

February 2014

# Tri-County Area Regional Mobility Needs



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## Introduction

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation required that projects selected for funding under the Special Needs of the Elderly and Individuals with Disabilities (E&D, Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (NF, Section 5317) programs be derived from a locally developed, coordinated public transit human services transportation plan (LCHSTP). The LCHSTP must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. The LCHSTP should contain enough information on the demographic composition and travel markets of the transportation disadvantaged population to be used as a tool for identifying and selecting projects that would provide the greatest benefit to the community.

The Tri-County Access Plan (TCAP) was developed as the LCHSTP in 2007 through an extensive public outreach process led by the Pasco, Pinellas, and Hillsborough Metropolitan Planning Organizations (MPOs) in partnership with the Florida Department of Transportation (FDOT) District 7 to meet the criteria of the SAFETEA-LU legislation. The plan resulted in a people-based approach to identify the region's mobility needs and potential solutions and strategies to meet those needs. The planning effort focused on improving the coordinated transportation services for the Tampa Bay area by combining MPO resources to leverage the available funding and support projects of regional significance that serve the target populations, as well as, projects that can improve local transportation. Following the development of the 2007 TCAP, the MPOs advertised for projects that could be funded under the JARC and New Freedom programs to meet the needs identified in the document. While FDOT administered and selected projects for the E&D program, the selected projects were required to be derived from the TCAP.

The TCAP was updated in 2009 to reflect more recent mobility needs of the target populations and to identify strategies and projects that may be funded under the JARC, NF, and 5310 programs to achieve the TCAP goals and address the existing needs and barriers to coordination. Projects that were submitted for JARC, NF, and/or E&D funding that addressed the TCAP strategies received additional consideration during the project selection process. The TCAP Update strategies are listed below along with the potential funding sources that could be used to achieve each of the strategies.

- Create a transportation network comprised of fixed-route, vanpool/carpool, and shuttle services that allows for expanded mobility in the evening hours and on weekends (JARC, NF, E&D).
- Improve coordination among public transit providers, human services agencies, and volunteer-based driver programs to provide greater mobility throughout the tri-county area (JARC, NF, E&D).
- Obtain additional funding for transit by pursuing grant opportunities, creating partnerships with local governments, and establishing transit funding taskforces (JARC, NF).

- Improve access to information about available transportation options and coordinate eligibility processes (JARC, NF).
- Create a network of transportation options that provides more personal service for persons with disabilities (NF, E&D).
- Establish a centralized location that provides information, training, and materials explaining the available transportation options in the tri-county area and coordinated eligibility (JARC, NF).
- Improve Americans with Disabilities Act (ADA) accessibility and mobility throughout the tri-county area (NF, E&D).
- Improve mobility and accessibility to transportation options in rural areas and areas without public transportation (JARC, NF).
- Expand the availability of transportation options to provide additional trips for older adults, people with disabilities, and individuals with lower incomes (JARC, NF, E&D).

The SAFETEA-LU law expired on September 30, 2012 and Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) took effect on October 1, 2012. With the implementation of MAP-21, several grant programs were consolidated or repealed. As such, no new funding was authorized for the JARC and NF programs. JARC activities are now eligible under the Urbanized Area Formula program (Section 5307) and the Rural Area Formula program (Section 5311). Activities eligible under the former New Freedom program are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310). MAP-21 retained the requirement that projects that are funded through the 5310 program be included in an LCHSTP. Transportation Disadvantaged Service Plans (TDSPs) that are developed through and approved by the input of Local Coordinating Boards (LCBs) whose membership includes citizens, public transportation, and human services providers may be used as the LCHSTP.

FDOT has been designated as the recipient for the tri-county area's Section 5310 funding to oversee the requests for funding and qualifications process for the tri-county area and the administration of the program. As partners in this process, the Hillsborough, Pasco, and Pinellas MPOs are responsible for ensuring that projects selected for Section 5310 funding are consistent with the objectives of the LCHSTP. Therefore, with the legislative changes affecting the JARC and New Freedom programs, the tri-county MPOs initiated a study to identify the travel needs of the region's transportation disadvantaged population. The results of this study are presented in this report which will be utilized as a regional mobility needs chapter for inclusion in the TDSPs of the MPOs. This chapter will, in turn, serve as a guide for the selection of projects eligible for Section 5310 funding. The TDSPs, with the regional mobility needs chapter included, replace the TCAP as the LCHSTP for the tri-county MPOs.

## Program Description

This section includes a description of the funding program that applies to the regional mobility needs documented in this update to the TDSPs. While MAP-21 requires that projects funded through the

Section 5310 program be included in the LCHSTP, the tri-county area has previously funded projects through the JARC program, which has been eliminated with the option to continue funding those projects out of the respective Section 5307 and/or Section 5311 funds. Therefore, the JARC program is not specifically discussed in this document, but needs that were identified during the public outreach process that specifically relate to the JARC program (transportation for low-income individuals to and from jobs and activities related to employment and for reverse commute projects) have been included in this report for consideration. In addition, the map series included in the next section presents low-income households and persons below the poverty level to depict areas within the three counties with greater than average low-income populations.

- **Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)** - This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.
  - **Eligible Activities**
    - At least 55% of program funds must be used on capital projects that are:
      - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
    - The remaining 45% may be used for:
      - Public transportation projects that exceed the requirements of the ADA.
      - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
      - Alternatives to public transportation that assist seniors and individuals with disabilities.
  - **Funding**
    - Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities.
    - Federal share for program administration activities is 100 percent of up to 10 percent of the apportionment for recipients and can also be passed through to sub-recipients for similar program administration and planning activities.
    - Federal share for capital and mobility management projects (including acquisition of public transportation services) is 80%.
    - Federal share for operating assistance is 50%.
    - Federal share is 90 percent for vehicle-related equipment and facilities required by the Clean Air Act (CAA) or the ADA.
    - Adopts New Freedom funding allocations:
      - 60% to designated recipients in urbanized areas with a population over 200,000.
      - 20% to states for small urbanized areas.

- 20% to states for rural areas.
- **Ongoing Provisions**
  - Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204 (as in former Section 5310 program).
  - Permits designated recipients and states to carry out competitive process to select subrecipients.
  - Recipients must certify that projects selected are included in a LCHSTP. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.
  - Permits acquisition of public transportation services as a capital expense.

## **Status of New Freedom Program Funding**

The FTA created the New Freedom program to encourage services and facility improvements that address the needs of persons with disabilities that go beyond the requirements of the ADA. New Freedom program details are listed below.

- Funds are allocated through a formula based upon population of persons with disabilities.
- States and designated recipients must select grantees competitively.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation such as Health and Human Services or Agriculture.
- Projects must be included in a LCHSTP beginning in FY 2007.
- 10 percent of funds may be used for planning, administration and technical assistance.

Projects that have been funded in part by the New Freedom program since the MPOs established the regional partnership are listed below by service area.

### ***Hillsborough County***

*Hillsborough Area Regional Transit* – Construction of 20 ADA-compliant bus pads and sidewalk improvements at sites that meet a combination of high ridership usage, key destinations including employment, and a need for ADA compatible improvements.

*Hillsborough Area Regional Transit* – Adding a bilingual travel trainer to the travel training program to train individuals with disabilities, lower-income persons, or seniors who are transportation disadvantaged on how to use the fixed-route bus or paratransit service to go to work and attend other activities.

*Quality of Life Services* – Expand the transportation mobility options available to more than 4,000 seniors and adults with disabilities in Hillsborough County using daytime, evening, and weekend door-

to-door services. This program also includes specialized driver training, consumer/rider education, outreach services, program administration, and implementation.

### ***Pinellas County***

*Pinellas Suncoast Transit Authority* - Secured funding to hire a full-time Mobility Manager that will lead the coordination of the TD, demand response transportation (DART), and Medicaid programs. Additionally, some of the funding from the grant will be used to develop a public information campaign and conduct travel training.

*Pinellas Suncoast Transit Authority* – Development of “one-stop” information center; travel training; trip planning; coordinating providers, funding agencies, and persons needing trips; planning and implementing coordinated services; and creating a network of transportation options that provides more personal service for persons with disabilities.

*Pinellas Suncoast Transit Authority* – Implement new connector service in the Dunedin/Palm Harbor area. This service will offer passengers the option of calling for a ride, route deviation service, or being picked up by the vehicle at one of its regularly scheduled stops along the service corridor.

*Neighborly Care Network* – Expansion of the EZride program which is a pre-paid fee volunteer-based transportation program that enhances the quality of life for elderly and disabled populations by providing more transportation options to community activities.

*Faith in Action* – Expand the transportation service of the Independent Living Program providing transportation to medical and business appointments, grocery shopping, and running errands for elderly and disabled persons in the Northern Pinellas County area.

### ***Pasco County***

*Center for Independence* – Continuation and enhancement of on-demand transportation services to adults with disabilities throughout Pasco County; expand on-demand services on weekdays, evenings, and weekends; offer on-demand links to existing public transportation services; and maintain a call center and community outreach coordinator.

*Harbor Behavioral Health Care Institute* – Comprehensive educational, training, and information program to increase the use of fixed-route transit by people in the target populations through the implementation of a Transportation Awareness Program (TAP).

## **Status of JARC Funding**

The FTA created the JARC program to provide funding for projects that transport low income individuals to and from jobs and activities related to employment, and for reverse commute projects. JARC program details are listed below.



- Funds are allocated through a formula based upon the number of eligible low-income and welfare recipients.
- States and designated recipients must select grantees competitively.
- Local match may be derived from other Federal non-Department of Transportation funds that are eligible to be expended for transportation, other than from the DOT programs.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation such as Health and Human Services or Agriculture.
- Projects must be included in a LCHSTP beginning in FY 2007.
- 10 percent of funds may be used for planning, administration and technical assistance.

Projects that have been funded in part by the JARC program since the MPOs established the regional partnership are listed below by service area.

### ***Hillsborough County***

*Hillsborough Area Regional Transit* – Using JARC funds, HART implemented late night weekday service on 8 routes, increased weekday frequency on Route 39, Saturday service on 7 routes, and Sunday service on 9 routes. These routes connect low-income workers with employment opportunities.

*Hillsborough County Sunshine Line* – Transportation for low-income residents to work and work-related activities such as job training and interviews.

*Pyramid, Inc.* – Purchase of a wheelchair accessible vehicle and associated maintenance, operations, and administration to provide students with developmental disabilities with transportation.

### ***Pinellas County***

*Pinellas Suncoast Transit Authority* – Enhanced frequency from 75<sup>th</sup> and Gulf Boulevard to Pass a Grille on the Central Avenue Trolley. This route serves numerous employment destinations for service industry workers, including hotels and restaurants.

*Suncoast Center, Inc.* – Small loans through the Ways to Work program for low-income working parents to purchase or repair cars.

### ***Tri-County Area***

*WorkNet Pinellas, Inc.* – Voucher-type incentive system to provide gas cards to help cover the cost of fuel for economically disadvantaged participants. This is a Workforce Partnership project comprised of three Regional Workforce Boards and operates in Hillsborough, Pasco, and Pinellas counties.

## **Assessment of Target Populations**

This section includes an overview of the target population trends in the State of Florida, the available transportation services, the target population trends within the tri-county area, and a review of plans

and policies that affect transportation for individuals with disabilities, older adults, and people with low incomes living within the tri-county area.

## State of Florida

The State of Florida has been characterized as having a high elderly population in comparison to other states, which can directly affect the provision of transportation services. Elderly populations tend to have higher demand for transportation alternatives to sustain a healthy quality of life. As their ability to drive decreases or income restrictions prevent access to private automobiles, public services help serve the needs of these individuals. Based on the 2012 U.S. Census American Community Survey (ACS), Florida's population is comprised of 18 percent or 3.4 million people that are age sixty-five and older. Of those persons age 65 and older, 10.2 percent are below the federal poverty level.

In addition to the many older residents, 13 percent of Florida's population qualifies as having a disability according to the 2012 ACS. These individuals often require transportation services to both life sustaining and quality of life activities. The New Freedom program previously provided a resource to assist in the delivery of public transportation to this group; however, these activities are now eligible under the Section 5310 program administered by FDOT.

Low-income populations were addressed in the TCAP Update to determine persons who cannot access transportation based upon affordability. Transportation for low-income persons to access jobs and job-related activities was an eligible activity under the previous JARC program. The JARC program was repealed but the transportation needs for persons living below the poverty level remain and therefore, were reviewed as part of this needs assessment. Approximately 27 percent of the households in the State of Florida earn less than \$24,999 annually. In fact, 17 percent of Florida's population lived below the federal poverty level based on the 2012 ACS. The federal poverty level is measured by size of family and number of related children under the age of 18. The 2012 poverty levels are displayed in Table 1. It should be noted that many public transportation programs define low income as some percentage of the Federal Poverty Level, i.e., 200%, 150%.

Census data for individuals with disabilities was not updated with the completion of the 2010 U.S. Census; therefore, geographic data was not produced and was not available for mapping purposes. The 2012 ACS data for individuals with disabilities was reviewed as part of this analysis. The ACS has replaced the Census long form for collecting the data on individuals with disabilities; however, it is noted that the ACS and Census should not be used for comparison purposes as the ACS uses a narrower definition of disability. The estimated State of Florida 2012 population with a disability according to the ACS definition was 2,373,359 or 12.8 percent of the population.

**Table 1: Poverty Thresholds for 2012 by Size of Family and Number of Related Children Under 18**

Size of family unit	Weighted average thresholds									
		None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual).....	11,720									
Under 65 years.....	11,945	11,945								
65 years and over.....	11,011	11,011								
Two people.....	14,937									
Householder under 65 years.....	15,450	15,374	15,825							
Householder 65 years and over.....	13,892	13,878	15,765							
Three people.....	18,284	17,959	18,480	18,498						
Four people.....	23,492	23,681	24,069	23,283	23,364					
Five people.....	27,827	28,558	28,974	28,087	27,400	26,981				
Six people.....	31,471	32,847	32,978	32,298	31,647	30,678	30,104			
Seven people.....	35,743	37,795	38,031	37,217	36,651	35,594	34,362	33,009		
Eight people.....	39,688	42,271	42,644	41,876	41,204	40,249	39,038	37,777	37,457	
Nine people or more.....	47,297	50,849	51,095	50,416	49,845	48,908	47,620	46,454	46,165	44,387

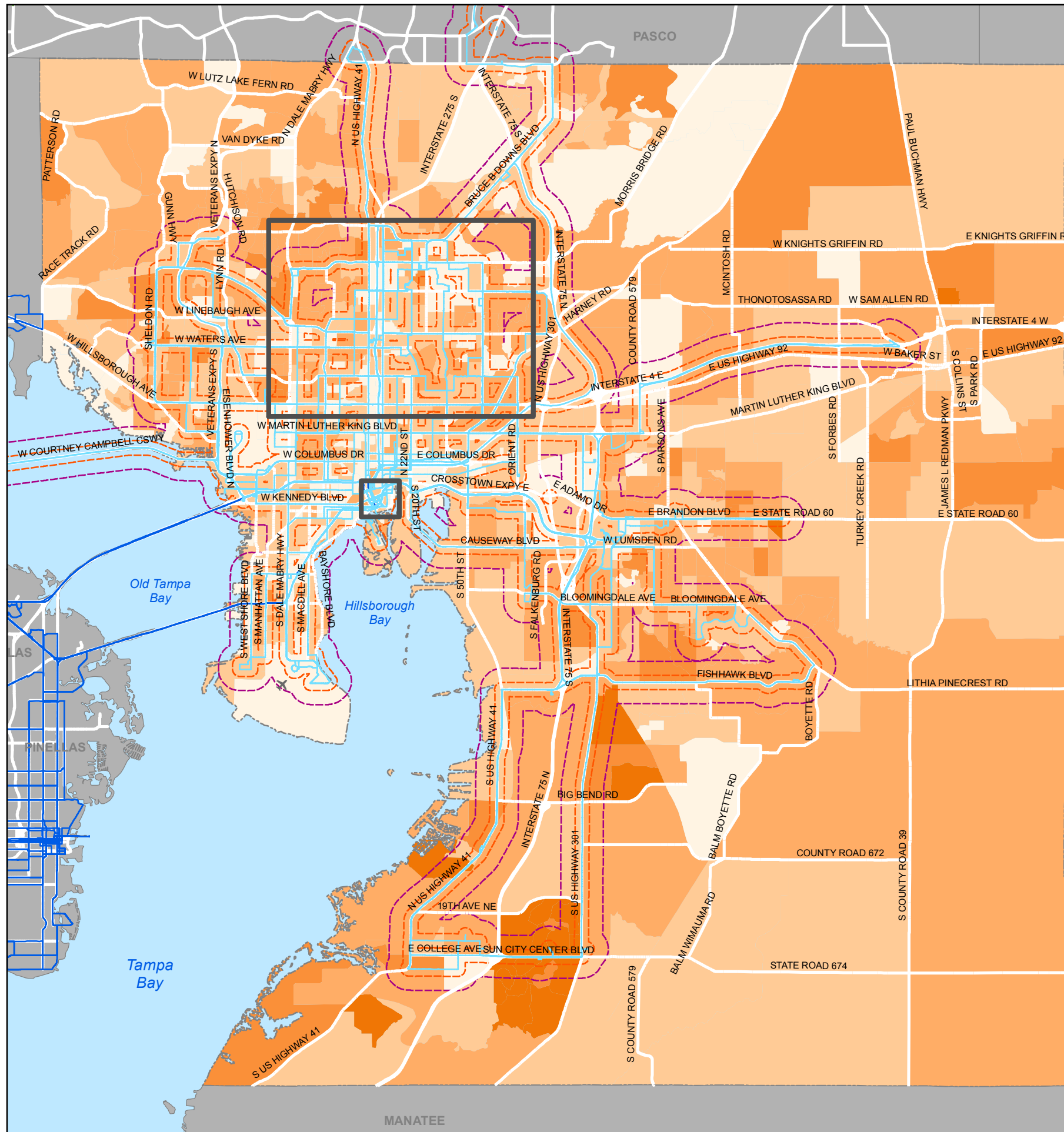
Source: U.S. Census Bureau

## Hillsborough County

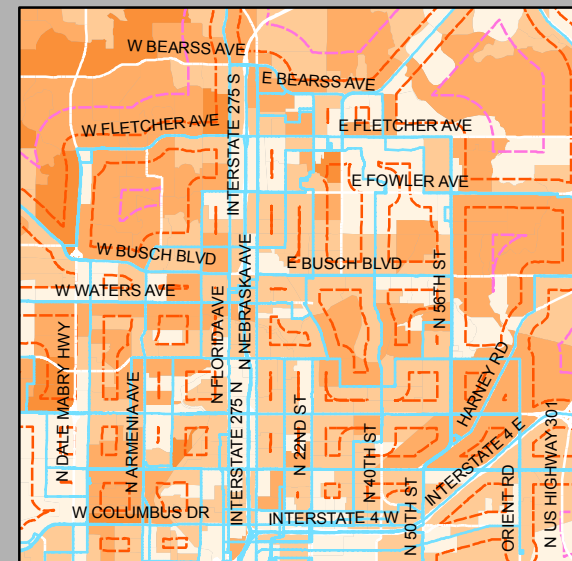
Hillsborough County is located on Florida’s West Coast adjacent to Pasco and Pinellas counties. The majority of the county is urbanized, but there are still outlying rural areas that have limited public transit access. The estimated 2012 population for Hillsborough County totaled 1.3 million. Of this population, approximately 12 percent are age 65 and older, 12 percent have some type of disability, 19 percent are living in poverty as defined by the U.S. Census Bureau, and 27 percent of households earn \$24,999 or less annually.

Maps 1 through 4 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in the county. Higher than average populations of older adults are shown to the south near Wimauma and Ruskin, along U.S. Highway 301 near Big Bend Road and Sun City Center Boulevard, Plant City, to the north along Paul Buchman Highway, north along Morris Bridge Road near the Pasco County line, and west near Patterson Road along the Pinellas County line. Greater proportions of persons below the poverty line are residing in North Tampa along E. Fletcher Avenue and E. Fowler Avenue, Martin Luther King, Jr. Boulevard in Plant City, and Brandon.

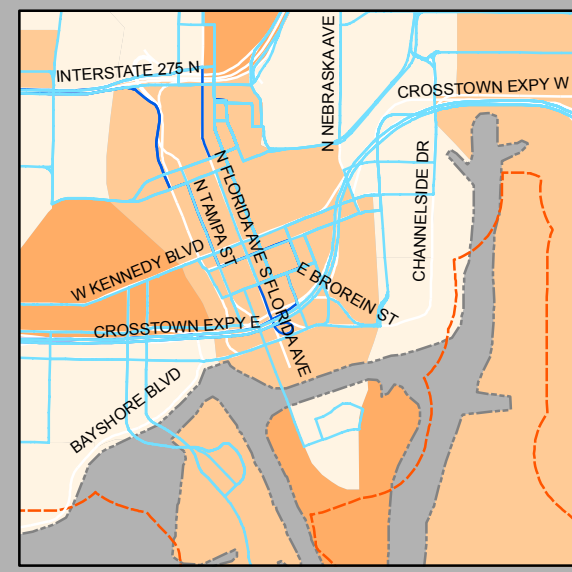
To gain an understanding of the transportation needs of Limited English Proficiency (LEP) persons, the number and proportion of LEP persons in Hillsborough County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the county. Table 2 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Hillsborough County. Approximately 10 percent of the Hillsborough County population age 5 and older speaks a language other than English.



