

HSTP 2011 UPDATE

**MIAMI-DADE COUNTY
HUMAN SERVICE
TRANSPORTATION PLAN**

Prepared by:

**MIAMI-DADE TRANSIT
701 NW 1st COURT, 12th FL.
MIAMI, FLORIDA 33136
HARRY A. RACKARD, MANAGER,
TRANSIT MOBILITY PLANNING**

and

**MIAMI-DADE COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**

Human Service Transportation Plan Update 2011
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I. DEVELOPMENT PLAN

A. INTRODUCTION TO SERVICE AREA

1. Background of the TD Program

Miami-Dade Transit (MDT) is the Community Transportation Coordinator (CTC) for Miami-Dade County. In 1967, Miami-Dade County government started a decade long process to purchase all conventional transit systems in the County to create a unified and County wide transit system. Miami-Dade Transit (MDT) is the 10th largest public transit system in the nation and the largest in Florida. The system has four transportation modes: Metrobus, Metrorail, Metromover, and Paratransit. Metrobus has over 90 routes with a total fleet of 816 vehicles: 741 full size buses and 75 mini-buses. The heavy Metrorail system is a 22.6 mile of elevated heavy rail system with 136 vehicles and 22 stations. Metromover is a 4.4 mile elevated people mover system via an automated guideway with 21 stations. The fully integrated system annual ridership surpassed 100 million annual boardings for Fiscal Year 2006.

2. Designation Date/History

In 1976, a decision was made to contract with private sector transportation providers, for a paratransit component to the County's transit system. MDT [previously named] created a Special Transportation Service (STS) section to provide door to door transportation for disabled individuals unable to use conventional transportation. With a Paratransit system in place, private non-profit and governmental agencies (e.g., Medicaid) in need of transportation services for their clients had the option of providing transportation service by contracting through MDT. Currently the contract to provide Medicaid Non-Emergency Transportation is between MDT and the Florida Commission for the Transportation Disadvantaged (CTD).

The Miami-Dade County coordinated transportation system for the transportation disadvantaged (TD) was initiated in 1979 with the receipt and implementation of an Urban Mass Transportation Administration, Service and Methods Demonstration grant. The final evaluation report recommended the eventual consolidation of transportation services for the elderly and disabled under a central coordinator which was recommended to be a predecessor agency to the then MDTA. Another report determined that there were approximately 100 private non-profit agencies in Dade County providing transportation service to elderly and disabled individuals. However, the agencies were reluctant to coordinate their transportation services.

The Miami-Dade Transit Agency was officially designated as the Community Transportation Coordinator for the Transportation Disadvantaged by the Miami-Dade County Board of County Commissioners (BCC) on September 11, 1990. At this point, MDT expanded the scope of its coordination to include sponsored and non-sponsored trips for the elderly, children-at-risk, and the poor, as well as the disabled. In 1998 the scope for assistance was expanded to include the participants of the Welfare to Work initiative bill signed by President Bill Clinton; included was the Unemployed and the Homeless.

In 2006, Miami-Dade Transit was re-designated as the CTC by the MPO for 2006-2009 (see Appendix A for Resolution Re-Designating MDT as CTC).

The coordinated area for transportation services includes all of urbanized Miami-Dade County, a narrow transit corridor in South Broward County, and from Key Largo to Marathon [Mile Marker 50] in Monroe County.

Prior to 1992, all Medicaid and STS paratransit was coordinated through one private transportation provider. In 1992, the Board of County Commissioners decided to divide paratransit service contracts, a brokerage contract for STS and a direct service provider for Medicaid. Two qualified companies responded to a Request for Proposal (RFP) for the STS Broker, to be responsible for taking calls and reservations, providing customer service, managing the database, computer scheduling, and handling complaints, all under the direction of MDT. COMSIS was awarded the STS Broker contract. This contract expired in 1999 and was re-advertised and awarded through Miami-Dade County's competitive procurement process. COMSIS was once again the company awarded STS Broker contract. ***In 2002 Advanced Transportation Solutions (ATS) was awarded the STS Broker contract.***

MDT's Paratransit Division provided call-taking and monitoring for the Medicaid Paratransit service. Comprehensive Paratransit was awarded the contract to provide Medicaid door-to-door transportation directly, and through subcontractors. ***In 1994 Logisticare, Inc. was awarded the contract to provide Medicaid door-to-door transportation. Currently the contract is between Logisticare and the CTD.***

The TD program structure in Miami-Dade County is unique in the State. The CTC and the Metropolitan Planning Organization (MPO) have agreed that the CTC is not only responsible for the coordination of the transportation disadvantaged, they are also responsible for providing assistance to the Local Coordinating Board (LCB), as well as the preparation of the Annual Operating Report (AOR), the Annual Budget Estimate (ABE), the Trip/Equipment Grant, the Transportation Disadvantaged Service Plan (TDSP), the Human Service Transportation Plan (HSTP) and the annual Rate Model Report. The members of the LCB and the MPO provide direction, input, and review of all documents and grant submittals before being submitted to the BCC and the Commission for the Transportation Disadvantaged (CTD). MPO staff also attends all LCB subcommittee and regularly scheduled LCB meetings.

The CTC offers a variety of transportation services and options to the transportation Disadvantaged, as follows:

- STS, the County's complimentary paratransit service per the requirements of the Americans with Disabilities Act (ADA), requires a 24 hour advance reservation for transportation. There are special provisions for same day service. There are no restrictions as to trip purpose. The system is operational at the same times as conventional transit, 24 hours a day, 7 days a week. The fare is based is \$3.00 a trip (***see attached STS Handbook, Appendix A***). This service has been offered to disabled citizens since 1976, preceding the ADA mandate (***see Appendix B for STS Rider's Guide***).
- Free fare on the conventional transit system for seniors 65 years of age and older (The Golden Passport Program). This permanent program was implemented on December 15, 1999. Free fare on the conventional transit system for honorably discharged veterans who

provide proof that they have a household income of \$22,000 a year or less (The Patriot Passport).

- ADA Free Fare allows ADA certified individuals the choice of paying the \$3.00 fare or use the conventional transit system free of charge. The program was implemented in December 1995, in an attempt to cope with the escalating costs of providing ADA paratransit trips, and to maximize the use of the increased number of accessible buses in the conventional transit system. The program has proven to be extremely successful in controlling the growth of expensive ADA Paratransit trips while recognizing the mobility of the transportation disadvantaged.
- Individuals fitting the following criteria are permitted to ride for half fare, on the conventional transit system, with no restrictions on hours or days of the week:
 - Anyone having a Medicare card; or
 - school children under the age of 18 (with an MDT student permit)
 - Individuals with Disabilities

These programs are funded from the County General Fund. They have partially reduced the needs of a small portion of the disadvantaged population of the County. The CTC is still experiencing a large increase in demand for transportation assistance from the Court system over the past three years. There continues to be a significant increase in child and spousal abuse, in many cases resulting in the permanent physical, and/or mental disabilities or behavior patterns. As a result, the Court psychologist and advocate groups are mandating that both parents and their children attend specialized programs. To eliminate the possibility of parents and children not attending these programs because they are transportation disadvantaged, the CTC has been providing a substantial amount of transportation assistance.

- The CTC also serves as a Medicaid Non-Emergency transportation coordinator via an Agreement with the State Medicaid Non-Emergency Transportation provider: Logisticare, Solutions, LLC.
- The original Medicaid Metropass program was a joint venture between the Metro-Dade Transit Agency and AHCA which offered Medicaid eligible individuals the opportunity to receive a free monthly Metropass if they have 3 or more verifiable Medicaid compensatory appointments a month. Clients cannot utilize the door to door Paratransit service if they receive the monthly Medicaid Metropass. However, they can request switching to the Paratransit service if they qualify under the ADA. There were 53 social service agencies in Miami-Dade County participating in this program, including the South Florida Aids Network and the Epilepsy Foundation (*see Appendix C for Medicaid Metropass Handout*). With the implementation of the Golden Passport program and the Patriot Passport Programs, the number of a Social Service agencies involved has decreased.
- Fare media used to assist in transportation of the Medicaid Transportation Disadvantaged are Daily Easy Passes and Monthly Easy Passes.

The CTC continues to maintain a close working relationship with the Miami-Dade County Department of Human Services, the 11th Judicial Court, Community Action Agencies, Alliance for Aging, Department of Veterans Affairs, Team Metro, Jackson Memorial Hospital,

approximately 60 agencies receiving Section 5310 funded vehicles, as well as more than two hundred private non-profit and social service agencies in Dade County, to coordinate the delivery of transportation services to the elderly, disabled, children-at-risk, homeless, unemployed, and the poor. There are approximately 150 agencies currently budgeted for TD assistance for FY 10/11.

Programs, such as "Foster Grandparents," which supports seniors under 65 years of age, who participate in volunteer programs, and Miami-Dade Public Schools", which provides travel training and transportation assistance to disabled students while they are still enrolled in school. The CTC is actively engaged in the design and implementation of federally mandated programs.

The CTC is experiencing a significant increase in requests for transportation assistance, from the courts, and schools for children-at-risk, as well as from agencies that serve dialysis patients who are not eligible, or are awaiting Medicaid eligibility.

Monitoring, evaluation, and reporting are major components of all programs is currently administered by the CTC.

3. Organization Charts

The organization charts of this report identifies those involved in the provision of service to the customers from the: Commission for the Transportation Disadvantaged, the Local Coordinating Board, the Community Transportation Coordinator and the Metropolitan Planning Organization (*see Appendix D for Organizational Charts*).

4. Consistency Review of Other Plans

This section documents the transportation disadvantaged planning process developed in Miami-Dade county is in accordance with County and State statutes. It is an integral part of the overall transportation planning process, and is reviewed by all the appropriate MPO and TD committees and boards.

Within the Department of Planning and Zoning, the Metropolitan Planning Section of the Planning Division and staff to the Metropolitan Planning Organization (MPO) assist in the preparation of the transportation element and develops the mass transit sub-element, of the Comprehensive Development Master Plan. MDT is responsible for the countywide and inter-County operation of the conventional transit system, and the coordination, monitoring, and operation of the complimentary ADA service.

The development of the documents listed below, is based on a well established process for the planning and programming of transportation improvements. The process includes adhering to the established transportation goals, on-going monitoring and evaluation of the existing service and service needs in developing modifications and improvements, community meetings, and public hearings. The following is a brief summary of the plans with which the Transportation Disadvantaged Service Plan (TDSP) maintains its consistency:

a. Local Government Comprehensive Plan

The Miami-Dade County Comprehensive Development Master Plan (CDMP) contains ten planning elements. The two major traffic circulation and mass transit sub-elements of the general transportation element, set levels of service for the implementation of surface transportation improvements of the roadway network and mass transit system respectively. The transportation element, adopted as part of the November 1999-00 CDMP amendment cycle, was administratively reviewed by the Florida Department of Community Affairs, and was adopted as the current traffic circulation and mass transit elements of the CDMP (*see Appendix E for the Local Government Comprehensive Plan*).

b. Strategic Regional Policy Plan

The Strategic Regional Policy Plan for South Florida examines the trends and conditions affecting the South Florida Region. This examination includes the review of institutional roles and activities, and the identification of potential challenges as well as opportunities facing the region. The trends and conditions analysis provides a basis, along with input from the regional community, for constructing a regional vision. The areas of strategic concern encompass virtually all aspects of growth and development; they specifically address land use and public facilities, natural resources of significance, economic development, affordable housing, emergency preparedness, and regional transportation (*see Appendix F for the Strategic Regional Transit Plan*).

c. Transit Development Plan

The Miami-Dade County Transit Development Plan (TDP) presents the 5-year service plan addressing operational and capital improvements for Miami-Dade County's transit system. It includes an assessment of the need for improved or expanded transit services. The plan presents the funded and unfunded transit needs of the agency. State and federal requirements for transportation services for the disadvantaged, including the Americans with Disabilities Act (ADA) of 1990, are addressed in the TDP as updated. This document is developed in a continuous, comprehensive, and cooperative planning process, is consistent with both Miami-Dade County's Comprehensive Development Master Plan and the Long Range Transportation Plan, and supports the Five Year Transportation Improvement Program. The TDP is updated annually.

d. The Commission for the Transportation Disadvantaged 5 Year/20Year Plan

The Commission for the Transportation Disadvantaged 5 Year/20Year Plan sets forth goals, objectives, and a plan of action for the Transportation Disadvantaged Commission as follows:

- develop a unified regional fare and transfer policy
- institute a simplified regional transit information system
- coordinate the fragmented transit service created when several municipalities instituted circulators within their city limits
- create a regional transit map
- enforce the requirement that the Department of Children & Family Services discuss and coordinate transportation through the CTC (*see Appendix G for CTD 5 Year Plan*)

e. MPO Long Range Transportation Plans

The Miami-Dade Long Range Transportation Plan Update to the Year 2030 has been developed to guide transportation investments in Miami-Dade County through the next twenty years with the purpose of achieving the best possible mobility connections in the transportation system of Miami-Dade. The proposed 2030 Plan is comprehensive in nature and includes improvements to roadways, transit, bicycle, pedestrian facilities, and greenways and trails. The Plan is updated every five years to meet legal requirements and to identify needed changes to the previously adopted plan.

The current update began in May 2003. The Plan was developed using the latest planning assumptions. Taking into account the 2000 Census data and the Miami-Dade People's Transportation Plan (PTP) adopted by referendum in November 2002, this effort has resulted in a comprehensive reassessment of the future capital and operational needs of the metropolitan area multimodal transportation network.

Between the year 2000 and 2030, population and households within Miami-Dade County are expected to increase by 43% and 40% respectively. Employment is projected to keep close pace with a 34% increase. The number of automobiles and person trips are also projected to increase by 48% and 40% respectively.

The 2030 Cost Feasible Plan was developed based on the projected available revenue of \$19.3 billion for the plan period. New to the 2030 Cost Feasible Plan, the People's Transportation Plan (PTP), a one half (1/2) percent sales tax increase, provides additional revenues for transportation.

Improvements to the public transportation system are one of the primary emphases of the projects listed in the 2030 Cost Feasible Plan.

Highway improvements are another emphasis of the 2030 Cost Feasible Plan. High Occupancy Vehicles (HOV) lanes are proposed along major expressways such as I-95 and SR 836. Also reversible flow lanes, designed to add capacity in peak directions during peak travel times are planned for Interstate 95. Incorporation of the latest electronics technology or Intelligent Transportation Systems (ITS) is also proposed for several major projects as a measure of easing congested traffic conditions.

The Plan also addresses and takes into consideration the following: Intelligent Transportation Systems (ITS), the Transportation Improvement Program (TIP) projects, the Air Quality Conformity Determination to the 1990 Clean Air Act Amendments, the Efficient Transportation Decision Making (ETDM), Safety and Security, and Regional Transportation Planning.

