 *
			TAXABLE PRICE	42,201.50
			STATE SALES TAX	???
			LICENSE/REGISTRATION	???
DESCRIPTION OF USED CAR TRADE IN			TOTAL PRICE	
YEAR	MAKE	MODEL	DEPOSIT \$	
ID#			DEPOSIT \$	
MILEAGE			TOTAL DEPOSIT	
PAYOFF CONFIRMED BY			UNPAID BALANCE	
PHONE No. ( )			PAYOFF AMOUNT	
PAYOFF TO				
ADDRESS				
CITY	STATE	ZIP		
ACCT#	VALID THRU		UNPAID BALANCE	

PURCHASER AGREES THAT THIS PURCHASE ORDER, INCLUDING HEREIN, IS SUBJECT TO ALL OF THE TERMS AND CONDITIONS ON BOTH THE FRONT AND REVERSE SIDES OF THIS PURCHASE ORDER, THAT THIS PURCHASE ORDER CANCELS AND SUPERSEDES ALL PRIOR AGREEMENTS AND NEGOTIATIONS BETWEEN THE DEALER AND THE PURCHASER, AND THAT THIS PURCHASE ORDER SHALL NOT BECOME BINDING UNTIL AUTHORIZED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER ACKNOWLEDGES THAT EXCEPT AS OTHERWISE PROVIDED IN WRITING, THIS REPRESENTS THE ENTIRE AGREEMENT AND PURCHASER IS NOT RELYING UPON ANY ORAL REPRESENTATION, PROMISE, OR AGREEMENT. PURCHASER REPRESENTS AND WARRANTS THAT ALL INFORMATION PROVIDED TO DEALER IN CONNECTION WITH THIS TRANSACTION IS COMPLETE AND ACCURATE.

The only warranties existing to the vehicle are those offered by Manufacturer. Purchaser understands that some equipment, not supplied by Manufacturer, may have been added to the vehicle, and that the only warranty, if any, that apply to such items is that offered by the manufacturer of such equipment, insofar as otherwise set forth on the window form (Buyer's Guide) if this vehicle is a Used or Demo vehicle. This Vehicle is sold "AS IS and WITH ALL FAULTS," without any warranty and Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumed nor statutory are persons to assume for it any liability or responsibility with the sale of the vehicle. If this is a Used or Demo vehicle, the information you see on the window form for this vehicle is part of this contract. Information on the window form exceeds any ordinary provisions in the contract of Sale. Liability by way of "Gift Liability" by Dealer is "Prohibited" or otherwise is expressly excluded. Manufacturer's warranty is not affected by this disclaimer of warranties by the Dealer. Purchaser acknowledges the Dealer has made available "Warranty Pre-Sale Information" as discussed in the Warranty Brochure pursuant to the Magnuson-Moss Warranty Act. Purchaser has read, understands and accepts all provisions of the Warranty Statement covering the vehicle.

THE PURCHASER AND SELLER/DEALER HEREBY MUTUALLY WAIVE ALL RIGHTS TO TRIAL BY JURY OF ALL CLAIMS OR CAUSES OF ACTION WHICH IN ANY WAY ARISE FROM OR RELATE TO THIS PURCHASE ORDER OR THE NEGOTIATIONS FOR THE SAME. THE PARTIES AGREE THAT ANY AND ALL DISPUTES WHICH ARE ACTIONABLE AT LAW OR IN EQUITY, WHICH ARISE FROM THIS PURCHASE ORDER OR THE RELATED DOCUMENTS, SHALL BE SUBMITTED TO BINDING ARBITRATION. See Section 8 on the reverse side for details. IF PURCHASER EXCLUDES A RETAIL INSTALLMENT PLAN WITH DEALER FOR THE PURCHASE OF THE VEHICLE, DEALER MAY TERMINATE THIS ORDER IF DEALER CANNOT OBTAIN CREDIT FOR OR IF DEALER IS UNABLE TO SELL THE VEHICLE TO A FINANCIAL INSTITUTION OR TERMS OF NO LESS THAN FIVE (5) DAYS OR BE COLLECTIVELY REFERRED TO AN "Financing Approval". See Section 7 on the reverse side for details on this termination right.

\*THIS CHARGE REPRESENTS COSTS AND PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING VEHICLES, AND PREPARING DOCUMENTS RELATED TO THE SALE.

CONSENT TO CONTACT Purchaser expressly authorizes Dealer and its agents to telephone or otherwise contact Purchaser in the future to discuss Purchaser's vehicle needs and/or products and services offered by Dealer.

Purchaser \_\_\_\_\_

DATE 01/31/2013 DATE 01/31/2013  
 PURCHASER'S SIGNATURE DATE SELLER'S AUTHORIZED SIGNATURE DATE  
 PURCHASER'S SIGNATURE DATE

ALL PARTIES HERETO ARE BOUND BY THE TERMS ON THE FRONT AND REVERSE SIDE OF THIS ORDER