**NORTH TAMPA**



**DOWNTOWN TAMPA**



# TDSP REGIONAL MOBILITY NEEDS

## Map - 1 Hillsborough County Elderly (60+) Population

### Legend

- HART Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area
- PCPT Routes
- PSTA Routes

### Elderly (60+) Population

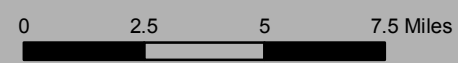
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- 250 - 500
- 500 - 750
- > 750

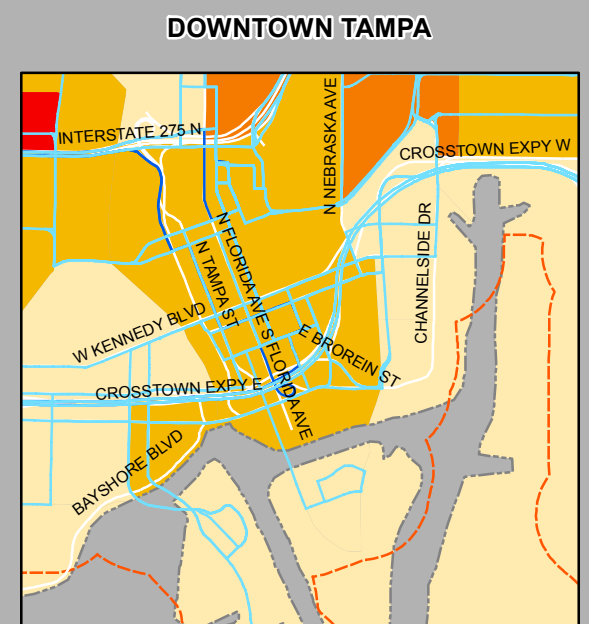
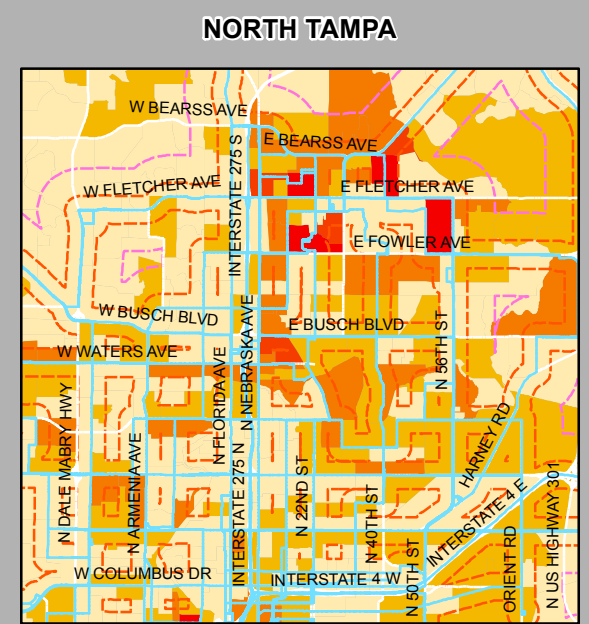
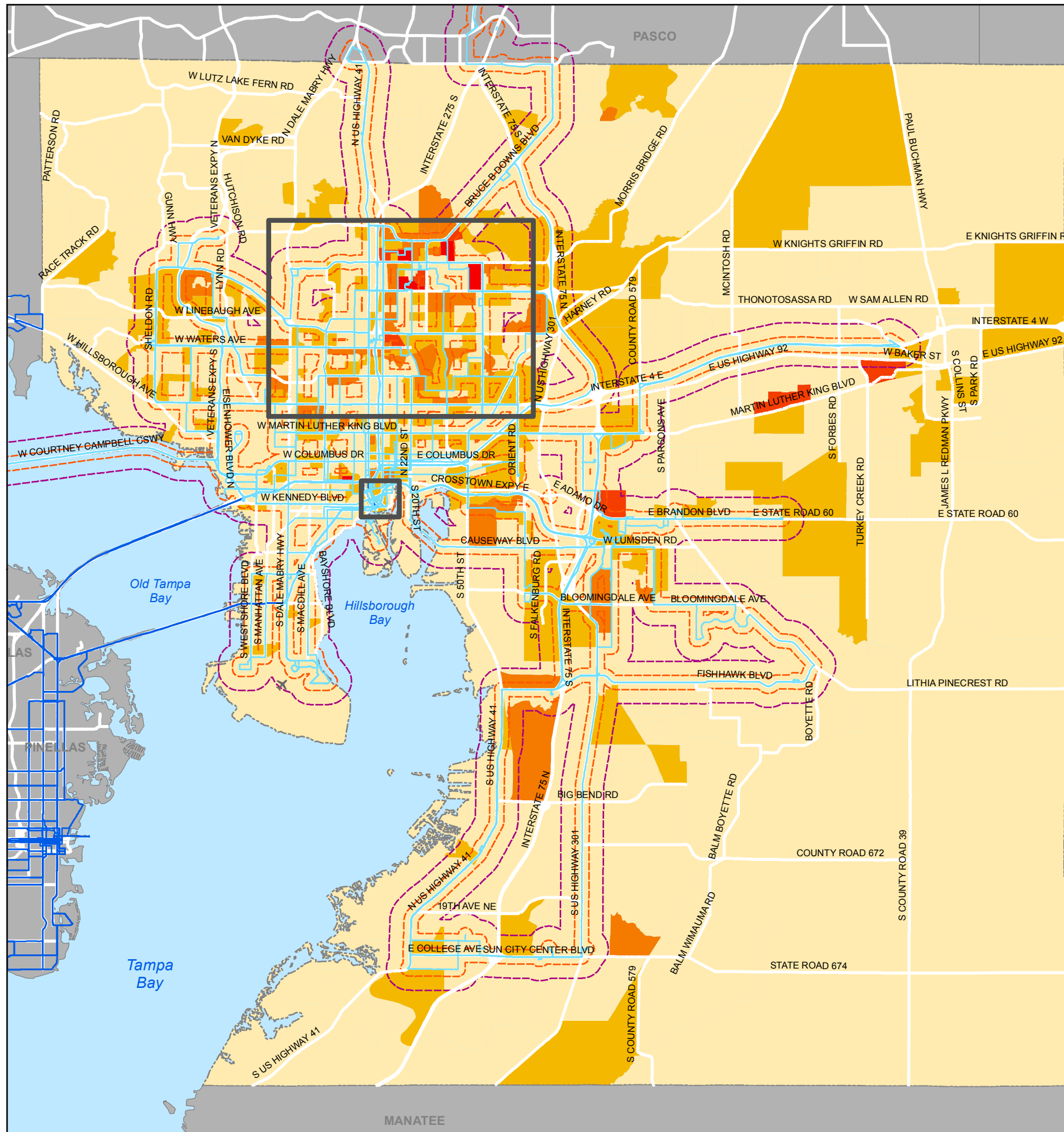
(per Census Block Group)



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013





# TDSP REGIONAL MOBILITY NEEDS

## Map - 2 Hillsborough County Households Below Poverty Line

### Legend

- HART Routes
- PCPT Routes
- PSTA Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area

### Below Poverty Line

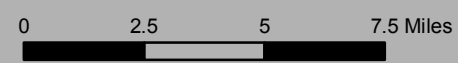
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- 200 - 300
- 300 - 400
- > 400

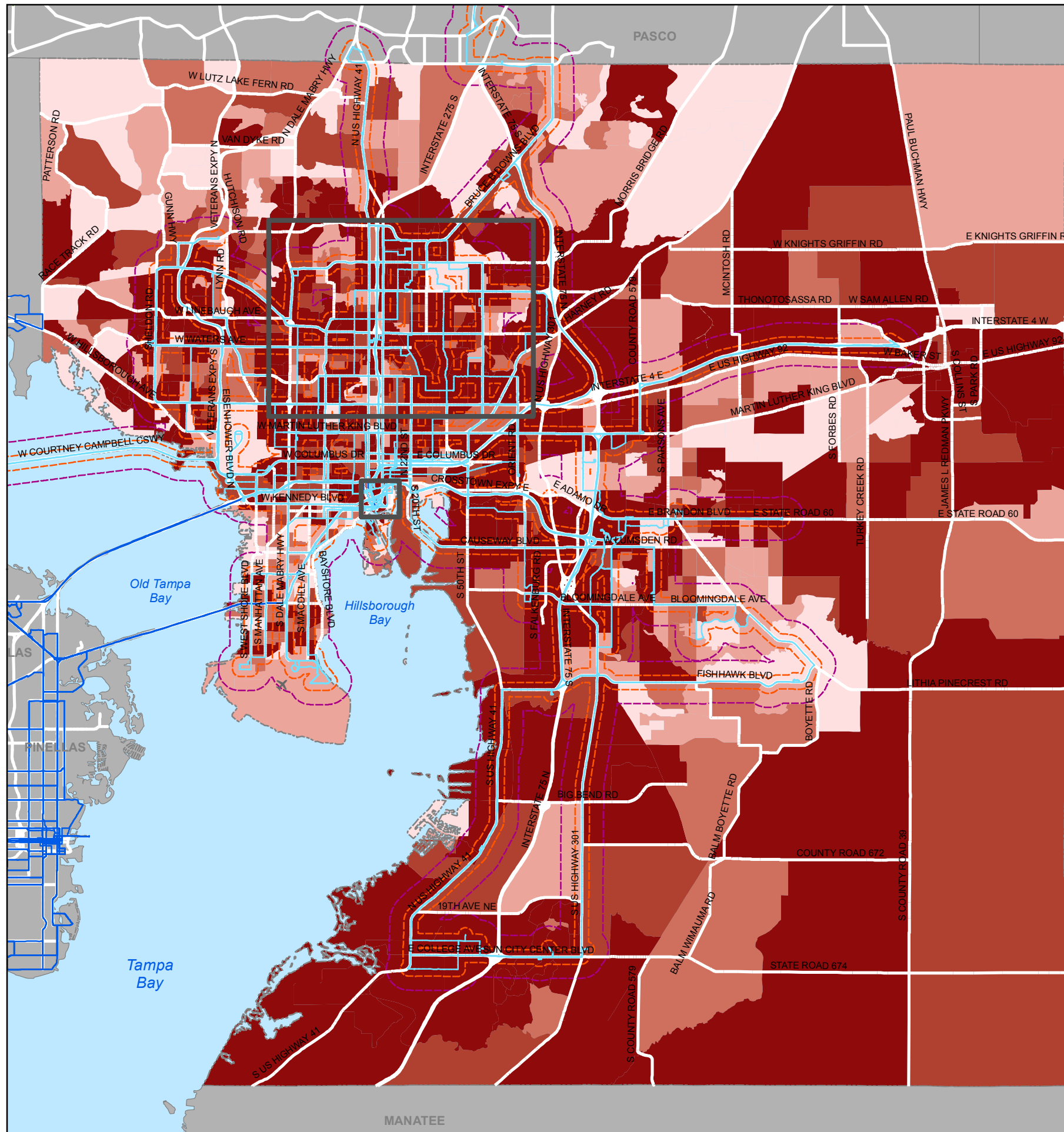
(per Census Block Group)



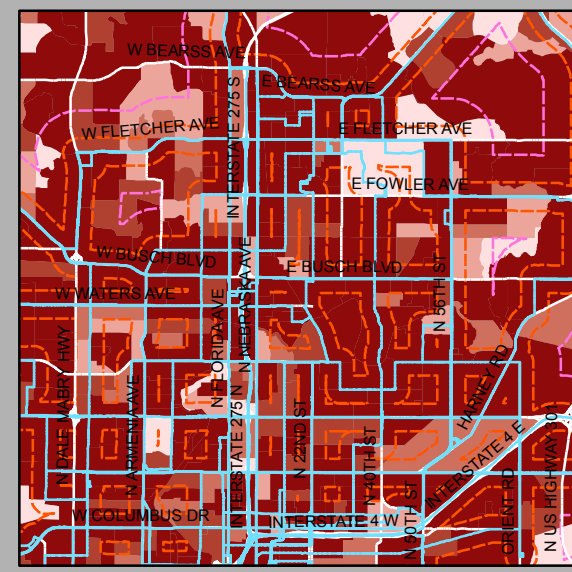
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Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013

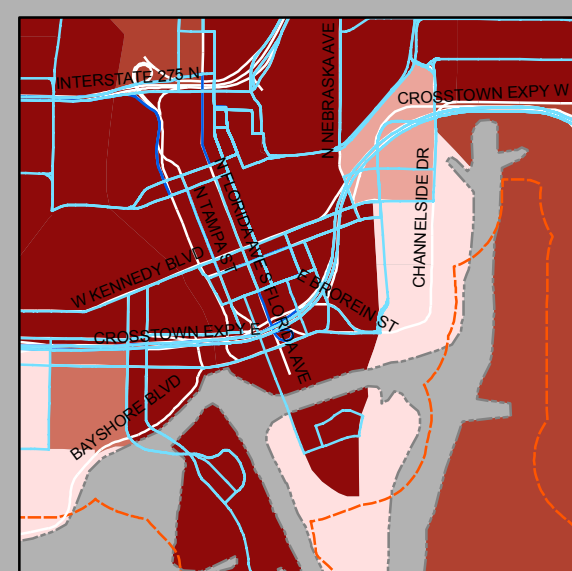




**NORTH TAMPA**



**DOWNTOWN TAMPA**



## TDSP REGIONAL MOBILITY NEEDS

**Map - 3  
Hillsborough County  
Low-Income Households  
(< \$ 25,000)**

### Legend

- HART Routes
- PCPT Routes
- PSTA Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area

### Low-Income Households

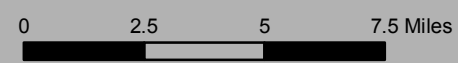
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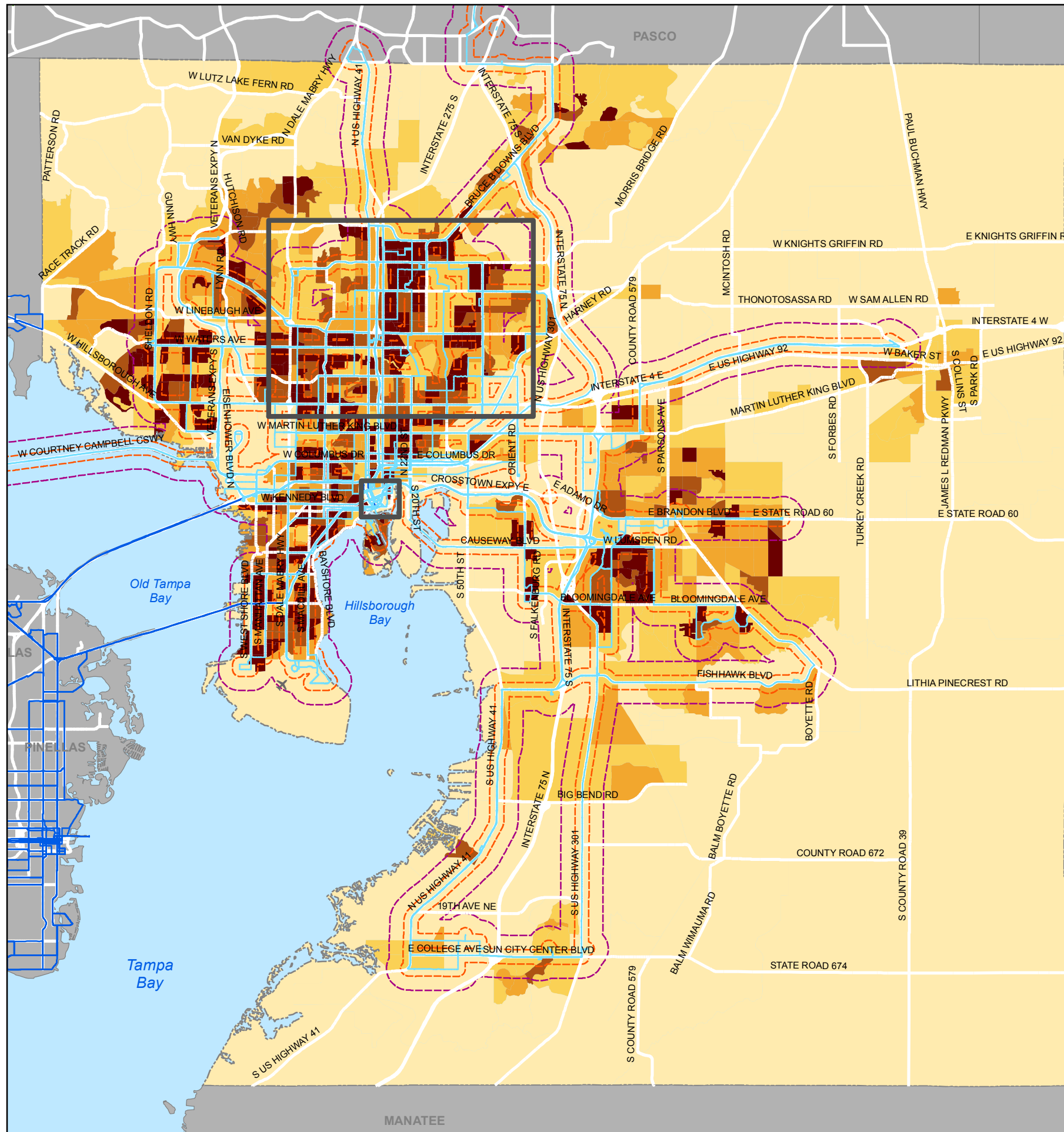
(per Census Block Group)



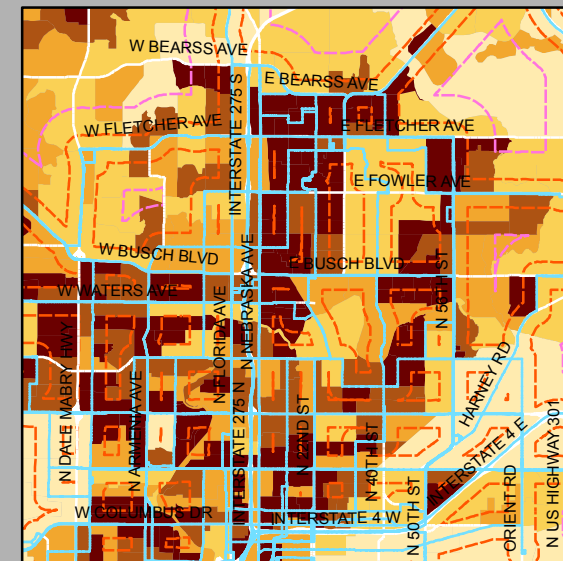
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Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013

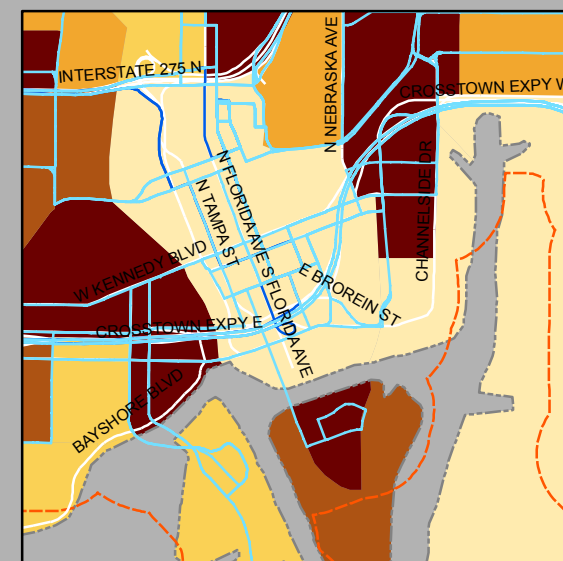




**NORTH TAMPA**



**DOWNTOWN TAMPA**



**TDSP REGIONAL MOBILITY NEEDS**

**Map - 4 Hillsborough County Population Density**

**Legend**

- HART Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area
- PCPT Routes
- PSTA Routes

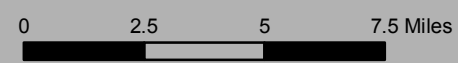
**Persons per Acre**

- 0 - 2
- 2 - 4
- 4 - 6
- 6 - 10
- 10+



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



**Table 2: Hillsborough County LEP Population**

Hillsborough County						
Total Spanish	Total Indo-European	Total Asian and Island Pacific	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
94,365	8,560	10,291	1,992	115,208	1,138,570	10%

Source: 2012 ACS.

Map 5 present the above average LEP block groups and the Hillsborough Area Regional Transit (HART) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing to the north along the Pasco County line, west Tampa, Plant City, Brandon, Gibsonton, Wimauma, and Ruskin.

### Pasco County

Pasco County is located on Florida’s West Coast just north of Hillsborough and Pinellas counties. The unincorporated portions of Pasco County include approximately 84 percent of the total land area. The estimated 2012 population for Pasco County totaled 464,239. Of this population, approximately 22 percent are age 65 and older, 16 percent have some type of disability, 13 percent are living in poverty as defined by the U.S. Census Bureau, and 28 percent of households earn \$24,999 or less annually.

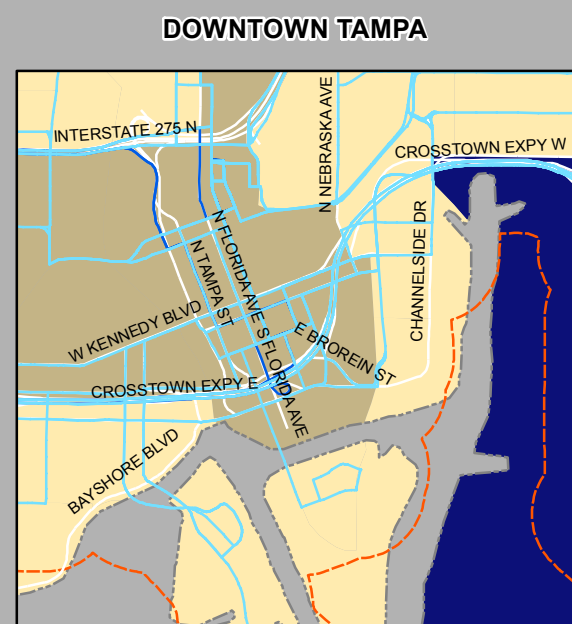
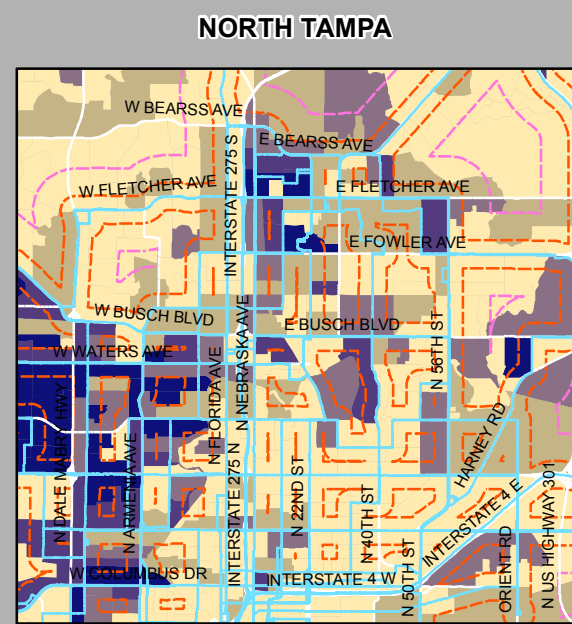
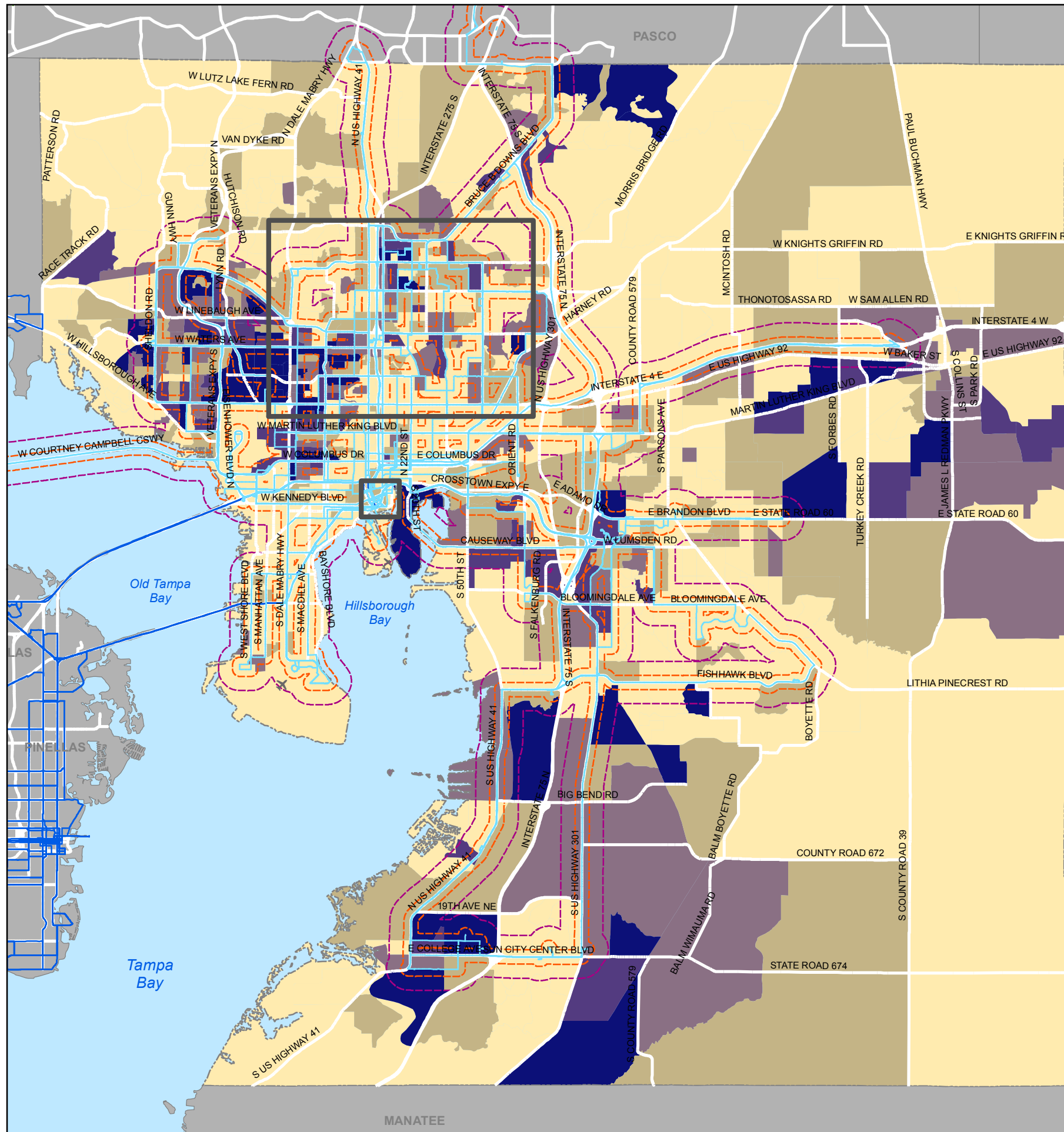
Maps 6 through 9 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in Pasco County. Higher than average populations of older adults are shown in portions of Zephyrhills, New Port Richey, south Pasco between Trinity Boulevard and Gunn Highway, and north of SR 52 to the Hernando County Line. Greater proportions of persons below the poverty line are residing in south Zephyrhills along SR 39, Shady Hills, Ladoochee, and portions of New Port Richey.