Non-motorized facilities (on-road bicycle lanes, off-road greenways/trails and sidewalks) are included in the 2030 Plan. On-road bicycle and pedestrian projects will be incorporated with capacity projects, when feasible. Greenways/trails comprise the MPO's Greenways / Trail Plan element of the Long Range Transportation Plan.

In addition to the proposed transportation infrastructure and capital needs, a variety of short-term strategies are identified to deal with urban travel congestion. These range from highway traffic design solutions to employer-based measures to promote use of carpooling and public transportation. Also, the plan is supported by a program of policy studies that will recommend courses of action to deal with funding, private sector involvement, and project-related community issues that need to be resolved to allow the proposed 2030 Plan to be successfully implemented (*see Appendix H for MPO Long Range Plan*).

f. MPO Transportation Improvement Programs

Federal regulation requires, as part of the metropolitan planning process, the development of a Transportation Improvement Program (TIP). The document must include a three-year priority list of federally funded transportation projects. Miami-Dade County's TIP includes four year priority list of federally funded projects and all other transportation projects funded with state and/or local monies.

The TIP is a staged multi-year program that prioritizes transportation improvement projects for federal, state and local funding. The TIP is also the capital improvements element of the LRTP. The TIP has a role in putting the LRTP into action.

The TIP must be consistent with the Metropolitan Transportation Plan. In order for transportation projects to receive federal funds they must be included in the TIP. This document has to be prepared in cooperation with State and public transit operators. The TIP has to be approved by the MPO and the Governor. This document becomes part of the State Transportation Improvement Program (STIP). The TIP document is prepared every year to fulfill Federal statutory requirements which provide that, as a condition to receive Federal funding, each urbanized area will have a continuing planning process that results in plans and programs consistent with the comprehensively planned development of the urbanized area. This document programs transportation projects that serve this purpose.

The priorities established by this document express the policy decision of the MPO as to the order in which transportation improvements will be advanced during the program period. This document also fulfills Federal requirements in that the included projects are derived from the area's Long Range Transportation Plan (LRTP) for inclusion in the program and addresses new program requirements relating to the recently enacted federal Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA-LU): A legacy for users of 2005.

The projects in the TIP are grouped into major categories, with order of priority established within each category insofar as possible or applicable. The groupings are established primarily by virtue of funding source and implementing responsibility. These major categories are:

- Primary State Highways and Intermodal Projects
- Multi-Modal Transit Improvements
- Secondary Roads
- Road Impact Fee Improvements

- Local Option Gas Tax
- Improvements by the Private Sector
- Airport Improvements
- Seaport Improvements
- Turnpike
- South Florida Regional Transportation Authority
- Non-Motorized Component
- Intelligent Transportation Systems
- Transportation Disadvantaged
- RUSH Program
- Miami-Dade Expressway Authority
- Unfunded Priority Needs
- Freight-related Transportation Improvements
- Multimodal People's Transportation Plan (PTP)

(see Appendix I for MPO TIP)

5. Local Coordinating Board Certification

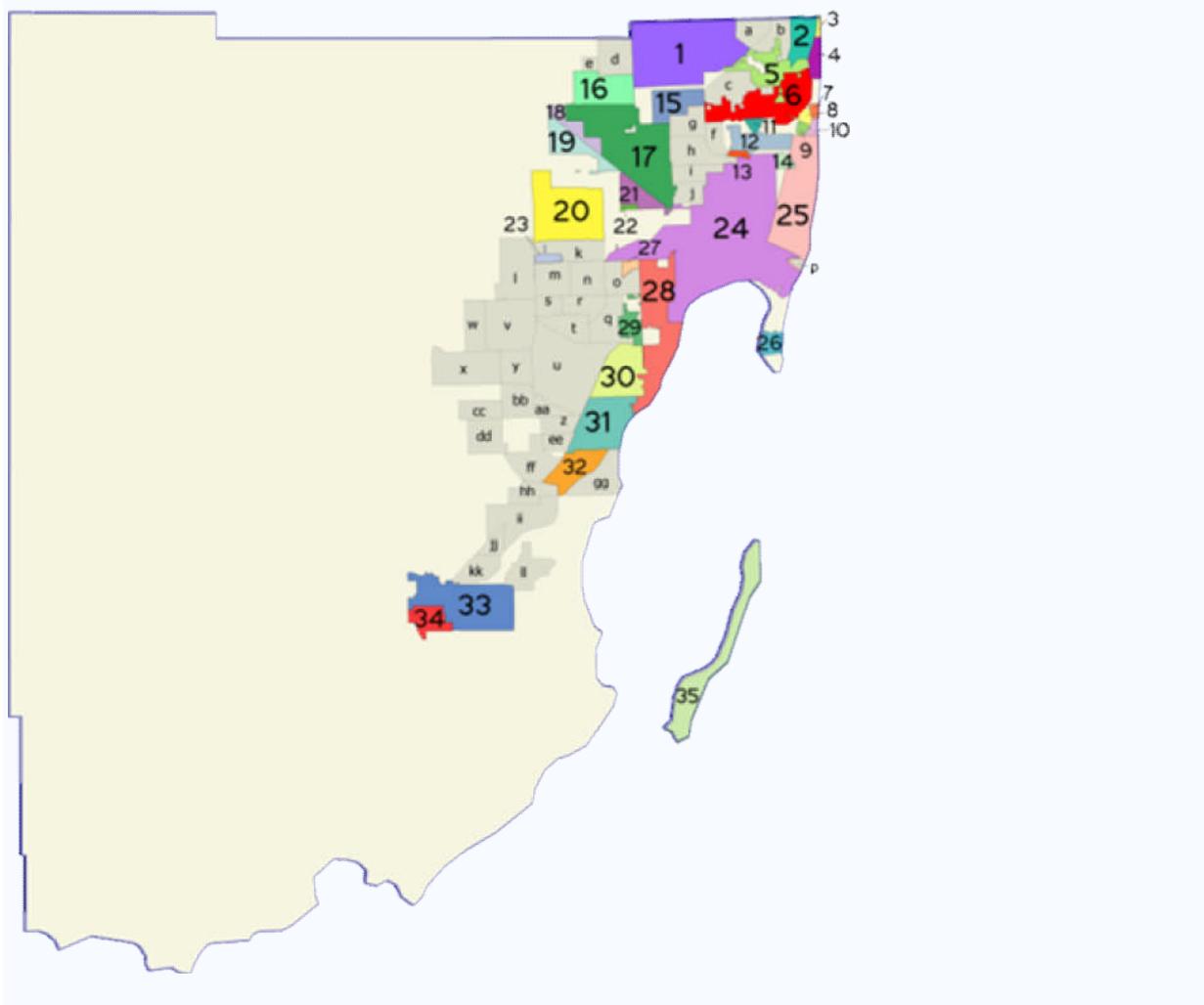
The Local Coordinating Board [LCB] is the oversight body for the CTC and provides a forum for the Transportation Disadvantaged in Miami-Dade County. The purpose of the board is to provide assistance to the CTC concerning the coordination and provision of transportation disadvantaged services. The Board advises, evaluates, monitors, and supports transportation activities for the disadvantaged in Miami-Dade County. The LCB membership consists of local and state representatives of agencies, departments and advocates that serve the Transportation Disadvantaged. Members are approved by the MPO (*see Appendix J for LCB Certification*).

B. SERVICE AREA PROFILE AND DEMOGRAPHICS

1. Service Area Description

According to the U.S. Census Bureau, the Miami-Dade county has a total area of 6,297 km² (2,431 mi²). 5,040 km² (1,946 mi²) of it is land and 1,257 km² (485 mi²) of it (19.96%) is water, most of which is Biscayne Bay, with another significant portion in the adjacent waters of the Atlantic Ocean. The Urban area is approximately 493 square miles. The Transit Service area is approximately 300 square miles. The bay is divided from the Atlantic Ocean by the many barrier isles along the coast, one of which is where well-known Miami Beach is located, home to South Beach and the Art Deco district. The Florida Keys, which are also barrier islands are only accessible through Miami-Dade County, but which are otherwise part of neighboring Monroe County. Miami is the only metropolitan area in the United States that borders two national parks. Biscayne National Park is located east of the mainland, in Biscayne Bay, and the western third of Miami-Dade County lies within Everglades National Park Miami-Dade County is composed of 35 individual municipalities. There still is a trend in some affluent areas to incorporate, leaving a large portion of the county populated by disadvantaged individuals, in un-incorporated areas that are totally dependent upon county services.

Cities, Towns, Villages, and Unincorporated Communities



Incorporated Areas

1. City of Miami Gardens
2. City of Aventura
3. Town of Golden Beach
4. City of Sunny Isles Beach
5. City of North Miami Beach
6. City of North Miami
7. Village of Bal Harbour
8. Town of Bay Harbor Islands
9. Village of Indian Creek
10. Town of Surfside
11. Village of Biscayne Park
12. Village of Miami Shores
13. Village of El Portal
14. Village of North Bay Village
15. City of Opa-locka
16. Town of Miami Lakes

17. City of Hialeah
18. City of Hialeah Gardens
19. Town of Medley
20. City of Doral
21. City of Miami Springs
22. Village of Virginia Gardens
23. City of Sweetwater
24. City of Miami
25. City of Miami Beach
26. Village of Key Biscayne
27. City of West Miami
28. City of Coral Gables
29. City of South Miami
30. Village of Pinecrest
31. Village of Palmetto Bay
32. City of Cutler Bay
33. City of Homestead
34. City of Florida City
35. City of Islandia

Unincorporated Areas and Census-Designated Places

- Allapattah
- Brownsville(j)
- Coral Terrace(o)
- Country Club(d)
- Country Walk(cc)
- Fairlawn(r)
- Fountainbleau(k)
- Gladeview(i)
- Glenvar Heights(q)
- Golden Glades(c)
- Goulds(hh)
- Homestead Base(ll)
- Ives Estates(a)
- Kendale Lakes(v)
- Kendall(u)
- Kendall West (a census-defined area west of the Florida Turnpike)(w)
- Lakes by the Bay(gg)
- Leisure City(kk)
- Naranja(jj)
- Ojus(b)
- Olympia Heights(m)
- Palm Springs North(e)
- Palmetto Estates(z)
- Pinewood(f)
- Princeton(ii)
- Redland
- Richmond Heights(aa)

- Richmond West(dd)
- South Miami Heights(ff)
- Sunset(t)
- Tamiami(l)
- The Crossings(y)
- The Hammocks(x)
- Three Lakes(bb)
- University Park(m)
- West Kendall (a neighborhood within the community of Kendall)(u)
- West Little River(h)
- West Perrine(ee)
- Westchester(n)
- Westview(g)
- Westwood Lakes(s)

City Districts and Neighborhoods (and recently annexed census-designated places)

- Andover in Miami Gardens
- Coconut Grove in Miami
- Bunche Park in Miami Gardens
- Carol City in Miami Gardens
- Cutler in Palmetto Bay
- East Perrine in Palmetto Bay
- Fisher Island in Miami Beach(p)
- Lake Lucerne in Miami Gardens
- Norland in Miami Gardens
- Opa-locka North in Miami Gardens
- Scott Lake in Miami Gardens
- Liberty City in Miami

Transportation

For information on public transit see: Miami-Dade Transit. Interstate 95 is the main North/South highway throughout the county. It begins in South-Miami Dade and goes up the entire east coast. The Miami-Dade Expressway Authority manages five expressways in the county. Major Expressways In Florida a Tolled State Road is denoted by having the Word "TOLL" printed on the top of the State Road shield. Miami-Dade County has 10 Major Expressways and 1 Minor Expressway in Downtown Miami.

-  [Interstate 95](#)
-  [Interstate 75](#)
-  [Florida's Turnpike](#)
-  [Homestead Extension of Florida's Turnpike](#)
-  [Dolphin Expressway \(State Road 836\)](#) /  [Interstate 395](#)

-  [Gratigny Parkway \(State Road 924\)](#)
-  [Airport Expressway \(State Road 112\)](#) /  [Interstate 195](#)
-  [Don Shula Expressway \(State Road 874\)](#)
-  [Snapper Creek Expressway \(State Road 878\)](#)
-  [Palmetto Expressway \(State Road 826\)](#)
-  [Downtown Distributor \(State Road 970\)](#)

Street Grid System

A street grid stretches from downtown Miami throughout the county. This grid was adopted by the City of Miami following World War I after the United States Post Office threatened to cease mail deliveries in the city because the original system of named streets, with names often changing every few blocks and multiple streets in the city sharing the same name, was too confusing for the mail carriers.[5] The new grid was later extended throughout the county as the population grew west, south, and north of city limits. The grid is laid out with Miami Avenue as the base avenue going North-South and Flagler Street the base street going east-west. The grid is primarily numerical so that, for example, all street addresses north of Flagler and west of Miami Avenue have NW in their address (e.g. NW 27th Avenue). Because its point of origin is in downtown Miami which is close to the coast, the NW and SW quadrants are much larger than the SE and NE quadrants. Many roads, especially major ones, are also named, although- with a few notable exceptions, the number is in more common usage among locals. Although this grid is easy to understand once one is oriented to it, it is not universal in the entire county. Hialeah uses its own grid system which is entirely different in its orientation. Coral Gables and Miami Lakes use named streets almost exclusively, and various smaller municipalities such as Florida City and Homestead use their own grid system along with the Miami-Dade grid system adding to the confusion.