To gain an understanding of the transportation needs of LEP persons, the number and proportion of LEP persons in Pasco County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the county. Table 3 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Pasco County. Approximately 4 percent of the Pasco County population age 5 and older speaks a language other than English.

**Table 3: Pasco County LEP Population**

Pasco County						
Total Spanish	Total Indo-European	Total Asian and Island Pacific	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
13,287	3,767	1,915	561	19,530	436,142	4%





# TDSP REGIONAL MOBILITY NEEDS

**Map - 5**  
Hillsborough County  
Limited English  
Proficiency

## Legend

- HART Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area
- PCPT Routes
- PSTA Routes

## LEP Persons

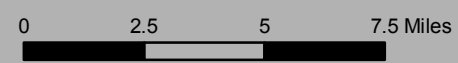
- < 100
- 100 - 200
- 200 - 300
- 300 - 400
- > 400

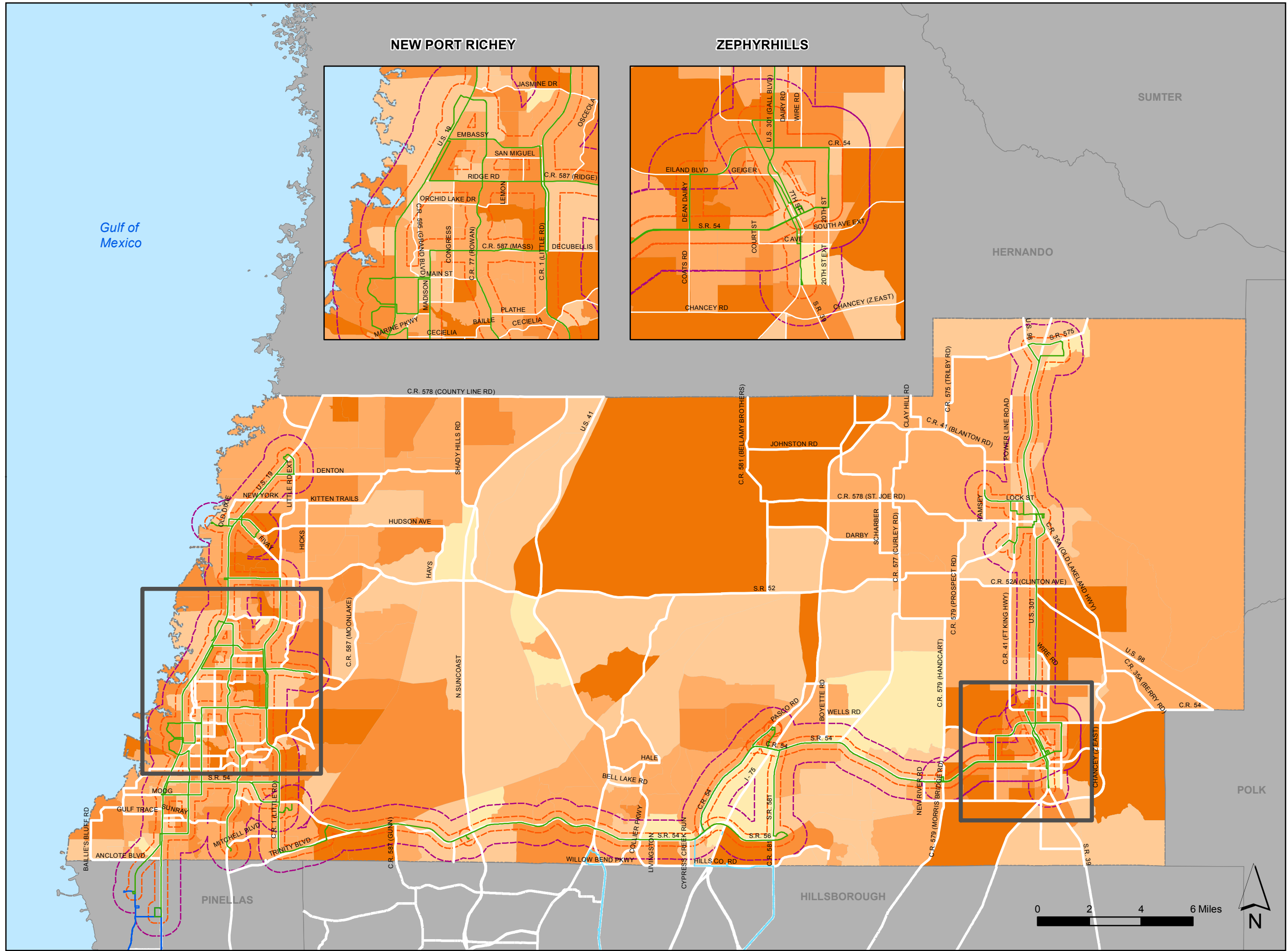
(per Census Block Group)



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013





**TDSP REGIONAL MOBILITY NEEDS**

**Map - 6  
Pasco County  
Elderly (60+)  
Population**

**Legend**

- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes

**Elderly (60+) Population**

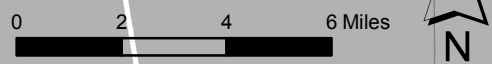
- < 100
- 100 - 250
- 250 - 500
- 500 - 750
- > 750

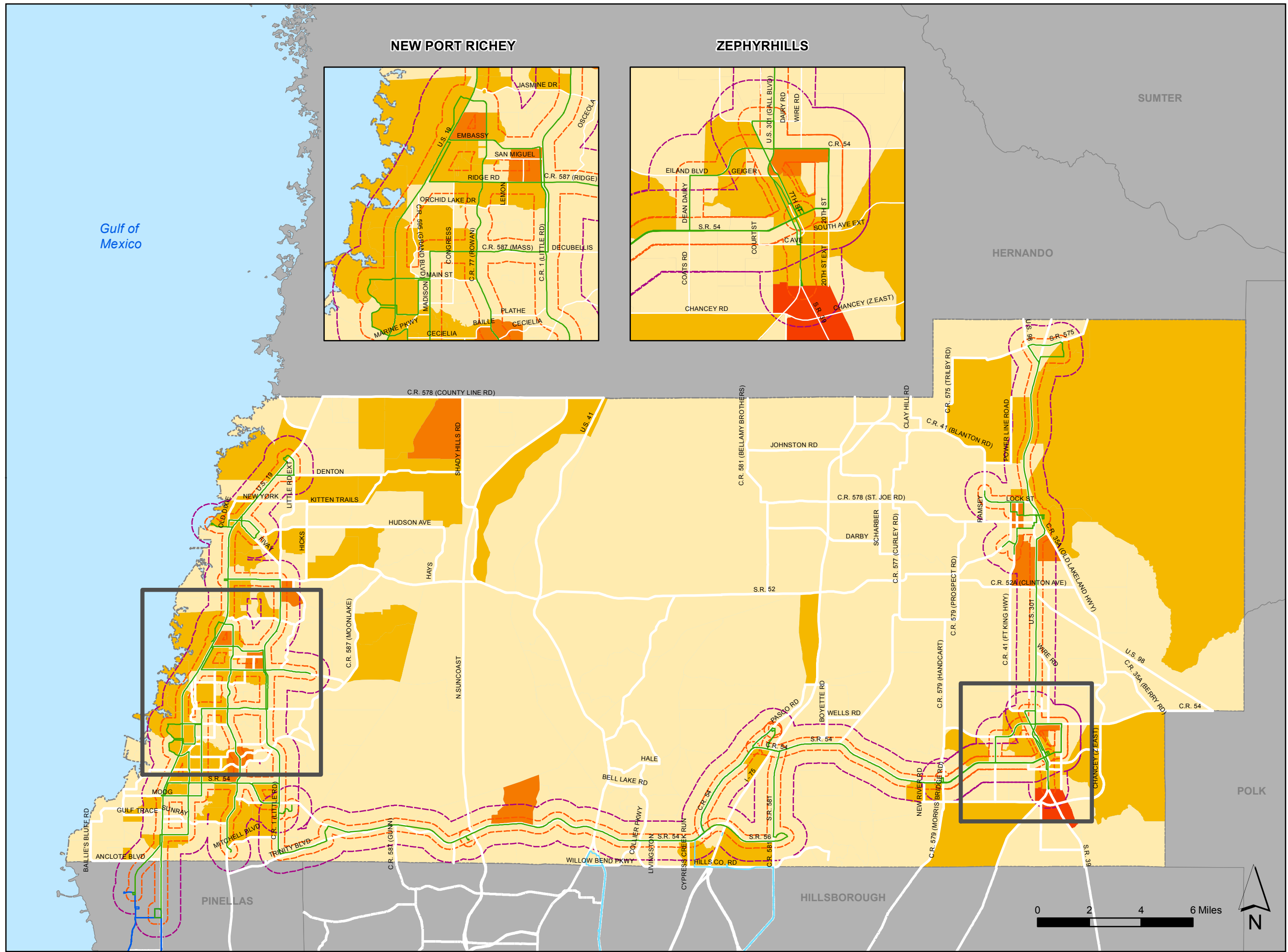
(per Census Block Group)



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013





# TDSP REGIONAL MOBILITY NEEDS

Map - 7  
Pasco County  
Households Below  
Poverty Line

## Legend

- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes

## Below Poverty Line

- < 100
- 100 - 200
- 200 - 300
- 300 - 400
- > 400

(per Census Block Group)



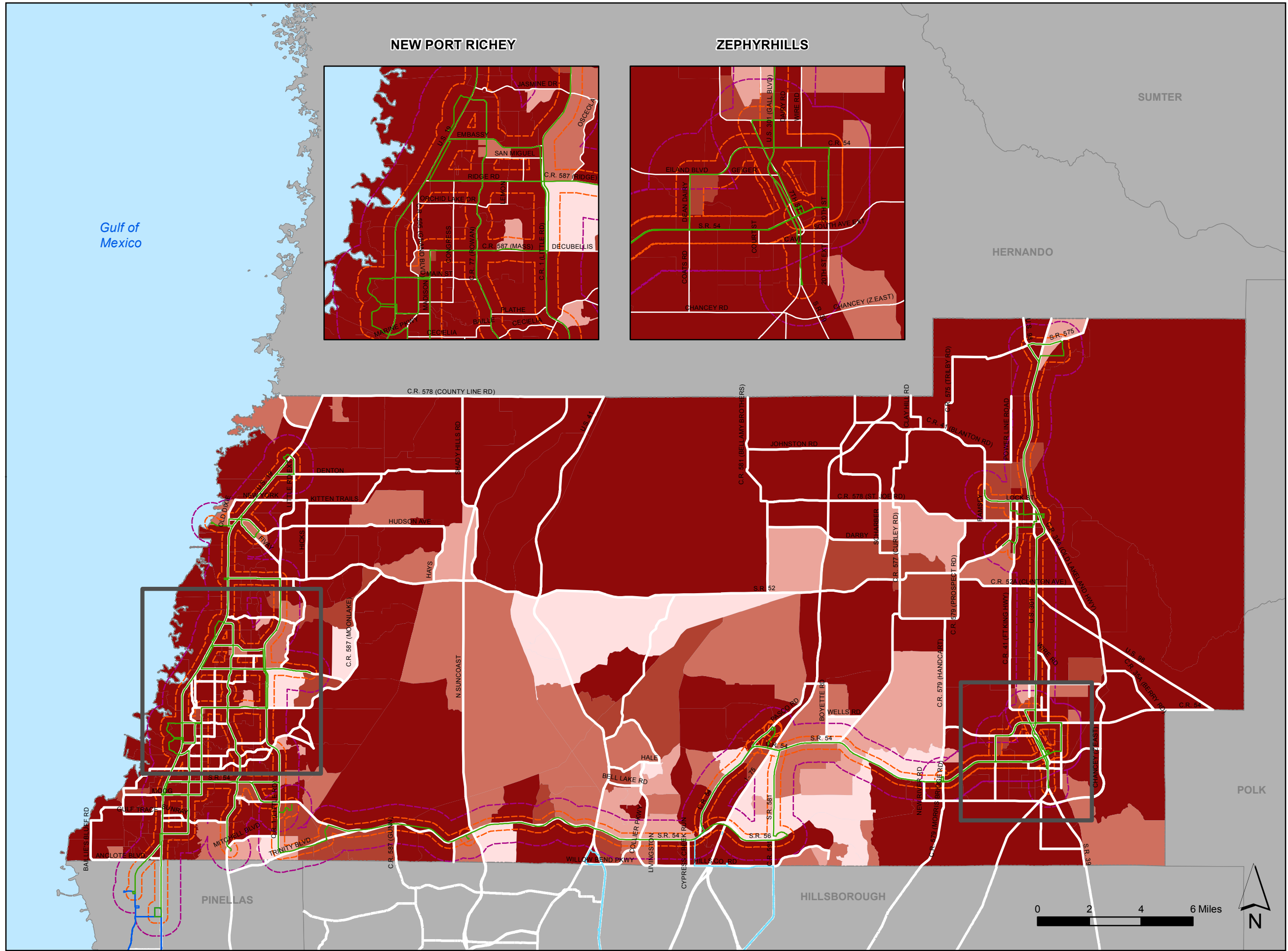
ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



0 2 4 6 Miles





**TDSP REGIONAL MOBILITY NEEDS**

**Map - 8  
Pasco County  
Low-Income Households  
(<\$25,000)**

**Legend**

- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes

**Low-Income Households**

- < 25
- 26 - 50
- 51 - 75
- 76 - 100
- > 100

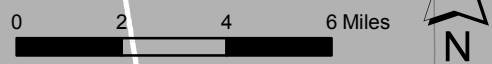
(per Census Block Group)



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Planning and Engineering

ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.











Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013

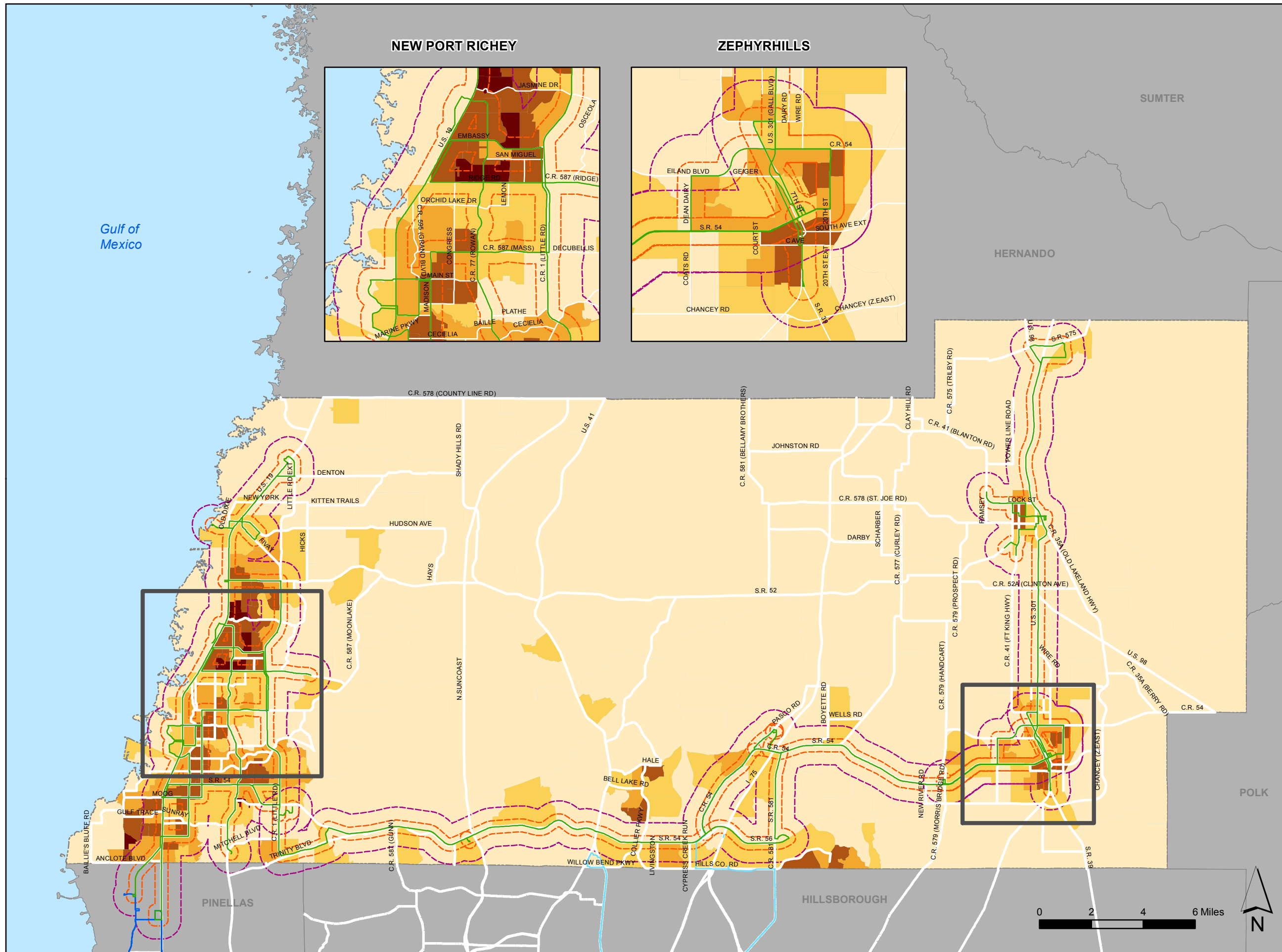



# TDSP REGIONAL MOBILITY NEEDS

## Map - 9 Pasco County Population Density

### Legend

-  PCPT Routes
  -  PCPT 1/4 Mile Service Area
  -  PCPT 3/4 Mile Service Area
  -  HART Routes
  -  PSTA Routes
- Persons per Acre**
-  0 - 2
  -  2 - 4
  -  4 - 6
  -  6 - 10
  -  10+

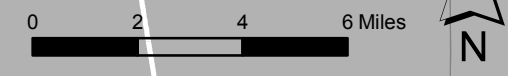


 **Tindale-Oliver & Associates, Inc.**  
Planning and Engineering

ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013

   
METROPOLITAN PLANNING ORGANIZATION  
PINELLAS COUNTY, FLORIDA



Map 10 present the above average LEP block groups and the Pasco County Public Transportation (PCPT) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing in Zephyrhills, along I-75 near the Hillsborough County line, Lacochee, and Dade City.

## Pinellas County

Pinellas County is located on Florida’s West Coast just south of Pasco County and west of Hillsborough County. Less than five percent of the county’s land area is vacant and suitable for development. Consequently, development patterns in the county revolve around redevelopment and infill development activity. The estimated 2012 population for Pinellas County totaled 910,651. Of this population, approximately 22 percent are age 65 and older, 15 percent have some type of disability, 14 percent are living in poverty as defined by the U.S. Census Bureau, and 26 percent of households earn \$24,999 or less annually.

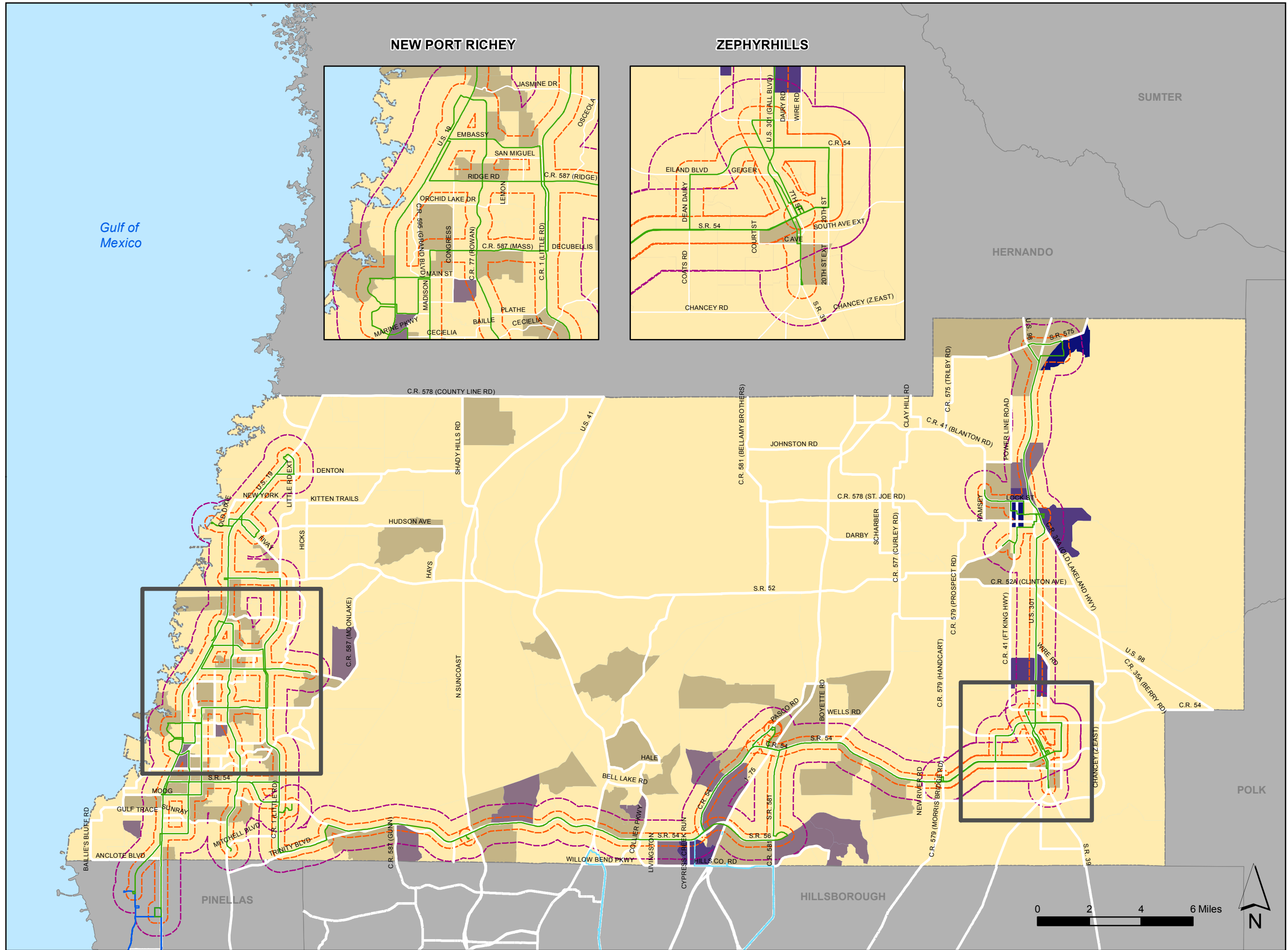
Maps 11 through 14 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in the county. Higher than average populations of older adults are shown to the north along the County Line, in the central portion of the county along Ulmerton Road, and in the Clearwater area. Greater proportions of persons below the poverty line are residing along US Highway 19 N near Tarpon Springs, along Ulmerton Road, and Saint Petersburg near 1<sup>st</sup> Avenue and 3<sup>rd</sup> Street North.

To gain an understanding of the transportation needs of LEP persons, the number and proportion of LEP persons in Pinellas County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the county. Table 4 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Pinellas County. Approximately 5 percent of the Pinellas County population age 5 and older speaks a language other than English.

**Table 4: Pinellas County LEP Population**

Pinellas County						
Total Spanish LEP Population	Total Indo-European LEP Population	Total Asian and Island Pacific LEP Population	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
22,087	13,867	9,938	899	46,791	874,218	5%

Map 15 present the above average LEP block groups and the Pinellas Suncoast Transit Authority (PSTA) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing in Clearwater and Pinellas Park.