North-South Avenues		
Number	Name	Notes
East 6 th		State Road 915
(0)	Miami Avenue	
West 2 nd		State Road 7 (U.S. Route 441)
West 7 th		State Road 7 (U.S. Route 441)

West 12 th		State Road 933
West 27 th	Unity Boulevard	State Road 9 and State Road 817
West 37 th	Douglas Road	
West 42 nd	Le Jeune Road	State Road 953
West 47 th	Blue Road	State Road 847
West 57 th	Red Road	State Road 959 and State Road 823
North-South Avenues		
Number	Name	Notes
West 72 nd	Milam Dairy Road	State Road 969
West 77 th	Palmetto Road	parallels the Palmetto Expressway (State Road 826) in many broken segments
West 87 th	Galloway Road	State Road 973
West 97 th	Ruben Dario Road/Glades Drive	
West 107 th		State Road 985
West 112 th	Allapattah Road	State Road 989
West 117 th		parallels the Homestead Extension of Florida's

		Turnpike (State Road 821)
West 127 th	Belen Jesuit Boulevard	
West 137 th	Lindgren Road	State Road 825
West 177 th	Krome Avenue	State Road 997
East-West Streets		
Number	Name	Notes
South 186 th -200 th	Quail Roost Drive	State Road 994
South 152 nd	Coral Reef Drive	State Road 992
South 111 th -112 nd	Killian Drive	State Road 990
South 88 th	North Kendall Drive	State Road 94
South 72 nd	Sunset Drive	State Road 986
South 56 th	Miller Drive	
South 40 th	Bird Road	State Road 976
South 24 th	Coral Way	State Road 972
South 8 th (Calle	Tamiami Trail	State Road 90 (U.S. Route 41)

Ocho)		
(0)	Flagler Street	State Road 968
North 36 th	Doral Boulevard	State Road 25 (U.S. Route 27) and State Road 948
East-West Streets		
Number	Name	Notes
North 62 nd	Dr. Martin Luther King, Jr. Boulevard	
North 79 th		State Road 934
North 95 th	Rocket Boulevard	
North 103rd		State Road 932
North 119th	Gratigny Road\Gratigny Parkway	State Road 924
North 125th	North Miami Boulevard	State Road 922
North 135th	Opa-Locka Boulevard	State Road 916
North 163rd	North Miami Beach Boulevard\Sunny Isles Boulevard	State Road 826
North 167th	Palmetto Expressway	State Road 826 Also runs as a service road on both sides of the expressway from Golden Glades Interchange to NW 67th Ave (Ludlam Rd.) East of the

		interchange, it is not an expressway.
North 183rd	Miami Gardens Drive	State Road 860
East-West Streets		
Number	Name	Notes
North 203rd	Ives Dairy Road	State Road 854
North 215th	County Line Road	State Road 852

2. Demographics

a. Land Use

Existing Land use is divided into 9 areas for Miami-Dade County: Residential, Commercial & Office, Industrial, Institutional, Parks/Recreation, Transportation/Communication/ Utilities, Agriculture, Underdeveloped, and Inland Waters. These areas represent 100% of Miami-Dade County's Land Use (*see Appendix K for Land Use Information*).

Miami-Dade County objectives and policies in the Land Use Element of the Comprehensive Development Master Plan [CDMP] emphasize concentration and intensification of the development around activity and urban centers located in the areas having high county-wide multimodal accessibility and along the major transit corridors that link them. The CDMP establishes that land uses in this area shall be planned and developed in the manner that is compatible with and supports use of transit systems and alternative transportation modes that accommodate a concentration and variety of uses and activities which will attract large numbers of both residents and visitors. Specific land uses promoted in these areas include: Special Attractions, Educational Centers, Regional Retail Centers, Regional and Hospitals.

b. Population/Composition

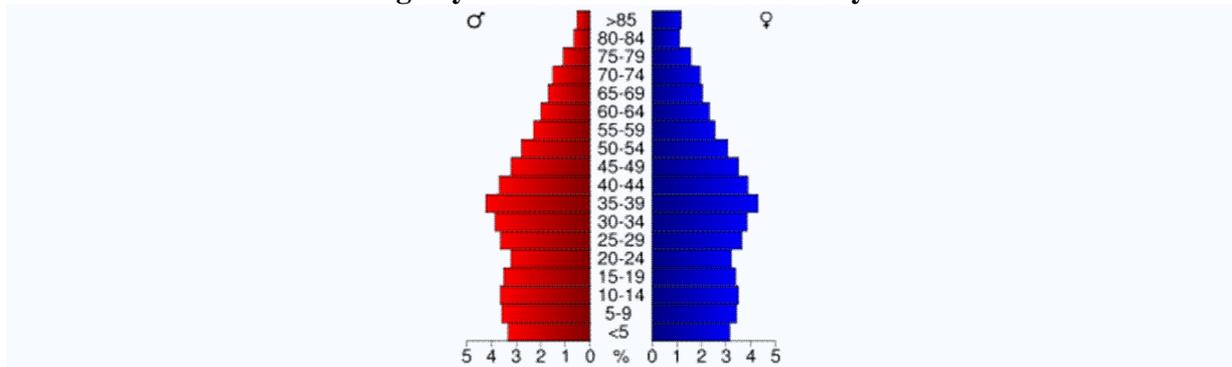
As of the census² of 2000, there were 2,253,362 people, 776,774 households, and 548,402 families residing in the county. The population density was 447/km² (1,158/mi²). There were 852,278 housing units at an average density of 169/km² (438/mi²). The racial makeup of the county was 18.6% White (not Hispanic), 20.5% Black (not Hispanic) (with a large part being of Caribbean descent) and African American, 0.19% Native American, 1.3% Asian, 4.58% from other races, and 3.79% from two or more races. 60.6% of the population were Hispanic or Latino of any race. 51.4% of the county residents were born outside the United States, while 67% of the population speaks a language other than English at home.

There were 776,774 households out of which 33.8% had children under the age of 18 living with them, 47.7% were married couples living together, 17.2% had a female householder with no husband present, and 29.4% were non-families. 23.3% of all households were made up of individuals and 8.6% had someone living alone who was 65 years of age or older. The average household size was 2.84 and the average family size was 3.35.

The age distribution is 24.8% under the age of 18, 9.1% from 18 to 24, 31.0% from 25 to 44, 21.7% from 45 to 64, and 13.3% who were 65 years of age or older. The median age was 36 years. For every 100 females there were 93.5 males. For every 100 females age 18 and over, there were 90.2 males.

The median income for a household in the county was \$35,966, and the median income for a family was \$40,260. Males had a median income of \$30,120 versus \$24,686 for females. The per capita income for the county was \$18,497. About 14.5% of families and 18.0% of the population were below the poverty line, including 22.9% of those under age 18 and 18.9% of that age 65 or over.

Age Pyramid of Miami-Dade County



Statistics	
Founded	January 18, 1836
Seat	Miami
Largest City	Miami
Area	
- Total	6,297 km ² (2,431 mi ²)
- Land	5,040 km ² (1,946 mi ²)
- Water	1,257 km ² (485 mi ²), 19.96%
Population	
- (2000)	2,253,362
- Density	447/km ²

c. Employment

Miami-Dade County has a diverse employment industry which includes: Industries of Agriculture, Fisheries, Forestry, Mining, Construction, Manufacturing, Transportation, Communications, Public Utilities, Trade, Finance, Insurance, Real Estate, Personal Entertainment, Recreational Services, Information, Professional Services, Educational, Health, Social Services, Public Administration, and other services.

With this diverse employment culture, Miami-Dade County remains one of the poorest places in the nation. This population includes the economically disadvantaged, children at-risk, the disabled community, seniors, the unemployed, the homeless, and adults at-risk. There are over 130,000 economically disadvantaged seniors and approximately 5000 Social Security [SSI & SSDI] enrolled in the Golden Passport program; approximately 300,000 Medicaid recipients, and approximately 25,000 enrolled in the Special Transportation program for the disabled.

The total disadvantaged population is growing and projections indicate that the disadvantaged population will exceed 900,000 in Miami Dade County. The continuing increase in gas prices, maintenance, parking, and other available resources have impacted the working poor. Many will not use their vehicles to travel to work sites, job opportunities, training, day care, and other daily activities.

d. Major Trip Generators/Attractors

Major Trip Generators and Attractors in Miami-Dade County are: Special Attractions, Educational Centers, Regional Retail Centers, and Regional Hospitals. A description of some of the Major Generators are as follows:

- | | |
|-------------------------------|----------------------------------|
| Miami International Airport | University of Miami |
| Port of Miami | Florida International University |
| South Beach | Miami Dade College |
| Miami Seaquarium | St. Thomas University |
| Metrozoo | Barry University |
| Aventura Mall | Aventura Hospital |
| Dadeland Mall & Westland Mall | Baptist Hospital |
| Miami International Mall | Doctor's Hospital |
| Bal Harbour shops | Jackson Memorial Hospital |
| 163 rd St. Mall | |

(see Appendix L for Major Trip Generators)

C. SERVICE ANALYSIS

1. Forecast of Transportation Disadvantaged Population

There are two categories of TD population. The difference between the two is actually related to how they are funded. The first group is the potential TD population which is also called category 1. This group is the core of the TD population which includes the disabled, elderly, low-income persons, and children at risk. The second group is known as category 2 which includes those persons who are unable to transport themselves or are unable to purchase transportation.

**Table 1
Forecasts of TD Population in Miami-Dade County**

TD Population	Years			
	2006	2007	2008	2009
Category I	898,365	911,130	924,133	937,372
Category II	201,613	204,544	207,530	210,571

Table 1 break down the Potential TD population and the TD Population groups in Miami-Dade County. These estimates are derived from the CUTR publication: Florida Statewide Transportation Disadvantaged Plan: Population and Demand Forecasts 1996-2015, July 1996.

**Table 2
2006 Miami-Dade County Potential Transportation Disadvantaged Population
[Category 1]**

Segments	Population Estimates	Percent of Total Potential TD
Disabled, Non-Elderly, Low Income	31,866	3.5%
Disabled, Non-Elderly, Non-Low income	147,159	16.4%
Disabled, Elderly, Low Income	33,837	3.8%
Disabled Elderly, Non-Low Income	148,081	16.5%
Non-Disabled, Elderly, Low Income	45,406	5.1%
Non-Disabled, Elderly, Non-Low Income	198,714	22.1%
Non-Disabled, Non-Elderly, Low Income	293,302	32.6%
Total Potential Transportation Disadvantaged Population	898,365	100%

Table 2 breaks down the TD population in Miami-Dade County. These estimates are derived from the CUTR publication: Florida Statewide Transportation Disadvantaged Plan: Population and Demand Forecasts 1996-2015, July 1996.

Table 3
2006 Miami-Dade County Transportation Disadvantaged Population
[Category II]

Segments	Population Estimates	Percent of Total Cat. II
Transportation Disabled, Non-Elderly, Non-Low income	8,129	4.1%
Transportation Disabled, Non-Elderly, Non-Low Income	37,541	18.6%
Transportation Disabled, Elderly, Low Income	16,879	8.4%
Transportation Disabled, Elderly, Non-Low Income	73,867	36.6%
Non-Transportation Disabled, Low Income, No Auto No Fixed Route Transit	65,197	32.3%
Total Potential Transportation Disadvantaged Population	201,613	100%

Table 3 breaks down the Category II population. These estimates are derived from the CUTR publication: Florida Statewide Transportation Disadvantaged Plan: Population and Demand Forecasts 1996-2015, July 1996.

2. Needs Assessment

According to an updated census report in 2006, there were 1,299,012 citizens of Miami-Dade County living at or below poverty status. This includes families with and without children and individuals. With the current population of approximately 2.5 million, the 1.299 million represent an amazing 51.9% of the population that live at or below the poverty level.

The transportation disadvantage are the elderly, the poor or those with low incomes, those that are challenged with mental and physical disabilities, and those that are high risk to at-risk. The CTC offers a variety of transportation services and options to the transportation disadvantaged, as follows:

- **STS**, the County's complimentary paratransit service per the requirements of the Americans with Disabilities Act (ADA), requires a 24 hour advance reservation for transportation. There are special provisions for same day service. There are no restrictions as to trip purpose. The system is operational at the same times as conventional transit, 24 hours a day, 7 days a week. The fare is based on double the equivalent transit fare; \$3.00 a trip plus a charge equivalent to the transfer charge on a comparable conventional transit trip (*see attached STS Handbook, Appendix page 1*). This service has been offered to disabled citizens since 1976, preceding the ADA mandate.
- **Free fare on the conventional transit system** for seniors 65 years of age and older (The Golden Passport Program). This permanent program was implemented on December 15, 1999.

- **ADA Free Fare** allows ADA certified individuals the choice of paying between \$3.00 for a paratransit trip (riders co-payment), or using the conventional transit system free of charge. The program was implemented in December 1995, in an attempt to cope with the escalating costs of providing ADA paratransit trips, and to maximize the use of the increased number of accessible buses in the conventional transit system. The program has proven to be extremely successful in controlling the growth of expensive ADA Paratransit trips while recognizing the mobility of the transportation disadvantaged.
- **The Lifeline Service** serves senior residential areas. The service is provided once or twice a week from a senior residential complex to a shopping center, plaza, or mall in the area of the complex. Service operating hours are from 10:00 AM to 2:00 PM. Residents are provided with a survey in which they will choose a day to receive the service and a choice of shopping center, plaza, or mall.
- **Individuals fitting the following criteria are permitted to ride for half fare, on the conventional transit system, with no restrictions on hours or days of the week.**
 - Disabled individuals who are not eligible for ADA paratransit, but who are capable of using the conventional transit system.
 - Anyone having a Medicare card; or school children under the age of 18 (with an MDTA student d permit)
- The CTC also serves as the Medicaid Transportation Coordinator for the Agency for Health Care Administration via an Agreement with the CTD.
- **The Medicaid Metropass program** offers Medicaid eligible individuals the opportunity to receive a free monthly Metropass if they have 3 or more verifiable Medicaid compensatory appointments a month. Clients cannot utilize the door to door Paratransit service if they receive the monthly Medicaid Metropass. However, they can request switching to the Paratransit service if they qualify under the ADA. There are currently 20 social service agencies in Miami-Dade County participating in this program, including the South Florida Aids Network, and the Epilepsy Foundation.
- **Medicaid Early Intervention program** is a transportation program provided by 4 private non-profit agencies (Easter Seals, United Cerebral Palsy, University of Miami Mailman Center Debbie School, and the Association for Retarded Citizens) and overseen by the CTC. The agencies are reimbursed for their transportation of children 1 to 3 years old, who are receiving therapy and other Medicaid compensatory services at their agencies. The CTC monitors the trips and the billing for reimbursement of the transportation services. The administrative fee for the monitoring is paid to the CTC by the transportation provider, in accordance with an agreement between Medicaid, the transportation provider, and the CTC.

In addition to the aforementioned programs, the CTC maintains a close working relationship with the Miami-Dade County Department of Human Services, the 11th Judicial Court, Community Action Agencies, Alliance for Aging, 63 agencies receiving Section 5310 funded vehicles, as well as more than one hundred and fifty private non-profit and social service agencies in Dade County, to coordinate the delivery of transportation services to the elderly, disabled, children-at-risk and the poor. There are approximately 140 agencies currently budgeted

for TD assistance for FY 06/07 Programs, such as "CAA-Senior Companion Program," which supports seniors under 65 years of age, who participate in volunteer programs, and "Center for Independent Living", which provides travel training and transportation assistance to the disabled while they are still enrolled in school/sheltered workshop classes and training programs. The CTC is actively engaged in assisting federally mandated programs [South Florida Workforce & WIA].

The CTC is experiencing a significant increase in requests for transportation assistance, from the courts, and schools for children-at-risk, as well as from agencies that serve dialysis patients who are not eligible, or are awaiting Medicaid eligibility.