**TDSP REGIONAL MOBILITY NEEDS**

**Map - 10  
Pasco County  
Limited English  
Proficiency**

**Legend**

- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes

**LEP Persons**

- < 100
- 100 - 200
- 200 - 300
- 300 - 400
- > 400

(per Census Block Group)



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013








0 2 4 6 Miles








# TDSP REGIONAL MOBILITY NEEDS

## Map - 11 Pinellas County Elderly (60+) Population

### Legend

-  PSTA Routes
-  PSTA 1/4 Mile Service Area
-  PSTA 3/4 Mile Service Area
-  HART Routes
-  PCPT Routes

### Elderly (60+) Population

-  < 100
-  100 - 250
-  250 - 500
-  500 - 750
-  > 750

(per Census Block Group)



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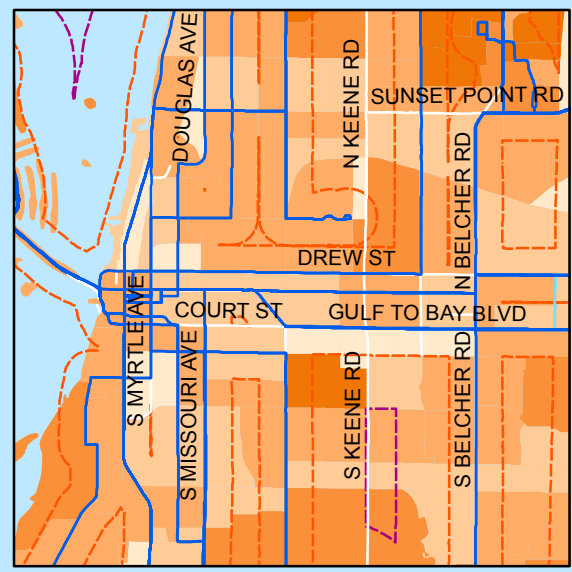
ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013

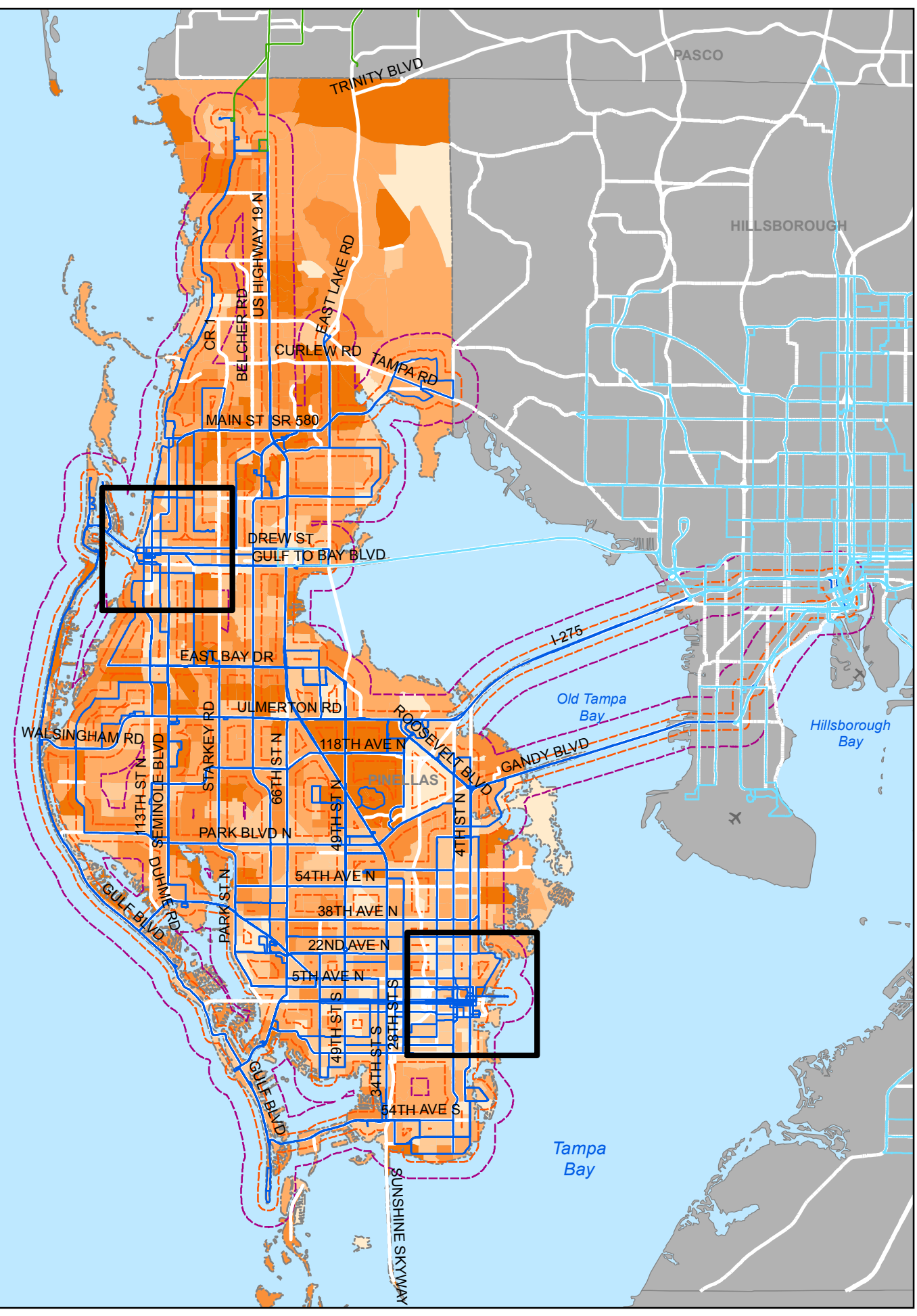
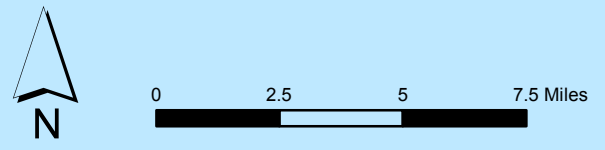
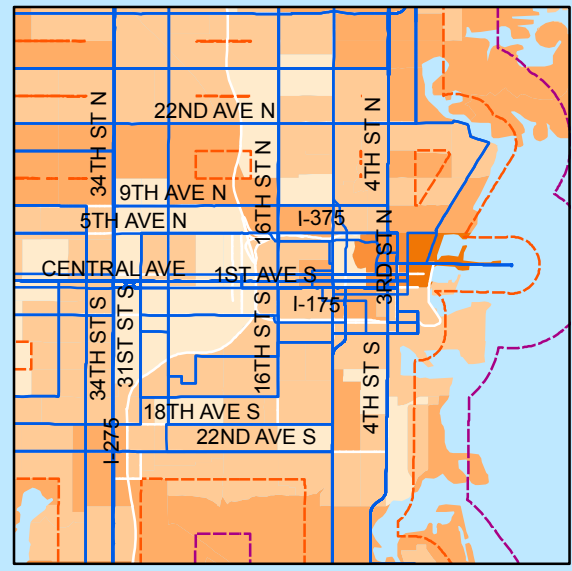




### CLEARWATER



### SAINT PETERSBURG















# TDSP REGIONAL MOBILITY NEEDS

## Map - 12 Pinellas County Households Below Poverty Line

### Legend

-  PSTA Routes
-  PSTA 1/4 Mile Service Area
-  PSTA 3/4 Mile Service Area
-  HART Routes
-  PCPT Routes

### Below Poverty Line

-  < 100
-  100 - 200
-  200 - 300
-  300 - 400
-  > 400

(per Census Block Group)



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&  
Associates, Inc.**  
Planning and Engineering

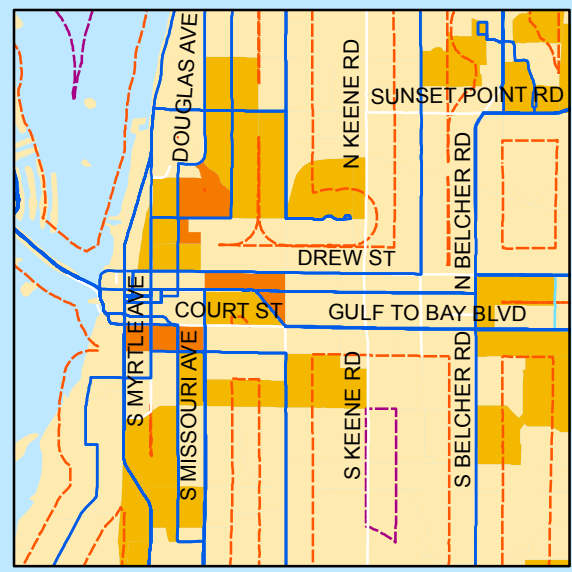
ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013

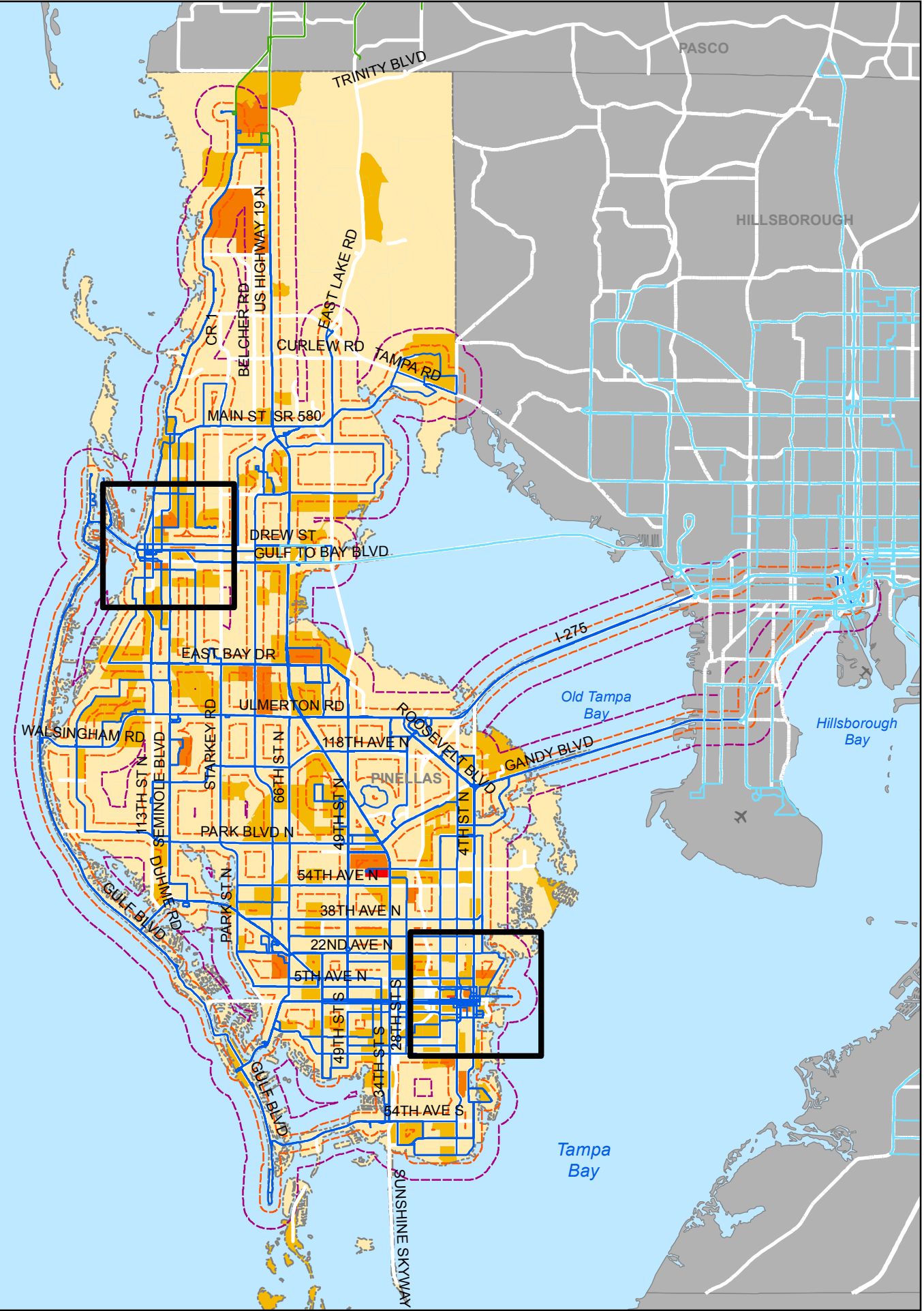
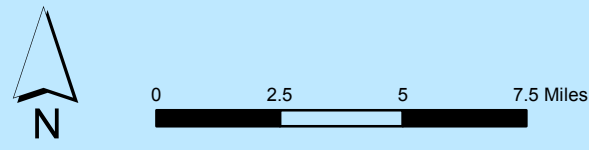
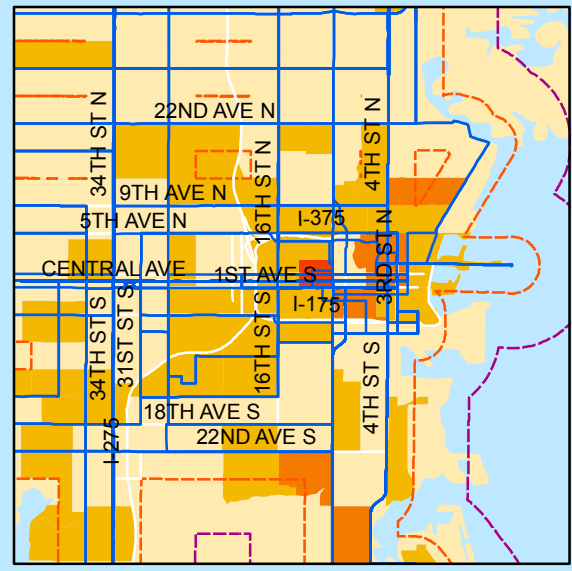




### CLEARWATER








### SAINT PETERSBURG








# TDSP REGIONAL MOBILITY NEEDS

**Map - 13**  
**Pinellas County**  
**Low-Income Households**  
**(< \$ 25,000)**

## Legend

-  PSTA Routes
-  PSTA 1/4 Mile Service Area
-  PSTA 3/4 Mile Service Area
-  HART Routes
-  PCPT Routes

## Low-Income Households

-  < 25
-  26 - 50
-  51 - 75
-  76 - 100
-  > 100

(per Census Block Group)

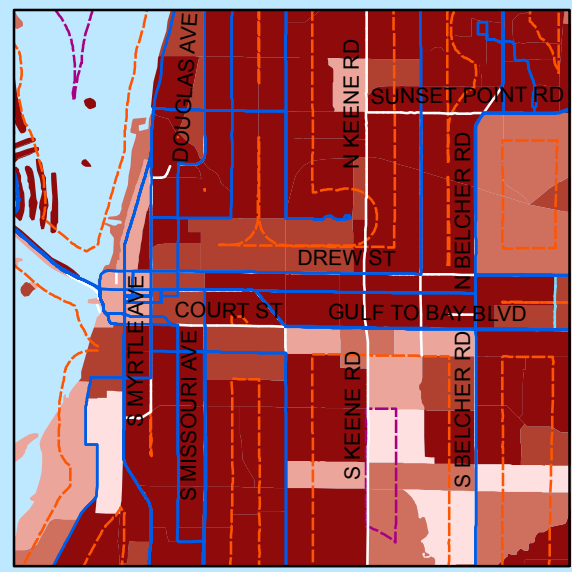


ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

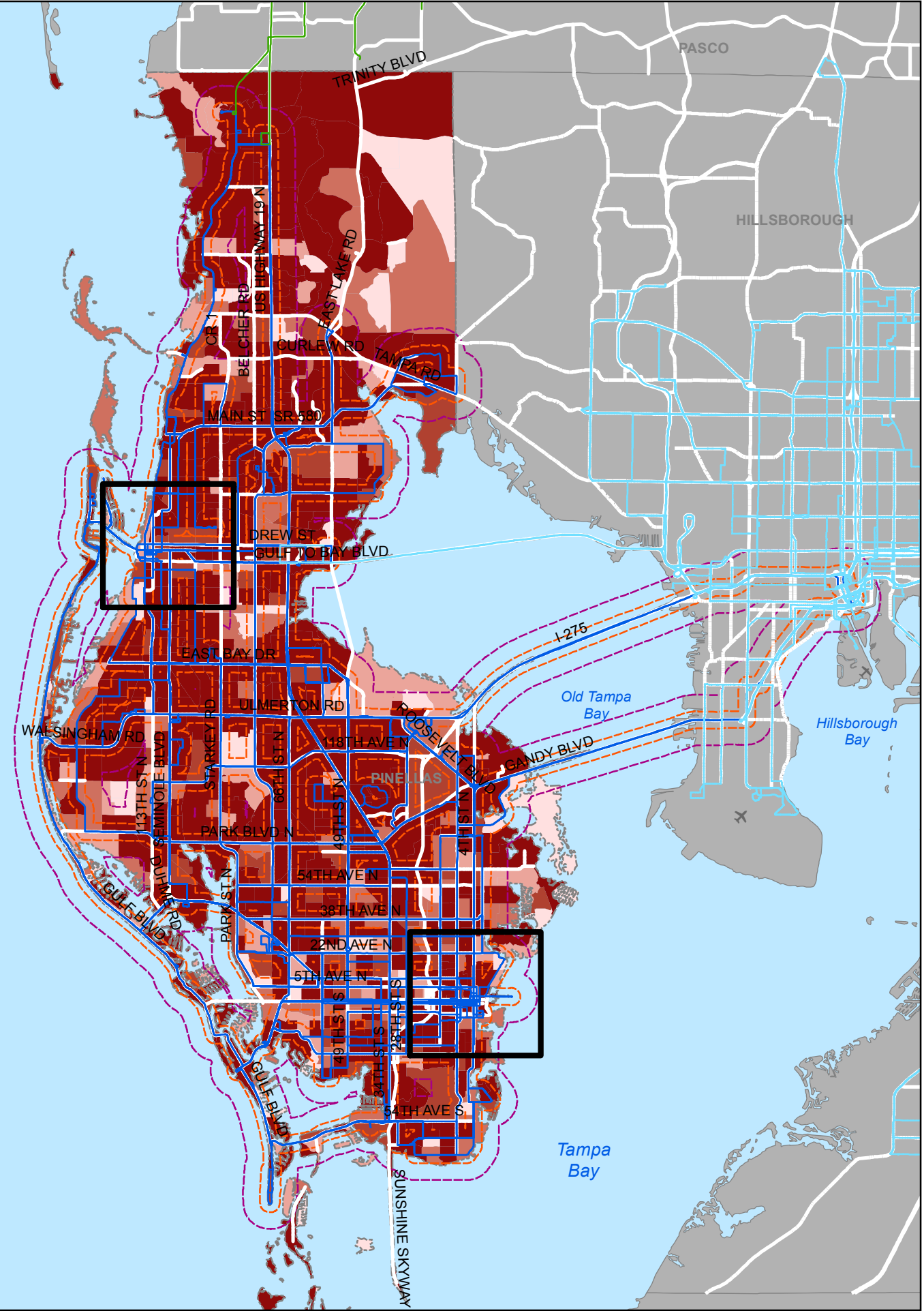
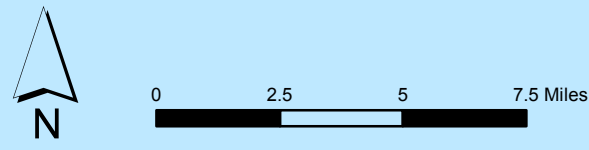
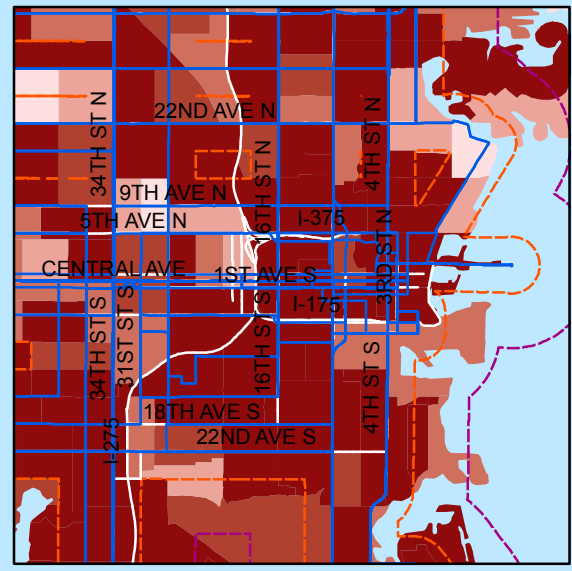
Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



### CLEARWATER








### SAINT PETERSBURG








# TDSP REGIONAL MOBILITY NEEDS

## Map - 14 Pinellas County Population Density

### Legend

-  PSTA Routes
-  PSTA 1/4 Mile Service Area
-  PSTA 3/4 Mile Service Area
-  HART Routes
-  PCPT Routes

### Persons per Acre

-  0 - 2
-  2 - 4
-  4 - 6
-  6 - 10
-  10+

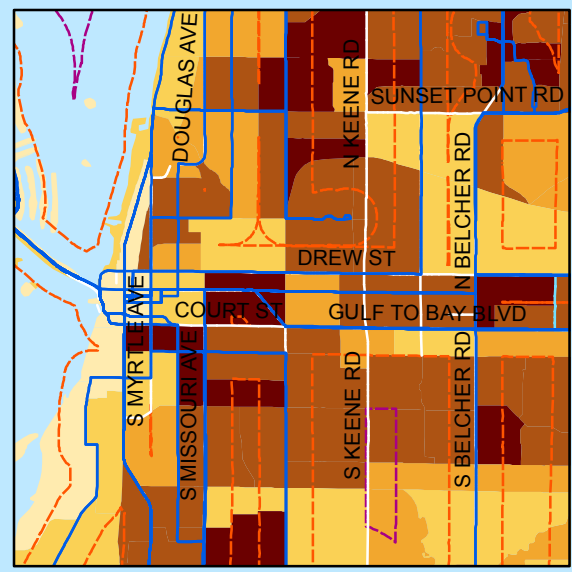


ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

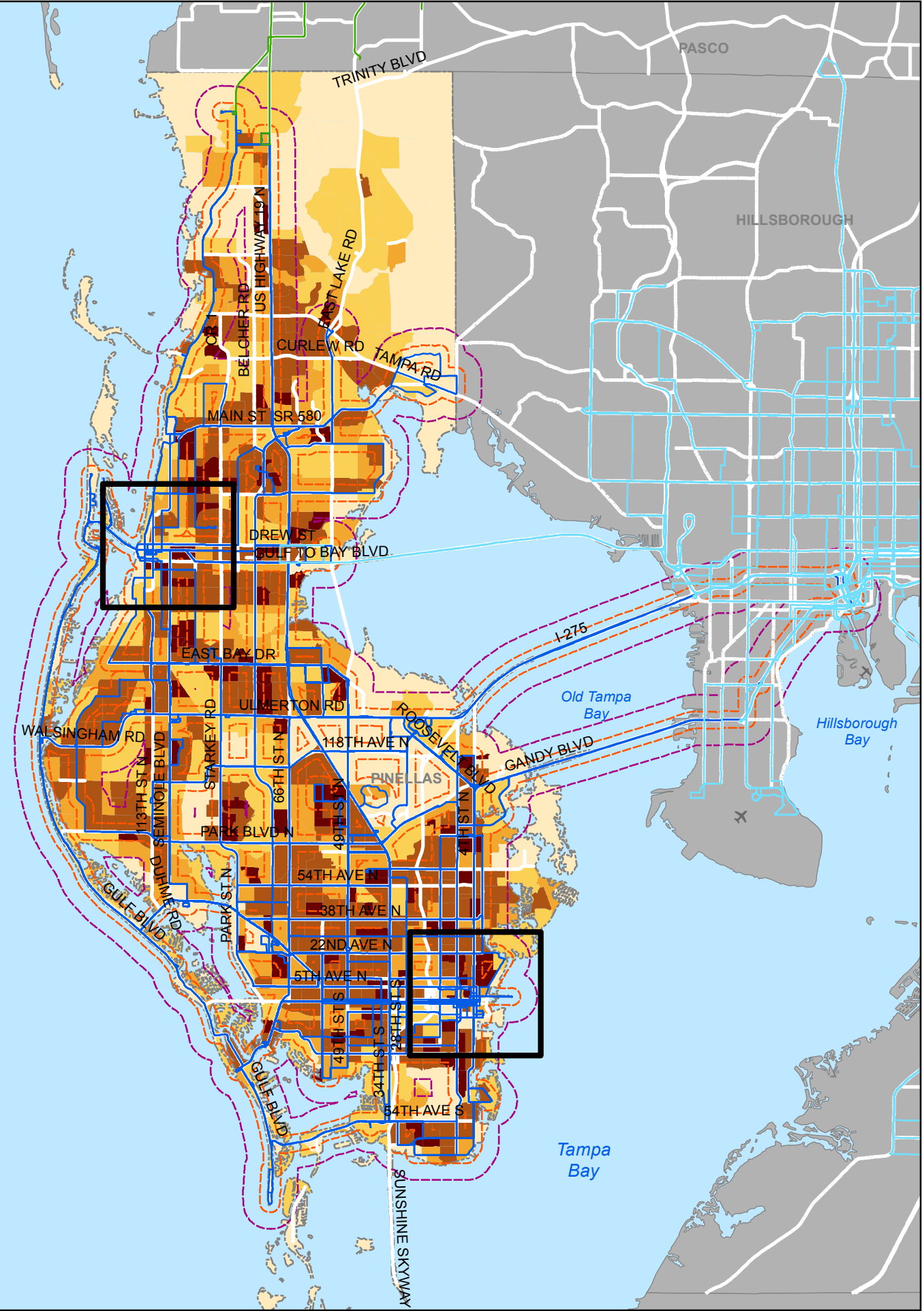
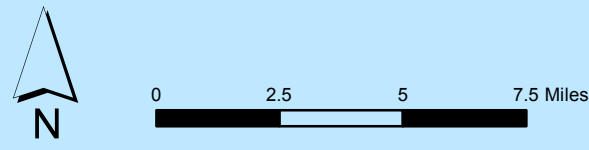
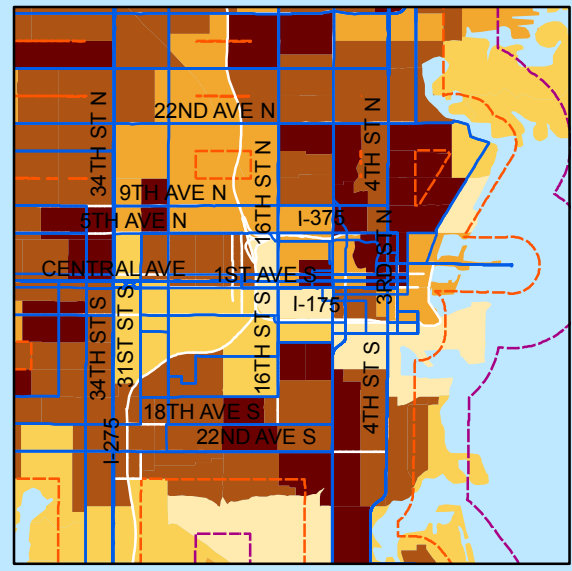
Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