Monitoring, evaluation, and reporting are major components of all programs currently being implemented and administered by the CTC.

A member of MDT attends all meetings of the South Florida Regional Transit Authority (SFRTA), which is comprised of representatives from Miami-Dade, Broward, and Palm Beach Counties. A major objective of the SFRTA is remove barriers that impede the flow of information and transportation within the tri-county area.

With all services offered, provided, and coordinated for the transportation disadvantaged in Miami-Dade County, *Unmet Trips for Fiscal Year 2009-2010 was over 559,000*. Clearly there is a need to provide more services to the disadvantaged in Miami-Dade County.

3. Barriers to Transportation Coordination

To successfully provide cost-efficient transportation for the disadvantaged population in access of 1 million residents, it is imperative that the CTC identify all barriers to coordination.

- **Lack of information**

Generally the public and many public service agencies are unaware of programs that serve the Transportation Disadvantaged (TD) in Miami-Dade County. There are many community information resource organizations that are available to the public (e.g.):

- a. Commissioners or other related elected officials , or staff
- b. Switchboard of Miami (United Way)
- c. Public Hearings
- d. County Departments [e.g. Dept. Human Services, Community Action Agency, Dept. Veteran Affairs]
- e. Community Based Organizations [e.g. Salvation Army, Camillus House, Jewish Community Services, Catholic Charities]

Many do not read Miami-Dade Transit's Transportation information brochures or flyers such as:

- a. MDT Rider's Handbook
- b. STS Rider's Guide
- c. Golden Passport

- d. Transit Map
- e. MDT website at www.miamidade.gov/transit
- f. MPO website at www.miamidade.gov/mpo/m10-board-menu.htm

Many are not aware of, or do not visit the Miami-Dade County Web site or the MPO website.

Many are not aware of the MDT transit information number or the new 311 information number.

Many organizations are unaware of the FDOT 5310 program; many of those who are aware, choose not to participate, or do not follow guidelines for approval.

- **Lack of Cooperation within the Agencies**

Agencies fail to provide required information or documentation to serve their clients. Therefore resources that are available are not fully utilized.

- **Lack of sufficient Funding**

There is on-going support for legislators in Tallahassee to approve an increase in funding for the Transportation Disadvantaged Trust fund. In Fiscal Year 09-10 there were over 559,000 unmet trips that were reported and many more that were not reported.

There is a slight increase in funding annually, however with the additional funding, there is still not enough funding to assist everyone in need.

To remove the above stated barriers to coordination, the CTC will continue to work with the local government entities of both Broward and Palm Beach Counties to remove the barriers that impede the flow of tri-county transportation and information.

D. GOALS, OBJECTIVES, AND STRATEGIES

The Miami-Dade Transit mission statement sets forth the basic goals of coordinated transportation. To meet the needs of the public for the highest quality transit service: Safe, Reliable, Efficient, and Courteous.

The members of the LCB, the MPO, the MDT (in both its role as the primary transit provider in Dade County and the CTC) are dedicated to meeting the goals of the mission statement, and to achieving the goals and objectives of the CTD. The goals and objectives to the CTC are as follows:

- To *achieve compliance* with State and Federal requirements *for TD planning*.
- To comply with Federal requirements to *make the public transit system accessible* to people who are *physically* and *mentally* challenged and currently are unable to use the public transit system.

- To *encourage* individuals eligible for *ADA or Medicaid paratransit trips to use conventional public transit* by offering them free access to public transportation (ADA) or a Monthly Metropass for a co-payment of \$1 (Medicaid recipients).
- To encourage seniors 65 years and older to use conventional public transportation through the Golden Passport Program.
- To encourage those who receive Social Security benefits (including SSI and SSDI) to use enroll in the Golden Passport program.
- To encourage low income honorably discharged veterans through veteran agencies and programs to use conventional public transportation via the Patriot Passport Program.
- To perform public transportation orientations to all organizations that serves the disadvantaged.
- To investigate requests for transportation for the disadvantaged.
- To respond to complaints and suggestions concerning transportation for the disadvantaged.
- To monitor transportation service operations and passenger activity for programs that serves the transportation disadvantaged.
- To act as an information resource for transportation programs and agencies that serves the disadvantaged, as well as citizens in Miami-Dade County.
- To *staff the Transportation Disadvantaged Local Coordinating Board*. To create and/or provide the programs, documents and data requested by the Board.
- Design and implement cost-efficient coordinated *transportation for "Welfare to Work" and Welfare Transition participants*.
- Review, rank and, participate in the Department of Transportation's Section 5310 Grant program.
- To act as the Coordination and Fare Agreement contract coordinator for agencies and programs that have transportation programs that serve seniors and individuals with disabilities.
- Work closely with the **South Florida Workforce (SFWF)** formerly Work And Gain Economic Self-Sufficiency (WAGES) Coalition to design and implement cost-efficient transportation for individuals working unconventional shifts at locations previously not served by conventional transportation.
- Coordinate and assist all transportation needs for the South Florida Workforce (SFWF) [formerly WAGES].
- To support various programs for the disadvantaged in the Dade County Public School system.
- To act as coordinator for transportation issues concerning the transportation disadvantaged in Miami-Dade County, between the TD Commission, the Local Coordinating Board, and Miami-Dade Transit.
- To conduct oral and visual presentations to Miami-Dade Transit operator trainees regarding interactions with riders who have disabilities
- Conduct travel training workshops and training to organizations that serve the disabled.
- Fund transportation modules of non-profit organizations, agencies and programs that serve the transportation disadvantaged through the allocation of Metropasses and Tokens.
- Work closely with South Florida Commuter Services for the transportation disadvantaged to provide information and awareness of employment and training opportunities in Monroe County.
- Monitor and respond to concerns and inquiries of the Medicaid Contract between the CTD and MDT.

- To organize and coordinate the designation of a CTC by the MPO Governing Board for Miami-Dade County
- Work closely with Quality Assurance staff of CTD to Medicaid and TD Audits
- Investigate and explore funding opportunities for programs or projects that serve the disadvantaged
- Provide an annual operating report to the CTD on all TD operations in Miami-Dade
- Apply for TD funding annually
- Allocate TD funding to STS for individuals with disabilities and agencies that provide services to the transportation disadvantaged

Ongoing - Future Services and Tasks

- Actively supporting the provision of Medicaid Non-Emergency Transportation services, and Transportation Disadvantaged (TD) funding and services , Statewide and at Local level for recipients who cannot afford the costs of transportation for Social, Educational, Rehabilitative (TD), and Life sustaining & Medical Services (TD & Medicaid).
- Working closely with the Florida Commission for the Transportation Disadvantaged and Medicaid/Agency for Health Care Administration (AHCA) on Medicaid transportation related issues (e.g. funding, services, eligibility, etc.)
- Managing and monitoring Medicaid Non Emergency Transportation services
- Working with South Florida Commuter Services to market transportation services between Cutler Bay and Marathon Florida in Monroe County.

Other Services & Tasks Performed

- Promotion of new and existing services
- Miami-Dade Transit's Planning staff visits and trains staff at One Stop centers and orientates One Stop Center staff on request
- MDT staff delivers transportation maps, schedules, and literature to SFWF One Stop Centers on demand
- Miami-Dade transit fleet is 100% accessible
- Transit Mobility Section is promoting the Golden Passport Program and the Patriot Passport Program.

Methodology

- **Monitor the Medicaid Metropass Program** and coordinate appeals to ensure all participants are eligible for Medicaid services
- **Continue to review and rank** FTA Section 5310 grants and coordinate the use of 5310 vehicles.
- Continue to **encourage Section 5310 grant recipients** to participate in the coordination of the transportation disadvantaged and to maximize the use of their vehicles.
- Complete the **TD Commission reporting requirements** by submitting a Service Plan, Memorandum of Agreement, and Annual Operations Report.
- Conduct several **training sessions** for the members of the Local Coordinating Board (LCB), to assist them in fulfilling their responsibilities as appointees to the Board.
- **Staff the Local Coordinating Board;** set the agenda; produce the minutes and documents as requested.
- Facilitate an **annual transportation disadvantaged** sponsored **public hearing**.

- Provide "*Travel Training*" and "*Trip Planning*" classes at all South Florida Workforce (SFWF) agencies for both clients and staff on demand.
- Review and apply for all Department of Labor, Department of Human Services, and Department of Transportation Access to Jobs, Reverse Commute grants.
- To coordinate, orientate, and assist programs that serve the disadvantaged students of the Dade County Public School System.
- To coordinate, orientate, and assist programs that serve the disadvantaged within the Dade County Court System (those at risk).
- To act as an information resource and referral to agencies and programs that serve the disadvantage as well as to individuals who are disadvantaged.
- Monitor and review Annual Operating Reports
- Monitor and review Coordination and Fare Agreement contracts
- Continue to conduct training sessions for Metrobus Operator Trainees on how to interact with riders who have disabilities
- Continue to listen to the concerns of the disadvantage community and respond accordingly
- Continue to monitor all transportation service operation and passenger activity of agencies, programs, and organizations that service the transportation disadvantage.
- Continue to act as the coordinator for transportation services and issues between the TD Commission, the Local Coordinating Board and Miami-Dade County.
- Continue to fund transportation modules of non-profit organizations, agencies and programs that serve the transportation disadvantaged through the allocation of Metropasses and Tokens.
- Inform Medicaid agencies, programs, and eligible's of alternative transportation programs.

1. Implementation Plan/ Transportation Disadvantaged Improvement Program

a. Busway Extension to Florida City

Phase 1 of the South Dade Busway was completed and became operational in early 1997. Phase 2 & 3 of the South Miami-Dade Busway represents an extension to the existing Busway from Cutler Ridge to Florida City (S.W. 344 Street). The project will include 12 stations and 5 park-ride facilities located at 244th, 264th, 304th, 320th, and 344th Street stations. Total planned number of parking spaces is 620. Metrobus routes currently operation along US 1 in this segment will be diverted to the Busway, along with addition transit services. Phase 2 was completed in 2003. The project is fully funded and phase 3 was completed in 2010.

b. Metrobus

The CTC has added new low floor full sized Buses and minibuses to their fleet. A portion of these buses were used to replace the non-accessible vehicles. The other minibuses will increase capacity, the number of accessible vehicles, and the number of wheelchair tie-downs in the conventional transit system. Additional vehicles were purchased to replace the remainder of the non-accessible buses and to increase system capacity. The MDT fleet of buses and mini-buses is now 100% accessible. The total active fleet as of 2011 is 816.

Miami-Dade County's Transportation Disadvantaged Improvement Projects for both paratransit and the conventional transit system are located within the Transportation Improvement Program (TIP) as adopted by the Miami-Dade County Metropolitan Planning Organization.

2. PUBLIC INVOLVEMENT PLAN [UNDER THE GUIDANCE OF THE MPO]

General Outreach Strategies

By 2000, Miami-Dade County's population was approximately 2.253 million (Census, 2000). This

number is expected to grow by 43%, exceeding three million residents by 2030 (LRTP, 2004). The County's large size, rapid growth rate, and changing cultural dynamics must be considered when choosing the most appropriate outreach strategy to apply when performing general outreach activities.

Community Outreach Events

The Public Involvement Officer [PIO] strategically conducts Community Outreach Events (COEs) in a manner designed to target different sectors of the community. The Awareness, Needs, and Accessibility Project (Project ANA) is a method utilized by the PIO to ensure that the public is provided with an equal opportunity to participate in the planning process. Project ANA's COEs have been classified into following four categories:

Citizen Events–

The PIO collaborates with the County Commissioners' Office to attend County Commissioner or local events in each district, examples include: Holiday in the Park, Toy Drives, Citizen Forums, Health Fairs, etc. Attending citizen events is an extremely effective form of outreach that allows the MPO to reach out to the public and provide the PIO with valuable feedback, while simultaneously making the district Commissioner aware of his/her constituents' needs.

Business Events–

The PIO coordinates with South Florida Commuter Services to visit businesses and attend various workshops to find out the transportation needs of the employers and employees.

Student Events–

The PIO coordinates with the department of Orientation and Commuter Affairs at Colleges and Universities throughout Miami-Dade County to speak with the student body. The PIO officer then visits the campus and delivers a presentation that provides the students with information about the MPO, informing them of the function and services the organization provides. The objective is to obtain feedback on how transportation can be improved and at the same time educate students about their transportation options

Religious Events–

The PIO works with various religious entities to identify the transportation needs of church citizens and involve them in transportation decision-making process in their community. These events will allow the religious community to share transportation-related issues or concerns that may need to be addressed.

COEs are conducted by the PIO within the six planning areas, and are scheduled in a manner that maximizes interagency cooperation and outreach potential (Figure 1). When possible, the PIO utilizes the MPO Public Involvement Database's Agency List. These events provide an opportunity for citizens to adequately provide transportation recommendations and comments to the PIO. Comment cards are made available to be filled out by participants at events with information being input into the MPO Public Involvement Database.

Media Relations

The MPO works in close collaboration with various types of media to guarantee that two-way communication efforts penetrate all appropriate markets. Several multi-cultural media relation strategies and activities are planned and executed in an on-going effort to reach out to the communities with the spoken word. The objective for the MPO is to reach out to different segments of the population, generate the public interest in the organization various projects, elicit responses from the public, and provide feedback or response to public inquiries.

The MPO produces materials in coordination with Miami-Dade TV, which maintains a cable television network that is part of basic cable service within the County. In addition to rolling message scripts, Miami-Dade TV broadcasts live regular and special MPO meetings, as well as short informative programs about the department activities or projects of interests.

Media Advisories/Press Releases

Media Advisories and Press Releases are sent on a monthly basis to local media (newspaper, TV, and radio) to provide the public information on specific issues being considered by the MPO or their committees. The objective of the PIO is to target articles and news ideas to media outlets based on their audience and appeal.

Newsletters

The MPO Newsletter is the principal document, which is distributed throughout the community on

a seasonal and annual basis. As such, it is one of the primary means through which individual citizens and community groups remain informed about MPO activities. In an attempt to reach the greatest number of people, newsletters are translated into Spanish and Creole and posted on the MPO website. Furthermore, copies are distributed through Miami-Dade library system and the nine (9) Team Metro offices. Team Metro is a decentralized network of offices for citizens to obtain information and services from throughout Miami-Dade County. Moreover, using the library

system and the various Team Metro offices as a channel of distribution, the MPO is able to efficiently distribute its Newsletters in areas with high concentrations of low-income and/or minority population.

Website

The Website creates an interactive experience that provides user-friendly data and information about the various MPO related transportation functions and activities. The Website is a 24-hour accessible on-line with web address www.miamidade.gov/mpo where the community can immediately access calendars, members, interactive maps, links to related sites, general study information, and electronic versions of Newsletters, Unified Planning Work Program, Transportation Improvement Plan, and Long Range Transportation Plan.