### CLEARWATER








### SAINT PETERSBURG








# TDSP REGIONAL MOBILITY NEEDS

**Map - 15**  
**Pinellas County**  
**Limited English**  
**Proficiency (LEP)**

## Legend

-  PSTA Routes
-  PSTA 1/4 Mile Service Area
-  PSTA 3/4 Mile Service Area
-  HART Routes
-  PCPT Routes

## LEP Persons

-  < 100
-  100 - 200
-  200 - 300
-  300 - 400
-  > 400

(per Census Block Group)

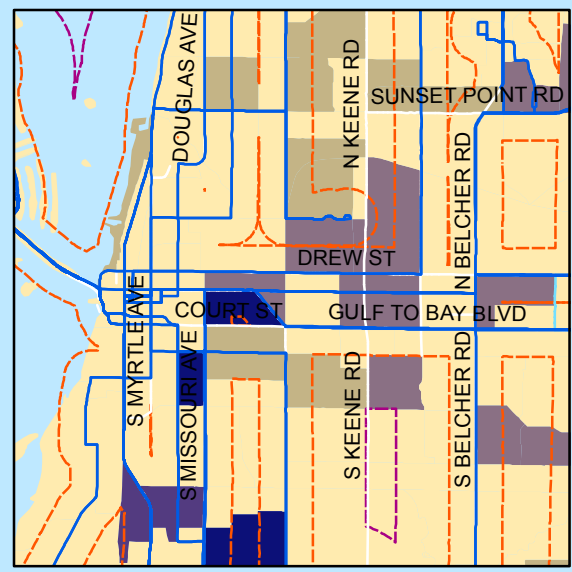


ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

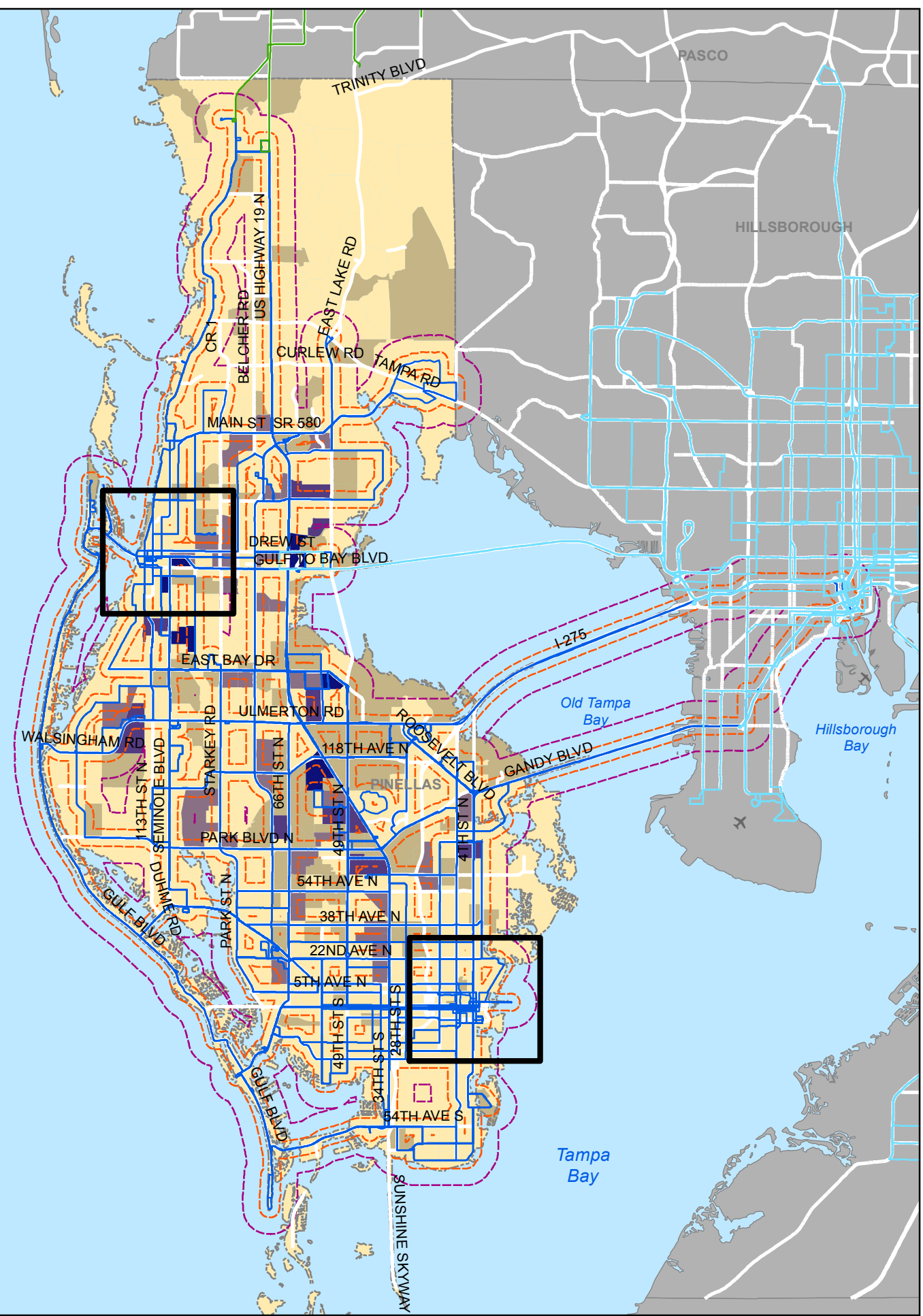
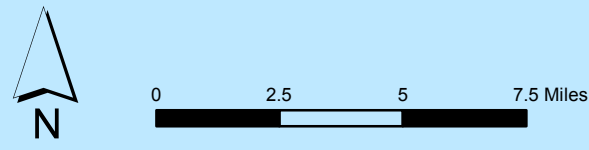
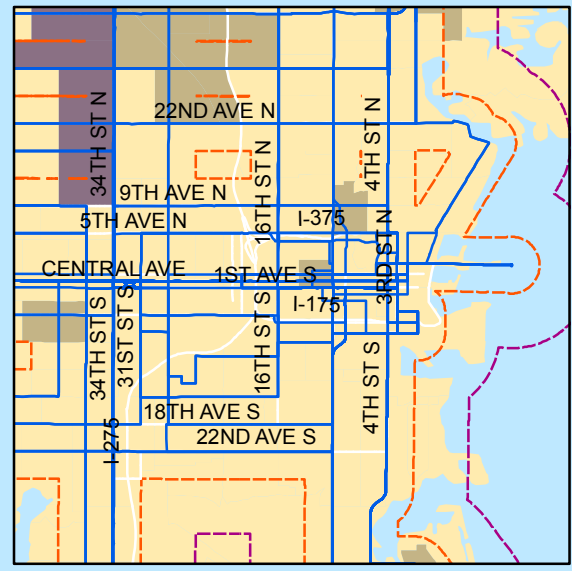
Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



### CLEARWATER



### SAINT PETERSBURG



## Existing Transportation Services

This section provides an overview of the existing transportation services within the tri-county area. In addition to the review of existing providers, the proximity of the public transit system to the major medical facilities, senior centers, and long term care facilities was also assessed. Map 16 presents the tri-county area fixed-route services, including HART, PCPT, and PSTA routes. Maps 17 through 19 depict the fixed-route transit services and paratransit service areas in proximity to the facilities that are frequently required by older adults and individuals with disabilities. The mapping analysis helps to identify areas in need of additional transit services due to having limited or no transportation services available.

### Hillsborough County

HART currently offers local fixed-route bus service on 27 routes, one limited stop MetroRapid north-south, five flex routes (Brandon, South County, South Tampa, Town 'N Country, and Northdale), an In-Town Trolley, 11 commuter express routes, vanpools, and complementary HARTPlus paratransit service. The paratransit service area is three-quarters of a mile around the existing local bus system. In addition, the Sunshine Line and an array of private transportation providers also provide service in Hillsborough County. Hillsborough County's Sunshine Line provides door-to-door transportation and bus passes for elderly, low-income, and disabled persons who do not have or cannot afford their own transportation. Transportation is provided primarily to medical appointments and Aging Services day care and nutrition sites, but non-medical trips are provided on a space-available basis.

MMG Transportation provides federally-mandated non-emergency transportation (NET) to eligible Medicaid beneficiaries in Hillsborough County. This service is used for rides to and from medical appointments only and is covered by Medicaid. MMG provides door-to-door service-pick up and bus passes. Their fleet consists of ambulatory and wheelchair accessible vans.

The review of long term care facilities in Hillsborough County showed 27 facilities that were outside of the ¾-mile paratransit service area. Primary areas with long term care facilities that do not have access to transit, include Plant City, Lithia, Thonotosassa, Dover, Ruskin, Seffner, Lutz, and Valrico. Projects or programs that bring services to these areas may be beneficial to seniors and the elderly and improve overall mobility. The facilities that may be in need of transportation services are listed below. Beds operated by private individuals out of their homes are not included in the assessment.






#### Long Term Care Facilities without Transit Service

Sunshine Manor, Plant City	Heritage ALF of Plant City, Plant City
Community Convalescent Center, Plant City	Heritage View ALF Inc., Plant City
Sharick's Deck Retirement Ranch, Plant City	An Oasis Of Hope, LLC., Plant City
Patty's House, Plant City	Health Center Of Plant City, Plant City
Patty's House, Lithia	Allcare Rehabilitation Inc., Plant City
Pleasant Manor, Plant City	Country Manor Assisted Living, Plant City
Jovya Comfort Home, Plant City	Coventry Assisted Living, Plant City
The Florry House, Plant City	Country Oaks Manor, Dover
Cox Adult Living Facility, Plant City	Stone Ledge Manor, Thonotosassa

# TDSP REGIONAL MOBILITY NEEDS

## Map - 16 Tri-County Fixed-Route Transit Services

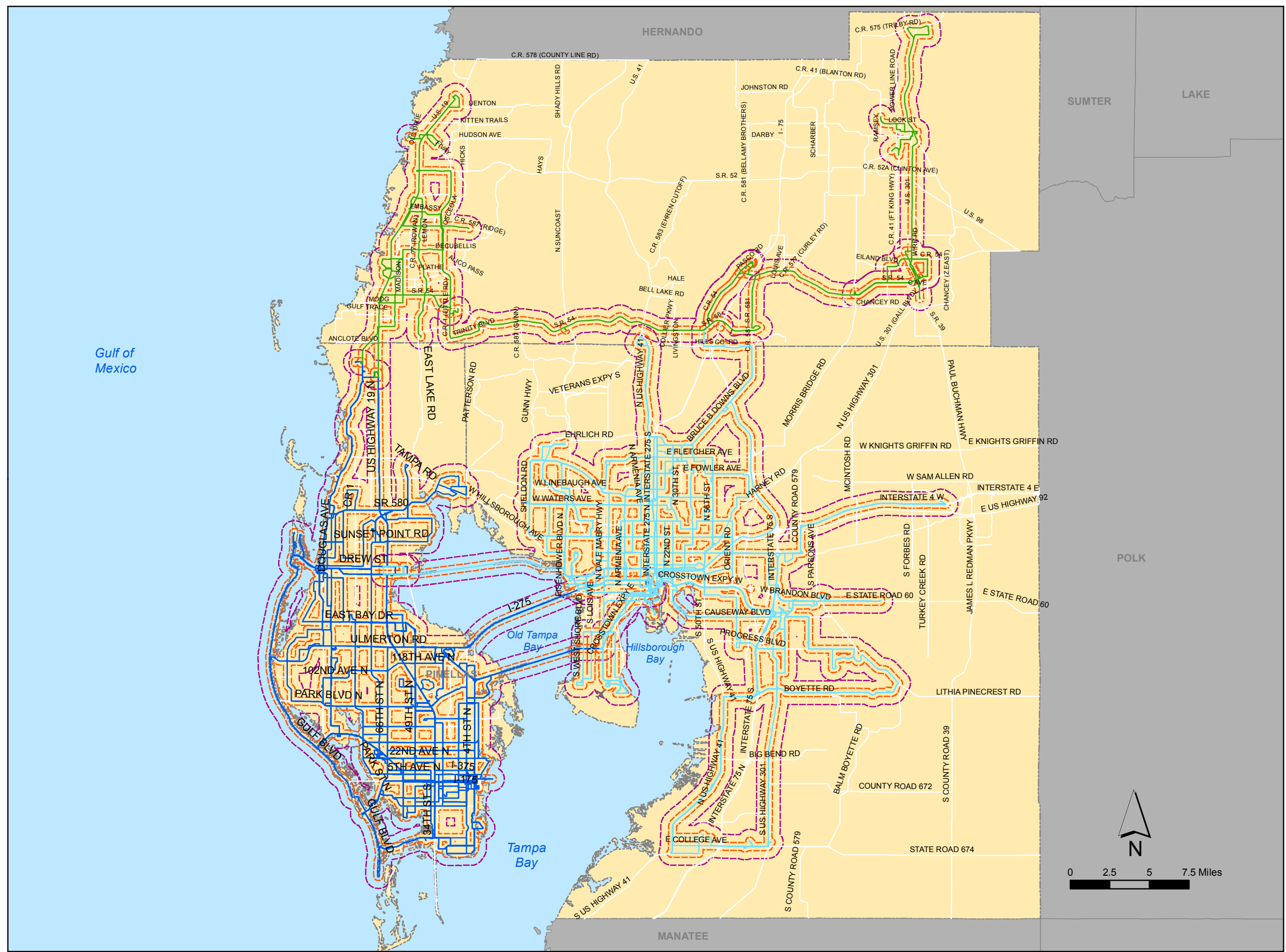
### Legend

-  HART Routes
-  PCPT Routes
-  PSTA Routes
-  1/4 Mile Service Area
-  3/4 Mile Service Area



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



0 2.5 5 7.5 Miles

# TDSP REGIONAL MOBILITY NEEDS

## Map - 17 Tri-County Assisted Living Facilities

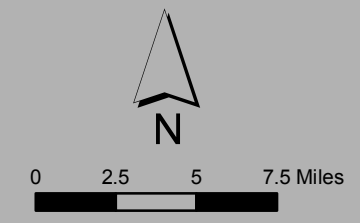
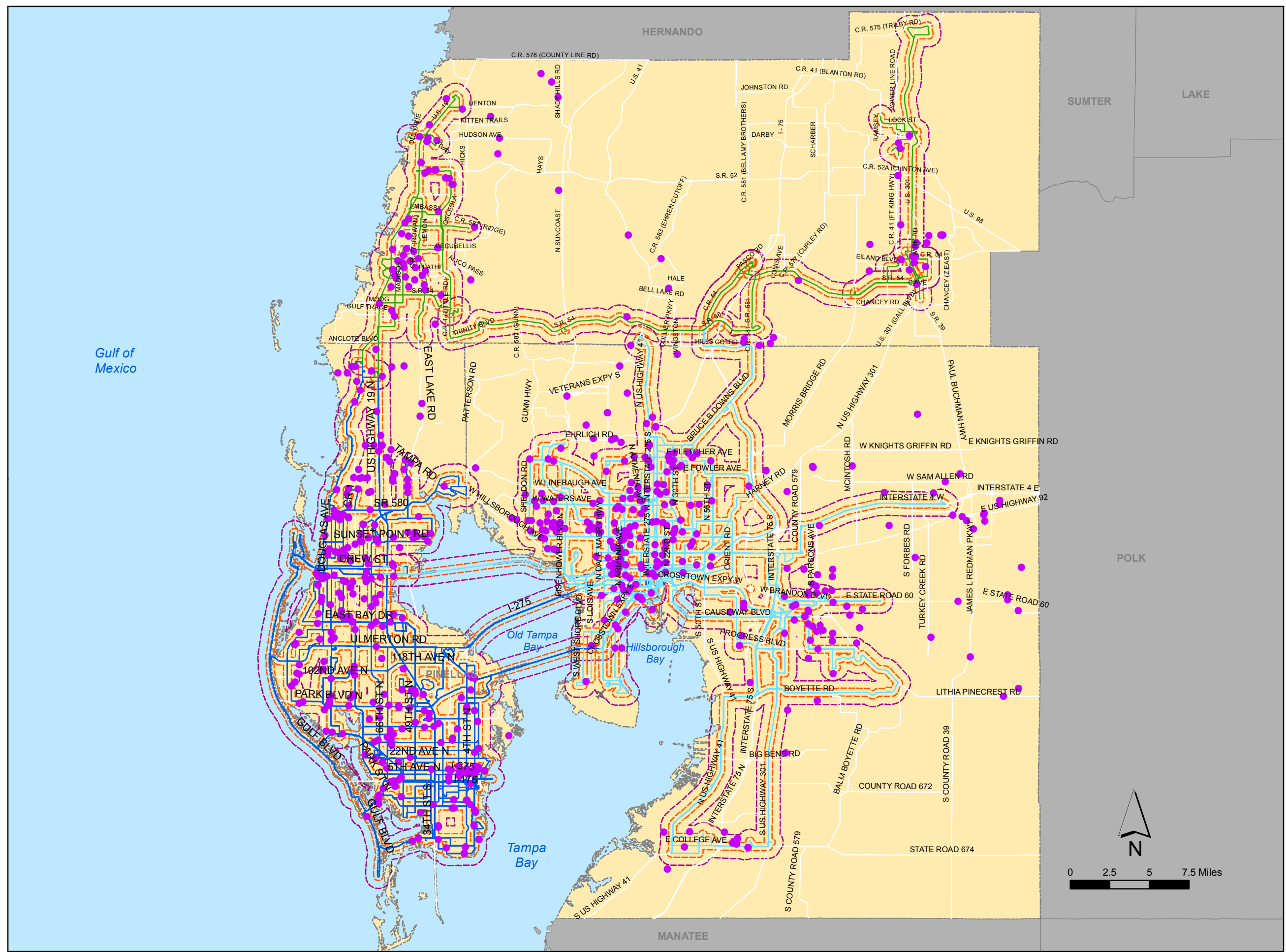
### Legend

- Assisted Living Facilities
- HART Routes
- PCPT Routes
- PSTA Routes
- 1/4 Mile Service Area
- 3/4 Mile Service Area



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.







Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



# TDSP REGIONAL MOBILITY NEEDS

## Map - 18 Tri-County Medical Facilities

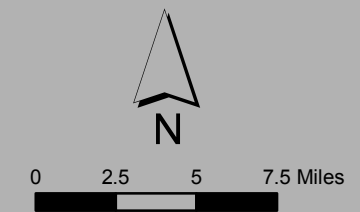
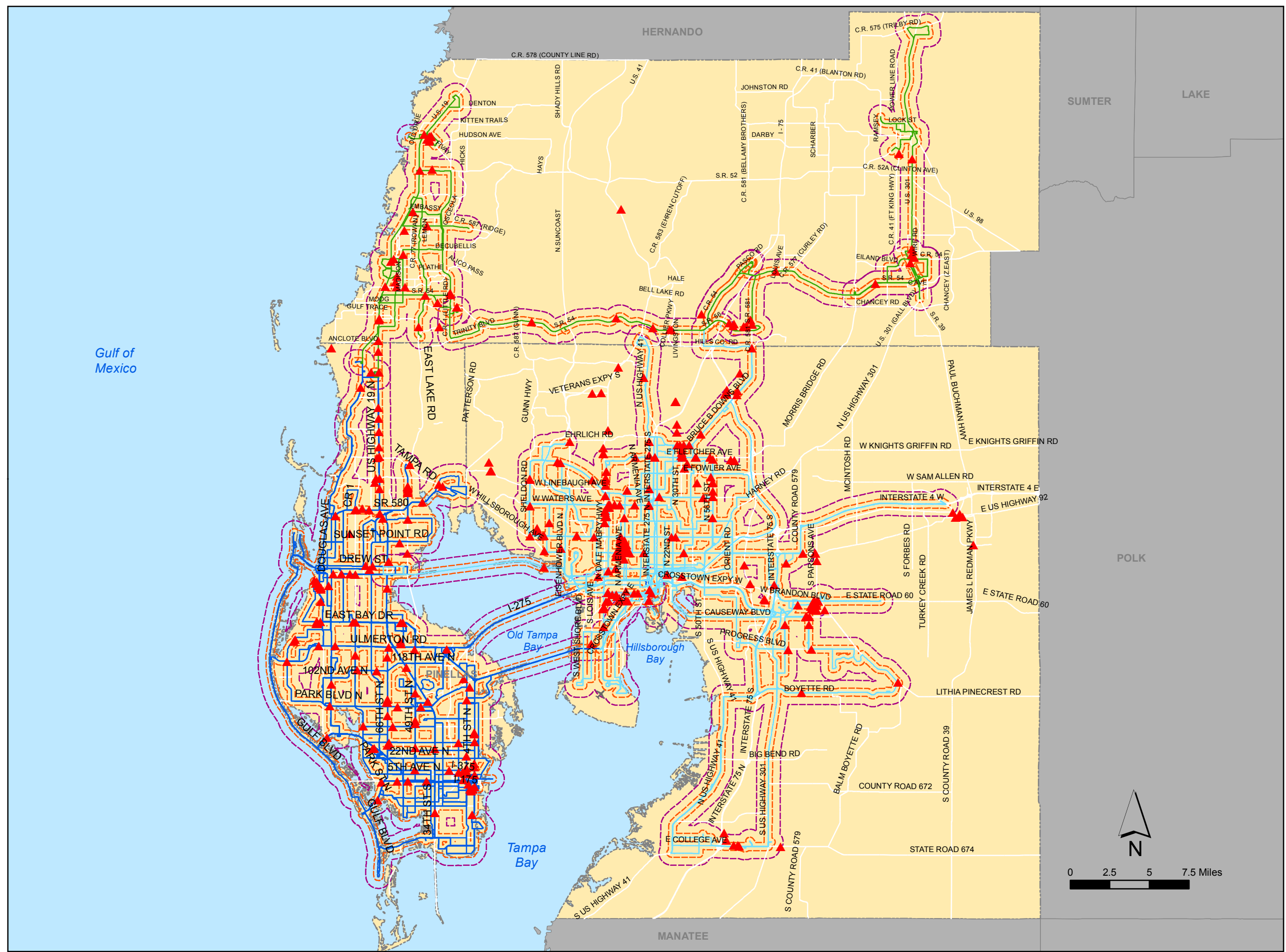
### Legend

-  Medical Facilities
-  HART Routes
-  PCPT Routes
-  PSTA Routes
-  1/4 Mile Service Area
-  3/4 Mile Service Area



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013





# TDSP REGIONAL MOBILITY NEEDS

## Map - 19 Tri-County Senior Centers

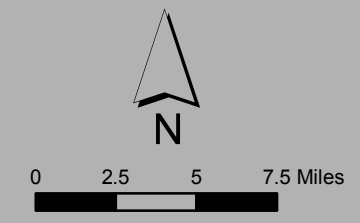
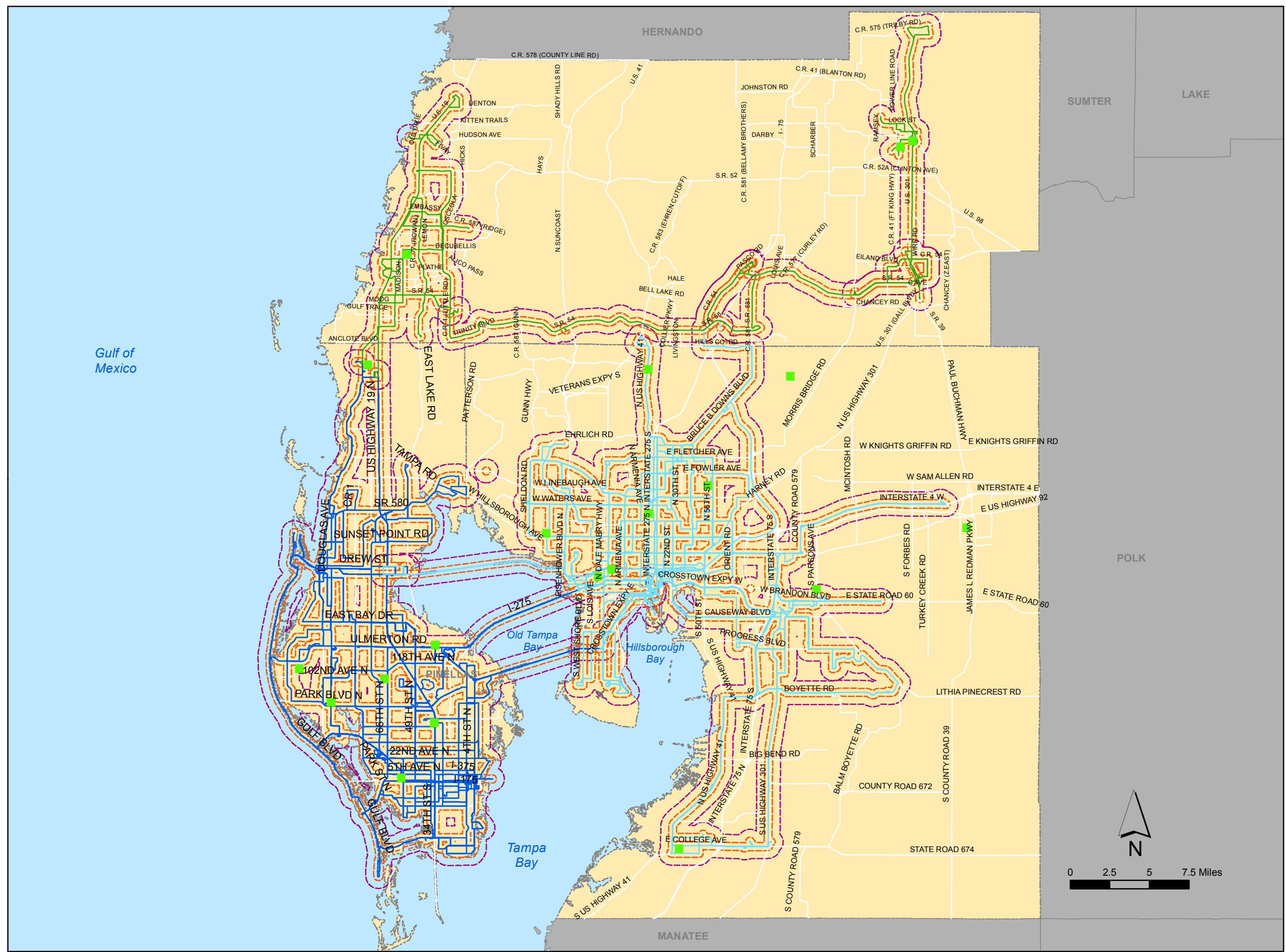
### Legend

- Senior Centers
- HART Routes
- PCPT Routes
- PSTA Routes
- 1/4 Mile Service Area
- 3/4 Mile Service Area



ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



Lakeshore Living Inc., Thonotosassa  
Southern Comfort Inn, Ruskin  
Toria's Assisted Living Facility II, Brandon  
Tranquil Residence & Care Center, LLC., Valrico  
Brushwood Greens Assisted Living Facility,  
Seffner

Inn at Aston Gardens at Tampa Bay, Tampa  
Fatima's Estate ALF, Lutz  
Nuvista Living at Hillsborough Lakes, Lutz  
Magnolia Manor Assisted Living, Lutz

There are two senior centers in Hillsborough County without access to transit service: Plant City Senior Center, Plant City and Liberty Club Seniors, Inc., Tampa.

While there are many medical facilities within the tri-county area, some facilities have specializations that may be needed by the target populations and are outside of the ¼- and ¾-mile buffers for public transit fixed-route and paratransit services, respectively. The areas listed have medical facilities without public transportation access making it more difficult for elderly persons and seniors that rely on public transportation to access these areas and the respective medical services provided. There are 13 medical facilities in Hillsborough County without access to transit service. Those facilities are listed below and are primarily located in Plant City, Tampa, Lutz, and Seffner. St. Joseph's Hospital North is listed but located within the HART flex Northdale service area; therefore, transit service is available. Customers must make an advance reservation to use the Northdale Flex, or catch the HARTFlex van at a designated bus stop (marked with a HARTFlex decal) along the route.

#### **Medical Facilities without Transit Service**

Continucare Medical Center, Plant City  
Integrity Therapy Solutions, Inc., Tampa  
Anista Westchase, LLC., Tampa  
Sleep Testing Center at Westchase, LLC., Tampa  
Gulf-to-Bay Anesthesiology Associates, LLC.,  
Lutz  
Minute Clinic, LLC., Seffner

Sunlake Medical Associates, Lutz  
St. Joseph's Hospital North, Lutz  
Neurorestorative Florida, Lutz  
Take Care Health Services, Plant City  
Specialist Doctors' Group, Plant City  
Urgent Care USA, LLC., Plant City  
South Florida Baptist Hospital, Plant City

### **Pasco County**

PCPT provides 10 fixed-route bus lines and paratransit advance reservation services. Paratransit transportation services are provided countywide and fixed-route bus service is provided in the urbanized areas of West Pasco and Zephyrhills, as well as in Dade City, including connections between Dade City and Zephyrhills. In addition, PCPT recently implemented Route 54, a Cross County Connector on SR 54/SR 56. PCPT service currently connects with PSTA at Huey Avenue and Tarpon Avenue in Tarpon Springs. In addition to the PCPT routes, HART also provides commuter service with two routes that connect Pasco County to Downtown Tampa. Paratransit services are offered by PCPT directly and also by contracted providers.

The review of long term care facilities in Pasco County showed 11 facilities that were outside of the ¾-mile paratransit service area. Primary areas with long term care facilities that do not have access to

transit, include Land O’ Lakes, Trinity, Spring Hill, Hudson, Wesley Chapel, and Zephyrhills. The facilities that may be in need of transportation services are listed below.

### **Long Term Care Facilities**

Baldomero Lopez Memorial Veterans Nursing Home, Land O’ Lakes	Rose Manor ALF, Zephyrhills
Trinity Regional Rehab Center, Trinity	Williams Palace ALF of Zephyrhills, Zephyrhills
Southern Elegance ALF, Spring Hill	Connerton Court, Land O’ Lakes
Serenity Assisted Living Facility, Hudson	Magnolia House ALF, Spring Hill
Wesley House, Wesley Chapel	Little Ranch of Hope, Spring Hill
	Hudson Manor Assisted Living, Hudson

According to the mapping analysis, Florida Hospital at Connerton Long Term Acute Care in Land O’ Lakes is the only medical facility in the county that was identified without access to transit. All of the senior centers in the county that were identified are located either within the ¼-mile area defined as a comfortable walking distance to the fixed-route system or within the ¾-mile paratransit ADA service area.

## **Pinellas County**

PSTA currently operates buses on 40 local routes (28 fixed routes, 2 circulators, 3 connector routes, 3 commuter routes, 2 express routes, and 2 trolley services). In addition, Routes 100X and 300X provide express service to Tampa. PSTA provides service to St. Pete Beach and Treasure Island via a service contract, although these areas are not part of the transit authority. In addition, PSTA provides demand response service to persons with disabilities in accordance with the Americans with Disabilities Act (ADA) implementing regulations.

PSTA’s DART paratransit service provides trips to people who are determined to be functionally unable to ride the fixed-route service. Trips are provided to and from locations within ¾-mile of the fixed-route system and during regular service hours. Other transit providers in the county include the Looper Group Downtown Trolley and the Jolley Trolleys. These systems serve specific geographic areas within the county.

The review of long term care facilities in Pinellas County showed 5 facilities that were outside of the ¾-mile paratransit service area. Primary areas with long term care facilities that do not have access to transit, include Tarpon Springs, Palm Harbor, and St. Petersburg. The facilities that may be in need of transportation services are listed below.

### **Long Term Care Facilities**

TBI Residential Services Inc., Tarpon Springs	Forest Hills Home at Palm Harbor, Palm Harbor
Allegro at East Lake LLC., Tarpon Springs	Shore Acres Rehabilitation and Health Center, St. Petersburg
John-Nell Manor, Tarpon Springs	

According to the mapping analysis, CMHC of Hudson, Inc., Tarpon Springs is the only medical facility in the county that was identified without access to transit. All of the senior centers in the county that

were identified are located either with the ¼-mile area defined as a comfortable walking distance to the fixed-route system or within the ¾-mile paratransit service area.

## **Tampa Bay Area Regional Transportation Authority Transportation Provider Inventory**

The Tampa Bay Area Regional Transportation Authority (TBARTA) has compiled data on transportation providers within the seven-county West Central Florida region consisting of Citrus, Hernando, Hillsborough, Manatee, Pasco, Pinellas and Sarasota counties. A total of 182 transportation service providers are included in the inventory. The majority of the providers accommodate older adults, individuals with disabilities, and private pay passengers and charge hourly or mileage-based fees for transportation service. Non-profit social service agencies were also listed that provide transportation service to day training activities at the agencies' facilities. These services often do not charge a fee for their clients, but do ask for donations and require that the passengers are part of the agency's program; therefore, these services are not available to the general public.

The Department of Veterans Affairs operates a free shuttle to Veterans Administration medical facilities for injured and ill veterans. The vans are driven by volunteers and the rides are coordinated by almost 200 hospital coordinators around the country. Sun City Center Disabled American Veterans provides free shuttle service for veterans with access to the Department of Veterans Affairs.

Faith in Action Upper Pinellas provides transportation service to frail older adults and older disabled persons that are on Medicare and/or Medicaid; however, the agency does welcome donations. Pinellas County provides free Transportation Disadvantaged bus passes to Medicaid recipients allowing them to use the fixed-route bus service at no charge. In addition, MMG Transportation and Yellow Cab of Tampa do not charge Medicaid approved and qualified riders.

TBARTA has developed a one-stop transportation resource called *My Ride* that will include 250 resources for transportation services within the seven counties including paratransit, bus, public transit, private providers, taxis, and long distance buses. The resources will be available on the TBARTA website and through a call center operated by the Crisis Center of Tampa Bay. The service should be available beginning in early 2014.

## **Review of Relevant Plans and Policies**

As part of the TDSP Regional Mobility Needs chapter, a review of applicable policies, documents, and other relevant information was conducted. The results of the review are presented as Appendix A. Below are some of the key findings from the review that are applicable to the regional mobility needs of Pinellas, Pasco, and Hillsborough counties.

- Hillsborough County has plans to create MetroRapid along major corridors from Temple Terrace to Tampa International Airport (TIA), TIA to Kennedy Boulevard, New Tampa, Brandon, Dale Mabry, and Gunn Highway to Busch Boulevard. The MetroRapid will feature increased speeds, fewer stops, transit signal priority, and special low floor buses. Accessibility

improvements are also planned along several of the Hillsborough Area Regional Transit routes. These projects are planned, but not currently funded.

- Hillsborough County supports the expansion of HART in an effort to eliminate the need for additional door-to-door trips with the increasing TD population. The JARC grant has also been identified as funding to support transportation services for access to employment and employment-related services.
- The most frequently mentioned issue in Hillsborough County is the need for coordination of paratransit trips among available resources. Due to difficulty coordinating trips with purchasing agencies based on the individual's needs, program requirements, and service standards coordination is not occurring at maximum levels.
- Pasco County has identified new service expansion needs to improve mobility within Pasco County, including connectors in Moon Lake, Spring Hill, Wiregrass, Cross-County, Land O' Lakes, and St. Leo University and express service on US 19, Wesley Chapel to University of South Florida, and along Suncoast Parkway. Other needs include frequency improvements, expansion of service hours, and adding limited Sunday service on all of the routes. Bus stop infrastructure and ADA accessibility also needs improvement.
- Needs established by Pasco County include more personal door-to-door service for disabled persons, volunteer drivers, and more immediate transportation services for the elderly. One of the largest barriers to coordination in Pasco County is the need for training current paratransit clients on how to use the fixed-route system as the fixed-route system continues to expand.
- Pinellas County identified the need for new passenger shelters and landing pad installations and intermodal transfer facilities in Downtown St. Petersburg, Largo Town Center, and Downtown Clearwater.
- Pinellas County indicated that the needs established in both the 2007 and the 2009 TCAP reports continue to create barriers to coordination. Individuals must contact multiple agencies for transportation services since the availability of centralized information is lacking and program eligibility requirements differ among funding sources.
- PSTA offers 31-day unlimited use bus passes to TD program clients to reduce costs and improve mobility.

## Public Outreach

As part of the development of the TDSP Regional Mobility Needs chapter, public outreach was conducted to obtain input on the needs of older persons and individuals with disabilities. The public input along with the technical analysis described in this document were used to identify the tri-county area's regional needs and develop recommendations and potential projects to meet those needs in the future.

## Public Workshops

The MPOs, in coordination with FDOT, held three public workshops within each of the three counties. Each workshop began with a presentation that included an overview of the regional partnership between the three counties, previous JARC and New Freedom efforts and projects that were funded,

TDSP components, MAP-21 program changes, Section 5310 program overview and eligibility, and the needs identified from the mapping analysis.

After the presentation, meeting participants were given handheld electronic polling devices and asked to participate in an interactive series of 35 questions relating to mobility needs. During the exercise, the meeting participants asked questions and the meeting facilitators asked for the participants to expand on some of the answers, depending on the responses that were received. The combined polling results are included as Appendix B of this report. Key results of the interactive exercise and the discussions that occurred are presented below by meeting locations.

#### *Pasco County Public Workshop*

The Pasco County public workshop was held on Tuesday, November 5, 2013. Approximately 20 persons attended the workshop, including the general public, FDOT, the Pasco County MPO, PCPT. Key discussions that occurred and needs that were identified during the workshop are listed below.

- Transportation options for quality of life/social activities are needed for older adults and individuals with disabilities, particularly to church, dating, evening trips, work, and college classes.
- The time for making reservations needs to be reduced.
- Expanded local service is more important than regional services, particularly fixed-route services to new areas. Some of the areas in need of services include:
  - Shady Hills, Moon Lake, Carver Heights, Little Road to US 41, Wesley Chapel, Land O' Lakes, Woods Housing Facility, east on 52, Hudson, and Spring Hill
  - Transportation to the School Board and jail on US 41
- PCPT routes 18 and 19 connect with PSTA in Tarpon Springs; however, workshop attendees commented that after local services are improved there is a need for additional regional services connecting Pasco County to Hernando County and Pasco County to Tarpon Springs and Palm Harbor (for access to the pain management clinics).
- Additional infrastructure is needed, including more benches and technologies (real-time bus and audible announcements).
- The future investment in the community should focus on expanded demand response service.
- Braille is needed on the bus stops.
- More bike racks are needed on the buses.

#### *Hillsborough County Public Workshop*

The Hillsborough County public workshop was held on November 6, 2013 at the Hillsborough County MPO. A good amount of discussion occurred at the Hillsborough County public workshop and input was received from the attendees; however, due to the low number of attendees at this meeting, those that did attend declined to participate in the polling exercise. Rather than officially record answers through the electronic polling system, attendees elected to openly discuss the questions and provide input based on their perceptions. Key topics that were discussed are listed below.

- Regional demand response services, expanded beyond the ¾-mile buffer, are needed.
- Expanded local service is more important than regional services now, particularly more flex routes are needed. Areas in need of additional service, include New Tampa, Ruskin, Carrollwood, and the Big Bend area.
- After local service is expanded, regional services are also needed to Pinellas County, Hillsborough County, Polk County, and Manatee County.
- Expanded infrastructure and improvements are needed, including sidewalks.
- Coordination and trip sharing among service providers is needed. The current coordination system is a barrier to transportation services for the target populations due to the eligibility requirements of the funding sources and providers not crossing service boundary lines.
- Additional wheelchair seating on the buses is needed.
- Emergency after hour service for people in wheelchairs is needed. Individuals with disabilities may be stranded if there are no available services that can accommodate wheelchairs.
- Travel training days for the general public to improve their level of comfort with using the transit system.

#### *Pinellas County Public Workshop*

The Pinellas County public workshop was held on November 7, 2013 at PSTA. Approximately 5 persons attended the workshop, including the general public, the Pinellas County MPO, and PSTA. Key discussions that occurred and needs that were identified during the workshop are listed below.

- Regional connectivity is more important than expanded local service, particularly rail connections are needed from St. Petersburg to Tarpon Springs and to provide other regional access. Transportation to and from Pinellas County and Hillsborough County is needed.
- Transportation services for seniors to access medical appointments are needed.
- Individuals with disabilities need travel assistance.
- Regional demand response services are needed.
- Expanded infrastructure is needed.
- Meals on Wheels and other non-profit agency providers are in need of funding.

## **Local Coordinating Boards**

#### *Pinellas County Meeting*

On November 19, 2013, a project overview presentation was given at the Pinellas County LCB meeting to update the board on the findings from the public outreach process and mapping analysis as well as the recent changes under MAP-21. Following the project presentation, the LCB discussion focused on ways to gather additional public input on mobility needs of the elderly and disabled.

#### *Pasco County Meeting*

At the December 5, 2013 Pasco County LCB meeting, a project overview presentation was given to update the board on the needs assessment project, the grant program changes, mapping analysis, and

findings from the series of geographic workshops. Following the presentation, the LCB discussion focused on guidelines that are in place to ensure previously funded JARC and New Freedom programs that are successful continue to have opportunities for funding. The LCB was also concerned with how notification of funding opportunities would be communicated to agencies that might be interested in applying for Section 5310 funding and the assistance available to these agencies to submit a competitive application.

### *Hillsborough County Meeting*

A presentation was given at the December 13, 2013 Hillsborough LCB meeting to update the members on the regional mobility needs assessment and ask for LCB input. The presentation included an overview of the previous TCAP efforts, the grant program changes, mapping analysis, and the public outreach results. Discussion that occurred following the presentation focused on the low number of attendees at the Hillsborough County public workshop on November 6, 2013. LCB members were interested in finding opportunities for additional input from social service agencies within the county as well as individuals with disabilities and older persons. It was mentioned that the Pinellas MPO had developed a SurveyMonkey survey using the same polling questions from the series of workshops that were held in November to gauge additional public input. The survey was posted online and the link would be sent out to the LCB members to complete the survey and disseminate to other interested persons. LCB members commented that SurveyMonkey is difficult for some people to use and not the most effective way to receive input. The LCB members were notified of the joint LCB meeting that was scheduled for January 16, 2014 and that there would be an opportunity at this meeting for public comment.

### *Joint Local Coordinating Boards Meeting*



A meeting of the Hillsborough, Pasco, and Pinellas Local Coordinating Boards (LCBs) was held on Thursday, January 16, 2014 at the FDOT District 7 Conference Room. The meeting began with an overview of the regional needs assessment followed by brief presentations on the projects that have been funded using the tri-county area's JARC and New Freedom dollars. The subrecipients that presented during the meeting included HART, Worknet Pinellas, Quality of Life, Neighborly

Care Network, Center for Independence, and PSTA. Topics that were covered for each of the programs included an overview of the services provided and how receiving the grant funds have impacted the community. After each presentation, attendees were given an opportunity to ask questions. Below is a summary of the discussions that occurred.



- An LCB member asked for clarification on how the needs and projects identified in the presentation will be prioritized for use in the selection of future projects and if the LCB will have time to discuss the projects at the local level. Clarification was



provided that the needs assessment has been completed to document the tri-county area's needs and potential projects to address those needs. FDOT, in coordination with the MPOs and LCBs, will decide how the projects should be prioritized and used in the selection of future 5310 projects.

- Another member asked if there are studies showing that paratransit users would switch to fixed-route service if it was available or would those persons be made to switch to the fixed-route system.
- St. Petersburg College is having a job fair soon and this event may be a good place for Neighborly Care Network to find drivers.
- Accessibility in Pasco County is not good with benches near ditches.
- Regional paratransit service is needed to get people to the Veterans Administration and Moffitt.
- More door-to-door service is needed for a wide range of daily activities on the weekend.
- Pasco County fixed-route service is limited and needs to be increased.
- Coordination and reciprocal services are needed from Hillsborough County to Pasco County and back.
- MPOs and the TD Boards need to be the educators in state. The final regional mobility needs chapter should be taken to Transportation Disadvantaged Legislative Awareness Day in March 2014 to increase awareness of the needs and the projects that have been funded with the resources available.
- Communication on this topic is important and every effort should be made to continue discussions focused on the mobility needs of seniors and the disabled.
- The recently formed transportation management area leadership group for Hillsborough, Pasco, and Pinellas County is a great idea and some LCB members would be interested in participating in this effort going forward.

## Online Survey

As part of the public outreach process, an online survey was generated using SurveyMonkey in an effort to reach the greatest number of survey participants and obtain input on the region's needs. A total of 116 responses were received; however, the respondents did not answer all of the questions that were included on the survey. Approximately 57 percent of the respondents were from Hillsborough County, 12 percent were from Pasco County, and 31 percent were from Pinellas County. The results of the survey are listed below.

- Transportation options for quality of life/social activities are needed for older adults and individuals with disabilities is the most important need.
- Service is the most important improvement and should be rail and bus.
- More shelters are needed.
- Paratransit services should be expanded to new areas.
- Fixed-route service needs frequency improvements.
- Shorter wait times are needed for paratransit pick-ups.

## Transit Orientation Index

The traditional transit market refers to population segments that historically have a higher propensity to use transit and/or are dependent on public transit for their transportation needs. Traditional transit users include older adults, youth, and households that are low income and/or have no vehicles. A Transit Orientation Index (TOI) assists in identifying areas of the county where a traditional transit market exists. To create the TOI, 2011 ACS data estimates were compiled at the block group level and categorized according to each block group's relative ability to support transit based on the prevalence of specific demographic characteristics. For this analysis, four population and demographic characteristics were used to develop the TOI. Each characteristic traditionally is associated with the propensity to use transit. The four characteristics that were used to produce the index include the following:

- Population density (persons per square mile)
- Proportion of the population age 60 and over (older adults)
- Proportion of the population under age 16 (youths)
- Proportion of the population below the poverty level

Map 20 presents the 2011 TOI for the tri-county area. The 2011 TOI for the study area shows that, for the most part, Pinellas County has transit routes located in the areas with High or Very High transit orientation. Hillsborough County also has transit routes located in areas with High or Very High transit orientation; however, there are areas with High or Very High transit orientation that may benefit from additional transit services including Wimauma, Plant City, Dover, northeast along the Polk County line, and north along Morris Bridge Road. High or Very High TOI areas in Pasco County that could benefit from additional transit service, includes Ladoochee, south of Zephyrhills, Dade City, Land O' Lakes, Odessa, Hudson, and Spring Hill.