II. SERVICE PLAN

A. OPERATIONS ELEMENT

1. Types, Hours, and Days of Service

The Miami-Dade Transit Agency provides service, at the maximum, approximately 24-hours a day, 365 days a year utilizing full size and mini-buses. The fixed guide way systems, consisting of Metrorail and Metromover, operate from 5:00 a.m. to 12:00 midnight, 365 days a year (*see Appendix Q Marketing Services/Service Guide*).

The Metrobus system is 100% accessible on all routes throughout the County. They provide service to all major medical, shopping, and educational facilities, as well as industrial, commercial, and tourist areas.

The conventional transit system is used for all non-sponsored trips for disadvantaged individuals who are not eligible for ADA Paratransit.

Special Transportation Services (STS) are currently operating within the same service span as Metrobus. The specialized transportation system utilizing both accessible vans and conventional sedans, provides door to door service for the disabled population who cannot use the conventional transit system.

Subscription STS service is transportation service provided to riders who make two or more scheduled trips per week to and from the same location at the same times. Subscriptions can be made by anyone for any reason, e.g. dialysis, mental health, chemotherapy, work, or school. This service is available for both Medicaid and ADA Paratransit trips.

Transportation for groups of disadvantaged individuals is provided and called Fare Waivers /Group Trips. The CTC provides One Day Metropasses for groups to travel to an event:

(educational, social, training, etc.). This service is less expensive than taxi service or individual STS trips. Fare Waiver/Group Trip requests must be made a minimum of two weeks in advance. Office hours are 8:00 am to 5:00 p.m., Monday through Friday.

2. Accessing Services

a. Conventional Transit [Metrobus, Metrorail, & Metromover]

Miami-Dade Transit operates an accessible Metrorail and Metromover system, as well as 106 accessible bus routes. To access the Miami-Dade Transit conventional transit system, riders are encouraged to call, or use TTY/TDD to contact the MDT Transit Information, or Miami-Dade County's 3-1-1 to get route information. Transit Information is available seven days a week: from 6:00 a.m. to 10:00 p.m., Monday through Friday, and 8:00 a.m. to 8:00 p.m. Saturday and Sunday. Individual route guides, and brochures containing transit information for the elderly and handicapped are available, and are mailed free of charge. All printed brochures and route guides are available at various libraries, shopping mall information centers, and transit outlets throughout Dade County. Route guides are available in Braille (*see Appendix Q Marketing Services/311 is here!*).

b. Special Transportation Service (STS)

STS, requires a minimum of one day advance phone call for all trip requests. There are contract provisions for immediate response service on a limited basis for non life-threatening emergencies. Requests for emergency transportation are referred to the County's 911 emergency service. Miami-Dade County contracts for shared ride services. Immediate response trips do not lend themselves well to share riding. STS passengers can call the STS reservation number between 8:00 A.M. and 5:00 P.M. Monday through Sunday from one to seven days in advance of the expected travel date.

The CTC has an inter-county agreement with Broward County for the safe and speedy transfer of disabled individuals travel between the two counties.

c. Medicaid

Medicaid paratransit service is provided by Logisticare Solutions, LLC.

For a Medicaid paratransit trip, reservations must be made by 1:00 p.m. a minimum of three days in advance of the trip. Reservation lines are open from 8:00 am to 5:00 p.m. Same day transportation is available with approval for non life-threatening emergencies. A one hour response time by the contractor is required for non life-threatening emergencies.

Cancellations for both STS and Medicaid trips are required one hour in advance of the reserved trip time, to afford the contractor the opportunity to notify the driver that a trip has been canceled.

d. Stretcher Service

Logisticare provides 24 hour stretcher service. Advance reservations can be made up to 14 days prior to service with a minimum of two days for advanced reservations. Same day service is provided for emergencies. After hours when trips must be made immediately, the stretcher companies can transport with a direct call from the client/hospital, or when a nursing home transfers a patient, or a hospital discharge on a week-end. Twenty-four hour County answering service refers calls to an on-call supervisor.

Logisticare administrative offices are open 8:00 am to 5:00 pm, Monday through Friday.

Medicaid user phone numbers are:

- Medicaid Reservations: 1-866-726-1457
- Medicaid Late Vehicle Assistance: 1-866-726-1458
- TTY/TDD [24hours] 1-866-779-0562

Telephones for Medicaid Reservations are open 8:00 am to 5:00 pm, Monday through Friday.

For transportation in Broward County:

- Broward Service Area: 1-800-305-RIDE

3. Other Accessibility Policies/Procedures

a. Vehicle No-Show Policy

The Paratransit Operations Division of the CTC closely monitors reported provider "no shows". Penalties are assessed according to the provisions of the contract. Once a provider "no show" has been confirmed, the contractor is notified. If the contractor does not proceed to pick up the rider, the CTC dispatches another vehicle to the pick-up location and liquidated damages are assessed against the provider. The Medicaid contractors are assessed the cost of the back-up vehicle. The CTC does not pay for "no shows".

b. Rider No-Show Policy

Riders are informed, if you reserve service and decide not to travel, you must call to cancel your service at least one hour before the requested travel time or your record will be marked "No-

Show”. If the rider is a “No-Show” on the going trip, the return trip will automatically be cancelled unless the rider calls to advise.

A “No-Show” rider is one who places a request for service but does not meet their ride upon arrival. On the first occasion, a warning letter will be sent to remind the rider of the “No-Show” policy. Continued abuse of STS may result in fines, suspension, or termination of STS transportation privileges.

c. Pickups

The STS vehicle will pick up the rider within 30 minutes after the negotiated pickup time. Riders are informed to be prepared to leave when the vehicle arrives. Riders must carry their STS identification card at all times when traveling with STS. Riders are informed that drivers can only wait 5 minutes for boarding. If boarding does not occur within the 5 minutes, the driver will depart without the rider for the next pickup. In the event that this happens, the rider may be charged with a No-Show.

d. Collecting Fares

The drivers will collect fares when riders are picked up. Drivers do not make change. If you prefer not to carry cash, call STS at 305-264-9000 to purchase Pre-Paid Tickets. The tickets can be given in lieu of a cash fare.

e. Driver Assistance

Upon request, the driver will assist the rider from the main entrance door to the pickup location to the vehicle to the main entrance door at the scheduled destination.

f. Free-Fare Program

Certified STS riders can use Metrobus and Metrorail, free of charge, by showing their STS identification card to the bus operator or to a Metrorail security officer.

g. Accessibility

Elevators are available at every Metrorail station and the Metrobus fleet is 100% accessible.

h. Fare Structure

The base fare for ADA –eligible riders is \$3.00 per one-way trip. Companions pay the same \$3.00 per one-way trip base fare as the certified rider. The Personal Care Attendant (PCA) travels free but must be pre-certified by the STS office. The base fare falls under the guidelines of the Americans with Disabilities Act (ADA) of 1990.

i. Service Hours

STS operates seven days a week, 24 hours a day.
Contractor Advanced Transportation Solutions (ATS):

- Reservations: 8:00 AM to 5:00 P.M., Monday – Sunday
- Subscriptions: 8:00 A.M. to 5:00 P.M., Monday – Friday
- Cancellations [24 Hours]: 305-264-9000
- Late Vehicle Assistance [24 Hours]: 305-264-9000
- TTY/TTD [24 Hours]: 305-265-9435
- If calling outside of Miami-Dade County [24 hours] 1-800-305 RIDE
- STS Reservations: (305) 630-5300
- TDD Services For The Deaf: (305) 263-5459
- Late Pick-Ups [24 Hours]: (305) 630-5300
- Cancellations [24 Hours]: (305) 264-9000
- Toll Free Number: 1-800-305-Ride
- Complaints/Commendations: 305-630-5300
- STS Paratransit Contractor:
- Advance Transportation Solutions: 305-264-9000

j. Late Vehicle Assistance

Riders are informed that if the vehicle has not arrived 30 minutes after the negotiated pickup time, call the contractor’s late Vehicle Assistance Line at (305)-264-9000. If the problem is not resolved, call the County’s line at (305)-630-5300. County or Contractor staff may dispatch a backup vehicle if the primary contractor is unable to fulfill service commitments.

k. Resolving a Service Problem

Riders are informed, if they have a complaint or a compliment about the service, a driver, or a provider, comments can be e-mailed to paratransit@miamidade.gov or www.miamidade.gov/transit/stscomment.asp. Riders can also call the County’s STS Customer Service Office at 305-630-5300. Riders can also write to Miami-Dade Transit, Special Transportation Service, 2775 SW 74th Avenue, 2nd Floor, Miami, fl., 33155.

l. STS Group Meetings

The County conducts a monthly STS rider’s meeting to provide the riders with the latest STS program news and policy information. The meetings are generally held on the first Tuesday of the month between 6:30 P.M. and 8:30 P.M.

m. Hurricane Evacuation Planning

STS will provide certified riders with a one-way trip to a shelter when the County Manager issues an evacuation order. STS will not provide shopping trips during an emergency. The Hurricane Answer Center is activated during an emergency to answer questions including public shelter openings. The Answer Center number is 305-468-5900.

n. TD Eligibility and Procedures for Easy Tickets [Metropasses]

The policy used to determine eligibility for a TD funded Easy Tickets was the result of a joint agreement between the members of the LCB and the CTC, as follows:

- **TD Agencies/Programs:**

- A social service or private non-profit agency (e.g., church, school or court), must make the determination of eligibility;
- The TD Project Administrator for the CTC must be contacted to discuss the need, the type of assistance, the maximum period of time the transportation will be required, and when applicable, the type(s) of transportation and funding provided by the agency; and
- The agency must send to the TD Project Administrator a written request on agency stationary, describing the clients need, name, social security number, and the name of the individual authorized to sign for the Metropass or tokens. If the Easy Tickets are to be mailed, the request must include the correct mailing address.
- The agency must send to the TD Project Administrator a written request on agency stationary, describing their client population, the type of services they perform, and the type and amount of TD assistance they are requesting. The letter must also include the name of the individual authorized to sign for the Easy Tickets.
- The CTC advises the agency in writing, the amount and type of allocations approved, the date of implementation, and the location where the Easy Tickets can be picked up.
- The confirmation letter also includes a list of policies and procedures as recommended and approved by the members of the LCB, and a monthly "TD Allocation and Disbursement Form" (*see Appendix M*).
- CTC staff monitors the forms for accuracy, completeness, timely submission, and return of any unused Metropasses. Agencies failing to comply are suspended until their documentation is appropriate. If the agency fails to bring their documentation into compliance, all TD funding is terminated.

o. Prioritization

Medicaid and Non-Sponsored Trips

The CTC does not prioritize Medicaid or ADA paratransit trips. Trips are provided for all eligible individuals.

TD Funded Easy Tickets

Effective October 2009, Miami-Dade Transit implemented a new Automated Fare Collection System. The new fare media consist of the Easy Card and the Easy Ticket. With a tap of the card or ticket on the fare box on the bus or the fare gate at the Metrorail system, a rider can travel without the worry of carrying money. The new fare media will hold the values of a Single Trip Ticket (They replaced the Tokens), a Daily Pass, a Weekly Pass, and a Monthly Pass.

The LCB allocates a portion of the Trip/Equipment grant funds to be spent annually for Easy Tickets. The CTC budgets these funds to be used as equally as possible by all four populations of transportation disadvantaged individuals identified in Chapter 427 Florida Statutes, and Rule 41-2 Florida Administrative Code.

4. Transportation Operators and Coordination Contractors

The service standards for non-sponsored paratransit trips and the Transportation Services Broker Contract were recommended, reviewed, and approved by the members of the LCB, Citizens Transportation Advisory Committee (CTAC), and Commission for Disabilities Issues (CODI), STS Riders Advisory Group, and the ADA office.

The Medicaid Paratransit contract was issued in compliance with the Florida Commission for the Transportation Disadvantaged in Tallahassee, Florida. The Transportation Services Broker Contracts are issued in compliance with the Miami-Dade County competitive bid process.

The process for contracting service is as follows:

1. Draft RFP sent to County's GSA Procurement Management Department for authorization to use RFP process and, if approved finalization
2. Request for authorization to advertise the RFP goes to the BCC
3. When approved, the CTC advertises the fact that the bid process is opened
4. The RFP is released
5. Pre-Proposal Conference is held
6. Written questions are received from potential contractors, and responded to by County staff
7. Proposals are opened at a pre-set date and time
8. County Manager appoints an Evaluation Committee to rate and rank proposals based on pre-set criteria including quality and price

9. Evaluation Committee reports to County Manager with recommendation
10. County Manager appoints Negotiations Committee
11. Negotiations Committee negotiates contract with first recommended proposer
12. Recommended contract is presented to the LCB for comments, approval or rejection
13. If the CTC decides to override a rejection of the LCB, staff returns to the LCB within 30 days with explanation
14. Final approval of the contract is made by the Board of County Commissioners (BCC).
The meeting date and agenda is published in advance (per FL law) and all interested parties have the opportunity to address the members of the Board and state their opinions on the subject.
15. Subcontractors and suppliers have to be identified by the contractor before the contractor can receive an award from the County.

Contract Provisions: 1.20 Rights of Protest

Any Proposer may protest any recommendation for contract award or rejection of all proposals in accordance with the procedures contained in the Code of Miami-Dade County.

A. Award over \$500,000

Notice of award recommendation shall be made in writing, signed by the Director of GSA Procurement Management Division or designee and filed with the Clerk of the Board. The Proposer shall have ten (10) working days after the filing of an award recommendation, to file a written protest with the Clerk of the Board. As a condition of initiating a protest of award recommendation, the Proposer shall post a Surety Bond (cashiers check or money order) at the time of filing in the amount of \$500.00 payable to the Board of County Commissioners. Failure to file the proper bond at the time of filling the protest, will result in denial of the protest. The Hearing Examiner is authorized to assess reasonable costs of the protest proceedings against the losing party.

B. Award over \$25,000 and up to \$500,000

Recommendations of awards over \$25,000 and up to \$500,000 will be posted at 9:00 A.M., every Monday in the lobby of the Stephen P. Clark Center Building. It shall be the responsibility of the Proposer to monitor such Bulletin Board after the deadline for receipt of proposals to ascertain that a recommendation for award has been made. In addition, the Proposer can call the Bid Award Line or contact the person identified on the cover page of this solicitation. The proposer shall have five (5) working days after the posting of an award recommendation to file a written protest with GSA Procurement Management Division, or the user department awarding this contract. The proposer shall post at the time of filing, a Surety Bond payable to GSA Procurement Management Division, or the user department awarding the contract. Failure to submit the proper Bond at the time of filing the protest, shall result in denial of the protest.

5. CTC Information

Name: Miami-Dade Transit Agency

Address: 701 N.W. 1st Court, Suite 1700, Miami, FL 33136

Phone: (786) 469-5406

Contact Person: Harpal Kapoor, Director

Vehicles: Public mass transit: Metrobus/Metrorail/Metromover

Metrobus: 1008 buses - fixed route service

Metrorail: 136 rail cars - fixed guideway service

Metromover: 29 rubber tire cars - fixed guideway service

Type of Service: Fixed route, TD non-sponsored, TD sponsored, Medicaid

Name: Miami-Dade Transit Agency, Paratransit Operations Division

Address: 701 N.W. 1st Court, Miami, Suite 1100, FL 33136

Phone: (786) 469-5000

Contact Person: Rita Kane, Section Chief

Type of Service: Provided through contracted services.

Paratransit, Medicaid Paratransit, and PSA Evacuations

Name: Miami-Dade Transit Agency, Office of the Director

Address: 111 N.W. 1st Street, Suite 1700, Miami, FL 33128

Phone: (305) 375-5675

Contact Person: Clinton Forbes, Assistant to the Director

Vehicles: Vans, minibuses and buses under a private provider contract

Type of Service: Advance group reservation (Non-sponsored and sponsored group trips)

The following is a list of all transportation operators and coordination contractors who are part of the coordinated system in Miami-Dade County. Number of vehicle(s) is also included with the total number of vehicles at the end of the list. The total number represents the total vehicle count for Miami-Dade County.

Name: Action Community Center, Inc.

Address: 970 S.W. 1 Street, Suite 304, Miami, FL 33130

Phone: (305) 545-9298

Contact Person: Maria P. Albo, Program Director

Vehicles: 8

Type of Service: Demand response and subscription (agency sponsored trips)

Name: (The) Alliance for Aging, Inc.

Address: 9500 South Dadeland Blvd., Miami, FL 33156

Phone: (305) 670-6500

Contact Person: John Stokesberry, Executive Director

Type of Service: Contracted with private non-profit agencies in coordinated system

Name: Allapattah Community Center, Inc.
Address: 2257 N.W. North River Dr., Miami, FL 33125
Phone: (305) 633-0466
Contact Person: Miriam Urra
Vehicles: 1 passenger van
Type of Service: Demand response

Name: Advanced Transportation Solutions.
Address: 815 N.W. 57th Avenue, #130
Miami FL 33166; Phone: (305) 265-3325
Contact Person: Zev Naiditch
Vehicles: 304
Type of Service: Broker for STS/ADA provider and demand response
Companies: Handi-Van, Minority Mobile Systems. Super Nice Limo, Zuni Transportation.

Name: American Coach Lines of Miami, Inc.
Address: 3595 N.W. 110th Street
Miami, Fl. 33167
Contact Person: Bret T. Brittenum
Vehicles: 105
Type of Service: TD / Fix Route

Name: Association for Retarded Citizens, South Florida, Inc.
Address: 5555 Biscayne Blvd., Miami, FL 33127
Phone: (305) 883-8720
Contact Person: Maureen Winter, Executive Director
Vehicles: 23
Type of service: Subscription (Agency sponsored trips)

Name: Association for Retarded Citizens, South Florida, Inc.
(Early Intervention Program, 1-3)
Address: 5555 Biscayne Blvd., Miami, FL 33137
Phone: (305) 883-8720
Contact Person: Maureen Winter, Executive Director
Vehicles: 7
Type of Service: Subscription (Medicaid)

Name: Better Way of Miami, Inc.
Address: 800 N.W. 28th St. Miami, FL 33127
Phone: (305) 759-6642
Contact Person: James Klinalis, Executive Director
Vehicles: 4
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Biscayne Lake Gardens Service Corp.
Address: 2760 N.E. 203 Street, North Miami Beach, FL 33180
Phone: (305) 931-0642
Contact Person: Ralph Levine, President
Vehicles: 1 passenger van
Type of Service: Subscription (Agency sponsored trips)

Name: CHARLEE of Dade County, Inc.
Address: 5915 Ponce de Leon Blvd., Suite # 26, Coral Gables, FL 33146
Phone: (305) 665-7365 ext. 129
Contact Person: Sarah Harper,
Vehicles: 29
Type of service: Subscription (Agency sponsored trips)

Name: Children's Home Society of Florida
Address: 800 N.W. 15 Street, Miami, FL 33136-1495
Phone: (305) 755-6500
Contact Person: Lazaro Dominguez,
Vehicles: 27
Type of service: Subscription (Agency sponsored trips)

Name: Citrus Health Network, Inc.
Address: 4175 West 20 Avenue, Hialeah, FL 33012
Phone: (305) 558-0151
Contact Person: Remigio Pando
Vehicles: 21
Type of Service: Subscription

Name: Community Aids Resource, Inc. d/b/a CareSource South Florida
Address: 1320 South Dixie Highway, Suite #485, Coral Gables, FL 33146
Phone: (305) 667-9296
Contact: Glenda Hicks, Director
Vehicles: 1 passenger van
Type of Service: Subscription

Name: Community Council for Jewish Elderly, Inc.
Address: 4200 Biscayne Blvd., Miami, FL 33137
Phone: (305) 576-1660
Contact Person: Sondra Reiff, Executive Director
Vehicles: 9
Type of Service: Subscription (Agency sponsored trips)

Name: Dave and Mary Alper Jewish Community Center
Address: 11155 S.W. 112 Avenue, Miami, FL 33176
Phone: (305) 271-9000 ext. 253

Contact Person: Ann Horenstein, Executive Assistant
Vehicles: 1 passenger bus
Type of Service: Subscription (Agency sponsored trips)

Name: DEEDCO (Dade Employment and Economic Development Corp. Inc)

Address: 105 S.E. 12 Avenue, Homestead, FL 33030
Phone: (305) 242-8866 ext. 23
Contact Person: Cynthia Trisdol, Manager
Vehicles: 1 passenger van with wheelchair lift
Type of Service: Agency sponsored trips

Name: Easter Seal Society of Dade County, Inc.

Address: 1475 N.W. 14 Avenue, Miami, FL 33125
Phone: (305) 325-0470
Contact Person: Joan Bornstein, President
Vehicles: 17 passenger vans;
Type of Service: Demand response and subscription (Medicaid and agency sponsored trips)

Name: Economic Opportunity Family Health Center, Inc.

Address: 5361 N.W. 22 Avenue, Miami, FL 33142
Phone: (305) 637-6400
Contact Person: Jessie Trice, President and C.E.O.
Vehicles: 12
Type of Service: Subscription (Agency sponsored trips)

Name: Fair Havens Center

Address: 201 Curtiss Parkway, Miami Springs, FL 33166-5291
Phone: (305) 887-1565
Contact Person: Andrew Cole,
Vehicles: 3
Type of Service: Subscription (Agency sponsored trips)

Name: Federation Gardens

Address: 10905 S.W. 112 Avenue, Miami, FL 33176
Phone: (305) 279-1708
Contact Person: Irene Medovoy
Vehicles: 1 (20) Passenger Vehicle
Type of Service: Subscription (Agency sponsored trips)

Name: Psychosocial Rehabilitation Center, Inc. d/b/a

Fellowship House
Address 5711 South Dixie Highway South Miami, Fl. 33146
Phone: 305-667-1036
Contact Person: Cristy Garcia-Menocal
Vehicles: 11
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: GALATA, INC.

Address: 916 North Flagler Avenue

Homsted, Fl. 33030
Phone: 305-2427060
Contact Person: LaKeesha Morris-Fletcher
Vehicles: 2
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Goodwill Industries of South Florida, Inc.
Address: 2121 N.W. 21 Street, Miami, FL 33142-7382
Phone: (305) 325-9114
Contact Person: Dennis Pastrami, President and C.E.O.
Vehicles: 2
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Handi-Van, Inc.
Address: 55 N.W. 119 Street, North Miami, FL 33168
Phone: (305) 751-1236
Contact Person: Diane Fletcher
Vehicles: 43
Type of Service: ADA demand response

Name: Helen B. Bentley Family Health Center, Inc.
Address: 3090 S.W. 37th Avenue Miami. Fl. 33133
Phone: 305-351-1314
Contact Person: Caleb A. Davis
Vehicles: 3
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Hialeah Housing Authority
Address: 75 East 6th Street Hialeah, Fl. 33010
Phone: 305-888-9744
Contact Person: Alex Morales/Dave Bustamante
Vehicles: 7
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Historic Mount Zion Missionary Baptist Church
Address: 301 N.W. 9th Street, Miami, FL 33136
Phone Number: (305) 379-4147
Contact person: Ralph M. Ross, Pastor/Teacher
Vehicles: 2
Type of Service: Program Sponsored Trips

Name: Hope Center, Inc.
Address: 666 S.W. 4 Street, Miami, FL 33130
Phone: 545-7572
Contact Person: David Chiverton, Director of Operations
Vehicles: 7
Type of Service: Subscription (Agency sponsored trips)

Name: James E. Scott Community Association, Inc.

Address: 2400 N.W. 54 Street, Miami, FL 33142
Phone: (305) 638-4070
Contact Person: Mr. John L. Williams
Vehicles: 23
Type of Service: Subscription (Agency sponsored trips)

Name: Jewish Community Services of South Florida, Inc.
Address: 833 – 6th Street Miami Beach, Fl. 33139
Phone: 305-673-8658
Contact Person: Jose Prado
Vehicles: 10
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: JGT Transportation, Inc.
Address: 520 South Krome Avenue Homestead, Fl. 33030
Phone: 305-247-3066
Contact Person: Desiderio Gonzalez
Vehicles: 10
Type of Service: TD / Fix Route

Name: Little Havana Activities and Nutrition Center of Dade County, Inc.
Address: 700 S.W. 8 Street, Miami, FL 33130
Phone: (305) 858-0887
Contact person: Ramon Perez-Dorrbecker, Vice President
Vehicles: 18
Type of Service: Subscription (Agency sponsored trips)

Name: Logisticare Solutions, LLC.
Address: 8323 N.W. 12th Street Phone: 305-471-0441
Contact Person: Alex Batista
Vehicles: 111
Type of Service: Medicaid Door to Door/ Stretcher

Name: MACtown, Inc.
Address: 127 N.E. 62 Street, Miami, FL 33138
Phone: (305) 758-4485
Contact Person: Gregory Jones, Executive Director
Vehicles: 6
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Miami Beach Marian Towers, Inc.
Address: 17505 N. Bay Road, Sunny Isles Beach, FL 33160
Phone: (305) 932-1300
Contact Person: Fausto Fernandez, Manager
Vehicles: 1 (15) passenger van
Type of Service: Demand response (Agency sponsored trips)

Name: Miami Bridge Youth and Family Services, Inc.
Address: 2810 NW South River Drive, Miami, FL 33125

Phone: (305) 635-8953
Contact Person: Stephanie Solovei, Executive Director
Vehicles: 3
Type of Service: Demand Response (Agency sponsored trips)

Name: Miami-Dade County, Community Action Agency Foundation
Address: 395 N.W. 1 Street, Miami, FL 33128
Phone: (305) 347-4610
Contact Person: Ophelia Brown, Director
Vehicles: 24
Type of Service: Subscription (Agency sponsored trips)

Name: Miami-Dade County, Department of Human Services - Elderly Services Division, Impact Transportation
Address: 111 N.W. 1 Street, Miami, FL 33128
Phone: (305) 375-5335
Contact Person: Lorraine Harris 305-795-1552
vehicles: 25
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Miami-Dade County School Board
Address: 15401 S.W. 117 Avenue, Miami, FL 33177
Phone: (305) 234-3365
Contact Person: Jerry Klein, Administrative Executive Director
Department of Transportation
Vehicles: School buses, see school bus inventory for more details
Type of Service: Subscription, PSN evacuations

Name: Miami Jewish Home and Hospital for the Aged
Address: 5200 N.E. 2 Avenue, Miami, FL 33137
Phone: (305) 751-8626
Contact Person: Roger L. Fritze, Director of Security and Transportation
Vehicles: 15
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Florida Association of Workers for the Blind, Inc. D/B/A Miami Lighthouse for the Blind
Address: 601 S.W. 8 Avenue, Miami, FL 33130
Phone: (305) 856-2288
Contact Person: Bill Price
Vehicles: 7 (Type of Service: Demand response and subscription (Agency sponsored trips))

Name: Michael-Ann Russell Jewish Community Center
Address: 18900 N.E., 25 Avenue, North Miami Beach, FL 33180
Phone: (305) 932-4200 ext. 134
Contact Person: Gary Bomzer, Executive Director
Vehicles: 2
Type of Service: Demand Response and Agency sponsored trips

Name: New Horizons Community Mental Health Center, Inc.

Address: 1469 N.W. 36 Street, Miami, FL 33142

Phone: (305) 635-0366 ext. 254

Contact Person: Ana Benitez-Wiggins

Vehicles: 16

Type of Service: Demand response and subscription (Agency sponsored trips)

Name: North Dade Medical Foundation, Inc. f/k/a North Shore

Hospital and Medical Center, Inc. and Health Trans, Inc.

Address: 1100 N.W. 95 Street, Miami, FL 33150

Phone: (305) 835-6000

Contact Person: Sandra Giblin, C.E.O

Vehicles: 5

Type of Service: Demand response and subscription (Agency sponsored trips)

Name: North Miami Foundation for Senior Citizens' Services, Inc.

Address: 620 N.E. 127 Street, North Miami, FL 33161

Phone: (305) 893-1450

Contact Person: Debbie Kleinberg, Executive Director

Vehicles: 2 (2) passenger buses with lift

Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Quality Transportation Services, Inc.

Address: 650 N.W. 27th Avenue Fort Lauderdale, Fl. 33311

Phone: 1-954-791-2505

Contact Person: Louis Herring

Vehicles: 20

Type of Service: TD Fix route/TD Door to Door/ Subscription Service

Name: Regis House, Inc.

Address: 2010 N.W. 7th Street Miami, Fl.

Phone: 305-642-7600 ext. #204

Contact Person: Eric Sanders

Vehicles: 1

Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Southwest Social Services Program, Inc.

Address: 25 Tamiami Boulevard, Miami, FL 33144

Phone: (305) 261-5442

Contact Person: Angela M. Vazquez, Director

Vehicles: 8

Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Southern Shuttle Services, Inc. dba/ Super Shuttle

Address: 2595 N.W, 38th Street, Miami, FL 33142

Phone: (305) 871-2000

Contact Person: Mark Levitt
Vehicles: 40
Type of Services: Door to Door Service

Name: Sunrise Community, Inc.