## Goals, Objectives, and Strategies










The goals from the TCAP were updated to support the development of the regional mobility needs chapter and the selection of projects for Section 5310 funding. The revised goals were presented to the public for concurrence and are as follows.

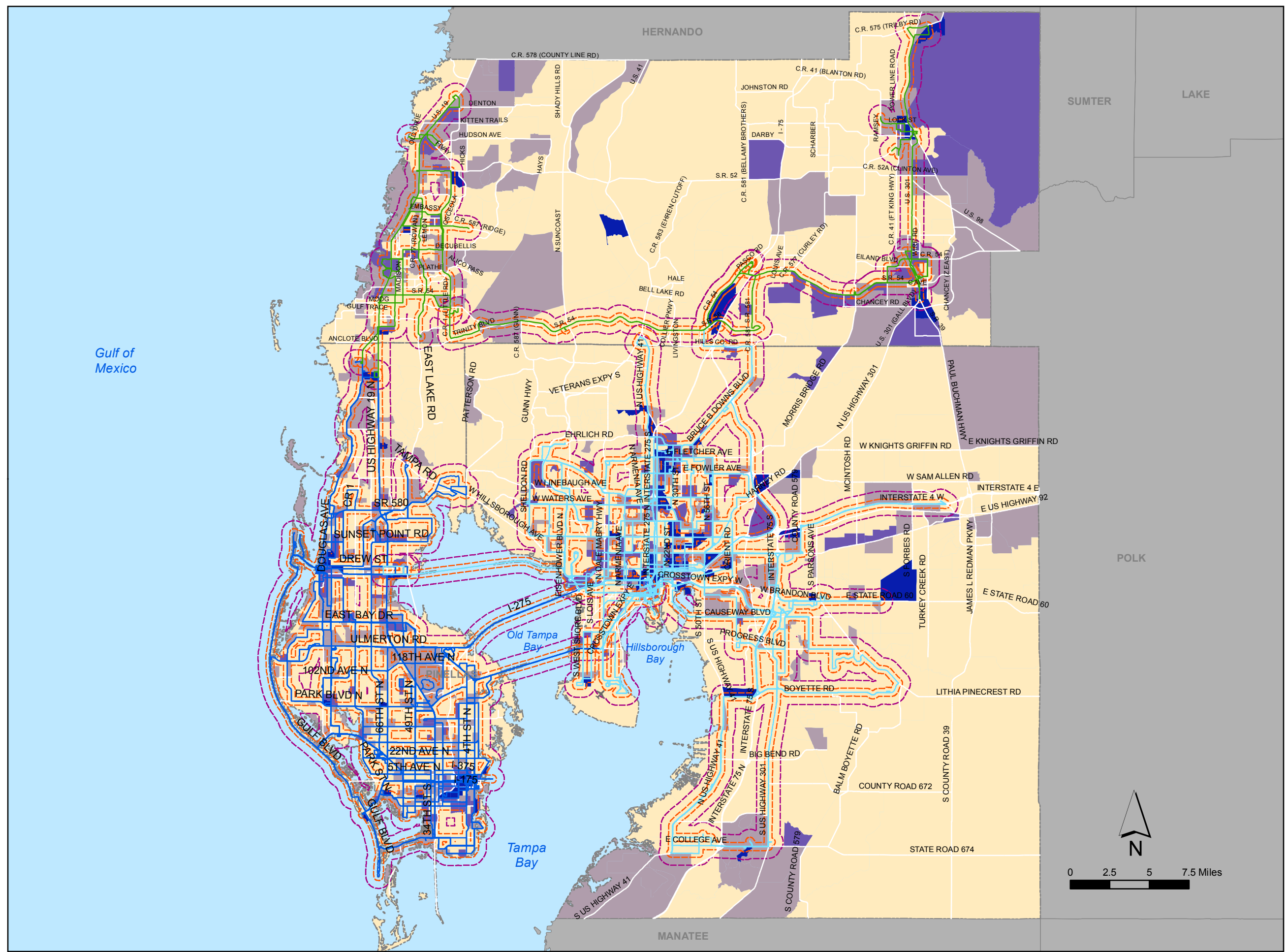
- Provide additional tools to overcome existing barriers facing Americans with disabilities who seek full participation into society.
- Remove duplications of transportation services in order to maximize transportation funding within the tri-county area.
- Increase coordination and communication between transportation and social service providers, through public forums.
- Increase support for public transportation programs and funding.
- Increase safety while utilizing public transportation within the tri-county area through pedestrian amenities.
- Enhance quality of life for elderly and disabled populations by providing greater public transportation access to the community.

# TDSP REGIONAL MOBILITY NEEDS

Map - 20  
Tri-County  
TOI

## Legend

-  HART Routes
  -  PCPT Routes
  -  PSTA Routes
  -  1/4 Mile Service Area
  -  3/4 Mile Service Area
- TOI Rank**
-  Very High
  -  High
  -  Medium
  -  Low



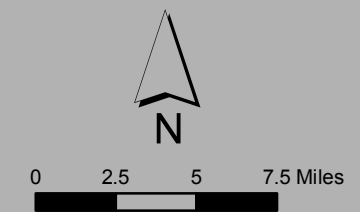
 **Tindale-Oliver & Associates, Inc.**  
Planning and Engineering

ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013





- Increase housing and employment options by ensuring transportation connectivity throughout the tri-county area.

## Regional Mobility Needs

Based on the review of existing data, public participation process, and technical analysis, the following unmet transportation needs and barriers to coordination have been identified for consideration during future Section 5310 funding cycles. In addition, potential projects and services have been identified to meet the needs, where applicable.

- Continue existing transportation services for older adults and individuals with disabilities – the projects and services that are currently being provided should be sustained through future funding programs, if feasible.
- Projects selected for funding should benefit both seniors and individuals with disabilities – Projects that can benefit both of the target groups should be given greater priority during the project selection process. Coordination of services, leveraging resources, and vehicle sharing among providers may assist with providing transportation services to both of the targeted groups using limited resources.
- Regional paratransit services – Providing paratransit services across county lines will help older adults and individuals with disabilities access specialized services in other counties regardless of service boundaries. Coordination among providers to provide regional paratransit services on specific days or during certain trips could help to provide expanded service.
- Regional fixed-route/express services – While some regional routes exist, including PSTA to HART in Tampa, PCPT to PSTA in Tarpon Springs, HART to PCPT in Wesley Chapel, and HART to PSTA in Clearwater, additional services are needed that connect the tri-county area and the surrounding counties, including Hernando County.
- Fixed-route improvements, including improved frequency, later evening, and weekend service – Improvements on the fixed-route system will serve all users including the targeted populations and may reduce the need for door-to-door service in some areas where passengers cannot use the system due to long wait times in between buses or lack of service on the weekends and evenings.
- Infrastructure and technology improvements – Additional benches, shelters, audible announcements, sidewalk improvements, landing pads, etc. are needed in Hillsborough, Pasco, and Pinellas counties.
- Additional transportation services to quality of life/social activities – Transportation services that provide quality of life trips for the targeted populations are needed on the weekend and in the evenings. Trips to medical services and other life sustaining activities are often available under specific funding sources; however, trips to church and evening outings are more difficult to obtain since trips may be prioritized due to limited funding.
- Service connecting to major hospitals and hubs – Additional transportation services are needed providing access to the major hospitals, long term care facilities, and senior centers noted earlier in this needs assessment. However, major hubs and activity centers would also benefit

from additional transportation services. The additional major hub/activity center services may be an avenue for providing quality of life trips to these areas for social interaction.

- Education services/travel training for individuals with disabilities – Additional travel training programs are needed to educate persons who may be able to use the fixed-route system but are currently not comfortable with independently using the system.
- Central phone number for information – A one-call, one-click center was identified as a need for minimizing the level of effort necessary to obtain information on available transportation services, fares, funding sources, service boundaries, eligibility requirements, etc.; however, the *My Ride* service being implemented by TBARTA in 2014 should help to fulfill this need. In addition, the [www.SafeandMobileSeniors.org/FindaRide.htm](http://www.SafeandMobileSeniors.org/FindaRide.htm) website provides a one-stop location to find information by county on over 700 transportation providers within the State of Florida which also helps to meet this identified need.
- Partnerships for vehicle sharing – With the New Freedom program being consolidated into the 5310 program and no new funding added to that program, partnerships for vehicle sharing may be an effective way of ensuring there are enough vehicles available and funding allocated to operating projects and services.
- Taxi vouchers for evening service – Vouchers for evening service may help to provide additional quality of life trips and/or trips for persons that may be stranded when other transportation services end.
- Funding for non-profit providers providing life sustaining services to older adults and individuals with disabilities – Social service providers offering services such as Meals on Wheels have experienced funding cuts and are in need of additional revenue to provide transportation and life sustaining services.
- Expanded fixed-route services to new areas – Based on the technical analysis, the following areas could benefit from expanded fixed-route services.
  - **Hillsborough County**
    - Thonotosassa
    - Lithia
    - Dover
    - Seffner
    - Valrico
    - Gibsonton
    - Lutz
    - Plant City
    - Ruskin
    - Wimauma
    - Tampa
  - **Pasco County**
    - Hudson
    - Shady Hills
    - Land O’ Lakes
    - Odessa
    - Spring Hill
    - Dade City
    - Lacochee
    - South of Zephyrhills
  - **Pinellas County**
    - Tarpon Springs
    - Palm Harbor
    - St. Petersburg

## Conclusion

Both regional and local needs were identified during the assessment. In Pasco County and Hillsborough County where areas remain with limited or no available fixed-route transit service, the residents would like to first have expanded local service to new areas that are currently difficult to access. The need for regional service to surrounding areas was also considered a priority; however, the consensus within these counties was that the local services should be improved first and then future resources should be focused on providing regional connections. In Pinellas County, where there is little vacant land and good fixed-route coverage, the majority of major attractors for older persons and individuals with disabilities are covered by fixed-route and/or paratransit service. For those reasons, the assessment concluded that regional services are considered a greater need in Pinellas County. Based on the responses from all three counties, respondents agreed that transportation services that assist older adults and individuals with disabilities with accessing quality of life activities, including evening and weekend trips to places other than medical appointments, should be considered the greatest need when planning future transportation services for the targeted populations.

Regional transportation connectivity is a priority; however, quantifying the importance of and demand for additional regional transportation options is best completed through travel demand modeling and public outreach tools (surveys and polls, meetings, general comments). It is clear that gaps exist in the collection of quantifiable information on regional demand that is not being met. Since regional paratransit service does not exist, many customers do not communicate their need to access locations outside of their current county of residence. Denials for regional trip requests are not kept for tally, because the requests are never made by customers based on their understanding of existing service limitations or customer service representatives tell persons inquiring that they do not provide that type of service. During development of this regional chapter requests were made for information to better assess regional mobility needs that are not currently met. Agency responses were that this information is not available or referrals were provided to other agencies that might have additional information. In addition, the Census Longitudinal Employer-Household (LEHD) maps provide information on current regional travel patterns, but that information does little to assist in identifying where unmet regional transportation needs may be present. The public outreach that was conducted provided the best information on desire for regional transportation options to meet existing needs. Those regional transportation needs such as Pinellas to Hillsborough and Pasco to Hernando were denoted earlier in this document.

In addition, having a regional agency such as TBARTA provides an avenue for regional transportation information to be identified, reviewed, and documented. Through TBARTA's planning efforts the following eight regional transportation projects were identified as priorities:

- Regional Projects
  - Short-Term Regional Premium Transportation Enhancements Study
- Central Projects
  - USF to Wesley Chapel

- Howard Frankland Bridge PD&E Study and Regional Transit Corridor Evaluation
- St. Petersburg to Clearwater through Greater Gateway area (Pinellas Alternatives Analysis)
- Northern Projects
  - Westshore Area to Crystal River/Inverness Transit Corridor Evaluation
  - I-75 Regional Bus Wesley Chapel to Downtown Tampa
  - SR 54/56
- Southern Projects
  - Extension of Premium Services from Sarasota to Bradenton & North Port
  - I-75 Regional Bus Sarasota/Bradenton to Downtown Tampa

Any improvement to the overall transportation system can benefit the elderly and persons with disabilities; therefore the projects recommended by TBARTA as priorities can assist with the improvement of mobility for these populations. The regional transportation enhancements study should provide additional information on unmet regional transportation needs. The priority areas identified by TBARTA also align with some of the areas identified in this regional TDSP chapter for consideration of mobility improvement projects or programs that may be funded under Section 5310.

## Appendix A: Plan Review

### Transit Development Plans

The most recent Transit Development Plans (TDPs) for the public transit providers in Hillsborough, Pasco, and Pinellas counties were reviewed and summarized in order to identify the existing transit and mobility needs of older persons, persons with disabilities, and low-income populations and projects that might provide benefit to the Transportation Disadvantaged (TD) population.

#### *Hillsborough County*

Hillsborough Area Regional Transit (HART) completed its most recent TDP update in September 2013 for FY 2014 – FY 2023. The following needs and projects within the HART TDP have been added to the 5-Year CIP (Capital Improvement Plan) and planned budget as currently unfunded, but have been identified as applicable to the TD population:

- Paratransit/Flex Vehicle Facility
- Plan City Expansion of Basic Transit Infrastructure
- MetroRapid East/West (Temple Terrace/Tampa International Airport (TIA))
- Additional Bus Maintenance Facility
- MetroRapid (Kennedy/TIA)
- MetroRapid (New Tampa)
- MetroRapid (Brandon)
- MetroRapid (Dale Mabry)
- MetroRapid (Gunn/Busch)

HART conducted community outreach in the form of discussions and visioning processes on the future of transit needs in the Tampa Bay area. The needs that were identified and are applicable to the TD population are listed below.

- Increased level of service
- Increased evening and weekend service

The detailed route analysis completed by HART in 2009 concluded that many stops could be consolidated and improved. As such, HART completed improvements on the stops and roadways listed below in FY 2013 to comply with ADA guidelines specific to TDP Goal 2 (Improve Mobility and Accessibility.) The accessibility improvements included landing pads, sidewalks, and realignments.

- Routes 16, 31, 36, 36, 39, 45, 46, 57, 24LX, 25LX, and 27LX
- 15th Street Sidewalk, Himes Avenue Sidewalk, and Broadway Avenue Sidewalk

HART provided enhanced connections and served additional markets through the opening of the MetroRapid North-South and the rehabilitation of the Yukon Transfer Center. Several route enhancements originally scheduled for implementation in FY 2013 are being implemented in FY 2014. The proposed weekday service improvements include: Route 5 expanding to a final trip at midnight,



Route 6 increasing to 20-minute midday frequency, and Route 46 being reinstated to one hour midday service. The proposed weekend service improvements include: Routes 2, 6, and 30 expanding to a final trip at midnight, Route 5 extending Saturday and Sunday service by 2 hours, Route 14 and 57 to commence Saturday service, and Route 37 to commence Sunday service.

### *Pasco County*

Pasco County Public Transportation (PCPT) completed its most recent TDP update in September 2013 for FY 2014 – FY 2023. The following needs within the PCPT TDP have been identified as applicable to the TD population:

- Improvements to existing routes
- New service expansion
- Capital/infrastructure improvements
- Other improvements

The new service expansion needs that could improve mobility and connectivity within the county include:

- Moon Lake Connector
- Spring Hill Connector LX
- Wiregrass Connector
- Cross-County Connector on SR 52
- Land O' Lakes Connector
- St. Leo University Connector
- Express Service on US 19
- Wesley Chapel/USF Express
- Express Service on Suncoast Parkway

The goals, objectives, and strategies that were developed as part of the PCPT TDP identified the following themes and/or specific statements that relate to the TD population:

Goal 1: Enhance the quality and quantity of service.

Objective 1.1: Double ridership from 1 million in 2013 to 2 million in 2023.

Strategy 1.1.4: Identify and address transportation needs of transit-oriented populations in the County.

Goal 4: Enhance the accessibility of transit services.

Objective 4.2: Strive to ensure accessibility at all transit facilities.

Strategy 4.2.1: Conduct transit infrastructure assessment.

Strategy 4.2.2: Continue to improve infrastructure including benches, shelters, signage, and accessibility at bus stops.

Strategy 4.2.3: Ensure that all new transit infrastructures meet accessibility requirements.

Goal 5: Pursue transit-friendly land use and regulations.

Objective 5.1: Review all relevant land development proposals and regulations to ensure transit-friendly development.

Strategy 5.1.1: Support the use of development incentives for developers and major employers to promote public transportation (e.g. impact fee credits to developers for transit amenities).

Strategy 5.1.2: Improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.

Strategy 5.1.3: Coordinate with local jurisdictions, planning agencies and the development community to encourage transit-supportive development patterns and investments.

Strategy 5.1.4: Support community initiatives that align affordable housing with transit service.

The improvements to existing routes include changing Routes 14, 21, and 25 from 60-minute to 30-minute frequency, expanding Route 54 service to 6 days per week and the frequency to 60 minutes, and adding three hours of weekly service at night on Routes 14, 19, and 21. Longer term improvements include adding three hours of weekday service on all routes, adding limited Sunday service on all routes, and implementing 30-minute headways on all existing PCPT routes.

The potential capital/infrastructure improvements include expanding and improving bus stop infrastructure, establishing new transfer facilities, and improving bus stop safety and ADA accessibility.

### *Pinellas County*

The Pinellas Suncoast Transit Authority (PSTA) completed their most recent TDP Major Update in September of 2010 for FY 2011 – FY 2020. The PSTA vision is to further transition Pinellas County into a more livable community. The PSTA TDP identifies a need to increase mobility for limited income individuals without cars or access to cars and to promote the connection of residential areas and major activity centers for education, employment, and entertainment opportunities. The following needs within the PSTA TDP have been identified as applicable to the TD population:

- New passenger shelter and landing pad installation
- Intermodal Transit Facilities (Downtown St. Petersburg, Largo Town Center, and Downtown Clearwater)

A 2010 Medicaid Bus Pass user survey revealed a heavy reliance on the pass and that more weekend service, as well as bus shelters were the two most desired improvements.

PSTA has an extremely effective community outreach and liaison program. Ongoing efforts performed as part of that outreach, relating to the TD population, are summarized below.

- Regional Funding/Service Coordination: PSTA staff has coordinated with HART and PCPT on regional funding and services. The three agencies effectively share FTA Section 5307 formula funding and jointly developed a regional JARC program.
- WorkNet Pinellas: Marketing staff works with case managers to provide PSTA information relevant to jobseekers and employers. Participation in WorkNet job fairs is ongoing.
- Community Presentations and Local Public Involvement Programs: Marketing staff provides special presentations to various groups in the community with respect to PSTA service and programs. Life skills and presentations for bus travel are provided, particularly for supported employment and rehabilitation programs.
- Development Coordination & Review: Staff works closely with local communities to review development and redevelopment plans and incorporate passenger amenities as part of the projects. This program is very successful with regard to the placement of passenger shelters and benches throughout the community. Staff is also participating with local communities on redevelopment projects and providing input on conceptual designs.
- Accessible Bus Stop Signage: In coordination with PSTA's Transit Advisory Committee, new bus stop signs were developed to differentiate the bus stop from other "poles" along roadways. These tactile signs include raised and Braille characters for 100 selected PSTA bus stops, which were identified with input from visually-impaired passengers.
- Travel Training/Travel Aids Program: Training offered to persons with disabilities so they can gain the skills they need for independent travel.
- Social Service Agency Coordination: PSTA leases surplus paratransit vehicles to area social service agencies to increase the accessibility of the TD system.
- Inter-County Transit Service: Regional connection points and transfer centers are maintained by PSTA in Tarpon Springs and Clearwater. These centers facilitate transit service connections between PSTA, PCPT, and HART. Coordination efforts include the provision of benches and shelters, route/schedule information, shared bus stop locations, and planning requirements.
- PSTA Web Page: The website [www.PSTA.net](http://www.PSTA.net) is continuously updated with Board meeting information, special events, employment opportunities, planning, and financial reports.
- Community Programs: Staff participates in education programs, including new rider assistance for supported employment and social service programs.

### **Transportation Disadvantaged Service Plans**

The TDSPs for Hillsborough, Pasco, and Pinellas counties have been reviewed and summarized to identify each county's transportation disadvantaged goals and objectives, transportation needs, and service gaps.

## *Hillsborough County*

The Hillsborough County MPO completed the most recent TDSP in April of 2012 for FY 2012 – FY 2016. The estimated number of TD persons in Hillsborough County is 462,922 in 2013 and 472,815 in 2014. The following needs/projects have been identified as applicable to the TD population:

- Using JARC funds to provide job training trips in the County
- Using New Freedom funds to include more quality of life trips through public private partnerships

The Hillsborough County MPO also identified the following service limitations/barriers to coordination and strategies to improve them within the TDSP:

- **Funding Issues will emerge**
  - TD population estimated to increase by 10,000 from 2013 to 2014
  - Short term local funding is limited
    - Improvement Strategy: Continue to advocate for increased TD funding through state (trust fund) and federal revenue sources for service provision.
- **Fixed-Route Bus Service**
  - Expansion of service would alleviate much of the door-to-door trips and assist in providing reliable service, reducing costs, and increasing the capacity of the TD system.
    - Improvement Strategy: Continue to support increased funding to HART for fixed-route service expansion in areas with high demand for TD services and work with Tampa Bay Area Regional Transportation Authority (TBARTA) to expand van pools to increase access to employment.
- **Inter-County Service**
  - Additional private operators available to contract with the Community Transportation Coordinator (CTC) could increase TD service in Hillsborough County. In particular, additional providers would create competition and lower costs for providing TD service in the County.
    - Improvement Strategy: Continue to work with Pasco and Pinellas counties to remove the barriers that impede the flow of tri-county transportation information, such as coordinated centers for trip appointments and available resources.
- **Jobs-Transportation Access**
  - The CTC supports access to transportation for employment related services and has partnered with several local agencies to further its transportation for jobs content.
    - Improvement Strategy: Continue to pursue grant funding, such as JARC, to provide transportation services that meet the transportation needs of the TD population for access to employment and employment-related activities.
- **Enforcement of Agency Cooperation**
  - In Florida, CTC's were established in each county to implement the concept of coordinated transportation, which is designed to have one entity (known as the broker)

arrange transportation between various users and funding information. A fundamental aspect of a coordinated transportation system is eliminating or reducing duplication and fragmentation of TD services.

- Improvement Strategy: Continue to advocate for legislative changes that strengthen enforcement of agency participation in the coordinated provision of “brokered” TD services.
- **Conflicting Requirements for Purchasing Agencies**
  - It can be difficult to coordinate trips with purchasing agencies due to their individual needs, requirements, and standards of service.

Hillsborough County has identified the following goals and strategies to address their TD needs through public participation listening sessions:

Goal 5: Ensure necessary funding to support the TD program. Increase the funding for TD trips to meet demand.

Strategy 5.1.a: Continue to pursue local government funding to provide the match for the Non-Sponsored Trip/Equipment Grant.

Strategy 5.1.b: Identify, Evaluate, and pursue possible alternative TD funding available through local, state, and federal sources.

Strategy 5.1.c: Continuously monitor and work with the Florida Legislature, the CTD, and other entities to increase TD funding and streamline operations and service requirements.

Strategy 5.1.d: Promote the state voluntary dollar program designed to encourage one dollar donations to the TD Program when renewing vehicle tags.

Goal 6: Ensure TD Program accountability.

Strategy 6.1.b: Continue to conduct planning, program development, and competitive selection for the JARC and NF programs in compliance with Federal Transit Administration (FTA) Circulars 9045 and 9050 and in coordination with the MPO’s LRTP and Transportation Improvement Program (TIP).

Strategy 6.1.c: Conduct outreach to ensure that the interests of the general public are reflected in the priorities of the TDSP.