Address: 22300 S.W. 162 Avenue, Miami, FL 33170
Phone: (305) 245-6150
Contact Person: Leslie W. Leech, Jr., President and CEO
Vehicles: 18
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: United Cerebral Palsy Association of Miami, Inc.

Address: 1411 N.W. 14 Avenue, Miami, FL 33125
Phone: (305) 325-1080
Contact Person: Debbie Terenzio, Associate Executive Director
Vehicles: 12
Type of Service: Demand response and subscription (Medicaid and agency sponsored trips)

Name: University of Miami, Linda Ray Intervention Center

Address: 750 N.W. 15 Street, Miami, FL 33136
Phone: (305) 325-1818 Ext. 332
Contact Person: Lynne Katz, Magarita Cartwright
Vehicles: 6
Type of Service: Demand response and subscription (Agency sponsored trips)

**Name: University of Miami, Mailman Center for Child Development
(Debbie School)**

Address: 1601 N.W. 12 Avenue, Miami, FL 33136
Phone: (305) 547-6961
Contact Person: Katheleen Vergara
Vehicles: 4 (2) passenger vans
Type of Service: Subscription (Medicaid)

Name: University of Miami, Perinatal Care Program

Address: 1400 N.W. 10th Street, Suite 204A Miami, FL 33136
Phone: 305-243-4078
Contact Person: David N. Bissell
Vehicles: 3
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Villa Maria Nursing and Rehabilitation Center, Inc.

Address: 1050 N.E. 125 Street, North Miami, FL 33161
Phone: (305) 651-0034
Contact Person: Gwen Duncan
Vehicles: 3
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: The Village South, Inc.

Address: 3180 Biscayne Boulevard, FL 33137

Phone: (305) 573-3784
Contact Person: Matthew Gissen, Executive Director
Vehicles: 13
Type of Service: Demand response and subscription (Agency sponsored trips)

Name: Unique Charters, Inc.
Address: 3600 South State Road 7, Suite 301
Phone: 1-954-983-4455
Contact Person: Randy Smith
Vehicles: 10
Type of Service: TD / Door to Door / Subscription

Name: Zuni Transportation
Address: 23635-A South Dixie Highway, Homestead, FL 33032
Phone: (305) 258-9864
Contact Person: Jorge Azor
Vehicles: 105
Type of Service: Demand Response (STS)

TOTAL NUMBER OF AGENCIES: 61

6. Public Transit Utilization

The CTC maximizes the use of the conventional transit system by creating innovative cost-efficient transportation programs. The Medicaid Metropass, and the WAGES Metropass programs have received national recognition.

7. School Bus Utilization

The CTC and the Miami-Dade Public School Board have had coordination agreements. The utilizing of school buses is with a minimum of 3 hours on school days, and 6 hours on non-school days (*See Appendix N for MDCPS –MDT Agreement*).

The Miami-Dade Public School Board accepts the fact that Miami-Dade County is self-insured, with insurance coverage in excess of the amount that is required to charter school buses.

8. Vehicle Inventory

The 2009-2010 Annual Operations report [Section IV: Vehicle Info] indicated the Total Number of vehicles as 836. Approximately 35 % of the fleet is accessible (*See Appendix R for Vehicle Inventory*).

9. System Safety Program Plan [SSPP] Certification

The System Safety Program Plan is required and approved by FDOT and FDOT monitors the implementation of the Plan. The MDT Director must certify tot the State of Florida Department of Transportation annually that the SSPP is being implemented as required by state laws, F.S.S. 341.061: FDOT Rules 14-55.

The MDT Office of Safety and Security is empowered and authorized to develop, implement and administer a comprehensive, integrated and coordinate system safety program, including a specific plan to identify, prevent, control and resolve unsafe conditions during design, construction, testing, operations, maintenance, and disposal of MDT transportation systems.

Miami-Dade Transit [MDT] was organized and chartered to provide safe, reliable, and effective transportation service to the citizens of Miami-Dade County. Safety is a primary concern that affects all levels of MDT activities, including planning, design, construction, testing, and operations and maintenance of all MDT transportation systems, therefore all MDT personnel and contractors are charged with the responsibility of insuring the safety of MDT passengers, employees and property.

Goals and Objectives of the SSPP are:

- Safety of passengers
- Specific and Continual attention to the safety aspects of all system elements
- Health and safety provisions for maintenance and operational personnel
- The highest safety standards and practices for public works shall be upheld
- Safety standards shall be employed by the public and private companies involved in construction or demolition to reduce or eliminate hazards.
- Operational systems shall meet and operate within the environment of all safety-related codes and regulations promulgated by appropriate authorities.
- Operational systems and facilities shall be maintained, as a minimum, at the level of safety identified as the initiation of revenue service.

(See Appendix O for MDT System Safety Plan)

10. Inter-County Services

The Miami-Dade Transit Agency and Broward County Transit (BCT) operate wheelchair accessible conventional transit into nearby areas of the neighboring county. Metrobus route also provide service to transport the disadvantaged to worksites as far south as US 1 Mile Marker 50 in Monroe County.

The Miami-Dade Transit Agency Metrobus routes serving Broward and Monroe Counties are wheelchair accessible.

Metro bus Route E provides service between Miami, North Miami Beach, Aventura Mall, and the Diplomat Mall in Hallandale (Broward County).

New routes, implemented in January of 2010 provide accessible service between Broward County and Downtown Miami via Highway US I-95. The Dade Broward Express Service is a high speed service that operate in the I-95 HOT Lanes from Sheridan Street and Broward Blvd. and travel into Downtown Miami. Service is only during peak hour periods.

Metrobus Route: Card Sound Express serves southern Miami-Dade and northern Monroe Counties. It is an express route from Florida City via Card Sound Road to the Ocean Reef Resort in Key Largo. The service is 3 trips each peak period from 5:30 to 10:05 in the A.M. and 3 trips,

from 2:35 to 7:10 in the p.m., 7 days a week (*See Appendix Q: Marketing Services for Card Sound Express*).

The Dade/Monroe Express route was implemented in June, 2000, serving southern Miami-Dade County from the Super Wal-Mart in Florida City to US 1 Mile Marker 50 in Marathon via the Overseas Highway (US.1). Service is between 5:15 A.M to 1:20 A.M., 7 days a week (*See Appendix Q: Marketing Services for Dade Monroe Express*).

The CTC has not experienced any problems in providing service into Monroe County. Prior to the implementation of the two WAGES routes, cost-efficient conventional transit service was non-existent in the Upper Keys. The CTC is currently engaged in discussions with local employers of Monroe County and the Monroe County Board of County Commissioners to subsidize the cost of extending this route.

11. Natural Disaster/Emergency Preparedness.

The CTC provides the major source of transportation during disasters and emergencies. CTC staff work closely with the Office of Emergency Management [OEM] and the Dade County School Board in the coordination of evacuation and relocation of residents of Miami-Dade County. The application for individuals with "Special Needs" has been updated and is available in English, Spanish and Creole (*See Appendix P for MDT Hurricane Disaster Preparedness*).

12. Marketing

The CTC works closely with South Florida Workforce, South Florida Commuter Services, and FDOT in marketing the conventional transit system. Special information centers, maps and materials have been designed to facilitate the transit needs of South Florida Workforce One Stop Center customers.

The fact that the CTC is also Miami-Dade Transit has been beneficial for transportation disadvantaged, case workers, teachers, instructors, and counselors to obtain transit information and assistance. The entire coordinated system is under the administration of the Service Planning and the Mobility Planning Divisions, and is centralized in the Transit Mobility Planning Section. The CTC has been unable to prioritize the publishing of a brochure dedicated to disadvantaged programs. However, there are a variety of documents, brochures, and maps available to the disadvantaged with information regarding Paratransit, accessible routes, the "Golden Passport", fares, and general transit information (*See Appendix Q for Marketing of Services*).

In addition, CTC staff participates on numerous panels, committees, Boards, Fairs, and programs serving the disadvantaged (see list below). Through this participation, both staff and clients from numerous agencies, schools, senior programs, and sheltered workshops, have been made aware of the various transportation programs for TD non-sponsored trips. The CTC is currently providing transportation assistance for approximately 150 agencies in Miami-Dade County (*See Appendix M for TD Funded Agency Documents*).

The CTC coordinates with the following programs that either provide services, referrals, are advocates for, or represent the transportation disadvantaged:

- South Florida Workforce
- Catholic Charities of the Archdiocese
- Community Action Agency
- Lighthouse for the Blind
- Department of Human Services
- Emergency Management, Special Needs
- Miami-Dade Public Schools, Exceptional Student programs
- Department of Veteran Affairs
- Department of Children and Families
- Elderly and Handicapped, Citizens Transportation Advisory Committee
- FDOT Section 5310 Grant Review
- Easter Seals of Dade County
- The Salvation Army
- Jewish Community Services of South Florida
- Camillus Health Concern
- Miami-Dade County Homeless Trust
- STS Riders Advisory Group
- North Dade Chamber of Commerce Transportation Committee
- Eleventh Judicial Court System
- Switchboard of Miami
- Jackson Memorial Hospital
- Epilepsy Foundation of South Florida

All information regarding resources to transport the disadvantaged are made available to the staff of agencies participating at these meetings. In addition the CTC offers "Travel Training" classes for clients, and "Transit in Service Training" sessions for staff. This service is provided by CTC staff, and is free of charge.

13. Acceptable Alternatives

Medicaid/Medical Foster Care Transportation

State program concerning Medical Foster Care parents and reimbursement for providing transportation to the Medical foster children. Parents will need to obtain a certificate in which they will receive annually authorizing them to provide the care. A transportation provider will determine the eligibility to participate under the Medicaid NET program and enroll them as a vendor.

In Miami-Dade County there have been no known requests to date to participate in the program and there are no brochures, booklets, or documents to guide the provider with the procedures or process, rules or guidelines from initiation to implementation for this program.

III. QUALITY ASSURANCE

A. SERVICE STANDARDS

TRANSPORT OF ESCORTS AND DEPENDENT CHILDREN POLICY

Personal Care Attendants ride free, at no cost to the CTC or taxpayers. Companions travel at the same fare as the disabled individual. MDT guarantees the transportation of at least one companion, additional companions are allowed on a space available basis. Traveling with children follows the same policy as companions. However, the CTC makes every effort to accommodate a parent and all her/his children.

USE, RESPONSIBILITY, AND COST OF CHILD RESTRAINT DEVICES

All providers of transportation must comply with the State Law governing the use of restraining devices for children. Most social service agencies request that the parents provide the restraints whenever possible. In the event a parent cannot provide the restraining device, the social service agency provides it for the child. The CTC has a small supply of restrain devices for emergency situations.

PASSENGER PROPERTY

Riders are permitted to travel with two bags, parcels or cases.

VEHICLE TRANSFER POINTS

Aventura Mall is a major shopping mall and is designated as the transfer point because of security, protection from the elements, and the availability of rest room facilities.

LOCAL TOLL FREE PHONE NUMBER

A toll free phone number 1-800-305-7433 is located in the office of the Broker, and another is the County's Late Vehicle Assistance /Complaint Line. STS vehicles prominently display the toll free number inside the vehicle.

VEHICLE CLEANLINESS

Broker Contract states that the vehicle "have exterior free of grime, oil or other substances".

BILLING REQUIREMENTS

Broker Contract states "The Broker shall submit to the County an accurate weekly invoice of Service Operator Charges which reflect services provided for the period ending two weeks

prior to the date of submission. Invoices shall be submitted in accordance with the agreed upon rates together with appropriate support documentation including revenue service hours provided on a per service provider basis. A suitable and agreeable payment plan procedure for processing such invoices shall be established between the County and the Broker and may be modified from time to time by mutual agreement, provided, however, the Broker shall pay its DBE contractors on a weekly basis within one day of payment from the County.

PASSENGER TRIP DATA BASE

Broker provides the CTC with a daily alphabetical list of riders and their scheduled trips. The Broker also provides the CTC with weekly trip history files.

ADEQUATE SEATING

The operator must comply with all Federal, County, and State regulations regarding adequate seating for passengers. In addition, Broker contract states "A guide dog or service animal shall be considered a rider for vehicle capacity determination purposes".

DRIVER IDENTIFICATION

Miami-Dade County Passenger Regulatory Division mandates that all operators are to display a photo I.D. in a prominent place in the vehicle.

Section 5310 operators are required to have a photo I.D. on their person.

PASSENGER ASSISTANCE

The CTC provides door to door service. Operators cannot cross the riders threshold of their home/apartment, but can assist passenger with parcels, and use of the key to open the door.

SMOKING, EATING, AND DRINKING

County policy prohibits drivers and passengers from eating, drinking and smoking on the conventional and Paratransit systems.

PASSENGER NO SHOWS

This standard is addressed in the Service Plan, (page 35).

TWO WAY COMMUNICATIONS

Two way communications is required by contract. MDT buses and trains have such communication.

AIR CONDITIONING/HEATING

Required by contract. MDT vehicles are also required to have air conditioning and heating.

CPR/FIRST AID

The policy for both Miami-Dade Transit operators, and the contracted operators is to use 911 for all emergencies. The LCB voted to allow all private non-profits and for-profit agencies to set their own policies. However, each agency must provide the CTC with their most current CPR/First Aid policy at the beginning of each fiscal year.

DRIVER CRIMINAL BACKGROUND SCREENING

The Passenger Transportation Regulatory Division (PTRD) runs a criminal check on every driver applying for, or renewing his/her Hack license. The criminal check is conducted on both a local level as well as through the Florida Department of Law Enforcement. In addition, every operator's driving history is checked every 3 months.

SERVICE EFFECTIVENESS

See LCB evaluation of CTC.

PUBLIC TRANSIT RIDERSHIP

Public transportation is mandated as the primary form of transportation for TD and Medicaid trips.

CONTRACT MONITORING

There is a monitoring component for every TD program. It is described in detail in the Service Plan.

PICK-UP WINDOW

The current contract has a 30 minute after negotiated time window.

ON-TIME PERFORMANCE

On-time performance is monitored through the complaint process. There are six sources for the rider to voice a complaint about service. They are: STS office; ATS; Team Metro; PTRD; STS Riders Group; Political entities. However, Team Metro and PTRD just refer the complaint to the STS office for review and resolution.

The objective is 90% on-time performance.

ADVANCE RESERVATION REQUIREMENTS

The day before (less than 24 hour advance notice), and from 1 to 7 days in advance (in accordance with the ADA).

ACCIDENTS

MDT set the standard for preventable accidents at 1.15 per 45,000 miles.

ROADCALLS

MDT uses the local standard of 1 per every 6,000 miles.

COMPLAINTS

The local standard for complaints is no more than 1.1% total based upon the total number of trips provided.