The Sunshine Line is anticipating the replacement of a total of 14 vehicles in fiscal year (FY) 2013 and five in FY 2014.

### *Pasco County*

PCPT completed their most recent TDSP in July of 2013. The total number of persons estimated to be TD in Pasco County was 234,199 in 2012. The most heavily populated areas are located along US 19 in West Pasco, where paratransit service demand is the highest due to a concentration of elderly and low-income populations. There are several areas in Pasco County where transit service is not provided. This includes the central portion of the County, including the growing populations of Land O' Lakes and Wesley Chapel.

Based on the TDSP needs assessment, the largest group in need of transportation-related assistance is the elderly. Pasco County is predominated by a large number of retirees (both permanent and seasonal residents). The elderly population has a demand for access to service related businesses, medical facilities, and social service agencies. In addition to the elderly, there are a large number of physically and mentally challenged residents in Pasco County who require assistance. The next largest segment of the TD population is low-income, primarily because they cannot reasonably afford their own transportation. Included with the low-income group are "high-risk" and "at-risk" children.

Pasco County's TDSP identified the following needs:

- Limited service in the evenings and on the weekends
- Lack of inter-county fixed route and paratransit services
- Lack of transportation funding
- Improve spending per capita on transit
- More personal door-to-door service for disabled persons
- Lack of immediate transportation services for the elderly
- Lack of volunteer drivers
- Lack of education of available services, programs, and requirements

Pasco County has identified the following goals for the TD population:

- Ensure availability of transportation services
- Ensure cost effective and efficient transportation services
- Provide quality of service
- Ensure necessary funding to support the program
- Ensure program accountability
- Develop and promote alternative transportation

Pasco County also identified barriers to coordination in their TDSP. One of these is transferring current paratransit clients to the fixed-route system as it expands, done through the training of individual riders. The large and growing TD population and their demands indicate the need for increased funding as current resources may not remain adequate.

### *Pinellas County*

PSTA completed their most recent TDSP in October 2012 for FY 2013 – FY 2017. The total number of persons estimated to be eligible for Transportation Disadvantaged (TD) Program services was 77,941 in 2012 and 85,263 in 2013. PSTA assumed the role of the community transportation coordinator (CTC) of the Pinellas County TD program in July, 2012. The MPO had been the CTC prior to that time. As the CTC, PSTA was able to integrate its Dial A Ride paratransit services with the TD program. The goal of this transition is to improve cost effectiveness on multiple fronts and improve the utilization of the bus system to handle TD client needs. Those TD clients who are unable to ride the bus are provided with access to transportation via PSTA's contracts with Clearwater Yellow Cab and Care Ride for taxi sedan and wheelchair service.

The 2013 TDSP update identified the following unmet needs in the original 2007 Tri-County Area Plan (TCAP):

- Transportation services provided in the evenings and on the weekends
- Education on available services, various programs, and eligibility requirements
- Inter-county transportation for both fixed-route and paratransit trips
- Fixed-route transit system covering all areas of the county
- Paratransit services to provide shopping, recreational, and employment trips, especially for people working late night or early morning shifts when fixed-route transit is not available.

The 2013 TDSP also identified the 2009 TCAP unmet needs:

- One coordinated eligibility process for all applications
- A centralized one-stop center
- Sensitivity training for operators
- Ride guide for the available transportation program

It should be noted that sensitivity training is currently identified in the TDSP as a service standard and is a requirement of TD Program providers.

These unmet needs continue to be a barrier to coordination. Needing to contact multiple agencies for various transportation needs due to a lack of centralization and different program eligibility requirements is still an issue. This has been articulated during various public outreach activities.

### **Long Range Transportation Plans**

The Long Range Transportation Plans for Hillsborough, Pasco, and Pinellas counties have been reviewed and summarized to identify the goals, values, needs, and service gaps for the region.

#### *Hillsborough County*

The goals, objectives, and policies that were developed as part of the Hillsborough County MPO's 2035 L RTP identified the following themes and/or specific statements that relate to the TD population:

Goal 3: Promote accessibility and mobility by increasing and improving multi-modal transportation choices, and the connectivity across and between modes.

Objective 3.1: Maximize access to the transportation system and improve the mobility of the transportation disadvantaged.

Policy 3.1A: Provide facilities that are ADA compliant and amenities that support all users of the multi-modal transportation system, including persons with disabilities, the elderly, and economically disadvantaged (such as sidewalk connections, trails, and enhanced bus stop/shelters).

Policy 3.1B: Improve or expand the multi-modal transportation system serving the disadvantaged by enhancing service availability, and providing greater access to connecting bicycle and pedestrian facilities.

Policy 3.1C: Promote paratransit or alternative services where development patterns do not support fixed-route transit.

Objective 3.3: Support an integrated transit system with efficient connections between modes.

Policy 3.3A: Develop a multi-modal transportation system that integrates all modes into the planning, design, and implementation process.

Policy 3.3B: Promote a transit circulator, water taxi, bicycle, and pedestrian system serving major activity centers, such as hospitals, educational facilities, parks, malls, and other major employment and commercial centers.

Policy 3.3D: Support multi-modal improvements to address a system gap or deficiency at significant points such as major intersections and movable bridges that serve vehicular traffic and other modes.

Goal 4: Enhance the safety and security of the transportation system for both motorized and non-motorized users.

Objective 5.1: Enhance the safety and security of the transportation system for both motorized and non-motorized users.

Policy 5.1A: Promote safety in the planning, design, construction, and maintenance of all modes in transportation projects and programs (e.g., designing for the incorporation of emerging safety-related technologies).

Policy 5.1B: Work with local governments and other agencies to identify safety concerns and conditions, and recommend projects to address key deficiencies (such as high crash locations, lighting and signage).



The Hillsborough County MPOs 2035 LRTP references FDOT Safe Mobility for Life program that promotes safety and informs seniors on all aspects of transportation, to improve their safety and mobility. This program serves as a reference to national, state, and local programs that are available to the elderly segment of the TD population.

#### *Pasco County*

As part of the Pasco County MPO 2035 LRTP, the goals were updated from the 2025 LRTP to comply with requirements stipulated under SAFETEA-LU. The goals, objectives, and policies that were developed as part of the Pasco County MPO's 2035 LRTP, identified the following themes and/or specific statements that relate to the TD population:

- Preventing or avoiding disproportionate adverse impacts to low income and minority communities
- Preventing the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations
- Ensuring that the transportation planning process complies with all applicable ADA and US DOT regulations
- Increase the safety and security of the transportation system for motorized and non-motorized users.
- Increase accessibility and mobility
- Enhance the integration and connectivity of the transportation system across and between modes.

#### *Pinellas County*

A review of the goals, objectives, and policies developed as part of the Pinellas County MPO's 2035 LRTP was undertaken to identify themes and/or specific statements that relate to the TD population. Applicable policies in the LRTP, also included in the TDSP, are listed below:

Objective 1.4: Mass Transit use shall be encouraged and promoted in order to increase ridership while reducing the number of single-occupant vehicles on the County's roadways and as a primary means of travel for the transportation disadvantaged population.

Policy 1.4.4: The MPO shall continue to ensure that the economically disadvantaged and physically impaired citizens of Pinellas County have access to cost-effective and efficient transportation services.

Policy 1.4.5: In its role as the Pinellas County CTC, the MPO shall provide, when appropriate, 31-day unlimited use PSTA bus passes to TD Program customers as a cost-effective way of providing needed transportation and improving overall mobility. *Although distribution of bus passes to TD customers remains an important part of the program, the MPO no longer serves as the CTC. The PSTA assumed this role in 2012.*

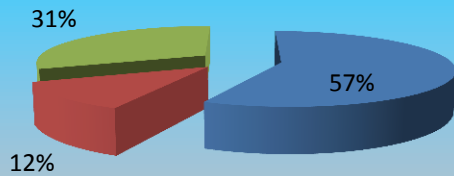
- Policy 1.4.6: The MPO shall continue to work with local governments, communities, and PSTA to identify and assess transit needs in the County.
- Policy 1.4.9: The MPO shall work with governments/counties to identify projects for JARC and New Freedom Funding.
- Policy 1.4.10: The MPO shall include the public, local governments, the private sector, nonprofit agencies and PSTA in the development of plans addressing the needs of the TD population.
- Policy 1.4.11: The MPO shall support/encourage provisions of ADA-compliant features and amenities at transit stops that accommodate the needs of persons with disabilities and the elderly.

Objective 1.5: Develop a long range intra-county and regionally accessible transit system in Pinellas County that features advanced technology, express service to intermodal transportation facilities, major employment centers, recreational points of interest, tourist destinations, and significant commercial activity.

- Policy 1.5.4: The MPO shall work with local governments to ensure that mobility strategies and local land use plans are compatible and mutually supportive.

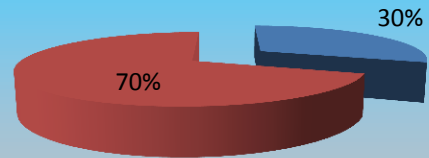
# Appendix B: Public Workshop Survey Results

**Which County do you live in?**



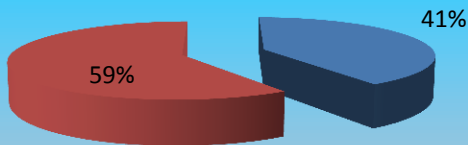
■ Hillsborough ■ Pasco ■ Pinellas

**Were you required by your employer to attend the workshop today?**



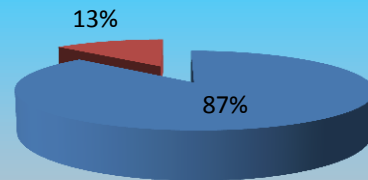
■ Yes ■ No

**What is your gender?**



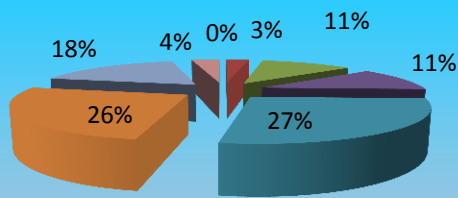
■ Male ■ Female

**Do you have access to a car or other personal vehicle?**



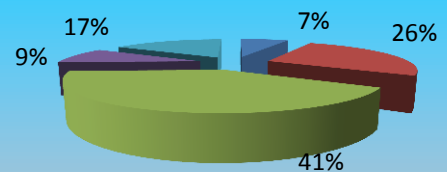
■ Yes ■ No

**What is your age?**



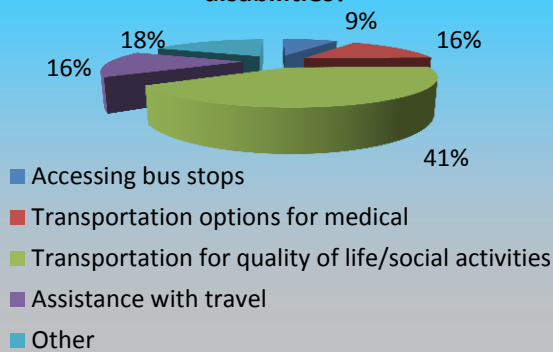
■ 15 or under ■ 16 to 24 ■ 25 to 34  
 ■ 35 to 44 ■ 45 to 54 ■ 55 to 64  
 ■ 65 to 74 ■ Over 74

**What is the greatest need in the tri-county region for seniors?**

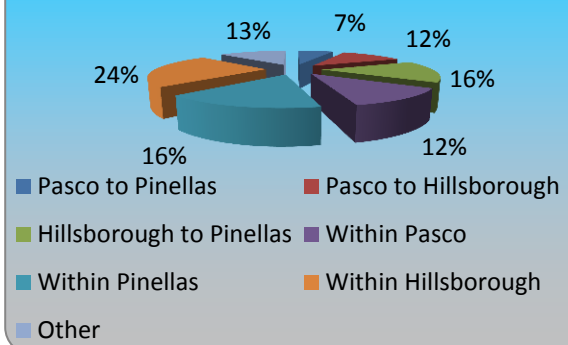


■ Accessing bus stops  
 ■ Transportation options for medical  
 ■ Transportation for quality of life/social activities  
 ■ Assistance with travel  
 ■ Other

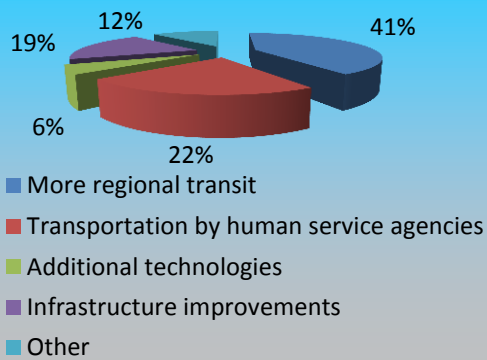
**What is the greatest need in the tri-county region for individuals with disabilities?**



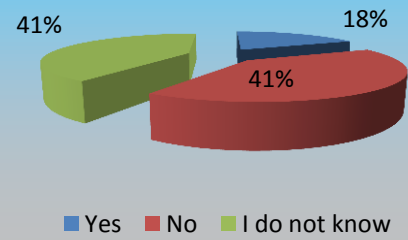
**Where should future transportation services be improved to meet the needs?**



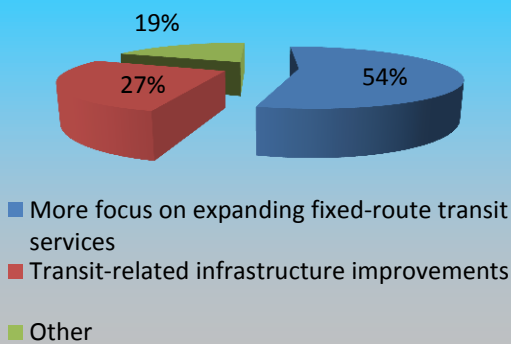
**What additional services are most important?**



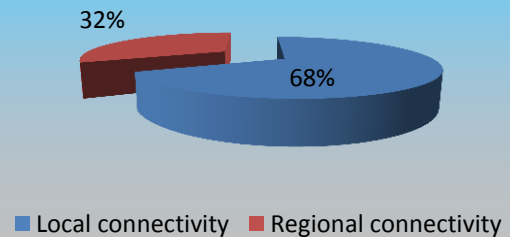
**Would you prefer that FDOT maintain providing 5310 funds as 100% capital and not use this funding source for operating grant support?**



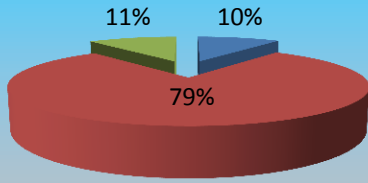
**Which improvement do you prefer?**



**Which is more important to you, local expansion of service or service that connects the region, i.e., connections to the surrounding counties?**

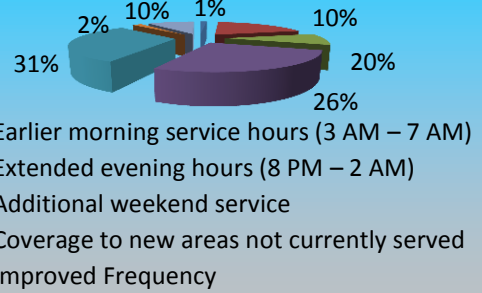


**Are you satisfied with the current level of public transportation service?**



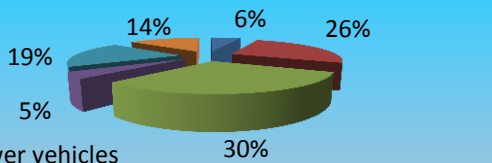
■ Yes ■ No ■ I do not know

**Which type of improvement would be your preference for fixed-route service?**



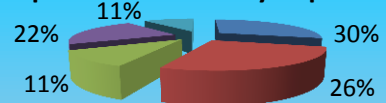
■ Earlier morning service hours (3 AM – 7 AM)  
 ■ Extended evening hours (8 PM – 2 AM)  
 ■ Additional weekend service  
 ■ Coverage to new areas not currently served  
 ■ Improved Frequency  
 ■ Training on system use  
 ■ Other

**Which type of fixed-route improvement would you prefer?**



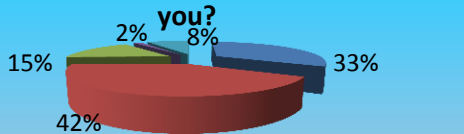
■ Newer vehicles  
 ■ Real-time bus information via phone or computer  
 ■ More sheltered locations  
 ■ More bike storage on vehicles  
 ■ Additional seating for the elderly and disabled  
 ■ Other

**Which type of paratransit service improvement would you prefer?**



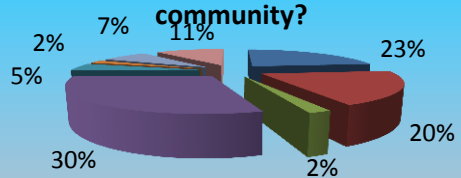
■ Expanded coverage area  
 ■ Extended hours of service  
 ■ Additional weekend service  
 ■ New or additional transfer areas to other paratransit service or fixed-route  
 ■ Other

**What demand response improvement is most important to you?**



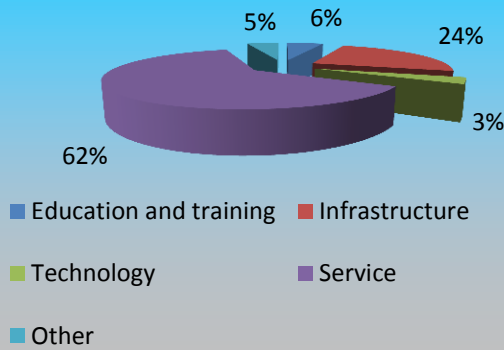
■ Reduced time to schedule trips (12 hours prior to trip)  
 ■ Shorter wait times for pick-up  
 ■ Ability to schedule trip online  
 ■ Newer vehicles  
 ■ Other

**Which type of transportation would you prefer to see financial investments focus on for your community?**

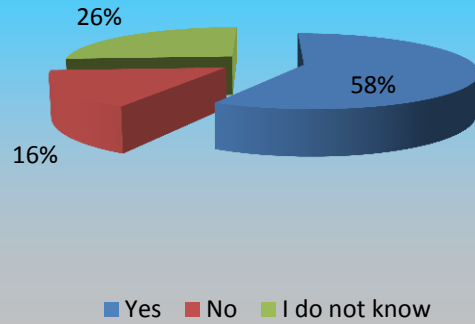


■ Bus  
 ■ Vanpool  
 ■ Rail  
 ■ Roads  
 ■ Sidewalks  
 ■ Bike Paths  
 ■ Other  
 ■ Demand Response

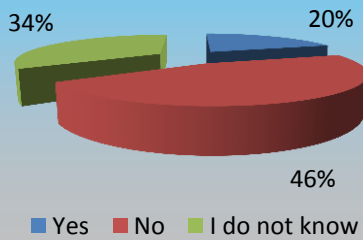
**What is most important to you with regard to transit improvements?**



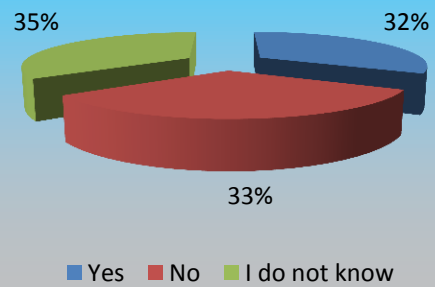
**Are public transit fares affordable?**



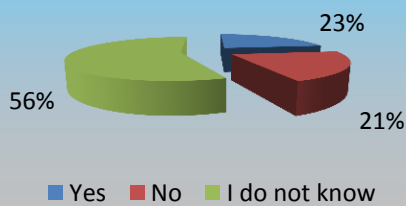
**Have you benefitted from any of the programs mentioned during the PowerPoint funded by the previous JARC and/or New Freedom programs?**



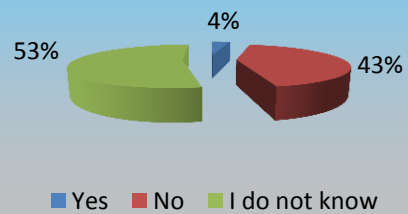
**Are you comfortable using non-demand response public transit services at night?**



**If you are working for a social service agency, has your agency looked for grant opportunities to provide transit other than those offered by the FDOT and/or the MPOs?**



**If you are working for a social service agency that has a 5310 funded vehicle would your agency be able to continue providing transportation service without this potential funding opportunity?**

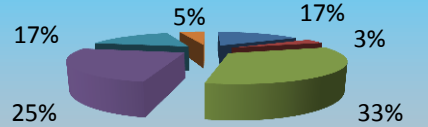


**When reviewing applications for funding, what do you believe should be the most important criteria?**



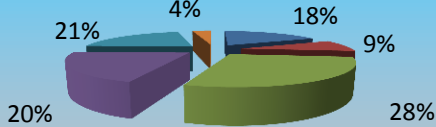
- Number of persons served
- Costs of proposed capital or operating project/program
- Proposed project/program will be regional
- Project/program benefits both elderly and disabled
- Innovation
- Other

**Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to medical facilities?**



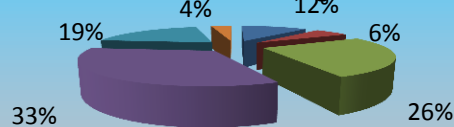
- Person needing service
- Medical provider
- Transit agency
- Local government
- Social service programs
- Other

**Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to recreational activities?**



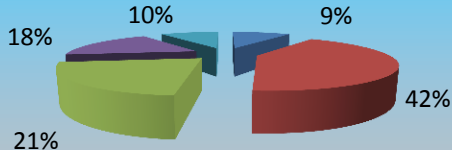
- Person needing service
- Family and friends
- Transit agency
- Local government
- Social service programs
- Other

**Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to life sustaining needs?**



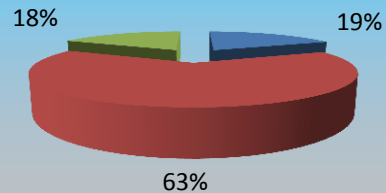
- Person needing service
- Family and friends
- Transit agency
- Local government
- Social service programs
- Other

**Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to employment?**



- Employer
- Transit agency
- Local government
- Social service programs
- Other

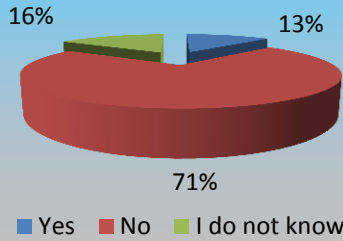
**Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the local government?**



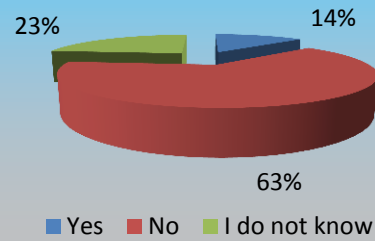
- Yes
- No
- I do not know



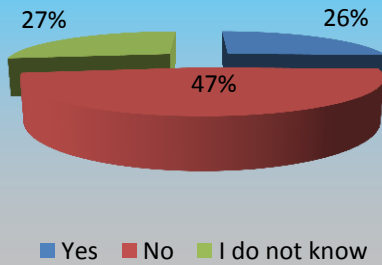
**Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the state government?**



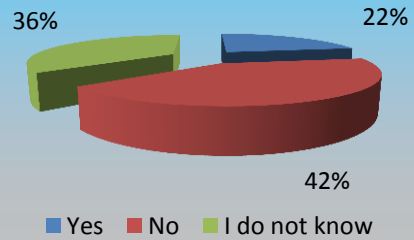
**Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the federal government?**



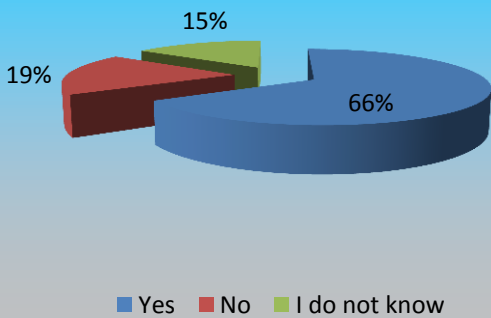
**Do you believe your area's public transportation services are comparable to other areas in Florida?**



**If you answered yes to the previous question, do you believe your area's public transportation services are better than the majority of areas in Florida?**



**Do you believe participating in public meetings makes a difference?**



**Do you believe today's meeting was beneficial to you?**