CALL HOLD TIME

The call hold time standard is to answer within 120 seconds or less. The actual hold time is less than 45 seconds (*See Appendix S for MDT Paratransit Score Card*).

B. DRUG AND ALCOHOL TESTING - MIAMI-DADE EMPLOYMENT DRUG-FREE WORKPLACE

PRIVATE NON-PROFIT SOCIAL SERVICE AGENCIES

All Contractors must comply with Miami-Dade Employment Drug-Free Workplace. The policy approved by the LCB is to allow all Section 5310 agencies to establish their own policy and procedures for drug testing per Federal regulations and to provide the CTC with a written copy of the policy. All Coordinated Contractors must comply with County ordinance No. 92-15, codified as Section 2-8.1-2 of the County Code of Miami-Dade County. A written statement to each employee shall inform the employee about:

1. Danger of drug abuse in the workplace
2. The firm's policy of maintaining a drug-free environment at all workplaces
3. Availability of drug counseling, rehabilitation, and employee assistance programs
4. Penalties that may be imposed upon employees for drug abuse violations.

The Contractor shall also require an employee to sign a statement, as a condition of employment that the employee will abide by the terms and notify the employer of any criminal drug conviction occurring no later than five (5) days after receiving notice of such conviction and impose appropriate personnel action against the employee up to and including termination.

PUBLIC TRANSPORTATION: Drug and alcohol testing is done in accordance with Federal Transit Administration and Miami-Dade County policy and requirements.

CONTRACTED TRANSPORTATION: Drug and alcohol testing will be done in compliance with all applicable Federal, State, and County laws, regulations, and licensing requirements, including drug testing (Chauffeur Duties). Contractors are required to comply with The Drug Free Workplace policy of Miami-Dade County.

C. COMPLY WITH SAFETY REQUIREMENTS

Coordinated Contractors will comply with Local, State, and Federal laws and policies related to drug testing. Contractors will conduct drug testing for safety sensitive job positions regarding pre-employment, randomization, post accident, and reasonable suspicion.

Coordinated Contractors must comply with Section 341.061, Florida Statutes and Rule 14-90, Florida Administrative code, concerning System Safety.

D. LOCAL GRIEVANCE PROCEDURE/PROCESS

The Local Coordinating Board reviews the documentation and conducts the appeals hearing for all individuals who request an appeal from an administrative decision to deny Medicaid Paratransit eligibility. A determination is rendered at the LCB meeting. Options are eligible; ineligible; deferral due to insufficient information; or temporary eligibility for a specified period of time, with consideration given to another review at the end of the granted period for eligibility; a temporary eligibility for a specified period of time with no further review. Appellants are provided with Paratransit service during the appeals process.

A written copy of the LCB decision for each appeal is sent to the appellant and to the CTC's Paratransit Division.

ADA Paratransit eligibility and/or complaints are detailed in the Grievance Procedure Manual

COMPLAINT PROCESS

The Public Services Division, Passenger Services section of MDT is responsible for the conventional transit system complaint process. The phone number for Suggestions/Comments is contained in all published transit schedules and brochures (*See Transit Riders Handbook Appendix Q*). Complaints received by phone, at public meetings, through the mail, or walk-in, are entered into a database, and then forwarded to the appropriate department for investigation and resolution. The passenger is contacted within 15 days after the complaint is registered with the final disposition.

Complaints regarding Paratransit service are processed by the Paratransit Division and submitted to the Broker for response. The Broker's responsibility to respond to complaints is detailed in the Broker Contract. CTD Ombudsman Help line number is 1-800-983-2435

E. EVALUATION PROCESS

1. CTC Evaluation Process

The CTC is evaluated annually by a subcommittee of the LCB. This subcommittee is comprised of the LCB Private Sector Transportation Provider, staff from AHCA, a representative of a State agency other than AHCA, staff from the MPO and CTC staff to the LCB.

The subcommittee reviews the service standards set by the LCB, and the information provided in the Annual Operating Report (AOR) to determine whether or not the CTC has achieved its objectives, and is providing cost-efficient, reliable transportation.

2. Planning Agency Evaluation Process

The evaluation of the planning agency is performed by the CTD. The CTD will authorize the Planning Agency to produce all planning documents related to the provision and administration of Transportation Disadvantaged services. The CTD reviews all the documents, interviews the Planning Agency staff regarding duties, responsibilities, monitoring, reporting, and other deliverables. The CTD provides feedback/response via a Status Report. Within the report are findings, results, and recommendations for the MPO. There is also a survey evaluation of the Planning Agency for the CTC. This is also conducted by the CTD.

3. CTC Monitoring Procedures of Operators and Coordination Contractors

Miami-Dade County Passenger Transportation Regulatory Division (PTRD) conducts a check of operators who transport Medicaid and ADA passengers. PTRD checks all operators' driving records, conducts a criminal background check, and requires all operators to have a valid operator's license or CDL. All vehicles are inspected at PTRD's inspection station. Vehicles 1 to 2 years old are inspected annually, vehicles 3 to 5 years old are required to be inspected semi-annually. In addition, random street checks are made of all passenger transport carriers for license plates and vehicle safety. Vehicles 5 years or older are inspected four times a year.

Contracted transportation providers are monitored in accordance with their contracts. Several of the monitoring procedures are:

- Analysis of data and assessment of liquidated damages for disallowed trips
- Award of a bonus for good performance
- Inspection of trips in the field
- Verification of trips (sign-in logs at agencies)
- Handling of complaints received by the CTC (and tracking them to assure the transportation provider responds and takes corrective action
- CTC and contractors conduct verifications by calling clients to confirm travel

4. Coordination Contract Evaluation Criteria

Vehicles owned by agencies with coordination agreements and operating Section 5310 vehicles are monitored on an annual basis by independent consultants under contract to the Florida Department of Transportation (FDOT). The items checked are as follows;

- Vehicle maintenance logs
- Trip logs
- Current certificate of insurance
- "Department of Transportation" painted on exterior of vehicle
- Vehicle title listing DOT as 1st lien hold
- An internal vehicle number
- Safety mechanism including lights, tires, fire extinguisher
- Condition of interior and exterior of the vehicle
- Current photo of vehicle displayed

The drivers license and vehicle inspections are the same for Section 5310 vehicle operators as they are for the coordinated contract operators. This process is coordinated through PTRD.

The CTC requires that Section 5310 funded agency staff attend CTC information and training session, provide a Coordination and Fare Agreement and an Annual Operating Report containing copy of the agency's drug testing policy, first aid policy, and a list of vehicles utilized for transportation of their disadvantaged clients. In addition, the CTC monitors all complaints received by the CTC regarding agency service and operator behavior.

IV. COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

The needs and abilities of the transportation disadvantaged in Miami-Dade County are extremely diverse. Therefore, the modes and costs of transportation services offered to the disadvantaged vary, depending upon the types of vehicles and the complexity of the trip. ADA and Medicaid Paratransit services are contracted through the competitive bid process. The contract award is based on a combination of quality and price proposals responded to in the RFP.

The fares for transit service offered by the CTC are set by the Board of County Commissioners. They are as follows:

A. PUBLIC TRANSPORTATION – FARES [Fixed Routes]

	<u>Full</u> Fare	<u>Reduced</u> Fare *
Transit Fares		
Metrobus/Metrorail	\$2.00 +	\$ 1.00
Express Bus	\$2.35+ +	\$ 1.15
Metromover	FREE	FREE
Transfers		
With Easy Card		
Bus to Bus	Free	Free
Bus/Rail	\$ 0.00	\$.00
Cash		
Cash	\$2.00	\$1.00
Mover-to-Rail	\$2.00 +	\$ 1.00
Rail-to-Mover	FREE	FREE

* With the implementation of the Easy Card, there are no cash transfer fees.

B. TRANSPORTATION PROGRAMS

1. Golden Passport

Seniors 65 and older are eligible to receive a picture id., which allows the recipient to use our transit system for free. Also, individuals receiving social security benefits are eligible to receive the golden passport id. The id allows them free access to our public transportation system.

Since the golden passport program was implemented [1999], there are over 180,000 recipients.

2. Patriot Passport

Honorably Discharged United States Veterans of any age, who are residents of Dade County, with an annual income of \$22,000 or less. The Patriot Pass is valid for one year and will afford the recipient free access to Metrobus and Metrorail for one year.

The Patriot Passport Program was implemented in 2004. Current enrollment is over 5,000.

3. Lifeline Service

The Lifeline Service serves senior residential areas. The service is provided once or twice a week from a senior residential complex to a shopping center, plaza, or mall in the area of the complex. Service operating hours are from 10:00 am to 2:00 pm. Residents are provided with a survey in

which they will choose a day to receive the service and a choice of shopping center, plaza, or mall.

These programs are, funded from the county general fund. They have partially reduced the needs of a small portion of the disadvantaged population of the county. However, the CTC is experiencing a large increase in demand for transportation assistance from the court system over the past three years. There continues to be a significant increase in child and spousal abuse, in many cases resulting in the permanent physical, and/or mental disabilities. As a result, the court, psychologist and advocate groups are mandating that both parents and their children attend specialized programs. To eliminate the possibility of parents and children not attending these programs because they are transportation disadvantaged, the CTC has been providing a substantial amount of transportation assistance. There is no way to forecast transportation demand without long-term experience.

C. CTC FARE STRUCTURE

Easy Cards & Easy Tickets:

Single Trip Easy Ticket	\$2.00
Daily Pass	\$5.00
Discount Daily Pass	\$2.50
College/Adult Education	\$50.00
K-12 Student Pass	\$50.00
Discount Pass	\$50.00
All Transit Metropass	\$100.00
Weekly All Transit Metropass	\$26.00
Discount Weekly Pass	\$13.00
Group Discount Metropass (5-99 Passes)	\$90.00
Group Discount Metropass (100 or More Passes)	\$85.00

The fare structure for each type of STS and Medicaid Metropass service coordinated by the CTC is as follows:

Eligible clients in the Medicaid Metropass program.

In accordance with Medicaid legislation which became effective July 1, 1995, there is a \$1.00 co-pay for all Paratransit trips and a \$1.00 co-payment for a monthly Medicaid sponsored Metropass. However, individuals under the age of 21, pregnant, or receiving family planning services are exempt from paying a co-payment.

Sponsored public transportation trips: TD and Medicaid.

Agencies receive Easy Cards or Easy tickets which are funded via the TD Trust Fund.

Non-Sponsored Trips: STS [ATS]

Ambulatory	\$ 25.39 per One-Way Passenger Trip *
Wheelchair	\$35.23 per One-Way Passenger Trip*
1 Day Pass [AMB]	\$5.00

D. STS FARE STRUCTURE

Non-sponsored STS trips paid by rider:

The base fare for STS/ADA eligible riders is \$3.00 per one-way trip. Companions pay the same \$3.00 per one-way trip as the certified rider. The Personal Care Attendant (PCA) travels free but must be pre-certified by the STS Certification Office as part of the rider's permanent certification records.

The base fare falls under the guidelines of the Americans with Disabilities Act (ADA) of 1990 which stipulates fares charged for shared-ride complementary Paratransit services be no more than twice the regular public transportation fare. The current Miami-Dade Transit base fare is \$2.00.

E. CALCULATION METHODOLOGY

The cost of each STS trip is by contract and is determined initially in a competitive bid/award process. The methodology for increasing the payment for services is addressed in the Contract.

For other private for profit providers, the CPI used is from the Transportation component of the Consumer Price Index for "All Urban Consumers, Miami Area" as reported by the US Labor Department, Bureau of Labor Statistics, Southeastern Regional Office in Atlanta, Georgia.

F. FREE-FARE PROGRAMS

1. Certified STS Riders

Certified STS riders can use conventional transportation [Metrobus & Metrorail] free of charge, by using their Easy Card STS identification card to the bus or rail . The decision to use public transportation is encouraged and does not jeopardize privileges as riders of STS.

2. Golden Passport Program

Seniors 65 and older are eligible to receive a picture ID which allows the recipient to use our transit system for free.

Also, Individuals receiving SSI and SSDI social security benefits are eligible to receive the Golden Passport ID which allows them free access to our system for one year, then they must be recertified for the next year.

Since the Golden Passport program was implemented [1999], there are over 180,000 recipients.

3. Patriot Passport Program

Honorably discharged U.S. veterans, who are residents of Dade County with an Annual income of \$22,000 or less are eligible to receive the Patriot Passport picture ID. The ID is valid for one year and will afford the recipient free access to our system [Metro & Metrorail] for one year. Recipients must re-certify annually.

4. TD sponsored Transportation & Trips

The CTC provides Easy Cards or Easy Tickets to clients of social service, private non-profit, and government agencies (e.g., Miami Rescue Mission, Eleventh Judicial Courts, Salvation Army, Easter Seal Society, Dept. of Veterans Affairs, & Epilepsy Foundation, Center for Independent Living [CIL], & Catholic Charities of the Archdiocese) requesting non-sponsored trips for transportation disadvantaged individuals. Agency staff is required to provide the CTC with a written request on agency letterhead stationary certifying that the individual is economically and transportation disadvantaged, the individuals name and social security number, age, the reason the individual requires transportation, and the length of time for the assistance.

The CTC does not accept self declaration as certification for TD eligibility, nor does the CTC make a determination as to eligibility. The only exception is for disabled individuals who require a Paratransit trip.

5. Paratransit

The CTC also uses funds from the TD Trust Fund to off-set the cost of non-sponsored specialized service paratransit trips for disabled individuals.

6. Section 5310 [Coordinated Contractors]

Private non-profit agencies using Section 5310 funded vehicles provide sponsored specialized paratransit trips for their clients. There is no fee or co-payment for this transportation.

7. Medicaid Early Intervention

Four agencies providing Early Intervention programs for children under the age of 3 transport their clients in Section 5310 vehicles. These agencies provide trips for Medicaid eligible children on the days that the child receives Medicaid compensatory services at that agency.

3. AMENDMENTS AND UPDATES

The Human Service Transportation Plan is a 5 year Plan and is updated annually. Amendments/Addendums/Revisions are created, submitted, authorized, and approved as warranted.

G. MISSION STATEMENTS

Miami-Dade County's Mission Statement: *'Delivering Excellence Everyday'*

Miami-Dade Transit's Mission Statement: *'To meet the needs of the public for the highest quality transit service: Safe, Reliable, Efficient, and Courteous'*

In Miami-Dade County, public transportation is now more convenient than ever, easier to use, and accessible to everyone. Wheelchair accessible buses and trains provide added mobility for people with disabilities to travel. The paratransit fleet provides service beyond the parameters of ADA and there is service 24 hours per day, 7 days a week.

We believe there is no other transit entity that strives as hard to coordinate, create, evolve, and provide outreach to the public and other transit entities to deliver a quality transportation system.